



Report to: General Committee

Date Report Authored: October 12, 2018

SUBJECT: Markham Fire & Emergency Services
2017 Annual Service Report

PREPARED BY: Dave Decker, Fire Chief

RECOMMENDATION:

1. THAT the Markham Fire and Emergency Services 2017 Annual Service Report be received;
2. And that Staff be authorized and directed to do all things necessary to give effect to this resolution.

PURPOSE:

To provide information to Mayor and Members of Council on Markham Fire & Emergency Services activities in 2017.

BACKGROUND:

The annual report is presented in accordance with By-Law 2002-25 a bylaw to establish and regulate a Fire and Emergency Services Department. The 2017 Markham Fire & Emergency Services Annual Service Report highlights the department's accomplishments and any significant changes that occurred in 2017.

OPTIONS/ DISCUSSION:

The 2017 Annual Service report highlights key information in the following areas;

- Key Service Indicators
- Prevention/Education and Outreach Activities
- Response to types of Emergencies and Incidents

FINANCIAL CONSIDERATIONS AND TEMPLATE: (external link)

N/A

HUMAN RESOURCES CONSIDERATIONS

N/A

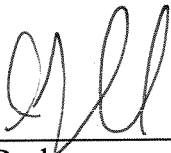
ALIGNMENT WITH STRATEGIC PRIORITIES:

Fire Master Plan

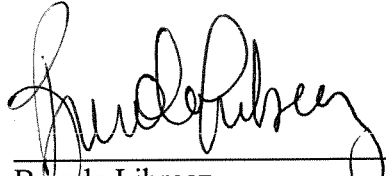
BUSINESS UNITS CONSULTED AND AFFECTED:

N/A

**RECOMMENDED
BY:**



Dave Decker
Fire Chief



Brenda Librecz
Commissioner, Community
& Fire Services

ATTACHMENTS:

Markham Fire & Emergency Services - 2017 Annual Service Report



Markham Fire & Emergency Services 2017 Annual Service Report



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

MARKHAM COUNCIL



Front Row L to R: Regional Councillor Nirmala Armstrong, Ward 4 Councillor Karen Rea, Ward 6 Councillor Amanda Collucci, Ward 1 Councillor Valerie Burke

Middle Row L to R: Regional Councillor Joe Li, Ward 7 Councillor Logan Kanapathi, Mayor Frank Scarpitti, Regional Councillor Jim Jones, Ward 8 Councillor Alex Chiu

Back Row L to R: Ward 3 Councillor Don Hamilton, Ward 5 Councillor Colin Campbell, Deputy Mayor Jack Heath, Ward 2 Councillor Alan Ho

MESSAGE FROM COMMISSIONER



Congratulations to the Fire & Emergency Services Department for their continued outstanding public service and their commitment to protecting our residents and their property

As Canada's most diverse and fast growing community, our Fire & Emergency Services staff continued to increase and improve 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 safety within our City. Children are proven great teachers of fire safety within their homes.

Outreach to places of worship and cultural organizations continues to grow each year and have built solid partnerships in many areas including emergency preparedness. Partnership with our local high schools continued in the Cadet Program for Developmentally delayed students.

Our Fire and Emergency Services team of women and men in all divisions – suppression/emergency response, prevention, public education, communications and training all understand the value of each of our Excellence

Markham Program and contribute to our overall success as an organization. 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 66,000 calls for assistance and responding to over 7,000 incidents in 2017. We are fortunate to have very talented and skilled team of staff that are committed to continuous improvement 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 2018 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". The signature is fluid and cursive, with the first name "Brenda" being larger and more prominent than the last name "Librecz".

MESSAGE FROM FIRE CHIEF



Markham Fire exists to promote fire safety, code enforcement and provide emergency response services based on local needs and circumstances. To manage the on-going challenges of a modern and growing fire service Platoon Chief Chris Nearing was appointed to the position of Deputy Fire Chief solidifying the management team. Based on growth of the City and increase in population we continue to work diligently to maintain established levels of service. This report is a snapshot and summary of 2017.

