



Housing Authority City of Milwaukee Public Safety Department

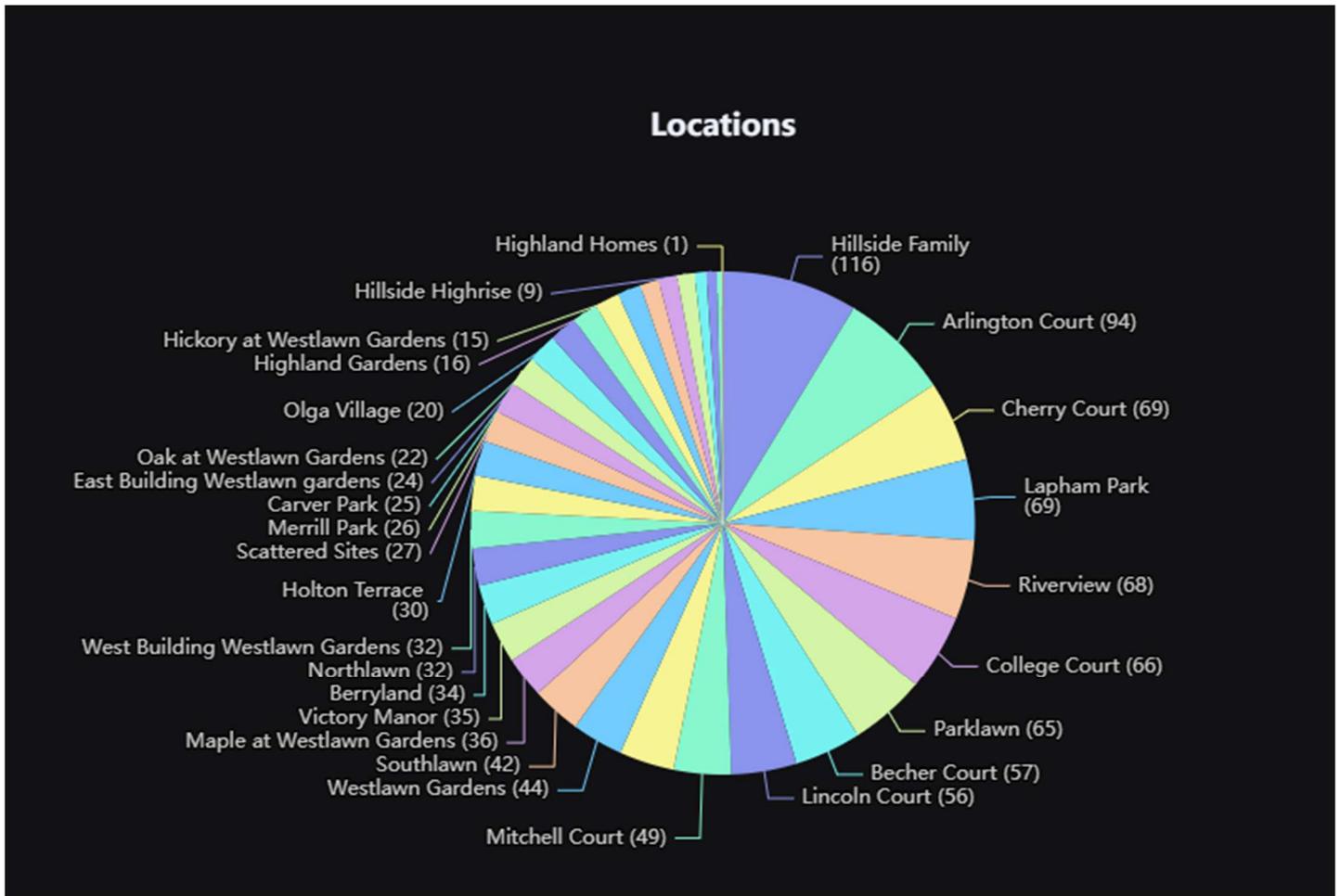


650 W Reservoir Avenue
Milwaukee, WI 53212

Housing Authority of the City of Milwaukee Public Safety Department Analytics and Initiatives Report September 29, 2025 – November 6, 2025

The Housing Authority of the City of Milwaukee (HACM) Public Safety Department submits this Monthly Report for the period of September 29, 2025 through November 6, 2025. This report highlights department activities across Public Housing, Rent Assistance, Project-Based Voucher Programs, Veteran Housing, Market Rate Housing, and Foster Youth Program units.

Through proactive patrols, field engagement, coordination with internal and external partners, and resident lease compliance interactions, the Public Safety Department continues to demonstrate its impact in creating safe and secure environments for HACM residents, visitors, and staff.





