

ANNUAL REPORT 2006





New recruits ceremony, from left to right: Victor Chen, Timothy Johnson, Karen Harvey and Bradley Lamport.

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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MESSAGE FROM FIRE CHIEF



*Don McClean
Fire Chief*

Markham Fire and Emergency Services continues to focus on service to our citizens. Our firefighters are known to be courteous, efficient, well-trained, well-equipped and professionally dressed.

We take great pride in our excellence ratings in citizen feedback. The fire department continually seeks improvement opportunities such as planning and opening new fire stations to provide service to growth areas. As well, we recruit new firefighters from our diverse population to serve the unique needs of Markham. We know that greater interaction with our citizens leads to greater satisfaction.

Over the last few years, our 15 year old fire trucks have been replaced with trucks that have improved firefighting capability. The entire frontline fleet will have been standardized by 2007. New firefighter training and mentoring programs have also been introduced this year to ensure that our emergency response is effective and safe.

The fire department has expanded its fire prevention programs in a way that maximizes customized personal interaction with the people who live in our community. This interactive approach, with installation of smoke alarms where needed, results in better education and retention of knowledge with a resultant reduction of loss from fire.

Our commitment is to continue to seek ways to deliver excellent service to the people of Markham.

A handwritten signature in black ink, appearing to read 'DMcClean', with a long, sweeping horizontal line extending to the right.

ADMINISTRATION DIVISION



*Don McClean
Fire Chief*



*Shayne Mintz
Deputy Fire Chief*



*Bill Snowball
Deputy Fire Chief*

The administration division works to ensure that our service delivery strategy is carried out successfully. Process improvements have been achieved to ensure that our costs are kept affordable while service improves. One of our areas of focus is emergency planning for the whole town to ensure our citizens are protected.

In 2006 the Town's Emergency Management Program ensured the maintenance of the provincially required and recognized "Essential" level

status. A new Emergency Planning Committee was established and is comprised of the Mayor, a Council appointee, Town Executive, and Senior Managers. The Town's Emergency Management Program is compliant with all aspects of the Emergency Management and Civil Protection Act and received positive feedback from provincial auditors. The Town's Emergency Procedures Manual was also audited by an outside independent third party before it was revised and reissued.



Fire Station 98 ribbon cutting ceremony



Honour Guards Doug Parkin, Nick Webb and Mayor of City of Wu Han

COMMUNICATIONS DIVISION

Communications Division staff fielded over 45,000 telephone calls in 2006. The main focus was emergency calls for Markham as well as Whitchurch-Stouffville Fire Services.

Customer service was provided for administrative calls, public inquiries and requests for after hour Town services.

Communications Division staff maintained an average Incident generation response time of less than 35 seconds in 2006, which is better than the standard set by the National Fire Protection Association (NFPA).



Chris Lawton answering an emergency call



Chief McClean, Dispatch Supervisor Mike Gottlieb, 911 Recipient Parshawn Amini



Therese Miller was recognized by Tri Services for Fire Services Call Taker of the Year

MECHANICAL DIVISION

2006 was another busy and productive year for the Fire Department's Mechanical Division. Under the direction of the Corporate Fleet manager Laurie Canning, Kelly and Paul, our two mechanics along with our handyman Bill processed in excess of 350 work orders.

The mechanical division is responsible for the maintenance and repair of all fire apparatus, from 35 tonne aerials to compact hybrid cars. They provide preventative maintenance to reduce apparatus downtime, annual inspections, coordinate pump and ladder testing.

During 2006 they equipped our latest addition to the fleet, pumper 981, which responds from the Wismer fire station.

Our mechanics attended seminars at the Ontario Fire College and the Spartan Chassis conference in Michigan.

Bill Vliek reached his milestone of 35 years with the Town of Markham.



From left: Bill Vliek, Paul Saunders and Kelly Pickering



*Mechanical Division
- Miller Avenue.*

FIRE PREVENTION DIVISION

The mission of the Markham Fire Prevention Division is to promote a fire safe community through the delivery of effective fire 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 fire department is committed to providing a fire safe environment for those who live, work or play in Markham, addressing fire risks and reducing fire losses. Fire prevention activities are critical to the Department achieving our fire safety goals. The primary activities of the Fire Prevention Division are Ontario Fire Code inspections and enforcement, and public fire safety education.