2017 included the celebration of Canada with the 150th anniversary of confederation. As a fire service Engine 911 was wrapped with distinct iconic Canadian images and a graphic display of the Markham Fire Service heritage in addition to issuing T-shirts with a Canada 150 logo.



We experienced 15 retirements during 2017 representing 385 years of service. During 2017, twenty promotions occurred to support the requirement to maintain adequate supervisors and leadership.

In April 2017 MFES issued Narcan to the front line firefighters. Narcan may be administered to people that are suffering the effects of an opioid overdose. The opiate crisis in Canada continues to be a health concern and our firefighters are prepared to respond with the necessary training, equipment, policies and procedures to effectively save lives.

Unfortunately during 2017 we experienced one fire related death. Although we provide fire prevention education and code enforcement there is always a potential for fire to result in fatalities. We reach out to the public and through on-going programs make every reasonable effort to reduce the potential for fires to occur and attempt to provide direction on the actions to take should a fire occur.

During 2017 a Committee was formed to explore the restoration of the 1932 Rugby, 1936 Chev and to discuss a Fire Heritage Building to house the restored trucks and display MFES History while also providing a venue for public education. Through fundraising the 1932 Rugby is scheduled for restoration in 2018. The concept to build an addition at Station 97 is in the conceptual planning stage.



Dave Decker
Fire Chief, Markham Fire & Emergency Services

A handwritten signature in white ink, which appears to read "J. 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.

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 Week Open House at Fire Station 91



Fire Prevention Officer Fucai Liao on the air with Fairchild Radio discussing fire safety tips



Fire Prevention Officer Alex Chan at the community fire safety kiosk

FIRE INVESTIGATION

Our Fire Investigation program changed this year where we moved to more front line awareness through the Platoon Chief and District Chief to reduce after hours call in. We have also established a clear reporting structure for fires that require investigations beyond the front lines capability. We have increased our working relationship with the building department to ensure that they are called

out on all fires that meet set criteria as well as the Ontario Fire Marshal's office and York Regional Police. Fire Prevention continues to offer around the clock support to our crews to provide a second opinion and guidance on reporting. Fire Prevention has also been continuing to investigate fires within our abilities and using that data for fire prevention strategies and public education programs.



Fire Prevention Officer Kanat Silahatarglu inspecting a fire suppression system



Plans Examiner Joe Lanni reviewing a general plan for a new single family/townhouse development.

MARKHAM'S SELF AUDIT PROGRAM

Fire can be devastating at the best of times but when it occurs in an assembly occupancy such as a community centre there is a potential for significant losses to the community, serious injuries to the occupants or even death.

Some of the most deadly fires have occurred in assembly occupancies when built in containment features and life safety systems were compromised or not working properly. With this in mind, Markham's Self Audit Program was implemented in the fall of 2017.

The program provides City of Markham's supervisory staff in public buildings with the

knowledge necessary to prevent fires in the workplace. The broad range of resources shared during the workshop reinforces the importance of fire prevention and maintaining a built-in life safety systems. As a result, people of all ages can gather and work in a safe environment.

The development and sharing of resources also assisted the participants to create and maintain a comprehensive fire safety awareness program.

Upon completion of this comprehensive workshop, the participants will be able to return to their work areas and re-evaluate the fire safety measures within their buildings.

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.



YORK REGION JUNIOR FIREFIGHTER RECRUIT DAY

In June 2017 the City of Markham hosted the York Region Junior Firefighter Day. This is a day for young “recruits” selected through municipal fire safety contests. The winners from each municipality across York Region meet to represent their fire service and compete against other municipalities in a variety of fire safety and firefighting activities. The event activities help to create a greater regional awareness of the role of a firefighter, fire prevention, and children’s safety. York Region Junior Firefighter Day is the result of the fire departments in York Region working together in a cooperative effort to reach more members of our community..

