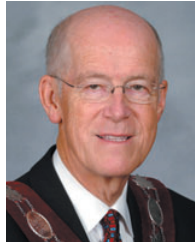


ANNUAL REPORT 2005



MAYOR & MEMBERS OF COUNCIL



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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.

MESSAGE FROM FIRE CHIEF



*Don McClean
Fire Chief*

Markham Fire and Emergency Services continues to work toward our stated goal to become the best fire service in Canada, for our citizens. In 2005 we added a new fire station in the Wismer area (McCowan Road and Bur Oak). The station is staffed 24 hours with a new fire truck and fire crew.

We implemented many new programs and improved several existing ones. In 2005 the new smoke alarm program “Press to Test” was introduced with a pilot program in the Thornhill area. This program has now been expanded to the whole Town and involves a home visit by fire crews to ensure that a resident’s smoke alarms are correctly located and working. In Ontario the majority of fire deaths occur in residential occupancies and the majority of those deaths occur in residences where no working smoke alarms are present. Fire deaths can be reduced and prevented through the correct use of smoke alarms and systems as well as safe fire prevention practices.

In conjunction with the new smoke alarm program, in 2005, we also implemented the “After the Heat” program in which firefighters communicate with residents from the homes that are situated close to the location of a house fire. Surrounding residents are contacted and given the opportunity for a home visit and check and/or an educational seminar at their local fire station.

Markham Fire and Emergency Services continues to find new ways to make our citizens safe from fire and provide excellent customer service.

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

ADMINISTRATION DIVISION



*Don McClean
Fire Chief*



*Shayne Mintz
Deputy Fire Chief*



*Bill Snowball
Deputy Fire Chief*

Administration worked closely with numerous Town Departments for several months to hire the largest and most diverse recruit class in the history of Markham. A total of 30 new recruit firefighters (28 Suppression firefighters and 2 Fire Prevention Officers) were brought on board. These firefighters graduated from their challenging training programs in December.

To respond to the growth of Markham our newest fire station was built and opened at Bur Oak Avenue and McCowan Road. The Fire Station was opened by Mayor Cousens and many dignitaries in December which was the culmination of many months of hard work by our team led by Deputy Chief Bill Snowball.

In the summer, the Fire and Emergency Services Administration offices suffered with other Thornhill buildings from the heavy rainfall that occurred on August 19, 2005. Staff in the office acted quickly to salvage all of the files and computers from the flooding but the carpets and drywall needed replacement. Administration staff from our Esna Park offices were relocated back to the Town's

Civic Centre for approximately two months while restoration work was undertaken.

The Town's Emergency Management Program advanced significantly managed by Deputy Chief Shayne Mintz. Throughout the year in excess of 225 Town and Department staff were trained in Basic Emergency Management. These sessions trained staff on how the Town is organized to manage large scale emergencies and also highlighted the plans that are in place to ensure the safety and welfare of our citizens should an emergency of major proportions occur. Major planning has been done for specific hazards such as a flu pandemic.

Process mapping and streamlining was completed by Joy Cinq-Mars and our Fire Prevention staff assumed use of the Town's Property Information database. Access to this database has been found to be critical to the coordination of the Fire Services with the other Departments within the Town. The efficiencies derived from this project were quickly realized with more development to be completed in 2006.

MECHANICAL DIVISION

The Mechanical Division consists of 2 mechanics assisted by a handyman and together they processed over 350 work orders. They are responsible for our entire fleet which includes everything from compact cars to 35 tonne aerials.

Under the direction of Laurie Canning, Paul, Kelly and Bill ensure that all the certifications are completed on time as well as completing preventative maintenance to reduce the amount of

downtime. They are also responsible for maintaining and administering the annual pump and ladder testing, repairs to fire hose, hydraulic and electrical equipment

Kelly and Paul attended seminars at the Ontario Fire College and the Spartan Chassis conference.



Bill Vliek, Paul Saunders, and Kelly Pickering



COMMUNICATIONS DIVISION



Dana Bain and Donna Saumier

In addition to generating and managing over 8200 Incident responses for the Town of Markham and Whitchurch-Stouffville, and fielding over 45,000 telephone calls in 2005, the members of the Communications Division also participated in training sessions with members of the Suppression Division, and had an opportunity to respond with the Crews to Incidents, as observers.

Three members of the Communications Division attended the Communicators' Seminar at the Ontario Fire

College in November, and more are planning to attend the same sessions in 2006.

