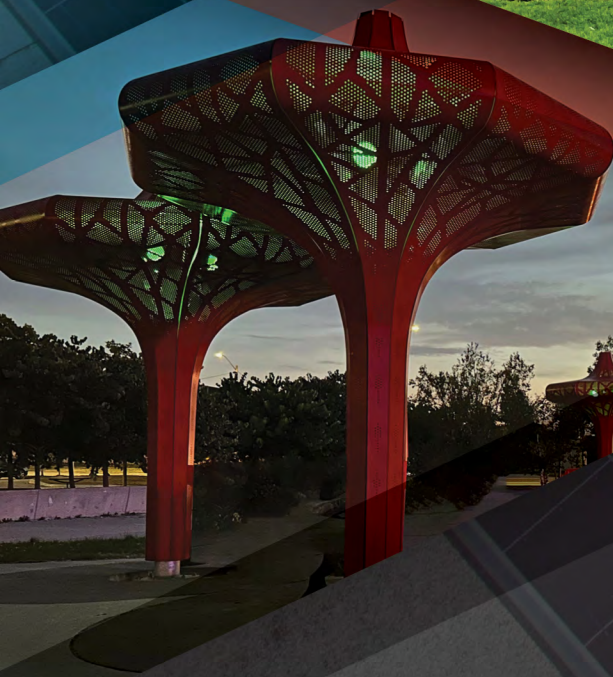




2023 Accomplishments

City of Markham





Land Acknowledgement

We acknowledge the traditional territories of Indigenous peoples and their commitment to stewardship of the land. We acknowledge the communities in circle. The North, West, South and Eastern directions, and Haudenosaunee, Huron-Wendat, Anishnabeg, Seneca, Chippewa, and the Mississaugas of the Credit peoples. We share the responsibility with the caretakers of this land to ensure the dish is never empty and to restore relationships that are based on peace, friendship, and trust. We are committed to reconciliation, partnership and enhanced understanding.

On the front cover: Fire recruit graduation 2023 (top); "Peace" flower bed at Markham Civic Centre (centre); Public Art installation at Aaniin Community Centre (bottom left); Markham-Milliken Children's Festival (bottom right).

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**



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Message from the Mayor

Markham is More



Markham is more than one of Canada's premier municipalities. Markham is a leader in innovation, sustainability, financial management and community building. Our track record speaks for itself. In everything we do, we put people first and continually enhance the customer experience while always respecting tax dollars. Residents have come to expect service excellence and we pride ourselves on excellent and efficient service delivery.

Markham is more than just Canada's most diverse city. We are a beacon of inclusivity, a close-knit set of communities stitched into a beautiful mosaic comprising of people from all over the world. Our Diversity Action Plan anchors the work we are doing to ensure that everyone feels welcome, heard and included. We continued on our Truth and Reconciliation journey and were awarded the hosting rights to the 50th Anniversary of the 2024 Little Native Hockey League Tournament, Cultural Festival and Gala, which took place in March.

Markham is more than just a well-planned city. We have a housing pledge that is guiding our work to support the provincial goal of building 1.5 million new homes, 44,000 of which are earmarked for Markham. We are fast-tracking important construction projects like the new Highway 404 collector bridge north of 16th Avenue to get people moving faster. New pedestrian safety crossings and school safety zones were unveiled to keep residents safe. We were also awarded \$2.5 million to launch an automotive and mobility demonstration zone in Markham Centre.

Markham is more than just an economic powerhouse. Our new Economic Development and Culture Strategy will guide

our plan to retain and attract business to Markham while we also seek to advance the Markham Innovation Exchange, our signature new innovation district. The Markham Pan Am Centre continues its impressive rise as one of the province's top sporting destinations playing host to 500,000 athletes at 95 international, national and regional sporting events.

Markham is more than an environmentally-focused City. We're building trails and parks, planting thousands of trees, and protecting neighbourhoods from the risks of flooding. Five new parks were unveiled in 2023, adding to our already impressive inventory of greenspaces. We are a leader in sustainability, greening our fleet and facilities, improving our waste diversion rate, piloting geothermal energy systems in new housing subdivisions and expanding our award-winning district energy system. To support our furry friends and their owners, we unveiled an off-leash dog park pilot program with locations across the city.

Markham is more than just a responsible caretaker of your tax dollars. Residents receive exceptional services that are fiscally responsible. Markham continues to receive national awards for its budgeting practices and has maintained the 18-year lowest average tax increase in the GTA.