SCHOOL PROGRAM

The Markham Fire & Emergency Services school program reaches each and every Public and Catholic school within the City of Markham. We attended each of these schools four times over the course of the school year to educate grade one, two, and three students. The topics covered include early detection via smoke alarms, home escape planning, and calling 911. This results in over 300 presentations to thousands of students.

This program provides a dual function of educating our youth so they grow into fire safe adults as well as leveraging these students as a means to access our present residents and increase their level of fire safety awareness. A survey of each school was conducted in the spring, which demonstrated a demand for further programming. As a result, grade four classes have been added to the school program for each school starting in 2018.



FIREFIGHTER CAMP

In 2017, Markham Fire and Emergency Services partnered with the Recreation Department to offer three Firefighter Camp programs. These camps were brought back to the Thornhill and Cornell Community Centres as well as being offered out of Unionville for the first time. The Firefighter Camp was designed to focus on the roles of the fire service while providing fire safety tips for the home for children aged 7 to 13.

The weeklong day camp focused on Fire Suppression, Public Education, Training, Fire Prevention, Communications and Emergency Management. During the week the firefighter campers toured a fire station, the alarm room and the fire safety house. The topics of first aid, fire prevention, and emergency preparedness were covered through instruction, demonstration and interactive activities. Campers also witnessed an auto extrication demonstration and participated in fire extinguisher training.



From left to right: Cadet Ben Eisenberg, Cadet Ari Roz and Cadet Liam McBoyle



Above: Deputy Fire Chief Adam Grant, Cadet Nicholas Legris, Cadet David Chen-See, Cadet Pravin Emmanuel, District Chief Kent Mortson, Fire Chief Dave Decker

CADET PROGRAM

The first known program of its kind, the Markham Fire & Emergency Services Cadet program is designed specifically for high school students who are developmentally delayed. This program allows these students who, by nature of the fire service environment, would not normally gain exposure to the day to day duties of Markham Fire & Emergency Services staff. In order to accommodate an increase in demand, in 2017 the Cadet program was offered during both the spring and fall semesters.

Our three cadets spent one day each week for 10 weeks with Markham Fire & Emergency Services, gaining experience in the divisions of Fire Suppression, Fire Prevention, Public Education, Communications and Mechanical. The day to day duties of each division were explained to the students in both theory and practical demonstrations, after which each student had the opportunity to demonstrate what they had learned. In addition to gaining this exposure to the fire service, the students learned transferrable skills such as professionalism, respect and teamwork.

COMMUNICATIONS



Dispatch Office at Warden Ave

Members of our Communications Division are those that are rarely seen but are a critical link in the chain of response. The ability to multi-task and work as part of a team are valuable skills to assist in gathering all key information from the callers during stressful circumstances about an incident and then determining the closest appropriate apparatus for the response.

The Alarm Room Operators answered over 66,000 incoming and outgoing telephone calls to assist Markham Residents in 2017, a total of 7041 of these calls were determined to be emergency responses.

Over the past year the Communications Division has undergone several changes.

In March, the Communications Supervisor Michael Gottlieb retired after 24 years with the Department and 15 years as the Dispatch Supervisor.

In April, Alarm Room Operator Jan Clarry was promoted to Dispatch Supervisor.

In 2017 we also welcomed two new members to our Communications Team: Tara Sinclair and Allison Manafo.

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 and 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 was completed as well. In 2017 the Mechanical Division processed over 400 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.



Fire Mechanics Kelly Pickering and Paul Saunders in the 1932 Rugby Fire Truck

TRAINING

The Training Division strives to support service delivery excellence by providing the highest level of training to the almost 300 members of Markham Fire and Emergency Services. As an “all-hazards” agency, MFES front-line staff must be prepared to contend with any variety of emergencies in an efficient, safe and compassionate manner.

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 2017



During 2017 the Training Division held two recruit classes where fire suppression and rescue skills were introduced and developed. Recruit training is becoming a key area of commitment of both resources and time for the Training Division and this is anticipated to continue for the foreseeable future.

