



Response Date:12/08/2025

2025/749 - Computer-Aided Dispatch

In response to your recent request for information regarding;

Computer-Aided Dispatch

- 1) Please specify the name and version of the Computer-Aided Dispatch (CAD) software currently deployed and actively utilised by your force.**

ICAD (Integraph Computer Aided Dispatch) 911

- 2) Does the aforementioned CAD software incorporate functionality designed to identify the closest available unit to an incident location?**

Functionality is present, not currently utilised.

- 3) If such functionality exists, is it actively deployed and routinely utilised by your force in dispatch operations?**

No.

- 4) If such functionality exists, is your force aware of the methodology employed to calculate unit proximity (e.g., straight-line distance, travel distance, estimated travel time, or other algorithms)? Please specify the calculation method if known.**

Straight line distance.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 11/08/2025

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Glan-y-Don, Bae Colwyn LL29 8AW
www.heddlugogleddcymru.police.uk

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
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