

CDA Public Safety & Security Program Overview

The CDA's Public Safety and Security Program aims to enhance the quality of life for residents by working cooperatively with residents, staff, the public, and other law enforcement agencies to preserve the peace, reduce crime and provide a safe, drug-free environment in which to live, work and raise families. The CDA Public Safety and Security Program was created to further the CDA's mission of providing decent, safe, and sanitary housing to low-income residents of the City of Madison. Protection of CDA residents, staff, and properties is delivered through the innovative use of various tools, techniques & technologies. These duties will be carried out by various personnel within the CDA organizational structure, as well as by contracted personnel when appropriate.

Program Components:

- Community Meetings
- Security Services
- CDA Staff
- Partnerships
- Tools & Technology
- Policies & Procedures

CDA Security Officer Onboarding Training Plan

The CDA delivers security services through a combination of methods and may utilize private security contractors to deliver this service. The Contractor must provide training to all officers as outlined in the contract. In addition, the CDA provides training to all new security officers in the following topics:

1. Introduction to the CDA
2. Fair Housing
3. CDA Standard Operating Procedures
4. Software
5. Key Storage and Usage
6. Reporting
7. Resident Engagement:
 - a. Mental Health First Aid
 - b. Trauma Informed Care
 - c. Partnerships: working with MPD
 - d. Verbal Judo
 - e. Public Relations: media inquiry protocols & customer service training

Resident Safety and Security Survey

Methodology: The survey was conducted between January 7 and February 4. Survey responses were kept anonymous. Paper surveys were distributed door to door, at the property management office, and at community meetings. 538 occupied units were targeted (100%). The survey received a 28% response rate.

Question 1: Do you feel safe alone at night in your home?

Yes: 64%

No: 24%

No Sure: 12%

Question 2: Do you feel safe at night walking on the outside grounds of your home?

Yes: 36%

No: 45%

Not Sure: 19%

Question 3: Do you feel safe allowing your children to walk through the community alone at night?

Yes: 8%

No: 42%

Not Applicable: 50%

Question 4: In your opinion, should the CDA hire armed or unarmed security?

Armed: 47%

Unarmed: 31%

Not Sure: 22%

Question 5: Have you felt more or less safe without security over the past year?

Less Safe: 50%

More Safe: 12%

The Same: 38%

Question 6: Do you have any other comments or suggestions related to safety and security at your home?

Madison Police Data: Sector and Property Comparison

	2017		2018		2019	
	Property CFS	% of Sector CFS	Property CFS	% of Sector CFS	Property CFS	% of Sector CFS
Baird Fisher	111		101		101	
Romnes	212	9%	211	9%	231	9%
Britta Park	119	3%	76	2%	90	3%
Truax Park	662	26%	373	16%	419	19%
Webb Rethke	133	5%	100	4%	123	5%

CFS = Calls for Services