TRAINING PROGRAMS

During 2017 the training division added new training as well as continued to deliver maintenance training. In our medical program skills were maintained and oxygen saturation measurement equipment acquisition required additional training and policy adoption. Our driver/operator program continued to qualify staff on our various apparatus and teach the skills required for an effective and safe response. Firefighter survival was a large focus in 2017; we need to train for our worst day every day. To support the ongoing survival program training we focused on Rapid Intervention Team and Mayday as well as introducing Firefighter CPR. Elevator Rescue continued to roll out to provide certain crews with the skills and equipment to free people trapped in an elevator if they are in immediate danger. Technical Rope Rescue training also continued as our crews increased their familiarity with the equipment and tactics required at technical calls. Roll out of the full program is anticipated for 2018. We also conducted live-fire training evolutions at Richmond Hill Training Facility. Some of our evolutions incorporated Vent Enter Isolate Search tactics for the first time.



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 7,000 emergency incidents during 2017, which resulted in a total of over 14,000 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 2017, 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.



Fire on Hartwell Place, Ward 2



Fire on Rodick Road, Ward 8

PROMOTIONS

Firefighters Robert Pittelli, Michael Perry, Brendon Eatly, Hugh Allison, Mike Mungy, Warlito Gallenero, Jarrod Marshall and Jeffrey Leps were promoted to the rank of Captain.

Captain Kent Mortson and Jeffery Lefaive were promoted to the rank of District Chief.

District Chief Michael Thomson was promoted to the rank of Platoon Chief.






