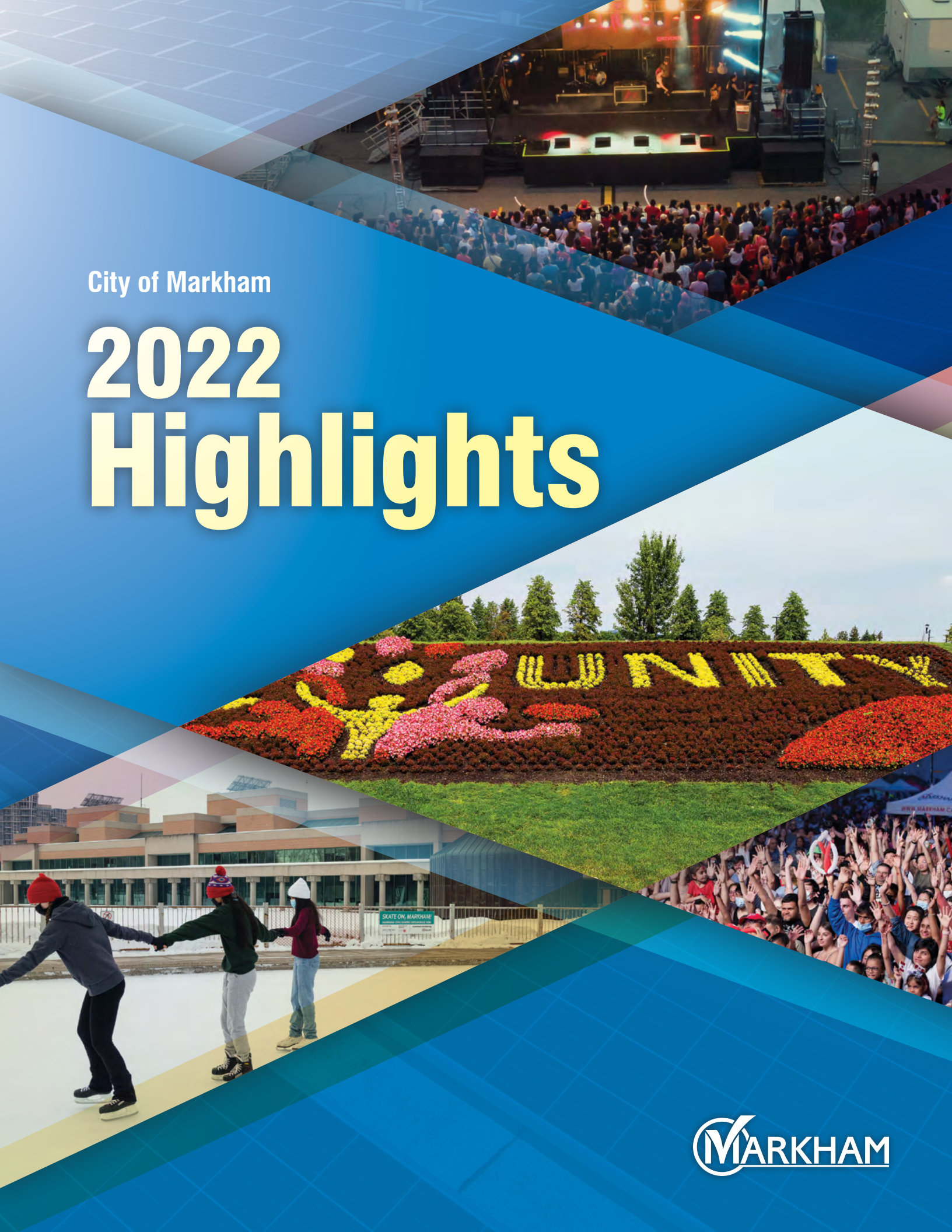


City of Markham

# 2022 Highlights







Members of Markham Council for the 2022-2026 term at Inaugural Meeting on November 15, 2022

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## Markham City Council (2022–2026)

(Front Row L to R:) Ward 8 Councillor **Isa Lee**, Ward 6 Councillor **Amanda Yeung Collucci**,  
Ward 4 Councillor **Karen Rea**, Ward 7 Councillor **Juanita Nathan**

(Middle Row L to R:) Regional Councillor **Alan Ho**, Deputy Mayor **Michael Chan**,  
Mayor **Frank Scarpitti**, Regional Councillor **Jim Jones**, Regional Councillor **Joe Li**

(Back Row L to R:) Ward 1 Councillor **Keith Irish**, Ward 3 Councillor **Reid McAlpine**,  
Ward 5 Councillor **Andrew Keyes**, Ward 2 Councillor **Ritch Lau**





# Message from the Mayor

The City of Markham began 2022 with a great sense of optimism as we reintroduced our award-winning culture, library and recreation programs. We were eager to reopen our favourite gathering places safely.

