



Report to: General Committee

Date Report Authored: September 26, 2017

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**SUBJECT:** Markham Fire & Emergency Services  
2016 Annual Service Report

**PREPARED BY:** Dave Decker, Fire Chief

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**RECOMMENDATION:**

1. THAT the Markham Fire and Emergency Services 2016 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 2016.

**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 2016 Markham Fire & Emergency Services Annual Service Report highlights the department's accomplishments and any significant changes that occurred in 2016.

**OPTIONS/ DISCUSSION:**

The 2016 Annual Service report highlights key information in the following areas; key service indicators, prevention/education and outreach activities, response to fire and other emergencies.

**FINANCIAL CONSIDERATIONS AND TEMPLATE: (external link)**

N/A

**HUMAN RESOURCES CONSIDERATIONS**

N/A

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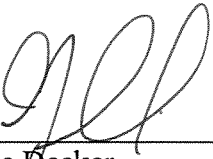
**ALIGNMENT WITH STRATEGIC PRIORITIES:**

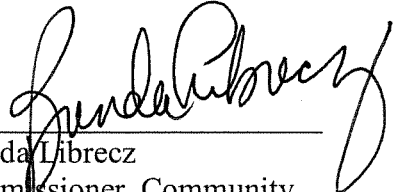
Fire Master Plan

**BUSINESS UNITS CONSULTED AND AFFECTED:**

N/A

**RECOMMENDED  
BY:**

  
\_\_\_\_\_  
Dave Decker  
Fire Chief

  
\_\_\_\_\_  
Brenda Librecz  
Commissioner, Community  
& Fire Services

**ATTACHMENTS:**

Markham Fire & Emergency Services - 2016 Annual Service Report



# ANNUAL **SERVICE** REPORT

Markham Fire & Emergency Services

# 2016



*Excellence. Perseverance. Compassion. Protection.*



# SENIOR OFFICERS



Back Row L to R – District Chief Walt Brinston, Dispatch Supervisor Mike Gottlieb, Chief Fire Prevention Officer Adam Grant, Acting District Chief Jeremy Acton, District Chief Dave Creighton, District Chief Mike Thomson, District Chief Chris Nearing, Acting District Chief Jeff LeFaive, Acting District Chief Kent Mortson, Chief Training Officer Mike Bekking, Acting District Chief Marty Coutts

Front Row L to R – Platoon Chief Sean Ash, Platoon Chief Scott Daniel, Deputy Fire Chief Phil Alexander, Fire Chief Bill Snowball, Deputy Fire Chief Dave Decker, Platoon Chief Frank Naccarato, Platoon Chief John Preiss

## 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



# 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.

Markham is Canada's most diverse and fast growing community and our Fire & Emergency Services staff continue to reach out to all of our neighbourhoods and cultural groups to advance fire safety, prevention, and education. The engagement of children through their school program, camps and junior firefighter programs is a best practice for others to follow.

Our Fire and Emergency Services team of women and men in all divisions – suppression/emergency response, prevention, public education, communications, and training – regularly contribute to our overall success as an organization, as guided by the Excellence Markham framework. 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.

Two examples of internal partnership and collaboration include the launch of the highly successful Firefighter

Summer Camp with our Recreation Services Department and the Master of Disaster Camp with the Emergency Preparedness Program from my office. External partnership with our local high schools continued in the Cadet Program for developmentally delayed students.

Our fire dispatch team and firefighters are there when we most need them – answering 61,400 calls for assistance and responding to 7,030 incidents in 2016. 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 look forward to the many achievements of the Fire & Emergency Services Department in 2017 with a special focus on fostering Exceptional Services by Exceptional People, such as the anticipated retrofits to improve change/locker rooms, washrooms and storage to suit the needs of all firefighters in our older fire stations. In addition, we will start to roll out the installation of digital signs at our fire stations as a means to communicate with our residents during emergency situations.

I would like to thank Fire Chief Dave Decker, Deputy Chief Phil Alexander, and Deputy Chief Adam Grant and all the women and men of the Markham Fire and Emergency Services for their ongoing commitment to exceptional public service. I would like to express my sincere appreciation to those who had retired in 2016 for their years of contribution to our collective success, such as Deputy Chief Alexander. Thanks for a great year and I look forward to 2017.