The Computer Aided Dispatch system was upgraded to include an integrated computer generated map for each emergency dispatch incident. This upgrade has proven to be a valuable tool in maintaining a level of "incident generation" time that enables fire crews to be notified well within the time limits prescribed by internationally accepted National Fire Protection & Prevention Association standards.



*Chief McClean Congratulates
Theresa Miller Call Taker of the Year*

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 Prevention Division is committed to providing a fire safe environment for the citizens of Markham, addressing fire risks to 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.



Rob West at Shouldice Hospital

- 3003 property inspections and related activities were conducted to maximize the safety of people living in existing buildings.
- 487 plans were reviewed and 116 inspections were conducted with the Building Department to ensure new fire protection and life safety systems were properly installed.
- 22 fires were investigated for cause and origin in an attempt to determine what occurred, why it occurred and how to prevent similar occurrences.
- 160 accessory apartment inspections were conducted to make sure people were safe in their own homes.

Rocky Mino and Joe Lanni, Fire Prevention Officers joined the Division and bring with them experience and enthusiasm from a Fire Protection Engineering firm and the Toronto Transit Commission.

The Division went seeking a highly motivated individual to become the second member of the Fire Prevention/Public Education Section. Jackie Dyson was successful in becoming public education officer.



*Glenn Dick,
Chief Fire Prevention Officer*

Welcome Chief Fire Prevention Officer Glenn Dick to Markham Fire & Emergency Services. Glenn joins us from Toronto Fire Services where he served since the 1998 amalgamation, as District Chief, Fire Prevention, East Command. Prior to the amalgamation Glenn was the Chief Fire Prevention Officer of East York Fire Department.

PUBLIC EDUCATION DIVISION

Providing fire and life safety to those who work play and live in Markham is an important task for Markham Fire & Emergency Services. In 2005 with fire prevention and fire suppression we attended over 277 community events providing fire and life safety information to approximately 37,711 people.

The doors to the fire station were opened to 36 community groups including girl guides, beavers and day care centres.

The Learn Not To Burn Program which promotes fire safety lessons being taught by the teacher and reinforced by fire fighters visiting the school once a month is being delivered in 36 elementary schools involving over 5,500 students in grades one to three.



Children visit safety house

This year we have seen an increase in the Risk Watch program which focuses on the eight most common injuries to children. In Canada injuries are the leading cause of death for children over the age of one. Risk Watch helps kids beat the odds. Markham has 7 schools involved in the program in cooperation with the fire service, Public Health, York Regional Police and Red Cross and Poison Control in Sick Kids Hospital.

SafetyLand again this year proved to be a success with over 8,000 students visiting, Power Stream, York Regional EMS, York Region Transit and Markham Fire & Emergency Services. Our Junior Fire Fighter Karzha Shrikumar from Castlemore P.S. along with the 8 other Junior Fire fighters within the region enjoyed a day of training at the new Community Safety Village located at Bruce's Mill.

Fire Prevention Week was held this year at fire station 91 with three local schools visiting the station for a day of fire safety activities and finishing the week with an open house on the Saturday with over 800 residents attending and being

provided with information and demonstrations on fire and life safety. Our thanks go to Enbridge for providing the free BBQ.

Our comfort bear program continues to provide a bear to those children involved in traumatic incidents throughout the Town. In 2005, 90 Comfort Bears were handout out to children, with comments such as: Child was greatly calmed, Child delighted and their focus was redirected from emergency to bear, fire fighters indicated it is still one of our best programs, big smiles and no more tears, help calm the parents at the same time.



Jim Houston visits Wismer PS

TRAINING DIVISION

Through research, development and implementation the Training Division facilitates the advancement of knowledge, skills, and attitudes of our staff.

The division's four Training Officers work with certified On-Shift Instructors, other fire departments, educational institutions, and department staff to achieve our goal to improve firefighting operations, emergency medical care, water rescue, and our other responses capabilities.

In 2005 approximately 40,000 hours of initial and review training was conducted by Markham Fire & Emergency Services.

The following are some of the achievements for the Training Division in 2005.

Live Fire Training

All suppression crews participated in Live Fire practical training sessions conducted at East Toronto Fire Services Training Centre. The sessions provided an opportunity for suppression staff to perform high-rise evolutions, pumping operations and air management training in a practical setting under fire conditions.



2005 Fire Fighter Recruitment Committee

Recruit Training

2005 marked the hiring of twenty eight recruit firefighters, the largest hiring group to date by Markham Fire & Emergency Services.

