



# ANNUAL REPORT 2012

Excellence • Perseverance • Compassion • Protection





## Senior Officers (2012)

From left to right. Front row: Chief Training Officer Mike Bekking, Platoon Chief George Birtig, Platoon Chief Dave Reid, Deputy Chief Phil Alexander, Fire Chief Bill Snowball, Deputy Chief Dave Decker, Platoon Chief Chris Rouble, Platoon Chief Scott Daniel, Chief Fire Prevention Officer Glenn Dick.

Back row: Communication Supervisor Mike Gottlieb, Captain/Acting District Chief Sean Ash, District Chief Dave Irving, Captain/Acting District Chief Frank Naccarato, District Chief John Preiss, District Chief Michael Perreault, District Chief Ken Robertson, Captain/Acting District Chief Walter Brinston, Captain/Acting District Chief John Hummell.

## Vision Statement

To become Canada's Best Fire Department for our citizens.

## Mission Statement

To provide the highest level of life safety and property protection to those who live, work or play in our community.

We will perform in a sensitive and caring manner, through the provision of excellent preventative, educational and emergency services.

# Markham Council



From left to right. Front row: **Regional Councillor** Joe Li, **Mayor** Frank Scarpitti, **Regional Councillor** Gordon Landon

Middle rows: **Ward 4 Councillor** Carolina Moretti, **Ward 1 Councillor** Valerie Burke, **Regional Councillor** Jim Jones, **Ward 7 Councillor** Logan Kanapathi, **Deputy Mayor** Jack Heath, **Ward 8 Councillor** Alex Chiu

Back row: **Ward 2 Councillor** Howard Shore, **Ward 5 Councillor** Colin Campbell, **Ward 3 Councillor** Don Hamilton, **Ward 6 Councillor** Alan Ho



# Message from Commissioner



**Brenda Librecz,  
Commissioner,  
Community and  
Fire Service**

**M**arkham Fire and Emergency Services had another great year in 2012!

The City of Markham places a high value on the quality of services provided to our residents and Markham Fire and Emergency Services staff, continue to represent those values exceptionally well.

Within our Community & Fire Service Commission all services -- from Fire to Water are grounded, in the following three areas that contribute to the City's Excellence Markham journey:

- **SERVICE EXCELLENCE** – commitment to leadership and quality customer service in response to the unique needs of our residents;
- **SERVICE INNOVATION** – not relying on the same old way but having the courage to be the first in unknown territory ; AND
- **SERVICE VALUE** – respect for our taxpayers and aligning quality and value.

Among the key accomplishments in 2012 were the following:

- Council approval of a new Fire Master Plan that will guide the future service delivery over the next ten years;
- Responding to growth with New Infrastructure: Cornell Fire Station and new communications centre;
- New Innovative Public Education Programs as outlined in report;
- Achieving targeted response times and responding with compassion.

The Markham Fire and Emergency Services team demonstrates leadership excellence in all that they do --- prevention, public education, communication suppression, mechanical and training.

As Canada's most diverse community, engagement and outreach to our residents of all ages, cultural backgrounds, and abilities through participation in countless educational programs, and community events, continues to be a critical element of the work of our Fire and Emergency Services team.

I would like to thank Fire Chief Bill Snowball, Deputy Chief Alexander, Deputy Chief Decker and all the men and women of Markham Fire and Emergency Services for their tireless commitment to the people of Markham – seven days a week – 24 hours a day. Thanks to our Mayor and Members of Council for their continued support of responding to the needs of our growing and diverse community.

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



**Station 99 in Cornell**



# Message from Fire Chief



**Bill Snowball**  
Fire Chief

**O**n behalf of the more than 270 members of Markham Fire and Emergency Services (MFES) I am extremely pleased and proud to present the 2012 Annual Service Report to Council, City Staff and the Citizens of the City of Markham.

The report highlights our successes for 2012 as we continued on our journey to become the “Best Fire Service in Canada for our Customers.” Excellence, Perseverance, Compassion and Protection, remain the cornerstones of Markham Fire and Emergency Services.

In 2012 the City’s first Master Fire Plan was presented and adopted. The plan identifies how Markham Fire and Emergency Services will respond to the growth and intensification that is planned for the City over the next 5 – 10 years. The plan identifies 42 recommendations to assist planning for the future. An implementation strategy has been developed and each of the recommendations will be addressed during the budget process of the appropriate year

In February 2012 MFES opened a new station, our ninth station, which is located at 3255 Bur Oak Ave. in the Cornell community. The opening of this station concludes the growth plan that was outlined in our 2001 Deployment Study. The Communications Centre was successfully moved from Station 95 in Unionville to 8100 Warden Ave. With the move complete, all of the MFES Communications and Administration is under one roof and this will enhance our coordination and overall service delivery. The commissioning of two new state-of-the-art fire apparatus to replace older vehicles in the fleet by our Mechanical Division was completed in 2012 and, the City’s fleet of fire apparatus now totals 14; 11 front run, 3 spare, plus some speciality apparatus.

Two new Public Education programs were launched this year: the Seniors Ambassador program saw over 40 seniors attend a training session on fire and life safety; and our

Cadet work experience program, for developmentally delayed high school students, was a resounding success with 3 students from Pierre Elliott Trudeau High School participating.

The Training Division partnered with Whitchurch-Stouffville Fire Department and trained 6 new recruits: 4 Markham firefighters and 2 for Whitchurch-Stouffville. All of the newly trained Markham recruits have been deployed to stations throughout the City.

MFES and staff were recognized in 2012 for their numerous contributions. The Cadet program for developmentally delayed high school students was recognized by the York Region District School Board for a work experience program and received their “Applause Award”. Chris Lawton of the Communications Division was recognized by the Tri-Services Committee as the “Call Taker of the Year” for his handling of a water rescue call and Captain Walter Brinston was the recipient of the Queens Diamond Jubilee Medal. On behalf of MFES, I offer congratulations to all for their achievements.