Markham is more because our staff, along with many more people in the community make it so. I thank our residents, our businesses and our many partners who have contributed to our success.


Frank Scarpitti
Mayor

Message from the CAO

The City of Markham is an award-winning municipality with a laser focus on driving efficiencies, innovating in constantly changing times and delivering exceptional services by exceptional people. We are committed to delivering high quality programs and services that meet and exceed the expectations of residents and businesses. This is our excellence journey and I am delighted to present you a report highlighting our accomplishments from 2023.

The City maintained momentum on accomplishing its goals and actions identified in our Strategic Plan. We also approved an extension to our current strategic and launched consultations with members of council and the public on what additional action items to include in the refreshed version.

In 2022, our Contact Centre celebrated its 20th anniversary. This important milestone highlights our efforts throughout the last 20 years to deliver exceptional customer service. We have expanded that service by offering after-hours assistance for emergencies and launched an updated virtual assistant capable of answering over 100 service categories. A new recreation and culture registration system was successfully launched in 2023 with over 101,000 user accounts created. The new system makes enrolling in recreation, culture and library programs, and the booking of City facilities, easier for residents by allowing them to do everything in one place, resulting in a better user experience. We continued important work to keep our community safe, resilient and future-ready with flood mitigation efforts. To support the goal of building 1.5 million homes, 44,000 of which are targeted for Markham, we provided comments to the

Provincial Government on various legislation, adopted a housing pledge and were successful in receiving \$58.8 million from the Federal Government to support the delivery of 1,900 residential units across 7 projects in Markham. Markham also stood above the rest, winning national recognitions for innovations in road operations, sustainability efforts and the 2022 municipal election.

I am honoured to lead a dedicated and passionate group of city builders. In everything we do, we have our customer's interests top of mind. In 2023, we were once again recognized as one of Canada's top employers in Forbes' annual list. The City of Markham also received the Canadian Award for Financial Reporting for the 21st consecutive year. The City is committed to ensuring our workforce reflects the community we serve and we began important work on implementing first year actions in the Diversity Action Plan.

The City has made great strides in accomplishing our goals established in the current Strategic Plan. We remain committed to working closely with our community to deliver a strong, cohesive and livable city where everyone feels included and celebrated. I look forward to sharing more of our progress in 2024.



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

**19
Million**
social media
impressions

Undertook

7
customer
service
surveys


9 Million
website views

100,000 Visits
to Your Voice Markham

Launch of
**New Economic
Development Website**
to promote business and
investment attraction

Launch of
Virtual Assistant 2.0
with 100+ topics & 24/7 answers

New
**Recreation
& Culture
Registration
System**
resulting in
100,000+
accounts &
93%
adoption
rate



Service Excellence

20th Anniversary
of Contact Centre

91% of Residents
agree that **City facilities** are
in good condition

9,102
emergencies and fires
responded to by **MFES**

\$258 Million
total construction value
reviewed by staff in 2023

295
development applications
approved

90%+

positive outcome for cats &
dogs lost or needing a home

338

development submissions
processed by Engineering to
support growth

41

small business seminars
hosted supporting
entrepreneurs

1,400+

small businesses supported
by **Digital Main Street team**
and assisted 371 businesses
qualify for grants totaling
over \$1.1 million





Recognitions

Forbes 2023
CANADA'S
BEST
EMPLOYERS

POWERED BY STATISTA

Platinum Level

certification awarded to
the City by WCCD for fourth
consecutive year

Artificial Intelligence in Road Operations Honours:

Ontario Public Works Association
Project of the Year

Better Road Infrastructure
Engineering Practices York Chapter
Engineering Project of the Year

Ontario Galleries Award

for Varley Art Gallery for
Innovation in a Collections
Based Exhibition

Markham 2022 Municipal Election Honours:

2023 Willis Award
for Innovation (CAMA)

2023 EA Danby Award
in Municipal Administration
(AMCTO)

2023 Peter J. Marshall Municipal
Innovation Award (AMO)

2023 IPAC Award in Innovation

Sustainability Recognitions:

FCM-ICLEI Canada Partners for
Climate Protection program (PCP)

Climate Challenge Network -
Excellence in Building Operations
for 2022

FCM Sustainable Communities Award

79% of Residents

agree that **City services**
represent good value
for tax dollar



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

201

community events

Launch of City's
new **eNewsletter** and blog

Markham Now

Over 5 Million

digital and in-person visits to
Markham Public Library

Jazzlicious

a new destination
focused event

200,000

attendees and program
participants to **Markham Museum,**
Markham Flato Theatre and
Varley Art Gallery, surpassing
pre-pandemic numbers

80%

of items borrowed or returned
through self-service at
Markham Public Library

30,000+

attendees at **Canada Day**
and **Markham-Milliken**
Children's Festival





Canada Day celebration (left); Standing in the Doorway exhibition at Markham Museum (middle); Every Child Matters flag was raised at Markham Civic Centre in recognition of the National Day for Truth and Reconciliation and Orange Shirt Day (right).



