



ANNUAL REPORT 2009



2009 Recruit Graduates. *From left to right, **top row:** TO Glen Ambrose, Alexander Marshall, Samuel Kim, James Douma, Angela Hrkac, Colin Rose, Andrew Ireland, Roman Mosor, TO Mike Stevens; **middle row:** TO Don Kennedy, Rebecca Ellis, Rocky Mino, Blair Gallant, Kirk Berthiaume, TO Clint Frotten, Brett Dean, Andrew Kubes, Matt McKnight, Tewaterai Janda, CTO Mike Bekking; **front row:** Deputy Chief Dave Decker, Fire Chief Bill Snowball, Commissioner Brenda Librecz, Mayor Frank Scarpitti, CAO John Livey, MPFFA President Walter Brinston, Deputy Chief Philip Alexander.*

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.

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Note: * Replaced late Regional Councilor Tony C. Wong in 2009.

2009 – A YEAR OF BUILDING STABILITY



Brenda Librecz,
Commissioner,
Community and
Fire Service

Congratulations to the outstanding team of professionals in the Fire & Emergency Services Department under the leadership of Chief Snowball for a great year. 2009 was a year of building stability in all of our departments within the Community and Fire Service Commission. This was truly the case in Fire where a full new leadership team was put into place starting with the appointment of the Chief in the spring to the hiring of the two new Deputies

(Deputy Alexander and Deputy Decker) in the summer. Compliments to the department for their community engagement and outreach efforts to our diverse communities with the multi-cultural media to promote fire safety and public education. A new recruit class was trained by our excellent Training Division, along with planning for two more classes in 2010 and 2011.

Again, thanks to all of the men and women in suppression, training, public education, and dispatch for their tireless commitment to the people of Markham – your efforts are appreciated.



MESSAGE FROM FIRE CHIEF



Bill Snowball
Fire Chief

It is a pleasure to present my first annual report as the Chief of Markham Fire and Emergency Services to Council, residents and staff.

Markham Fire and Emergency Services (MFES) have undergone significant change during 2009 including the appointments of myself as Fire Chief in April and Phil

Alexander and Dave Decker as Deputy Fire Chiefs in July.

A recruitment process was completed and 15 new recruits joined the department in September to replace vacancies due to retirements. An additional 26 will commence employment in March 2010 to staff the Cathedral Fire Station (Station 93) and replace retirees.

Construction of Station 93 located at Major MacKenzie and Woodbine in the Cathedral area commenced in October and it is anticipated this station will be operational by July 2010. The station will be the first building constructed by the Town of Markham to achieve the "LEED" (Leadership in Energy and Environmental Design) gold standard certification. Special "Thanks" to our partners in Asset Management for their commitment to completing this project.

Our focus on the Education of our diverse community was enhanced this year with the launch of a partnership with Fairchild Radio, a popular station with the Chinese-Canadian community. Our staff co-hosted a 1.5 hour "phone in" radio program for 8 weeks with Fairchild staff. It is estimated that the audience the show reaches exceeds 250,000 people. This, and other similar activities, are central to MFES community engagement goals.

I would be remiss if I did not acknowledge the retirement of Firefighter Bill Vliek who is the last of the original firefighters hired in 1971 to provide fulltime fire service in the Town. On behalf of all staff, I wish him an enjoyable retirement and would like to thank him for his 38 years of service.

With the continued support of Council, the strong leadership of Commissioner Librecz and the continued dedication of all Markham Fire and Emergency Services personnel, MFES will continue to provide excellent Educational, Preventative and Emergency Services to the residents and visitors of our community and continue to make Markham a safe Town to live, work, and play.



SENIOR OFFICERS (2009)



Fire Chief
Bill Snowball



Deputy Chief (July 15)
Phil Alexander



Deputy Chief (July 15)
Dave Decker



Platoon Chief
David Reid



Platoon Chief
Chris Rouble



Platoon Chief
Greg Gates



Platoon Chief
Rick McWatters



Chief Training Officer
Mike Bekking



Chief Fire Prevention Officer
Glenn Dick



District Chief
John Preiss



District Chief
Ken Robertson



District Chief
Scott Daniel



District Chief
George Birtig

ADMINISTRATION DIVISION AND SUPPORT SERVICES



Administration staff. *From left to right:* Fery Vaghei, Doreen Webb, Christine Aguila, Debbie Reeves, Joy Cinq-Mars.

The Support Services Divisions of the Markham Fire and Emergency Services include the Fire Prevention and Public Education, Communications and Training Divisions. Additionally, we oversee the Emergency Management Plan for the Town. In addition to the many public safety programs that are administered daily by the dedicated staff in these divisions, our people are leaders in many interdepartmental programs throughout the Town.

In May, our Emergency Management Team organized Markham's first full scale live exercise of an Emergency Reception Centre in the Milliken Mills Community Centre. Our staff partnered with Recreational Services and By-law staff, Red Cross, Salvation Army and local amateur radio operators among others to provide an evacuation centre for displaced residents.

For 8 weeks in the fall, 8100 Warden Avenue was transformed into a H1N1 vaccination centre with the help of Capital Assets and Operations personnel. Beginning in 2009, Markham received Federal/Provincial infrastructure funding to re-organize the Emergency Operations Centre.

As part of our ongoing commitment to exceeding our customer service goals, we are continually reviewing our procedures and delivery models. In 2009, we have completed the installation of the self-contained breathing apparatus maintenance facility in our Wismer Station. We have now consolidated all of our maintenance, testing and repair of our breathing apparatus into a single clean, secure facility. A number of our suppression staff are certified breathing air technicians.