New signature parks, Cornell Woodlot Park and Box Grove Park were officially opened with amenities for everyone to enjoy. The City opened five new outdoor skating rinks and added a tennis dome at Reesor Park through a public-private partnership, increasing our year-round activities. We also acquired the historic Shouldice property in Thornhill, bringing this beautiful open space into public ownership for use by the entire community.

As Canada's most diverse city, we strive to ensure that everyone feels welcome, heard and included. So the City officially launched an updated *Markham's Diversity Action Plan* and a new *Eliminating Anti-Black Racism Action Plan*.

Residents receive exceptional services that are fiscally responsible. Markham was ranked first amongst Ontario cities from the C.D. Howe Institute for fiscal transparency with a score of "A-," and Forbes once again recognized the City of Markham as one of Canada's Best Employers.

Sustainability is at the core of *Building Markham's Future Together*, so initiatives like the Power.House Hybrid pilot project, with Alectra Utilities and Enbridge Gas, are key to more efficient and cleaner power generation options for homes. Significant progress was made on the Yonge North Subway Extension, York Region's largest mass transit project, with the addition of a 5th station at Royal Orchard.

Markham continues to be a desirable place for residents and visitors. More than 30,000 people attended our Canada Day festivities and the Markham-Milliken Children's Festival. Local badminton superstar Michelle Li competed in the YONEX Canadian International Challenge 2022 at the Markham Pan Am Centre – and won Gold in Women's Singles! We hosted small business seminars supporting thousands of entrepreneurs. Through Animal Services, hundreds of cats and dogs were reunited with their owners or adopted, and we responded to hundreds more inquiries about wild animals.

Markham's resilience continues. We rose to the challenge, innovated, and supported economic recovery. I want to thank our community, our businesses and our many partners who have contributed to our success.

Frank Scarpitti  
Mayor

# Message from the CAO

The City of Markham is committed to working with the community to provide high-quality municipal services that exceed the expectations of residents and businesses. This is our mission and service excellence is our mantra. In everything we do, we have an eye on the future while always seeking to preserve the past.

In 2022, the City of Markham began a careful and thoughtful transition out of pandemic response to a focus on building back better. Despite the challenges of the pandemic, the City continued essential services and prioritized its commitment to maintain momentum on accomplishment *Building Markham's Future Together* (BMFT) strategic actions under Council's four goals.

Markham is a thriving and vibrant city and the successful return of in-person events highlighted the community's desire to reconnect and celebrate our rich diversity. We continued to support our business community recover from the pandemic, hosted mass vaccination clinics, relaunched the community hub program and reopened our beloved community and cultural venues. The Varley Art Gallery celebrated its 25th anniversary – a gem and much-beloved art institution in the heart of Main Street Unionville.

We continued important work to keep our community safe, resilient and future-ready with flood mitigation efforts in West Thornhill and soon turn our attention to Markham Village. We completed a substantial portion of the Markham Centre trail network and advanced the planning of the Markham Innovation Exchange innovation district. We carried out another successful municipal election with new technology & accessibility features and continued delivering award-winning services residents and customers have come to expect, from new innovative library programs, 67 kilometers of road repair and rehabilitation, issuing more than 2,000 new residential building permits, and expanding our EV charging network and community and allotment garden program. Two new signature parks were completed and the City of Markham purchased the historic Shouldice site in Thornhill for public use. These are only but a few of our collective accomplishments from 2022.

The City of Markham delivers exceptional services by exceptional people and we were once again recognized as one of Canada's top employers in Forbes annual list. The City of Markham also was ranked first of large Ontario municipalities for fiscal transparency and received the Canadian Award for Financial Reporting for the 20th consecutive year. The City is committed to ensuring our workforce reflects the community we serve and our Diversity Action Plan will guide us in the years ahead.

Better days are ahead for the City of Markham and I am proud of our exceptional progress in accomplishing our strategic goals. We remain committed to working alongside our government partners to create strong, cohesive and livable communities. I look forward to sharing more of our progress in 2023.

Welcome Back!