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Proactive Patrol and Officer-Initiated Activity

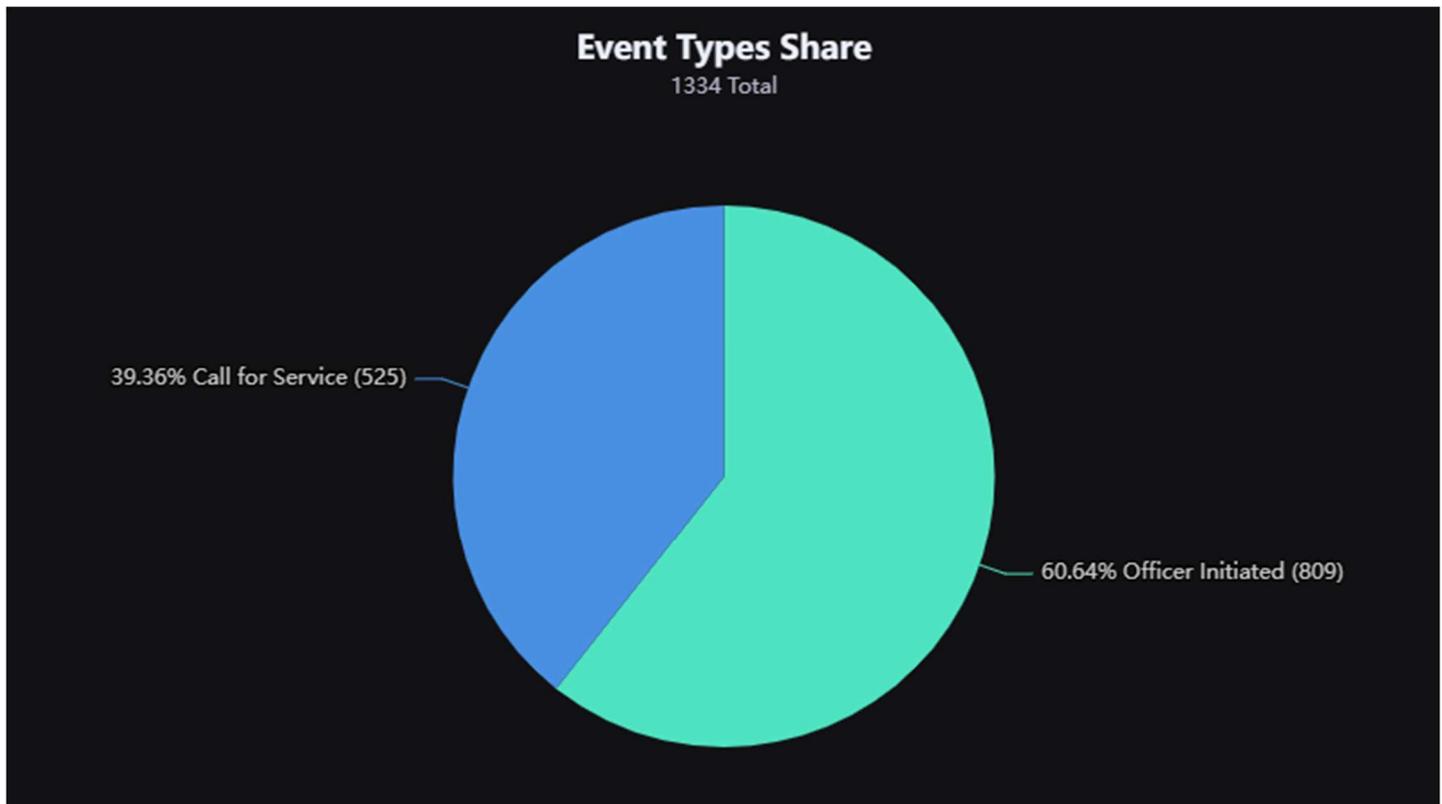
Continuous building checks, vehicle patrols, and resident interactions ensured comprehensive coverage of HACM properties.

The Public Safety Department prioritizes proactive engagement strategies to prevent incidents before they occur:

- **Officer-Initiated Events (OI) (809) for Service exceeded Resident-Initiated Calls for Service (CFS) (525)**, showcasing the department's commitment to proactive intervention and its impact.

This data reflects a 74% (+344) increase in Officer Initiated Events and a 19% (+85) increase in Calls for Service from the previous reporting period.

Community Safety Deployments and **Rotational Patrols** maximizes visibility and serves as a strong deterrent to potential criminal or disruptive activity.