Brenda Librecz  
Commissioner, Community and Fire Services

A handwritten signature in black ink that reads "Brenda Librecz". The signature is fluid and cursive, with the first name being more prominent.



# MESSAGE FROM FIRE CHIEF



The transition during 2016 included my appointment to Fire Chief resulting in the promotion of Chief Fire Prevention Officer Adam Grant to the position of Deputy Fire Chief. As a team we have endeavoured to provide the leadership necessary to plan and initiate change as a result of growth of the City, financial challenges and effective planning to maintain established levels of service. It is my commitment to work together with members of the MFES as well as all other staff within the City to provide excellent services to those that live work and play in Markham. This report is a summary of 2016 highlights and activities that occurred during the year.

Markham did not experience a fire that resulted in a fatality during 2016. During 2016 one hundred and two fire fatalities occurred as a result of 73 fires across the Province. The number of fire deaths includes an increase in multi-fatality fires in comparison with 2015 with ninety seven fatalities that occurred as a result of 91 fires. During 2016 an inquest report was issued to the Fire Services as an outcome based on two multi-fatality residential fires that occurred in 2012/13. During 2016 staff from MFES reviewed and began a report to ensure that the recommendations are considered and actions taken, based on the recommendations to reduce death and injury from fire.

Fire Prevention/Education programs represent the first line of defence and as such staff provide on-going commitment to the provision of programs reaching all residents including specialised programs for the very young and the elderly. Throughout 2016 staff participated in over 100 public events and programs in addition to 270 educational visits to the 90+ schools in Markham.

2016 included a renewed awareness of mental health. Firefighters are exposed to situations which may result in mental health issues including post traumatic stress disorder. MFES have been engaged to provide mental health awareness training beginning in 2017.

Throughout 2016 senior management and staff initiated a complete review of the recommendations in the 2011 Master Fire Plan. It is anticipated that this review will be completed in early 2017 with a workshop to be delivered to Council before the end of the 2nd quarter 2017.

With the interim arbitration award in October the Corporation and the Association agreed to the terms and working conditions to conduct a 24-hour Shift Trial. During the trial the Corporation will monitor performance benchmarks and activities to ensure that established service levels and working conditions are not adversely affected.

By the end of 2016 MFES experienced fifteen retirements including Fire Chief Snowball, Deputy Fire Chief Alexander, Chief Training Officer Bekking, Platoon Chief Ash, District Chief Brinston, Captain Johnson, Captain Houston, Captain Burley, Captain Pople, Firefighters Kitchener, West, Whitmore, Keenan, Morgan and Fire Prevention Officer Hollands. On behalf of MFES and the City I would like to thank these members for their years of service with the City of Markham.

From a Corporate perspective 2016 included cross commission projects including the purchase of one replacement fire apparatus as well as renovations being initiated at station 91 in Thornhill and station 97 in Markham Village. The renovations reflect the growing diversity within MFES and accessibility.

On behalf of the men and women of the MFES I wish to thank the Mayor, members of Council, the CAO and Commissioners as well as all City staff for their on-going support of the Markham Fire and Emergency Services.

Dave Decker  
Fire Chief, Markham Fire & Emergency Services

A handwritten signature in dark ink, appearing to read 'D. Decker', written in a cursive style.



# 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 95



Fire Prevention Officer Joe Lanni and Eric Sadler demonstrating the use of a fire extinguisher



Fire Prevention Officer Alex Chan working on target hose practice during Junior Firefighter Day

# 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 are called out

on all fires that meet their 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 Jackie Dyson inspecting a fire hose cabinets



Fire investigation following a house fire.

# INSPECTION ORDERS

At the end of 2014 our Prevention Division switched its enforcement strategy to meet the Provincial Standards set out by the OFMEM in a technical guideline in 2012. In previous years enforcement was accomplished through a Record of Inspection which allowed discretion on compliance time frames within a 6 month period prior to prosecution. Now through the use of Inspection Orders, which is required under the FPPA 1997, a 30 or 90-day compliance time frame with no dis-

cretion is adhered to. If, at the expiry of these time frames full compliance is not achieved, prosecution is advanced right away. This has forced our division to really step up our customer service initiatives to ensure that property owners as well as City of Markham facility managers understand the full implications of our inspections. Our staff has handled this transition professionally and have been seeing an increase in compliance in City facilities and in the community.



