



Revised Council Agenda

Revised Items are Italicized.

Meeting Number: 1
January 28, 2020, 1:00 PM
Council Chamber

Alternate formats for this document are available upon request.
Council meetings are live video and audio streamed on the City's website.

Note: As per Section 7.1(h) of the Council Procedural By-Law, Council will take a ten minute recess after two hours have passed since the last break.

Pages

1. CALL TO ORDER

INDIGENOUS LAND ACKNOWLEDGEMENT

We begin today by acknowledging that we walk upon the traditional territories of Indigenous Peoples and we recognize their history, spirituality, culture, and stewardship of the land. We are grateful to all Indigenous groups for their commitment to protect the land and its resources and we are committed to reconciliation, partnership and enhanced understanding.

2. DISCLOSURE OF PECUNIARY INTEREST

3. APPROVAL OF PREVIOUS MINUTES

3.1 COUNCIL MINUTES - DECEMBER 10, 2019 AND SPECIAL COUNCIL MEETING OF DECEMBER 20, 2019

14

1. That the Minutes of the December 10, 2019 Council Meeting and December 20, 2019 Special Council meeting be adopted.

4. PRESENTATIONS

4.1 2019 MARKHAM SANTA CLAUS PARADE - RECOGNITION OF PARADE WINNERS AND CONTRIBUTORS (12.2.6)

The 47th Markham Santa Claus Parade was held on November 23, 2019. Council will recognize the following parade winners and City Staff who contributed to the event:

Awards

Best Commercial Float:

- 1) Miller Waste
- 2) Main Street Dance

Best Non Commercial Float:

- 1) Markham Rotary Clubs
- 2) New Beaver Shrine Club

Best Marching Group:

- 1) ASF Gymnastic Group
- 2) 351 Silver Star Squadron

Best Band:

- 1) Durham Regional Police Pipe & Drum Band
- 2) Philippine Heritage Band

Best Themed:

- 1) Bell
- 2) Country Casa Montessori

Best School:

- 1) North Toronto Collegiate
- 2) Morning Star Middle School

Rotary Club

- Jim Sandiford
- Susan Peterson
- Peter Still

Grand Marshalls

- Lorne Smith
- Carol Smith

Special Guest - Livestream Host: Lloyd Robertson

City of Markham Staff:

- By-law Enforcement:
 - Carissa Boyko Sanderson
 - Cameron Elrick
 - Wesley Fung
 - Barry Hails
 - Brandon Sanders
- Clerks:
 - Hristina Giantsopoulos
- Corporate Communications:
 - Stephanie Bagnarol
 - Andrea Berry
 - Prachi Bhaumik
 - Michael Blackburn
 - Rebecca Cotter
 - Daniel Epton
 - Mike Freethy
 - Emma Girard
 - Danny Ho
 - Heather Hogan
 - John Li
 - Ragavan Paranchothy
 - Marco Perri
 - Maxine Roy
 - Abdul Samad
 - Jing Yu
 - Jennifer Yap
 - Renee Zhang

- Finance
 - Tony Casale
 - Joel Lustig
 - Alex Moore
 - Matthew Vetere
- Museum
 - Lisa Cerone
 - Cynthia Szeto
- Operations
 - Joe Basque
 - Jim Cass
 - Mike Conway
 - Steve Dahan
 - Kevin Dent
 - Derrick Doobay
 - Pat Fry
 - Morgan Jones
 - Dennis King
 - Alice Lam
 - Mark Leadbetter
 - Dean McDermid
 - David Plant
 - Ron Roffey
 - Steve Squires
 - Arpad Toplak
 - Paul Willis
- Security
 - Eriz Lizotte

- PC Karen Chen

5. DEPUTATIONS

5.1 DEPUTATION - DECEMBER 10, 2019 COUNCIL MINUTES (10.7, 10.5)

Adam Layton will address Council with respect to item 8.4.2 of the December 10 Council meeting minutes regarding Recommendation Report 2585231 Ontario Inc. Applications For Zoning By-Law Amendment at 9999 Markham Road (Ward 5) (10.7,10.5) File Nos: ZA/SU 18 180621

6. COMMUNICATIONS

6.1 1-2020 LIQUOR LICENCE APPLICATION - SISTER'S CAFE DELIGHT (WARD 8) (3.21) 51

(New liquor licence for indoor areas)

1. That the request for the City of Markham to complete the Municipal Information Form be received for information.

6.2 2-2020 LIQUOR LICENCE APPLICATION - TEN SPOT MARKHAM (WARD 4) (3.21) 60

(New liquor licence for indoor areas)

1. That the request for the City of Markham to complete the Municipal Information Form be received for information.

6.3 3-2020 LIQUOR LICENCE APPLICATION - RAMEN MISOYA MARKHAM (WARD 3) (3.21) 64

(New liquor licence for indoor areas)

1. That the request for the City of Markham to complete the Municipal Information Form be received for information.

7. PROCLAMATIONS

7.1 PROCLAMATION AND FLAG RAISING REQUESTS (3.4)

No Attachment

1. That the following proclamations, issued by the City Clerk in accordance with the City of Markham Proclamation Policy, be received for information purposes:
 - a. Crime Stoppers Awareness Month - January 2020

- b. Tamil Heritage month - January 2020
 - c. Day of Remembrance and Action on Islamophobia - January 29, 2020
 - d. Black History Month - February 2020
 - e. Philippine Week - June 7 - 14, 2020
2. That the following new request for proclamation be approved and added to the Five-Year Proclamations List approved by Council:
- a. ALS Awareness Week - June 15 - 21, 2020
3. That the following new request for proclamation, issued by the City Clerk in accordance with the City of Markham Proclamation Policy, be received and added to the Five-Year Proclamations List approved by Council:
- a. Bell Let's Talk Day - January 29, 2020
4. That the following requests for flag to be raised at the Anthony Roman Markham Civic Centre flagpole, approved by the City Clerk in accordance with the City of Markham Community Flag Raisings & Flag Protocol Policy, be received for information purposes:
- a. Tamil Heritage Month - January 15-22, 2020 (Organized by Federation of Tamil Canadians)
 - b. Bell Let's Talk Day - January 29, 2020 (Organized by Bell Canada)
 - c. Black History Month - February 3, 2020 (Organized by the City of Markham)
 - d. Philippine Week - June 7 - 14, 2020 (Organized by the Markham Federation of Filipino Canadians)
5. That the following new request for flag to be raised at the Anthony Roman Markham Civic Centre flagpole be approved and added to the Five-Year List of Request to Raise Flag approved by Council:
- a. ALS Awareness Week - June 15 - 21, 2020 (Organized by ALS Double Play)

8. REPORT OF STANDING COMMITTEE

8.1 REPORT NO. 47 - DEVELOPMENT SERVICES COMMITTEE (DECEMBER 9, 2019)

Please refer to your December 9, 2019 Development Services Committee Agenda for reports.

Mayor and Members of Council:

That the report of the Development Services Committee be received & adopted.
(Items 1 to 3):

8.1.1 RECOMMENDATION REPORT DEMOLITION OF LISTED BARN 10988 WARDEN AVENUE NORTH MARKHAM PLANNING DISTRICT, WARD 2 (16.11, 10.13) 74

1. That the report titled "Recommendation Report, Demolition of Listed Barn, 10988 Warden Avenue, North Markham Planning District, Ward 2," dated December 9, 2019, be received; and,
2. That Council not oppose the demolition of the Brumwell Barn and not proceed with designation under Part IV of the Ontario Heritage Act and endorse the recommendations of Heritage Markham Committee with respect to the property owner incorporating selected salvaged materials into the development of the site, advertising the remaining portions of the barn for salvage, provision of a Markham Remembered Interpretive Plaque, and providing a copy of the Heritage Impact Assessment to the Archives of the Markham Museum; and further,
3. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

8.1.2 RECOMMENDATION REPORT REQUEST FOR AUTHORIZATION TO RECEIVE PARKLAND DEDICATION FOR THE PROPOSED TIMES GROUP CORPORATION RESIDENTIAL HIGH RISE DEVELOPMENT SOUTH OF HIGHWAY 7, EAST OF BAYVIEW AVENUE BLOCK 45, PLAN 65M-3226 80

FILE NO. SC 17 137260 (WARD 8) (6.3)

1. That the Staff report dated December 9, 2019 entitled "RECOMMENDATION REPORT Request for authorization to receive parkland dedication for the proposed Times Group Corporation residential high rise development south of Highway 7, east of Bayview Avenue Block 45, Plan 65M-3226, File No. SC 17 137260 (Ward 8)" be received; and,
2. That Staff be authorized and directed to enter into agreement(s) with Times Group Corporation to provide the parkland required for the High Density Development on Block 45, Plan 65M-3226 as land from part of Block 46, Plan 65M-3226; and further,
3. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

8.1.3 HIGHWAY 404 RAMP EXTENSION (ARISTOTLE AVENUE) - LAND CONVEYANCE (5.10)

85

1. That the report entitled “Highway 404 Ramp Extension (Aristotle Avenue) – Land Conveyance” be received; and,
2. That in accordance with By-law 178-96, the lands legally described as Part of Block 9, Plan M-2029 designated as the Parts 7, 9, 10 and 14 on Reference Plan 65R-36152 (the “**Surplus Lands**”) be declared surplus to municipal purposes; and,
3. That subject to recommendation #2, the Mayor and Clerk be authorized to execute any documents and/or agreements required to transfer the Surplus Lands to Her Majesty the Queen in Right of the Province of Ontario represented by the Minister of Transportation for the Province of Ontario (“**MTO**”) for nominal consideration, provided that the form and content of such documents and agreements are satisfactory to the Director of Engineering and the City Solicitor; and further,
4. That staff be authorized and directed to do all things necessary to give effect to this resolution.

8.2 REPORT NO. 1 - GENERAL COMMITTEE (JANUARY 20, 2020)

Please refer to your January 20, 2020 General Committee Agenda for reports.

Mayor and Members of Council:

That the report of the General Committee be received & adopted. (Items 1 to 7):

8.2.1 AWARD OF TENDER 103-T-19 SUPPLY AND DELIVERY OF TWO (2) TANDEM AXLE PLOW/DUMP COMBINATION TRUCKS (7.12)

88

1. That the report entitled “Award of Tender 103-T-19 Supply and Delivery of Two (2) Tandem Axle Plow/Dump Combination Trucks” be received; and,
2. That the contract for Tender 103-T-19 Supply and Delivery of Two (2) Tandem Axle Plow/Dump Combination Trucks be awarded to the lowest priced bidder, Tallman Truck Centre Limited, in the amount of \$593,796.06, inclusive of HST; and,
3. That the award in the amount of \$593,796.06 be funded from project #19207 Corporate Fleet Replacement (account 057 6150 19207 005), with available budget of \$548,020.00; and,
4. That the budget shortfall in the amount of \$45,776.06 (\$593,796.06 - \$548,020.00) be funded from the Life Cycle

Capital and Replacement Reserve Fund; and further,

5. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

8.2.2 EXTENSION OF ONTARIO SPCA CONTRACT (2.8) 91

1. That the report entitled “Extension of Ontario Society for the Prevention of Cruelty to Animals (OSPCA) Contract” be received; and,
2. That Council approve a one year extension until March 31, 2021 with the Ontario SPCA for the provision of animal sheltering and control services; and,
3. That staff report back to Council with options for a new animal service delivery model to be implemented when the one year term is complete with the Ontario SPCA; and further,
4. That staff be authorized and directed to do all things necessary to give effect to this resolution.

8.2.3 MARKHAM ENVIRONMENTAL SUSTAINABILITY FUND REVIEW (5.7) 95

1. That the Report entitled “Markham Environmental Sustainability Fund (MESF) Fund Review “ be received; and,
2. That the Markham Environmental Sustainability Fund include a new funding program entitled the “Sustainable Neighborhoods Small Grant” program under the terms, conditions and approval process outlined in this report; and further,
3. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

8.2.4 BUILDING MARKHAM'S FUTURE TOGETHER (BMFT) 2020 – 2023 STRATEGIC PLAN (16.23) 112

1. That the presentation entitled "Building Markham's Future Together (BMFT) 2020 - 2023 Strategic Plan" be received; and,
2. That the report entitled "Building Markham's Future Together (BMFT) 2020 – 2023 Strategic Plan" be received; and,
3. That the "Building Markham's Future Together 2020 – 2023 Strategic Plan" attached as Appendix A, be adopted by the City; and,
4. That the summary of the Community Engagement program

outlined in Appendix B be received; and,

5. That Staff report annually on the status of "Building Markham's Future Together 2020 - 2023 Strategic Plan"; and further,
6. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

8.2.5 MARKHAM PAN AM CENTRE VESTIBULE (6.0)

224

1. That the presentation entitled "Markham Pan Am Centre Vestibule" be received; and,
2. That the Permanent South Exterior Vestibule option be approved; and,
3. That the project be funded from project #20149 Pan Am Centre Vestibule as approved through the 2020 Capital Budget process; and further,
4. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

8.2.6 ATTENDANCE AT THE UNITED STATES CONFERENCE OF MAYORS MEETING, JANUARY 22-24, 2020, WASHINGTON DC (10.16)

1. That Council approve the attendance and funding for Mayor Frank Scarpitti to attend the United States Conference of Mayors meeting in Washington DC from Wednesday January 22, 2020 to Friday January 24, 2020; and,
2. That the estimated cost of \$1,240.00 be funded from the Council Conferences Budget (account 840-841-5200); and further,
3. That Mayor Frank Scarpitti be requested to provide Members of Council with a report on the conference.

8.2.7 ATTENDANCE AT THE 2020 SMART CITY SUMMIT AND EXPO, March 24-27, 2020, TAIPEI, TAIWAN (10.16)

1. That Council approve the attendance for Regional Councillor Joe Li and Parvathi Nampoothiri, Manager, Urban Design to attend the 2020 Smart City Summit in Taipei, Taiwan, March 24-27, 2020; and,
2. That Council approve the cost of air-fare for Parvathi Nampoothiri, Manager Urban Design; and,
3. That the estimated cost of \$2,500.00 be funded from the

Council Conferences Budget (account 840-841-5200); and further,

4. That Regional Councillor Joe Li be requested to provide Members of Council with a report on the conference.

8.3 REPORT NO. 2 - DEVELOPMENT SERVICES PUBLIC MEETING (JANUARY 21, 2020)

Please refer to your January 21, 2020 Development Services Public Meeting Agenda for reports.

