



City of Markham

2021 Highlights





John Daniels Park lit with gold to celebrate Andre De Grasse's golden moment at the Tokyo 2020 Olympic Games.

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Markham City Council (2018-2022)

(Top Row:) Ward 7 Councillor **Khalid Usman**, Ward 3 Councillor **Reid McAlpine**,
Ward 5 Councillor **Andrew Keyes**, Ward 2 Councillor **Alan Ho**

(Middle Row:) Regional Councillor **Jim Jones**, Deputy Mayor **Don Hamilton**,
Mayor **Frank Scarpitti**, Regional Councillor **Jack Heath**, Regional Councillor **Joe Li**

(Lower Row:) Ward 4 Councillor **Karen Rea**, Ward 6 Councillor **Amanda Collucci**,
Ward 1 Councillor **Keith Irish**, Ward 8 Councillor **Isa Lee**

Message from the Mayor

The City of Markham marked its 50th Anniversary since incorporation in 2021. The roots of the current Corporation of the City of Markham date back to the creation of the Regional Municipality of York when Unionville, Milliken, Thornhill and Markham Village were consolidated to form the Town of Markham.

Since our incorporation in 1971, Markham has transformed into a premier Canadian municipality focused on celebrating our history, driving innovation, reducing our environmental footprint, ensuring everyone feels included, delivering exceptional services with state-of-the-art facilities and strong fiscal stewardship. Our community has grown but one thing has remained the same: Markham continues to be a desirable place to live, work and play.

Our city is home to the world — a beautiful mosaic of peoples from all walks of life. Markham is Canada's most diverse city and with that comes a responsibility to ensure everyone feels welcome, heard and included. In these challenging times of a global pandemic, it is important that we continue to support one another while appreciating and celebrating our diversity. We belong to a greater global community that values inclusivity, intersectionality, harmony and social cohesion.

In the face of adversity, we rose to the challenge. In late 2021, we passed a budget that kept taxes low and invested in a safe and sustainable recovery. We continued delivering critical services while making key capital investments in facilities, infrastructure and amenities that support Markham's strategic goals. Markham maintains the lowest 17-year average property tax increase in the GTA.

I want to thank our exceptional City staff for their extraordinary efforts in the past year, particularly responding to the Covid-19 pandemic. I also want to thank our residents, business community and partners for their feedback, participation and collaboration.

As the longest serving member of Council and Markham's longest serving mayor, I have witnessed firsthand the commitment to excellence by respective councils over the years. Our 50 years of excellence is a strong foundation on which Markham can continue to thrive well into the future.



Frank Scarpitti
Mayor

Message from the CAO

The City of Markham delivers exceptional services by exceptional people. Despite the many challenges of the pandemic, the City continued essential services and prioritized its commitment to maintain momentum on delivering a number of key ***Building Markham's Future Together (BMFT)*** strategic actions under Council's four goals.

Throughout the pandemic, our corporation has remained steadfast in our commitment to delivering our award-winning services. To assist with the largest mass vaccination effort in Canadian history, the City of Markham provided space in recreation centres to health care partners such as Oak Valley Health and the Region of York to vaccinate residents. Furthermore, the City of Markham recruited and provided non-clinical staffing and volunteer support to mass vaccination centres. This mobilization of resources and personnel could not have been accomplished without the support and dedication of our committed team of Markham staff.

The City of Markham also moved forward with exciting initiatives such as the expansion of the successful Winter Pathway Program and installation of five new outdoor ice skating rinks. Markham's new East Works Yard opened in the Fall of 2021, allowing for an improvement in coverage and response times to winter maintenance activities. Community consultations for the update to Markham's Diversity Action Plan began in late 2021 and the final plan and recommendations will be brought before Council and the community in 2022. We continued our important work on Indigenous reconciliation by reaffirming our support and commitment to fulfilling the municipally related Calls to Action from the National Truth and Reconciliation Commission.

Our commitment to environmental sustainability and combatting climate change is unmatched in the region and our successful and growing technology, hardware and automotive cluster is reinforcing our position as a hub for innovation. The City of Markham was ranked by Forbes as Canada's top municipal employer and we are joined on the list by several leading-edge and innovative Markham-based companies.

The future is bright for the City of Markham and I am proud of our exceptional progress in accomplishing our strategic goals. I look forward to sharing more of our progress in 2022.



Andy Taylor
Chief Administrative Officer



Supporting Our Community in Extraordinary Times

The Covid-19 pandemic presented many challenges and opportunities for the City of Markham. While progress continued on the City's strategic goals and actions, the organization adapted its programs and services and shifted to provide support to the community and its partners.



