

ANNUAL **SERVICE** REPORT

Markham Fire &
Emergency Services

2015



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



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

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

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

Message from Commissioner, Community & Fire Services



Congratulations to the Fire & Emergency Services Department for their tremendous efforts in 2015.

After four years of preparation for the 2015 Pan Am and Parapan Am Games, the City of Markham was one of 15 host municipalities to have jointly hold the largest multi-sport event in Canada's history, spanning 5,300 square kilometres. Our Fire & Emergency Services staff were key contributors to the success of the Games by leading emergency preparedness exercises, providing fire inspections during the construction of the Markham Pan Am Centre (MPAC), developing Fire Safety Plans for the sporting venues located in Markham, supporting the activation of the Markham Command Centre, providing onsite Fire Prevention services at MPAC, and assuming a leadership role in coordinating the Games in the City of Markham. My special thanks to the team, particularly Chief Snowball, Deputy Chief Alexander, Chief Training Officer Bekking, and Chief Fire Prevention Officer Adam Grant.

Receiving the Canada Awards for Excellence Organizational Quality and Healthy Workplace Gold Award from Excellence Canada was another major achievement for the City of Markham. This national award evaluated our organization against a framework focused on the organizational outcomes of:

- Customer Satisfaction;
- Operational Excellence;
- Staff Engagement; and
- Financial Performance.

Our Fire and Emergency Services team of women and men in all divisions – suppression/emergency response, fire prevention, public education, communications, mechanical, and training -- all understand the value of these four outcomes and contributed 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 collaboration, community engagement, and open and transparent service delivery that meets, if not exceeds, the expectations of our residents, clients, and stakeholders.

An example of collaboration and creative outreach was the launch of the first and very successful Firefighter Summer Camp with our Recreation Services Department. The program reached children from 7 to 13 years of age with a focus on

home safety fire tips, Fire Department roles, demonstrations, and tours of fire stations. Its community outreach programs with the schools, Junior Firefighter Recruit Day, and our Cadet Program for developmentally delayed students are best practices in the industry and introduce Markham's children to the importance of fire safety and to the rewarding career of being a Fire professional.

Our services are delivered by dedicated and knowledgeable staff and I offer my sincere appreciation to all the staff who recently retired for their passion and commitment to public service. Their collective contribution has shaped their colleagues and the services we provide. Notably in January of 2016, Chief Bill Snowball retired following 42 years of service to the people of Markham, leaving his mark in the Fire Department, in our organization, and in the community.

I look forward to the achievements in 2016, with a particular focus on fostering Exceptional Services by Exceptional People. Our new Fire Chief Dave Decker, also a long-serving Markham employee, is committed to creating a high performance team. In 2016, he will be recruiting for a Deputy Fire Chief to fill his former position. He plans to renovate several older Fire Stations to improve change/locker rooms, washrooms, and storage to suit the needs of all firefighters. Digital signs will be installed at the fire stations as a means to communicate with our residents during emergency situations.

In closing, I would like to thank Fire Chief Dave Decker, Deputy Chief Alexander, and all the women and men of the Fire & Emergency Services for their ongoing commitment to keeping Markham safe and for being there when we need them. Thanks for a great year and I look forward to 2016.

A handwritten signature in black ink that reads "Brenda Huber".

Message from Fire Chief



On behalf of the staff of the Markham Fire and Emergency Services (MFES) it is my pleasure to provide the 2015 annual service report outlining the year in review and highlighting some of the activities and accomplishments that occurred during the year.

Markham Fire and Emergency Services functions as a partner within the City and as a component of the Community and Fire Services Commission. We make every effort to work together with all Commissions to build effective working relationships to fulfill Corporate goals and objectives.

Our Fire Prevention/Education programs continue to provide support and build on our first line of defense "fire prevention and education". In its 4th year our Cadet program remains unique in the Province. The Cadet program provides an opportunity to reach out and provide an excellent life experience accompanied with value added education and training to a group of developmentally challenged high school students. In addition, our school program resulted in more than 300 public education visits to Markham schools provided by on-duty firefighters.