Retirees of 2012 were Firefighter Keith Hoover who served for 37 years, Captains Gerry Dube, Bruce Zimmerman and Wayne Andrunyk all with 31 years’ of service and Joy Cinq-Mars of Administration retired after 32 years of service. We thank them all for their contribution and wish them a long and healthy retirement. We welcomed the following new employees to the department, John Paganos, John Irwin, Clemens Otrin and Christian Monti to the Suppression Division and Eric Ng to Administration.

In closing, I would like to extend thanks to all the members of the Department for their continued dedication and professionalism and to Council and the Executive Leadership team for their continued support and direction.

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

# EXCELLENCE

Our journey to excellence is an ongoing process that we evaluate on a daily basis. First and foremost, we strive to deliver excellent customer service to every Markham resident. At the same time, we endeavour to provide a challenging and fulfilling work environment for our team members. This includes encouraging them to provide input on daily activities, which allows us to continue to enhance our services to those who live, work and play in our community. We are always looking at expanding our services in the most cost-effective and beneficial way as Markham continues to grow. We are constantly training our staff to the highest standards to ensure we can respond to the demands of our community efficiently and effectively.

## Mechanical

Markham's mechanical team is responsible for the maintenance and repair of the Markham Fire and Emergency Services fleet. This fleet includes suppression equipment, fire prevention, education, mechanical and training vehicles, and three trailers. The maintenance and repair of our vehicles, hydraulics, tools, pumps, ladders, hoses, small engines and firefighting equipment are a key component of our overall objective to deliver excellent customer service to all Markham residents. In 2012, the mechanical division commissioned 2 new fire trucks (a pumper and an aerial). Annual ladder and pump testing, and vehicle and ladder certification were completed as well.

## Training

The Training Division offers a high level of specialized training, supplemented by certified on-shift Instructors, educational institutions and in-house fire service staff.

Together, our goal is to enhance the knowledge, skills and professionalism of our staff.

Ice water rescue, hazardous material response, first responder medical response, travel restraint, and company officer education are conducted internally by our own staff and on-shift instructors with primary focus on the Fire Suppression Division. Our staff also provide license renewal, adult education, apparatus training and evaluations, annual live fire training, flashover and new recruit training.



**Top L to R:** Training Officer Kennedy, Chief Training Officer Bekking, Training Officer Ambrose, Training Officer Frotten, Training Officer Brody, Training Officer Romanowitch  
**Bottom L to R:** Firefighter Otrin, Firefighter Turner, Firefighter Monti, Firefighter Benincasa, FF Irwin, FF Paganos

## Firefighter Recruit Training

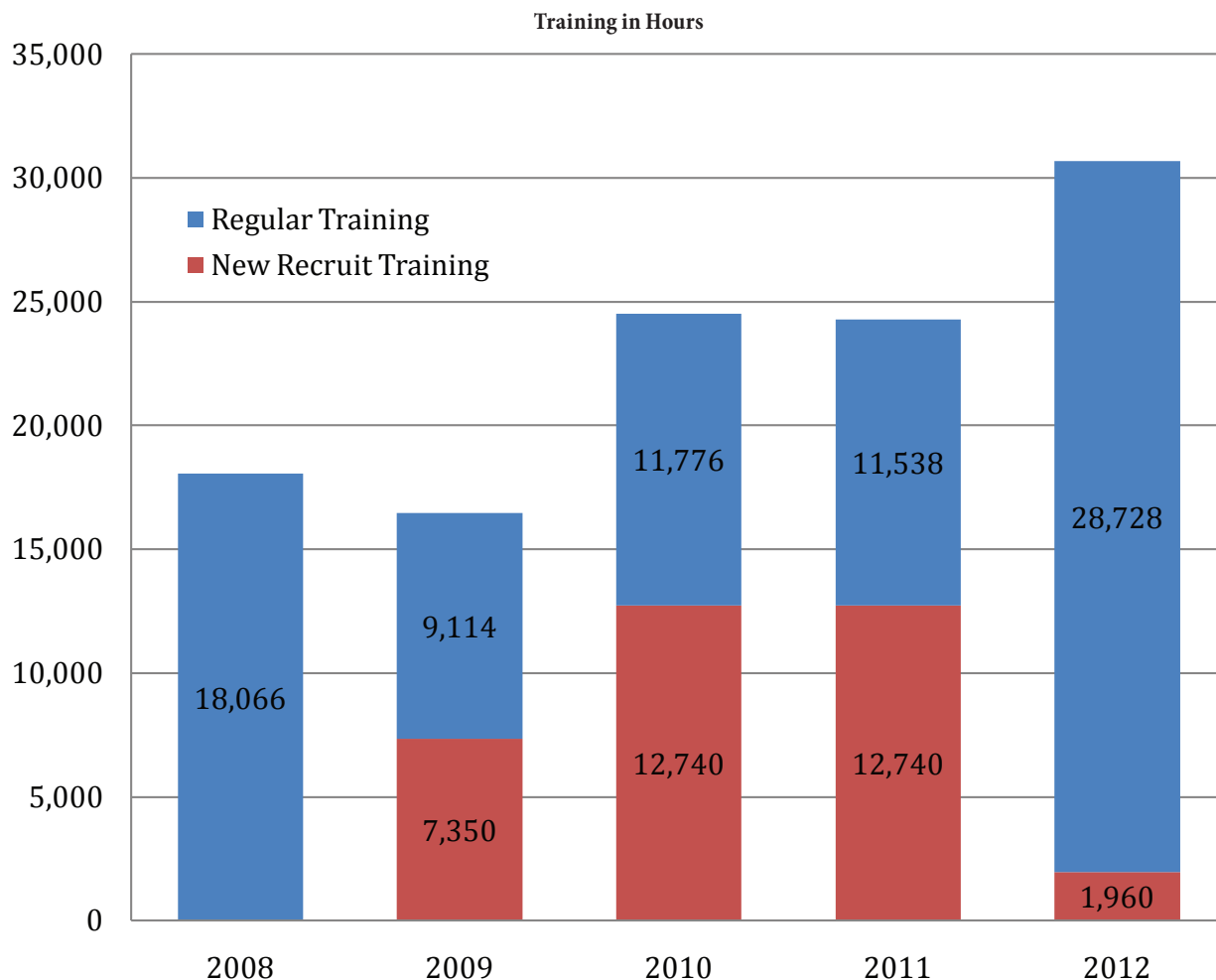
We were pleased to welcome 4 new suppression recruits to Markham. The Training team began an 11-week program with these new recruits beginning in September 2012. This training program is a combination of lecture and practical delivery, covering a number of areas including clothing, flash-over training, search and rescue, ventilation, hose evolutions and self-contained breathing apparatus training.

