



ANNUAL REPORT 2007





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 places a strong emphasis on the training and education of our fire staff. Each year the fire department conducts approximately 30,000 hours of firefighter training and education sessions. This is an exemplary modern fire service.

Increasingly fire staff are recruited with advanced education and certainly the aptitude and desire to learn. When firefighters respond to a call for emergency services we are prepared for any condition we may encounter. In order to provide expert advice on the initial phone call, our communicators learn many different skills and information management techniques. Fire prevention officers work diligently to remain current on new systems and codes that affect our citizens. Our fire mechanics are certified every year for the tasks they perform to ensure we arrive safely.

Our fire employees often go on to take chief officer positions in our fire department and others in the province and beyond. Markham has a strong reputation and other fire departments recognize the level of achievement our staff attain.

We are asked and gladly share our training materials, developed by the training experts in fire and human resources, across the country. Our administrative staff continually seek to improve efficiency, and improve service.

Several employees have education at the university level including undergraduate and master degrees and, indeed, many teach through community colleges and service organizations. It is right in our fire culture and that is reflected in town wide service surveys. In the last two surveys, the fire service polled at the highest level in the municipality with between 96% and 100% satisfied or very satisfied with our service.

A handwritten signature in black ink, appearing to read "Don McClean". The signature is fluid and cursive, with a long horizontal line extending to the right.

ADMINISTRATION DIVISION



*Don McClean
Fire Chief*



*Shayne Mintz
Deputy Fire Chief*



*Bill Snowball
Deputy Fire Chief*

In 2007, the fire and emergency services undertook several major projects that allowed us to better serve and protect the citizens of the Town of Markham.

Emergency Planning:

The Fire and Emergency Services, as the lead department in Emergency Management oversaw the restructuring of the Town's Emergency Operations Centre while also increasing and enhancing the Town's Emergency Planning Committee involvement in the program.

The department was responsible for undertaking and distributing the annual Emergency Preparedness Plan revisions as well as completed work on Pandemic Planning initiatives such as Critical Process maps for each department.

In addition, the department orchestrated two emergency exercises throughout the year. One exercise was an Emergency Operations Centre assembly and orientation exercise and the other was a seminar type exercise based on a Pandemic Flu theme.

The department also assisted the Town's Water Works Department on their journey to completing the emergency preparedness standards of the new Drinking Water Quality Management System (DWQMS).

The Town hosted the annual Emergency Preparedness Week activities at Markville Shopping Centre over the period of May 7 - 13. We hosted over 100 Brownies and Girl Guides in emergency preparedness activities as well as discussed the need for a 72-hour emergency preparedness kit in each home with many other mall patrons.



Fundraising for Risk Watch program, Deputy Chief Snowball, Platoon two firefighters and Wal-Mart Manager and Public Relations Representative

SUPPRESSION DIVISION

The suppression division responded to over 7,649 emergencies resulting in apparatus leaving the station over 14,740 times. The Learn Not to Burn program continues to grow in the schools with 24 crews participating. Two crews are also active in the Risk Watch program. Crews participated in community events such as the various community festivals and street parties.

For the first time in 10 years, we sustained our first residential fatality in Markham.

In addition, the fire department lost Captain Paul Donahoe in October. This was the first line of duty death the department has experienced. Paul was active within the department and community and will be missed by all. Two members of the suppression division resigned during the year.

Congratulations to the following staff who were promoted during 2007;

1. Phil Dawson - District Chef
2. Mike Perreault – Acting District Chief
3. Walter Brinston – Captain
4. Glen Hall – Captain



*Heritage Village,
Anna Russell Way*



81 Willowbrook Ave.



Captain Paul Donahoe funeral

COMMUNICATIONS DIVISION

The Communications Division processed over 51,000 telephone calls in 2007. In addition to requests for Fire and Emergency Services assistance for both the Town of Markham and the Town of Whitchurch-Stouffville, communication staff also received calls for fire administration public inquiries and requests for after-hours Town of Markham services. All of these contribute to the total call volume number.

The alarm room operators generated and managed a total of 8,555 emergency

and non-emergency Fire Department Incident responses for their customers in the Town of Markham and the Town of Whitchurch-Stouffville. The total call volume represents an increase of 7.25% over the previous year.

The Communications Division staff maintained an average incident generation response time of less than 33 seconds in 2007, well within the acceptable time range stated in the Standard set by the National Fire Protection Association (NFPA).