Working with our Joint Health and Safety Committee, MFES continues to provide safe and healthy working conditions. During 2015 we implemented a policy to provide enhanced personal safety for the Fire Prevention Education staff when they are required to work alone, which included additional GPS devices being installed on fire prevention fire vehicles and established radio procedures.

The Master Fire Plan continued to provide direction for the future growth and development planning for MFES. During 2016 the Master Fire Plan will be reviewed to establish the status of the recommendations.

MFES Training Division plans and implements an annual live fire training program to provide an opportunity to focus on both knowledge and practical training associated with fire suppression. During 2015 the suppression staff reinforced what is termed as "transitional fire attack". This tactic involves a rapid and focused fire attack to support search and rescue. 2015 also included the initial instructor training and planning to provide a comprehensive rope rescue program and the purchase of this specialized equipment.

The Office of the Ontario Fire Marshal and Emergency Management (OFMEM) has adopted the National Fire Protection Association (NFPA) Standards for the certification and testing of Ontario firefighters. In December 2015 the OFMEM confirmed that 128 of our staff have met the minimum standards required to be considered NFPA compliant.

2015 included advance notice resulting in planning for the announced retirement of Fire Chief Bill Snowball in January 2016. Chief Snowball worked with DFC Alexander and I to ensure that his retirement would include a transition plan to make certain that the organization would continue to operate to provide the highest level of protection to those that live, work or play in Markham.

Seven retirements occurred up to April of 2015. MFES hired 13 new recruits in April however another nine staff retired before the end of the year. The retirements included Firefighters Peter Jennings, Jamie Scrymgeour, Dave Scott, Wayne Morrison, John Brassard, Captains Dain Phillips, Andy Chapman, Ernie Elliott, Mark Forrester, Neil Magee, District Mike Perreault, Platoon Chiefs Dave Reid, Ken Robertson and Chief Fire Prevention Officer Glenn Dick. In total, fourteen staff retired representing almost 400 years of service with Markham Fire.

As an organization we grieved the loss of Firefighter Jason Churchill in June. Jason suffered with cancer and was receiving treatment at the time of his death. I am very proud to say that Jason and I worked together for three years as Training Officers and we also served together on the Health and Safety Committee as well as the Firefighters Association. I am not alone in saying he will be missed.

2016 is the beginning of change in that I have been appointed to the position of Fire Chief. I will endeavour to provide the leadership necessary to move through departmental growth, financial challenges and effective planning to maintain established levels of service. It is my commitment to work together with the members of the MFES as well as all other staff within the City to provide excellent services to the public.

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 of the City staff in their on-going support of the Markham Fire and Emergency Services.

A handwritten signature in black ink, appearing to read "Glenn Dick", 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 Officer Eric Sadler and the Fire SafetyTrailer at Unionville Festival



Public Education Officer Dave Blizzard and Fire Prevention Officer Alex Chan demonstrating the use of a fire extinguisher



Senior Fire Prevention Officer Jason Scovell conducting a mock fire inspection

PERSEVERANCE

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 to 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 Week Open House at Fire Station 95



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 discretion

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 has been seeing an increase in compliance in City facilities and in the community.

PROMOTIONS

Senior Fire Prevention Officer Adam Grant was promoted to the rank of Chief Fire Prevention Officer. Fire Prevention Officer Jason Scovell was promoted to the rank of Senior Fire Prevention Officer.

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

In August, Markham Fire and Emergency Services launched our first Firefighter Camp program partnering with the Recreation Department. The Firefighter Camp was 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 based out of Thornhill Community Centre.

Members of Fire Suppression, Public Education, Training, Fire Prevention, Communications and Emergency Management contributed to conduct a camp that was 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.

COMPASSION

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



Fire Chief Bill Snowball talks with the local businesses owners after the Main Street Unionville fire



JUNIOR FIREFIGHTER RECRUIT DAY

Junior Fire Fighter Recruit Day is comprised of Grade 6 "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.