Training Division in conjunction with seconded suppression staff conducted an intensive fourteen-week Recruit Training program. The Training program was held at the Markham Fire

& Emergency Services Training Centre and included both in-class lectures and practical exercises designed to prepare the recruits for the suppression division.

A two-week practical Live Fire session was held at Toronto Fire Services East Command Training Centre to reinforce and practice previously learned fire ground operations in fire conditions.

Also included in the recruit training was an eight-day medical training session (conducted by Emergency Medical Responder Coordinator, On-Shift Instructors and representatives from Durham/York Base Hospital), Flashover, and Auto Extrication training.

2005 new recruits



Basic Emergency Management

Department staff received Basic Emergency Management training in order to create an awareness of the Town of Markham's Emergency Plan and Manual within fire service.

Emergency Medical Responder/Defibrillation

In conjunction with the Emergency Medical Responder (EMR) Program Coordinator, EMR On-Shift Instructors conducted Primary and Secondary Patient Assessment training in addition to a review of previously taught material as part of the Durham/York Base Hospital program.

Automated External Defibrillator review and practical scenarios were conducted.



Scarborough Training Site



*Mike Bekking
Chief Training Officer*

Ice/Water Rescue

On-Shift Instructors conducted practical Ice/Water Rescue Training scenarios as well as shore based operations.

Smeal Pumper and Aerial Learning Package

Smeal pumper and aerial computer based learning packages were issued to all Fire Stations. The interactive lessons allow personnel to familiarize themselves with all the main functions and procedures of both Smeal aerial and pumper apparatus.

Lectures and Practical Review

Review training was conducted for the following:

- Firefighter Survival Techniques
- Trench Rescue review
- Ground Ladder evaluations
- Ropes and Knots review
- Airport Rescue and Firefighting Operations
- Incident Performance Reviews
- Fall Restraint
- Vetter Bag Training
- Clandestine Drug Labs/ Grow House
- Self Contained Breathing Apparatus



Mayday Training

SUPPRESSION DIVISION

2005 was a very busy and exciting year in suppression. We commenced a recruitment drive for new firefighters in January with the processing of in excess of 1700 applications. The potential candidates participated in various forms of testing between January and June. At the conclusion of the testing 28 were selected and entered an intensive 14 week training period September 6 and were placed on platoons in December.

Construction of a new fire station was started in March, completed in December and is now serving the residents of the Wismer community.

With the opening of this station the following staff were promoted to the rank of Captain;

- Neil Magee
- John Preiss
- Steve Tambosso
- Dave Decker

Congratulations to Captain Keith Lewis on receiving his 30 years Service Awards from the Town.

The crews are active in the recently introduced smoke alarm program, as well as continuing with Learn Not To Burn and Risk Watch programs.



