

# NOTES

TO: Honorable Mayor and City Council Members

FROM: Ann E. Wall City Manager

DATE: September 26, 2018

SUBJECT: Materials for Your Information

Please find attached the following materials for your information:

1. A memo from Brock Letchworth, Public Information Officer, regarding the 2018 Greenville Citizens Survey
2. A memo from Gary Fenton, Director of Recreation and Parks, regarding Sycamore Hill Gateway Plaza interpretive wall design
3. A memo from Mark Holtzman, Chief of Police, regarding the postponement of the Police Community Expo
4. A memo from Mark Holtzman, Chief of Police, regarding the Community Outreach Report for September 1, 2018-September 30, 2018.

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Attachments

## Memorandum

**To:** Ann E. Wall, City Manager

**From:** Brock Letchworth, Public Information Officer *KBL*

**Date:** September 26, 2018

**Subject:** Greenville Citizens Survey

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Distribution of the 2018 Citizens Survey began this week. Selected citizens will be receiving paper copies and getting phone calls to complete the survey. The survey will also be available to selected citizens online.

The purpose of the survey is to identify what the City is doing well and where it needs to improve. Additionally, results can assist the City Council and staff in developing priorities. Previous surveys were conducted in 2013 and 2016.

Results will be compared with previous years to see how well the City is improving to meet the needs and desires of the residents. The results will also be compared to other university cities as well as with regional and national survey results.

We expect to have the survey completed and results compiled by the end of December 2018.

# Memo

**To:** Ann Wall, City Manager  
**From:** Gary Fenton, Director of Recreation and Parks  
**Date:** September 25, 2018  
**Re:** Sycamore Hill Gateway Plaza Interpretive Wall Design

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Recreation and Parks (GRPD) received 100% design development documents from Rhodeside & Harwell, Inc. (RHI) on September 25, 2018. The design team has incorporated comments and recommendations provided by City staff and the Sycamore Hill Advisory Group. The project is on schedule, and based on the probable cost statement prepared by the sub-consultant Bree Associates (cost estimators), the design is within the approved construction budget.


Please find attached a link to the 100% design development documents for the Sycamore Hill Gateway Plaza Interpretive Wall Design. The design for the interpretive walls will be incorporated into the construction drawings and bid documents in late October 2018. Recreation and Parks will definitely follow up with another note to City Council to share the link to the bid documents.

<https://www.greenvillenc.gov/Home/ShowDocument?id=17414>

Please let me know if there are any questions.

cc: Michael Cowin, Assistant City Manager

# Memorandum

**To:** Ann Wall, City Manager  
**From:** Mark Holtzman, Chief of Police   
**Date:** September 21, 2018  
**Subject:** Police Community Expo - Cancelled

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The Greenville Police Department (GPD) Police Community Expo scheduled for Thursday, October 4, 2018, at Cornerstone Missionary Baptist Church, has been cancelled. Due to Hurricane Florence, efforts to effectively promote this event were limited. Additionally, many of our surrounding communities are still recovering from the effects of Hurricane Florence and now is not the appropriate time to hold such an event.

We plan to reschedule sometime in the spring of 2019. Discussions are also underway to possibly coordinate this event with the spring stakeholders meeting with assistance from the Police Community Relations Commission (PCRC).

***GPD Mission Statement***

*The Greenville Police Department exists to enhance public safety and quality of life, in partnership with ALL people in OUR community, by preventing crime with honor and integrity.*

# Memorandum

**To:** Ann Wall, City Manager  
**From:** Mark Holtzman, Chief of Police   
**Date:** September 24, 2018  
**Subject:** Community Outreach Report

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Attached is the Community Outreach summary report covering September 1 – September 20, 2018.  
Please distribute and share as needed.