EXCELLENCE



FROM LEFT TO RIGHT

From left to right: Mayor Frank Scarpitti, Public Education Officer Dave Blizzard, Cadet Tarique Walker, Fire Chief Bill Snowball, Cadet Jordan Lyn-Whittaker, Public Education Officer Alex Freeman, Cadet Douglas Tam, Deputy Fire Chief Dave Decker, District Chief Chris Nearing, Commissioner Brenda Librecz, Deputy Fire Chief Phil Alexander, Platoon Chief John Priess

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 welcomed students from Bur Oak Secondary School. Our three cadets spent one day each week for 18 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.

Just as the Cadet program benefits these students, so does it benefit Markham Fire & Emergency Services. It has allowed us to grow as a department in ways that we had not previously considered. This program brings our entire department together, both in the application of our skills and in our common support for these students.

COMMUNICATIONS



Alarm Room Operators Lori Campbell and Robin Riddell

Communications plays a critical role in assisting Markham residents with emergency and non-emergency service requests. The team, ranging in years of experience from 2 to 26, handled approximately 65,000 incoming and outgoing telephone calls to assist Markham residents in 2015. Of these, a total of 6,808 emergency responses were generated and managed by the Communications Division.

The Alarm Room Operator is the first point of emergency contact for someone who is often having one of the worst days of their lives. These team members have to be compassionate and empathetic, yet able to be firm enough on the telephone to get key information from callers during stressful circumstances, so as to be able to generate the proper response to the emergency. Listening and interpretive skills are of the utmost importance, as is the ability to work as a part of the team, with the goal of providing whatever assistance is possible to those in need.



Dispatch Supervisor Mike Gottlieb with the visitors from Firefighter 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 2015 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.



Mechanics Paul Saunders and Kelly Pickering

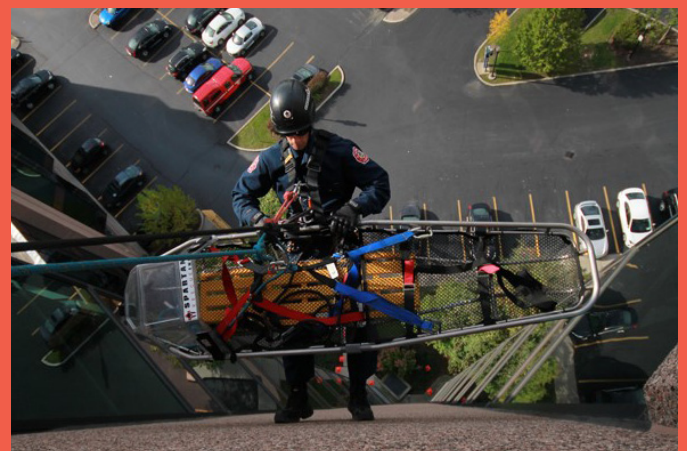
TRAINING

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 programs highlighted below were conducted in 2015, 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.

ROPE RESCUE TECHNICAN TRAINING

The Technical Rope Rescue program was initiated in 2015 with the selection and training of eight on-shift instructors. Suppression training will begin in 2016 with slope evacuation, aerial ladder rope rescue followed by high angle rope rescue.



Training Officer Don Kennedy and FF Derek Cassidy

PROTECTION

FIREFIGHTER RECRUITS



Training Division staff provided practical and theoretical training to thirteen new firefighter recruits over a twelve week period. Graduating on July 9th the recruits entered into a rewarding career with Markham Fire and Emergency Services.

Back Row L to R - Mark Holland, Eric Sadler, Mathew White, Jesse Longo, Brian Roblin, Pedro Bilbao, Aimee Tintor, Meghan Pittaway, Rafal Kosmowski

Front Row L to R – Luke Barron, Anthony Melino, William Andrews, Horacio Pizzanelli, Trevor Welch

NFPA COMPLIANCE



Ontario Fire Marshal and Emergency Management (OFMEM), working with Ontario Fire Chief Association, introduced "Letter of Compliance" Procedures with National Fire Protection Association. (NFPA) Standards in 2015.

128 Markham Fire & Emergency staff have met the requirements of the OFMEM Grandfathering Program and recieved the Letters of Compliance recognizing the knowledge and experience of Fire Service staff.