Emergency Reception Centre at Milliken Mills Community Centre. *From left to right:* Red Cross Volunteer Rob Skelly, Markham Commissioners Brenda Librecz and Andy Taylor, CTO Mike Bekking

ADMINISTRATION DIVISION AND SUPPORT SERVICES

(Continued from previous page)

**Working
Smoke Alarms
Save Lives**
TEST YOURS TODAY

The fleet standardization and bunker gear procurement plans were extended for additional periods starting in 2009. Both of these projects originated from staff committees and have led to significant operational efficiencies. In 2009, we took delivery of an air/light vehicle. This apparatus is equipped with a mobile breathing air system which has led to future capital savings in our upcoming stations. Speaking of new stations, construction of the Cathedral fire station began in July. Cathedral is a LEED energy efficient building which will serve as a model to compare with our traditionally built stations. Planning and design for the Cornell station is now well underway.

In 2009, mobile computing tablets were provided to our Fire Prevention staff. Now, our inspectors can access property and inspection information

remotely from their vehicles so they can provide even more timely responses to customer service requests. Our firefighting apparatus has been equipped with AVL/GPS technology in 2009; in 2010 we anticipate being able to provide immediate satellite location responses as well as digital pre-plan and property hazard information in real time. These are continuing projects with our partners in Fleet and Information Technology.

Our annual life cycle capital equipment and property review continues in conjunction with help from the Asset Management and Finance Departments. This forms part of our commitment to ensure that we continue “providing the highest level of life safety and property protection to those who live, work or play in our community.”

From left to right: Chief Bill Snowball, Councillor Carolina Moretti, Mayor Frank Scarpitti, Vice President and Regional Publisher, York Region Media Group and Chair of United Way of York Region's Community Campaign Ian Proudfoot, CEO of United Way of York Region Daniele Zanotti, Councillor Valerie Burke and Regional Councillor Gordon Landon, CAO John Livey, and FPO Jason Scovell.



Firefighter Support United Way.

SUPPRESSION DIVISION



Fire on Lauraview Crescent.
Photos taken by Doris Wong.

The Suppression Division responded to 7676 emergency incidents during 2009. Each of the nine front run Suppression Division apparatus respond to an average of 1381 incidents resulting in 14,326 vehicle movements.

Of the 223 reported fires only 21 exceeded \$50,000.00 in damage. Medical emergencies continue to be the major response demand for MFES. Motor vehicle collisions continue to be a high demand response and to improve service delivery MFES added hydraulic rescue tools to Engine 921. The provision of the hydraulic rescue tools resulted in a reduction

in responses for Ladder 916 thus improving its availability and lowering operating and maintenance costs.

There are fire prevention and public education demands on the Suppression Division almost daily that include fund raising activities, festivals and street parties as well as school based educational and smoke alarm programs.

During mid 2009 construction began on Station 93 Cathedral (Woodbine and Major MacKenzie). This station will open in mid 2010 and will serve the North/West area of Markham.

2009 Retirements

- **Rick McWatters**, Platoon Chief 32 years of service
- **Paul Armstrong**, Captain 31 years of service
- **Jack Lang**, Captain 28 years of service

2009 Promotions

- **Dave Reid** – Platoon Chief
- **John Preiss** – District Chief
- **Ken Robertson** – District Chief
- **Frank Naccarato** – Acting District Chief
- **Sean Ash** – Acting District Chief
- **Glenn Redmond** – Captain
- **Mike Thomson** – Captain
- **Fred Cockburn** – Captain
- **Rob Pople** – Captain
- **Glenn Ambrose** – Training Officer
- **Glen Lindensmith** – Designate Captain
- **Jason Best** – Designate Captain



Markham Breaks Ground on New Fire Station (93) in Cathedraltown Community. *From left to right:* Markham Commissioners Andy Taylor and Brenda Librecz, CAO John Livey, Chief Bill Snowball, Councillors Dan Horchik and Alex Chiu, Mayor Frank Scarpitti, Councillor Carolina Moretti, Firefighters Wayne Hoover and Blaine Dobson, and Deputy Chief Dave Decker.

COMMUNICATIONS DIVISION



Dispatch Supervisor
Mike Gottlieb

The Communications Division handled over 63,500 incoming and outgoing telephone calls to assist Town of Markham and Town of Whitchurch-Stouffville customers with emergency and non-emergency service requests in 2009.

A total of 8,458 emergency and non-emergency responses were generated and managed by the Communications Division... 7,666 for the Town of Markham and 792 for the Town of Whitchurch-Stouffville.

Dispatch Supervisor Mike Gottlieb earned certification as an “ENP” (Emergency Number Professional) by the National Emergency Number Association (NENA). He is one of only 16 people in Canada to have achieved that designation.

In 2009, there was one night that really challenged the Communications Division. On Saturday April 25, 2009, a severe storm went through the Town of Markham, which created a large volume of incoming telephone calls and the generation of more than five times the normal number of Incidents during the Night Shift. Call-Taker Neil Webb handled approximately 370 incoming and outgoing telephone calls and assisted Dispatcher Mike Gottlieb in the handling of 83 Incidents in the Town of Markham and the Town of Whitchurch-Stouffville, approximately

half of which occurred during the first two hours of the shift. Neil Webb is receiving the “Call-Taker of the Year – Fire” from the Tri-Services Communicators of York Region for his work during that evening.

The Communications Division teams maintained a more than acceptable average Incident processing time of 34 seconds... about half of the amount of time deemed to be acceptable by the National Fire Protection Association (NFPA) standard for that process.