This class formed a unique partnership with Whitchurch-Stouffville Fire Department where we able to share resources and conduct joint recruit training exercises.



**HAZMAT Training**





## Driver Training

The Fire Service remains committed to ensuring our Fire Apparatus Driver/Operators maintain our fine safety record. All Driver/Operators receive an annual review of Apparatus safety checks, air-brake checks and the latest driving updates.

In addition, our Training Officer in charge of driver training provided 14 suppression personnel with Pumper Orientation sessions, 20 firefighters were evaluated and qualified as Pumper Driver/Operators, 9 firefighters were evaluated and qualified as Aerial Driver/Operators and 42 personnel were tested and provided licence renewals.

In addition personnel were orientated to the newly acquired aerial and pumper apparatus.

## Live Fire Training

206 suppression personnel, including Platoon and District Chiefs participated in Markham Fire and Emergency Services live fire training sessions this year.

The practical training involved two fully-staffed apparatus for a full day of realistic firefighting scenarios. This year's learning objectives focused on firefighter and victim rescue, and incident Command's response to a "Mayday" transmission. Other training objectives include, fire ground tactics, accountability, and search and rescue techniques. This training was conducted at Richmond Hill's Training Tower.



## Promotions

Steve Romanowitch was the successful Training Officer candidate and was welcomed into the Division in April of 2012.

# PERSEVERANCE

Every year our staff respond to emergency situations and fight fires throughout Markham. We take special precautions to limit the amount of damage suffered to any structure within Markham. We also take the steps necessary to preserve as many belongings as we possibly can without compromising the speed with which we extinguish a fire. Although there are many dangers associated with firefighting, we take great pride in providing this vital service to our residents in the most professional manner possible.

## Suppression

The Suppression team responded to a total of 6,905 emergency incidents during 2012. The nature of these emergencies included medical, motor vehicle collisions, remote alarms, hazardous material and of course, fires.

Our exceptionally well-trained firefighters work tirelessly with passion and determination to protect the lives and property of those who live, work or play in Markham.

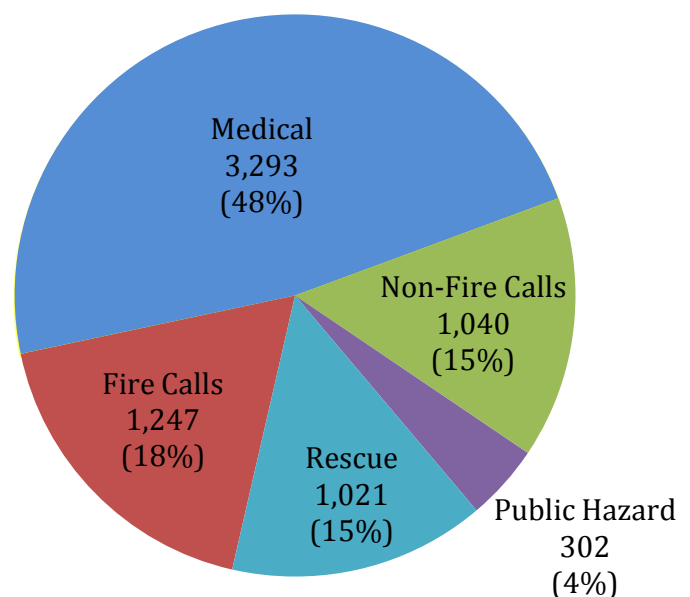
Each of the fire stations responded to an average of more than 770 incidents, which resulted in a total of 13,942 vehicles travelling to emergency incident locations.

In addition to emergency response, we provide fire prevention and public education support. In 2012, the suppression team attended over 200 community events in support of our public education programs. These visits consisted of the firefighters attending events, festivals, fairs, and community BBQs, and providing a brief fire truck tour with a description of the equipment on the truck and the firefighter's role within the community. The crews also addressed any home fire safety questions.

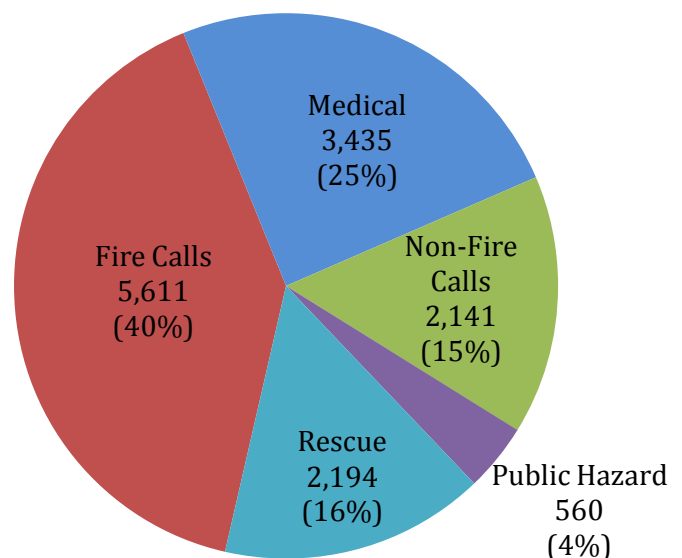
## Promotions

Brad Evans, Jim Houston, John Kennelly, Jeffery LeFaive, Ronald Lewis, Kent Mortson, Richard Sordet were promoted to the rank of Captain in 2012.

