



# ANNUAL REPORT 2008







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## 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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# MARKHAM MAYOR & MEMBERS OF COUNCIL



**Frank Scarpitti**  
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## REGIONAL COUNCILLORS



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Deputy Mayor/Regional Councillor  
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**Jim Jones**  
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**Tony C. Wong**  
Regional Councillor  
(1948 - 2009)



**Gordon Landon**  
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## WARD COUNCILLORS



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**Carolina Moretti**  
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# MESSAGE FROM FIRE CHIEF



Bill Snowball  
Fire Chief

**T**he Markham Fire and Emergency Services provides a broad scope of services and programs to the residents of Markham in a sensitive and caring manner. Our services include but are not limited to: building inspections, plans examination, fire prevention, public education programs and emergency response. The members of Markham Fire and Emergency Services very proudly and professionally serve the citizens of Markham.

Members of the department are extremely motivated and constantly look for new ways to improve service delivery, whether it is auto extrication or public education programs. In 2008, the department added an additional set of powered auto extrication tools to our arsenal as part of an efficiency initiative. This reduces the travel of the heavier aerial ladder apparatus, saves fuel, saves wear-and-tear on the vehicles and provides improved customer service to the 404/407 Highway corridors.

Requests for the fire department's attendance at community events continue to increase. Staff attended numerous events including a Citizenship Ceremony, Heritage Festivals and Career Fairs where

we reach out to our diverse community in an effort to attract people to a career in the fire service. As a result, we received over 1,100 applications during a recent recruitment. The Fire Department also attended the Markham Fair where Safety Land again proved to be an excellent learning environment for young and old alike. Staff continues to build strong relationships within the community. This is especially evident when interacting with our Emergency Service partners, York Regional Police and York Region Emergency Medical Services.

Several members of Markham Fire and Emergency Services attended the Canadian Fallen Firefighters Memorial in Ottawa this past September. Our Honour Guard was a part of the ceremony in which the late Captain Paul Donahoe (2006), who lost his life to a job related disease, was honoured. Members of the Department support community charities including the Markham Stouffville Hospital, Breast Cancer and Muscular Dystrophy during their off time. We are extremely grateful of their efforts.

A handwritten signature in black ink that reads "Bill Snowball". The signature is written in a cursive, flowing style.

# ADMINISTRATION DIVISION



Don McClean  
Fire Chief  
(resigned October, 2008)



Shayne Mintz  
Deputy Fire Chief  
(resigned December, 2008)



Bill Snowball  
Deputy Fire Chief

The administration division continues to strive to improve service delivery for our internal and external customers. Several projects, including the construction of a new fire station in the Cathedral area, ordering and delivery of a new apparatus for the fleet and a 2009 recruit process, are underway in order for us to better serve and protect the citizens of Markham.

In July 2008, the department moved to new offices at 8100 Warden Avenue. Staff packed over 300 green bins and relocated 18 staff to the permanent location. The new offices were designed to provide an excellent working environment for all administrative activities, from design work to client workshops, training programs and meeting rooms. A video conference room is available, reducing the time staff spend traveling from remote sites to the Markham Civic Centre to conduct and/or attend meetings.

Markham Fire & Emergency Services is currently using the Amanda System for all aspects of Fire Inspections. This system is used for on-line access by Markham Fire employees.

Markham Fire has identified the need to have their historical paper based records also available within the Amanda system. With the use of SMARTsend (scanning) for both AMANDA & non-AMANDA related documents, all document imaging and electronic storage/access provides us easy access to both current and historical file information.

The Administrative staff also coordinated the emergency management exercise "Operation Ice-breaker" which took place in the Emergency Operations Centre at the Civic Centre. This is an area of importance which ensures our residents are safe and protected in the event of an emergency.

Working together to implement best policies and practices along with Markham's strategic direction will help us deliver our organizational goals and create a sustainable community for our residents. Our department focus remains to lead, promote, educate and protect the citizens of Markham in fire and life safety.

A great place to live, work and play!

# SUPPRESSION DIVISION

**T**he suppression division responded to more than 7,592 emergency incidents in 2008, with apparatus leaving the stations over 14,673 times.

