



DEDICATED TO EXCELLENCE
SINCE 1975

STAFFED BY MEMBERS OF IAFF LOCAL 1271

POST-DISASTER RATED FACILITY

CONSISTENTLY MET AND EXCEEDED THE
NFPA 1221 STANDARD FOR EMERGENCY CALL
PROCESSING

SERVING FIREFIGHTERS, SURPASSING
STANDARDS



CLIENT TESTIMONIALS

“...VERY PROFESSIONAL, FRIENDLY
AND ATTENTIVE **TO OUR
REQUESTS AND PROJECTS**”

STEPHEN GAMBLE **LLD (HON.), ECFO, FIFIREE**
FIRE CHIEF

TOWNSHIP OF LANGLEY FIRE DEPARTMENT

“...EXCEEDED OUR EXPECTATION
WITH ENHANCED, STATE OF THE
ART, **DISPATCH TECHNOLOGY
AND ANALYTICS**”

DANIEL ATKINSON **ECFO, CRM**
ACTING FIRE CHIEF

VICTORIA FIRE DEPARTMENT

“...STRIVES TO PROVIDE THE
**HIGHEST LEVEL OF
PERSONALIZED SERVICE**
TO EACH CLIENT”

DAVE CLARK
FIRE CHIEF

DISTRICT OF WEST VANCOUVER FIRE DEPARTMENT

FOR
FIREFIGHTERS,
BY **FIRE SERVICE
PROFESSIONALS**

SURREY FIRE
REGIONAL DISPATCH



SURREY.CA/FIREDISPATCH

For more information about Surrey
Fire Regional Dispatch, contact us at
SFRegionalDispatch@surrey.ca.

WHO WE ARE

1 EXPERIENCED

Surrey Fire Regional Dispatch places a premium on training and experience. Our operators have an average of 10 years of fire-specific dispatch experience, and our comprehensive training requirements ensure that every operator is highly skilled and prepared to handle the needs of everything from high call volume urban centres to rural volunteer departments.

2 EFFICIENT

Our systems are continually updated to anticipate and serve the needs of firefighters. We understand that communication is critical, which is why Surrey Fire Regional Dispatch operators monitor tactical talk groups and provide continual support to on-scene fire crews, concurrently maximizing efficiency and eliminating the need to carry two radios.

3 SPECIALIZED

Dispatching for the fire service since 1975, our technology, team, and services have all been tailored to serve the needs of fire crews across British Columbia. We provide professional fire call-taking and dispatch services to municipalities across BC, and customize programs for individual crews on an as-needed basis.



PERSONAL. PROFESSIONAL.
PROTECTED. **INVESTED IN
PEOPLE.**

At Surrey Fire Regional Dispatch, we invest in more than technology—we invest in people. Our low staff turnover rate ensures consistent and high-quality service, as well as a deep degree of dedication to the work at hand. When you work with Surrey Fire Regional Dispatch, you work with a team of fire service professionals who specialize in supporting your team. We are here for firefighters and we are here to take care of your emergency communication.

50+

REGIONAL DISTRICTS +
GOVERNMENTS SERVED

30+

DEDICATED
DISPATCHERS

1

SERVICE FOR
FIREFIGHTERS

