



Markham Fire & Emergency Services 2018 Annual Service Report



Excellence · Perseverance · Compassion · Protection

VISION STATEMENT

To become Canada’s Best Fire Department for our Citizens

MISSION STATEMENT

To provide the highest level of life safety and property protection to those who live, work or play in our community.

We will perform in a sensitive and caring manner, through the provision of excellent preventative, educational and emergency services

SENIOR OFFICERS



Deputy Fire Chief
Adam Grant



Fire Chief
Dave Decker



Deputy Fire Chief
Chris Nearing



Platoon Chief
Mike Thomson



Platoon Chief
Scott Daniel



Platoon Chief
Frank Naccarato



Platoon Chief
John Preiss



District Chief
Kent Mortson



District Chief
Mike Hallyburton



District Chief
Dave Creighton



District Chief
Jeff Lefaive



Chief Training Officer
Clint Frotten



Chief Fire Prevention Officer
George Macris



Dispatch Supervisor
Janet Clarry

MAYOR AND COUNCIL



Back Row L to R: Ward 7 Councillor Khalid Usman, Ward 3 Councillor Reid McAlpine, Ward 5 Councillor Andrew Keyes, Ward 2 Councillor Alan Ho

Middle Row L to R: Regional Councillor Jim Jones, Deputy Mayor/Regional Councillor Don Hamilton, Mayor Frank Scarpitti, Regional Councillor Jack Heath, Regional Councillor Joe Li

Front Row L to R: Councillor Karen Rea, Ward 6 Councillor Amanda Collucci, Ward 1 Councillor Keith Irish, Ward 8 Councillor Isa Lee

MESSAGE FROM COMMISSIONER



As Canada’s most diverse and one of the fastest growing communities, our Fire & Emergency Services staff continued to increase their outreach strategies to all of our neighbourhoods and cultural groups to advance fire safety, prevention and education. Their engagement of children through their school program, camps and junior firefighter programs are critical to advancing fire safety within our City. Children have proven to be great teachers of fire safety within their homes.

Outreach to places of worship and cultural organizations continues to grow each year resulting in positive relationships and solid partnerships in community safety and emergency preparedness. We are very proud of our Cadet Program for developmentally delayed high school students helping them build life skills.

Our Fire and Emergency Services team of women and men in all divisions – suppression, fire prevention, public education, communications, training, mechanical and administration - all are committed to continuously improving our services, and working collaboratively with our residents/businesses to keep our community safe.

Within the Community & Fire Service Commission we share the values of a strong commitment to public service through community engagement and open and transparent service delivery that exceeds the expectations of our residents.

Our fire dispatch team and firefighters are there when we most need them – answering over 68,000 calls for assistance and responding to over 7,600 incidents in 2018. We are fortunate to have a very talented and skilled team of staff that are committed to enhancing their skills through regular and specialized training throughout the year.

I would like to express my sincere thanks to all the staff who recently retired for their passion and commitment to public service – you have all made a difference to the City of Markham.

I look forward to many opportunities in 2019 to work with our Fire & Emergency Services Department to continue to foster Exceptional Services by Exceptional People. I would like to thank Fire Chief Dave Decker, Deputy Chief Grant, and Deputy Chief Nearing and all the women and men of the Markham Fire and Emergency Services for their ongoing commitment to exceptional public service. Thanks for a great year.

Brenda Librecz
Commissioner, Community and Fire Services

A handwritten signature in blue ink that reads "Brenda Librecz".

MESSAGE FROM FIRE CHIEF



Markham Fire and Emergency Services provides fire services in accordance with the Fire Protection and Prevention Act. The services provided are guided by the Establishing and Regulating Bylaw which includes the management and delivery of fire and emergency services based on three lines of defense which form the framework for the protection of the public.

**Public Education and Prevention
Fire Safety Standards and Enforcement; and
Emergency Response**

Markham Fire and Emergency Services is committed to providing the highest level of life safety and property protection to those that live, work or play in our community. We will perform in a sensitive caring manner, through the provision of excellent preventative, educational and emergency services.

Health and safety is vital in a profession subject to inherent dangers. We continue to provide whatever protection and hazard avoidance that is necessary and available to reduce the opportunity for illness and injury to our staff.

Looking after our staff includes not only their physical but mental health. Mental health training focuses on resilience and early recognition of signs and symptoms and treatment. We need to invest to protect our people.