Health

Mass vaccination clinics

hosted at Cornell Community Centre, Aaniin Community Centre, Thornhill Community Centre and Armadale Community Centre.

City-led recruitment

of staff and volunteers for mass vaccination clinic at Aaniin Community Centre.



Safety

Timely communication of public health measures, vaccination rollout and updates to programs and services to residents.

Introduction of health screening and Proof of Vaccination

protocols at all City of Markham community facilities.

Safe reopening

of select community centres delivering award-winning services.

High rate of adoption of the Ontario Safe Travel Stamps

program by Markham businesses.





Health care staff posed for a picture at one of the mass vaccination clinics (left). Resident receives vaccination (right).

- Leadership

Four

Covid-19 update reports presented to Council.

Advocacy for Safe Restart funding in collaboration with municipal partners.

Implemented a **fast-tracked patio permits** process to support restaurants during pandemic.

Delivered a robust **Destination Markham** marketing strategy and digital loyalty program to support businesses and promote tourism.



Services

220,000 visits to 6 reopened Markham Public Library branches.

Coordination with local BIAs on reintroduction of public events such as farmers markets.

‘Live & Connected’ virtual performance series delivered by Flato Markham Theatre.

Supported **‘My Main Street’** grant applications totaling more than **\$120,000** to support business recovery projects.

Building Markham's Future Together

At the start of each new Council term, Markham Council and Staff revisit the strategic plan to confirm the City's goals and objectives and identify key priorities for the term.

Building Markham's Future Together (BMFT) establishes the City's vision, mission and values as the framework for both Council decision-making and day-to-day employee focus and ensures that resources are allocated to support the strategies and initiatives that help the City achieve its desired outcomes.



Exceptional Services by Exceptional People

We embrace a bold and innovative culture that empowers and inspires excellent services within a collaborative and healthy work environment.



Leveraging Technology

7.6 million

visits to Markham's website.

17.6 million

views of Markham's social media channels.

23%

increase of residents using
Markham's eProperty Tax system.



Enhanced accessibility through
closed-captioning of all City virtual meetings.

11,000 unique conversations with

**Markham's
online AI Virtual
Assistant,**

expanded in 2021 to include
50 new topics.

Continued growth of
YourVoiceMarkham

an interactive web portal
home to 80 surveys seeking
feedback on City projects.



Service Excellence

264,000+

phone calls, **132,000+** emails and **20,000+** online chats answered by Markham's Call Centre team.

4,000

registrants attended **55 virtual seminars** hosted by Economic Growth, Culture & Entrepreneurship.

3,000+

Stationary and Mobile Business Licenses issued.

75%

of lost dogs reunited with their owners by Animal Services

99

cat adoptions during the pandemic.

6,900

emergencies and fires responded to by Markham Fire and Emergency Services.

3,582

new residential building permits processed and issued.

600 hours

of zoning review provided by staff to support development

Fall 2021 opening of
East Markham Works Yard
improved winter maintenance and operations to residents.



Recognitions

Markham's 'FOG Clogs – Protect your Pipes'

communications campaign won 3 International Association of Business Communicators awards.

Bicycle Friendly Community

Silver Designation awarded to Markham for investments in the City's cycling and trails network.

Markham's styrofoam ban

wins CAMA Environment Award and AMO P.J. Marshall Innovation Award.

Aaniin Community Centre & Library

won 'Building of Significance Award' at the 2021 Markham Urban Design Excellence Awards.

Markham's Artificial Intelligence Pothole Detection Pilot Project

won IDC Smart Cities North America Award.

Platinum Level Certification

awarded to the City by the World Council on City Data (WCCD) for the second consecutive year.



Named **Canada's Top City Employer** by Forbes in 2021 & 2022

Continuous Learning and Development

Staff training on Anti-Black Racism and Unconscious Biases

Launch of peer-to-peer Staff Well-Being Program



Engaged, Diverse, Thriving and Vibrant City

We are an inclusive city, engaging everyone in building a livable, caring and culturally vibrant community while respecting our past.



Engaged

20+
virtual events
hosted to maintain
community
connections during
the pandemic.

Launch of
inaugural
**Mayor's Black
Youth Liaison
Committee.**

Community banner program
launched in celebration of
**Markham's 50th
Anniversary**
since incorporation.

Overdue library fines
eliminated for children and young adults reduces
barriers to community library use.

Formation of
partnership
between
**Markham Fire
and Humber
College** to
reduce barriers
for Black,
Indigenous
and Racialized
students
pursuing careers
in firefighting.



Kids playing at newly opened Harmony Park (left). Markham 50 banners on Main St. Markham (middle). Family enjoying new bike trail (right).



Diverse

70 proclamations
issued commemorating dates of significance.