Suppression crews continue to be highly visible in the community. Crews participated in the Learn Not to Burn and Risk Watch school programs. They were also involved in the Smoke Alarm Program and were extensively involved in community festivals, street parties and fire station tours.

Promoted in 2008 were:

- Scott Daniel – District Chief
- Dave Irving – Acting District Chief
- Andy Chapman – Captain
- Mark Forrester – Captain



40 Long Island Cres., Jan. 23, 2008



36 Ralph Chalmers, Apr. 10, 2008



75 New Haven Way, Jun. 20, 2008



# COMMUNICATIONS DIVISION

**T**he Communications Division handled over 59,000 telephone calls in 2008, assisting customers with both emergency and non-emergency requests for service.

A total of 8,471 emergency and non-emergency responses were generated and managed for customers in Markham (7,562) and the Town of Whitchurch-Stouffville (909), a slight decrease from 2007.

Communications maintained an average incident generation response time of 32 seconds, approx. 50% faster than the amount of time deemed acceptable by the National Fire Protection Association (NFPA) standard.

As part of the E3 initiative, a group of firefighters started training in Communications Division functions, providing additional personnel who will assist the Communications Division when required.



Donna Saumier and Dana Kearns



Stephanie Gu, Junior Fire Chief, and Dana Kearns



# MECHANICAL DIVISION

Under the direction of Laurie Canning, Corporate Manager of Fleet and Supplies, the mechanical division is responsible for the entire fleet of vehicles operated by MFES. This includes all emergency vehicles as well as fire prevention and training cars. Mechanics Paul Saunders and Kelly Pickering, assisted by Bill Vliek, are responsible for maintaining and administering the annual truck certifications, pump and ladder testing, repairs to fire hoses, hydraulic/electrical equipment. In addition to regular preventative maintenance, the division processed over 300 work orders to complete necessary repairs. Significant time was spent by the mechanical division in placing into service five new fire prevention cars, one SUV for prevention, one new van for suppression and commissioning pumper 941 as a first response vehicle.

Paul Saunders attended the annual Spartan Chassis conference in Michigan to learn more about electrical, air conditioning and braking systems.



Bill Vliek and Paul Saunders



Laurie Canning



Kelly Pickering

# FIRE PREVENTION AND EDUCATION DIVISION

**T**he mission of the Fire Prevention and Education Division is to promote a fire safe community through the delivery of effective prevention and public education programs. Fire prevention and public education are the most cost effective and successful means of providing fire protection to the community. The ever-expanding role of Fire Prevention includes Inspections, Plans Examination, Public Education and Fire Investigations.

## Taking Pride in Our Fire Protection Team

As frontline workers, firefighters are the more visible employees of the fire department. At the mention of “fire department”, most members of the public automatically visualize firefighters responding to a fire or other emergency. It is not surprising since the media shows them battling blazing fires or helping victims and their families.

A fire department's fire protection team includes many others who make the system work. While 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 to a wide range of buildings. Their knowledge and good judgment help to assess and decide about the fire and life safety in the buildings in their community. These



Coppard Glen literacy basketball game. Front row from left to right: Dan Campitelli, David Blizzard and Joe Lanni. Back row from left to right: Ron Lewis, Doug McKnight, Glenn Dick, Adam Grant and Matthew Keay.

decisions may involve immediate threats to life, building closures, and fire and environmental issues. Fire Prevention Officers ensure there are fire protection systems in buildings allowing people to evacuate safely in the event of an emergency.

## Public Education

Public Educators teach children and adults about fire safety. They also work to bring their public safety messages to the community using the various media outlets. Their efforts to have every home equipped with smoke alarms and its occupants

prepared with a home escape plan assist in reducing the Town of Markham's fire losses.

Fire Prevention and Public Education are key roles within the Markham Fire & Emergency Services. By providing current fire prevention education, residents have the knowledge to prevent fires from happening. This in turn makes Markham a safe place to live and work. In 2008, the Fire Department participated in 225 community events providing innovative fire and life safety education to 131,507 people.



Mayor Frank Scarpitti and Junior Fire Chief Stephanie Gu.