LIVE FIRE - RICHMOND HILL TRAINING CENTRE

All suppression crews participated in live fire training in Richmond Hill.

The tactic of transitional fire attack was the main objective of this year's live fire operations.



SUPPRESSION



Main Street Unionville Fire, Ward 3

Every year our staff respond to emergency situations and fight fires throughout Markham. We take special precautions to limit 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. 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 6,800 emergency incidents during 2015, 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 2015, the suppression team attended over 200 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.

PROMOTIONS

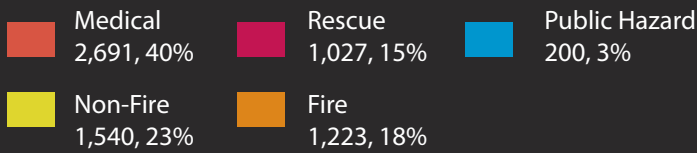
Firefighters Anthony Macoretta, Norm Dupuis, Donald Maich, Terry Hayduk, Dan Makort, Colin Quinn, Ryan Best, Alex Pompilio and Blair Kelly were promoted to the rank of Captain.

Captain Walt Brinston, Mike Thomson, Chris Nearing and Dave Creighton were promoted to the rank of District Chief.

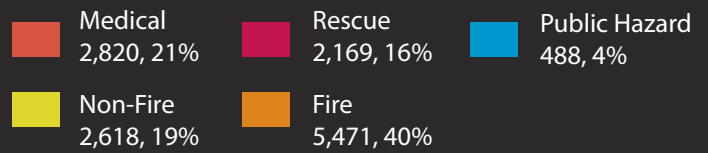
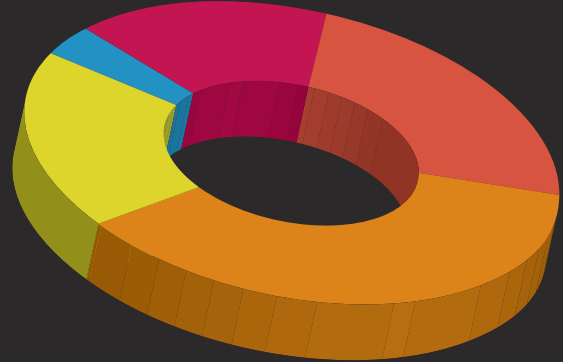
District Chief Sean Ash and John Preiss were promoted to the rank of Platoon Chief.

