



Housing Authority City of Milwaukee Public Safety Department

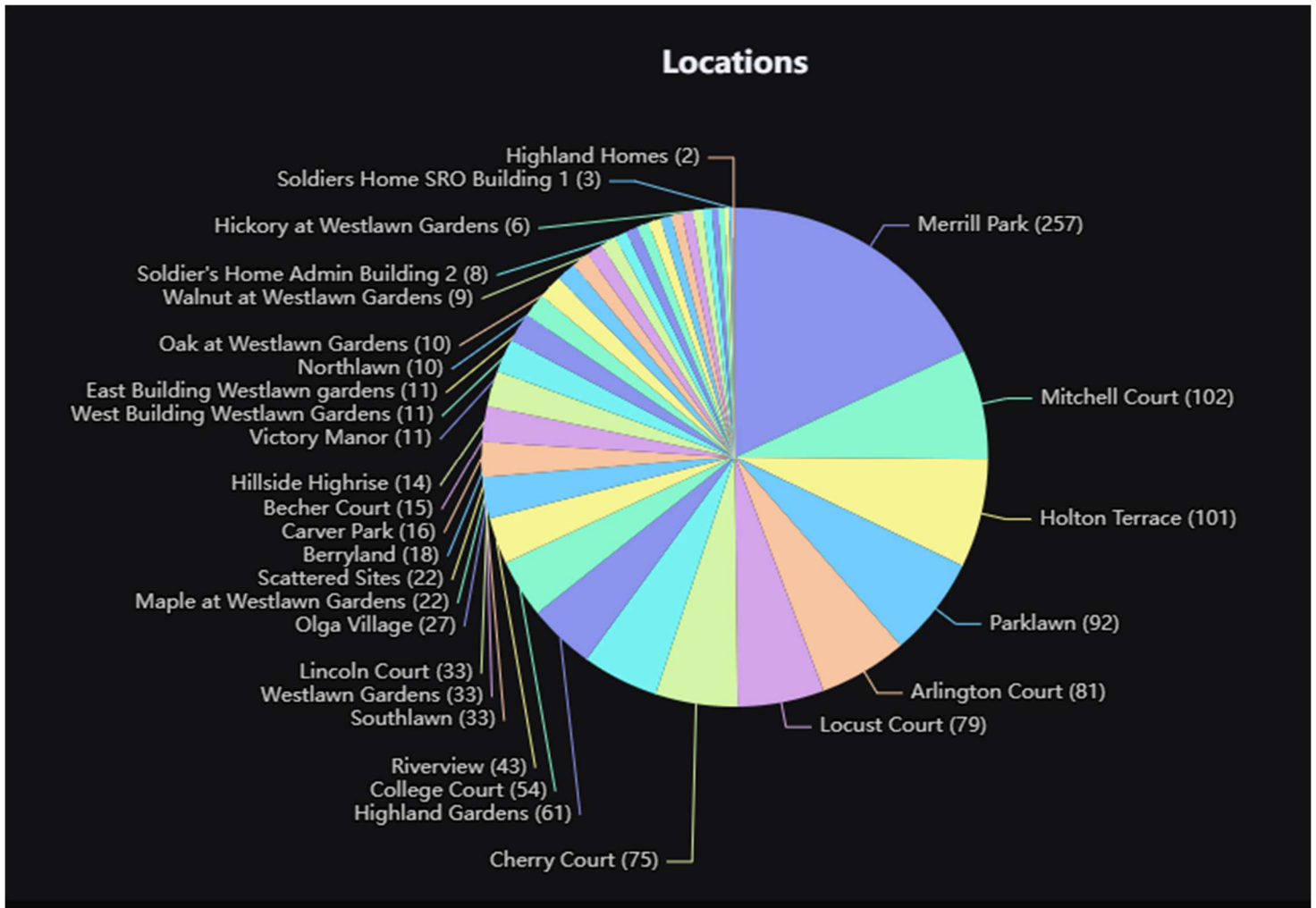


650 W Reservoir Avenue
Milwaukee, WI 53212

Housing Authority of the City of Milwaukee Public Safety Department Analytics and Initiatives Report April 2, 2026 through May 12, 2026

The Housing Authority of the City of Milwaukee (HACM) Public Safety Department submits this Monthly Report for the period of April 2, 2026 through May 12, 2026. 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) (893) for Service exceeded Resident-Initiated Calls for Service (CFS) (536), showcasing the department's commitment to proactive intervention and its impact.

During this reporting period, Officer-Initiated Activity increased from 642 to 893, an increase of 39.1%. This increase reflects a heightened proactive operational posture by HACM Public Safety personnel through increased high-visibility patrols, directed patrol efforts, resident engagement, and focused activity in developments experiencing ongoing quality-of-life and public safety concerns. The increase in officer-initiated activity demonstrates continued emphasis on proactive engagement, deterrence, and early intervention strategies rather than relying solely on reactive response measures.