Mayor and Members of Council:

That the report of the Development Services Public Meeting be received & adopted. (1 item):

8.3.1 CITY INITIATED ZONING BY-LAW AMENDMENT APPLICATION TO PERMIT OPEN STORAGE AND OFFICE USE AS PART OF A PROPOSED OPERATIONS YARD AT 10192 9TH LINE (WARD 5) FILE: ZA 19 142029 (10.5)

244

1. That the written submission from Domenic Conforti, Ninth North Developments Inc. to the January 21, 2020 Development Services Public Meeting, regarding the Zoning By-Law Amendment Application to permit open storage and office use as part of a proposed operations yard at 10192 9th Line (Ward 5) File Number: ZA 19 142029, be received.
2. That the Information Memorandum titled "Information Memorandum, City Initiated Zoning By-law Amendment Application to permit Open Storage and Office Use as part of Proposed Operations Yard at 10192 9th Line (Ward 5)", be received; and,
3. That the record of the Public Meeting held on January 21, 2020, with respect to the proposed Zoning By-law Amendment application submitted by the City of Markham, File PLAN 19 142029, be received; and further,
4. That the proposed Zoning By-law Amendment application submitted by the City of Markham, File PLAN 19 142029, be approved and that the by-law be finalized and enacted without further notice.

(By-law 2020-3)

8.4 REPORT NO. 2 - DEVELOPMENT SERVICES COMMITTEE (JANUARY

27, 2020)

Please refer to your January 27, 2020 Development Services Committee Agenda for reports.

Mayor and Members of Council:

That the report of the Development Services Committee be received & adopted.
(1 Item):

**8.4.1 CHANGES TO THE 2020 COUNCIL AND STANDING
COMMITTEE MEETING CALENDAR (16.0)**

1. That the February 10, 2020 Development Services Committee meeting time be changed to 9:00 am - 4:00 pm, and,
2. That an additional Special Development Services Committee meeting be scheduled for Tuesday, February 11, 2020 from 8:30 am to 11:00 am.

9. MOTIONS

10. NOTICE OF MOTION TO RECONSIDER

11. NEW/OTHER BUSINESS

*As per Section 2 of the Council Procedural By-Law, "New/Other Business would generally apply to an item that is to be added to the **Agenda** due to an urgent statutory time requirement, or an emergency, or time sensitivity".*

12. ANNOUNCEMENTS

13. BY-LAWS - THREE READINGS

That By-laws 2020-1 to 2020-4 be given three readings and enacted.

Three Readings

- | | | |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| 13.1 | BY-LAW 2020-1 CORNELL ROUGE DEVELOPMENT CORPORATION,
PART LOT CONTROL BY-LAW | 258 |
| | A by-law to designate part of a certain plan of subdivision not subject to Part Lot Control, Blocks 116 to 121 (inclusive), Registered Plan 65M-4544, municipally known as 219 to 231 Webb Street and 2164 to 2196, 2200 to 2228 Donald Cousens Parkway. | |
| 13.2 | BY-LAW 2020-2 BROOKDALE BUILDING GROUP, 40, 42, 44 AND 46 | 260 |

RIVER BEND ROAD, HOLD REMOVAL BY-LAW

A By-law to amend By-law 122-72

- 13.3 BY-LAW 2020-3 CITY OF MARKHAM, 10192 9TH LINE, ZONING BY-LAW AMENDMENT 263

A By-law to amend By-law 304-87, as amended to permit an office building and open storage.

(Item 8.3.1, Report No. 2)

- 13.4 BY-LAW 2020-4 KYLEMORE COMMUNITIES (YORKTON) LTD., PART LOT CONTROL EXEMPTION BY-LAW 266

A by-law to designate part of a certain plan of subdivision not subject to Part Lot Control, Blocks 1 and 4, Registered Plan 65M-4613, located on the north and south sides of New Yorkton Avenue, west of Kennedy Road, and north of 16th Avenue.

14. CONFIRMATORY BY-LAW - THREE READINGS

That By-law 2020-5 be given three readings and enacted.

Three Readings

BY-LAW 2020-5 A BY-LAW TO CONFIRM THE PROCEEDINGS OF THE COUNCIL MEETING OF JANUARY 28, 2020.

No attachment

15. ADJOURNMENT



Council Minutes

Meeting Number: 21
December 10, 2019, 1:00 PM
Council Chamber

Roll Call	<p>Mayor Frank Scarpitti</p> <p>Deputy Mayor Don Hamilton</p> <p>Regional Councillor Jack Heath</p> <p>Regional Councillor Joe Li</p> <p>Regional Councillor Jim Jones</p> <p>Councillor Keith Irish</p> <p>Councillor Alan Ho</p>	<p>Councillor Reid McAlpine</p> <p>Councillor Karen Rea</p> <p>Councillor Andrew Keyes</p> <p>Councillor Amanda Collucci</p> <p>Councillor Khalid Usman</p> <p>Councillor Isa Lee</p>
Staff	<p>Andy Taylor, Chief Administrative Officer</p> <p>Trinela Cane, Commissioner, Corporate Services</p> <p>Brenda Librecz, Commissioner, Community & Fire Services</p> <p>Arvin Prasad, Commissioner, Development Services</p> <p>Claudia Storto, City Solicitor and Director of Human Resources</p> <p>Brian Lee, Director, Engineering</p> <p>Biju Karumanchery, Director, Planning & Urban Design</p> <p>Joel Lustig, Treasurer</p> <p>Bryan Frois, Chief of Staff</p> <p>Mary Creighton, Director, Recreation Services</p> <p>Andrea Berry, Sr. Manager, Corp Comm & Community Engagement</p> <p>Hersh Tencer, Senior Manager, Real Property, Legal Services</p>	<p>Kimberley Kitteringham, City Clerk</p> <p>Martha Pettit, Deputy City Clerk</p> <p>John Wong, Technology Support Specialist II</p> <p>Michael Toshakovski, Deputy City Solicitor</p> <p>Ronald Blake, Senior Manager, Development, Planning & Urban Design</p> <p>Francesco Santaguida, Assistant City Solicitor</p> <p>& Shane Manson, Senior Manager, Revenue & Property Taxation</p> <p>David Miller, Manager, Development, Planning & Urban Design</p> <p>Jay Pak, Senior Financial Analyst</p> <p>Matthew Vetere, Manager, Budgeting</p> <p>Graham Seaman, Director, Sustainability & Asset Management</p>

Alternate formats for this document are available upon request

1. CALL TO ORDER

The meeting of Council convened at 1:11 PM on December 10, 2019 in the Council Chamber. Mayor Frank Scarpitti presided.

INDIGENOUS LAND ACKNOWLEDGEMENT

We begin today by acknowledging that we walk upon the traditional territories of Indigenous Peoples and we recognize their history, spirituality, culture, and stewardship of the land. We are grateful to all Indigenous groups for their commitment to protect the land and its resources and we are committed to reconciliation, partnership and enhanced understanding.

Council recessed at 3:00 pm and reconvened at 3:07 pm.

2. DISCLOSURE OF PECUNIARY INTEREST

None disclosed.

3. APPROVAL OF PREVIOUS MINUTES**3.1 COUNCIL MINUTES - NOVEMBER 26, 2019**

Moved by Councillor Khalid Usman

Seconded by Councillor Keith Irish

1. That the Minutes of the Council Meeting held on November 26, 2019, be adopted.

Carried

4. PRESENTATIONS**4.1 PRESENTATION - INSTALLATION AND OPERATION OF TWO SEASONAL TENNIS BUBBLES OVER THE TENNIS COURTS AT REESOR PARK (6.0)**

Joel Lustig, Treasurer made a presentation on the proposed installation and operation of seasonal tennis bubbles.

5. DEPUTATIONS

5.1 DEPUTATIONS - INSTALLATION AND OPERATION OF TWO SEASONAL TENNIS BUBBLES OVER THE TENNIS COURTS AT REESOR PARK (6.0)

The following individuals addressed Council on this matter:

1. Michael Gannon spoke in opposition of the proposal.
2. Harry Eaglesham spoke in support of the proposal.
3. David Gervan spoke in support of the proposal.
4. Elisabeth Tan spoke in support of the proposal.
5. Scott Fraser spoke in support of the proposal.

(See Item 8.2.4, Report 45 for Council's decision on this matter.)

5.2 DEPUTATIONS - RECOMMENDATION FROM THE SEPTEMBER 13, 2019 LICENSING COMMITTEE HEARING (8 JOHN LYONS ROAD) (2.0)

The following individuals addressed Council on this matter:

1. Christiane Bergauer-Free spoke in opposition of the tree removal.
2. Karl Koehn, homeowner, spoke on the matter citing safety concerns.

(See Item 11.2 for Council's decision on this matter.)

6. COMMUNICATIONS

6.1 35-2019 LIQUOR LICENCE APPLICATION - ARAYA SUSHI (WARD 4) (3.21)

Moved by Regional Councillor Joe Li

Seconded by Councillor Reid McAlpine

1. That the request for the City of Markham to complete the Municipal Information Form be received for information.

Carried

6.2 36-2019 MEMORANDUM - HOLD REMOVAL FOREST BAY HOMES LTD.
(10.5)

Moved by Regional Councillor Joe Li
Seconded by Councillor Reid McAlpine

1. That the memorandum dated November 29, 2019 from the Commissioner of Development Services regarding the Hold Removal for Forest Bay Homes Ltd., 6350 Steeles Avenue, East, be received.

Carried

6.3 37-2019 COMMUNICATION - THE LADIES' GOLF CLUB OF TORONTO,
APPLICATIONS BY 2526574 ONTARIO LIMITED (TRIDEL) FOR
OFFICIAL PLAN AND ZONING BY-LAW AMENDMENTS AND SITE
PLAN APPROVAL (WARD 1) (10.3) (10.5)

Moved by Regional Councillor Joe Li
Seconded by Councillor Reid McAlpine

1. That the communication dated December 5, 2019 from Goodmans LLP regarding the Ladies Golf Club of Toronto, be received.

(See Item 8.1.1, Report 44, for Council's decision on this matter.)

Carried

6.4 38-2019 COMMUNICATION - THE LADIES' GOLF CLUB OF TORONTO,
APPLICATIONS BY 2526574 ONTARIO LIMITED (TRIDEL) FOR
OFFICIAL PLAN AND ZONING BY-LAW AMENDMENTS AND SITE
PLAN APPROVAL (WARD 1) (10.3) (10.5)

Moved by Regional Councillor Joe Li
Seconded by Councillor Reid McAlpine

1. That the communication dated December 9, 2019 from Michael Mestyan of Tridel regarding the Ladies Golf Club of Toronto, be received.

(See Item 8.1.1, Report 44 for Council's decision on this matter.)

Carried

6.5 39-2019 COMMUNICATION - INSTALLATION AND OPERATION OF TWO SEASONAL TENNIS BUBBLES OVER THE TENNIS COURTS AT REESOR PARK (6.0)

Moved by Regional Councillor Joe Li

Seconded by Councillor Reid McAlpine

That the following communications be received:

1. Email dated December 8, 2019 from Anthony Tan, providing comments.
2. Email dated December 9, 2019 from Harry Eaglesham, providing comments.
3. Email dated December 10, 2019 from Yves Struyven, providing comments.
4. Email dated December 10, 2019 from Tracy Whelan, providing comments.
5. Email dated December 10, 2019 from Michael Gannon, providing comments.
6. Email dated December 10, 2019 from Johana Schneider, providing comments.
7. Email dated December 10, 2019 from Christian Schneider, providing comments.
8. Email dated December 10, 2019 from Santina, Cristina, Lorenzo, Luca, Massimo and Frank Spano, providing comments.

(See Item 8.2.4, Report 45 for Council's decision on this matter.)

Carried

7. PROCLAMATIONS

7.1 PROCLAMATION AND FLAG RAISING REQUESTS (3.4)

Moved by Councillor Amanda Collucci

Seconded by Councillor Karen Rea

1. That the following proclamation, issued by the City Clerk in accordance with the City of Markham Proclamation Policy, be received for information purposes:
 - a. Nanjing Massacre Day - December 13, 2019.

Carried

8. REPORT OF STANDING COMMITTEE

8.1 REPORT NO. 44 - DEVELOPMENT SERVICES COMMITTEE (NOVEMBER 25, 2019)

Moved by Regional Councillor Jim Jones

Seconded by Councillor Keith Irish

That the report of the Development Services Committee be received & adopted, save and except for item 8.1.1.

(See item 8.1.1 for Council's decision on this matter.)

Carried

8.1.1 RECOMMENDATION REPORT - THE LADIES GOLF CLUB OF TORONTO, APPLICATIONS BY 2526574 ONTARIO LIMITED (TRIDEL) FOR OFFICIAL PLAN AND ZONING BY-LAW AMENDMENTS AND SITE PLAN APPROVAL

TO PERMIT A TWELVE STOREY RESIDENTIAL BUILDING AND A FOURTEEN STOREY RESIDENTIAL BUILDING ON THE SOUTH EAST SIDE OF ROYAL ORCHARD, WEST OF BAYVIEW AVENUE (7859 YONGE STREET) FILE NOS. OP/ZA 18 171600 AND SPC 18 256868 (WARD 1) (10.3, 10.5)

Discussion on this matter ensued around transportation improvements towards the Royal Orchard expansion. Council consented to hear from Michael Mestyan of Tridel, and Jim Baird of Liberty Development, on this matter.