Burn Cell at St. Roberts High School.



Rob Klassen, Junior Firefighter San Kim, Grade 4 teacher Ms. M.J. Ferreira and Captain Walter Brinston.

## Junior Fire Chief

This year Markham Fire & Emergency Services was one of 100 departments selected to participate in a provincial contest to pick an elementary school student as our Junior Fire Chief for the day. With over 500 entries from over 30 schools, the winner Stephanie Gu, from William Berzcy Public School, demonstrated a strong knowledge of fire safety. Her poster carried prevention messages including smoke alarms, escape planning, and cooking safety. Stephanie spent the day with the fire department and met then Acting Fire Chief Bill Snowball, to discuss daily activities as the Chief. Stephanie also met Mayor Frank Scarpitti and was honoured as the contest winner. Stephanie was an excellent Junior Fire Chief.

## Burn Cell & Auto Ex

On May 27, 2008 at St. Roberts High School, the Public Education staff along with a crew from Station 96 performed a burn cell and auto extraction demonstration.

The burn cell is an 8'x8'x8' room that is meant to simulate a dorm room. When high school students go to college they are usually taking up residence in these small spaces. To show them the danger of fire, the burn cell is set up like a bedroom and a fire is started in a wastepaper basket using a match. The fire grows to a point of flashover and then is extinguished. The goal is to show students how to take proper precaution in the dorms when they move to college or university in the fall to demonstrate the speed of fire spread.

The auto extrication demonstrates how the department extricates an individual from a car after an accident. Using heavy machinery the top comes off the car. The goal is to emphasize the point of not drinking and driving.

The program was timed to get the message of safety to graduating students before they went to prom and to live on their own at college or university.

## Learn Not To Burn & Risk Watch

These fire safety programs have continued over the years, with 32 schools participating in one of the programs. Department staff members speak to over 550 students. Each school is visited by firefighters on a monthly basis and each time a safety lesson is reviewed.





Plans examiners George Macris and Paul Sit.



Safetyland at Markham Fair.



William Berczy Public School students, Stephanie Gu and Captain Dave Creighton.

## Plans Examination

Plans Examinations are coordinated with Markham's Building Department to ensure that all new fire protection and life safety systems are properly installed. In 2008, 260 plans were reviewed and final inspection completed.

## Safetyland Highlights

In 2008, Safetyland at the Markham Fair featured a variety of events including a Junior Firefighter combat challenge which was a hit with all children. There was an information booth, which contained fire safety information and a residential sprinkler booth, as well as the new safety trailer. Also on display was our 1932 Rugby fire truck which was a great reminder of past fire equipment.

## Fire Prevention Week Highlights

Fire Prevention Week theme in 2008 was Prevent Home Fires. Activities held throughout the week included information booths at Costco, Sparky's annual Town tour, various fire drills, and a lunch and learn at the Town Centre. A presentation at Brother Andre High School to all grade 12 students was "A letter home", which talks about fire safety in the college and university dorm rooms. At a Markham Waxer's hockey game, fire safety messages were broadcast during intermission and any time play stopped. Sparky the fire dog dropped the ceremonial puck. The messages along with an information booth in the lobby made this a well-received event.

In Markham, the two functions, Fire Prevention Officer and Public Educator, may be performed by the same person. Every fire that is prevented by their efforts represents one less tragedy in the community, one less time firefighters have to risk their lives.

## Plan Review

	2006	2007	2008
Site Plan Review	305	391	87
Subdivision Site Plan Review	37	24	9
Sprinkler/Standpipe/Fire Pump Review	38	3	1
Extinguishing System Review	29	29	9
Engineering Plan Review	76	29	12
OBC Plan Review base Building	22	15	3
Fire Alarm Plan Review	–	12	1
Retrofit Plan Review	–	–	7
Fire Route Signage Plan Review	–	–	4
Variance/Rezoning	200	176	127
<b>Total</b>	<b>707</b>	<b>679</b>	<b>260</b>



Tim Horton's camp day. From left to right: firefighter Bill Baker, Pete Johnson, Jeremy Acton

## New Fire Safety House

Markham Fire and Emergency Services purchased a new fire safety house in June 2008. The house is 36' in length and can seat more than 50 students at a time. This portable trailer is equipped with state-of-the-art teaching aids including a heated door, functional stove with mechanical pots, smoke machine, stadium seating, working smoke alarms and a severe weather package for emergency preparedness demonstrations. It was used at the Markham Fair, Taste of Asia Festival, and various community events and schools throughout the Town. We look forward to the educational opportunities this new safety house will provide in the future.