Chris Lawton



Neil Webb

MECHANICAL DIVISION



Bill Vliek.

At the end of 2009 Firefighter William Vliek retired after 38 years of service. Bill is the last of the twelve original Markham firefighters hired in 1971.

The Mechanical Division is responsible for maintenance and repair of the MFES fleet which includes suppression apparatus, fire prevention, education, mechanical and training vehicles as well as three trailers.

This Division is managed by Corporate Manager of Fleet and Supplies Laurie Canning and is located at 555 Miller Ave. Mechanics Paul Saunders, Kelly Pickering are assisted by Bill Vliek in the day to day maintenance and repair of vehicles, hydraulic tools, pumps, ladders, hose and small engines as well as fire fighting equipment.



Laurie Canning



Kelly Pickering

Each suppression fire apparatus average 588 hours of run time and required an average of 38 hours of preventative maintenance and inspection. The average number of repair and non-scheduled maintenance hours for each suppression apparatus was 122.

During 2009 the Mechanical Division assisted with the design and purchase of a new Air/Light truck and a trailer for Hazardous Materials response. It is anticipated that these units will be placed into service by the second quarter of 2010. Also, during 2009 two additional pumper trucks have been ordered.

Mechanics received training to operate new scaffolding which will assist mechanics with repairs and maintenance at heights exceeding 3 meters in a safe and efficient manner.

To reduce fleet operating costs the life cycle replacement of the fire departments four hybrid vehicles has been extended for one year.



Paul Saunders

FIRE PREVENTION AND EDUCATION DIVISION

“Achieve an acceptable level of safety for the community by providing the citizens with the information necessary...”

The Town of Markham Fire and Emergency Services is committed to providing a fire safe environment for the citizens of Markham, by addressing fire risks in the Town and reducing fire losses. Fire Prevention activities are critical to the Department achieving its fire safety goals.

The primary activities of the Fire Prevention Division are Ontario Fire Code inspections and enforcement, and public fire safety education. Because residential fires account for the majority of fire dollar losses and fire fatalities, most of the Department’s fire safety initiatives are targeted at our residents.

Fire Services strives to ensure that property owners are educated in fire safety, act responsibly and actively maintain their buildings, and not wait for fire prevention officers to identify their deficiencies. This is accomplished by assessing Code compliance and enforcing the legislation.

Construction and major renovation of buildings are regulated by the Ontario Building Code. However there is a need to have Fire Services involved in the process to ensure that the fire safety features required for the building are provided. Fire Prevention Division Plans Examiners act in an advisory capacity to the Towns Building Services Division, identifying violations or deficiencies to Building Department for appropriate follow up action.

The following goal applies to an effective public safety education program:

Achieve an acceptable level of safety for the community by providing the citizens with the information necessary for them to reduce the occurrence of fire, reduce the spread of fire, reduce the impact of fire and ensure their safety in the event of fire.

Public safety education is a necessary component of an effective fire prevention strategy. Assuring appropriate behaviour of building owners and occupants is essential to reduce the fire losses in the community



Fire Chief Bill Snowball, Junior firefighter Aun Hussain and Chief Fire Prevention Officer Glenn Dick.



Radio station partnership.
From left to right: Jennifer Lo, Adam Grant, Paul Sit and Christopher Ko.

Public Education

This year the fire prevention division along with the fire suppression division reached a significant number of residents in 2009. The fire suppression division attended 172 community events which included school visits, street parties, fairs and festivals. The fire prevention division attended 135 community events which included presentations, training, fairs, school visits to name a few. The combined division reached 245,273 residents in 2009. Additionally, the prevention division took advantage of the relationships we had formed with local media and through the use of TV programs, newspaper and radio shows we reached a total of 2 million people on a global scale. This was a great year for outreach to our community and we continue to look for different and more creative ways to get the message of fire safety education out to our residents.

Fairchild Radio

In 2009 we created a partnership with Fairchild radio. Adam and Paul attended the radio station every Tuesday at 2:30 pm on their variety show called 2 PM BMW. We had an agreement for 8 shows from April 14, 2009 – June 2, 2009. We covered a wide range of fire safety topics from home fire safety to accessory apartments. This radio show is one of the largest Chinese radio programs in North America. The show attracts 250,000 listeners every week during the 1.5 hour show. We also arranged to have one of our firefighters Howie Tse on a Fairchild TV program in May 2009. This was a great partnership that will be continued in 2010.



Dairy Queen visit to support Children's Miracle Network.
From left to right: firefighter Sean Torrington, Captain Barry Vesh, firefighter Timothy Johnson and owner Yvonne.



Fairchild open house.
Acting captain Brad Evans



Junior firefighter
recruits 2009, fire hose
demonstration at Mount
Joy Community Centre.

Fairchild Open House

On July 14, 2009 station 98 hosted the first live radio show broadcast in Markham Fire history. The show focused on the fire services and what we do in the community. The open house consisted of the smoke house, fire hose target practice, fire hall tour, fire truck inspection and a game of fire safety jeopardy. We were able to host 500 people in a 3 hour time frame as well as provide all attendees with pamphlets and promotional material in both English and Chinese.

Fire Prevention Week

This year we wanted to ensure that all residents, businesses and schools in Markham were able to, not only receive information, but be able to attend an event with their family. This year we provided a number of different activities throughout the week. We delivered numerous fire extinguisher training sessions for businesses, prepared and circulated a fire safety display throughout the Town, and used the fire safety trailer at 4 different schools providing home fire safety education to 2400 students as well as providing each student with an information pamphlet to take home to their parents. Additionally, we had an open house at Station 94 on Birchmount Rd. As part of the open house we brought in a car for an auto-extrication demonstration, which is something the public don't get to see every day! We also used our new live fire extinguisher training unit to provide training to all parents who attended the open house.