Response to emergencies is based on recognized standards, actual experience and risk all which help to predetermine the staff and equipment required to perform the tasks associated with each type of emergency response within a reasonable period of time. Building and population growth are drivers for the consideration of additional resources. The primary criteria for provision of additional stations, staff and resources is travel time.

Staff in all Divisions encounter the public daily. Thousands of Markham Citizens are provided fire/prevention education annually. Working to develop and maintain an effective pre-incident planning program is also important to provide information that may assist during response to a reported fire or other emergency.

Training has focused on program development to ensure that staff maintain or work to achieve NFPA certification. We have entered into an age of certification and qualifications to maintain the prerequisite and necessary skills and knowledge to serve the public.

It is anticipated that workload for fire prevention/education division will increase with the proliferation of second suites, rooming houses, Air B&B and additional residential unit (ARU) Provincial legislation.

In summary, Markham Fire exists to promote fire safety, code enforcement and provide emergency response services based on local needs and circumstances. The management of on-going challenges associated with a modern and growing fire service includes that we continue to strive for equal level of service for all that live, work and play in our community.

On behalf of the management team I thank the women and men of the Markham Fire Service for their continuous commitment and professional service. I would also thank the Mayor, members of Council, the CAO, Commissioners, directors and all City staff for their on-going support of the Markham Fire and Emergency Services.

Dave Decker
Fire Chief, Markham Fire and Emergency Services

A handwritten signature in blue ink that reads "Dave Decker".

FIRE PREVENTION

Keeping Markham residents safe is accomplished on many levels – from offering fire safety education to fighting fires. Fire prevention is a key component in fire protection. The Fire Prevention team inspects Markham buildings on a regular basis to ensure they meet the current fire code. Our team works side by side with property owners to ensure they explore every avenue possible for compliance. Legal action is a last resort. Our prevention team consistently performs inspections in a thorough and respectful manner. We also review pre-construction site plans to ensure that any new building built in Markham meets the most current fire regulations and that these regulations are adhered to during the construction and occupancy phases.

The mission of the Fire Prevention Division is to promote a fire safe community through the delivery of effective prevention and training programs. Fire prevention and public education are the most cost effective and successful means of providing fire protection to the community. Although they may occupy less prominent positions, the role they play is of vital importance.

FIRE PREVENTION OFFICERS have expert knowledge about the Fire Code and its application. Their knowledge and good judgment is called upon to make assessments and decisions about the fire and life safety in the buildings in our community. These decisions may involve immediate threats to life, building closures, and fire and environmental issues. Fire prevention officers ensure fire protection systems in buildings operate, enabling people to evacuate safely in the event of an emergency. They contribute greatly to public safety.



Fire Prevention Officer/Plans Examiner Amaris Liu at the Emergency Preparedness Fair



Fire Prevention Officer Alex Chan and Hai Li at a carbon monoxide awareness day event



Fire Prevention Division hosting a fire extinguisher training session with a local business

Our **PLANS EXAMINERS** review and comment on plans and specifications submitted to the Fire Services for compliance with Provincial Acts and Regulations such as the Fire Protection and Prevention Act (FPPA), the Ontario Fire Code, the Ontario Building Code, Municipal By-laws and

other related fire and life safety standards. They also conduct comprehensive fire prevention inspection/surveys and acceptance tests of fire protection and life safety systems for all classes of buildings and occupancies in the City.



Fire Prevention Officer Dwayne Benjamin explaining the importance of replacing expired smoke alarms



Senior Fire Prevention Officer Jason Scovell providing fire safety tips to residences

WORKING TOGETHER

Co-operation among City departments, such as the Building Standard Department, the Planning & Urban Design Department, the Clerk's Department, the Engineering Department, the Environmental Services Department, the Sustainability & Asset Management Department and the Legal Services Department will continue to ensure the highest level of service to our citizens.



The Fire Prevention Division is responsible for the inspection and approval of pyrotechnical displays

PUBLIC EDUCATION



The best way to reduce the number of fires and protect Markham residents in their homes is to provide them with the education they need to protect themselves and their families. We deliver our public education programs to our diverse community, offering our materials in a number of different languages. We partner with local media groups to get our message out to Markham residents as efficiently and effectively as possible.