Diverse

66 Proclamations

issued commemorating
dates of significance

New Food Pantry

at Aaniin Community Centre Hub

Launch of

Black Heritage Collection

at Markham Public Library

8,127 Youth Cards

in 2023 issued, providing fine-free,
equitable access to library content

Developed Markham Public Library's

Inclusion, Diversity, Equity and Accessibility Plan

Celebrate Markham provided over

**\$250,000 in Funding
to 58 Applicants**

Markham Museum & Varley Art
Gallery programs highlighting

Chinese Immigration to Canada

Developed a new

Digital Literacy Initiative for Newcomer Older Adults

Committed to

Truth and Reconciliation

through new staff training and
initiatives



World Aquatics Artistic Swimming World Cup at Markham Pan Am Centre (left) and Mayor welcoming Marion Jacko, President and Chico Ralf, Vice-President of LNHL at Markham Civic Centre (right).



Thriving

Markham Pan Am Centre hosted
95 Events
 with **500,000** athletes

Markham Is More
 Economic Development &
 Culture Strategy

5 New Parks
 totaling **13 acres**

Markham awarded hosting of
**2024 Little Native
 Hockey League
 Tournament, Cultural
 Festival & Gala**

25% Increase
 in fitness memberships

Implementation of
Destination Markham
 Tourism Strategic
 Master Plan

New Makerspaces
 at **Markham Village** and
Cornell Library branches to
 advance **digital literacy**

**City's First Off-leash
 Dog Park Pilot Program**

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% for Annual Drinking Water System Inspection
conducted by the Province

31 KM
of **Road Rehabilitation** completed

New Pedestrian Crossovers
to enhance safety and reduce speeding

Maintained 100%
of all regulated timeframes for
building code review

School Zone Safety Pamphlet
to increase awareness on school safety

Creation of
Builder Tip Guides
featuring information on
key building code items

Construction launch of
New Road Connection
over Highway 404 between
16th Ave. and Major Mackenzie Dr.

15,521 m²
of **Asphalt Maintenance** completed
across 270+ locations

51,170 KM
of **salting/plowing** completed over 48
events using 32 snow plows, 146 road
plows and driveway machines

**Replaced and Refurbished
Playgrounds**
to meet **accessibility guidelines**

37,000+ building inspections
and **847** building investigations

90% of Residents
feel **Markham is a safe city**



Austin Dr. Mini Forest tree planting (left); and 2023 Markham Cycling Day (right).



Sustainable

\$98.6 Million

invested to date in **flood control remediation** across Markham

80% Waste Diversion Rate

Launch of pilot of
100L Green Cart
for households generating higher
amounts of organic waste

City-wide pilot to raise awareness
on residential

**Electric Lawn
Equipment Recycling**

11,000+ Trees and Shrubs
planted to create 5 hectares of forest

**Electric Vehicle
Charging Stations**
at all City facilities

Secured external funding for
4 Pilot Projects
to achieve **deep energy and
greenhouse gas (GHG) reductions**

2,000+ Residents
attended sustainability events

Awarded \$2.5M
for **Automotive & Mobility
Demonstration Zone** in Markham Centre



Markham Centre Trails (left); and Markham signed municipal Housing Pledge on March 22, 2023 (right).



Complete Community

Official Opening of **Markham Centre Trails**

Provided comments to
Provincial Government on
legislative changes to support
building of more housing

Issued permits for
1,980 New Housing Units
(under construction)

Awarded \$58.8 Million
by Federal Government through
Housing Accelerator Fund to support
increasing housing supply

Launch of Tunneling
Request for Proposals
for Yonge North Subway Extension

Advancement of
**Markham Innovation
Exchange (MiX)**
with focused studies

City's Housing Pledge 2023
– Supporting Province in
building 44,000 new homes in
Markham over 10 years

Issued occupancy permits for
2,524 Housing Units
(construction complete)

Advanced Secondary Plans
for **Markham Centre, Milliken,
Markville, Mount Joy & Yonge Corridor**

Produced Business Case
for a **High Frequency Rail
Station** in Markham



GOVERNMENT FINANCE OFFICERS ASSOCIATION

*Distinguished
Budget Presentation
Award
2000-2023*

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.