## Inspections by Occupancy Type

	2006	2007	2008
Assembly	282	354	323
Institutional	15	17	17
Residential	501	508	459
Office	129	143	165
Mercantile	116	194	187
Industrial	89	127	95
Undetermined	50	20	33
Reinspections	1231	1767	1281
Investigations	22	13	12
Fire Breaks	288	323	270
<b>Total</b>	<b>2723</b>	<b>3466</b>	<b>2842</b>

## Inspections by Type

	2006	2007	2008
Two Unit Houses	142	141	152
Complaints	100	90	78
Client Request	108	222	251
Crew Referral	327	311	322
Day Care	50	23	31
Fire Access Route	37	28	43
Fire Safety Plan	28	63	71
Key/Lock Box	35	36	55
Liquor Licence	34	32	35
Legal Request	39	36	14
File Search	–	46	51
Ontario Building Code	10	11	10
Target	92	133	68
<b>Total</b>	<b>1002</b>	<b>1172</b>	<b>1181</b>

# TRAINING DIVISION



Ice/water rescue Training

**T**he Training Division's three Training Officers work with certified On-Shift Instructors, other fire services, educational institutions, and staff to achieve our goal to facilitate the advancement of knowledge, skills and attitude of our staff.

In 2008 about 24,000 hours of training were logged through the delivery of new training programs along with the quarterly maintenance training requirements. Training accomplishments for 2008 include:

## Company Officer School

Company Officer Training School session for newly promoted Company Officers, as well as Mentor Officers, was conducted in 2008.

The Command Simulator for incident management training was utilized extensively throughout the Officer training sessions. Topics included Code of Ethics, Incident Command, Adult Learning Techniques, Fire Investigation and Occupational Health and Safety. In total, eight newly promoted Company Officers successfully completed the 50 hours of training.

## Promotional Processes

Several promotional processes were conducted by the Training Division in 2008 including an Acting District Chief promotional with two successful candidates qualifying for promotion.

Firefighter classification exams were conducted for 32 staff.

## Emergency Medical Responder / Defibrillation

In conjunction with the Emergency Medical Responder (EMR) Program Coordinator, EMR On-Shift Instructors continued emergency medical training.

## Flat Roof Ventilation Practice

The Fire Service was able to secure 60 Esna Park before its demolition for the purpose of practical exercises in the opening of flat steel deck roofs for the purpose of ventilation. In the two days we had use of the structure, nine apparatus were able to participate in these unique practical training sessions.

## Firefighter Survival

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

## 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.



## Driver/Operator Training

All the Fire Service's driver/operators were evaluated against the Ministry of Transportation air brake system 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 allow firefighters to become qualified drive/operators of our apparatus, were conducted.

## Sprinkler System Training

Fire Prevention Division conducted Sprinkler System training sessions to all suppression crews.

## 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. In addition, airport familiarization tours were conducted and ARFF exams administered to all crews to the revised ARFF qualifications.

## Fire/EMS Safety, Health and Survival Week

All suppression staff took part in the 2008 Safety, Health and Survival Week designed to bring international attention to the need to address preventable injuries and deaths among firefighters.

This year's theme concentrated on the need for organizational actions that support and encourage a safe culture.

Suppression personnel suspended most non-emergency activity and instead focussed on firefighter safety for a one-week period.

Some examples of key focus areas were: standard operating procedures, policies and initiatives, along with the training and enforcement that support them. These can limit fire personnel's risk of injury or death.

## Firefighter Books

In an effort to allow for easier access to fire service books. Copies were disturbed and made available at Thornhill Community, Unionville and Markham Village library branches. Library cards were provided to Fire Service personnel.