Calls for Service increased from 329 to 536, an increase of 67.5%. This increase reflects a higher overall demand for service, increased reporting of incidents and concerns, and elevated operational activity throughout HACM developments during the reporting period. The increase also indicates continued resident and partner willingness to engage Public Safety personnel regarding concerns affecting their communities, while highlighting the importance of maintaining visible and responsive public safety operations.

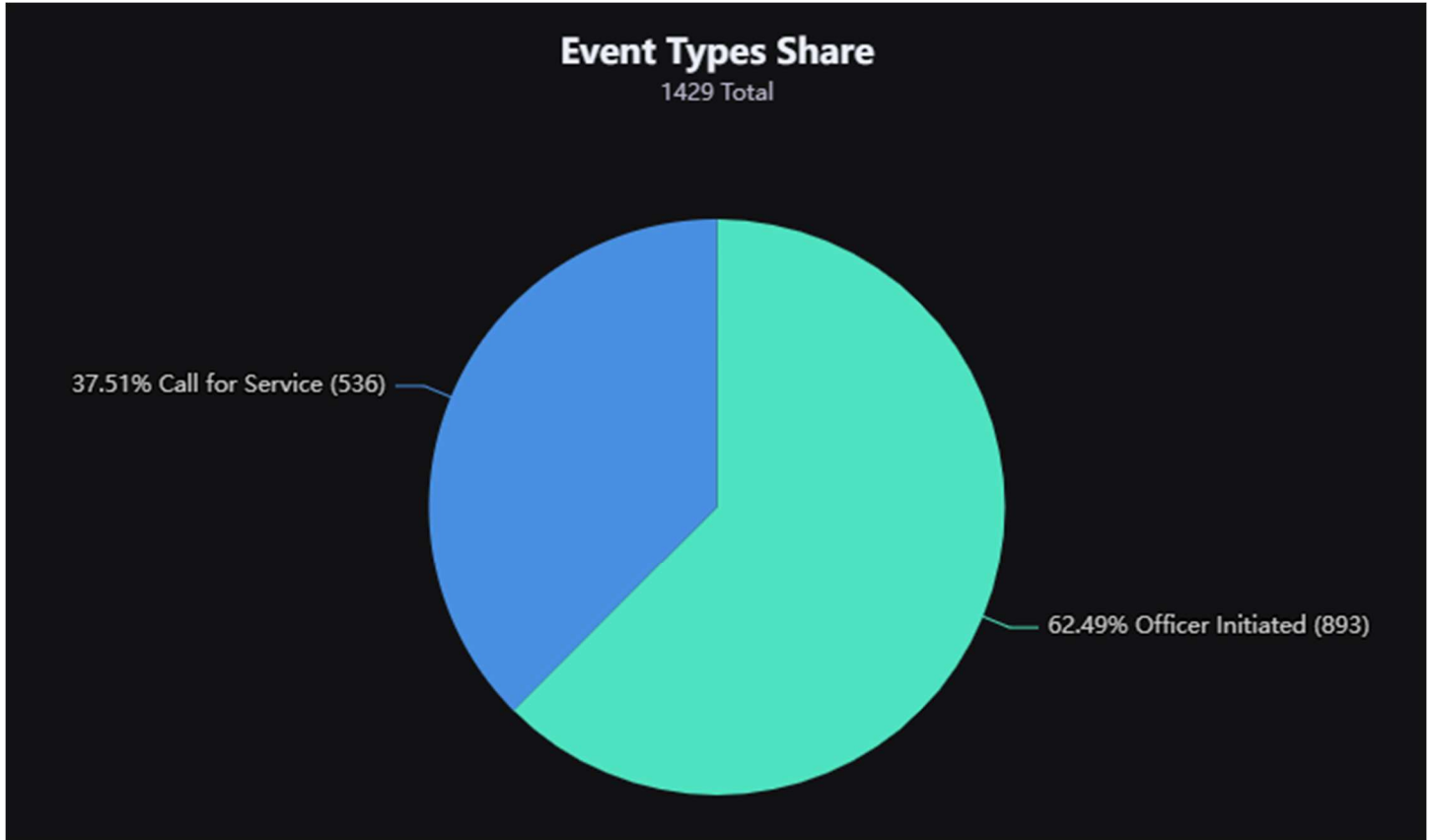
These metrics reflect an increase in overall operational activity and public safety engagement across HACM developments during the reporting period. While Calls for Service increased, the simultaneous increase in Officer-Initiated Activity demonstrates that HACM Public Safety personnel continued to maintain a proactive operational approach focused on visibility, resident engagement, deterrence, and addressing concerns before they escalate further. These combined efforts, along with continued collaboration between HACM departments and law enforcement partners, support ongoing efforts to enhance safety, responsiveness, and quality of life throughout HACM communities.