Dispatch Supervisor Mike Gottlieb



Lori Pegg



Janet Clarry and Lesley Chepack

MECHANICAL DIVISION

The division outfitted two new pumpers during 2007 which completed the standardization of our front run fleet. The average age of the front run apparatus is 3.3 years. The standardization has allowed us to reduce our parts overhead as well as perform preventative maintenance. The mechanical division has received training and become extremely familiar with the components of the new apparatus. Under the direction of Laurie Canning, Corporate Manager of Fleet & Supplies, Kelly, Paul and Bill coordinate all annual inspections of trucks, ladders and pumps and with the completion of the pump test pit located at Miller Ave. we will be doing the pump testing in-house this year. The division processed over 400 work orders this year.

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



Paul Saunders and Kelly Pickering



Laurie Canning



Bill Vliek

FIRE PREVENTION DIVISION



Mount Joy P.S.

Once again the Fire Prevention Division has successfully met the mandate of the Fire Department and the demands of the community. We were able to deliver an effective and efficient level of service throughout the Town of Markham.

The ever expanding role of the Fire Prevention includes fire prevention, public education,

plans examination and fire investigation services. These initiatives are accomplished by enforcement of various codes, performing routine fire safety and complaint inspections, dealing with mandated code compliance issues, enforcing municipal by-laws, issuing and approval of various permits, review and approval of construction plans, site plans and subdivision/development agreements.

On a daily basis Fire Prevention is also responsible for conducting fire investigations, general inspections, retrofit inspections, business licence inspections, and the review of fire safety plans, site development plans, new construction plans, public education and the investigation of complaints. A great many other inspections were conducted at the request

of law firms, mortgage companies, day care centres, lodging houses and those needing liquor licenses.

The Fire Prevention Division is also responsible for the inspection and approval of pyrotechnical displays and open burning permits.

Co-operation with town departments, such as, the Building Department, the Planning Department, the Clerks Department, Engineering, Water, Hydro and Legal will continue to ensure the highest level of service to our citizens. Fire Prevention also deals with the Ontario Fire Marshal, the Ministry of the Environment, the Technical Standards and Safety Authority, the Electrical Safety Authority and YRP to ensure that fire matters and complaints are resolved.



Firefighters play basketball as part of literacy program at Coppard Glen P.S.

Public Education

The goal of the Markham Fire and Emergency Services is to reduce the loss of life and property and aid in the protection of the environment. One way in which this is achieved is through public education to the children and citizens of our community. Public education is a very important part of the overall activities of

the Fire Department and the Fire Prevention Division. Our public education initiatives strive to teach every person who lives, learns, works or plays in our community, proper fire and life safety. Our Fire Prevention Officers and firefighters bring life-saving messages to the community through our many programs, from school programs such as “Learn Not To Burn” and “Risk Watch” or business lectures, to our innovative Alarm for Life Program.

The Fire Department works in conjunction with a variety of community groups and organizations and provides leadership in public education within the community.



Nick Webb at McDonald's day



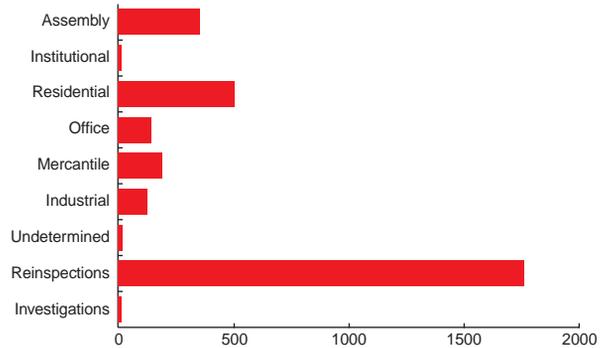
George Macris, Scott Daniel and Doug Parkin

Activities

| | |
|-------------------------------------|--------------|
| Community Presentations | 256 |
| Plans Review | 679 |
| Plans Agreements | 188 |
| Plans Inspections/Tests | 247 |
| Fire Break Inspections | 323 |
| Fire Investigations | 13 |
| Total Inspections/Fire Code: | 3,143 |