Junior Firefighter, from left: Mrs. Mun, Regional Councillor Jack Heath, Markham's Junior Firefighter Jaehee Mun, Chief Fire Prevention Officer Glenn Dick.

- 2,413 property inspections and related activities were conducted to maximize the safety of people living in local buildings.
- 803 plans were reviewed and 118 inspections were conducted with the Building Department to ensure new fire protection and life safety systems were properly installed.
- 142 accessory apartment inspections were conducted to make sure people were safe in their own homes.

Jason Scovell and Adam Grant, Fire Prevention officers, joined the Division and bring with them experience and enthusiasm.

The division also conducted a seminar on high-rise building safety to property managers and staff. We also presented fire safety instruction to approximately 2000 principals and caretakers for the York Region School Board.



*High Rise Seminar Training
- John Street*

PUBLIC EDUCATION DIVISION

Public education has a vital role in the war against fire. Markham Fire & Emergency Services is a recognized leader in public education. In 2006 the fire department attended over 244 community events disseminating fire and life safety information to more than 116,000 people.

COMFORT BEAR

The comfort bear program by firefighters provides a bear to children who are involved in a traumatic incident. This year 51 bears were provided to children. We find that the children are calmed by the bear and one even asked that we also treat the bear.



Burn cell demonstration

LEARN NOT TO BURN

This is a fire safety program integrated into the school curriculum. Markham has 31 schools participating with 5,000 students. Each school is visited by firefighters on a monthly basis and a lesson is reviewed.

RISK WATCH

Risk Watch is a classroom injury prevention program firefighters participate in as part of a coalition with Police, Health Services, Poison Control, and the Community Safety Village. Markham has seven schools participating in the program.



School visit

BURN CELL

Our Burn cell is used as an educational tool. In this scenario, the burn cell is set up as a typical living room with chair/couch, table lamps and curtains. The controlled burn was captured on videotape, with the unit allowed to burn only 90 seconds to show students the real effects of fire. They see how little time you have to escape a fire, the importance of working smoke alarms and escape planning.

SMOKE ALARM PROGRAM

This program of free home inspections and alarm replacement was extended to all residents of Markham in 2006. We advised the public of the change to smoke alarm legislation through 60,000 flyers, newspaper ads and home visits.



Checking smoke alarm

Due to our program we registered 3 “smoke alarm saves” in 2006. 1000 home smoke alarm inspections were requested and over 633 smoke alarms were installed by firefighters.

STATION OPEN HOUSE

Fire station 98 was officially opened by Mayor and Members of Council on May 11, 2006. With the cooperation of the Brampton Fire Department we were able to provide a portable sprinkler trailer which demonstrated to the public how a sprinkler system works.



SafetyLand 2006



Fire Station 98 open house

SAFETYLAND

This year we took the lead role with SafetyLand at Markham Fair. The partnership with Power Stream allowed us to provide greater focus on fire and life safety as well as electrical safety.



George Macris and Sparky the Fire Dog greeting children at Fairground

A demonstration was done using the burn cell on Saturday evening of the Fair in the centre of the track to show how quickly fire can kill.

FIRE PREVENTION WEEK

Fire Prevention Week 2006 theme was “Prevent Cooking Fires, Watch What You Heat.” As part of our activities, we hosted a full day seminar for high rise residential superintendents at our John Street Training facility. Sparky made appearances in Markville Shopping Centre, Milliken Mills Public Library, Unionville and the Civic Centre.

TRAINING DIVISION



Officer Training School. From left to right: Doug McKnight, John Kennelly, Captain Dave Gilson, Captain Mike Perreault, Kent Mortson, Richard Sordet, Captain Neil Magee

Highlights for 2006 include the development and introduction of several innovative training methods and programs that can be seen as benchmarks for the future. Markham staff completed over 40,000 hours of in-house training. The use of an abandoned building for practical fire

tactics delivered high quality training to our firefighters on basement fires. The need for enhanced Company Officer Training was addressed in 2006 by conducting a 50 hour Company Officer School for newly promoted Officers. As well, the Command Simulator for incident management training and better promotional processes was developed.

Mentoring Program

We developed and facilitated a new mentorship program whereby newly promoted Officers receive one year of on-the-job Officer Training to enhance safety and effectiveness.



Recruit training



Ice rescue



May day training

Recruit Training Program:

We conducted a full recruit program for newly hired firefighters.