Andy Taylor  
Chief Administrative Officer



# 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

**26%**

Increase in residents using Markham's eProperty Tax

**16.6 Million**

Social media impressions

**93%**

online voter turnout in 2022 Municipal Election

**8.7 Million Visits**

to Markham Website



**57,000 Visits**

to *YourVoiceMarkham*

Introduction of Municipal Election information using

**Amazon Alexa**

**87**

Surveys,  
**11 Polls,**  
**22 Q&As,**  
**12 New Major Projects**  
on *YourVoice-Markham*

**4,500 Conversations**

with City's online AI Virtual Assistant, expanded to include 2022 Municipal Election



## Service Excellence

New in 2022:  
**Contact Centre After Hours  
Critical Service Dispatch**

**163** cats and **111** dogs  
Animal services reunited  
with owners or adopted.  
Response to **308** inquiries  
regarding wild animals

**600 hours**  
of zoning review provided by staff to  
support development

**\$150 Million**  
in new infrastructure reviewed by  
engineering staff

**5,200**  
stationary and mobile business  
licenses issued

Facilitated **100**  
real estate site selection inquiries from  
businesses looking to locate in Markham

Undertook Citizen  
Satisfaction Survey, Bylaw &  
Infill Services Survey &  
7 customer service surveys

**2,200**  
new residential permits  
processed and issued

**688**  
development submissions processed by  
Engineering to support growth

**202**  
development applications approved

**8,841**  
emergencies and fires responded to by  
Markham Fire & Emergency Services

Hosted **61**  
small business seminars supporting  
2,236 entrepreneurs

Covid-19 Mass Vaccination Clinics  
hosted at Aaniin Community Centre





# Recognitions

## 97%

Municipal Election online voter satisfaction rate

Launched recruitment outreach programs targeted at youth, students and diverse candidates



Markham added to Federation of Canadian Municipalities **Big City Mayors' Caucus**

**Continuous Learning & Development.** Launched First Nations University of Canada's 4 Seasons of Reconciliation training for staff

Entered into MOU with **York University** for employment/study opportunities

**ClimateWise Awards** for top municipal building award and Greenhouse Gas Effective Action Plan



**25th Anniversary of Varley Art Gallery**

**Platinum Level Certification** awarded to the City by the World Council on City Data (WCCD) for third consecutive year

(Below) Municipal election officials worked at their booth during Canada Day celebration.



# 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

Return of  
**30+ community events**

Official launch of *Markham's Diversity Action Plan & Eliminating Anti-Black Racism Action Plan*

**\$340,000**  
My Main Street funding  
to support local projects

**New By-Law Services  
seasonal community  
newsletter**

**30,000+ attendees**  
at **Canada Day & Markham-Milliken  
Children's Festival**

Revised City of Markham  
**Land Acknowledgement**

Sports Equipment Drive for  
**Eabametoong First Nation**

Recreation trained  
**2,685 candidates**  
through Aquatic  
Leadership Programs to  
certify as lifeguards and  
swim instructors







(Left) Markham-Milliken Children's Festival, (middle) Official launch of Markham's Diversity Action Plan & Eliminating Anti-Black Racism Action Plan, and Anwebi Aki Indigenous public art installation at Aaniin Community Centre (right)



## Diverse

### 75 proclamations

issued commemorating dates of significance

### Approval of **Markham's Age-Friendly Guidelines**

– creating a more livable community for peoples of all ages

Supported the hosting of

### **the World Hakka Convention**

### **Reopening of culture venues:**

Flato Markham Theatre, Varley Art Gallery & Markham Museum

### Launch of **commemorative bench and tree program**

### **Unveiling of Anwebi Aki**

Seven Grandfather Teachings  
Indigenous public art installation

Relaunch of **Markham's award-winning community hub program** at Aanniin Community Centre after pandemic hiatus

### **\$329,000**

in **Celebrate Markham** grant funding to 66 applicants

**29,000 attendances** at Varley drawing workshops





Canada's Michelle Li competed in YONEX Canadian International Challenge 2022 at Pan Am Centre Markham (left), and Cornell Woodlot Park opening (right)



## Thriving

Expansion of **Digital Media Lab** (DML) and opening of **Makerspaces** and **Sound Recording Studio** at **Markham Public Library**

**Markham Pan Am Centre** hosted **71 events** and welcomed **375,000 visitors** to national and international events.



Return of **Flato Markham Theatre Diamond Season** – **92% Audience Satisfaction Rate**

Opened **5** new outdoor skating rinks

**8 new parks** totaling 44 acres

Opening of **Cornell Community Park** – one of the largest signature parks totaling 33 acres

Reopening of **Aaniin, Centennial** and **Cornell Fitness Centres**

Opening of **new domed tennis facility** at Reesor Park as part of public-private partnership



# 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

**100% rating**

for the annual **Drinking Water System Inspection** conducted by the Province

Almost **\$7M**

in road rehabilitation work. Used AI technology to detect deficiencies to ensure safe passage on roads.