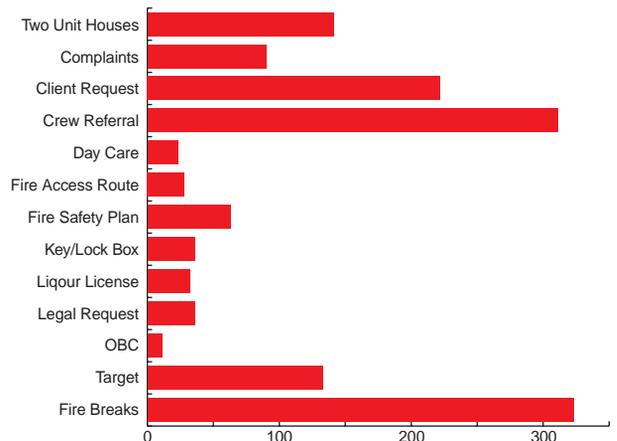
Inspections by Occupancy Type

| | |
|----------------|--------------|
| Assembly | 354 |
| Institutional | 17 |
| Residential | 508 |
| Office | 143 |
| Mercantile | 194 |
| Industrial | 127 |
| Undetermined | 20 |
| Reinspections | 1,767 |
| Investigations | 13 |
| Total | 3,143 |



Inspections by Type

| | |
|-------------------|-----|
| Two Unit Houses | 141 |
| Complaints | 90 |
| Client Request | 222 |
| Crew Referral | 311 |
| Day Care | 23 |
| Fire Access Route | 28 |
| Fire Safety Plan | 63 |
| Key/Lock Box | 36 |
| Liquor License | 32 |
| Legal Request | 36 |
| OBC | 11 |
| Target | 133 |
| Fire Breaks | 323 |



COMMUNITY PRESENTATIONS

| Occupancy | | # of Participants | Total # of Presentations |
|------------------------|------------------------------|-------------------|--------------------------|
| Group A | Assembly | 5,601 | 99 |
| Group B | Institutional | 386 | 11 |
| Group C | Residential | 400 | 15 |
| Group D | Business & Personal Services | 6,563 | 21 |
| Group E | Mercantile | 1,100 | 6 |
| Group F | Industrial | 181 | 9 |
| Other Community Events | | 115,670 | 95 |
| Total | | 129,901 | 256 |



David Blizzard and Jason Scovell at Lunch & Learn



Chief Mintz at After the Heat presentation, Heritage Village



CFPO Glenn Dick at Markham Fair



Jason Scovell at Taste of Asia

| PLANS REVIEW | | |
|--------------------------------------|--|------------|
| Site Plan Review | | 391 |
| Subdivision Site Plan Review | | 24 |
| Sprinkler/Standpipe/Fire Pump Review | | 3 |
| Extinguishing System Review | | 29 |
| Engineering Plan Review | | 29 |
| OBC Plan Review Base Building | | 15 |
| Fire Alarm Plan Review | | 12 |
| Retrofit Plan Review | | - |
| Fire Route Signage Plan Review | | - |
| Variance/Rezoning | | 176 |
| Total | | 679 |
| FINAL AGREEMENTS / MEETINGS | | |
| Site Plan Agreement | | 46 |
| Subdivision Development Agreement | | 24 |
| Meetings/Interoffice/Consultants | | 88 |
| Subdivision Acceptance | | 30 |
| Total | | 188 |
| TESTS / INSPECTIONS | | |
| Fire Protection Equipment Tests | | 59 |
| OBC Finals with Building Dept. | | 93 |
| Water Flow Tests | | 24 |
| Fire Code Inspections | | 26 |
| Public Enquiry | | 45 |
| Total | | 247 |

PUBLIC EDUCATION DIVISION



Councillor Alex Chiu, Junior firefighter and Deputy Chief Bill Snowball



Summer camp



Bruce Weaver, OFM Health Care Facility workshop in cooperation with Markham

Fire & Life Safety are an integral part of Markham Fire and Emergency Services and we continue to provide the most current resources available to those who live, work and play in Markham. In 2007, the fire department attended over 256 community events providing fire & life safety information to more than 129,901 people. We had 31 community groups visit our fire stations.

Junior Fire Fighter

Our Junior Fire Fighter program is always a great

success with all grade three students eligible to participate by writing a one page story about how they will be incorporating safety into their activities during the summer. Three of the Risk Watch safety/injury components must be used in their story. Markham had over 400 entries submitted into the contest with Alissa Kok Ching Kong from Wismer Public School being chosen as Markham's winner for 2007. The day consisted of rolling out a hose, hitting a target with water and portable fire extinguisher training.