Markham Fair

Safety Land was very interactive this year with our Junior Firefighter combat challenge. We were able to purchase junior firefighter uniforms for this event so that the experience was a bit more real for the children. We also used our fire safety trailer which is always a huge draw for families and children. We provided fire safety material to each person who attended Safety Land. We also included two information tents, so that parents who just wanted to do some reading on their own or discuss fire safety with a Fire Prevention Officer had the opportunity to get information without participating in any of the events. Safety Land also included a partnership with Power Stream. This partnership allows Safety Land to provide electrical safety tips as well.

State Farm Junior Firefighter Recruit Day

Every year the Markham Fire and Emergency Services (MFES) launch a Junior Firefighter Recruit Day. The contest has always consisted of 1 winner from the entire Town of Markham elementary schools (70 in total). This year MFES was able to create a State Farm Junior Firefighter Recruit Day on June 10, 2009, with a winner from every school in the Town.

Grade 6 students were asked to create a fire safety poster and a winner was selected from each school. What this did was get the interest of fire safety back in the schools. The students were



Regional junior firefighter Aun Hussain, Carol Gravelle from the OFM, and Fire Chief Bill Snowball



Junior firefighter recruits 2009, fire truck inspection, with firefighter Mike Mungy and Marc Van Loon.



Commissioner Brenda Librecz congratulates Junior Fire Chief Anson Lee

given 2 months to complete the poster and several teachers indicated that a lot of research was preformed by the students who worked on it at home. Additionally, we were informed that about half of our schools used this contest as part of their art project for the grade 6's. Not only did we have the children at home doing research and thinking about fire safety, we had the teachers incorporate fire safety into the art curriculum.

The Firefighter Recruit Day itself was a huge success. We had over 70 grade 6 students from across the Town. We had 40 parents, 14 staff, and 10 high schools students acting as "Captains" of each fire crew. The interactive State Farm Junior Firefighter Recruit Day featured training in all aspects of fire fighting including search and rescue; combat challenge; fire extinguisher training; fire safety house training; water rescue and fire truck inspection. In addition to the excitement that was created it also drew a lot of media exposure.

We had Tom Brown from CTV news broadcast live from the event. We respectfully recognized State

Farm, on National Television, for their support and commitment to Fire & Life Safety with the Town of Markham. We also had local media such as Rogers and the Economist & Sun provide coverage of the event.

Junior Fire Chief

Anson Lee, of All Saints Catholic School, was this year's winner of the Markham Junior Fire Chief contest. The contest was sent out to the Grade 4 classes in all elementary schools. The contest required each student to create a fire safety poster outlining a strong fire safety message. We received 100's of entries and Anson's poster was the winner, which depicted preventing fire from spreading, calling 911 and stop, drop and roll when clothing catches fire.

Anson spent the day on Friday November 20, 2009 as the Fire Chief. He sat in Chief Snowball's office and answered phone calls for the first part of the morning. He was then taken around to a number of stations for a visit and inspection. He also met with Commissioner Librecz and discussed his demands as the new Fire Chief!

Anson had a great day and we were happy to have him as Fire Chief for the day.

York Region Junior Firefighter

Our Junior Fire Fighter program in conjunction with the seven other Fire Services in York Region continues to be a success. All grade three students are eligible to participate by writing a one



FPO Joe Lanni interviewed by Arrahman Arraheem Network.

page story or drawing a poster about how they will be incorporating safety into their activities during the summer. Three of the Risk Watch safety/injury components must be used in their story.

Markham had over 300 entries submitted into the contest, with Aun Hussain from Ellen Fairclough Public School being chosen as Markham's winner. The day was hosted by King City Fire Services at their Schomberg Fire Station. The day consisted rolling up a hose, hitting a target with water, search and rescue training, portable fire extinguisher training and bucket race.

Burn Cell and Auto Extrication Demonstration

Milliken Mills High School in partnership with MFES Public Education and the duty crew from station 95 conducted a burn cell and auto extrication demonstration on June 2 to the Grade 12 students. The burn cell which is an 8'x8'x8' room is outfitted to simulate a students dorm room. The program discusses the importance of fire safety in off campus living as well as dorm



Burn Cell demonstration

rooms within the school. A waste paper basket is lit on fire to simulate a cigarette being dropped and then allowed to burn until flashover occurs. The goal is to impress upon the students the speed at which fire can spread and that being prepared is most important.

Arrahman Arraheem Network

In September of 2009 Markham Fire & Emergency Services was approached by Arrahman Arraheem Network to conduct a documentary on the Fire Service. Over the next month and half a film crew conducted interviews, taping of fire fighters conducting daily activities and the training of a new recruit class. The goal of the program is to promote awareness of the fire service and fire fighting in general to Pakistan and other East Asian countries. Once completed the program will be offered to the public television as a introduction to Markham Fire & Emergency Services and firefighting.

Media Outreach / Diversity

- Rogers TV – English
- OMNI TV – South East Asian Edition
- CFMT – Portuguese Edition
- Economist & Sun – English
- York Pulse TV – Cantonese
- Fairchild Radio – Cantonese (8 shows)
- Fairchild Radio – Cantonese (Live broadcast from Fire Station 98)
- Fairchild TV – Cantonese & Mandarin
- World Journal – Chinese (2 Articles)
- Arrahman Arraheem Network – Pakistan Public TV (6 Episodes)
- Sing Tao Newspaper – Chinese

TRAINING DIVISION



Pump training. Training Officer Clint Frotten and Firefighter Karen Harvey.