Over the past year Public Education has delivered and supported in excess of 400 community events. Education take part in participation and support for all public education programs delivered including but not limited to Public Education seminars, Fire Scene Public Information Officers, Annual involvement with Markham Fair, Fire Station Open house, Fire Prevention Week Activities and works in conjunction with Recreation Services two Junior firefighter Summer Day Camp programs and Markham youth Entrepreneur Business Camp.

SCHOOL FIRE SAFETY PROGRAM

The School Fire Safety Program was adjusted based on survey feedback in order to meet the fire prevention needs of young children. The program supported over 480 School visits delivered by Fire Suppression, Fire Prevention and Public Education Officers. Materials and teaching plans were customize for students in Grade 1, 2 3 and 4. Topics included importance of smoke alarms, when to call 911, creating a home escape plan, potential fire hazards at home and other fire safety tips.

The crews also make addition visits before the end of the school year to remind them to have a fire safe summer.



DINNER WITH SPARKY PROGRAM

The "Dinner with Sparky" adapts a National Fire Protection Association program to allow Markham Fire & Emergency Services to target geographical areas where cooking fires are found to most frequently occur.

Careless cooking fires are the leading cause of fire in the City of Markham. Partnering with elementary schools in areas that are most affected by careless cooking, the "Dinner with Sparky" program sends valuable information on cooking safety home with Grade one students in each selected school.

Each child has the opportunity to take Sparky home, complete the cooking fire safety checklist with their family and record the experience in a journal through pictures, drawing and writing.



COMMUNICATIONS

LOOKING AHEAD

In 2019 Public Education will continue to craft networking opportunities and expanded our outreach to vulnerable and diverse groups of people. Building a strong foundation for trust that inspires and promote innovative relationship and partnerships. Together we are forging an inclusive city, where every person has a role in building a livable, caring and interconnected community that promote fire safety and deliver educational programs that are inclusive, accessible and provide enjoyable learning.



"Fire Safety Minute" video were played in Cineplex theatres in Markham to promote Home Fire Escape Plan during Fire Prevention Week in October



Dispatch Office at Warden Ave

Markham Communications Division has a staff of 10 full time Alarm Room Operators and a Dispatch Supervisor.

Fire Communications is the first point of contact for callers during emergencies and is a critical link in the chain of response.

The Communications Division receives calls from residents, the public and our allied agencies including: Police and EMS, Hydro, Enbridge Gas, and other internal city departments including Water and Roads Departments.

Communicators process emergency and non-emergency calls and dispatch the appropriate fire apparatus response for each incident.

They are responsible to ensure all Radio Equipment,

Computer Aided Dispatch Program and Automated Vehicle Location Mapping is functioning properly to ensure the closest appropriate apparatus is dispatched to respond to each specific emergency response.

During incidents the Alarm Room Operators provide valuable support to responding fire crews and the Incident Management System.

Incoming telephone calls include Recording Business Systems on test/bypass, systems requiring servicing or repair, monitoring burn permits, monitoring fire prevention location inspections as well as all public inquiries regarding fire safety.

All city after hour emergencies are also directed through the after hour telephone lines to our call centre.



Cadet Certificate presentation in Council Chamber

MECHANICAL

Markham's mechanical team is responsible for the maintenance and repair of the Markham Fire and Emergency Services fleet. This fleet includes suppression equipment, fire prevention, public education, mechanical, training vehicles, as well as three trailers.

The maintenance and repair of our vehicles, hydraulics, tools, pumps, ladders, hoses, small engines and firefighting equipment is a key component of our overall objective to deliver excellent customer service to all Markham residents. Annual vehicle and ladder certification is completed as well.

In 2018 the Mechanical Division processed over 490 work orders.

MFES mechanics also participated in the Ontario Fire College Mechanical Officer program and Spartan Chassis school to keep the fleet running smoothly. Our Mechanics also do a great job of servicing our day staff vehicles to ensure they remain on the road and operate safely.

Our mechanics are also intricately involved in apparatus specification review and take an active role in pre-construction consultations and final inspection of all apparatus.



Deputy Fire Chief Chris Nearing and Fire Mechanics Kelly Pickering in Detroit and Nebraska to provide inputs during the customization process and pre-delivery inspection of a replacement apparatus

TRAINING

The Training Division consists of a Chief Training Officer (CTO) and four Training Officers. In 2018 we added a new CTO and Training Officer to the division. Our mission is to provide relevant, up-to-date, quality training in the safest way possible to insure our firefighters fulfill their obligation to the community effectively, efficiently and safely.