Moved by Regional Councillor Jim Jones

Seconded by Councillor Keith Irish

1. That the report titled "The Ladies' Golf Club of Toronto, Applications by 2526574 Ontario Limited (Tridel) for Official Plan and Zoning By-law Amendments and Site Plan Approval to permit a twelve storey residential building and a fourteen storey residential building on the south east side of Royal Orchard, west of Bayview Avenue (7859 Yonge Street) File Nos. OP/ZA 18 171600 and SPC 18 256868 (Ward 1)" be received; and,

2. That the deputations made by Joan Anderton on behalf of the Ladies' Golf Club of Toronto Board of Directors, Ted Langdon, Eric Lakien, John McIntosh, Alena Gotz on behalf of the Aileen-Willowbrook Residents Ratepayers Association, Evelin Ellison on behalf of the Ward One South Residents Ratepayers Association, Joan Feng on behalf of Brian Korson, Alena Gotz on behalf of Roman Komarov, Mia Poscente on behalf of the Royal Orchard Ratepayers Association, and Pam McLennan be received; and,
3. That the written communications submitted by Mia Poscente on behalf of the Royal Orchard Ratepayers Association, Gareth Stackhouse, Fogler Rubinoff LLP, on behalf of the Landmark Shared Facilities Committee, and Peter Rawson be received; and,
4. That the proposed amendment to the 2014 Markham Official Plan, attached as Appendix 'A', be finalized and approved; and,
5. That the amendments to Zoning By-laws 2150 and 177-96, as amended be approved and the draft implementing Zoning By-law, attached as Appendix 'B', be finalized and enacted, without further notice; and,
6. That the Site Plan application by The Ladies' Golf Club of Toronto be endorsed in principle, subject to the Conditions attached as Appendix 'C' and that Site Plan approval be delegated to the Director of Planning and Urban Design or his designate; and,
7. That site plan endorsement shall lapse after a period of three (3) years from the date of Staff endorsement, in the event that the site plan agreement is not executed within that period; and,
8. That in accordance with the provisions of subsection 45(1.4) of the Planning Act, R.S.O. 1990, c.P.13, as amended, the owner shall, through this Resolution, be permitted to apply to the Committee of Adjustment for a variance from the provisions of the zoning by-law attached as Appendix 'B' to this report, before the second anniversary of the day on which the by-law was approved by Council; and,
9. That servicing allocation for one hundred seventy three (173) dwelling units be assigned to the subject development; and,
10. That the City reserves the right to revoke or reallocate servicing allocation should the development not proceed in a timely manner; and,

11. That Council authorizes the City to enter into an agreement with the developer, to share the costs associated with municipal service upgrades required along Royal Orchard Boulevard, to accommodate the development of the "Subject Lands" for high rise residential condominium buildings, to the satisfaction of the CAO and the City Solicitor; and,
12. **That the site plan agreement include a provision requiring the Owner to contribute to the hard and soft costs of design and construction of a partial signalized intersection at Royal Orchard or an equivalent amount to the area transportation improvements to the satisfaction of the Director of Engineering, and further,**
13. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

(By-law 2019-131 and 2019-132)

Carried as Amended

Moved by Councillor Keith Irish

Seconded by Regional Councillor Jim Jones

Council amended the resolution by adding the following clause:

"That the site plan agreement include a provision requiring the Owner to contribute to the hard and soft costs of design and construction of a partial signalized intersection at Royal Orchard or an equivalent amount to the area transportation improvements to the satisfaction of the Director of Engineering,"

Carried

- 8.1.2 FRIENDS OF THE MARKHAM MUSEUM BOARD MINUTES (MAY 8, JUNE 12, SEPTEMBER 18, 2019) AND EXTRACT DATED MAY 8, 2019 (16.0)

Moved by Regional Councillor Jim Jones

Seconded by Councillor Keith Irish

1. That Council endorse the recommendations from the May 8, 2019 Friends of the Markham Museum Board Extract:

"THAT the list of artifacts for deaccession (attachment C) from the Saw Mill and Honey House Collection (in Chapman House) be approved for acceptance and submitted to the City of Markham for final approval."

Carried

8.2 REPORT NO. 45 - GENERAL COMMITTEE (DECEMBER 2, 2019)

Moved by Regional Councillor Jack Heath

Seconded by Councillor Andrew Keyes

That the report of the General Committee be received & adopted, save and except for Item No. 8.2.4.

(See Item No. 8.2.4 for Council's decision on this matter.)

Carried

8.2.1 AWARD OF TENDER FOR THE SUPPLY AND DELIVERY OF UNLEADED FUEL (E10) AND BIODIESEL FUEL (B5 & B20) FOR A TERM OF 5 YEARS (2020-2024) (7.12)

Moved by Regional Councillor Jack Heath

Seconded by Councillor Andrew Keyes

1. That the report entitled "Award of Tender for the Supply and Delivery of Unleaded Fuel (E10) and Biodiesel Fuel (B5 & B20) for a term of 5 years (2020-2024); and,
2. That the contract for Tender 160-T-19 Supply and Delivery of Unleaded Fuel (E10) be awarded to the lowest priced bidder, Suncor Energy Products Partnership, in the estimated annual amount of \$489,039.00, inclusive of HST; and,
3. That the contract for Tender 160-T-19 Supply and Delivery of Biodiesel Fuel (B5 & B20) be awarded to the lowest priced bidder, Suncor Energy Products Partnership, in the estimated annual amount of \$369,522.00, inclusive of HST and,
4. That the term of the contract be 5 years (January 1, 2020 – December 31, 2024); and,

5. That the 2020 estimated costs of \$858,561.00 (\$489,039.00 + \$369,522.00) be funded from accounts as listed in the Financial Considerations section; and,
6. That the Purchase Order be adjusted in the future years up to the approved operating budget as approved by Council; and further,
7. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried

8.2.2 STATUS OF CAPITAL PROJECTS AS OF OCTOBER 31, 2019 (7.0)

Moved by Regional Councillor Jack Heath

Seconded by Councillor Andrew Keyes

1. That the report dated December 2, 2019 titled “Status of Capital Projects as of October 31, 2019” be received; and,
2. That the amount of \$2,286,734 from the closure of capital projects be transferred to the sources of funding as listed on Exhibit A; and,
3. That the closure of projects as outlined on Exhibit B and C be approved; and
4. That the Non-Development Charge Capital Contingency Project be topped up from the Life Cycle Replacement and Capital Reserve Fund by \$971,256 to the approved amount of \$250,000; and,
5. That the Engineering Capital Contingency Project be topped up from the City-Wide Hard Development Charges Reserve by \$67,679 to the approved amount of \$100,000; and,
6. That the Design Capital Contingency Project be topped up from the Development Charges Reserve by \$99,952 to the approved amount of \$100,000; and,
7. That the Planning Capital Contingency Project be topped up from the Development Charges Reserve by \$8,987 to the approved amount of \$50,000; and,
8. That the Waterworks Capital Contingency Project be topped up from the Waterworks Stabilization/Capital Reserve by \$27,731 to the approved amount of \$100,000; and,

9. That the following new capital projects, initiated subsequent to the approval of the 2019 capital budget, be received:
 - 19285 – Yonge Street Highway 7 Transit Planning Advisory – Budget of \$25,000 funded from Development Charges Reserve.
 - 19289 – Supply and Install Oil/Water Separator – Fire Station 94 – Budget of \$20,000 funded from the Non-DC Capital Contingency.
 - 19290 – Centennial Community Centre Fan Wheel – Budget of \$23,073 funded from the Non-DC Capital Contingency.
 - 19292 – Berczy Park Washroom Renovation – Budget of \$20,148 funded from the Non-DC Capital Contingency.
 - 19297 – Pan Am Daktronics – Budget of \$77,826 funded from the Non-DC Capital Contingency, and further,
10. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried

8.2.3 WASTE MANAGEMENT COLLECTION SERVICES CONTRACT (5.1)

Moved by Regional Councillor Jack Heath
Seconded by Councillor Andrew Keyes

1. That the report entitled ‘Waste Management Collection Services Contract’ be received; and,
2. That Staff be authorized to issue a ‘Request for Proposal’ (RFP) for the provision of long-term residential and multi-residential waste management collection services for the City of Markham; and,
3. That the contract be developed with the Chief Administrative Officer, Legal staff, Finance staff, and Environmental Services staff; and,
4. That Staff report back to Council on the RFP results and subsequent process to finalize a long-term contract for waste management collection services; and further,

5. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried

8.2.4 INSTALLATION AND OPERATION OF TWO SEASONAL TENNIS BUBBLES OVER THE TENNIS COURTS AT REESOR PARK (6.0)

Joel Lustig, Treasurer, gave a presentation on this matter immediately following consideration of item 11.1.

Moved by Councillor Karen Rea

Seconded by Councillor Khalid Usman

1. That the confidential report entitled “Installation and Operation of two Seasonal Tennis Bubbles over the Tennis Courts at Reesor Park” be received; and,
2. That Council approve the execution of a lease agreement with a new corporation to be incorporated by Karl Hale (the “**Tenant**”) over a 25 year period from October 2020 to April 2045 to acquire, install, operate and maintain two seasonal tennis bubbles over the tennis courts at Reesor Park annually for 7 months from early October to the end of April; and,
3. That a new capital project be established for the City’s portion of infrastructure costs in the amount of \$936,300 (inclusive of HST) to be funded 90% from Development Charges and 10% from the Non-Development Charges growth reserve, to be fully offset by annual lease revenue; and,
4. That the Mayor and Clerk be authorized to execute a lease agreement with the Tenant for the lease by the City to the Tenant of that part of Reesor Park forming the existing tennis courts and clubhouse (the “**Lands**”) for the installation, operation, and maintenance of tennis bubbles on terms acceptable to the Chief Administrative Officer, provided the form of such lease agreement is satisfactory to the City Solicitor and the Chief Administrative Officer (the “**Lease**”) and,
5. That Council support, in principle, the designation of the proposed tennis bubbles to be installed and operated by the Tenant pursuant to the Lease as a municipal capital facility; and,

6. That the Memorandum attached as Attachment No. 1 be made public;
and further,
7. That Staff be authorized and directed to do all things necessary to give
effect to this resolution.

Carried by Recorded Vote (13:0)
(See below recorded vote)

Recorded Vote (13:0)

YEAS:

Councillor Keith Irish, Councillor Alan Ho, Councillor Reid McAlpine,
Councillor Karen Rea, Regional Councillor Jim Jones, Deputy Mayor Don
Hamilton, Mayor Frank Scarpitti, Regional Councillor Jack Heath,
Regional Councillor Joe Li, Councillor Andrew Keyes, Councillor
Amanda Collucci, Councillor Khalid Usman, Councillor Isa Lee **(13)**

Moved by Deputy Mayor Don Hamilton
Seconded by Councillor Karen Rea

That Council consider the matter of "Installation and Operation of Two
Seasonal Tennis Bubbles over the Tennis Courts at Reesor Park"
immediately following Deputations with respect thereto.

Carried

8.3 REPORT NO. 46 - DEVELOPMENT SERVICES PUBLIC MEETING
(DECEMBER 3, 2019)

Moved by Regional Councillor Jim Jones
Seconded by Councillor Keith Irish

That the report of the Development Services Public Meeting be received &
adopted. (1 item):

Carried

8.3.1 DEVELOPMENT FEE AND BUILDING FEE BY-LAW UPDATE (ALL WARDS) (10.0)

Moved by Regional Councillor Jim Jones

Seconded by Councillor Keith Irish

1. That the written submission from Carmina Tupe, BILD regarding the proposed amendments to the Development and Building Fee By-Laws be received; and,
2. That the Record of the Public Meeting held on December 3, 2019, with respect to the proposed amendments to the Development and Building Fee By-laws be received; and,
3. That the amendment to By-law 211-83, as amended, "Tariff of Fees for the Processing of Planning Applications," substantially in the form attached as Attachment 'A', be enacted; and,
4. That By-law 2019-20 as amended be repealed and the attached "By-law respecting Construction, Demolition and Change of Use Permits and Inspections," attached as Attachment 'B', be enacted; and,
5. That the By-laws come into force and take effect on January 1, 2020; and further,
6. That staff be authorized and directed to do all things necessary to give effect to this resolution.

(By-law 2019-136 and 2019-137)

Carried

8.4 REPORT NO. 47 - DEVELOPMENT SERVICES COMMITTEE (DECEMBER 9, 2019)

Moved by Regional Councillor Jim Jones

Seconded by Councillor Keith Irish

That the report of the Development Services Committee be received & adopted, save and except for Item No. 8.4.2.

(See Item 8.4.2 for Council's decision on this matter).

Carried

8.4.1 APPROVAL OF THE CONTINUATION OF THE MARKHAM
DESIGNATED HERITAGE PROPERTY GRANT PROGRAM, 2020-
2022 (16.11)

Moved by Regional Councillor Jim Jones

Seconded by Councillor Keith Irish

1. That the report entitled “Approval of the Continuation of the Markham Designated Heritage Property Grant Program, 2020-2022”, dated December 9, 2019, be received; and,
2. That a by-law be adopted to implement the Markham Designated Heritage Property Grant Program (2020-2022) generally in the form attached as Appendix “C” to this report; and,
3. That the existing reserve fund entitled “Designated Heritage Property Grant Reserve Fund” continue to be used as the funding source for the program; and,
4. That the Designated Heritage Property Grant Program be allocated \$90,000 in funding for the three year period (2020-2022) from the following sources;
 - a. Prior year unused grant funding in the Designated Heritage Property Grant Reserve Fund in the amount of \$56,090;
 - b. A transfer of \$33,910 (\$90,000 - \$56,090) from the Heritage Loan Reserve Fund, which has a current balance of \$160,695; and,
5. That By-law 175-81, as amended, (A By-law to Establish a Heritage Fund) be amended as per Appendix “D” to this report; and further,
6. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

(By-law 2019-140 and 2019-141)

Carried

8.4.2 RECOMMENDATION REPORT 2585231 ONTARIO INC.
 APPLICATIONS FOR ZONING BY-LAW AMENDMENT TO PERMIT
 MID-RISE RESIDENTIAL AND TOWNHOUSE DEVELOPMENT
 (PHASE 1 ONLY) AND FOR DRAFT PLAN OF SUBDIVISION TO
 CREATE DEVELOPMENT, ROAD, PARK AND OPEN SPACE
 BLOCKS AT 9999 MARKHAM ROAD (WARD 5) (10.7,10.5) FILE
 NOS: ZA/SU 18 180621

Discussion on this matter ensued with respect to a potential transit infrastructure / GO Station in the proposed area of 1B of the Plan. Council consented to hear from Patrick Chan, representing the applicant on this matter.