The Training Division's Training Officers work with certified On-Shift Instructors, other fire services, educational institutions, and Fire Service staff to achieve our goal to facilitate the advancement of knowledge, skills and attitude of fire staff.

In 2009 approximately 24,000 hours of training were logged through the delivery of new training programs along with the quarterly maintenance training requirements.

Training accomplishments for 2009 include:

Recruit Training

This was the first recruit class to attend the newly constructed Richmond Hill Fire Department propane powered training tower. The tower was utilized to simulate fire ground operational skills that were taught during previous training exercise. Training in Richmond Hill included, fire rescue and survival techniques, ladder operations, hose deployment, hydrant operations and equipment hoisting using ropes.

The training also included a three week Emergency Medical Responder certification component.



2009 recruits.
Picture are: Kirk Berthiaume, Brett Dean, James Douma, Rebecca Ellis, Blair Gallant, Angela Hrkac, Andrew Ireland, Tewaterai Janda, Samuel Kim, Andrew Kubes, Alexander Marshall, Matt McKnight, Rocky Mino, Roman Mosor, Colin Rose



First Aid simulated training exercise, firefighter recruits Samuel Kim and Brett Dean.



Firefighter power saw training.

Acquired Structure Training

Annual acquired structure training took place at 10295 Ninth Line. The house owned by Transport Canada as part of the federal airport lands and leased to the Town of Markham for the purpose of practical scenario based training.

The training consisted of two fire service apparatus and one Chief Officer for each evolution. Training Officer Mike Stevens lead the Training Officers in the practical training sessions over a period of six weeks.

Promotional Processes

Several promotional processes were conducted by the Training Division in 2009 including a Designate Captain's promotional process with twenty successful candidates being eligible for promotion. First Class Suppression

Firefighters with a minimum of eight years of service with Markham Fire and Emergency Services are eligible for promotion to Designate Captain. The process consists of a written examination, practical evaluation, and a performance assessment.

Firefighter reclassification exams were conducted promoting seven firefighters to the rank of First Class Firefighter.

A Training Officer promotional process was also conducted, promoting firefighter Glenn Ambrose to the position of Training Officer.

Emergency Medical Responder/Defibrillation

Training Officer Don Kennedy leads the team of Emergency Medical Responder (EMR) instructors that includes, firefighters Stuart Hart, Steve Morrow, Katie Sonnichsen, Rob Garland, Steven Romanowitch, Don Sutherland, Wayne Hoover, Dan Makort and Nicole Egan.

CPR/AED recertification for all suppression staff was conducted in the third quarter of this year.

Summative testing began this year in order to certify all suppression staff as Emergency Medical Responders. The EMR certification designation is near completion.

The EMR team was also responsible for delivery of the three week EMR recruit training.



Water rescue training.

Ice/Water Rescue

In conjunction with the Coordinator, On – Shift Ice/Water Instructors conducted practical Ice/Water Rescue training scenarios as well as pool training and shore based operations. All suppression staff participated in a practical session with the new Salus Water Rescue Personal Floatation Devices.

Training Officer Don Kennedy is the Ice/Water Rescue Coordinator for the On-shift instructors that include firefighters Julia Sprawson, Quinn Colin, Marc Van Loon, and Mike Hallyburton.

Firefighter Survival

Suppression staff conducted practical Survival Techniques sessions. The sessions included Rapid Intervention Crew operations, rescue kit and May-Day communications.



Firefighter recruit Alexander Marshall.

Driver/Operator Training

All the Fire Service's driver/operators were evaluated for their knowledge and understanding of air brake systems as per Ministry of Transportation requirements.

In addition road safety practices and the commitment to apparatus and member's safety remains a priority within the Fire Service. Apparatus evaluations to qualify firefighters to become drive/operators of our apparatus were conducted by Training Officer Clint Frotten in 2009.

Accessible Customer Service Training

In 2008, the Government of Ontario launched the accessible customer service standard under the Accessibility for Ontarians with Disabilities Act. Its goal is to ensure that people with disabilities get the same level



Firefighter ladder and hose evolutions at Richmond Hill training centre.

of customer service as everyone else. The course was completed on-line by all Fire Service staff.

Fire/EMS Safety, Health and Survival Week

All suppression staff took part in the 2009 Safety, Health and Survival Week designed to bring international

attention to the need to review safety policies, evaluating the progress of existing initiatives and discussing health and fitness. A concerted effort was made during the week to correct safety deficiencies and to provide training as needed.

Maintenance Training

Company Officers Conducted Maintenance Training Subjects including:

- Firefighter Safety
- Buttonville Airport Familiarization
- Lockout/Tag Out Procedures
- WHMIS
- Hazardous Material Operations
- Rural Water Supply Operations
- Rapid Intervention Deployment Operations

Asbestos Identification and Knowledge

In order to provide insight into fire activities in the case of potential asbestos, Nancy Myles, Town of Markham's Senior Health and Safety Specialist conducted an Asbestos identification and knowledge session with all personnel.

Personnel were trained in asbestos as it relates to:

- Properties and Uses
- Legislation
- Health Effects
- Elements of an Asbestos Control Program
- Asbestos Hazard Controls
- Asbestos Hazard Assessment

Auto extrication demonstration at Milliken Mills High School. From left to right: Acting Captain Chris Nearing, firefighters Juli Sprawson and Stephan Belisle.