Through development and delivery of training programs by our Training Officers and On-Shift Instructors, as well as support from theoretical training and policy, we strive to equip our front-line staff with the necessary tools, skills and knowledge to achieve our departmental mission.



FIREFIGHTER RECRUITS - CLASS OF SPRING & FALL 2018



In 2018 we welcomed two classes of suppression recruits to MFES. Our recruit coordinator reviewed our recruit training program and compressed classroom time to essentials to allow additional time for skill development and practical evolutions. The Workout of the Day was also added to increase comfort with core skills. Drill and Deportment with Captain Asals, to enhance the professional image of our newest firefighters.

TRAINING PROGRAMS

NFPA Compliance

All eligible staff received National Fire Protection Association (NFPA) compliance for several standards through application to OFMEM's Academic Standards and Evaluation. This compliance recognizes the equivalency of both their training and experience to internationally recognized NFPA standards.

NFPA In-House Proctoring

The Training Division received approval from Office of the Fire Marshal and Emergency Management (OFMEM)'s Academic Standards and Evaluation to deliver and proctor NFPA courses in-house. These courses yield International Fire Services Accreditation Congress (IFSAC) certification, the same that is issued by the Office of the Fire Marshal but without having to travel to the Ontario Fire College in Gravenhurst. Throughout 2018 we offered several successful courses with more planned in the upcoming months.

Acquired Structure

2018 saw the return of acquired structures in our training program. A vacant school was secured for in-service crews to use as a training location. Many hours of search and rescue, Rapid Intervention Crew (RIC), firefighter survival, ladders and other fireground skills were practiced in this building. The commitment to securing additional sites will allow us to continue to provide this practical, no cost realistic training in the future.

Auto Extrication

Our auto extrication program was overhauled in 2018 by Captain Dobson. This year crews were taken through evolutions with oversight and instruction, with new concepts introduced and previously acquired skills reinforced. We also introduced the Holmatro V-Strut, a new stabilization tool to improve on-scene safety and extrication. New car technology was a focus since the landscape is always changing.

SUPPRESSION

Every year our staff respond to emergency situations and fight fires throughout Markham. We take special precautions to limit the impact to life as well as the amount of damage suffered to any structure. We also take the steps necessary to preserve as many belongings as we possibly can without compromising the speed with which we extinguish a fire. We have even increased our service to provide life support to pets if required. Although there are many dangers associated with firefighting, we take great pride in providing this vital service to our residents in the most professional manner possible.

Our well-trained firefighters work tirelessly with passion and determination to protect the lives and property of those who live, work or play in Markham. The Suppression team responded to over 7,600 emergency incidents during 2018, which resulted in a total of over 15,500 vehicles dispatched to emergency incident locations. The nature of these emergencies included medical, motor vehicle collisions, remote alarms, hazardous material and of course, fires. In addition to emergency response, we provide fire prevention and public education support. In 2018, the suppression team attended over 400 community events in support of our public education programs. These visits consisted of the firefighters attending events, festivals, fairs, and community BBQs; providing a fire truck tour with a description of the equipment on the truck and the firefighter's role within the community. The crews also addressed any home fire safety questions.