**67 km of road**

asphalt repair and rehabilitation

**2,200**

street signs installed and repaired

**363 road permits**

Issued, totaling over \$500,000

**36,000**

routine building inspections completed

**26 pedestrian crossovers**

introduced to enhance safety and reduce speeding in the community

**57,000 km**

of snow plowing using 32 snow plows, 146 road plows and driveway machines

Launched multi-year playground refurbishment program to **improve accessibility**

Launched Coyote Response and Coexistence Strategy

AI technology detecting road deficiencies (below left), and road asphalt repair and rehabilitation (below right)





## Sustainable

**\$22.6M total**

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



**22 new electric vehicle charging stations** installed at City facilities

**10,760 trees and shrubs**

planted to create **4.7 hectares of forest**

**Power.House Hybrid** pilot project with Alectra Utilities and Enbridge Gas to test decentralized cleaner power generation options for homes

**79.7%**

**Waste Diversion Rate**

Completing **6 net-zero feasibility studies** for 3 community centres and 3 fire stations

Expansion of **Kirkham Community and Allotment Gardens**

Hosted Markham virtual Earth Month event and launched youth-developed board game **“Grocer’s Gambit”** with Markham Public Library



## Complete Community

Completion of **Markham Centre Trail** from Warden to Birchmount to Sheridan Pond

Completion of **Development Charges Background Study** and **Parkland Dedication By-law**

**Maintained 269 parks**

including 89 tennis courts, 66 baseball diamonds, 126 soccer fields, 37 basketball courts, 3 cricket pitches

**MarkhamMiX**

– completion of market readiness study

**Smart City pilots** to scan blockages in sewer pipes and sensors to monitor donation textile bin capacity

Advocated & provided comments to federal and provincial governments on increasing housing supply

Secured additional **Yonge North Subway Extension** at Royal Orchard



# 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.

**Ranked first** amongst Ontario cities from C.D. Howe Institute for fiscal transparency with score of **“A-”**

Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award – **21<sup>st</sup> Consecutive Year**

**1,200** water metres repaired and replaced

Canadian Award for Financial Reporting – **20<sup>th</sup> Consecutive Year**

**\$2 Billion** in total construction value in 2022

**25%** of property owners enrolled in **ePropertyTax Online Billing**

**27.98% property tax increase avoidance or \$35.3 million savings** to date through Markham’s Excellence Through Efficiency and Effectiveness (E3) Program.

Acquisition of Shouldice site in Thornhill for public use

\*Note: 2023 budget not approved in 2022 owing to municipal election.

(Right) Clockwise from top left: Mayor Frank Scarpitti; CAO Andy Taylor; Budget Vice Chair, Ward 5 Councillor Andrew Keyes; and Budget Chair, Ward 6 Councillor Amanda Yeung Collucci.



# 2022 Citizen Satisfaction Survey



## 9 in 10

residents are satisfied with life in Markham & find it a great place to live, work & play

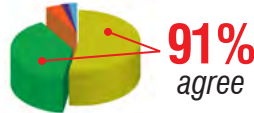


## We scored an “A” on:

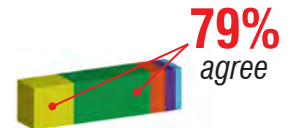
Diversity, Equity & Inclusion  
Accessibility  
State of our facilities  
Recreation, Culture & Library Programs



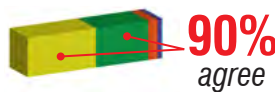
Parks are well designed & maintained



City services provide value for tax dollar



Markham is a safe city



City is increasing efforts to bring more affordable & rental housing to Markham



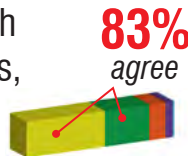
Heritage buildings & villages are protected



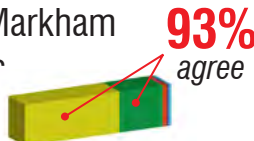
Roads are in good condition



Markham has enough green spaces – parks, trails & open spaces



Importance of Markham signature events



## Areas for further review:

- **Increase communications on:**
  - City's efforts to bring more affordable & rental housing to Markham
  - Fighting climate change
  - Programs & services
- **Responsiveness to resident complaints**

Results are from a 2022 citizen satisfaction telephone survey of 300 residents, conducted by Armstrong Consulting on behalf of the City of Markham from Nov. 8 to Dec. 1, 2022. Margin of error +/- 5.7 percentage points, 19 times out of 20. Survey included additional questions. Full results available upon request.