Auto Extrication

During the third quarter Company Officers lead their assigned crews in practical auto extrication training. The training involved purchasing cars from an auto wrecker and demonstrating the safe use of hydraulic and hand tools to extricate an entrapped victim from a vehicle.

Airport Rescue and Firefighting

All crews received practical Airport Rescue and Firefighting (ARFF) training at Buttonville Airport.

Practical sessions involved foam application in a coordinated manner utilizing the airport simulator. Foam nozzle tips and branch pipes were utilized during the training sessions. In addition, airport familiarization tours were conducted and ARFF exams administered to all crews to the revised ARFF qualifications. Suppression crews will demonstrate skills and knowledge of the following:

- Air side communications
- Safe Apparatus movement
- Aircraft/building familiarization
- Fire rescue tactics

These accomplishments not only reflect the need to stay current with the existing programs but they also incorporate the changing needs, quality assurance, operational standards and guidelines within the Fire Service.

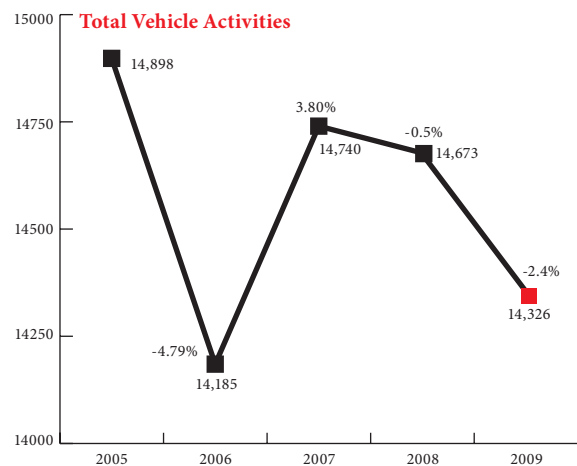
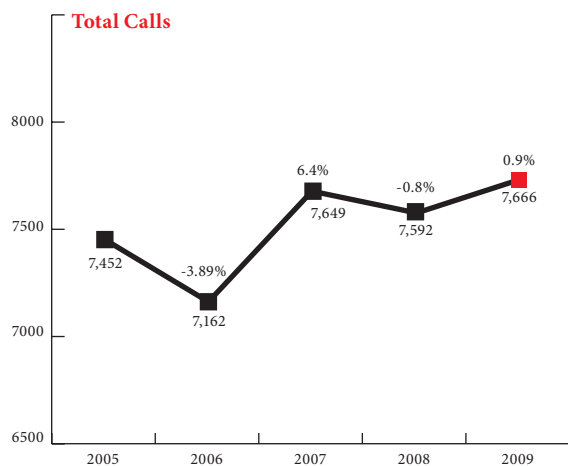


7850 Woodbine, firefighters Shane Harrison and Norman Dupuis who is changing Mark Headeckers air cylinder.

OVERVIEW

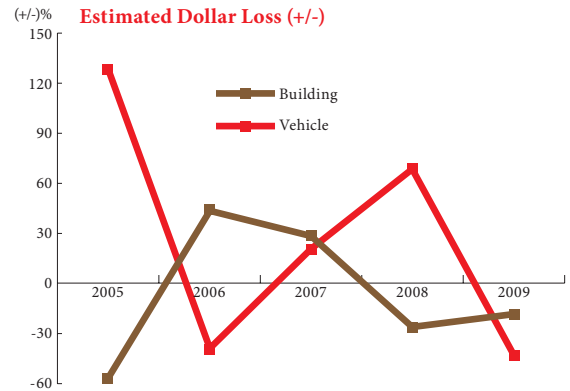
TOTAL INCIDENT AND VEHICLE ACTIVITY

TYPE OF INCIDENT	2005		2006		2007		2008		2009		
	Total Calls	Total Vehicle Activity	Total Calls	Total Vehicle Activity	Total Calls	Total Vehicle Activity	Total Calls	Total Vehicle Activity	Total Calls	Total Vehicle Activity	Total Calls compare to 2008 + or - %
Medical Emergency	3,184	3,386	3,094	3,303	3,445	3,656	3,552	3,745	3,819	4,062	7.5%
Burning Complaint/Public Assist	329	411	307	382	374	429	295	345	274	307	-7.1%
Motor Vehicle Collision	927	2,095	913	1,983	1,057	2,250	1,101	2,388	1,102	2,320	0.1%
Fire/Smoke Visible	255	1,191	229	1,083	255	1,243	268	1,343	230	1,157	-14.2%
Aircraft Incident	7	35	9	50	7	36	12	61	13	65	8.3%
Police/Medical Assist	70	82	70	79	90	103	52	59	74	87	42.3%
Remote Alarm	1,446	5,918	1,397	5,752	1,301	5,409	1,257	5,212	1,183	4,949	-5.9%
Hazardous Material	892	1,189	830	1,064	794	1,085	740	998	698	907	-5.7%
Brush/Grass Fire	72	201	59	135	63	156	59	140	56	147	-5.1%
Train Incident	2	5	0	0	1	5	0	0	1	5	—
Garbage Fire	52	76	42	56	39	44	24	40	27	35	12.5%
Vehicle Fire	83	126	84	141	91	146	86	142	87	152	1.2%
Industrial Accident	15	36	11	23	15	36	21	51	10	25	-52.4%
Hydro/Telephone/Mailbox	48	58	40	47	57	71	42	45	50	62	19.0%
Lock-out (house, car, elevator)	63	68	71	75	56	62	65	69	37	41	-43.1%
Mutual Aid	5	12	5	7	4	9	17	31	5	5	-70.6%
Water Rescue	2	9	1	5	0	0	1	4	0	0	-100%
TOTAL	7,452	14,898	7,162	14,185	7,649	14,740	7,592	14,673	7,666	14,326	0.9%
% Difference of previous year	—	—	-3.9%	-4.8%	6.4%	3.8%	-0.8%	-0.5%	0.9%	-2.4%	—