# 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 ethnically 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.



## FIREFIGHTER CAMP

With the success of our Thornhill Camp, this past year we introduced a second camp in Cornell Community Centre to go along with our Thornhill Firefighter Camp program partnering with the Recreation Department. The Firefighter Camp is designed to focus on the roles of the fire service while providing fire safety tips for the home. Nineteen children, age 7 to 13 attended a weeklong day camp. Members of Fire Suppression, Public Education, Training, Fire Prevention, Communications and Emergency Management contributed to conduct the camps which were entertaining and educational. During the week the firefighter campers toured a fire station, the dispatch office 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.



# COMMUNITY EVENTS

Markham Fire & Emergency Services is regularly out in the City of Markham community throughout the year, engaging residents and providing fire safety tips. These events include Emergency Preparedness Week, Markham Fair, Fire Prevention Week, Carbon Monoxide Awareness Week and community festivals throughout the Year.



Fire crew with York EMS, Markham Stouffville Hospital, and the O.P.P. conducted a large scale mock scenario for over 100 high school students to learn about the dangers of distracted texting and impaired driving



Public Education Officer Dave Blizzard speaking to Grade 2 students at E. T. Crowle P.S. about smoke alarms & calling 911



## JUNIOR FIREFIGHTER RECRUIT DAY

Junior Fire Fighter Recruit Day is comprised of grade six "recruits" selected through a City-wide fire safety poster design contest. The day is full of fire fighter and safety training with Markham's fire service personnel. The camp and the activities brings greater awareness to fire safety and prevention education. This event is designed to increase the community's awareness of fire fighting and fire prevention efforts in Markham and to inform residents of the many community events happening in their local areas.





## FROM LEFT TO RIGHT

From left to right: Public Education Officer Dave Blizzard, Cadet Akram Mussa, District Chief Chris Nearing, Cadet Racheed Dyer, Deputy Fire Chief Phil Alexander, Cadet Abisajen Thayalan, Public Education Officer Alex Freeman

# CADET PROGRAM

Our Cadet program runs the second semester of the school year. 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.

This year we revised the program to meet the demand of requests for the program by reducing the number of weeks from 18 to 10 and conducting one program in the fall semester and one in the

spring. Each program has up to three cadets which spend 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, punctuality, and respect for authority.



# COMMUNICATIONS



Alarm Room Operator Lori Campbell and Robin Riddell

Working in teams of two (or occasionally three), the members of the MFES Communications Division processed over 66,000 incoming and outgoing telephone calls in 2016. Many of these calls were customer service and information requests, but the prime function of the Alarm Room Operators is to field the calls for a response; gather information and generate a response for both emergency and non-emergency situations by the Suppression Division responders.

The Alarm Room Operators are trained and share the responsibilities of both the "Call-taking" function, (receiving the call; gathering information and initiating the response protocol) and the "Dispatching" function (notifying the responders and managing the incident response from the beginning to the conclusion).

Communications is the answering point for all service requests for Markham Fire and Emergency Services, and operates on a 24/7 basis, 365 days a year.



Dispatch Supervisor Mike Gottlieb with the visitors from Fire-fighter Camp



# 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, 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 2016 the Mechanical Division processed approximately 425 work orders.

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



Mechanics Paul Saunders and Kelly Pickering

# TRAINING

The Training Division consists of a Chief Training Officer and four Training Officers. They work with all the divisions within Markham Fire and Emergency Services; representatives from other fire services; qualified on-shift instructors; and educational institutions to achieve our goal of facilitating the advancement of knowledge, skills and attitude of our staff.

The training division welcomed Nicole Brugger in September and she immediately started making an impact with such topics as emergency elevator response and firefighter survival.

The training programs highlighted below were conducted in 2016, to incorporate and adapt to the changing needs of the modern industry, as well as to stay current with the existing programs and maintain proficiency with set standards.





## FIREFIGHTER RECRUITS - CLASS OF 2016



The division successfully trained 25 recruits throughout a 13 week training program. The recruits graduated Friday November 11 and were placed on crews.

## 957 PLATFORM TRAINING



Station 95 aerial crews were trained on the new platform and the apparatus was placed in service.