Survival Techniques

Firefighters were instructed in practical Survival Techniques including wall breaching, wire disentanglement, and “Mayday” communications.

Emergency Management Public Education and Training

We participated in the York Region Pandemic Exercise, Basic Emergency Management (BEM) training, and process mapping of critical services provided by the Town were identified for pandemic planning.



Medical training



Basement training

SUPPRESSION DIVISION

2006 was an extremely busy year for the suppression division. Some of the highlights of 2006 include the hiring of seven new recruits, the completion of the revision of our standard operating procedures, the implementation of the District Chief position, and the first ever Company Officer training school held in November.

The newly created position of "District Chief" was implemented on July 1st. This position places an additional Chief Officer on duty 24/7 providing improved customer service.

Congratulations to the following staff who were promoted during 2006;

1. George Birtig
– District Chief
2. Dave Decker
– District Chief
3. Dave Forfar
– District Chief
4. Dave Reid
– District Chief
5. Scott Daniel
– Acting District Chief
6. Phil Dawson
– Acting District Chief

7. John Preiss
– Acting District Chief
8. Ken Robertson
– Acting District Chief
9. Sean Ash – Captain
10. Frank Naccarato – Captain
11. Barry Vesh – Captain

Our crews responded to 7,162 Emergencies (an average of 20 per day) resulting in 14,185 emergency vehicle movements. We have 19 crews participating in the Learn Not to Burn Program at 31 schools. The crews were active in numerous community events including the Smoke Alarm Program.



19 Sir Caradoc Place.



90 Bendemere

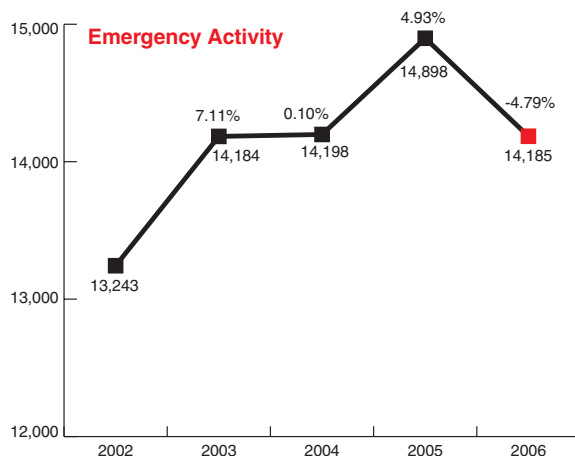
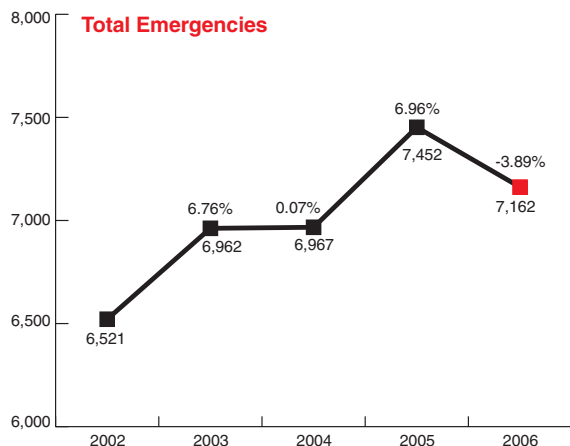