Number of Incidents in 2012



Number of Vehicles Dispatched in 2012







August 13, 2012 - Clark Avenue House Fire

#### Clark Avenue

On August 13, 2012 at 2:58 pm crews responded to multiple calls of heavy smoke and flames coming from a home on Clarke Ave. Upon arrival crews encountered heavy smoke and fire and an offensive fire attack was performed to support a primary search of the building. Crews also applied water to the adjacent home on the West side to prevent damage and further extension of the fire. When the fire ignited there were 6 occupants inside the home all of which escaped without injury. Two firefighters were monitored for heat exhaustion on scene. An “After the Heat” program was conducted a few days after the fire providing neighbouring resident’s information on home fire safety.



August 13, 2012 - Clark Avenue House Fire



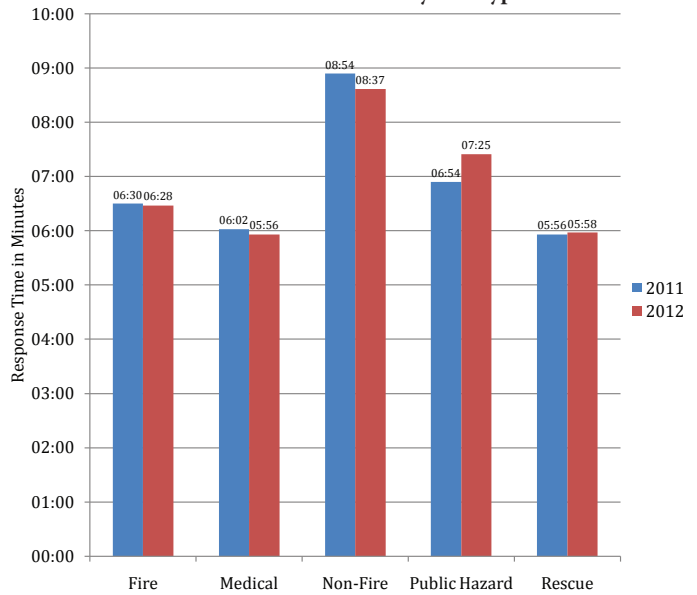


July 11, 2012 - Autoliv Building

#### Birchmount Road- Autoliv

On July 11, 2012 at 7:45 am fire crews responded to a reported fire in the Autoliv Building on Birchmount Road. The fire was located in the warehouse area which had spread to the stock on high rack storage and the roof. At the time of arrival the building was evacuated and all staff was accounted for. The fire required 10 apparatus, 45 firefighters and additional day staff to assist with scene logistics. There were no civilian or firefighter injuries reported. Due to the large commitment of resources occupied by this fire mutual aid was activated with Vaughan, Richmond Hill and Whitchurch-Stouffville. During this fire 13 additional emergency calls occurred in the City which included: 7 Medical Emergencies, 2 Remote Fire Alarms, 2 Motor Vehicle Accidents, 1 Reported Fire, and 1 Tree on Fire. Mutual Aid resources responded to 8 of the 13 incidents.

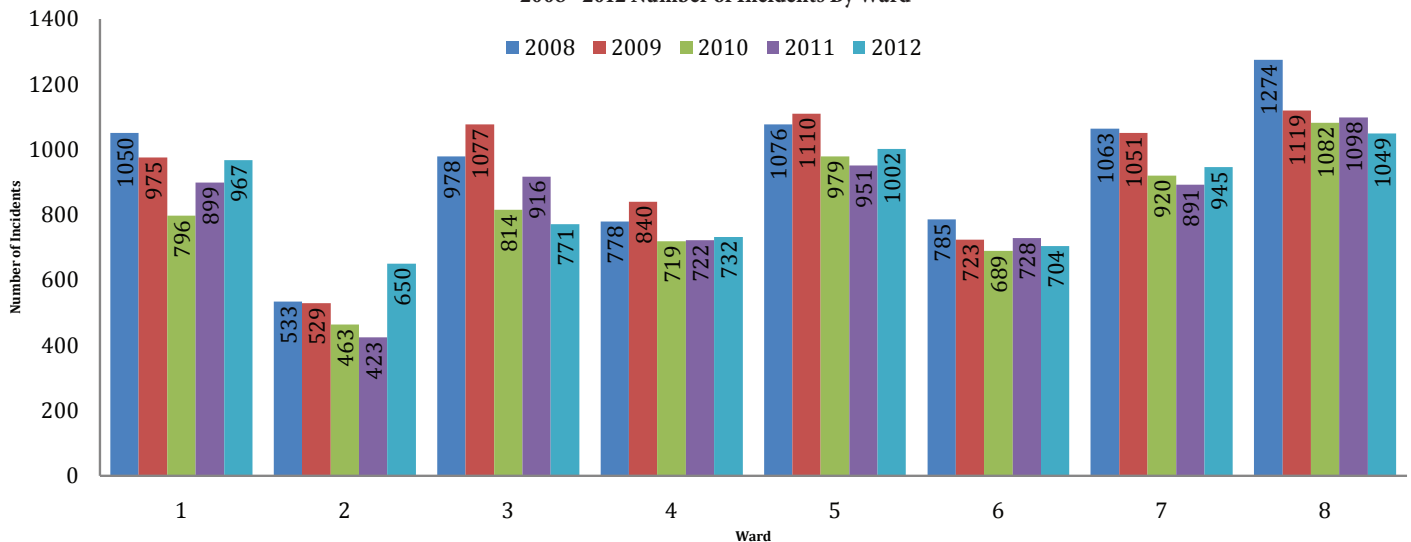
First On Scene Time By Call Type



Major Fires of 2012

Date	Estimated \$ Loss	Address
7/11/12	\$ 8,000,000.00	7455 Birchmount Road
7/13/12	\$ 550,000.00	24 Eastvale Drive
8/13/12	\$ 500,000.00	56 Clark Avenue
4/11/12	\$ 350,000.00	49 Sprucewood Drive
1/03/12	\$ 300,000.00	136 Baywood Court
3/05/12	\$ 250,000.00	1962 John Street
9/03/12	\$ 250,000.00	101 Pringle Avenue
9/10/12	\$ 200,000.00	6001 14th Avenue
8/21/12	\$ 120,000.00	123 Walkerville Road
8/10/12	\$ 100,000.00	32 Romfield Circuit

2008 - 2012 Number of Incidents By Ward





# COMPASSION

The best way to reduce the number of fires and protect Markham residents in their homes is to provide them with the education they need to protect themselves and their families. We deliver our public education programs to our ethnically diverse community, offering our materials in a number of different languages. We partner with local media groups to get our message out to Markham residents as efficiently and effectively as possible.

