



20 February 2026

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 47236-26
Subject: Mobile Data Terminal (MDT) systems
Date Received: 19/02/2026

Thank you for your request for information received on 19th February 2026 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below.

FOI QUESTION(S)	ANSWER(S)
<p>I am writing to request information regarding the Mobile Data Terminal (MDT) systems used by the Northern Ireland Ambulance Service.</p> <p>Specifically, I would like to request the following information:</p> <p>What make and model of MDT hardware is currently installed in:</p> <p>Accident & Emergency (A&E) ambulances</p> <p>Rapid Response Vehicles (RRV)</p> <p>Patient Transport Service (PTS) vehicles</p> <p>What software platform(s) are used on these MDTs for:</p> <p>Receiving and managing Computer Aided Dispatch (CAD) incidents</p> <p>Messaging and status updates</p> <p>Navigation and mapping</p> <p>What audible alert tones or notification sounds are configured on MDT devices when:</p> <p>A new CAD incident is received</p> <p>An incident is upgraded or updated</p> <p>Messages are received from control</p>	<p>MDT system is provided by Terrafix Ltd.</p> <p>NIAS primary use a Terrafix developed windows based system in all vehicles provided by Terrafix Ltd. Display devices are Getac 8" tablets mounted in the front of all vehicles.</p> <p>The MDT delivers and manages Computer Aided Dispatch (CAD) incidents Messaging and status updates.</p> <p>The MDT uses a CoPilot platform to provide Satellite Navigation and the MDT also provides for OSNI mapping to be displayed by users if required.</p> <p>The MDT provides a default audible voice alert when a new CAD incident has been sent. Further updates to MDT are via an audible notification tone. This is the same for messages.</p>



If available, I would appreciate confirmation of the supplier(s) of both the MDT hardware and associated software systems.	
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I hope the above fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

If you require an internal review to be undertaken, please request this via the email address: information.governance@nias.hscni.net

Or submit via

Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Email: ni@ico.org.uk
Website: [ICO Website](http://ico.org.uk)
Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF
Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <https://nias.hscni.net> Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

(not signed – issued by email)

Information Governance Team

This response has been prepared for disclosure log publication. Only minor editorial or redaction amendments have been made for clarity and compliance with data protection legislation. The substantive content is identical to that provided to the requestor and the original issued version remains the authoritative record.