Comfort Bear

We have been conducting the comfort bear program for the past 19 years and it has always been a great success. Firefighters provide a comfort bear to a child that has been involved in a traumatic experience whether to themselves or a family member. In 2007, Unilever Canada donated 135 comfort bears and Markham Contact Centre donated 150 bears to our program, firefighters handed out 64 comfort bears to children.



Emergency Preparedness at Markham Shopping Centre, David Blizzard with Girl Guides.



SafetyLand



Jackie Dyson at Unionville Home Society presentation

Learn Not To Burn (LNTB)

Our LNTB program has been an on-going fire safety program in Markham for the past 12 years. It is directed to the primary grades of elementary schools. Markham has 24 schools participating in the program. Each school is adopted by fire fighters within their response area and are visited on a monthly basis to review the lesson.

In 2007, we created a fun interactive outdoor exhibit designed to teach fire safety and injury prevention to over 5,000 young people and their families. Partnering once again with PowerStream, Red Cross and Seneca College we had enough staff to feature hands-on interactive exercises and displays to create a fun and safe way to learn and play in today's world.

SafetyLand Highlights

The Jr. Firefighter challenge motivated our kids and tested their skills as a Jr. firefighter.

We displayed the history of Markham Fire Department, and showcased firefighting gear from yesterday and today.

Canada's leading internet provider - Bell Canada talked about online safety helping children and adults understand and deal with any risk they may encounter in the cyber world.



Karen Harvey and Peter Johnson at Aldergrove P.S., end of year LNTB celebration

Risk Watch

This program is directed at injury prevention, which includes fire safety. Markham is part of the York Region Risk Watch Coalition which includes Police York Region Health, Poison Control, and the Community Safety Village. At this time we have 17 schools participating.

TRAINING DIVISION



Acquired structure training

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

In 2007 approximately 30,000 hours of training were logged through the delivery of new training programs along with the quarterly maintenance training requirements.

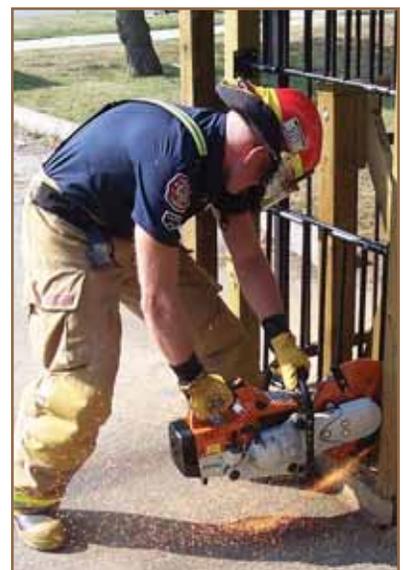
Training accomplishments for 2007 include:

1. Practical Fire Tactics

This year included the continued use of an acquired structure for practical fire tactics training. Scenario based fire tactics training focused on fire ground basics including personnel accountability, scene organization and safety. All training division members participated as facilitators and evaluators. Approximately 190 suppression personnel received the practical training.

2. Company Officer School

Company Officer Training School session for newly promoted company officers as well as mentor officers was conducted in 2007. 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 complete the 50 hours of training.



Power saw workshop

3. Ice/Water Rescue

On shift ice/water instructors conducted practical ice/water rescue training scenarios for both shore based and water entry trained personnel. Rescue skills were practiced in community pools as well. As with any rescue training, medical skills are considered and applied.

4. Driver/Operator Training

The Fire Service's driver/operators were trained and evaluated on their annual airbrake and circle check as per Ministry of Transportation requirements. In addition, apparatus evaluations were administered to allow firefighters to become qualified driver/operators of our apparatus.



Firefighter survival – wall breach training



May day training

5. Emergency Medical Responder/Defibrillation

Emergency Medical Responder (EMR) on-shift instructors in conjunction with the EMR program coordinator conducted medical emergency training in addition to a review of previously taught material as part of the Durham/York Base Hospital program.

Cardiopulmonary Resuscitation and Automated External Defibrillator recertification and practical scenarios were also conducted.