In the event of a fire, our firefighters, fire investigators, and education officers all act in the most sensitive manner possible. We know that we encounter our residents on one of the worst days of their lives – related to either a fire or some other emergency situation. We understand the value of working with the homeowner to determine the events leading up to the fire and then trying to assist them with the next steps once the scene has cleared. When children are involved, we give them a cuddly bear as part of our Buddy Bear program - this helps ease the trauma they may have suffered as a result of the emergency.

## Education

### Hot Summer Night

The “Hot Summers Nights” program was developed to address concerns in specific areas of the City that have been identified through statistical analysis of responses. The Hot Summer Night program goal was to promote the fire service and the services that we provide.

It gives the community an opportunity to view the trucks in a non emergency situation, ask questions relating to fire fighting and our role in the community. It fosters friendships and partnerships within our community. The program ran during the spring and summer months.

Our first hot summer night was conducted in May in the Kin Village area which is located in the Woodbine and 16th Avenue area of Ward 6. Approximately 200 people turned out to view the fire fighting equipment, learn more about the services we provide and ask questions relating to home fire safety and see the trucks in a non-emergency environment.

In 2012 we hosted our program in Wards 1, 5, 6 and 7. In 2013 our plan is to complete a Hot Summer Night in every Ward of the City.



Ward 6 - Kin Village (16th & Woodbine)



From left to right: Regional Councillor Joe Li, Councillor Don Hamilton, Councillor Howard Shore, Regional Councillor Jim Jones, Councillor Carolina Moretti, Mayor Frank Scarpetti, Cadet Cory Cochrane, Cadet Mathura Maheswaran, Cadet Matthew Morrison, Councillor Valerie Burke, Councillor Colin Campbell, Councillor Alan Ho, Deputy Mayor Jack Heath, Councillor Alex Chiu, Councillor Logan Kanapathi

## Cadet Program

This year we started the first Fire Department Cadet program designed specifically for developmentally delayed high school students. This program allows for teenagers who, by nature of our work, would not be able to be hired by the fire department to experience all aspects of the work we do. The program was 18 weeks long and the Cadets spent one day a week with us learning job related skills that they could apply to a career they may pursue in the future. The focus of the program was the soft skills associated with employment i.e. - respect, professionalism, punctuality, chain of command, etc. The program capped off with our junior firefighter recruit day where the Cadets got to run an activity on their own and put into practice all the skills they acquired during the program.

A graduation was held in the Council Chambers where the Mayor and members of council provided the Cadets with a certificate of completion and congratulated them on a job well done. The Cadets were also provided with plaques from the fire service which they will be able to reflect on for years to come.

The program is the first of its kind and was even recognized by the Board of Education with the “Applause Award” which is for employers that go above and beyond to provide opportunities for special needs students.

The entire department embraced this program and everyone came together to provide these students with the best possible experience we could offer.



## Markham Public Libraries Evacuation Procedures Training

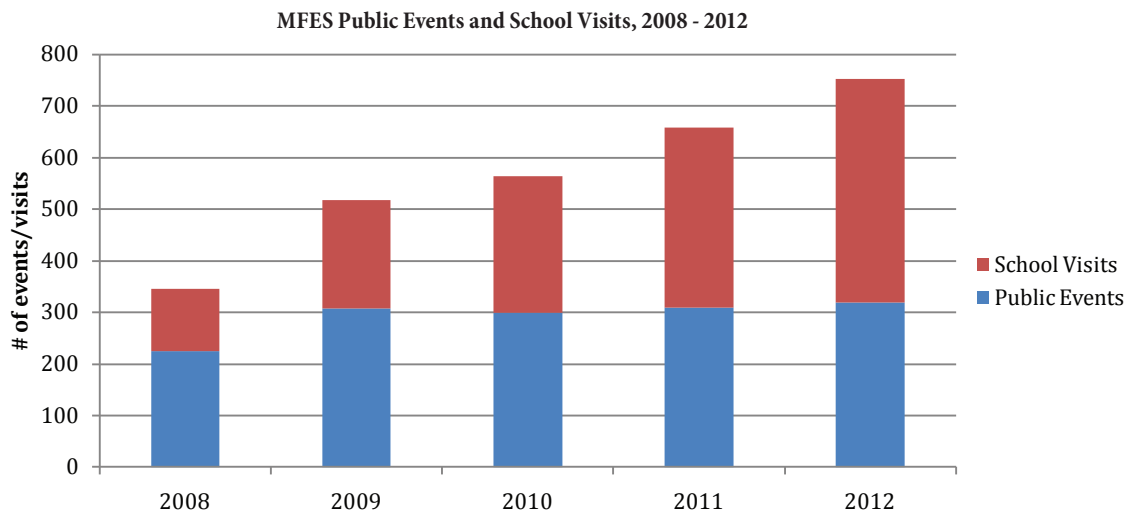
This year the Public Education Division offered fire evacuation procedures training to every library branch in the City of Markham. The program offered was a 3-phase program. The first phase described the specific building fire safety features for each branch as well as strategies and concepts on how to evacuate occupants from an assembly occupancy. The second phase included the framework for an evacuation strategy which complimented the layout of the facility. The final phase was a series of timed fire drills performed with a smoke alarm where we would practice evacuating occupants. Each facility has a fire safety plan and each plan indicates that staff are responsible for evacuation however we rarely talk about strategies used to evacuate people. No alterations were made to their existing fire safety plans so the training was able to be implemented right away with no impact to the remainder of their procedures. The training was a great success and enjoyed by all library staff across the board. By early 2013 every library branch and every staff member will have completed training.