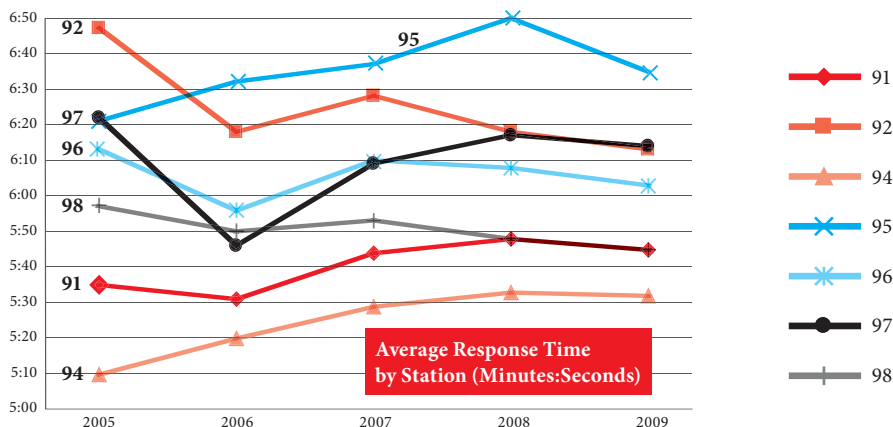
ESTIMATED DOLLAR LOSS

Year	Building Loss	(+/-)	Vehicle Loss	(+/-)
2005	\$3,496,900	-56.6%	\$616,650	128.1%
2006	\$5,051,209	44.4%	\$374,210	-39.3%
2007	\$6,519,800	29.1%	\$451,400	20.6%
2008	\$4,820,250	-26.1%	\$761,600	68.7%
2009	\$3,939,000	-18.3%	\$435,000	-42.9%



AVERAGE RESPONSE TIME BY STATION (Minutes:Seconds)

FIRE STATION	2005	2006	2007	2008	2009
Station 91	5:35	5:31	5:44	5:48	5:45
Station 92	6:47	6:18	6:28	6:18	6:13
Station 94	5:10	5:20	5:29	5:33	5:32
Station 95	6:21	6:32	6:37	6:50	6:35
Station 96	6:13	5:56	6:10	6:08	6:03
Station 97	6:22	5:46	6:09	6:17	6:14
Station 98	5:57	5:50	5:53	5:48	5:45



PLANS REVIEW

	2006	2007	2008	2009
Site Plan Review	305	391	87	244
Subdivision Site Plan Review	37	24	9	27
Sprinkler/standpipe/Fire Pump	38	3	1	19
Extinguishing System Review	29	29	9	14
Engineering Plan Review	76	29	12	72
Obc Plan Review Base Building	22	15	3	6
Fire Alarm Plan Review	—	12	1	12
Fire Route Signage Plan Review	—	—	4	2
Variance/Rezoning	200	176	127	194
TOTAL	707	679	260	590

INSPECTIONS BY TYPE

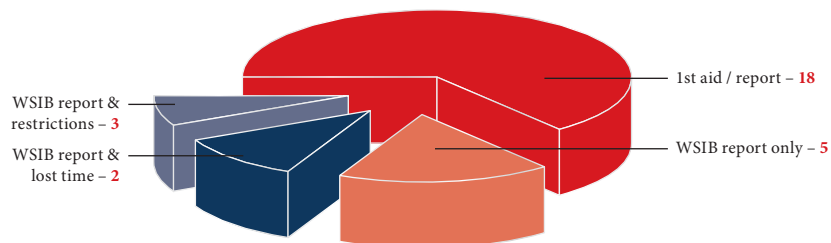
	2006	2007	2008	2009
Two Unit Houses	142	141	152	163
Complaints	100	90	78	90
Client Request	108	222	251	189
Crew Referral	327	311	322	286
Day Care	50	23	31	31
Fire Access	37	28	43	35
Fire Safety Plan	28	63	71	60
Key/Lock Box	35	36	55	36
Liquor License	34	32	35	29
Legal Request	39	36	14	18
File Search	—	46	51	44
OBC Inspections	10	11	10	8
Target (e.g. schools, high rise buildings)	92	133	68	220
TOTAL	1,002	1,172	1,181	1,209

INSPECTIONS BY OCCUPANCY TYPE

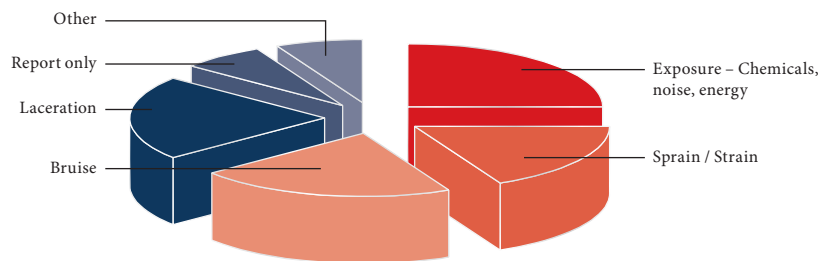
	2006	2007	2008	2009
Assembly	282	354	323	229
Institutional	15	17	17	13
Residential	501	508	459	295
Office	129	143	165	128
Mercantile	116	194	187	129
Industrial	89	127	95	72
Undetermined	50	20	33	1
Reinspections	1,231	1,767	1,281	953
Fire Evaluations	22	13	12	35
Fire Breaks	288	323	270	250
TOTAL	2,723	3,466	2,842	2,105