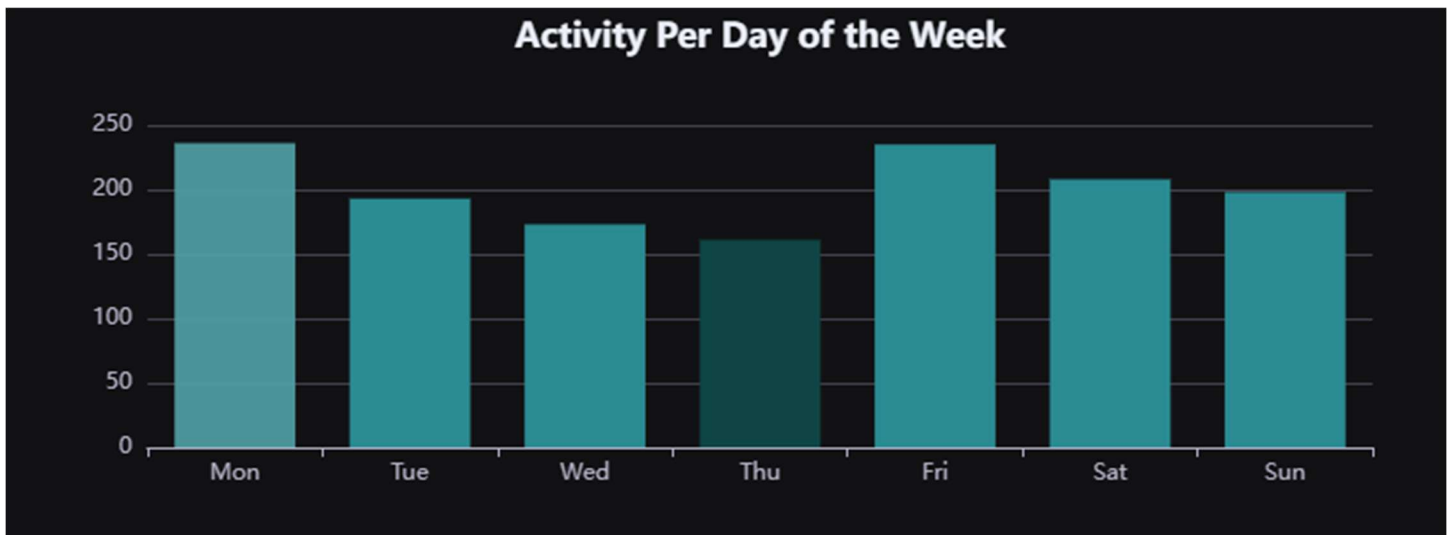
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Community Safety Deployments and **Rotational Patrols** maximizes visibility and serves as a strong deterrent to potential criminal or disruptive activity.





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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