14th Avenue and McDowell Gate

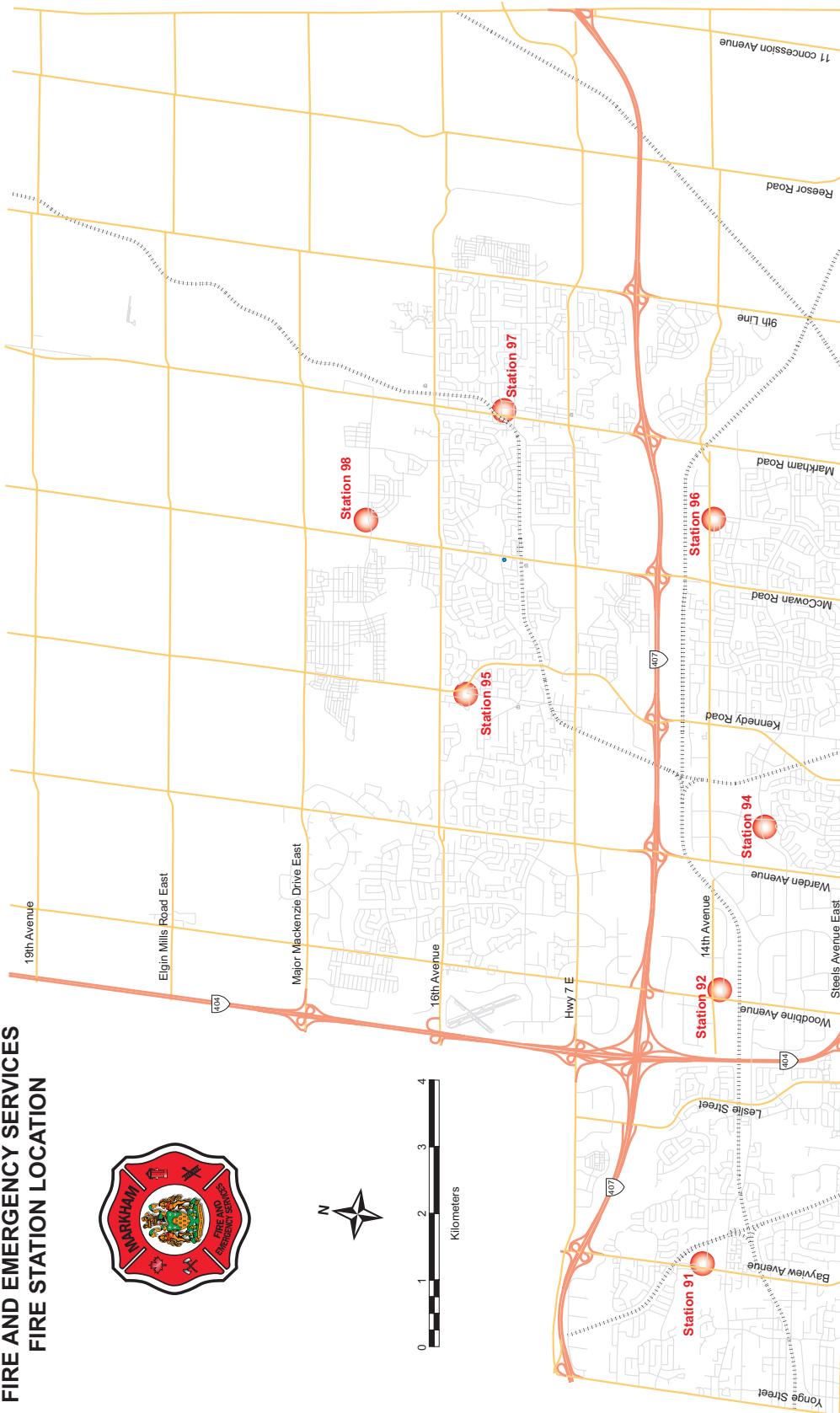


25 Austin Drive



Grass Fire at Victoria Square

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

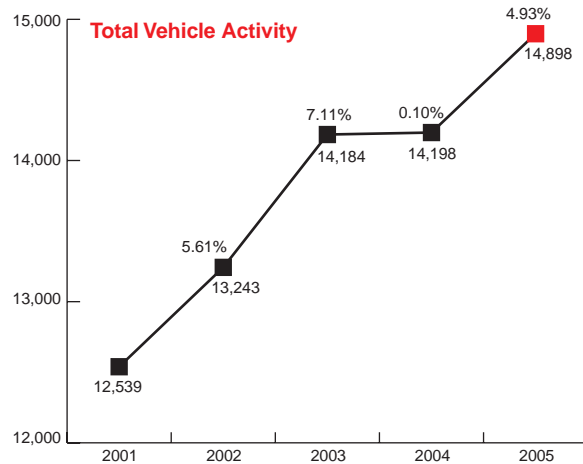
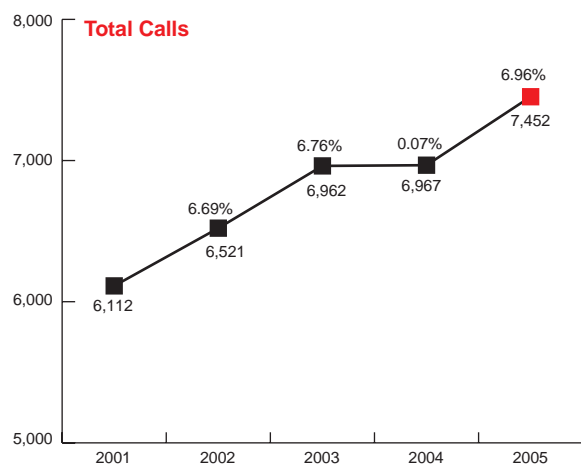
316 Main Street, Unionville