Public Education Officer Grant, Branch Manager Yolanda Chan and Markham Village Library Staff

## Fire Safety Videos

Our fire safety videos have been created to address the typical questions we receive when we are out in the public at community events. The topics covered are smoke alarms, carbon monoxide detectors and fire extinguishers. Each video is short so that you can gather the specific information you need. The videos are also offered in 5 languages: English, Chinese, Farsi, Greek and Tamil. We will continue to produce additional videos in the future that will cover even more topics as well as additional languages. The videos are available on [markham.ca](http://markham.ca) under Fire & Emergency Services.



## Senior's Fire Safety Ambassadors

Markham Fire & Emergency Services introduced the Senior's Ambassador program to the Senior's Centre in Thornhill. The program consisted of an introduction and history of Markham Fire & Emergency Services, fire safety at home, burn awareness, travelling safety, and emergency preparedness.



Public Education Officer Blizzard, Deputy Fire Chief Alexander with Wilf and Pat from Senior's Centre in Thornhill



Fire Chief Snowball presenting at the Senior's Centre

## Continuing Programs



York Region Junior Firefighter Grade 3 winner Evelyn Carey



2012 Junior Firefighter Recruit Day



Markham Fire Display at the Markham Fair



Fire Prevention Officer Dyson at Fire Station 97 Open House



# PROTECTION

Keeping Markham residents safe is accomplished on many levels – from offering fire safety education to fighting fires. Our protection also extends to fire prevention. Providing fire protection to our residents is a key component of the services we provide. The Fire Prevention team inspects Markham buildings on a regular basis to ensure they meet the current fire code regulations. Our team works side by side with property owners to ensure they explore every avenue possible for compliance - legal action is a last resort. Our prevention team consistently performs inspections in a thorough and respectful manner. We also review pre-construction site plans to ensure that any new building being built in Markham meets the most current fire regulations and that these regulations are adhered to during the construction and occupancy phases. Our dispatchers are trained professionals who are available 24 hours a day, seven days a week to take your information and ensure that fire trucks respond as quickly as possible when an emergency arises. Our staff handle thousands of calls every year and treat each of them with the same urgency and professionalism.

## Fire Prevention

Effective fire prevention and education programs have been identified as the most cost effective and successful ways to deliver fire protection services and reduce the fire risk to Markham residents and their property.

### Long-Term Care/Hospital Program

Markham Fire and Emergency Services is committed to improving public fire and life safety. We strive to inspire and influence safer communities, safer work places, safer buildings and safer materials.

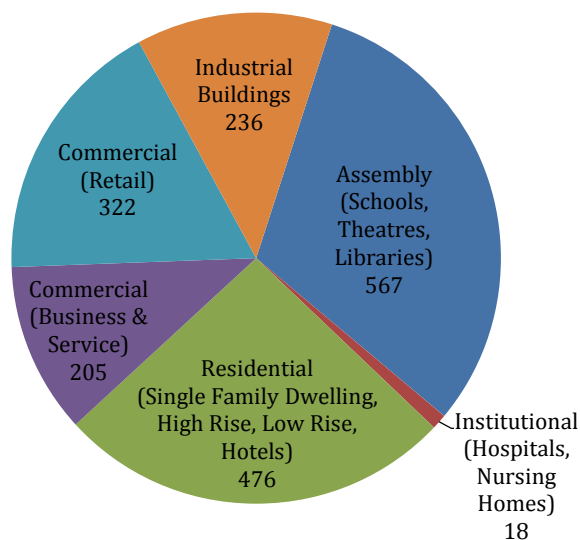
Recent events across the province in occupancies housing vulnerable personnel have identified the significance of fire safety planning and training and the importance of providing residents with the optimal level of fire protection. This can be achieved through fire prevention, public education, fire safety standards and enforcement, and fire suppression

The Markham Fire Prevention Division used the Ontario Fire Marshal guideline “Staffing Levels for the Emergency Evacuation of Residents in Care Occupancies” (TG-02-2012) as a reference. The guideline identifies a number of factors that should be taken into consideration when

establishing staffing levels for purposes of moving occupants to a point of safety during a fire emergency.

With the assistance from the run area suppression teams, our Prevention Officers have witnessed and evaluated two separate timed fire drills at each of the vulnerable occupancies.

Buildings Inspected in 2012 By Type





Chief Fire Prevention Officer Dick at the Fire Scene Evidence Preservation for Firefighters Seminar



Fire Prevention Officer Parkin, Senior Fire Prevention Officer Webb and Fire Prevention Officer Chan

We have effectively achieved the following:

- Assessment and classification of the occupancy type
- Assisted in the development and improvement of the facilities fire safety plan
- Ensured that all supervisory staff understand and are trained in their roles and responsibilities outlined in their fire safety plan
- Ensured that sufficient supervisory staff are on duty to implement the fire safety plan
- Established and maintain our operational guideline on inspections and enforcement.
- Assisted in a pre-fire plan for each occupancy with the suppression staff during fire drills
- Conducted annual target inspections for Fire Code compliance to address violations
- Thanks to Fire Prevention Officer Dyson who spear-headed this initiative

## Seminars

We participated in numerous information and education seminars during 2012, including:

### ■ Advanced Fire Investigation Workshop

In October 2012, Markham Fire Prevention hosted a 2-day fire investigation workshop with Dr. John DeHaan, one of the world's leading experts in fire investigation. This workshop was attended by 55 Fire and Police officials from all over Ontario.

The workshop covered a wide variety of topics including the new expectations and standards for documenting a fire scene, fires involving human bodies and low energy ignition sources.

### ■ Company Officer School (Markham Firefighters)

The objective of the Company Officer School is to familiarize the potential officers of their responsibility under the Fire Protection and Prevention Act, the Ontario Fire

Code, the Ontario Building Code, Fire Investigations and the forms used in Fire Prevention and Suppression Division.

### ■ Canadian Fire Safety Association (CFSA)

The CFSA provided hands on training to Fire prevention Officers around York Region in what to look for when commissioning new Fire Alarm Systems.