CHARTS & STATS

NUMBER OF INCIDENTS, 2015



NUMBER OF VEHICLES DISPATCHED, 2015



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



NON-FIRE

Burning Complaint
Public Assistance
Upgraded Calls

MAJOR FIRES IN 2015

DATE

ESTIMATED LOSS

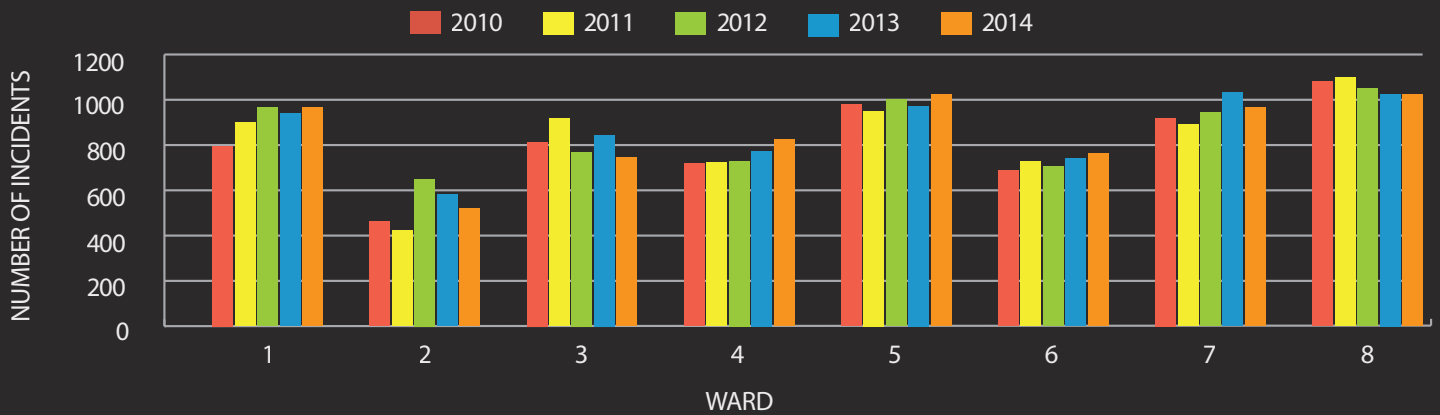
ADDRESS

WARD

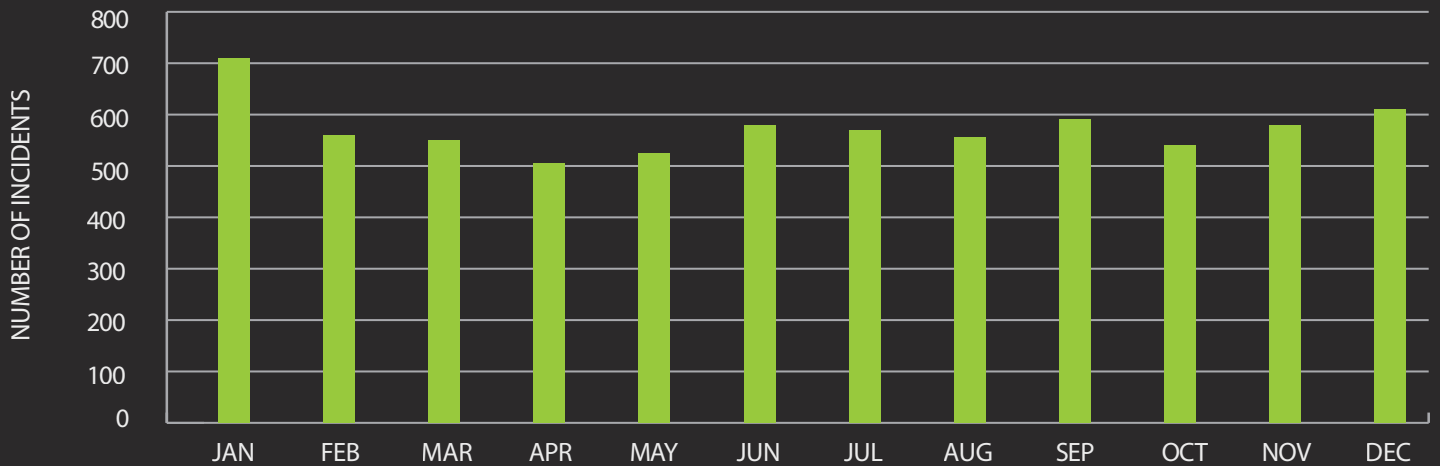
3/28/15	\$1,000,000	Main Street, Unionville	3
3/16/15	\$800,000	Langstaff Road	1
3/23/15	\$500,000	Bayview Avenue	1
6/29/15	\$400,000	John Street	1
1/24/15	\$200,000	Knotty Pine Trail	1
3/18/15	\$200,000	Kevlin Road	8
2/23/15	\$150,000	Pamgrey Road	5
1/04/15	\$100,000	Timbermill Crescent	4