Fatal fire on 9th Line, Ward 5



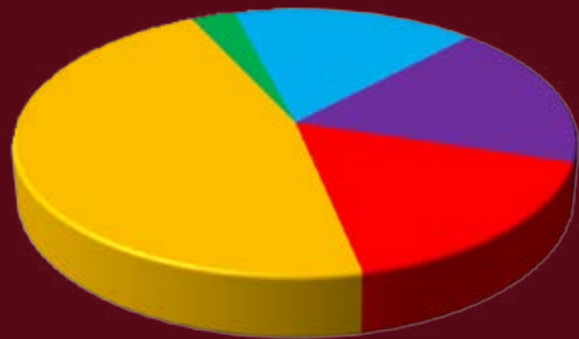
Fire in a plaza on Kennedy Road, Ward 8

PROMOTIONS

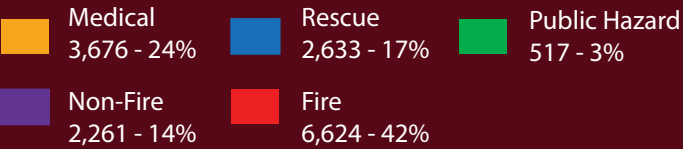
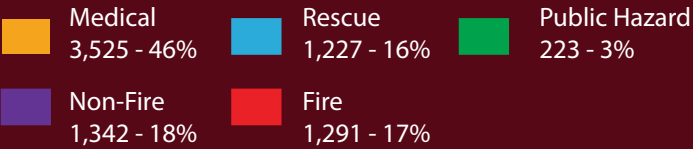
Congratulations to Firefighters Dave Asals, Rob Garland and Steve Servinis who were promoted to the rank of Captain in 2018.

CHARTS & STATS

NUMBER OF INCIDENTS, 2018



NUMBER OF VEHICLES DISPATCHED, 2018



INCIDENT TYPE

NATURE



FIRE

Fire/Smoke Visible
Remote Alarm
Brush/Grass Fire
Garbage Fire
Vehicle Fire



MEDICAL

Medical Emergency



PUBLIC HAZARD

Police/Medical Assistance
Hazardous Materials
Hydro/Telephone/Mailbox
Lock-out (House, Car, Elevator)



RESCUE

Motor Vehicle Collision
Aircraft Incident
Train Incident
Industrial Accident
Water Rescue
Elevator Entrapment



NON-FIRE

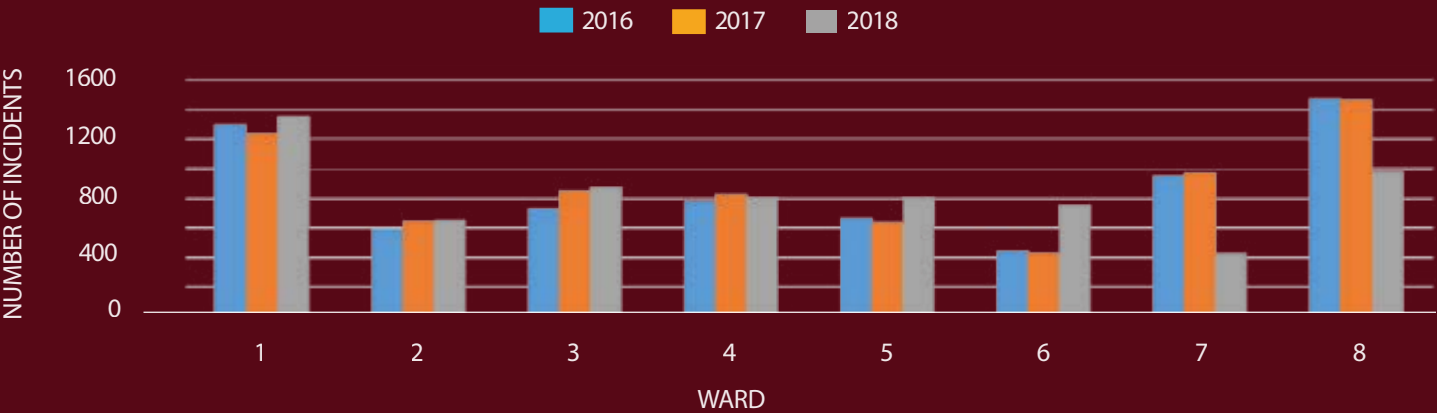
Burning Complaint
Public Assistance
Upgraded Calls