Aerial view of Markham Civic Centre summer 2022 (looking south)

## Key Services

- Access Markham Online
- Animal services
- Building standards
- By-law enforcement
- Community centres
- Customer contact centre
- Economic development
- Fire and emergency
- Flato Markham Theatre
- Forestry
- Heritage and conservation
- Libraries
- Local roads, bridges and sidewalks
- Markham Museum
- Parks and pathways
- Permits and licensing
- Planning and development
- Property taxes
- Public art and public realm
- Recreation programs
- Sustainability
- Traffic Management and cross guards
- Varley Art Gallery
- Waste and recycling
- Water and wastewater
- Winter maintenance



# Our Mission Statement

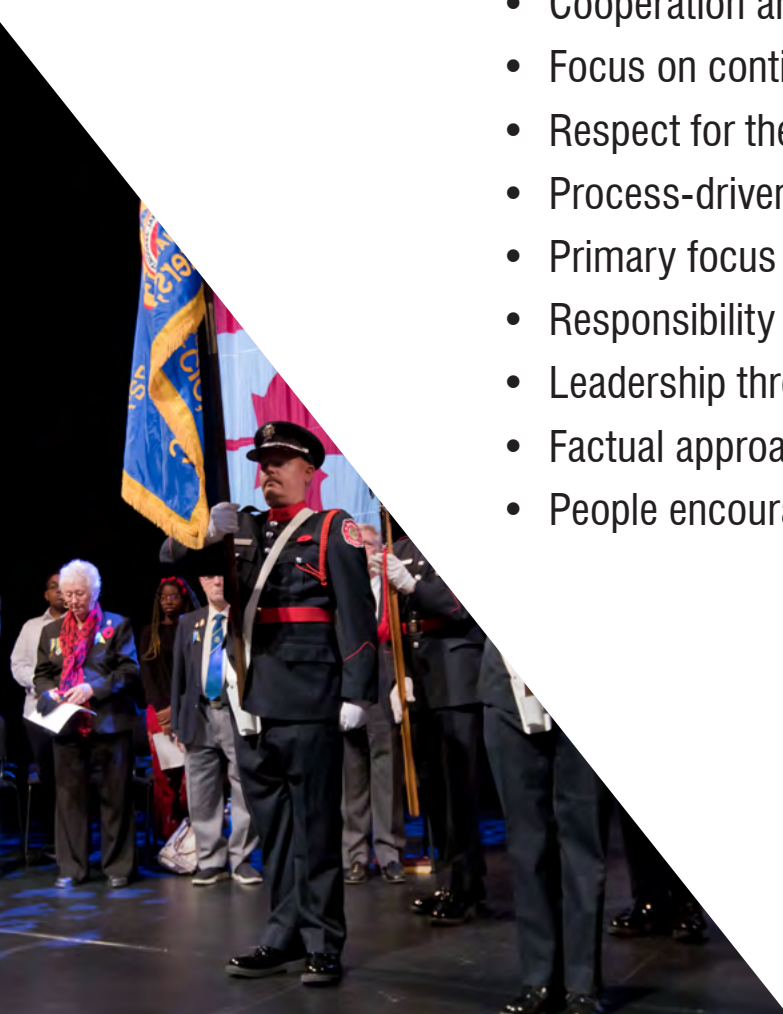
Working with the community to provide high-quality municipal services that meet, if not exceed, the expectations of residents and businesses.

# 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











After a two-year hiatus due to the Covid-19 pandemic, residents enjoyed Canada Day celebrations at Markham Centre.

## Markham Civic Centre

101 Town Centre Blvd., Markham, ON, L3R 9W3  
905.477.5530 | [customerservice@markham.ca](mailto:customerservice@markham.ca)  
[markham.ca/StrategicPlan](https://www.markham.ca/StrategicPlan)