CHARTS & STATS

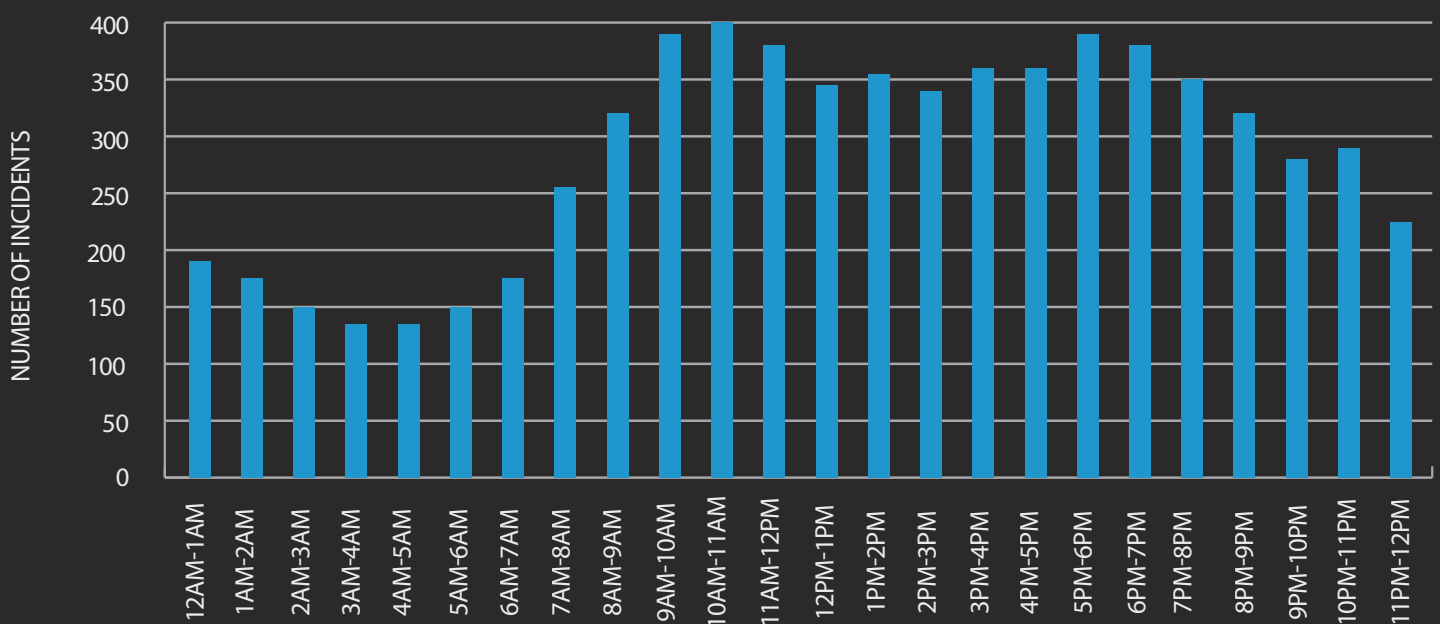
NUMBER OF INCIDENTS BY WARD, 2010-2014



12-MONTH INCIDENT DISTRIBUTION BY VOLUME, 2015



24-HOUR INCIDENT DISTRIBUTION BY VOLUME, 2015



ADDITIONAL PHOTOS



Pan Am torch arrives at Fire Station 95



Fire Chief Bill Snowball's retirement ceremony at the Civic Centre with the Community & Fire Services Commission



New 954 Danko Tanker Truck



Future Firefighters trying out the Thermal Imaging Camera



Firefighters Joe Hill, Jeremy Yearwood, Nicholas Inch, Platoon Chief Frank Naccarato, Deputy Chief Phil Alexander and Captain Brian Snooks serving at the 2015 Canada Day Seniors' Luncheon



Captain Andrea Beneteau, Firefighter Julia Sprawson, Platoon Chief Scott Daniel, Training Officer Glenn Ambrose, Firefighter Nick Patel - Champion of the Volleyball Tournament at the 2015 Staff Appreciation Day

