

# NOTES

TO: Honorable Mayor and City Council Members  
FROM: Ann E. Wall, City Manager  
DATE: March 9, 2022  
SUBJECT: Materials for Your Information


Please find attached the following materials for your information:

1. A memo from Mark Holtzman, Chief of Police, regarding Mobile Crisis Co-Responder Model Update
2. A memo from Mark Holtzman, Chief of Police, regarding Traffic Safety Task Force outcome report

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Attachment

# Memorandum

**To:** Ann Wall, City Manager  
**From:** Mark Holtzman, Chief of Police   
**Date:** March 8, 2022  
**Subject:** Mobile Crisis Co-Responder Model Update

In January 2021, the Greenville Police Department (GPD) deployed the Mobile Crisis Co-Responder Program to handle mental health related calls for service. The program is intended to improve GPD's response and handling of calls related to suicidal attempts, domestic violence, mental illness and drug overdose. The program is a partnership with the Integrated Family Services group in Pitt County which operates the 24/7 Mobile Crisis Team.

Under the program, the Mobile Crisis Team is automatically notified by the City's Communications Department when a mental health related call is received. The mobile crisis team member then speaks directly with the officer about the specific need and will respond to the scene to assist the case.

Over the last fourteen months, the program has seen approximately 927 calls for service that triggered an immediate call to Mobile Crisis. This averages out to approximately 2.2 calls for service per day. Of the total 927 calls, approximately 43.4% were a mental health related call and another 35.3% were related to a suicidal response. The following is a summary:

Call for Service	Calendar Year 2021	Calendar Year 2022 YTD	14 Month Total	% Mix
Mental Health Response	352	50	402	43.4%
Drug Overdose Response	181	17	198	21.4%
Suicidal Response	281	46	327	35.3%
Total	814	113	927	100.0%
Average Calls per Day	2.2	1.9	2.2	

For approximately 50% of the calls for service, the Mobile Crisis Team is able to link the person to individual services, such as a domestic violence shelter, real crisis center, mental health treatment centers, in-home services, various rehabilitation/detox centers for drug/alcohol dependence, and to the emergency department at Vidant among others.



The remaining 50% of the calls for service encompass incidents where more traditional police and EMS services are rendered, due to more immediate and sometimes life-threatening circumstances, which require the patient to be transported directly to the emergency room. Under less urgent circumstances where immediate intervention is not mandated by state statutes or established medical protocols, the individual may exercise their right to refuse the services of mobile crisis all together. However, even when services are *not* rendered during the initial call for service, mobile crisis has the ability to conduct a follow up with the individual when referred by law enforcement. The entire program, as you can see below, has already produced some significant outcomes for our community.

The following are a few examples of the types of outcomes that are being referred:

- Mobile Crisis responded to multiple calls for an individual involved in a domestic violence relationship where the individual expressed homicidal ideations with a history of suicide attempts. Prior to Mobile Crisis intervention, the person usually contacted law enforcement multiple times a week. The Mobile Crisis Team now has direct contact with the person, and the individual has been linked directly to the domestic violence center.
- Mobile Crisis responded to calls for an individual requesting detox after an overdose. Staff conducted follow up with the individual and they have successfully been linked to an inpatient detox treatment center.
- Mobile Crisis responded to a call involving a minor who was being defiant and verbally disrespectful to his parents. Follow up was conducted with the individual and his family and the individual has been successfully linked with intensive in-home services to assist with the behaviors in the home.

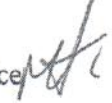
The intervention and referral services provided through the program serve as an alternative response for citizens in need or crisis which would otherwise have been served solely by GPD. We will continue to provide quarterly reports back to City Council as to the calls for service and the outcomes that are being attained through the program.

Please let me know if you have any questions.