Attachment

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***GPD Mission Statement***

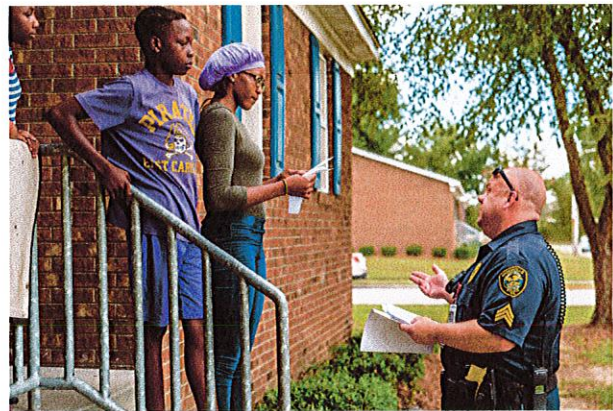
***The Greenville Police Department exists to enhance public safety and quality of life, in partnership with ALL people in OUR community, by preventing crime with honor and integrity.***

# Memorandum

**To:** Sgt. Dale Mills, Community Outreach Division  
**From:** Devinder Culver, Community Projects Coordinator  
**Date:** September 21, 2018  
**Subject:** Community Outreach Report –September 1 to September 20, 2018

This was a very busy time for Greenville Police Department (GPD) personnel. From hurricanes to interns from Germany, to noise calls for service to helping citizens find an “eye doctor,” it’s all in a day’s work for these “community magicians.”

**Hurricane Florence – Outreach Home and Away:** Greenville emergency personnel from the departments of Police, Fire and Rescue, Greenville Utilities and Public Works coordinated their efforts to ensure that our streets were safe, that our homes were lit and our drains were free of debris before, during and after Florence.



In preparation for Hurricane Florence, detectives went door to door in the neighborhoods which are prone to flooding.

Pictured above is Sgt. C. Viverette informing Greenville citizens of the oncoming hurricane, emergency shelter openings and the transportation options should they wish to leave their neighborhood to avoid the hurricane.

To the left is Lt. C. Williams with his assigned New Bern Police Department partner responding to calls for service. Lt. Williams was one of a team of 40 GPD officers who reached out to New Bern during this difficult time and helped with emergency shelter security and calls for service.

**September 20, 2018 – Lt. Jason D. Williams** from the New Bern Police Department had this to say about GPD “...please express the **sincere** appreciation from all of the officers here at our department. Over the past week or so, Greenville PD has gone above and beyond with the assistance they have provided. The personnel that responded to the request for help were awesome in every way. There is no way to repay your agency for the love they have shown to us. If Greenville PD ever needs help, we will be there with everything we have.”

**Outreach to Berlin, Germany:** Nico Wagner from Berlin, Germany spent three weeks with GPD. He spent a week in each of the three Bureaus – Field Operations, Criminal Investigations and Administration. Nico said it was the “Best three weeks of his working life... it was like working with friends.”

Nico described himself as a “... German police detective in training who is currently studying at the Berlin School of Economics and Law and being paid by the Berlin Police Department through the period of the internship, yeh!”



Here is a message from Nico: “A big ‘Thank you’ to all the police officers, telecommunicators and civilians who made my internship possible.” Nico is pictured above with Sgt. Dale Mills and Sgt. Gary Howard.

## Highlights

- **“Community Magicians”** - is how Ms Lisa Robinson describes the GPD Officers who responded to noise complaints on East Third Street. Their quick response to her call was appreciated as “...Some folks on our block have kids, some are in their 90s, and the rest of us are working professionals, so we need our neighbors to be respectful of the 11:00 p.m. noise ordinance time.” Ms Robinson did not forget the telecommunicators who are “...always kind and friendly and your street team responds in a way that stops the parties from flaring back up. Community magicians! I work in the late hours and your assistance is truly appreciated.”
- **“Priceless” Citizens Police Academy** – The Fall 2018 nine week session of the Citizens Police Academy began September 6, 2018. The Academy affords citizens the opportunity to get a better understanding of the functions of the various units within the department and, helps to build lasting relationships between the citizens and the police officers resulting in a more effective, collaborative crime reduction effort. One of the seventeen (17) new participants, Heather Cofer had this to say “...I am leaving 5 years of pediatrics and returning to correctional nursing. I am most interested in the (how & why) of the different crimes as well as the extensive effort each officer goes to each day to protect us citizens. I don’t think we realize the sacrifices they make; and being able to educate myself as well as my daughter is priceless.”
- **Officer Patrick O’Callaghan - Red Light Ticket** – John Crusoe had some issues with a ticket, he called Officer Patrick O’Callaghan who was able to help him immediately. According to Mr. Crusoe, Officer O’Callaghan “...was kind, professional, and above all, empathetic. I hope he gets a pat on the back or an ‘atta boy’ for being awesome. Thanks!!”
- **“Bless your heart** to the Greenville police officer who helped me find my eye doctor at White Eye Associates. I got lost and asked him to lead me to the doctor’s office and he did.”