MAJOR FIRES IN 2018

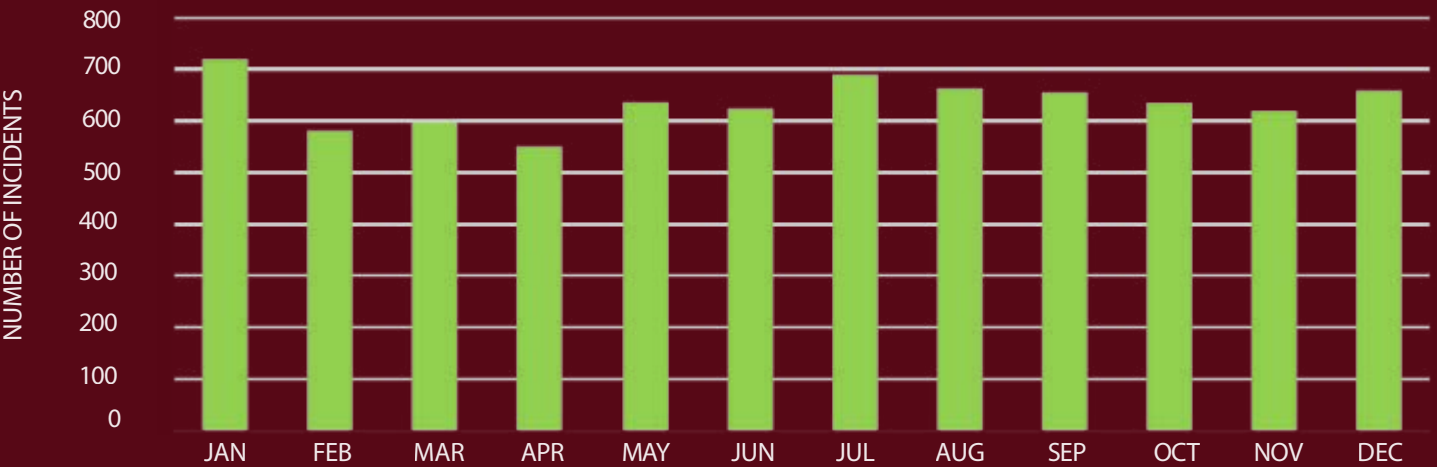
DATE	ESTIMATED LOSS	ADDRESS	WARD
5/07	\$1,500,000	Ninth Line	5
6/11	\$1,000,000	Larkin Avenue	4
7/18	\$1,000,000	Apple Orchard Path	1
12/01	\$1,000,000	Greensboroug Village Circle	5
12/25	\$750,000	Norn Crescent	7
1/29	\$900,000	Kindale Way	1
5/18	\$600,000	Dunsheath Way	5
8/19	\$600,000	Guinevere Road	7