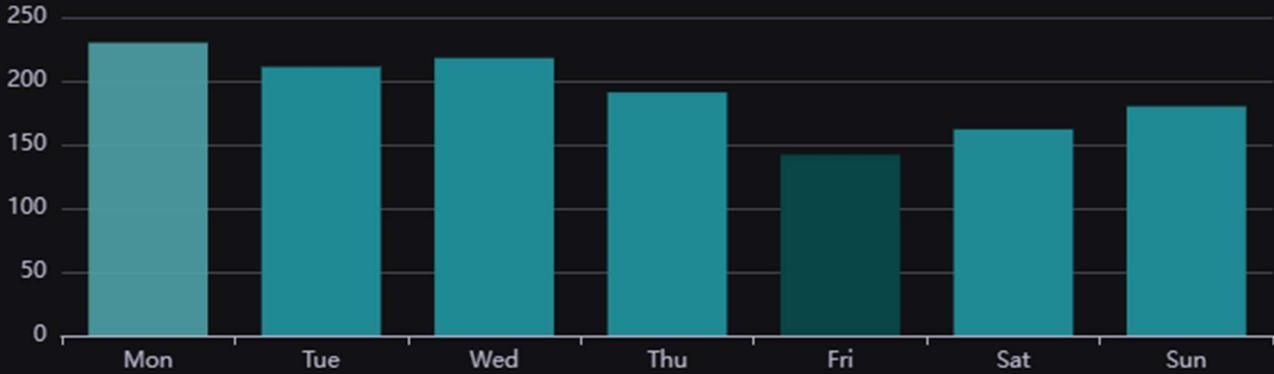


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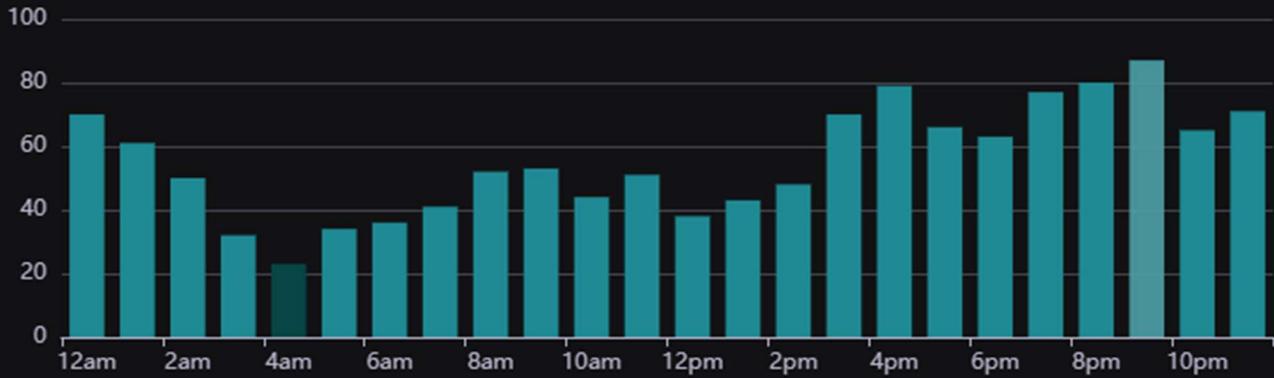


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Activity Per Day of the Week



Activity Per Time of Day





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Key Performance Metrics

Performance metrics were established based on key deliverables related to the overall health, safety, and security responsibilities of the HACM Public Safety Department

Safety Infrastructure Support

- **Elevator Safety Checks:** Conducted monthly inspections across developments to ensure functionality and resident safety.
- **Fire Trouble at Test Time Reporting:** Completed reports of alarm panel trouble concerns. Reports are forwarded to HACM Maintenance and IT departments to ensure life-safety system operational readiness.

Community Support and Enforcement

- **Incident Reporting:** Filing of detailed reports of incidents that occur in developments.
- **Lease Violations:** Resident lease violations identified are referred to Property Management in written form to uphold community standards.
- **Resident and General Trespass Notices:** Issued in instances of policy violations or unauthorized presence.

