

SURREY FIRE SERVICE



Measuring What Matters

Our Story About Unlocking the Power of Data

Prior to 2005, we recorded our benchmark times on paper. To modernize, we implemented a RMS with integrated CAD, producing plenty of information but we didn't trust it. Struggling to gain adoption from staff, we looked for a solution that would help us understand the data we were collecting and how we could use it in a meaningful way.

In 2012, we partnered with GINQO to implement the Qlik Analytics Platform and develop a Fire Operations Performance Dashboard to consolidate data from our multiple source systems and provide insight into key operational areas – Incidents, Inspections, Attendance and Training.

We discovered accurate data and quality control systems to audit records regularly are critical. We implemented staff feedback cycles to learn from our errors and improve processes, resulting in a better understanding of how our data connects to the achievement of our business objectives and desired outcomes.

Now, we have a truly data-driven service. We've gained insight into our operations and measure the results of our initiatives. Using data to inform our decisions has driven positive cultural shifts and we're even exceeding annual targets.



Chief Larry Thomas, Surrey Fire Service



Lessons Learned

- New data collection methods provide the information we need to achieve goals and obtain organizational trust in the accuracy of our data
- Measuring and using evidence helps us determine the initiatives that will have the most impact on our desired outcomes
- We have to socialize our initiatives with staff and explain the rewards and reasons for them

"The Surrey Fire Service has worked with GINQO for over 7 years and we have been extremely happy with the services they provide. Their data technicians have a great understanding of public safety data and how the technology systems can provide information which supports leadership decision making."

- Chief Larry Thomas, Surrey Fire Service