## EMERGENCY ELEVATOR RESCUE

The Emergency Elevator Rescue program trained staff from stations 91 and 97 to respond to individuals trapped in elevators. This year the Training Division has purchased an elevator prop to continue training its staff in two additional fire stations.





# 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 2016, which resulted in a total of over 13,000 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 2016, the suppression team attended over 300 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.



Douglas Haig Explosion, Ward 7

On March 16, 2016 at 4:43 PM Markham Fire responded to a reported explosion at 45 Douglas Haig Dr. The home was fully engulfed with flames and concerned residents were out on the streets watching the events unfold. Our command officers quickly took control of the scene while our Chief established unified command with YRP and EMS. Suppression activities were conducted on the home that exploded as well as the two adjacent home that also caught fire. Crews worked tirelessly to extinguish the fire and keep control of the multi-agency scene as well as ensure the safety of all residents in the area. All Markham Fire suppression resources were deployed in order to bring the fire under control. The fire was a result of an illegal drug lab and charges were later filed by YRP.

## PROMOTIONS

Firefighters David Swain, Jeremy Acton, Matthew Keay, Mark Headecker, Brian Snooks, Steve Morrow and Al Jenkins were promoted to the rank of Captain.

Captain Mike Hallyburton was promoted to the rank of District Chief.

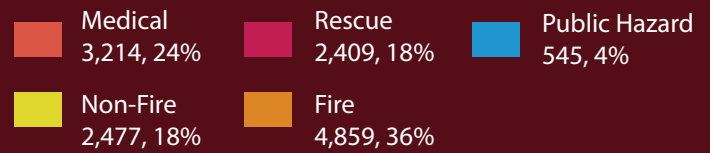
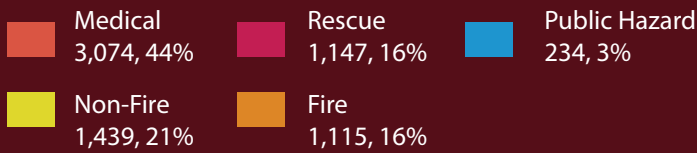
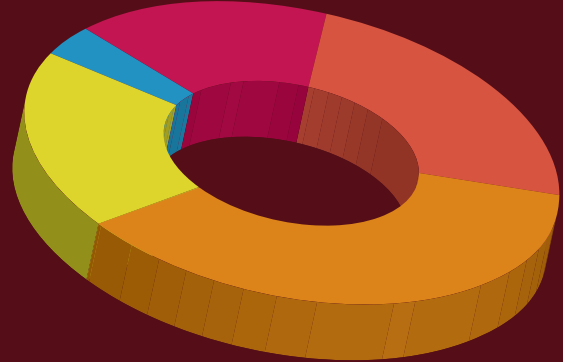
District Chief Chris Nearing was promoted to the rank of Platoon Chief.