CHARTS & STATS

NUMBER OF INCIDENTS, 2017



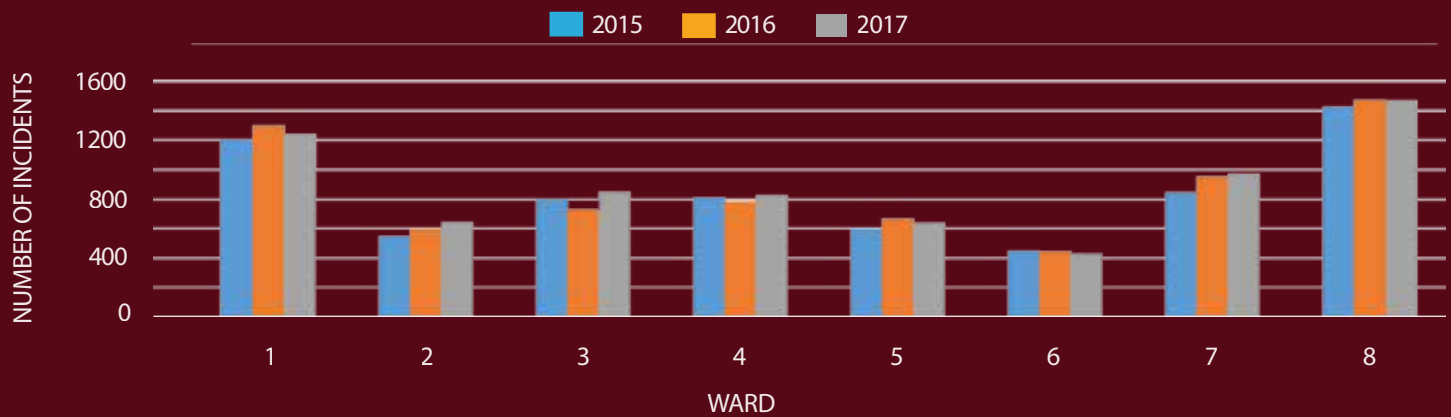
NUMBER OF VEHICLES DISPATCHED, 2017



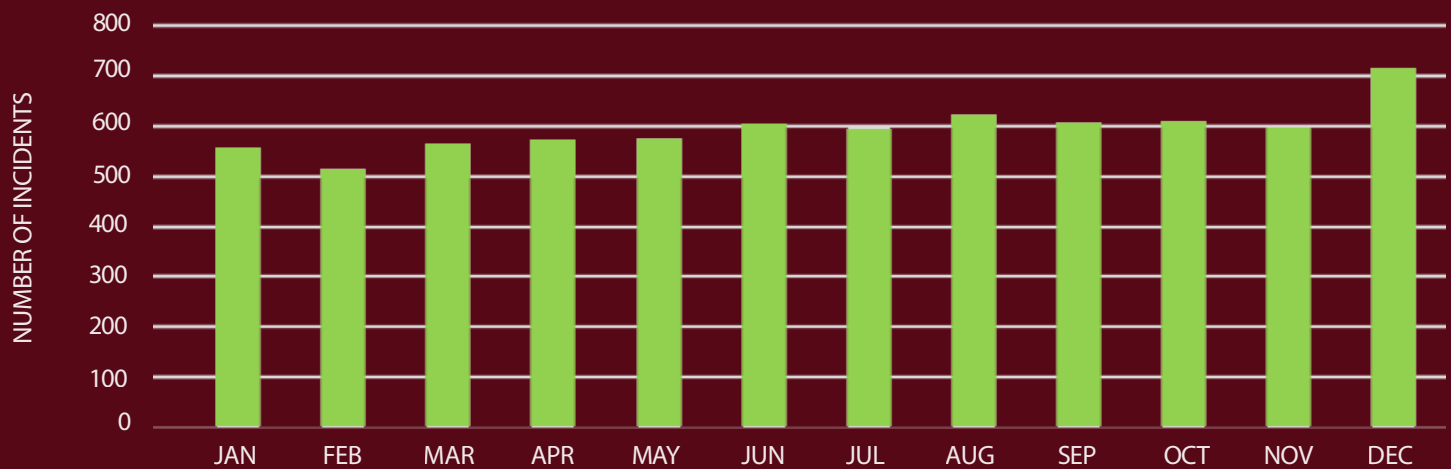
INCIDENT TYPE		NATURE	MAJOR FIRES IN 2017			
	FIRE	Fire/Smoke Visible Remote Alarm Brush/Grass Fire Garbage Fire Vehicle Fire	DATE	ESTIMATED LOSS	ADDRESS	WARD
	MEDICAL	Medical Emergency	12/13	\$1,100,000	Wetherby Circle	1
	PUBLIC HARZARD	Police/Medical Assistance Hazardous Materials Hydro/Telephone/Mailbox Lock-out (House, Car, Elevator)	2/05	\$1,000,000	Beckett Avenue	6
	RESCUE	Motor Vehicle Collision Aircraft Incident Train Incident Industrial Accident Water Rescue Elevator Entrapment	8/27	\$1,000,000	Village Parkway	3
	NON-FIRE	Burning Complaint Public Assistance Upgraded Calls	3/16	\$500,000	Hartwell Place	2
			3/28	\$500,000	Markham Road	5
			1/01	\$250,000	Wootten Way	4
			3/06	\$150,000	Harvest Moon Drive	8
			3/27	\$100,000	Steelcase Road	8