Airport rescue and firefighting training at Buttonville Airport

## Adult Education Workshop

Two Adult Education workshops were conducted in 2008. The workshops covered Adult Education practices and principles that will assist instructors with the delivery of their programs.

## Emergency Response Guide

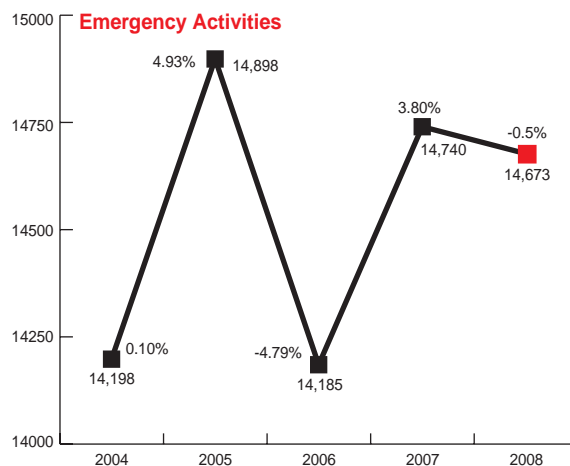
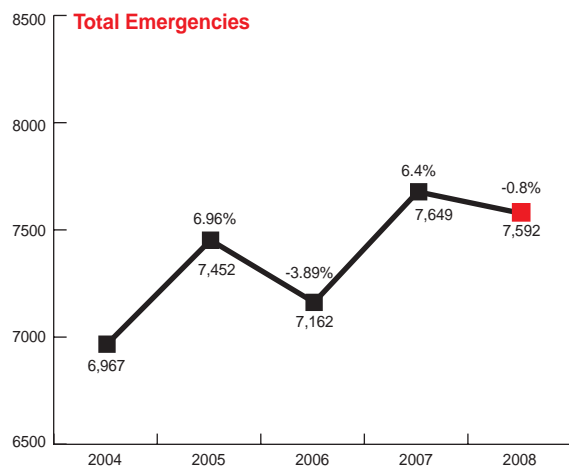
2008 Emergency Response Guide (ERG2008) was provided to replace the current 2004 edition. In order for Company Officers and Firefighters to use the updated ERG2008, a complete review of the ERG was conducted by Company Officers.

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.