# CHARTS & STATS

NUMBER OF INCIDENTS, 2016



NUMBER OF VEHICLES DISPATCHED, 2016

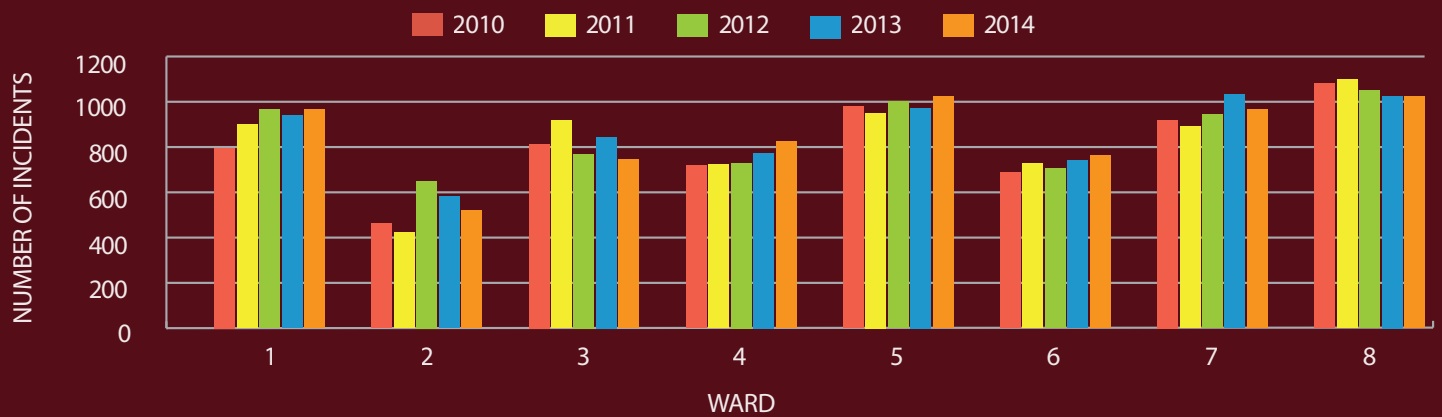


INCIDENT TYPE		NATURE	MAJOR FIRES IN 2016			
			DATE	ESTIMATED LOSS	ADDRESS	WARD
	FIRE	Fire/Smoke Visible Remote Alarm Brush/Grass Fire Garbage Fire Vehicle Fire				
	MEDICAL	Medical Emergency	3/15/16	\$1,200,000	Douglas Haig Drive	7
			5/04/16	\$500,000	Vandermeer Drive	2
			6/12/16	\$500,000	Laird Drive	7
	PUBLIC HAZARD	Police/Medical Assistance Hazardous Materials Hydro/Telephone/Mailbox Lock-out (House, Car, Elevator)	3/27/16	\$400,000	Bedale Crescent	8
			11/04/16	\$300,000	Lyndhurst Drive	1
			1/10/16	\$250,000	John Street	8
	RESCUE	Motor Vehicle Collision Aircraft Incident Train Incident Industrial Accident Water Rescue	2/26/16	\$250,000	Major Mackenzie Drive	6
			3/20/16	\$200,000	Lunau Lane	1
	NON-FIRE	Burning Complaint Public Assistance Upgraded Calls				