CHARTS & STATS

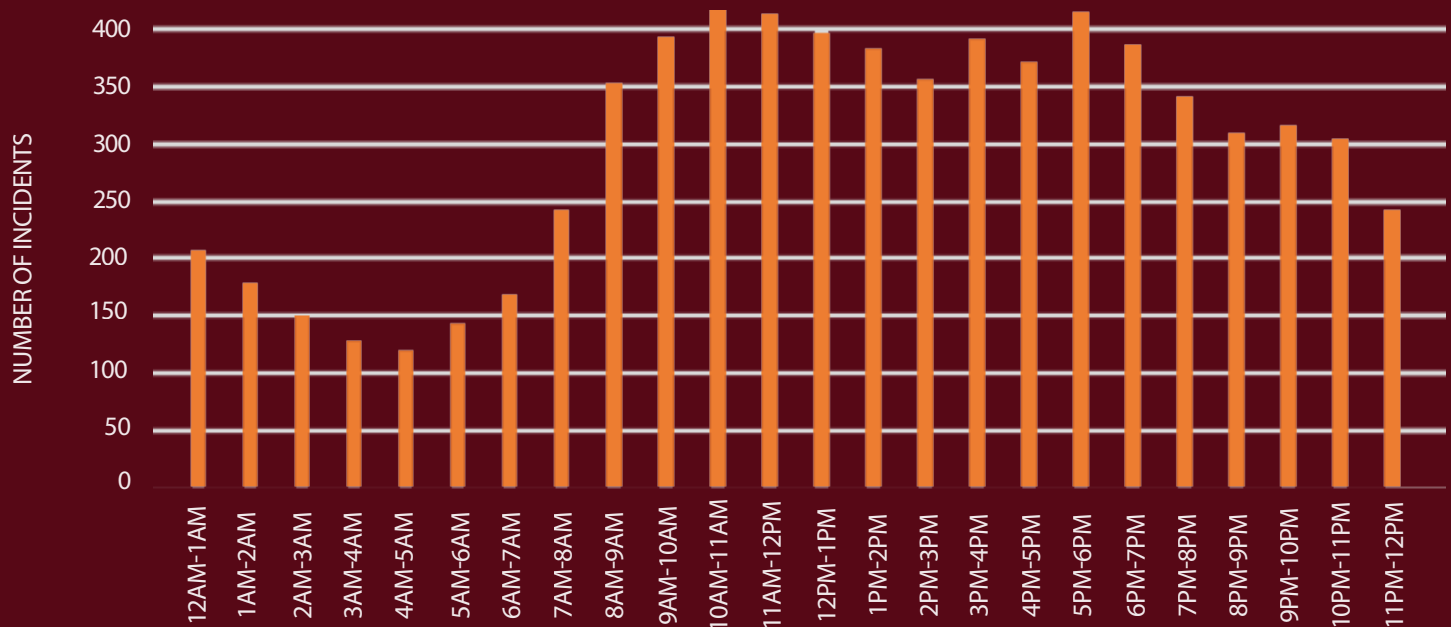
NUMBER OF INCIDENTS BY WARD, 2015-2017



12-MONTH INCIDENT DISTRIBUTION BY VOLUME, 2017



24-HOUR INCIDENT DISTRIBUTION BY VOLUME, 2017



ADDITIONAL PHOTOS



Toy Mountain Campaign at the Pride of Canada Carousel



End of School Firefighter Visit



Retired Fire Chief Bill Snowball, Fire Chief Dave Decker and the crew at the Santa Claus Parade



Markahm Fire, York EMS, Markham Stouffville Hospital, and the O.P.P. conducted a large scale mock scenario



DQ Miracle Treat Day with Markham Fire and York Region Police



Mustafa and Abdul-Basit recognized for their fire safety action by Markahm Fire and Ward 7 Councillor Kanapathi