10 community consultations
resulting in **1100+ responses** to Markham's Diversity Action Plan Update community survey.

Launch of new **City of Markham Indigenous Land Acknowledgment** in consultation with Indigenous communities and partners.

National Truth and Reconciliation Day
educational program hosted corporately.



Thriving

\$48,500
in **Celebrate Markham** grant funding provided to community groups.

5 new City parks
launched, totaling **30 acres**.

5 new
outdoor public **skating rinks** opened seasonally.

95 new pathways
totalling **29+ kilometres** of pathways maintained for outdoor winter use.

Advancement of partnerships
with York University, ventureLAB and Markham Board of Trade

Markham names **'University Boulevard'** across from future **York University Markham Campus**.



High-density development in Markham Centre.

Safe, Sustainable and Complete Community

We strive to achieve complete communities with an excellent quality of life. We ensure community safety and enhance the natural environment and built form through sustainable integrated planning, infrastructure management, and services.



Safe

2,250 KM

of road repaired, totaling \$6.8 million.

Two

rural anti-whistling rail crossings completed.

Pedestrian crossovers

introduced to enhance safety and reduce speeding in the community.



Sustainable

18

new **electrical vehicle charging stations** installed at City facilities.

\$11.9 million

in **Flood Control Program** work completed in West Thornhill.

\$71 million

invested in **Flood Control Program** work to date across the City.

10,500 trees

and shrubs planted to **create 3.7 hectares of forest.**



Complete Community

Yonge North Subway Extension received Federal funding.

Housing Choices: Markham's Affordable and Rental Housing Strategy is approved by Council.

New community **geothermal energy system** pilot partnership with Mattamy Homes and Enwave.

#MarkhamMiX
- Markham Innovation Exchange (MiX) vision approved by Council

Markham's new **Fire Training Centre** opened.

Adventures of the 905 Green Team: Exploring Markham's Energy book launched at library branches.

First phase of **Markham Centre Trail** completed from Warden Ave. to Birchmount Ave.

Stewardship of Money and Resources

We demonstrate exceptional leadership using sound, transparent and responsible fiscal & resource management and policy development to mitigate risks while enabling efficient and effective service delivery.

Lowest
17-year property tax rate increase in GTA.

1.95%
property tax rate increase for 2022.

\$3.7 million
in **efficiency savings** part of 2022 Budget.

1,650 water meters repaired and replaced.

\$2.5 billion
residential construction value in 2021.

Markham Fire welcomes **York Paramedic Services** to Station 95 resulting in revenue generation

\$3.5 billion
in **total construction value** in 2021.

Successfully bargained
updated Collective Agreements with CUPE.

2
Auditor General Reports completed.



Markham's Olympic athletes from left to right: Jayde Riviere, Zachary Gingras, Andre De Grasse, and Melissa Papaconstantinou.

Key Services

Access Markham Online

Public art and public realm

Local roads, bridges and sidewalks

Building standards

Sustainability

Markham Museum

Community centres

Varley Art Gallery

Permits and licensing

Economic development

Water and wastewater

Property taxes

Flato Markham Theatre

Heritage and conservation

Animal services

Recreation programs

Libraries

Bylaw enforcement

Traffic Management and cross guards

Parks and pathways

Customer contact centre

Waste and recycling

Planning and development

Fire and emergency

Winter maintenance

Forestry



Our Mission Statement

Working with the community to provide high-quality municipal services that meet, if not exceed, the expectations of residents and businesses.

Our Vision

Markham, the leading Canadian municipality – embracing technological innovation, celebrating diversity, characterized by vibrant and healthy communities – preserving the past and building for the future.

Our Values

- Cooperation and teamwork
- Focus on continuous improvement
- Respect for the individual
- Process-driven and prevention-based strategic planning
- Primary focus on the customer
- Responsibility to society
- Leadership through involvement
- Factual approach to decision-making
- People encouraged to make a contribution



Steven Stamkos brought Stanley Cup to Markham (above). Family skating at Markham Civic Centre outdoor rink (back cover).

Markham information in many languages

Information Markham en plusieurs langues

ਮਾਰਖਮ ਬਾਰੇ ਕਈ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਜਾਣਕਾਰੀ

Informazioni su Markham in molte lingue

萬錦市以多種語言發佈的信息

اطلاعات مارکھام به زبانهای مختلف

அநேக மொழிகளில் மார்க்கம் செய்தி

بہت ساری زبانوں میں مارکھم کی معلومات





Markham Civic Centre

101 Town Centre Blvd., Markham, ON, L3R 9W3
905.477.5530 | customerservice@markham.ca
Markham.ca/StrategicPlan