Moved by Regional Councillor Jim Jones

Seconded by Councillor Andrew Keyes

1. That the staff report titled “RECOMMENDATION REPORT, Applications for Zoning By-law Amendment to permit mid-rise residential and townhouse development (Phase 1 only) and for Draft Plan of Subdivision to create development, road, park and open space blocks at 9999 Markham Road (Ward 5), File No: ZA/SU 18 180621”, be received; and,
2. That the record of the Public meeting held on March 26th, 2019 regarding the applications for Zoning By-law Amendment and Draft Plan of Subdivision 19TM-18007, be received; and,
3. That Council approval of the Zoning By-law Amendment application (ZA 18 180621) for Phase 1 of the development, submitted by 2585231 Ontario Inc. and attached in Appendix ‘A’ be finalized and enacted without further notice; and,
4. That Council approve the Draft Plan of Subdivision 19TM-18007 (SU 18 180621) submitted by 2585231 Ontario Inc. subject to the conditions attached as Appendix ‘B’; and,
5. That Council assign servicing allocation for a maximum of **154** townhouses (including stacked townhouses) and 260 apartment units; and,
6. That Council permit application for minor variances within two (2) years of the proposed amending by-law coming into force, attached as

Appendix 'A', in accordance with Section 45(1.4) of the Planning Act;
and,

7. **That the approval of the zoning by-law amendment and draft plan approval be conditional on the City Solicitor (or her designate) securing the withdrawal of the existing Local Planning Appeal Tribunal appeals related to this property, and,**
8. **That the portion of Phase 1A located between the south boundary of Phase 1B and the north boundary of the identified park block be designated as a new Phase 1C, and that a hold provision be added onto Phases 1B and 1C in the Draft Zoning By-law, which would not be lifted until the GO Station Feasibility Study is underway, to the satisfaction of the Director of Planning & Urban Design, and further,**
9. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

(By-law 2019-139)

Carried as Amended

Moved by Regional Councillor Jim Jones

Seconded by Councillor Andrew Keyes

That the recommendation be amend to include the following:

"That the portion of Phase 1A located between the south boundary of Phase 1B and the north boundary of the identified park block be designated as a new Phase 1C, and that a hold provision be added onto Phases 1B and 1C in the Draft Zoning By-law, which would not be lifted until the GO Station Feasibility Study is underway, to the satisfaction of the Director of Planning & Urban Design"

Carried

8.4.3 2020 CHINA HARBIN INTERNATIONAL WINTER CITIES
CONFERENCE, JANUARY 4-7, 2020 (10.16)

Moved by Regional Councillor Jim Jones

Seconded by Councillor Keith Irish

1. That the report titled, “2020 China Harbin International Winter Cities Conference, January 4-7, 2020” dated December 9, 2019, be received; and,
2. That the City of Markham be represented by Councillor Alan Ho, Chair of Culture and Economic Development Committee to attend the 2020 China Harbin International Winter Cities Conference in Harbin, China from January 4-7, 2020; and,
3. That the total cost of the business trip to attend the 2020 China Harbin International Winter Cities Conference in Harbin, China not exceed \$5,000.00 and be expensed from the 2020 Economic Alliances account 610-9985812, contingent upon Council approval of the 2020 Operating Budget; and,
4. That Councillor Alan Ho be requested to provide Development Services Committee with an update on the outcome of the 2020 China Harbin International Winter Cities Conference at a future meeting in 2020; and further,
5. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried

8.4.4 APPROVAL TO ATTEND THE INTELLIGENT COMMUNITIES
FORUM TOP7 COMMUNITIES OF 2020 CONFERENCE IN
TAOYUAN, TAIWAN (7.13)

Moved by Regional Councillor Jim Jones

Seconded by Councillor Keith Irish

1. That the report dated December 9, 2019 entitled “ICF Top7 Communities of 2020 Conference in Taoyuan, Taiwan” be received; and,
2. That the City of Markham be represented at the Conference by Chief Information Officer, Nasir Kenea; and,

3. That the total cost to attend the conference approximately in the amount of \$3,000 be funded from the 2020 Operating budget account 400 998 5200; and further,
4. That staff be requested to provide Development Services Committee with an update on the outcome of the ICF Top7 Communities of 2020 Conference at a future meeting in 2020; and further,
5. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried

9. MOTIONS

There were no motions.

10. NOTICE OF MOTION TO RECONSIDER

There were no notices of motions.

11. NEW/OTHER BUSINESS

11.1 RECOMMENDATION FROM THE SEPTEMBER 13, 2019 LICENSING COMMITTEE HEARING (8 JOHN LYONS ROAD) (2.0)

Moved by Councillor Karen Rea

Seconded by Regional Councillor Jim Jones

1. That the report entitled “8 John Lyons Road Tree Removal Permit” be received for information; and,
2. That the application to remove one (1) Black Walnut at 8 John Lyons Road, Markham, Ontario, be **approved**; and,
3. **That upon removal of the subject tree, the applicant shall plant six (6) Black Walnut trees anywhere on 8 John Lyons Road, each replacement tree must have a minimum caliper (diameter) size of 50mm at the time of planting. Alternatively, a cash-in-lieu payment may be made to the City for each Black Walnut tree not planted by the applicant, which will go**

towards the planting of Black Walnut trees at a location determined by the City, and,

4. That the recommendation is based on the unique characteristics of this case only and is not intended to be precedent setting nor to be used as a basis for future cases, and further,
5. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried as Amended by Recorded Vote (7:5)
See below Recorded Vote

Recorded Vote (7:5)

YEAS:

Councillor Alan Ho, Councillor Karen Rea, Regional Councillor Jim Jones, Deputy Mayor Don Hamilton, Mayor Frank Scarpitti, Regional Councillor Joe Li, Councillor Andrew Keyes (7)

NAYS:

Councillor Keith Irish, Councillor Reid McAlpine, Regional Councillor Jack Heath, Councillor Amanda Collucci, Councillor Khalid Usman, (5)

ABSENT:

Councillor Isa Lee

Moved by Councillor Karen Rea
Seconded by Regional Councillor Jim Jones

That Council consider the matter of "Recommendation from the September 13, 2019 Licensing Committee Hearing (8 John Lyons Road)" immediately following the Approval of the Minutes with respect thereto.

Carried

Council had the following original recommendation before it which was not considered:

1. That the report entitled "8 John Lyons Road Tree Removal Permit" be received for information; and,

2. That the application to remove one (1) Black Walnut at 8 John Lyons Road, Markham, Ontario, be denied; and,
3. That the recommendation is based on the unique characteristics of this case only and is not intended to be precedent setting nor to be used as a basis for future cases, and further,
4. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

11.2 2020 OPERATING AND CAPITAL BUDGETS (7.0)

Matthew Vetere, Manager, Budgeting, Financial Services, provided a presentation on the 2020 Operating and Capital Budgets.

The Mayor thanked staff and members of the Budget Committee for their hard work on the 2020 Operating and Capital Budgets.

Moved by Councillor Amanda Collucci

Seconded by Councillor Andrew Keyes

1. That the report dated December 20, 2019 titled, “2020 Operating and Capital Budgets” be received; and,
2. That Council approve a 1.95% property tax rate increase to the City’s tax levy as follows:
 - a. 1.45% for day-to-day operations
 - b. 0.50% infrastructure investment; and,
3. That Council approve the 2020 Primary Operating Budget for City services of \$240,962,772 which includes the Library budget of \$15,241,205, excludes the 2019 surplus/deficit, and reflects a 1.95% property tax rate increase, as detailed in Appendices 1 and 2; and,
4. That Council approve the remaining 2020 Capital Budget of \$86,914,000 for a total of \$111,488,000 (\$86,914,000 + \$24,574,000 pre-approved), as per projects detailed in Appendix 3; and,
5. That Council authorize Staff to purchase US dollars (USD) for applicable capital budget projects and make any budget adjustments necessary due to a variance between the budgeted USD exchange rate and the actual USD exchange rate at the time the USD are purchased; and,

6. That Council approve the 2020 Planning & Design Operating Budget totalling \$10,568,647, as detailed in Appendix 4; and,
7. That Council approve the 2020 Engineering Operating Budget totalling \$8,787,473, as detailed in Appendix 5; and,
8. That Council approve the 2020 Building Standards Operating Budget totalling \$9,534,885, as detailed in Appendix 6; and,
9. That Council approve the 2020 Waterworks Operating Budget totalling \$140,669,974, (excluding the 2019 surplus/deficit), as detailed in Appendix 7; and,
10. That upon finalization of the 2019 audited financial statements, 2020 operating budgets be adjusted to reflect 2019 operating results; and,
11. That a copy of the budgets be made available to the public through the Clerk's Department, the City website and each of the Markham Public Libraries; and,
12. That the restated budget included in the "Additional Financial Disclosure Requirements Pursuant to Ontario Regulation 284/09" be adopted; and further,
13. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried by Recorded Vote (12:0)

(See following Recorded Vote)

Recorded Vote (12:0)

YEAS:

Councillor Keith Irish, Councillor Alan Ho, Councillor Reid McAlpine, Councillor Karen Rea, Regional Councillor Jim Jones, Deputy Mayor Don Hamilton, Mayor Frank Scarpitti, Regional Councillor Jack Heath, Regional Councillor Joe Li, Councillor Andrew Keyes, Councillor Amanda Collucci, Councillor Isa Lee **(12)**

ABSENT:

Councillor Khalid Usman **(1)**

11.3 AWARD OF TENDER 209-T-19 FLOODLIGHTS, POLES AND CROSS ARMS REPLACEMENT (7.12)

Moved by Councillor Karen Rea

Seconded by Councillor Isa Lee

1. That the report entitled “Award of Tender 209-T-19 Floodlights, Poles and Cross Arms Replacement” be received; and,
2. That the contract for Tender 209-T-19 Floodlights, Poles and Cross Arms Replacement (Part A: Armadale and Highgate Parks) be awarded to the lowest priced bidder, Nadelec Contracting Inc., in the amount of \$388,417.92, inclusive of HST; and,
3. That the contract for Tender 209-T-19 Floodlights, Poles and Cross Arms Replacement (Part B: Morgan and Bishops Cross Parks) be awarded to the lowest priced bidder, Nadelec Contracting Inc., in the amount of \$601,096.32, inclusive of HST; and,
4. That a 5% contingency in the amount of \$49,475.71 (\$19,420.90 + \$30,058.81) inclusive of HST, be established for each contract to cover any additional construction costs and that authorization to approve expenditures of this contingency amount up to the specified limit be in accordance with the Expenditure Control Policy; and,
5. That the estimated costs of \$1,038,989.95 (\$388,417.92 + \$601,096.32 + \$49,475.71) be funded from accounts as listed in the Financial Considerations section with budget available of \$864,027.00; and,
6. That the budget shortfall in the amount of \$174,962.95 (\$864,027.00 - \$1,038,989.95) be funded from the Life Cycle Replacement and Capital Reserve; and further,
7. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried

12. ANNOUNCEMENTS

There were no announcements.

13. BY-LAWS - THREE READINGS

Moved by Councillor Reid McAlpine

Seconded by Councillor Andrew Keyes

That By-laws 2019-130 to 2019-137 and 2019-139 to 2019-141 be given three readings and enacted.

Carried

Three Readings**13.1 BY-LAW 2019-130 FOREST BAY HOMES LTD., 6350 STEELES AVENUE EAST, HOLD REMOVAL BY-LAW**

A By-law to amend By-law 90-81.

(Item 6.2, Communications)

Carried

13.2 BY-LAW 2019-131 LADIES GOLF CLUB OF TORONTO, 7859 YONGE STREET, AMENDMENT TO THE IN FORCE OFFICIAL PLAN (REVISED 2014), AS AMENDED

A by-law to adopt an Official Plan Amendment to the in force Official Plan (Revised 2014), as amended, in order to permit the development of a residential high rise building.

(Item 8.1.1, Report No. 44)

Carried

13.3 BY-LAW 2019-132 LADIES GOLF CLUB OF TORONTO, 7859 YONGE STREET, ZONING BY-LAW AMENDMENT

A By-law to amend By-law 2150, as amended, and to amend By-law 177-96, as amended, to permit the development of a residential high rise building.

(Item 8.1.1, Report No. 44)

Carried

- 13.4 BY-LAW 2019-133 - A BY-LAW TO ESTABLISH STREETS LAID OUT ACCORDING TO PLAN OF SUBDIVISION 65M-4526 AS A PUBLIC HIGHWAY, PART OF LOTS 11 AND 12, CONCESSION 9 (WYKLAND ESTATES, INC.)

Carried

- 13.5 BY-LAW 2019-134 A BY-LAW TO ESTABLISH STREETS LAID OUT ACCORDING TO PLAN OF SUBDIVISION 65M-4354 AS A PUBLIC HIGHWAY, PART OF LOTS 12 AND 13, CONCESSION 9 (CORNELL ROUGE DEVELOPMENT CORP.)

Carried

- 13.6 BY-LAW 2019-135 TIMES GROUP, 12 GANDHI LANE, HOLD REMOVAL BY-LAW

A By-law to amend By-law 177-96, as amended.

Carried

- 13.7 BY-LAW 2019-136 BEING A BY-LAW RESPECTING CONSTRUCTION, DEMOLITION, CHANGE OF USE PERMITS AND INSPECTIONS

- 13.8 BY-LAW 2019-137 A BY-LAW TO AMEND BY-LAW 211-83, AS AMENDED, BEING A BY-LAW TO PRESCRIBE A TARIFF OF FEES FOR THE PROCESSING OF PLANNING APPLICATIONS

A By-law to amend By-law 177-96, as amended.

Carried

- 13.9 BY-LAW 2019-139 2585231 ONTARIO INC., 9999 MARKHAM ROAD, ZONING BY-LAW AMENDMENT

A By-law to amend By-law 88-76, as amended, and to amend By-law 177-96, as amended, to permit mid-rise residential and townhouse development.