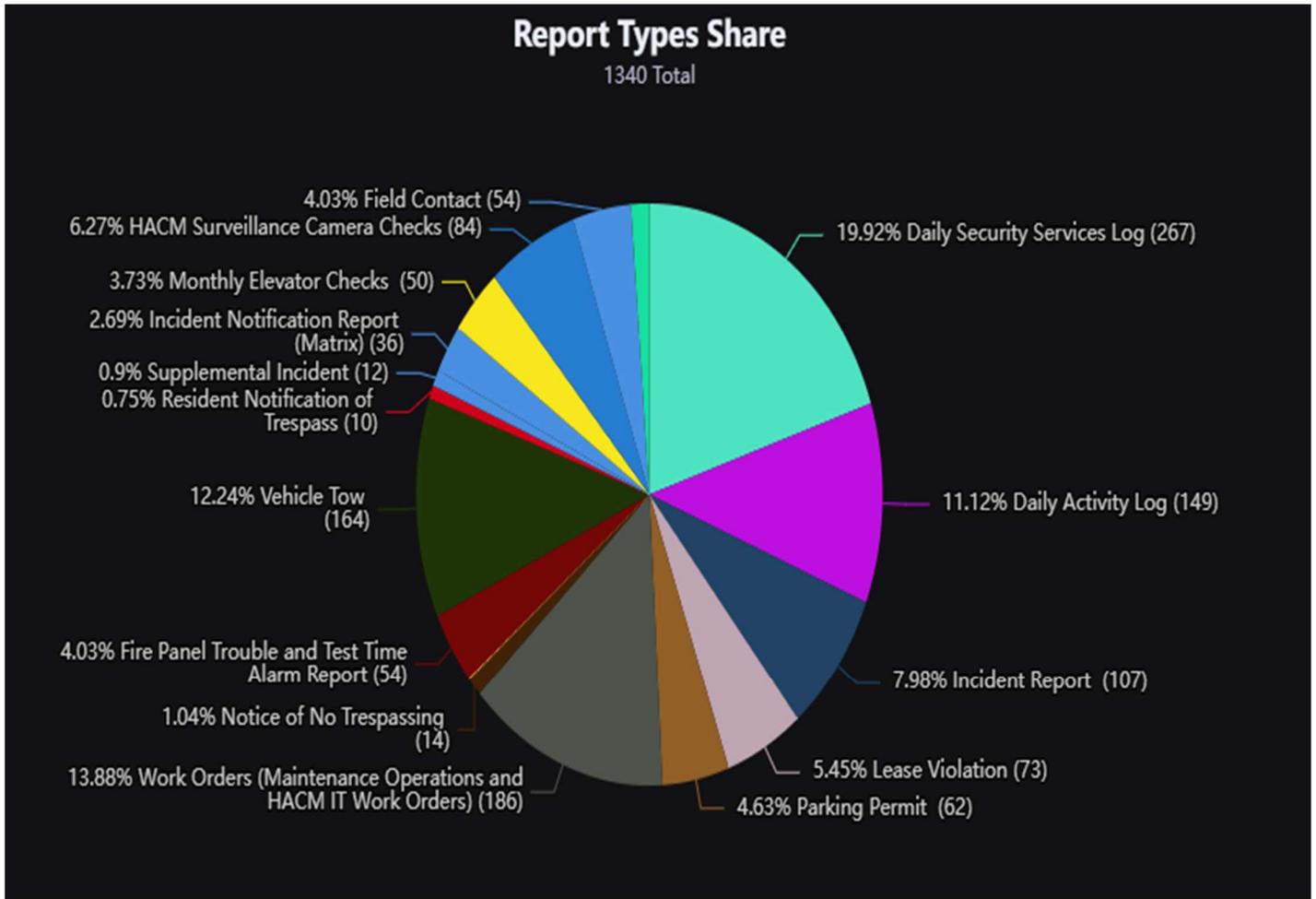
Operational Coordination

- **Work Orders - Maintenance/IT Operations:** Initiated work orders related to calls to the Dispatch Center after hours from residents both in Yardi and THERMS.
- **Field Contacts:** Public Safety Specialist maintained high daily engagement with residents and visitors, reinforcing community trust and increasing situational awareness. Being mindful of safety and security concerns and documenting them in THERMS.



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October 2025 Initiatives – HACM Public Safety Department

During this reporting period, the HACM Public Safety Department focused on strengthening field operations and enhancing community engagement across its developments. In response to a sporadic elevator outage at College Court, Public Safety personnel were temporarily stationed on-site to ensure resident safety and accessibility. GT Security was directed to assist residents by escorting them up stairwells when Public Safety staff were responding to calls for service. This coordinated approach ensured continuous support and safety coverage while maintaining operational readiness.

The department also strengthened its operational reporting process by renaming and restructuring the Field Contact Report to the Community Contact and Observation Report. This revised format not only emphasizes proactive engagement and visibility but also expands focus to include maintenance, area, and building issues identified during proactive patrols at the developments. These observations



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support timely communication with other HACM departments to address safety, environmental, or structural concerns.

Collectively, these initiatives enhanced the department's responsiveness, increased visibility within the communities, and reinforced its commitment to providing safe, secure, and well-maintained environments for all HACM residents, visitors, and staff.

Conclusion

The Housing Authority of the City of Milwaukee (HACM) Public Safety Department continues to demonstrate its strategic value and impact through focused patrol operations, responsive service delivery, and intentional engagement with residents. During the October 2025 reporting period, these coordinated efforts, supported by internal departments and external partners, contributed significantly to maintaining safe, secure, and stable environments across HACM communities.

The department remains committed to data-informed decision-making, interdepartmental collaboration, and resident-focused practices.

MED 11/06/2025