### ■ Seminar on Restaurant Hoods, Equipment, Extinguisher Systems

This half-day seminar detailed what is involved in the cleaning of kitchen exhaust systems and what Fire Prevention Officers should be looking for when accepting reports from exhaust cleaning companies.

### ■ Fire Scene Evidence Preservation for Firefighters

26 firefighters from the Region of York attended our Fire Scene Evidence Preservation seminar. This seminar was designed specifically for firefighters and the topics covered included roles and responsibilities at a fire scene, fire scene examination and reconstruction.

## Training Sessions

In addition to the many seminars, we delivered a number of valuable training sessions in support of fire safety awareness, including:

### ■ Family Fire Works Training Sessions

This annual training was designed for personnel who sell fireworks in the City of Markham. This is a mandatory program put on by both the Fire Prevention Division and the By-law Division in the safe storage and use of family fireworks. A total of 10 sessions were conducted prior to the Victoria Day and Canada Day celebrations.

### ■ Propane Awareness Training

6 sessions throughout 2012 to address the safe handling of propane.





Alarm Room Operator Riddell and Alarm Room Operator MacDonald

## Communications

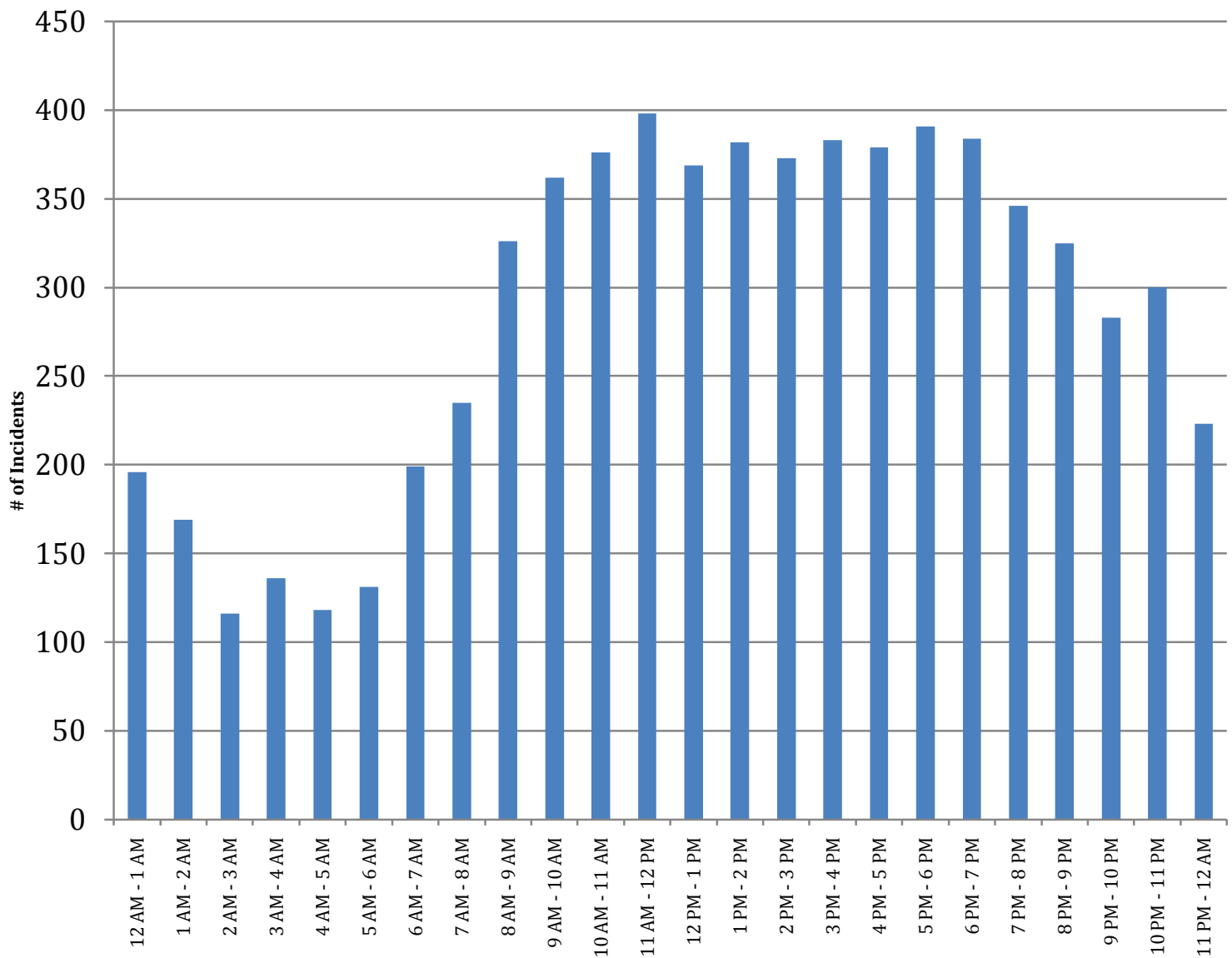
**C**ommunications plays a critical role in assisting Markham residents with emergency and non-emergency service requests. The team, ranging in years of experience from one to 27, handled approximately 66,000 incoming and outgoing telephone calls to assist Markham residents in 2012. Of these, a total of 6,905 emergency responses were generated and managed by the Communications Division.