(Item 8.4.2 Report 47)

Carried as Amended

13.10 BY-LAW 2019-140 BEING A BY-LAW TO ESTABLISH A DESIGNATED HERITAGE PROPERTY GRANT PROGRAM (2020-2022)

(Item 8.4.1 Report 47)

Carried

13.11 BY-LAW 2019-141 A BY-LAW TO AMEND BY-LAW 175-81, AS AMENDED, BEING A BY-LAW TO ESTABLISH A HERITAGE FUND

(Item 8.4.1 Report 47)

Carried

14. CONFIDENTIAL ITEMS

Moved by Regional Councillor Jim Jones

Seconded by Deputy Mayor Don Hamilton

That, in accordance with Section 239 (2) of the *Municipal Act*, Council resolve into a private session to discuss the security of a property of the municipality or local board at 3:07 pm.

Carried

Moved by Regional Councillor Jack Heath

Seconded by Regional Councillor Jim Jones

That Council rise from Confidential session at 3:29 pm and reported out on item 8.2.4.

(See Item No. 8.2.4 on Council's decision on this matter.)

Carried

Moved by Councillor Karen Rea

Seconded by Deputy Mayor Don Hamilton

That, in accordance with Section 239 (2) of the *Municipal Act*, Council resolve into a private session to discuss the following confidential matters at 6:19 pm:

14.1 APPROVAL OF CONFIDENTIAL COUNCIL MINUTES - NOVEMBER 26, 2019 (10.0)

14.2 COUNCIL

14.2.1 PERSONAL MATTERS ABOUT AN IDENTIFIABLE
INDIVIDUAL, INCLUDING MUNICIPAL OR LOCAL BOARD
EMPLOYEES (BOARD/ COMMITTEE APPOINTMENTS)
[Section 239 (2) (b)](16.24)

14.2.2 PERSONAL MATTERS ABOUT AN IDENTIFIABLE
INDIVIDUAL, INCLUDING MUNICIPAL OR LOCAL BOARD
EMPLOYEES (BOARD/ COMMITTEE APPOINTMENTS)
(16.24) [Section 239 (2) (b)]

14.2.3 PERSONAL MATTERS ABOUT AN IDENTIFIABLE
INDIVIDUAL, INCLUDING MUNICIPAL OR LOCAL BOARD
EMPLOYEES (BOARD/COMMITTEE APPOINTMENTS) (16.24)
[Section 239 (2) (b)]

14.2.4 THE SECURITY OF THE PROPERTY OF THE MUNICIPAL OR
LOCAL BOARD (WARD 8) (8.7) [Section 239 (2) (a)]

14.2.5 PERSONAL MATTERS ABOUT AN IDENTIFIABLE
INDIVIDUAL, INCLUDING MUNICIPAL OR LOCAL BOARD
EMPLOYEES (BOARD/ COMMITTEE APPOINTMENTS)
[Section 239 (2) (b) (16.24)]

14.3 GENERAL COMMITTEE - DECEMBER 2, 2019

14.3.1 PERSONAL MATTERS ABOUT AN IDENTIFIABLE
INDIVIDUAL, INCLUDING MUNICIPAL OR LOCAL BOARD
EMPLOYEES (7.0) (WARDS 3,4,5 & 8) [Section 239 (2) (b)]

14.3.2 PERSONAL MATTERS ABOUT AN IDENTIFIABLE
INDIVIDUAL, INCLUDING MUNICIPAL OR LOCAL BOARD
EMPLOYEES (7.0) (WARDS 1,2,4,5,6,7 AND 8) [Section 239 (2)
(b)]

14.3.3 A PROPOSED OR PENDING ACQUISITION OR DISPOSITION
OF LAND BY THE MUNICIPALITY OR LOCAL BOARD (8.6)
(WARD 2, 5 & 8) [Section 239 (2) (c)]

14.4 DEVELOPMENT SERVICES COMMITTEE - DECEMBER 9, 2019

14.4.1 LITIGATION OR POTENTIAL LITIGATION, INCLUDING
MATTERS BEFORE ADMINISTRATIVE TRIBUNALS,
AFFECTING THE MUNICIPALITY OR LOCAL BOARD
(WARD 5) (10.7, 10.5) [Section 239 (2) (e)]

14.4.2 LITIGATION OR POTENTIAL LITIGATION, INCLUDING
MATTERS BEFORE ADMINISTRATIVE TRIBUNALS,
AFFECTING THE MUNICIPALITY OR LOCAL BOARD (8.0)
[Section 239 (2) (e)]

Carried

Moved by Councillor Reid McAlpine

Seconded by Councillor Alan Ho

That Council rise from Confidential session at 7:00 pm.

Carried

The Confidential items were approved by Council as follows:

14.1 APPROVAL OF CONFIDENTIAL COUNCIL MINUTES - NOVEMBER 26,
2019 (10.0)

Moved by Councillor Isa Lee

Seconded by Regional Councillor Joe Li

1. That the confidential Council minutes of November 26, 2019 be adopted.

Carried

14.2 COUNCIL

14.2.1 PERSONAL MATTERS ABOUT AN IDENTIFIABLE INDIVIDUAL,
INCLUDING MUNICIPAL OR LOCAL BOARD EMPLOYEES
(BOARD/ COMMITTEE APPOINTMENTS) [Section 239 (2) (b)](16.24)

Moved by Councillor Reid McAlpine

Seconded by Deputy Mayor Don Hamilton

1. That the following individuals be appointed to the Cycling & Pedestrian Advisory Committee (CPAC) for the terms noted:

<u>Name</u>	<u>Term Expiry</u>
Amit Arora	November 30, 2023
Colin Casser	November 30, 2023
Mauricio Martinez	November 30, 2023
Doug Wolfe	November 30, 2023
Joseph Zerczi	November 30, 2023
David Rawcliffe	November 30, 2021
Peter Miasek	November 30, 2021
Elisabeth Tan	November 30, 2021
Anthony Ko	November 30, 2021
Daniel Yeung	November 30, 2022
Paul Salvo	November 30, 2022
Gordon Lawson	November 30, 2022
Zain Khan	November 30, 2022

and further;

2. That staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried

14.2.2 PERSONAL MATTERS ABOUT AN IDENTIFIABLE INDIVIDUAL,
INCLUDING MUNICIPAL OR LOCAL BOARD EMPLOYEES
(BOARD/ COMMITTEE APPOINTMENTS) (16.24) [Section 239 (2)
(b)]

Moved by Regional Councillor Jack Heath

Seconded by Councillor Andrew Keyes

1. That the following persons be appointed to the Property Standards Committee:

<u>NAME</u>	<u>TERM EXPIRY</u>
-------------	--------------------

Ali Chatha	November 14, 2022
George Samuels	November 14, 2022
Darius Sookram	November 14, 2022
Vivian Wong	November 14, 2022
Gilbert Wan	November 14, 2022

Carried

14.2.3 PERSONAL MATTERS ABOUT AN IDENTIFIABLE INDIVIDUAL,
INCLUDING MUNICIPAL OR LOCAL BOARD EMPLOYEES
(BOARD/COMMITTEE APPOINTMENTS) (16.24) [Section 239 (2) (b)]

Moved by Councillor Andrew Keyes

Seconded by Councillor Amanda Collucci

1. That the Confidential Memorandum entitled “DMC Board of Directors Appointments” dated December 10, 2019 be received; and,
2. That Council approve a revised Board of Directors composition of twelve (12) Directors, which will now be comprised of six (8) independent Directors and four (4) non-independent Directors (being the Mayor and three (3) members of Council); and,
3. That Council endorse the appointment of the following eight (8) individuals to serve as independent Directors: Ms. Aarti Patel, Mr. Chuck Thibeault, Mr. David Miller, Mr. Herman Grad, Mr. Hiren Prabhakar, Ms. Kate Seaver, Mr. Shafik Jiwani, Ms. Susan Mandryk and such directors to be duly appointed by Council, at the first Annual General Meeting of the Corporation in early 2020; and further,
4. That staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried

14.2.4 THE SECURITY OF THE PROPERTY OF THE MUNICIPAL OR
LOCAL BOARD (WARD 8) (8.7) [Section 239 (2) (a)]

Moved by Councillor Isa Lee

Seconded by Councillor Keith Irish

1. That the confidential presentation on the security of the property of municipal or local board (Ward 8), be received, and,
2. That staff be directed to do all things necessary to give effect to the recommendations in the staff presentation.

Carried

14.2.5 PERSONAL MATTERS ABOUT AN IDENTIFIABLE INDIVIDUAL, INCLUDING MUNICIPAL OR LOCAL BOARD EMPLOYEES (BOARD/ COMMITTEE APPOINTMENTS) [Section 239 (2) (b) (16.24)]

Moved by Councillor Keith Irish

Seconded by Councillor Alan Ho

1. That the following individuals be appointed to the Seniors Advisory Committee for the terms noted:

NAME	PROPOSED TERM EXPIRY DATE
Lily Liu	November 30, 2022
Min Jung (Alice) Chao	November 30, 2022
George George	November 30, 2022
Richard Tu	November 30, 2021
Ardy Reid	November 30, 2022
Javaid Khan	November 30, 2022
Patricia Anderson	November 30, 2021
Diane Gabay	November 30, 2021
Laila Jiwa	November 30, 2021
Yash Kapur	November 30, 2020
Gail Leet	November 30, 2020

and further,

2. That staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried

14.2.6 THE SECURITY OF THE PROPERTY OF THE MUNICIPALITY OR LOCAL BOARD, REESOR PARK (WARD 4) (6.0) [Section 239 (2) (a)]

See item No. 8.2.4 for Council's decision on this matter.

14.3 GENERAL COMMITTEE - DECEMBER 2, 2019

14.3.1 PERSONAL MATTERS ABOUT AN IDENTIFIABLE INDIVIDUAL, INCLUDING MUNICIPAL OR LOCAL BOARD EMPLOYEES (7.0) (WARDS 3,4,5 & 8) [Section 239 (2) (b)]

Moved by Regional Councillor Jack Heath

Seconded by Councillor Andrew Keyes

1. The confidential report entitled “Properties for Tax Sale – Update” be received; and
2. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried

14.3.2 PERSONAL MATTERS ABOUT AN IDENTIFIABLE INDIVIDUAL, INCLUDING MUNICIPAL OR LOCAL BOARD EMPLOYEES (7.0) (WARDS 1,2,4,5,6,7 AND 8) [Section 239 (2) (b)]

Moved by Deputy Mayor Don Hamilton

Seconded by Regional Councillor Jim Jones

1. That the confidential report entitled “Properties Ready for Tax Sale Registration” be received; and,
2. That staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried

14.3.3 A PROPOSED OR PENDING ACQUISITION OR DISPOSITION OF LAND BY THE MUNICIPALITY OR LOCAL BOARD (8.6) (WARD 2, 5 & 8) [Section 239 (2) (c)]

Moved by Regional Councillor Jack Heath

Seconded by Councillor Reid McAlpine

1. That the report entitled “Reporting Out of Real Property Acquisitions” be received; and,
2. That Staff be authorized and directed to take the actions set out in this report.

Carried

14.4 DEVELOPMENT SERVICES COMMITTEE - DECEMBER 9, 2019

14.4.1 LITIGATION OR POTENTIAL LITIGATION, INCLUDING MATTERS BEFORE ADMINISTRATIVE TRIBUNALS, AFFECTING THE MUNICIPALITY OR LOCAL BOARD.

Moved by Councillor Keith Irish

Seconded by Councillor Karen Rea

1. That the Confidential Memorandum be received for information, and,
2. That the recommendations contained in the public agenda item 8.4.2 be amended to add "That the approval of the zoning by-law amendment and draft plan approval be conditional on the City Solicitor (or her designate) securing the withdrawal of the existing Local Planning Appeal Tribunal appeals related to this property".

Carried

14.4.2 LITIGATION OR POTENTIAL LITIGATION, INCLUDING MATTERS BEFORE ADMINISTRATIVE TRIBUNALS, AFFECTING THE MUNICIPALITY OR LOCAL BOARD (8.0) [Section 239 (2) (e)]

Moved by Councillor Keith Irish

Seconded by Councillor Isa Lee

1. That the confidential report entitled "Update regarding the City of Vaughan's Yonge-Steeles Corridor Secondary Plan Local Planning Appeal Tribunal Appeal and Request for Direction" be received; and,
2. That staff be authorized to do what is necessary to give effect to this resolution.

Carried

15. CONFIRMATORY BY-LAW - THREE READINGS

Moved by Councillor Isa Lee

Seconded by Councillor Keith Irish

That By-law 2019-138 be given three readings and enacted.

Three Readings

BY-LAW 2019-138 A BY-LAW TO CONFIRM THE PROCEEDINGS OF THE
COUNCIL MEETING OF DECEMBER 10, 2019.

Carried

16. ADJOURNMENT

Moved by Councillor Isa Lee

Seconded by Councillor Keith Irish

That the Council meeting be adjourned at 7:05 p.m.

Carried

Kimberley Kitteringham
City Clerk

Frank Scarpitti
Mayor



Special Council Minutes

Meeting Number: 22
December 20, 2019, 9:00 AM
Council Chamber

Roll Call	Mayor Frank Scarpitti Regional Councillor Jim Jones Councillor Keith Irish Councillor Alan Ho	Councillor Reid McAlpine Councillor Andrew Keyes Councillor Isa Lee
Regrets	Deputy Mayor Don Hamilton Regional Councillor Jack Heath Regional Councillor Joe Li	Councillor Karen Rea Councillor Amanda Collucci Councillor Khalid Usman
Staff	Andy Taylor, Chief Administrative Officer Trinela Cane, Commissioner, Corporate Services Brenda Librecz, Commissioner, Community & Fire Services Arvin Prasad, Commissioner, Development Services Claudia Storto, City Solicitor and Director of Human Resources	Joel Lustig, Treasurer Bryan Frois, Chief of Staff Andrea Berry, Sr. Manager, Corp Comm & Community Engagement Martha Pettit, Deputy City Clerk Alida Tari, Manager, Access and Privacy Ronald Blake, Senior Manager, Development, Planning & Urban Design Stafford Hughes, Technology Support Specialist II

Alternate formats for this document are available upon request

1. CALL TO ORDER

The meeting of Council convened at 9:13 AM on December 20, 2019 in the Council Chamber. Mayor Frank Scarpitti presided.