MFES 2009 INJURY

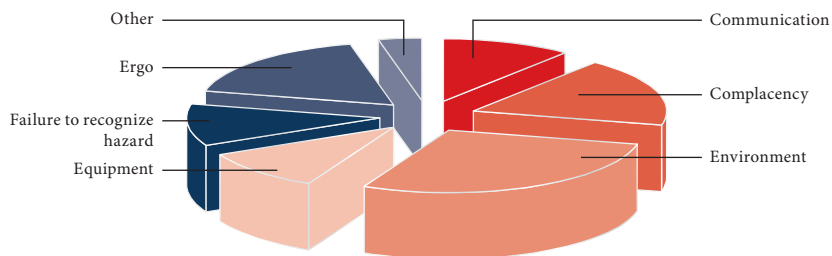
Injury Count by Case Type – Total Injuries: 28



Injury Summary by Type of Injury



Injury Summary by Root Cause



FIRE STATIONS



Fire Station 91: 7801 Bayview Avenue



Fire Station 92: 10 Riviera Drive



Fire Station 94: 7300 Birchmount Road



Fire Station 95: 316 Main Street, Unionville



Fire Station 96: 5567 Fourteenth Avenue



Fire Station 97: 209 Main Street, Markham

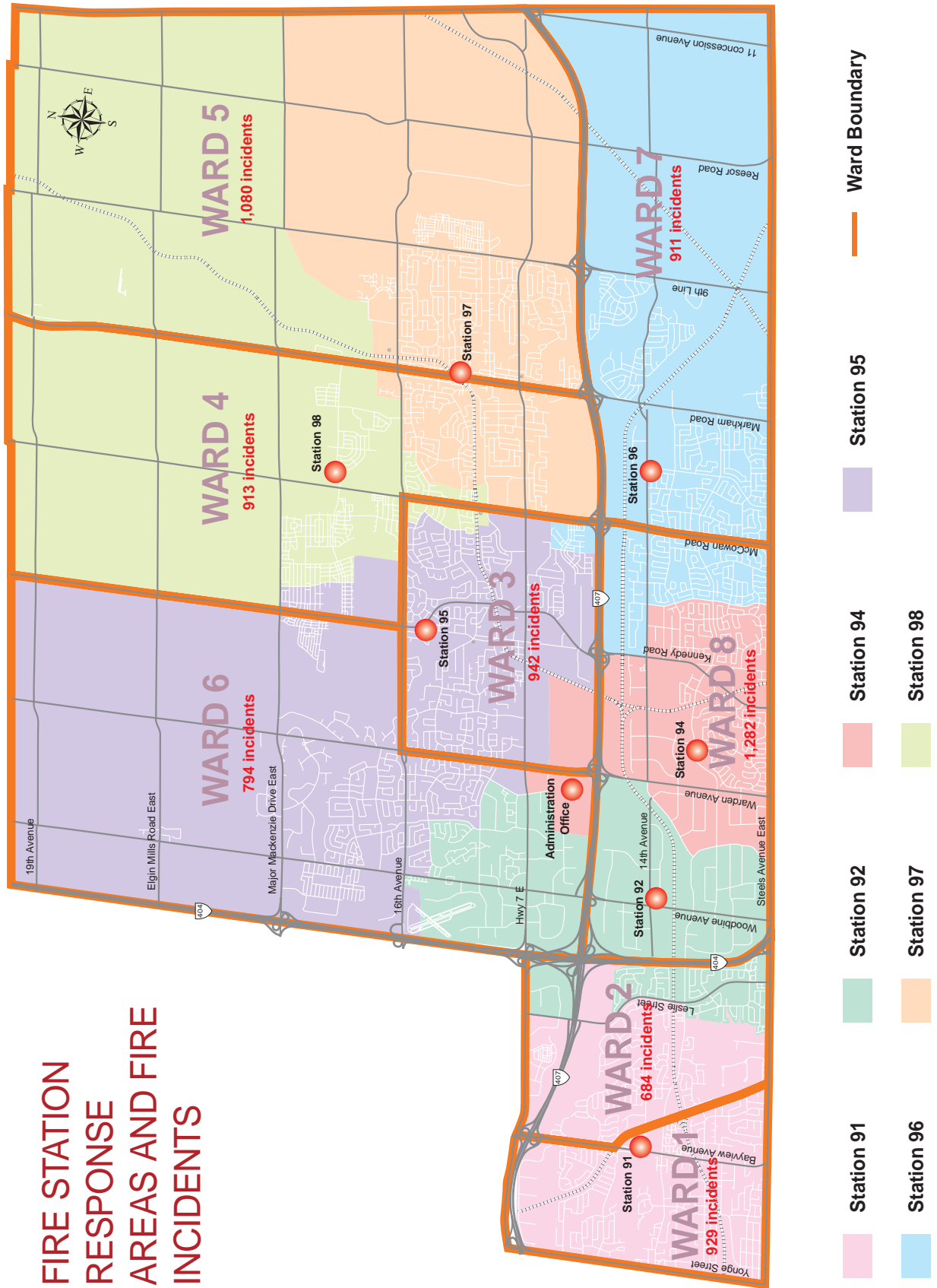


Fire Station 98: 650 Bur Oak Avenue



Administration Office: 8100 Warden Avenue

FIRE STATION RESPONSE AREAS AND FIRE INCIDENTS





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Markham ON L3R 9W3
905-415-7521
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