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

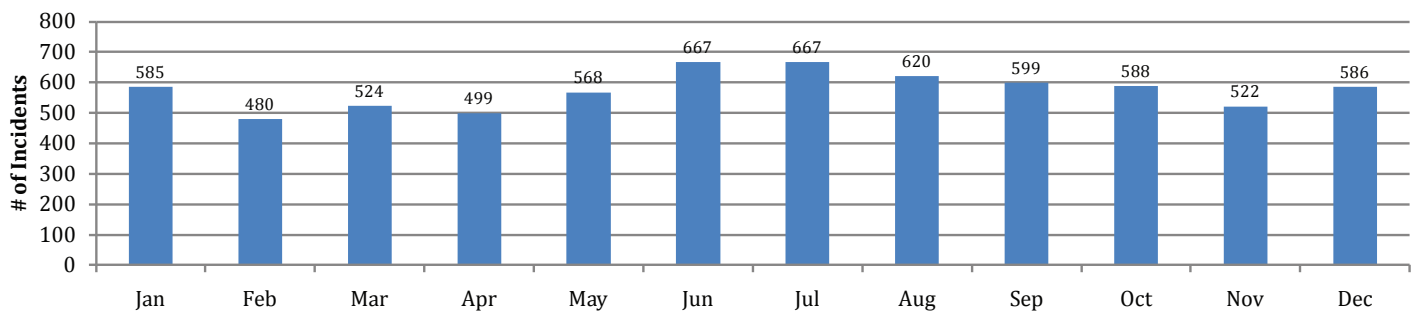
On September 9, 2012, the Communications Division relocated to its brand new location at the Fire and Emergency Services Headquarters at 8100 Warden Avenue. The new MFES Communications is a self-contained unit which has state-of-the-art equipment and facilities. The new location is much larger than the old Alarm Room at Fire Station 95, where Communications had been located since the late 1970's.

The addition of AVL/GPS (Automatic Vehicle Locator) in our mapping system has increased the Division's ability to provide more accurate responses as fire apparatus selection to respond is now determined by the actual location of the apparatus, rather than an approximate one. Although it takes an extra five seconds for the computer to provide the correct response, the average incident generation time remains at approximately 40 seconds, which is well within the guidelines of the National Fire Protection Association (NFPA) standard.

24-hour Incident Distribution By Volume, 2012



12-month Incident Distribution By Volume, 2012







Station 99 official opening, November 10, 2012



Christmas Toy Drive organized by Firefighter Makort and Firefighter Morrow



Training Officer Kennedy at Tim Hortons Camp Day



Station visit by the Chinese delegation from Tianjin Province, China



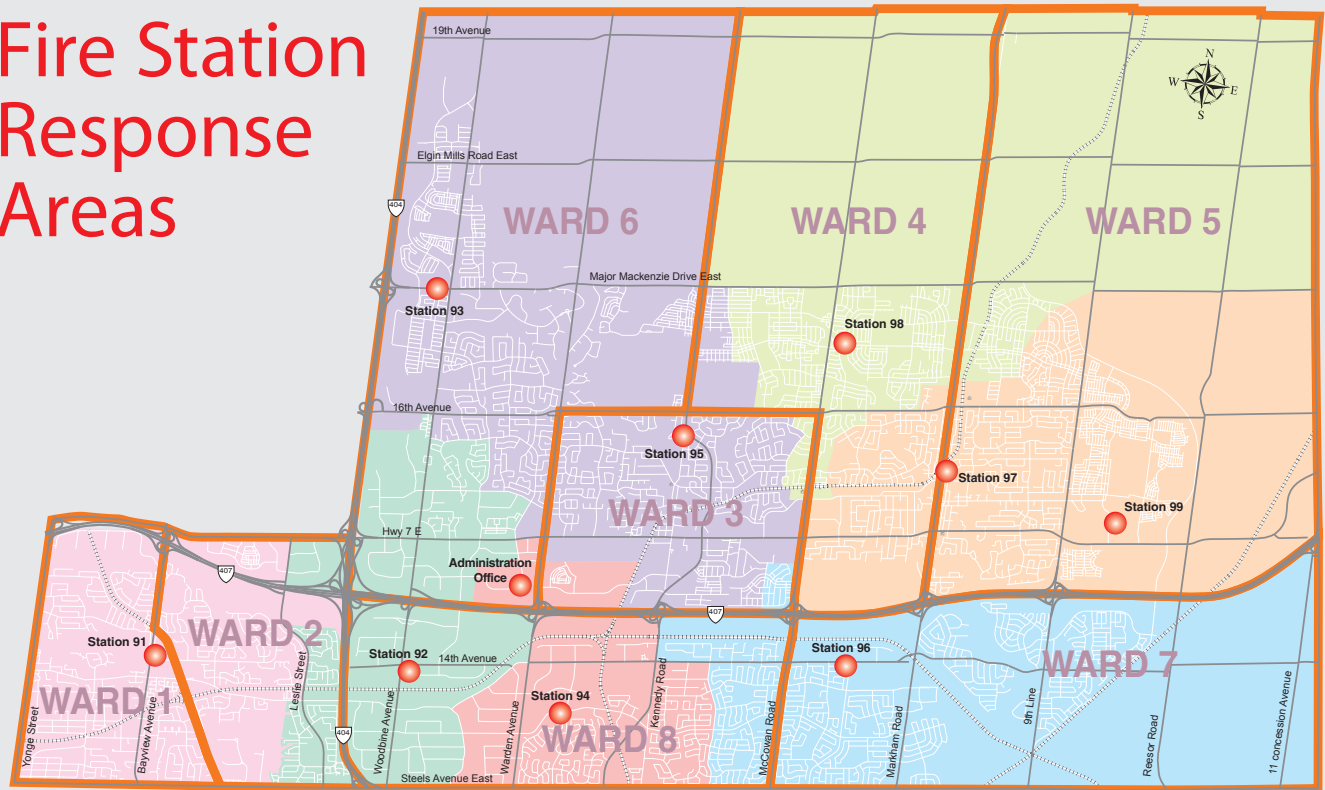
Pumper 9841 in pink in support of Canadian Breast Cancer Foundation



DQ Miracle Treat Day



# Fire Station Response Areas



**Station 91**  
7801 Bayview Ave.

**Station 92**  
10 Riviera Dr.

**Station 93**  
2930 Major MacKenzie Dr.

**Station 94**  
7300 Birchmount Rd.

**Station 95**  
316 Main St., Unionville

**Station 96**  
5567 14th Ave.

**Station 97**  
209 Main St., Markham

**Station 98**  
650 Bur Oak Ave.

**Station 99**  
3255 Bur Oak Ave.

**Administration Office:**  
8100 Warden Ave.



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