\$35.3 Million

cumulative savings and revenue enhancements through
E3 Program with property tax avoidance of 27.98%

29% Residents

enrolled in eProperty Tax
Online Billing

Canadian Award for Financial Reporting

– 21st Consecutive Year

Over 30% Increase

in City's advertising revenue
and sponsorship portfolio

Development of equipment
and vehicle replacement
program that reflects
City greening initiatives

Procurement achieved

\$480,000

in negotiated savings

Government Finances Officers Association (GFOA) Distinguished Budget Award

– 24th Consecutive Year

Over 1,400 Water Meters

repaired and replaced

6 New Digital Signs

to share important messaging
with the community

Completion of Health, Safety
and Accessibility enhancements
at City facilities

Updated planning and
engineering fee model

Completion of lean review
of the City's development
review process

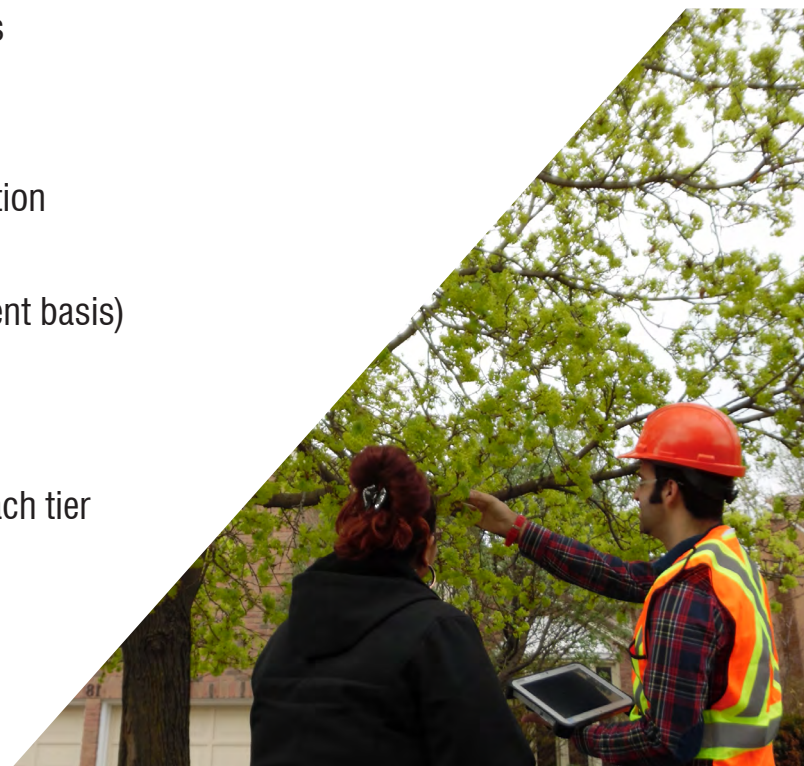


Markham Civic Centre and reflection pond.

Key Services

- Animal services
- Building permits and inspections
- Burial permits
- Development applications
- Fire services
- Freedom of Information (FOI) requests
- Local road maintenance
- Marriage licenses (urgent basis)
- Organic, garbage and recycling collection
- Parking enforcement
- Property standards enforcement (urgent basis)
- Property tax
- Waterworks services

Learn more about the different roles of each tier of government at [markham.ca/About](https://www.markham.ca/About)





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

Images on next page (from left to right):

1st row: People cheering on team Canada during Pan Am Artistic Swimming World Cup; Santa Claus parade; Fire recruit graduation.

2nd row: Markham Centre Trail opening ceremony; Huntington Park Pedestrian Bridge installed; Family enjoying skating at Markham Civic Centre outdoor ice rink.

3rd row: Mayor's Black Youth Liaison Committee at "The Reading Circle" at Aniin Library; Highway 404 road crossing groundbreaking ceremony.

4th row: Markham fitness centre; Canada Day celebration; Markham Firefighter Memorial Ceremony.







Markham-Milliken Children's Festival, a Top 100 Event in Ontario for 2024, took place outside of Aaniin Community Centre on September 9, 2023.

**Markham Civic Centre
Anthony Roman Centre**

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