# OVERVIEW

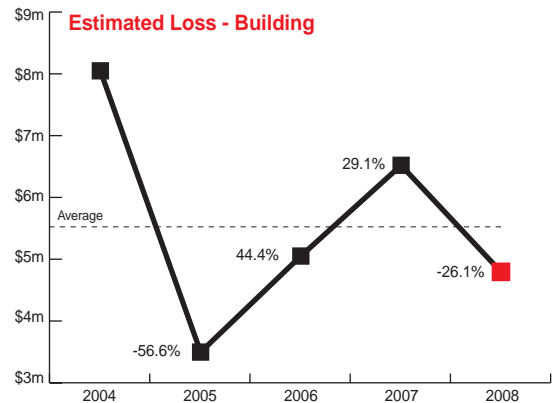
## TOTAL INCIDENT AND VEHICLE ACTIVITY

TYPE OF INCIDENT	2004		2005		2006		2007		2008		
	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 2007 + or -%
Medical Emergency	3,015	3,213	3,184	3,386	3,094	3,303	3,445	3,656	3,552	3,745	3%
Burning Complaint/Public Assist	295	366	329	411	307	382	374	429	295	345	-21%
Motor Vehicle Collision	931	2,098	927	2,095	913	1,983	1,057	2,250	1,101	2,388	4%
Fire/Smoke Visible	274	1,286	255	1,191	229	1,083	255	1,243	268	1,343	5%
Aircraft Incident	9	46	7	35	9	50	7	36	12	61	71%
Police/Medical Assist	84	94	70	82	70	79	90	103	52	59	-42%
Remote Alarm	1,328	5,535	1,446	5,918	1,397	5,752	1,301	5,409	1,257	5,212	-3%
Hazardous Material	699	1,006	892	1,189	830	1,064	794	1,085	740	998	-7%
Brush/Grass Fire	53	122	72	201	59	135	63	156	59	140	-6%
Train Incident	0	0	2	5	0	0	1	5	0	0	-100%
Garbage Fire	44	65	52	76	42	56	39	44	24	40	-38%
Vehicle Fire	105	175	83	126	84	141	91	146	86	142	-5%
Industrial Accident	19	47	15	36	11	23	15	36	21	51	-40%
Hydro/Telephone/Mailbox	42	56	48	58	40	47	57	71	42	45	-26%
Lock-out (house, car, elevator)	61	66	63	68	71	75	56	62	65	69	16%
Mutual Aid	7	18	5	12	5	7	4	9	17	31	325%
Water Rescue	1	5	2	9	1	5	0	0	1	4	100%
<b>TOTALS</b>	<b>6,967</b>	<b>14,198</b>	<b>7,452</b>	<b>14,898</b>	<b>7,162</b>	<b>14,185</b>	<b>7,649</b>	<b>14,740</b>	<b>7,592</b>	<b>14,673</b>	
<b>% Difference of previous year</b>	<b>0.07%</b>	<b>0.10%</b>	<b>6.96%</b>	<b>4.93%</b>	<b>-3.89%</b>	<b>-4.79%</b>	<b>6.4%</b>	<b>3.80%</b>	<b>-0.8%</b>	<b>-0.5%</b>	

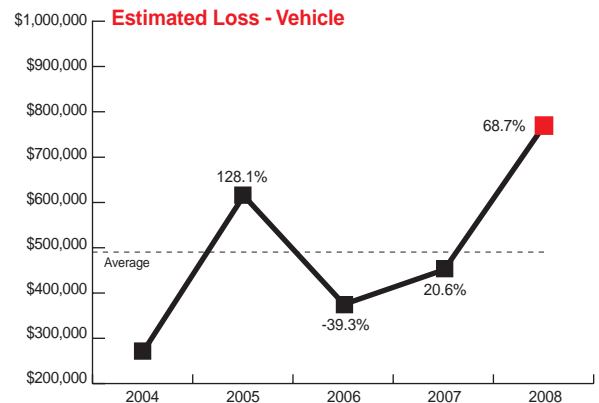


## ESTIMATED DOLLAR LOSS

Year	Loss (Building)	(+ / -)
2004	\$8,048,500	
2005	\$3,496,900	-56.6%
2006	\$5,051,209	44.4%
2007	\$6,519,800	29.1%
<b>2008</b>	<b>\$4,820,250</b>	<b>-26.1%</b>
<b>Average</b>	<b>\$5,587,332</b>	



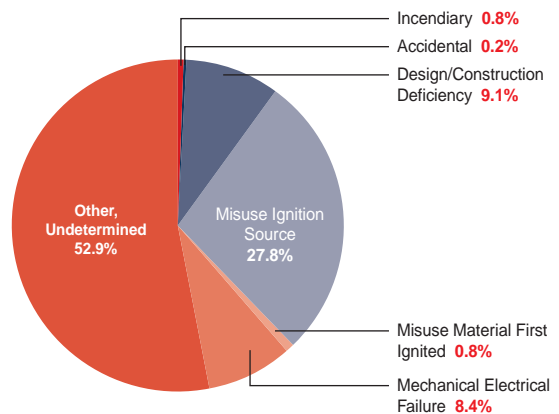
Year	Loss (Vehicle)	(+ / -)
2004	\$270,000	
2005	\$616,650	128.1%
2006	\$374,210	-39.3%
2007	\$451,400	20.6%
<b>2008</b>	<b>\$761,600</b>	<b>68.7%</b>
<b>Average</b>	<b>\$494,772</b>	



## DOLLAR LOSS BY CAUSE

Possible Cause	
Incendiary	\$39,700
Accidental	\$8,000
Design/Construction Deficiency	\$438,000
Misuse Ignition Source	\$1,340,300
Misuse Material First Ignited	\$39,500
Mechanical Electrical Failure	\$406,000
Other, Undetermined	\$2,548,750
<b>TOTAL</b>	<b>\$4,820,250</b>