*Firefighter Warlito Gallenero
shares a story with a future
firefighter*

OVERVIEW

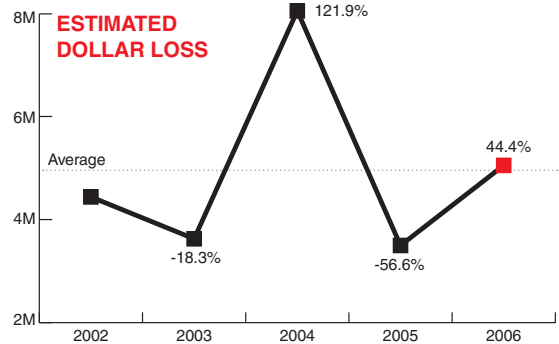
TOTAL INCIDENT AND VEHICLE ACTIVITY

TYPE OF INCIDENT	2002		2003		2004		2005		2006	
	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
Medical Emergency	2,877	3,118	3,025	3,252	3,015	3,213	3,184	3,386	3,094	3,303
Burning Complaint/Public Assist	188	238	235	289	295	366	329	411	307	382
Motor Vehicle Collision	974	2,183	998	2,257	931	2,098	927	2,095	913	1,983
Fire/Smoke Visible	296	1,347	309	1,366	274	1,286	255	1,191	229	1,083
Aircraft Incident	8	40	10	49	9	46	7	35	9	50
Police/Medical Assist	82	99	85	95	84	94	70	82	70	79
Remote Alarm	1,169	4,816	1,322	5,380	1,328	5,535	1,446	5,918	1,397	5,752
Hazardous Material	587	844	623	928	699	1,006	892	1,189	830	1,064
Brush/Grass Fire	59	140	59	140	53	122	72	201	59	135
Train Incident	1	5	2	10	0	0	2	5	0	0
Garbage Fire	39	53	48	58	44	65	52	76	42	56
Vehicle Fire	120	189	110	184	105	175	83	126	84	141
Industrial Accident	20	50	14	29	19	47	15	36	11	23
Hydro/Telephone/Mailbox	37	45	55	65	42	56	48	58	40	47
Lock-out (house, car, elevator)	59	61	62	68	61	66	63	68	71	75
Mutual Aid	2	3	4	11	7	18	5	12	5	7
Water Rescue	3	12	1	3	1	5	2	9	1	5
TOTALS	6,521	13,243	6,962	14,184	6,967	14,198	7,452	14,898	7,162	14,185
% Difference of previous year	6.69%	5.61%	6.76%	7.11%	0.07%	0.10%	6.96%	4.93%	-3.89%	-4.79%



ESTIMATED DOLLAR LOSS

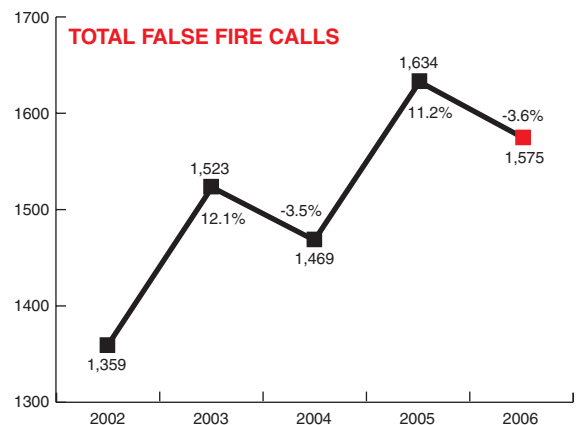
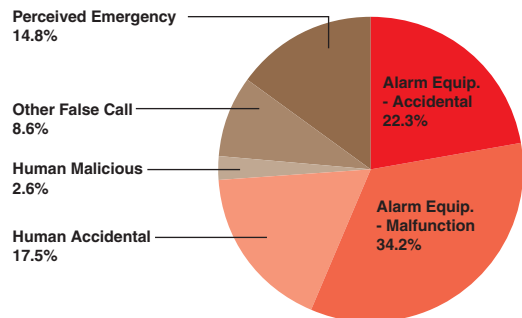
	Building	(+ or -)
2002	\$4,439,200	31.6%
2003	\$3,626,700	-18.3%
2004	\$8,048,500	121.9%
2005	\$3,496,900	-56.6%
2006	\$5,051,209	44.4%
Average	\$4,932,502	



FALSE FIRE CALLS

	2002	2003	2004	2005	2006
Alarm Equip. Malfunction	321	513	526	630	538
Alarm Equip. Accidental	403	311	305	322	352
Human Malicious	142	68	46	46	41
Perceived Emergency	257	154	124	160	136
Human Accidental	57	220	224	240	275
Other False Call	179	257	244	236	233
Total	1,359	1,523	1,469	1,634	1,575
% Difference of previous year		12.1%	-3.5%	11.2%	-3.6%