CHARTS & STATS

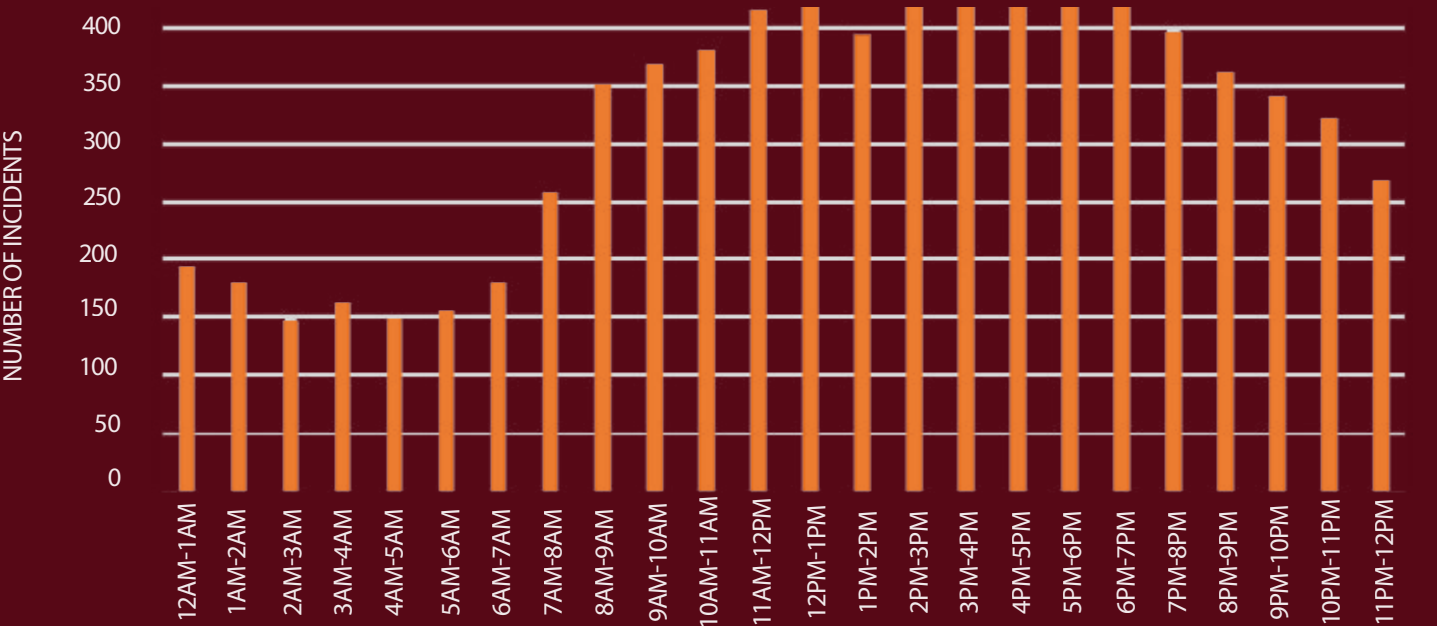
NUMBER OF INCIDENTS BY WARD, 2016-2018



12-MONTH INCIDENT DISTRIBUTION BY VOLUME, 2018



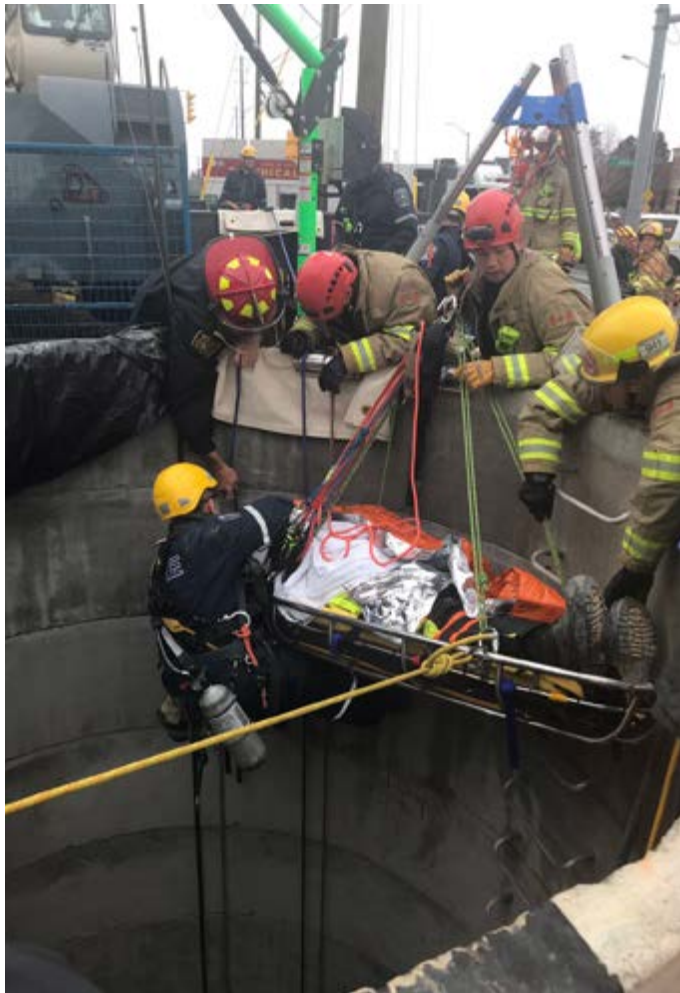
24-HOUR INCIDENT DISTRIBUTION BY VOLUME, 2018



ADDITIONAL PHOTOS



Technical rope rescue training at the Flato Markham Theatre



MFES and Richmond Hill's technical rope rescue crew responded to an industrial incident



MFES Pumper 911 mural in Firehouse Subs



Mayor Frank Scarpitti welcomed the probationary firefighters of fall 2018 class during the recruit graduation ceremony