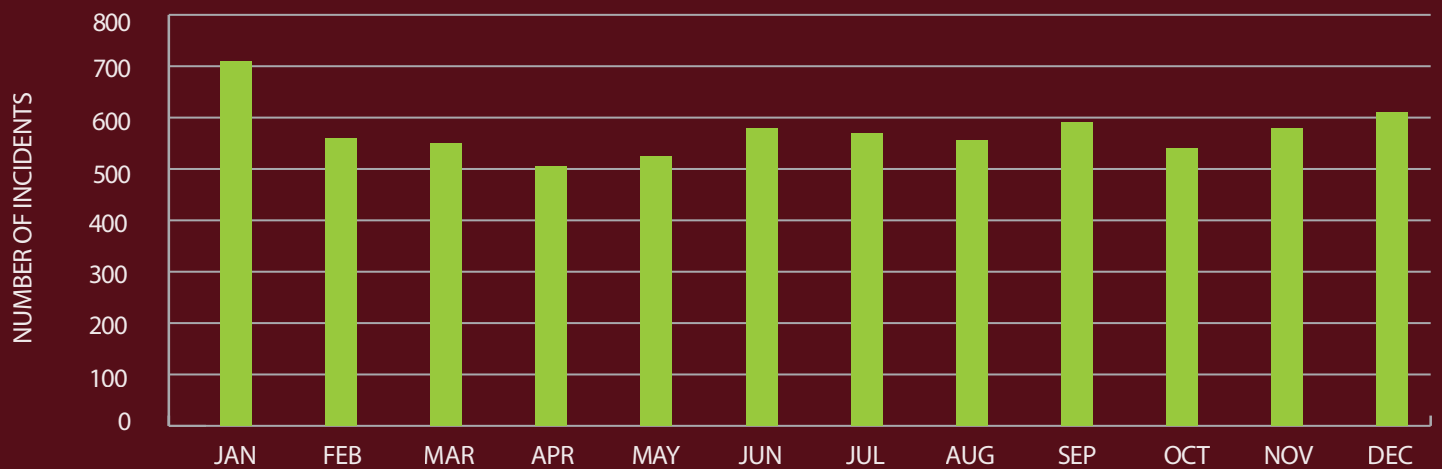


# CHARTS & STATS

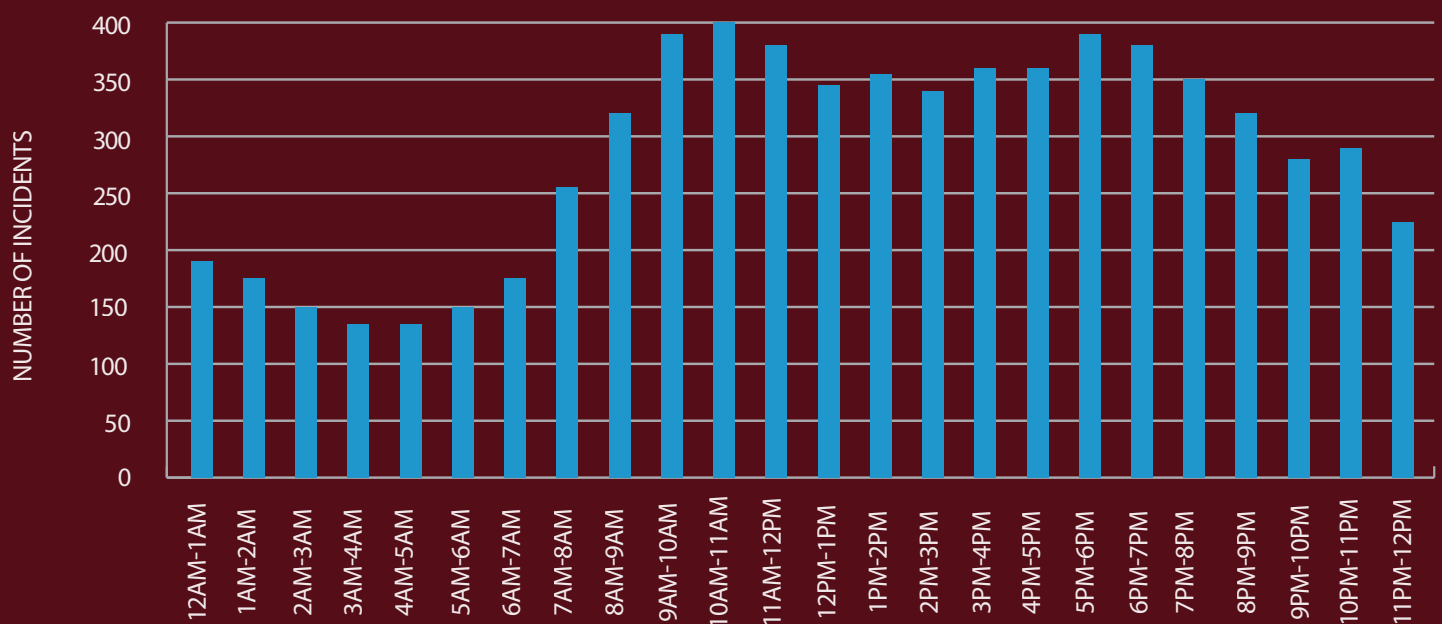
NUMBER OF INCIDENTS BY WARD, 2010-2014



12-MONTH INCIDENT DISTRIBUTION BY VOLUME, 2016



24-HOUR INCIDENT DISTRIBUTION BY VOLUME, 2016



# ADDITIONAL PHOTOS

Trench Rescue Operation on John Street



End of School Firefighter Visit



Pranav recognized for his fire safety action by Firefighter Nick Patel and Ward 6 Councillor Amanda Collucci



Rope Rescue training on the roof of Fire Admin Building



Fire Prevention Officer Paul Sit and OMNI TV Anchor / Reporter Kenneth Li



Members of the MFES Honour Guard and the Fire Chiefs attended the Flag Day Ceremony