FALSE FIRE CALLS 2006



FIRE STATIONS

Fire Station 91



Fire Station 92



Fire Station 94



Fire Station 95



Fire Station 96



Fire Station 97

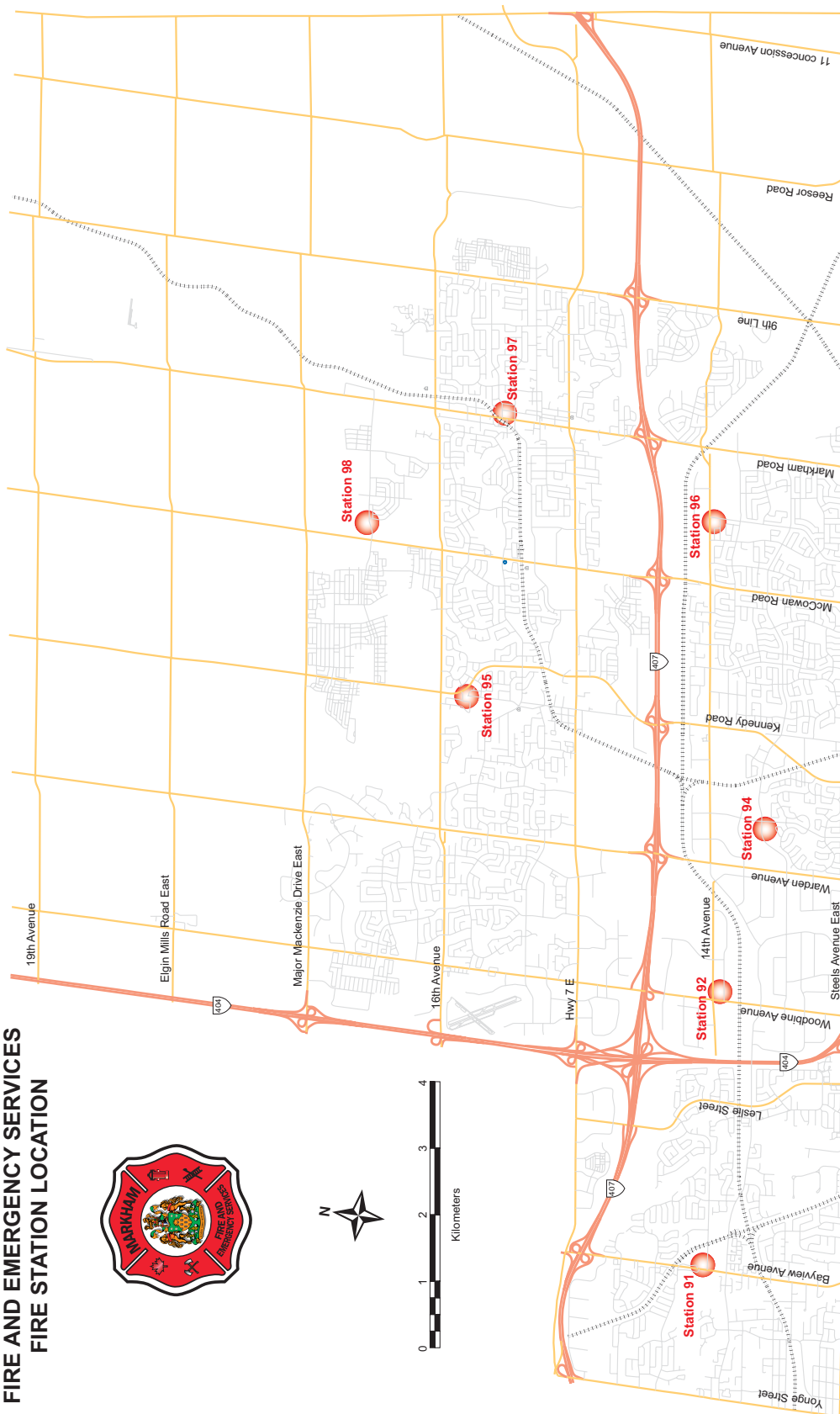


Fire Station 98



Fire Station 91:	Since 1991
Fire Station 92:	Since 2004
Fire Station 94:	Since 1981
Fire Station 95:	Since 1978
Fire Station 96:	Since 1996
Fire Station 97:	Since 1985
Fire Station 98:	Since 2006

FIRE AND EMERGENCY SERVICES FIRE STATION LOCATION



Station 91
Station 94
Station 96
Station 98

7801 Bayview Avenue
7300 Birchmount Road
5567 Fourteenth Avenue
650 Bur Oak Avenue

Station 92
Station 95
Station 97

10 Riviera Drive
316 Main Street, Unionville
209 Main Street, Markham



Mixed Sources

Product group from well-managed forests, controlled sources and recycled wood or fiber

Cert no. SW-COC-1943

www.fsc.org

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