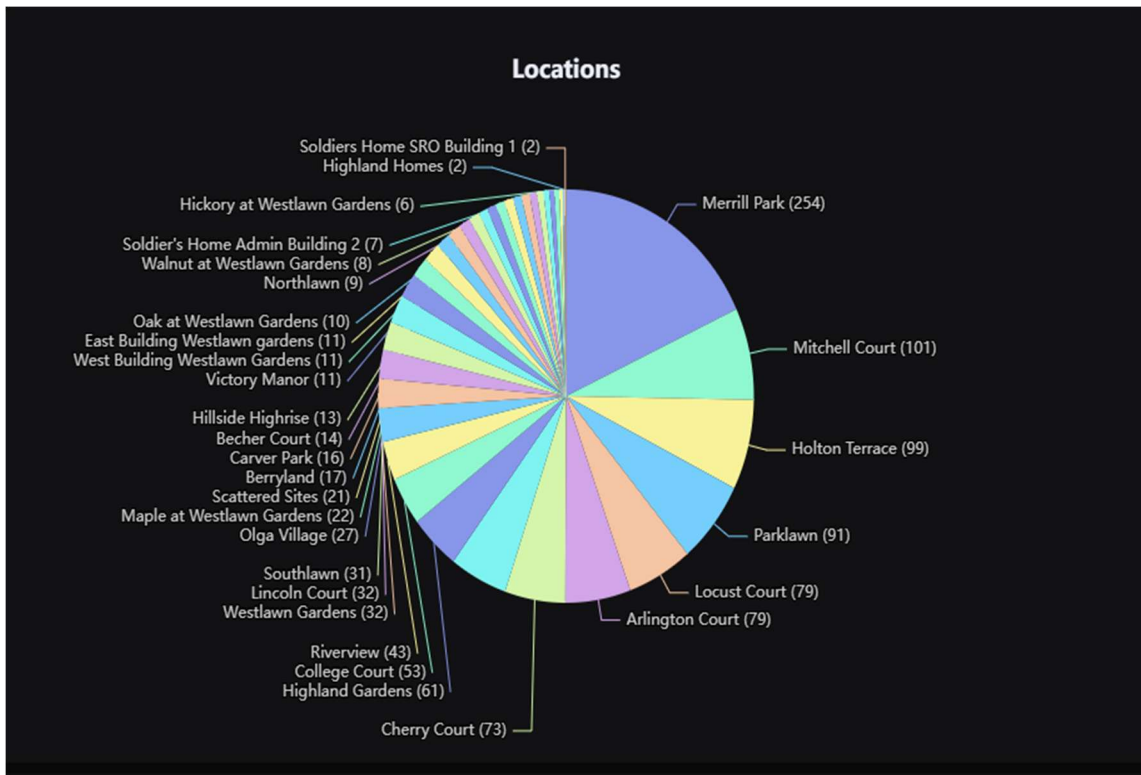
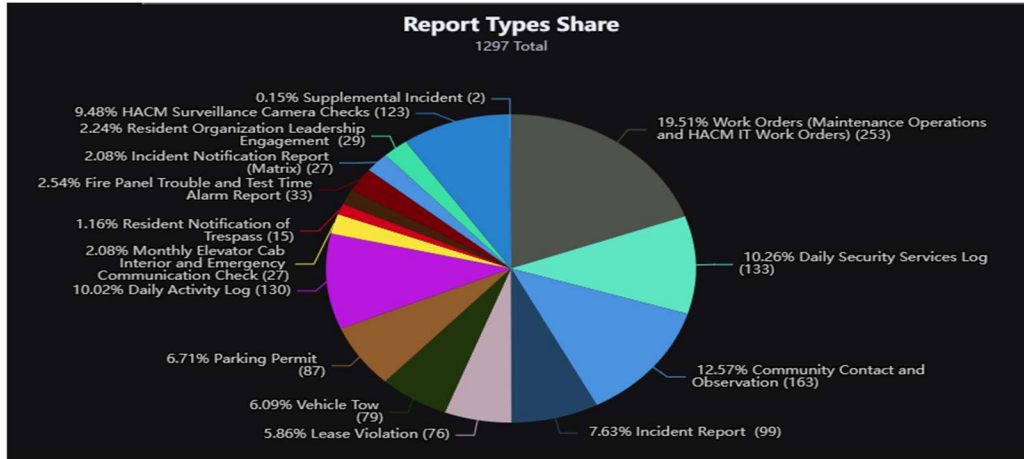
- **Work Orders - Maintenance/IT Operations:** Initiated work orders related to calls to the Dispatch Center after hours from residents both in Yardi and THERMS.
- **Field Contacts:** Public Safety Specialist maintained high daily engagement with residents and visitors, reinforcing community trust and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



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April 2026 Initiatives – HACM Public Safety Department

During the month of April 2026, the Housing Authority of the City of Milwaukee (HACM) Public Safety Department supported the agency by continuing to focus on proactive public safety operations, interdepartmental collaboration, environmental safety coordination, and community stabilization



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efforts across HACM developments. These efforts include proactive deployment strategies, partnership-driven responses to community concerns, operational coordination with internal departments and law enforcement partners, and continued emphasis on visible public safety presence throughout HACM properties. Collectively, these initiatives supported HACM's mission of providing safe, secure, and stable environments for residents, staff, and visitors while contributing to overall community well-being and operational effectiveness.

HACM Unit Turn and Lease-Up Operational Support Initiative

The HACM Public Safety Department played an active operational support role in HACM's accelerated Unit Turn and Lease-Up initiatives, particularly at Hillside Terrace, College Court, and Locust developments. Public Safety leadership and personnel supported interdepartmental coordination efforts focused on occupancy stabilization, environmental safety, contractor and vendor access coordination, vacant unit security, and maintaining safe and orderly conditions conducive to accelerated unit readiness and resident move-ins. These efforts supported HACM's broader operational objective of increasing occupancy, improving housing availability, and stabilizing communities through coordinated agency-wide execution.

Conclusion

The Housing Authority of the City of Milwaukee (HACM) Public Safety Department continues to demonstrate its strategic value through proactive deployment, security infrastructure improvements, cost reduction initiatives, and strong partnerships with internal departments and external public safety agencies. These efforts are guided by operational data, incident trends, and resident concerns, ensuring that Public Safety resources are deployed where they are most needed and where they have the greatest impact on resident safety and quality of life. The department remains committed to a proactive, resident-focused approach that supports safe, stable, and well-managed communities across HACM developments while also supporting the agency's operational efficiency and financial responsibility.

MED 05/12/2026