DEPARTURES

Captain Glenn Redmond
31 Years of Service



Firefighter Cam Almassy
31 Years of Service



Captain Steve Tambosso
31 Years of Service



Captain Greg Morrison
31 Years of Service



Alarm Room Supervisor Michael
Gottlieb 24 Years of Service



Firefighter Jim Fitzpatrick
28 Years of Service



Training Officer Don Kennedy
31 Years of Service



Captain Glenn Hall
31 Years of Service



Captain Brent Milton
31 Years of Service



Firefighter William Walker
28 Years of Service



Firefighter Lee Hanney
31 Years of Service



Alarm Room Operator Natalie Sanders
3 Years of Service



Firefighter Michael Stevens
28 Years of Service



Captain Michael Smallwood
23 Years of Service



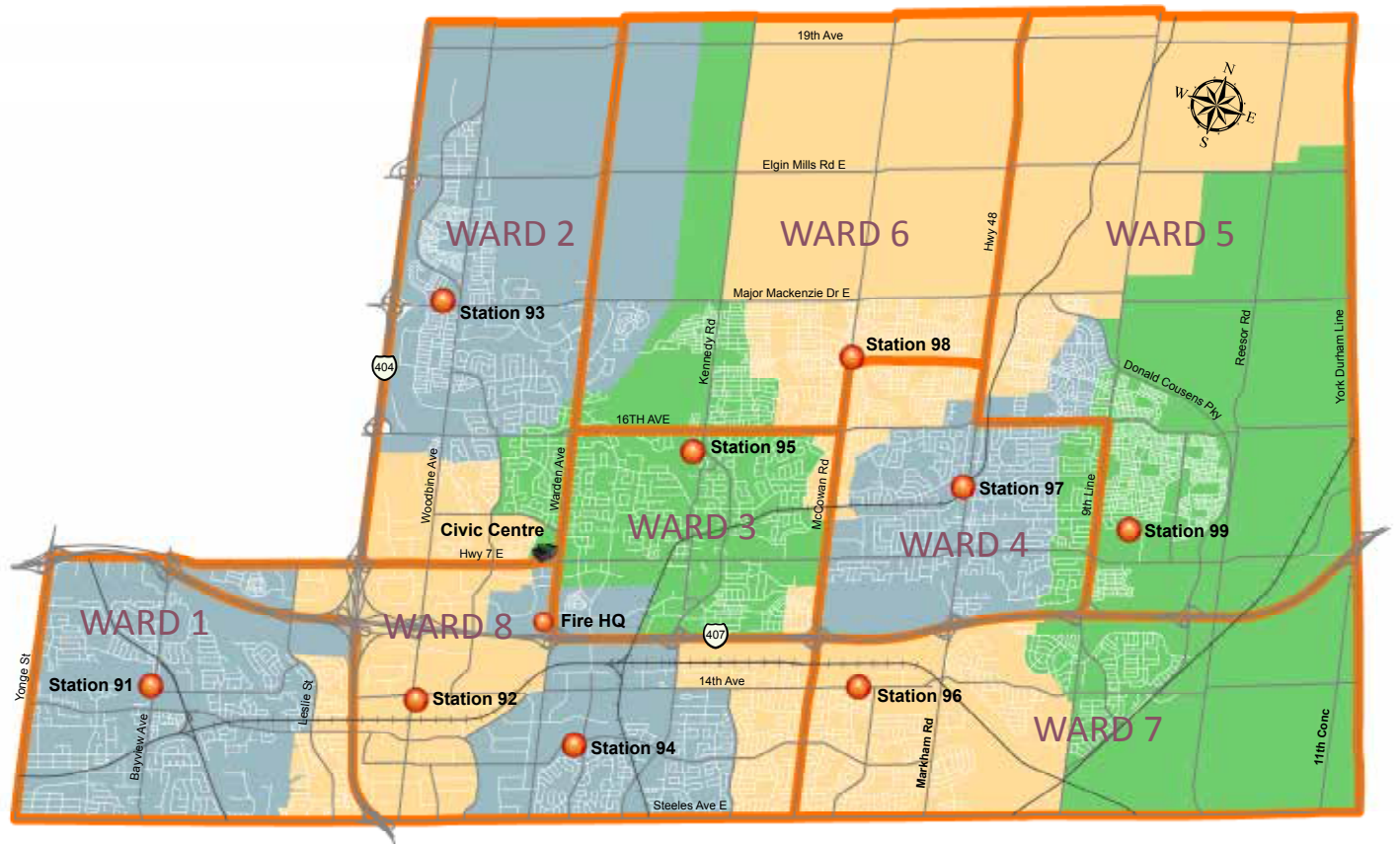
Fire Prevention Officer Eric Sadler
3 Years of Service



The City of Markham
appreciated your
dedication and the
services you have provided
to its citizens to keep the
community safe.

Congratulations and best
wishes!

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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www.markham.ca/fire
youtube.com/markhamfire