6. Firefighter Survival

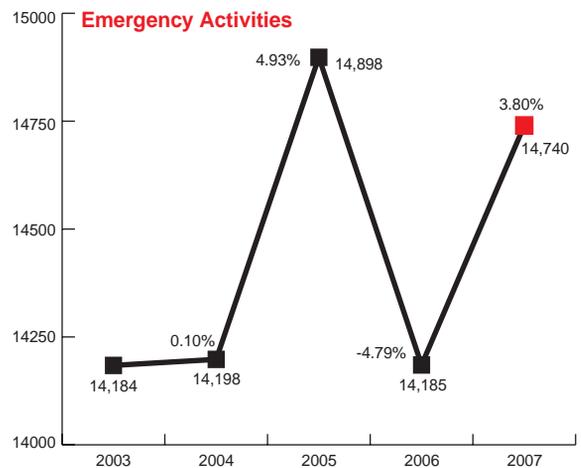
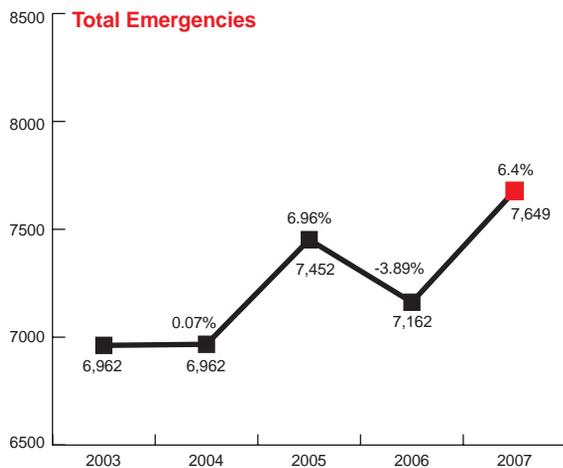
Suppression staff were instructed in practical survival techniques including wall breaching, wire disentanglement, rapid intervention crew operations, rescue kit deployment and may-day communications.

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

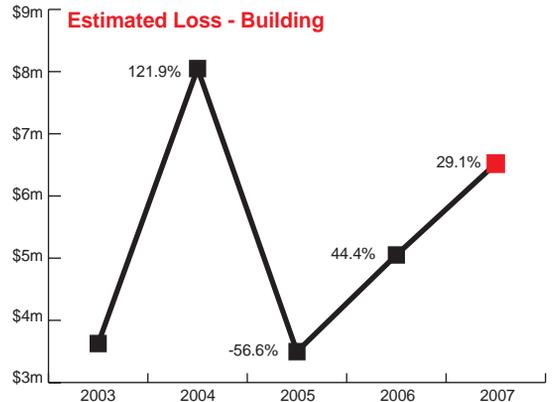
TOTAL INCIDENT AND VEHICLE ACTIVITY

| TYPE OF INCIDENT | 2003 | | 2004 | | 2005 | | 2006 | | 2007 | |
|--------------------------------------|--------------|------------------------|--------------|------------------------|--------------|------------------------|---------------|------------------------|--------------|------------------------|
| | 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 | 3,025 | 3,252 | 3,015 | 3,213 | 3,184 | 3,386 | 3,094 | 3,303 | 3,445 | 3,656 |
| Burning Complaint/Public Assist | 235 | 289 | 295 | 366 | 329 | 411 | 307 | 382 | 374 | 429 |
| Motor Vehicle Collision | 998 | 2,257 | 931 | 2,098 | 927 | 2,095 | 913 | 1,983 | 1,057 | 2,250 |
| Fire/Smoke Visible | 309 | 1,366 | 274 | 1,286 | 255 | 1,191 | 229 | 1,083 | 255 | 1,243 |
| Aircraft Incident | 10 | 49 | 9 | 46 | 7 | 35 | 9 | 50 | 7 | 36 |
| Police/Medical Assist | 85 | 95 | 84 | 94 | 70 | 82 | 70 | 79 | 90 | 103 |
| Remote Alarm | 1,322 | 5,380 | 1,328 | 5,535 | 1,446 | 5,918 | 1,397 | 5,752 | 1,301 | 5,409 |
| Hazardous Material | 623 | 928 | 699 | 1,006 | 892 | 1,189 | 830 | 1,064 | 794 | 1,085 |
| Brush/Grass Fire | 59 | 140 | 53 | 122 | 72 | 201 | 59 | 135 | 63 | 156 |
| Train Incident | 2 | 10 | 0 | 0 | 2 | 5 | 0 | 0 | 1 | 5 |
| Garbage Fire | 48 | 58 | 44 | 65 | 52 | 76 | 42 | 56 | 39 | 44 |
| Vehicle Fire | 110 | 184 | 105 | 175 | 83 | 126 | 84 | 141 | 91 | 146 |
| Industrial Accident | 14 | 29 | 19 | 47 | 15 | 36 | 11 | 23 | 15 | 36 |
| Hydro/Telephone/Mailbox | 55 | 65 | 42 | 56 | 48 | 58 | 40 | 47 | 57 | 71 |
| Lock-out (house, car, elevator) | 62 | 68 | 61 | 66 | 63 | 68 | 71 | 75 | 56 | 62 |
| Mutual Aid | 4 | 11 | 7 | 18 | 5 | 12 | 5 | 7 | 4 | 9 |
| Water Rescue | 1 | 3 | 1 | 5 | 2 | 9 | 1 | 5 | 0 | 0 |
| TOTALS | 6,962 | 14,184 | 6,967 | 14,198 | 7,452 | 14,898 | 7,162 | 14,185 | 7,649 | 14,740 |
| % Difference of previous year | 6.76% | 7.11% | 0.07% | 0.10% | 6.96% | 4.93% | -3.89% | -4.79% | 6.4% | 3.80% |