INDIGENOUS LAND ACKNOWLEDGEMENT

We begin today by acknowledging that we walk upon the traditional territories of Indigenous Peoples and we recognize their history, spirituality, culture, and stewardship of the land. We are grateful to all Indigenous groups for their commitment to protect the land and its resources and we are committed to reconciliation, partnership and enhanced understanding.

2. DISCLOSURE OF PECUNIARY INTEREST

None disclosed.

3. DEPUTATIONS

There were no deputations.

4. COMMUNICATION - 1771107 ONTARIO INC. (TIMES GROUP INC.), SOUTHEAST CORNER OF HIGHWAY 7 E AND VERDALE CROSSING, PARTIAL HOLD REMOVAL

Moved by Regional Councillor Jim Jones

Seconded by Councillor Keith Irish

1. That the memorandum titled “Partial Hold Removal, Tower C, 1771107 Ontario Inc. (Times Group Inc.) Southeast corner of Highway 7 E and Verdale Crossing, File HOL 19 142126”, be received; and,
2. That the draft Zoning By-law attached as Appendix A to this memorandum be approved and enacted without further notice; and further,
3. That Staff be authorized to do all things necessary to give effect to the resolution.

Carried

5. BY-LAWS - THREE READINGS

Moved by Councillor Reid McAlpine

Seconded by Councillor Isa Lee

That By-law 2019-142 be given three readings and enacted.

Carried

Three Readings

- 5.1 BY-LAW 2019-142 1771107 ONTARIO INC. (TIMES GROUP INC.),
SOUTHEAST CORNER OF HIGHWAY 7 E AND VERDALE CROSSING,
HOLD REMOVAL BY-LAW

Carried

6. CONFIRMATORY BY-LAW

- 6.1 BY-LAW 2019-143 A BY-LAW TO CONFIRM THE PROCEEDINGS OF THE
SPECIAL COUNCIL MEETING OF DECEMBER 20, 2019

Moved by Councillor Andrew Keyes

Seconded by Councillor Alan Ho

That By-law 2019-143 be given three readings and enacted.

Carried

7. ADJOURNMENT

Moved by Councillor Alan Ho

Seconded by Councillor Isa Lee

That the Council meeting be adjourned at 9:15 a.m.

Carried

Martha Pettit
Deputy Clerk

Frank Scarpitti
Mayor

Municipal Information

Section 1 - Application Details

Premises Name SISTER'S CAFE DELIGHT		Premises Telephone Number 905-513-9233	
Contact Name ROSE BUT	Contact's Telephone Number 416-818-1318	Email Address butwing2@Gmail.com	
Address 4855 14 th AVE UNIT 9-12 DANFORTH-10 th AVE	City/Town MARKHAM	Province / State ON	Postal Code L3S 3L6

☒ Indoor areas
☐ Outdoor areas

Section 2 - Municipal Clerk's Official Notice of Application for a Liquor Sales Licence in your Municipality

Please confirm the "Wet/Damp/Dry" status below.

Name of village, town, township or city where taxes are paid: (If the area where the establishment is located was annexed or amalgamated, provide the name of the Village, Town, Township or City was known as)

☐ Wet (for spirits, beer, wine) ☐ Damp (for beer and wine only) ☐ Dry

Specific concerns regarding zoning or non-compliance with by-laws must be clearly outlined **in a separate submission or letter within 30 days of this notification.**

Signature of Municipal Official	Title
Address of Municipal Office	Date <div> <div>YYYY</div> <div>MM</div> <div>DD</div> </div>



Liquor Licence Questionnaire

The Corporation of the City of Markham

To evaluate your Liquor Licence Application, you are required to complete this Questionnaire.

Submit the all required documentation to the Clerk's Office by mail or in-person to the address below.

City of Markham
Clerk's Office
Legislative Services Department
101 Town Centre Boulevard
Markham, Ontario
L3R 9W3

Attention: Public Services Assistant

If you have any questions about this Questionnaire, please call 905-477-7000 ext. 2366.

Liquor Licence Questionnaire Checklist

The following items **must** be submitted with this completed Questionnaire to the Clerk's Office:

- ✓ Applicable fee;
- ✓ A sample menu; and,
- ✓ Copy of the floor plan showing the layout, areas that require licensing, seating arrangements, washrooms (show fixtures) and exits.

Applicant Contact Information

First Name JING XIA		Last Name LIANG	
Street Number 9	Street Name BALEBERRY CRES.		Suite/Unit Number
City EAST Gwillimbury	Postal Code L9N 0P2	Province ON	
Telephone Number -	Mobile Number 647-875-8878	Email ANGELIANG8878@GMAIL.COM	

Restaurant Information

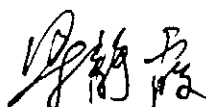
Name of Restaurant SISTERS CAFE DELIGHT			
Street Number 4855	Street Name FOURTEEN AVE		Suite/Unit Number UNIT 9, 10, 11, 12
City MARKHAM	Postal Code L3S 3L6	Province ONTARIO	

Page 1 of 2

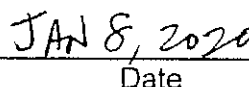
Rev. Jan/17

Information on this form is collected under the authority of Section 11 of the Municipal Act, 2001, S.O. 2001, c. 25, as amended and Section 12 of the Liquor Licence Act, R.S.O. 1990, Chapter L.19, as amended. The information you have provided will be used to contact you and process your Liquor Licence Application. If you have questions about this collection contact the Access & Privacy Manager, Legislative Services Development, 101 Town Centre Boulevard, Markham, Ontario, L3R 9W3, 905-477-5530.

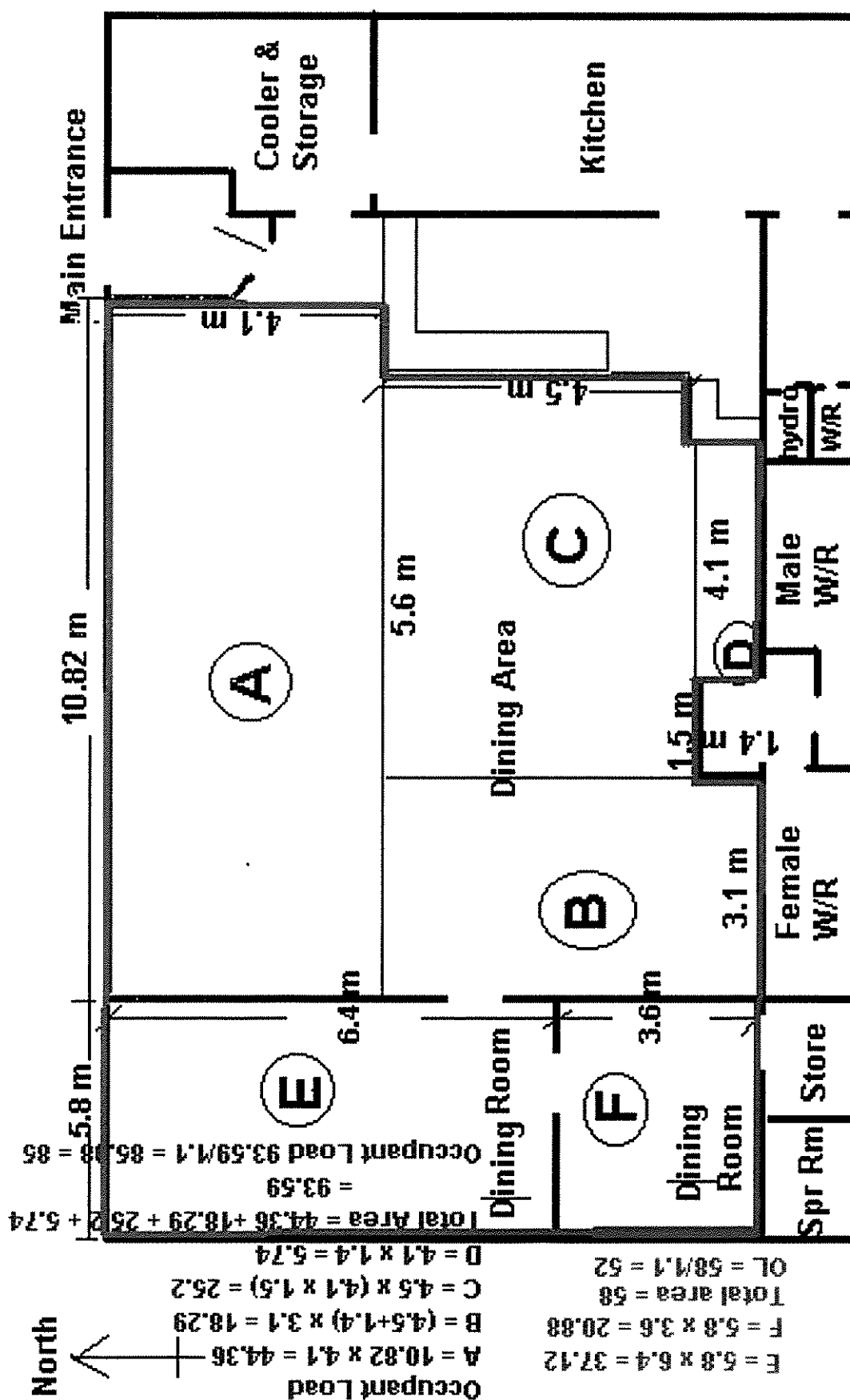
What is the closest major intersection to the restaurant? BRIMLEY ROAD/14 th AVE.	What is the distance between the restaurant and the closest residential area? (In kilometres) 250 meters
Does the restaurant have a valid Business Licence issued by the City of Markham? <input checked="" type="radio"/> Yes <input type="radio"/> No Business Licence Number: <u>20 105726 EE</u>	Does the restaurant have a working Fire Alarm System? <input checked="" type="radio"/> Yes <input type="radio"/> No
If no, please note that a Business Licence is required.	
Type of restaurant (select one) <input checked="" type="checkbox"/> Family <input type="checkbox"/> Roadhouse <input type="checkbox"/> Sports Bar <input type="checkbox"/> Fine Dining <input type="checkbox"/> Take Out <input type="checkbox"/> Cafe	
What, if any, entertainment or amusements will be provided in the restaurant? (select all that apply) <input type="checkbox"/> Karaoke <input type="checkbox"/> Live Entertainment <input type="checkbox"/> Casino <input type="checkbox"/> Off-Track Betting <input type="checkbox"/> Arcade <i>N/A</i>	
Is the liquor licence application for an expansion of the existing operations? <input type="radio"/> Yes <input checked="" type="radio"/> No	
If yes, please provide the <u>current</u> existing maximum seating capacity: _____	
If no, please provide the <u>planned</u> existing maximum seating capacity: 131 137	
Location History	
Has a Building Permit been applied for or obtained for this location? <input type="radio"/> Yes Building Permit Number: _____ <input checked="" type="radio"/> No	
Was the location previously used as a restaurant? <input checked="" type="radio"/> Yes <input type="radio"/> No If no, a Building Permit is required. Contact Building Services at 905-477-7000 ext. 4870 for more information.	
If the location was previously used as a restaurant, has construction or alteration been proposed? <input type="radio"/> Yes <input checked="" type="radio"/> No If yes, please provide Alteration Permit Number: _____	



Applicant's Signature



Date



三三三

Sister's Cafe Delight
4855 14th Ave Unit 9, 10, 11, 12
Markham, Ontario

特色小菜 Special Dishes

雲耳鮮菌淮山片	\$ 13.99
Stir Fried Black Fungus with Mushroom & Chinese Yam	
豉汁帶子蒸豆腐	\$ 18.99
Stream Scallop with Tofu in Black Bean Sauce	
榨菜尖椒牛柳	\$ 15.99
Sautéed Beef with Pickled Vegetable & Hot Pepper	
XO醬肉碎芥蘭	\$ 14.99
Stir Fried Minced Pork with Chinese Broccoli in XO Sauce	
XO醬菲菜花硯肉	\$ 14.99
Stir Fried Clams with Chinese Chive Flower in XO Sauce	
金鈎唐生菜	\$ 14.99
Sizzling Dried Shrimp with Chinese Lettuce	
豬肝啫啫走地雞煲	\$ 15.99
Sizzling Pig Liver with Chicken Clay Hot Pot	
咖喱南瓜排骨煲	\$ 13.99
Curry Pumpkin with Spareribs Hot Pot	
咸魚粒皇子菇炒爽肉	\$ 15.99
Stir Fried King Mushroom with Pork Jowl & Diced Salted Fish	
銀魚蒸茄子	\$ 14.99
Stream Eggplant with Dried Fish	
台灣小炒	\$ 12.99
Sautéed Taiwanese Special	
銀杏鮮蓮藕炒皇子菇雜菌	\$ 14.99
Stir Fried Mixed Mushrooms with Ginkgo and Lotus Root	
咖喱牛腩煲	\$ 16.99
Curry Beef Brisket Hot Pot	
北菇鵝掌扒豆苗	\$ 26.99
Braised Goose Feet & Mushroom with Pea Sprouts	
海參鵝掌扒豆苗	\$ 28.99
Braised Sea Cucumber & Mushroom with Pea Sprouts	

海鮮類 Seafood

金牌龍蝦(*可自選制法)

時價 Seasonal Price

Lobster (Choice of Cooking Style)

自選制法: 避風塘、美極、薑蔥、黃金焗、清蒸、香辣、芝士焗、金銀蒜粉絲蒸或金沙炒

Choice of Cooking Style: HK Style (Spicy), Maggie Seasoning, Ginger & Onion Spicy Salt, Steam, Spicy, Baked with Cheese, Steam with Garlic & Vermicelli, Stir Fried with Salted Egg Sauce

溫哥華蟹(可自選制法)

時價 Seasonal Price

Vancouver Crab (Choice of Cooking Style)