# DEPARTURES

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

Fire Chief Bill Snowball  
31 Years of Service



Deputy Fire Chief Phil Alexander  
28 Years of Service



Chief Training Officer  
Mike Bekking 30 Years of Service



Platoon Chief Sean Ash  
29 Years of Service



District Chief Walt Brinston  
30 Years of Service



Captain Peter Johnson  
31 Years of Service



Captain Jim Houston  
30 Years of Service



Captain Rob Pople  
30 Years of Service



Captain Bruce Burley  
27 Years of Service



Fire Prevention Officer  
Cliff Hollands 31 Years of Service



Firefighter Blair Morgan  
30 Years of Service



Firefighter Rob Whitmore  
30 Years of Service



Firefighter Tom West  
29 Years of Service



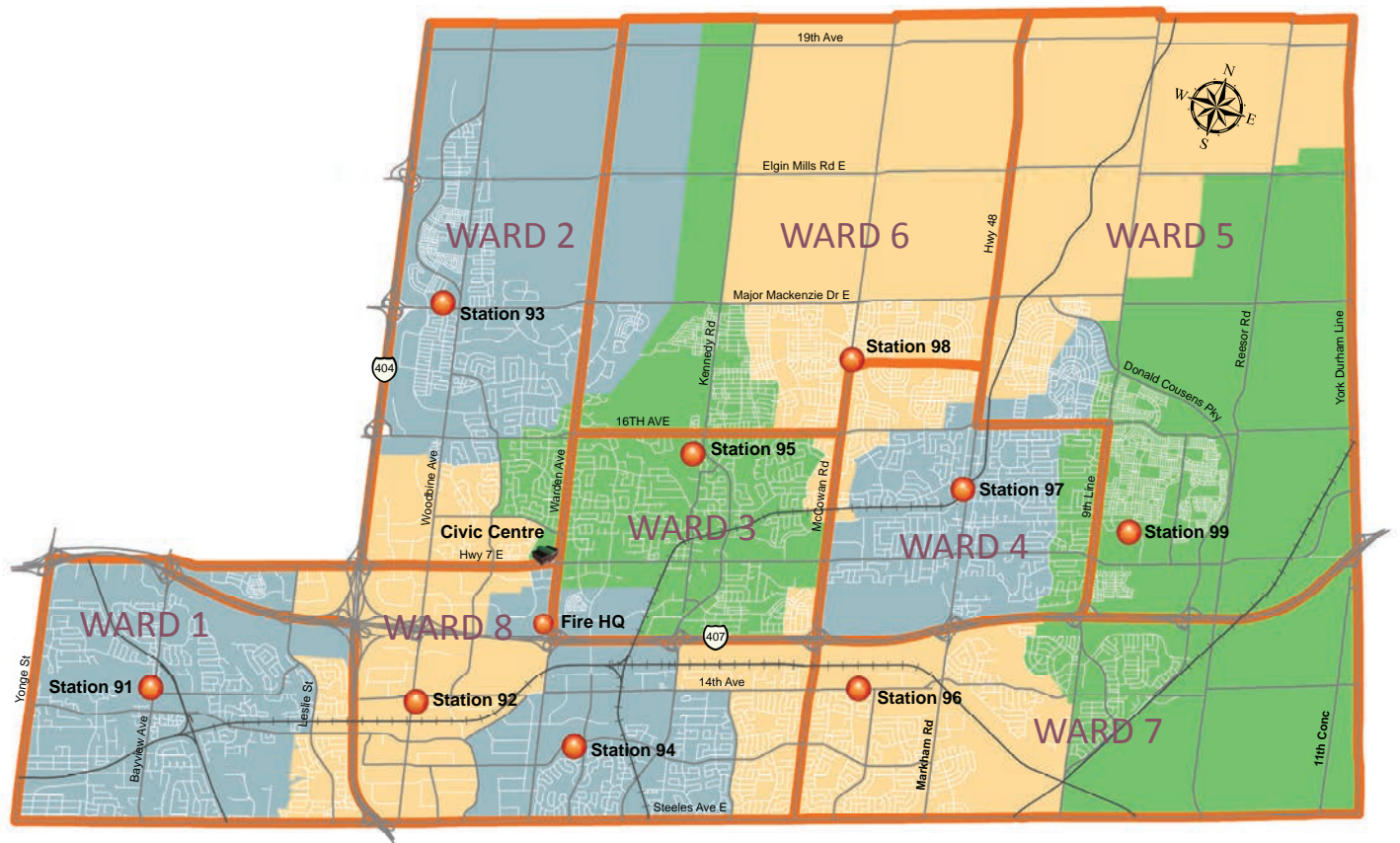
Firefighter Dennis Keenan  
22 Years of Service



Firefighter Randy Kitchener  
20 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

@markhamfire  
[www.markham.ca/fire](http://www.markham.ca/fire)  
[youtube.com/markhamfire](https://youtube.com/markhamfire)