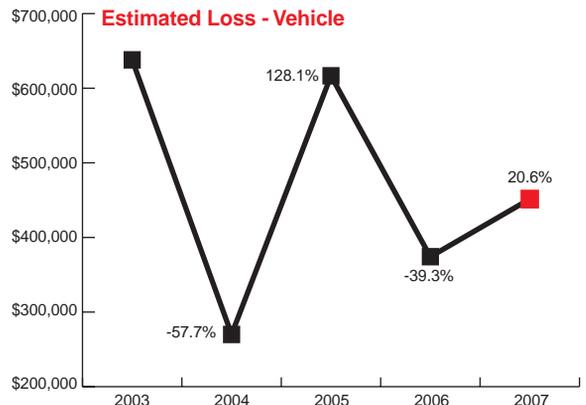
ESTIMATED DOLLAR LOSS

| | Building | (+ or -) |
|---------|--------------------|--------------|
| 2003 | \$3,626,700 | |
| 2004 | \$8,048,500 | 121.9% |
| 2005 | \$3,496,900 | -56.6% |
| 2006 | \$5,051,209 | 44.4% |
| 2007 | \$6,519,800 | 29.1% |
| Average | \$5,348,622 | |



ESTIMATED DOLLAR LOSS

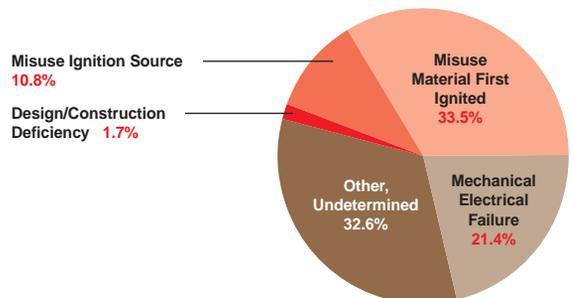
| | Vehicle | (+ or -) |
|---------|------------------|--------------|
| 2003 | \$638,000 | |
| 2004 | \$270,000 | -57.7% |
| 2005 | \$616,650 | 128.1% |
| 2006 | \$374,210 | -39.3% |
| 2007 | \$451,400 | 20.6% |
| Average | \$470,052 | |



Fires over \$50,000

| Possible Cause | Amount |
|--------------------------------|--------------------|
| Incendiary | \$0 |
| Accidental | \$0 |
| Design/Construction Deficiency | \$100,000 |
| Misuse Ignition Source | \$645,000 |
| Misuse Material First Ignited | \$2,000,000 |
| Mechanical Electrical Failure | \$1,280,000 |
| Other, Undetermined | \$1,950,000 |
| TOTAL | \$5,975,000 |

Fire Over \$50,000 (Possible Cause)



FIRE STATIONS

Fire Station 91



Fire Station 92



Fire Station 94



Fire Station 95



Fire Station 96



Fire Station 97

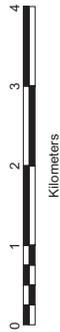


Fire Station 98



- 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 | 7801 Bayview Avenue | Station 92 | 10 Riviera Drive |
| Station 94 | 7300 Birchmount Road | Station 95 | 316 Main Street, Unionville |
| Station 96 | 5567 Fourteenth Avenue | Station 97 | 209 Main Street, Markham |
| Station 98 | 650 Bur Oak Avenue | | |



New fire department Smart car



101 Town Centre Boulevard
Markham ON L3R 9W3
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www.markham.ca