*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:** March 7, 2022

**Subject:** NTC: Traffic Safety Task Force – Outcome Report

Several years ago, the City created a Traffic Safety Task force to identify locations within the city limits where an engineered system of traffic delineators could be installed to address the specific movement of vehicles that was believed to be contributing to vehicular crashes. The Committee is comprised of members of the Greenville Police Department, the City's Engineering and Public Works Departments, the North Carolina Department of Transportation, Vidant Medical Center and ECU. The following is a list of Committee members that have been working collaboratively through the Committee to improve the safety of our City streets:

Member	Agency
Sue Anne Pilgreen	Program Manager, East Carolina Injury Prevention Program
Ellen Walston	Injury Prevention Coordinator, East Carolina Injury Prevention Program
Jay Walton	VP Facilities and Properties, Vidant Medical Center
Jeff Cabaniss, PE	NCDOT Division Engineer
Len White	NCDOT Division Planning Engineer
Bailey Harden	NCDOT Regional Traffic Safety Engineer
Matt Johnson	Asst. Superintendent of Operations, Pitt County Schools
Chief Randall Walston	Vidant Police Department
Officer Tristan Ward	Vidant Police Department
Chief Jon Barnwell	ECU Police Department
Lisa Kirby	Director of Engineering, City of Greenville
Rik DiCesare	Traffic Engineer, City of Greenville
Stacey Pigford	Assistant Traffic Engineer, City of Greenville
Eliud DeJesus	Transportation Planner, City of Greenville
Jordan Anders	Communications Specialist, City of Greenville
Chief Mark Holtzman	Greenville Police Department
Major Chris Ivey	Greenville Police Department
Sgt. Mike Ross	Greenville Police Department
Kristen Hunter	PIO, Greenville Police Department
Logan Magnussen	Crime Analyst, Greenville Police Department

The Committee has been instrumental in implementing a number of traffic safety improvements at several intersections within the city limits. As a result of these solutions, the City has experienced a significant reduction in crashes at these locations. The following is a list of intersections where



improvements have been made over the last several years with a comparison of the number of crashes both one year before and one year after installation:

<b>Reportable Crashes at Delineator Locations (blank – 50' from intersections)</b>					
<b>Delineator Locations</b>	<b>Focus</b>	<b>1 Year Before</b>	<b>Installation Date</b>	<b>1 Year After</b>	<b>% Change</b>
Arlington Bv/Smythewyck Dr	Vehicle Crashes	15	11/1/17	4	-73%
Charles Bv/Smythewyck Dr	Vehicle Crashes	10	11/21/18	5	-50%
Charles Bv/Elm St-Wall St	Vehicle Crashes	16	12/18/18	2	-88%
Arlington Bv/Wimbledon Dr	Vehicle Crashes	12	4/4/19	2	-83%
<b>Totals</b>		<b>53</b>		<b>13</b>	<b>-75%</b>

Over this past year, the City has installed delineators in the location of Greenville Boulevard and Luci Drive. The following is a comparison of the number of crashes at this location both six months before and six months after installation:

<b>Reportable Crashes at Delineator Locations (blank – 50' from intersections)</b>					
<b>Delineator Locations</b>	<b>Focus</b>	<b>6 Months Before</b>	<b>Installation Date</b>	<b>6 Months After</b>	<b>% Change</b>
Greenville Bv/Luci Dr	Vehicle Crashes	4	11/1/21	1	-75%

The results of each of the installations of temporary delineators speak for themselves. There is no doubt that the improvements work and have made our streets safer in the areas of installation. I am grateful to all those on our team who invest their time and talents to improve public safety on our roadways. Their work has pushed our City out of the #1 spot for worst crashes in the state down to #8.

As you know there is always more work to be done. Several additional locations were installed in the past few years that are currently under evaluation and an update will be provided in an upcoming report later this spring. In addition, the City's Safety Task Force has also identified various other city limit locations where temporary delineator improvements are needed based on the crash data. The City's various operating departments will continue working together and with the NCDOT to expand our traffic safety efforts.

One key area of focus is at the intersection of Evans and Howell Street. GPD recently met with Engineering and the City Manager's Office on-site to scope out proposed improvements at this location that would mitigate the potential for vehicular and pedestrian accidents. The City is currently in conversation with the NCDOT as to a proposed engineered plan of action and will be working to implement a solution in the near future.

Please let me know if you have any questions. Thanks

cc: Michael Cowin, Deputy City Manager