DEPARTURES

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

Chief Fire Prevention Officer
Glenn Dick 9 Years of Service



Firefighter Peter Jennings
30 Years of Service



Firefighter Jamie Scrymgeour
30 Years of Service



Captain Dain Phillips
33 Years of Service



Firefighter Dave Scott
30 Years of Service



Probationary Firefighter Dan
Poirier



District Chief Mike Perreault
28 Years of Service



Firefighter Wayne Morrison
30 Years of Service



Platoon Chief David Reid
25 Years of Service



Platoon Chief Ken Robertson
30 Years of Service



Captain Andrew Chapman
25 Years of Service



Captain Ernie Elliott
30 Years of Service



Firefighter John Brassard
28 Years of Service



Captain Mark Forrester
30 Years of Service



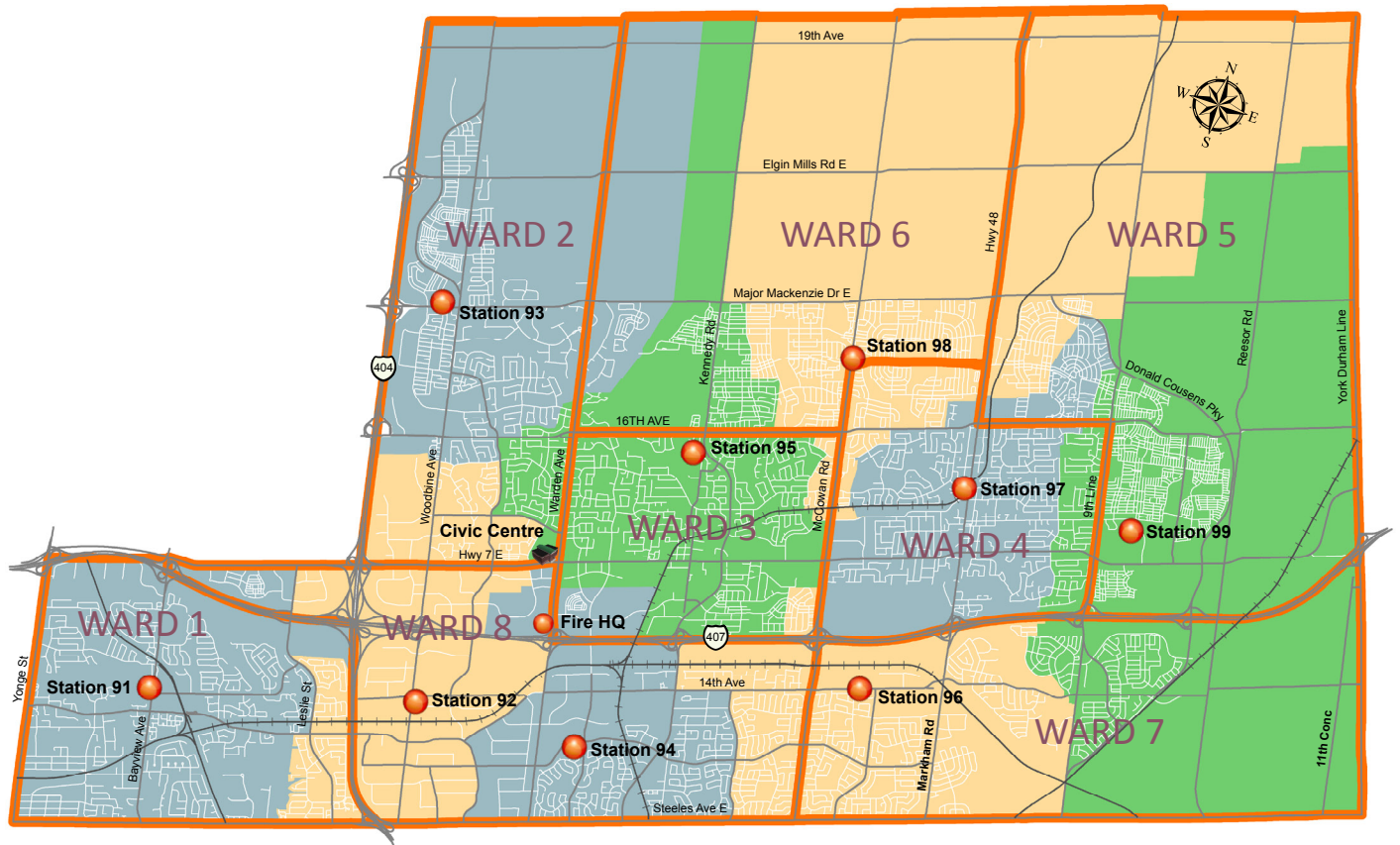
Firefighter Chris Pasinelli
5 Years of Service



Captain Neil Magee
27 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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www.markham.ca/fire
youtube.com/markhamfire