**Dollar Loss by 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

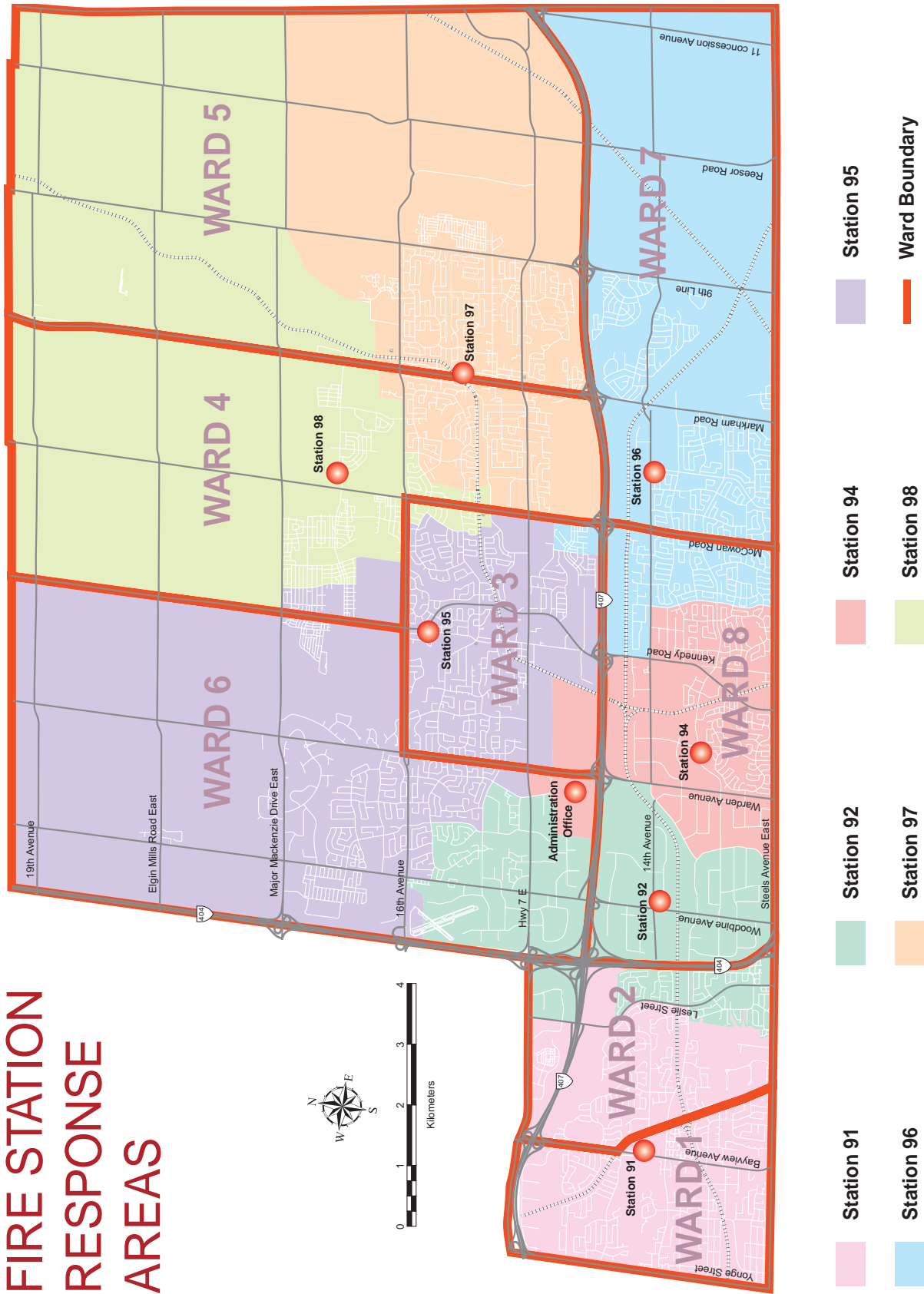


**Fire Station 98:** 650 Bur Oak Avenue



**Administration Office:** 8100 Warden Avenue

# FIRE STATION RESPONSE AREAS







101 Town Centre Boulevard  
Markham ON L3R 9W3  
905-415-7521  
[www.markham.ca](http://www.markham.ca)