自選制法: 避風塘、美極、薑蔥、黃金焗、清蒸、香辣、芝士焗、金銀蒜粉絲蒸、金沙炒

泰式咖喱(跟花卷)或新加坡炒

Choice of Cooking Style: HK Style (Spicy), Maggie Seasoning, Ginger & Onion Spicy Salt, Steam, Spicy,

Baked with Cheese, Steam with Garlic & Vermicelli, Stir Fried with Salted Egg Sauce

Thai Style Curry (with Steam Bun) or Singapore Style

生炆斑尾(或紅燒)(預訂)

\$48.00

Braised Fish Tail (with Roast Pork)(Reservation Required)

豉汁陳皮蒸鱔球(例)

\$29.50

Steam Eel with Black Bean Sauce & Tangerine (Regular)

椒鹽鱔球(例)

\$29.50

Deep Fried Eel with Pepper and Salt (Regular)

碧綠帶子蝦球

\$28.00

Braised Scallops and Prawn with Green Vegetables

XO醬崧茸菇炒帶子

\$24.99

Fried Scallops with XO Sauce and Shimeji Mushroom

薑蔥生蠔煲(蜜棧或酥炸)

\$21.99

Sautéed Oysters with Ginger & Green Onion (with Honey Sauce or Deep Fried)

豉汁蒸立魚

\$19.99

Steam Talipia with Black Bean Sauce

清蒸立魚(加梅菜+\$3)

\$17.99

Steam Talipia (Add Preserved Veg +\$3)

沙爹粉絲中蝦煲

\$16.99

Satay Shrimp & Vermicelli in Clay Pot

美極竹簽魚

\$15.99

Sautéed Mackerel in Maggi Sauce

鹽酥或椒鹽竹簽魚

\$15.99

Deep Fried or Cripsy Fried Mackerel

豉汁炒蜆(或避風塘+\$1)

\$14.99

Stir Fried Clams in Black Bean Sauce (Hong Kong Style +\$1)

豬牛類 Pork, Beef

黑椒(美極)蒜香磨菇牛柳粒	\$ 18.99
Diced Beef Tenderloin & Mushroom with Garlic in Black Pepper Sauce	
中式牛柳	\$ 16.99
Pan Fried Beef in Sweet & Sour Sauce	
雲耳勝瓜牛肉	\$ 14.99
Stir Fried Loofah with Beef and Black Fungus	
薑蔥爆牛肉	\$ 14.99
Braised Beef with Green Onion	
沙爹粉絲牛肉煲	\$ 14.99
Satay Beef with Vermicelli Noodles	
涼瓜炒牛肉	\$ 13.99
Sautéed Bitter Melon with Beef	
芥蘭炒牛肉	\$ 13.99
Sautéed Chinese Broccoli with Beef	
鮮淮山杞子炒豬頸肉	\$ 16.99
Sautéed Yam Goji with Pork Neck	
醬爆菜芯豬頸肉	\$ 15.99
Stir Fried Pork Neck with Green in XO Sauce	
豉汁蒸五花腩銀魚乾	\$ 15.99
Steamed Slide Pork and Dried Fish in Black Bean Sauce	
崧茸菇炒豬爽肉	\$ 15.99
Sautéed Mushroom with Pork Neck	
八珍豆腐煲	\$ 13.99
Assorted Meat and Tofu in Casserole	
咸魚茸蒸肉餅	\$ 12.99
Steam Pork Patty with Salted Fish	
梅菜扣肉	\$ 13.99
Braised Pork with Preserved Vegetable	
南乳蓮藕片炒五花腩	\$ 13.99
Braised Pork Belly with Lotus Root in Fermented Red Beancurd Sauce	
京都肉排(椒鹽/蒜香)	\$ 12.99
Peking Spareribs	
菠蘿咕嚕肉	\$ 11.99
Sweet & Sour Pork with Pineapple	

懷舊八寶鴨(預訂) Duck Stuffed with Eight Delicacies (Reservation Required)	\$68.00
荔茸香酥鴨(預訂) Deep Fried Sliced Duck with Taro Crust (Reservation Required)	\$48.00
古法梅子鴨(預訂) Steamed Duck with Plum Sauce (Reservation Required)	\$48.00
江南百花雞(預訂) South China Style Chicken (Reservation Required)	\$48.00
北京片皮鴨(生菜包鴨鬆 + \$8.00) Peking Duck (Lettuce Wrap + \$8.00) (Reservation Required)	\$28.00
紅燒乳鴿(預訂) Roasted Squab (Reservation Required)	\$24.00
豉油皇乳鴿(預訂) Roasted Squab (Reservation Required)	\$24.00
脆皮糯米雞(半隻) Braised Squab in Soy Sauce (Half)	\$22.00
脆皮炸子雞 Deep Fried Crispy Chicken	\$14.99
山葵手撕雞(半隻) Shredded Chicken with Wasabi (Half)	\$15.99
菜膽上湯雞(半隻) Flavor Chicken with Vegetable (Half)	\$14.99
貴妃雞(半隻) Poached Chicken (Half)	\$13.99
雲耳蒸走地雞 Steam Chicken with Black Fungus	\$13.99
干蔥豆豉炒雞 Stewed Chicken in Scallion and Black Bean Sauce	\$12.99
宮保雞丁 Kung Po Chicken	\$11.99
皇子菇炒雞柳 Stir Fried Chicken with King Mushroom	\$13.99
咕嚕雞 Sweet & Sour Chicken	\$11.99

Sister's Cafe Delight
4855 14th Ave, unit 9, 10, 11, 12
Markham , Ontario

Red wine Glass 6 Oz. Bottles 750 ml

J.Lohr	\$10.	\$45
Saint Emillion Calvet France. .		\$40
Barola Batasiolo Italy.		\$60
Gamay Noir Inniskillin Ontario.		\$40

White wine Glass 6 Oz. Bottles 750 ml

Gewurztraminer.	\$10.	\$45
Chateau de Sancerre France.		\$55

Beer Bottles 330ml

Import.		
Tsing Tao		\$5
Heineken.		\$5
Local.		
Coorslight.		\$4
Budweiser.		\$4
Bule.		\$4



Alcohol and Gaming Commission of Ontario
 Licensing and Registration
 90 SHEPPARD AVE E SUITE 200
 TORONTO ON M2N 0A4
 Fax: 416-326-8711
 Tel: 416-326-8700 or 1-800-522-2876 toll free in Ontario

Municipal Information

The information requested below is required in support of all applications for a new Liquor Sales Licence or outdoor areas being added to an existing Liquor Sales Licence.

Section 1 - Application Details

Premises Name <i>THE TEN SPOT - MARKHAM</i>	Premises Telephone Number <i>(905) 554-7768</i>		
Contact Name <i>ALY DANA</i>	Contact's Telephone Number <i>(416) 8572387</i>	Email Address <i>aly.dana@thetenspot.com</i>	
Address <i>106 main st. North</i>	City/Town <i>MARKHAM</i>	Province / State <i>ON</i>	Postal Code <i>L3P 1Y1</i>

Does the application for a Liquor Sales Licence include:

- ☒ Indoor areas
☐ Outdoor areas

Section 2 - Municipal Clerk's Official Notice of Application for a Liquor Sales Licence in your Municipality

Municipal Clerk:

Please confirm the "Wet/Damp/Dry" status below.

Name of village, town, township or city where taxes are paid: (If the area where the establishment is located was annexed or amalgamated, provide the name of the Village, Town, Township or City was known as)

Is the area where the establishment is located:

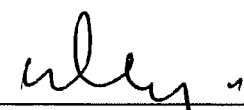
- ☐ Wet (for spirits, beer, wine) ☐ Damp (for beer and wine only) ☐ Dry

Note:

Specific concerns regarding zoning or non-compliance with by-laws must be clearly outlined in a separate submission or letter within 30 days of this notification.

Signature of Municipal Official	Title
Address of Municipal Office	Date <div style="text-align: center;"> YYYY MM DD </div>

What is the closest major intersection to the restaurant? <u>main st / Hwy 7</u>	What is the distance between the restaurant and the closest residential area? (in kilometres) <u>71 km</u>
Does the restaurant have a valid Business Licence issued by the City of Markham? <input checked="" type="radio"/> Yes <input type="radio"/> No <u>20 140718 HD</u> Business Licence Number: <u>awaiting license -</u> If no, please note that a Business Licence is required.	Does the restaurant have a working Fire Alarm System? <input checked="" type="radio"/> Yes <input type="radio"/> No
Type of restaurant (select one) <input checked="" type="checkbox"/> Family <input type="checkbox"/> Roadhouse <input type="checkbox"/> Sports Bar <input type="checkbox"/> Fine Dining <input type="checkbox"/> Take Out <input type="checkbox"/> Cafe <input checked="" type="checkbox"/> OTHER	
What, if any, entertainment or amusements will be provided in the restaurant? (select all that apply) <input type="checkbox"/> Karaoke <input type="checkbox"/> Live Entertainment <input type="checkbox"/> Casino <input type="checkbox"/> Off-Track Betting <input type="checkbox"/> Arcade	
Is the liquor licence application for an expansion of the existing operations? <input type="radio"/> Yes <input checked="" type="radio"/> No If yes, please provide the <u>current</u> existing maximum seating capacity: _____ If no, please provide the <u>planned</u> existing maximum seating capacity: <u>45</u>	
Location History	
Has a Building Permit been applied for or obtained for this location? <input checked="" type="radio"/> Yes Building Permit Number: <u>19 118306 000 00 NH</u> <input type="radio"/> No	
Was the location previously used as a restaurant? <input type="radio"/> Yes <input checked="" type="radio"/> No If no, a Building Permit is required. Contact Building Services at 905-477-7000 ext. 4870 for more information.	
If the location was previously used as a restaurant, has construction or alteration been proposed? <input type="radio"/> Yes <input type="radio"/> No If yes, please provide Alteration Permit Number: _____	


 Applicant's Signature

November 26, 2019
 Date

THE TEN SPOT.

nail bar. skin bar. wax bar.

beverages



cider 8



beer 6



champers 12



wine 10

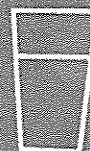
complimentary



coffee



tea



water



@thetenspot

thetenspot.com

12 clock tower rd



Alcohol and Gaming Commission of Ontario
 Licensing and Registration
 90 SHEPPARD AVE E SUITE 200
 TORONTO ON M2N 0A4
 Fax: 416-326-8711
 Tel: 416-326-8700 or 1-800-522-2876 toll free in Ontario

Municipal Information

The information requested below is required in support of all applications for a new Liquor Sales Licence or outdoor areas being added to an existing Liquor Sales Licence.

Section 1 - Application Details

Premises Name RAMEN MISOYA MARKHAM	Premises Telephone Number 647-896-5986		
Contact Name FEI WANG	Contact's Telephone Number 647-896-5986	Email Address	
Address A03-8362 KENNEDY ROAD	City / Town MARKHAM	Province / State ON	Postal Code L3R 9W5

Does the application for a Liquor Sales Licence include:

- ☒ Indoor areas
☐ Outdoor areas

Section 2 - Municipal Clerk's Official Notice of Application for a Liquor Sales Licence in your Municipality

Municipal Clerk:

Please confirm the "Wet/Damp/Dry" status below.

Name of village, town, township or city where taxes are paid: (If the area where the establishment is located was annexed or amalgamated, provide the name of the Village, Town, Township or City was known as)

Is the area where the establishment is located:

- ☐ Wet (for spirits, beer, wine) ☐ Damp (for beer and wine only) ☐ Dry

Note:

Specific concerns regarding zoning or non-compliance with by-laws must be clearly outlined **in a separate submission or letter within 30 days of this notification.**

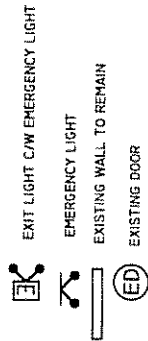
Signature of Municipal Official	Title
Address of Municipal Office	Date <div style="text-align: center;"> YYYY MM DD </div>

What is the closest major intersection to the restaurant? Hwy 7 & Kennedy Rd.	What is the distance between the restaurant and the closest residential area? (in kilometres) 0.27 kilometre
Does the restaurant have a valid Business Licence issued by the City of Markham? <input checked="" type="radio"/> Yes <input type="radio"/> No 20-101432 Business Licence Number: <u>290878495</u>	Does the restaurant have a working Fire Alarm System? <input checked="" type="radio"/> Yes <input type="radio"/> No
If no, please note that a Business Licence is required.	
Type of restaurant (select one) <input type="checkbox"/> Family <input type="checkbox"/> Roadhouse <input type="checkbox"/> Sports Bar <input checked="" type="checkbox"/> Fine Dining <input type="checkbox"/> Take Out <input type="checkbox"/> Cafe	
What, if any, entertainment or amusements will be provided in the restaurant? (select all that apply) <input type="checkbox"/> Karaoke <input type="checkbox"/> Live Entertainment <input type="checkbox"/> Casino <input type="checkbox"/> Off-Track Betting <input type="checkbox"/> Arcade	
Is the liquor licence application for an expansion of the existing operations? <input type="radio"/> Yes <input checked="" type="radio"/> No	
If yes, please provide the <u>current</u> existing maximum seating capacity: _____	
If no, please provide the <u>planned</u> existing maximum seating capacity: <u>30</u>	
Location History	
Has a Building Permit been applied for or obtained for this location? <input type="radio"/> Yes Building Permit Number: _____ <input checked="" type="radio"/> No	
Was the location previously used as a restaurant? <input checked="" type="radio"/> Yes <input type="radio"/> No If no, a Building Permit is required. Contact Building Services at 905-477-7000 ext. 4870 for more information.	
If the location was previously used as a restaurant, has construction or alteration been proposed? <input type="radio"/> Yes <input checked="" type="radio"/> No	
If yes, please provide Alteration Permit Number: _____	

