

Information Item

Date: March 13, 2023

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: William L Royston, Recreation and Parks Director

Subject:
Presentation-Greenway Emergency Routing Systems

Strategic Focus Area: Safe and Secure Community

Strategic Objective: Implement changes to CAD and dispatch protocols

Strategic Plan Action Item: No

Key Work Item: No



Over the past several years, timely response from emergency personnel has become a growing concern on our greenways, trails, and larger parks. Due to the nature of the Emergency Computer Aided Dispatch (CAD) system, location tracking on our greenways became difficult, causing some response times to emergency situations to increase to a dangerous level.

In December of 2021, a partnership between Winston-Salem Recreation and Parks, MapForsyth, and Forsyth County Parks and Recreation was formed to improve the location tracking of citizens making emergency calls on all city and county greenways, trails, and parks. Over the past year, this partnership has developed and implemented new data into the CAD system that significantly improves location tracking and emergency response times.

This presentation highlights how the CAD system previously worked and details the improvements that were made to assist emergency personnel in their response to emergency situations.