209 Main Street, Markham

OVERVIEW

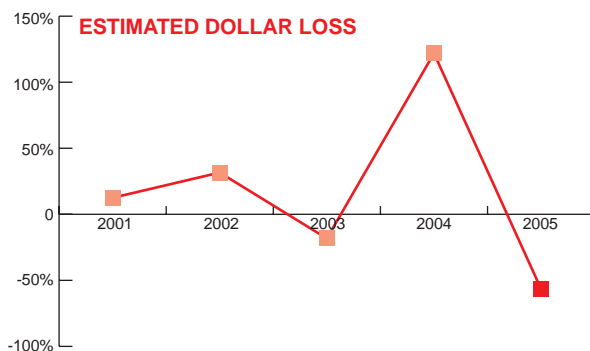
TOTAL INCIDENT AND VEHICLE ACTIVITY

TYPE OF INCIDENT	2001		2002		2003		2004		2005	
	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	2,529	2,711	2,877	3,118	3,025	3,252	3,015	3,213	3,184	3,386
Burning Complaint/Public Assist	242	307	188	238	235	289	295	366	329	411
Motor Vehicle Collision	877	1,987	974	2,183	998	2,257	931	2,098	927	2,095
Fire/Smoke Visible	271	1,217	296	1,347	309	1,366	274	1,286	255	1,191
Aircraft Incident	12	64	8	40	10	49	9	46	7	35
Police/Medical Assist	114	142	82	99	85	95	84	94	70	82
Remote Alarm	1,084	4,528	1,169	4,816	1,322	5,380	1,328	5,535	1,446	5,918
Hazardous Material	587	861	587	844	623	928	699	1,006	892	1,189
Brush/Grass Fire	106	255	59	140	59	140	53	122	72	201
Train Incident	0	0	1	5	2	10	0	0	2	5
Garbage Fire	47	86	39	53	48	58	44	65	52	76
Vehicle Fire	134	227	120	189	110	184	105	175	83	126
Industrial Accident	18	41	20	50	14	29	19	47	15	36
Hydro/Telephone/Mailbox	37	49	37	45	55	65	42	56	48	58
Lock-out (house, car, elevator)	51	55	59	61	62	68	61	66	63	68
Mutual Aid	0	0	2	3	4	11	7	18	5	12
Water Rescue	3	9	3	12	1	3	1	5	2	9
TOTALS	6,112	12,539	6,521	13,243	6,962	14,184	6,967	14,198	7,452	14,898
% Increase over previous year	7.53%	2.86%	6.69%	5.61%	6.76%	7.11%	0.07%	0.10%	6.96%	4.93%



ESTIMATED DOLLAR LOSS

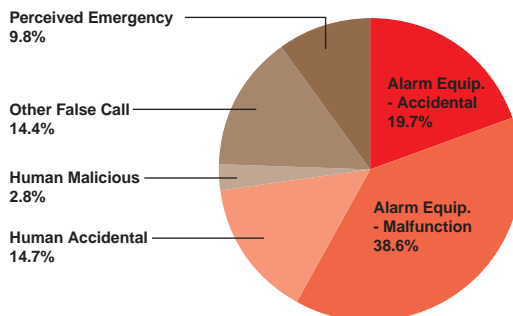
	Building	(+ or -)
2001	\$3,372,000	12.5%
2002	\$4,439,200	31.6%
2003	\$3,626,700	-18.3%
2004	\$8,048,500	121.9%
2005	\$3,496,900	-56.6%



FALSE FIRE CALLS

	2001	2002	2003	2004	2005
Alarm Equip. - Accidental	407	403	311	305	322
Alarm Equip. - Malfunction	285	321	513	526	630
Human Accidental	54	57	220	224	240
Human Malicious	139	142	68	46	46
Other False Call	173	179	257	244	236
Perceived Emergency	233	257	154	124	160

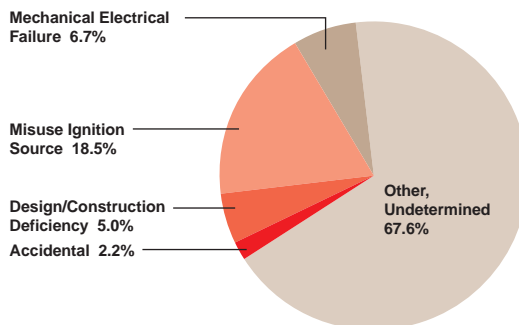
FALSE FIRE CALLS



Fires Over \$50,000

Possible Cause	
Incendiary	\$0
Accidental	\$65,000
Design/Construction Deficiency	\$150,000
Misuse Ignition Source	\$550,000
Misuse Material First Ignited	\$0
Mechanical Electrical Failure	\$200,000
Other, Undetermined	\$2,010,000
TOTAL	\$2,975,000

FIRE OVER \$50,000 - POSSIBLE CAUSE



ANNUAL REPORT 2005



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