MFES Honor Guard at the Veterans Square & Cenotaph dedication ceremony



MFES at the 2018 Canada Day Seniors Luncheon



MFES collecting toys from a toy drive campaign ran by a local Home Depot



Aerial footage of an aircraft incident at Buttonville Airport

RETIREMENTS

Public Education Officer
Dave Blizzard
40 Years of Service



Chief Training Officer
Clint Frotten
31 Years of Service



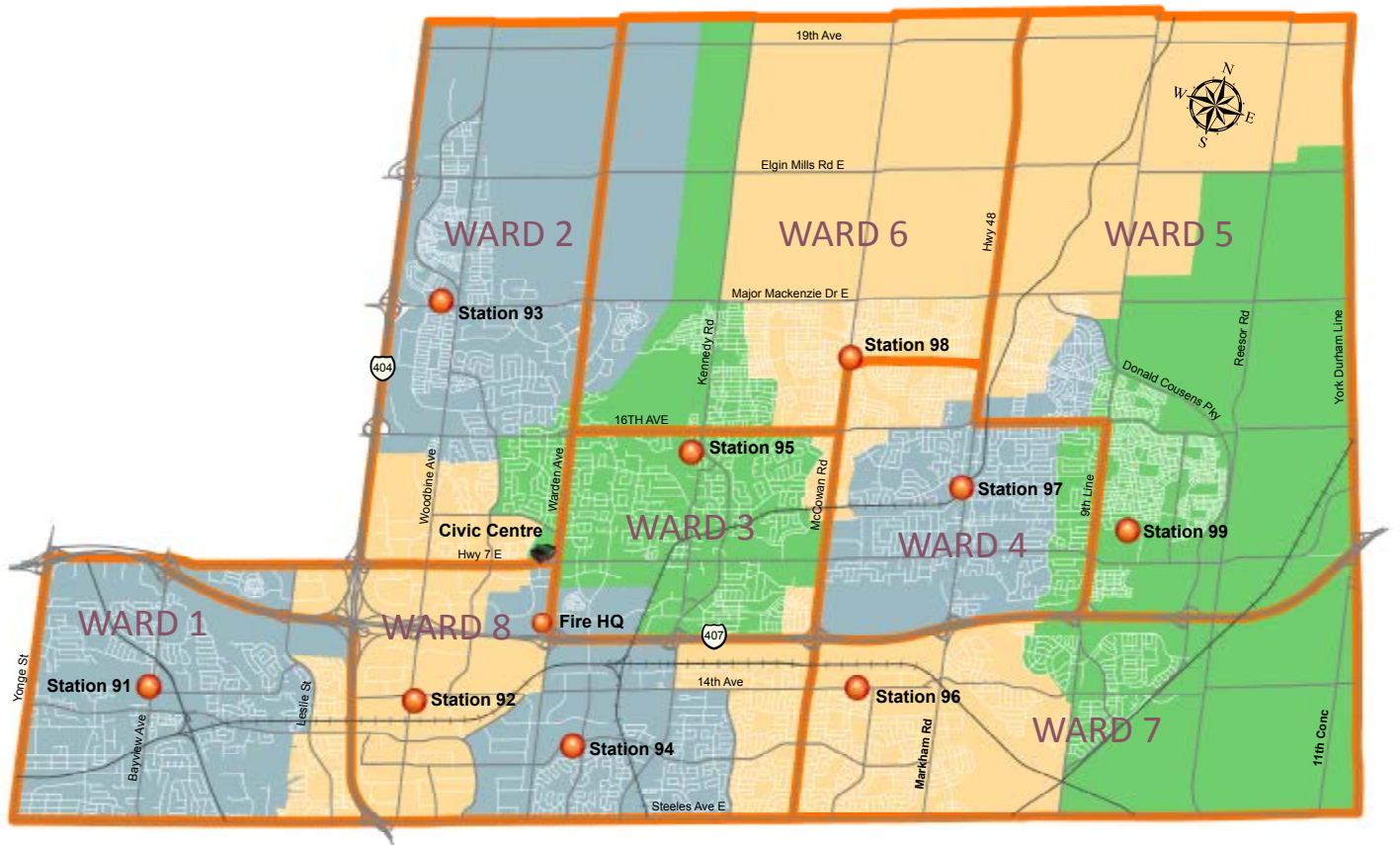
Captain
Mark Pehlemann
33 Years of Service



Captain
Andrea Beneteau
22 Years of Service



FIRE STATION RESPONSE AREAS



Station 91
7801 Bayview Ave.

Station 92
10 Riviera Dr.

Station 93
2930 Major MacKenzie Dr.

Station 94
7300 Birchmount Rd.

Station 95
316 Main St., Unionville

Station 96
5567 14th Ave.

Station 97
209 Main St., Markham

Station 98
650 Bur Oak Ave

Station 99
3255 Bur Oak Ave.

Fire HQ
8100 Warden Ave.

101 Town Centre Boulevard
Markham, ON, L3R 9W3

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youtube.com/markhamfire