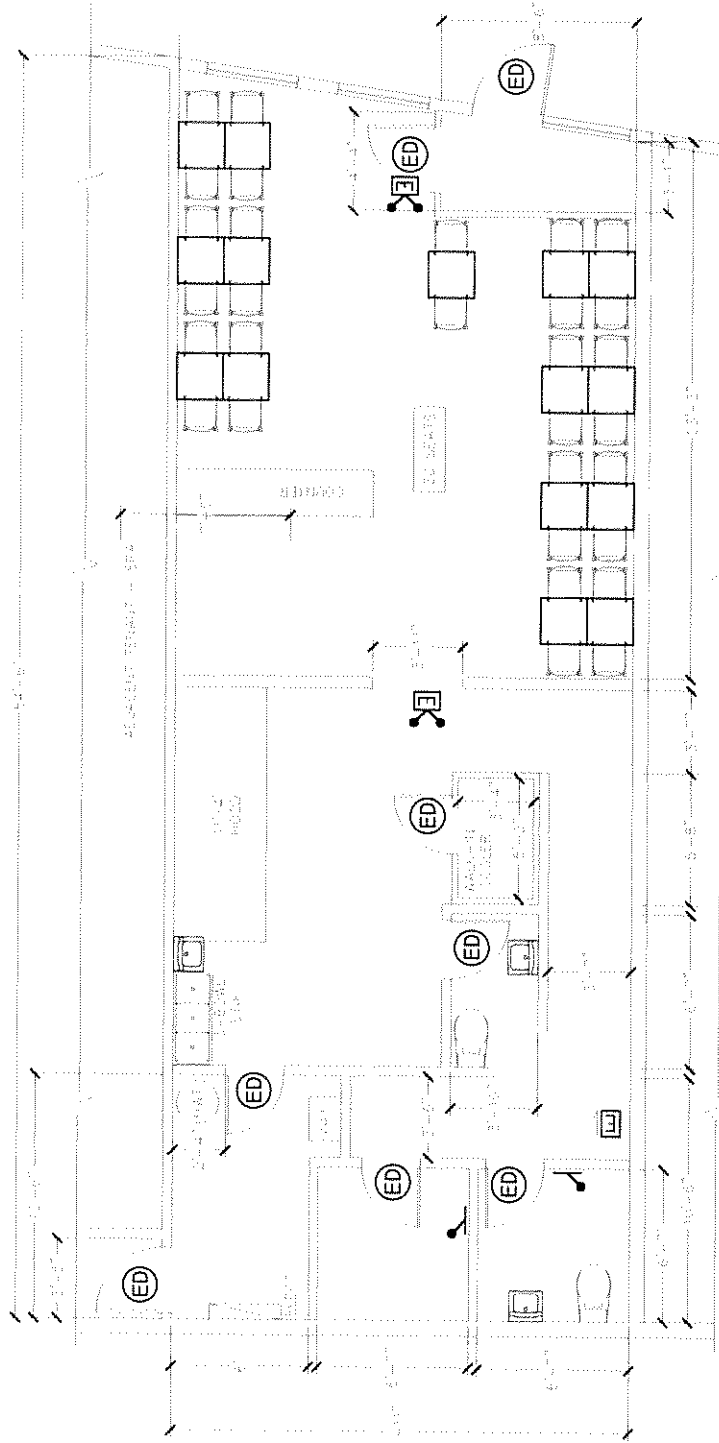

 Applicant's Signature

Jan 13, 2020
 Date

LEGEND



BUILDING TYPE:
 SINGLE STOREY BUILDING
 HANDICAP ACCESSIBLE
 SPRINKLERED
 EXISTING USE: 30 SEAT RESTAURANT
 PROPOSED USE: 30 SEAT RESTAURANT
 (NO CHANGE)



EXISTING FLOOR PLAN

STATUS:	ISSUED:	TITLE: RAMEN MISOYA RESTAURANT 8362 KENNEDY ROAD, UNIT 3A, MARKHAM, ONTARIO			GENERAL CONDITION: THE GENERAL CONTRACTOR SHALL CHECK AND VERIFY ALL DIMENSIONS AND SITE CONDITIONS AND MAKE ANY NECESSARY ADJUSTMENTS TO THE DRAWINGS AND ASSOCIATES BEFORE PROCEEDING WITH THE WORK. ALL DRAWINGS AND RELATED DOCUMENTS ARE THE PROPERTY OF TRAN DIEU & ASSOCIATES INC. NO PART OF THESE DRAWINGS OR RELATED DOCUMENTS IN PART OR WHOLE IS TO BE REPRODUCED OR TRANSMITTED IN ANY FORM OR BY ANY MEANS WITHOUT THE WRITTEN PERMISSION FROM TRAN DIEU & ASSOCIATES INC. ALL WORK SHALL BE PERFORMED IN ACCORDANCE TO O.R.C. THE ENGINEER (DESIGNER) IS NOT RESPONSIBLE FOR ANY CONSTRUCTION THAT DEVIATES FROM THE APPROVED DRAWINGS PREPARED BY THE ENGINEER.
	DRAWN BY: JV CHECKED BY: CT SCALE: 3/16"=1'-0"	PROJECT No. DATE: 6 DEC '19	DRAWING No. A1		



Gold

Egg Noodle,
Gold Kome Miso,
Bean Sprouts, Cabbage,
Fried Potatos, Pork Broth,
Green Onions, Miso Minced Pork, and
Menma(Bamboo Shoots)

* Intense in flavor *
* With rich aroma *



Recommendation!

Gold Kome
Cha-Shu (3pcs) **\$16.5**



Gold Kome
Basic **\$12**



Gold Kome
Yasai-Extra Vegetables **\$13**



Gold Kome
Spicy **\$13.5**



Gold Kome
Ebi-Fried Shrimp **\$13.5**



Gold Kome
Special **\$15**

* All ramen contain pork broth except vegetarian ramen.
* For the allergy list, please ask our server.
* There are no vegan nor gluten free options.
* No exchange of toppings nor cancellation of orders.

Topping Options!

**Miso
Cha-shu**

1pc \$2.5
2pcs \$3.5
3pcs \$4.5



Miso Egg
\$1.5



Kimchi
\$1.5



Corn
\$1
and more!

銀 Silver

Egg Noodle,
Silver Shiro Miso,
Bean Sprouts, Cabbage,
Fried Tofu, Pork Broth,
Green Onions, Miso Minced Pork, and
Menma(Bamboo Shoots)

* Light in flavor *
* Slightly sweeter *

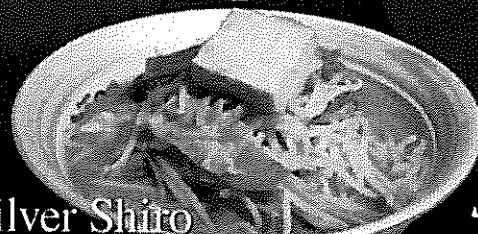


Recommendation!

Silver Shiro
Cha-Shu (3pcs) \$16.5



Silver Shiro
Basic \$12



Silver Shiro
Yasai-Extra Vegetables \$13



 Silver Shiro
Spicy \$13.5



Silver Shiro
Chicken Karaage (3pcs) \$16.5



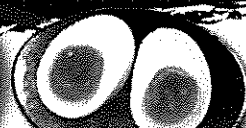
Silver Shiro
Special \$15

* All ramen contain pork broth except vegetarian ramen.
* For the allergy list, please ask our server.
* There are no vegan nor gluten free options.
* No exchange of toppings nor cancellation of orders.

Topping Suggestions!

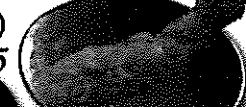
**Miso
Cha-shu**

1pc \$2.5
2pcs \$3.5
3pcs \$4.5



Miso Egg
\$1.5

Naruto (4pcs)



Fried Shrimp
(1pc) \$1.5

and more!

Vegetarian

- * Veggie and mushroom broth with our special miso *
- * Veggie toppings and egg noodle *



Vegetarian
Gold Kome Miso
\$13.5



Vegetarian
Silver Shiro Miso
\$13.5



Vegetarian
Tantan Miso
\$14.5

- * All ramen contain pork broth except for vegetarian ramen
- * For the allergy list please ask our server
- * There are no vegan ramen at this time
- * No exchange of toppings for same item

Vegetarian Side Menu Options

- Assorted Vegetables \$4
 - Fried Potatos (18 pcs) with Miso Mayonnaise \$6.5
- and more!*

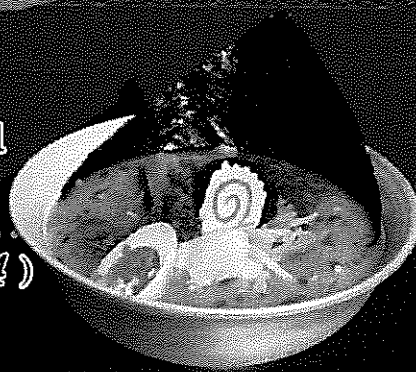


House Specials



Miso Tonkotsu
Spicy \$15.5

(Miso Tonkotsu Basic \$14)



Miso Curry

\$16



Tantan Deluxe
\$19.5

(Tantan Basic \$15.5)



See topping page for additional add ons

* All ramen contain pork broth except vegetarian ramen * For the allergy list, please ask our server
* There are no vegan nor gluten free options * No exchange of toppings nor cancellation of orders

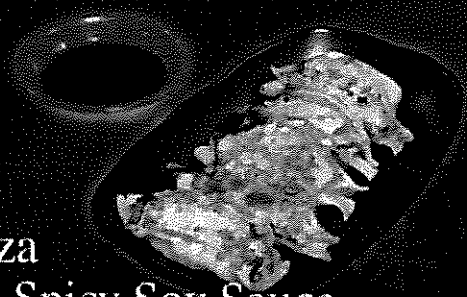
Side Dishes



Chicken Karaage
with Miso Mayonnaise

Full (6pcs) \$9

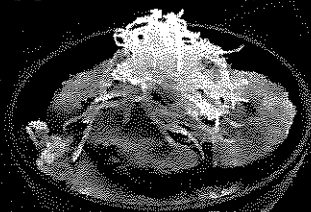
Half (3pcs) \$4.5



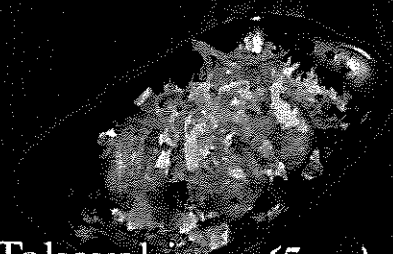
Gyoza
with Spicy Soy Sauce
(5pcs) \$6



Fried Shrimp
with Miso Tartar
(5pcs) \$8



Cha-shu Don
\$4.5



Takoyaki *(5pcs) \$7.5*
with Tonkatsu Sauce
and Miso Mayonnaise



Edamame
\$3.5

- Fried Rice *\$4.5*
- Spicy Fried Rice *\$5*
- Assorted Vegetables *\$4*
- Miso Agedashi *\$3.5*
- Rice *\$2.5*

- Crunchy Tofu *\$4.5*
with Miso Mayonnaise
- Fried Potatos (18 pcs) *\$6.5*
with Miso Mayonnaise

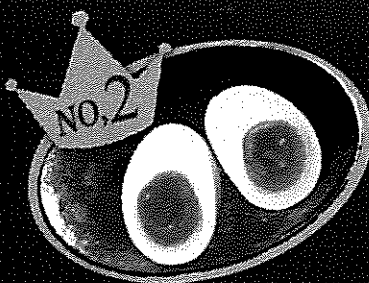


Grilled Miso Cha-shu

Marinated with **homemade MISO!**

1 pc	\$2.5
2 pcs	\$3.5
3 pcs	\$4.5

Ramen Toppings



Miso Egg
\$1.5



Spicy Miso
\$1.5



Rice
\$2.5

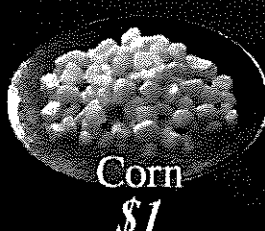
Extra
Noodle
\$2



Fried Shrimp
(1pc) \$1.5



Fried Tofu
(2pcs) \$1



Corn
\$1



Green Onion
\$0.5



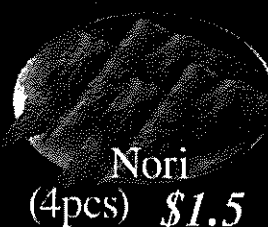
Fried Potatoes
(4pcs) \$1



Butter
\$1



Kimchi
\$1.5



Nori
(4pcs) \$1.5



Onion Crisp
\$1



Menma
(Bamboo shoot)
\$1.5



Miso Minced
Pork (Niku-miso)
\$1.5



Naruto(4pcs)
\$1.5

* Toppings are for ramen orders only. * For the allergy list, please ask our server.
* No exchange of toppings nor cancellation of orders.

Drinks & Desserts

DRAFT BEER

Sapporo (5% alc./vol.)

- *Mini (8oz)* \$4
- *Pint (16oz)* \$7
- *Pitcher (60oz)* \$20

BOTTLED BEER

Asahi Super Dry \$6/Bottle
(5% alc./vol, 330ml)

COLD SAKE

- *Hakutsuru Draft Sake (14% alc./vol, 330ml)* \$16/Bottle
- *Gekkeikan Sake (14.6% alc./vol, 4.5oz)* \$6

HOT SAKE

- *Gekkeikan Sake (14.6% alc./vol, 4.5oz)* \$16/Bottle

SOFT DRINK

- *Ramune (340ml)* \$3.75/Bottle

Original/Orange/Lychee/Pineapple/Melon

'Ramune' is the English word 'lemonade' transliterated into Japanese.

A very refreshing soda sealed with a marble, pop the marble in and enjoy the bubbly fun!

- *Coke/Diet Coke/Ginger Ale/Sprite/Nestea* \$2.00/Can
- *Oi Ocha (500ml)* \$3.75/Bottle

Japan's #1 green tea brand

Unsweetened and zero calories. With more than 100% RDA of Vitamin C

- *Hot Green Tea* \$1.00

DESSERT

- *Vanilla Ice Cream w/miso butterscotch* \$2.50
- *Mochi Ice Cream* \$2.50
Green tea/Mango/Vanilla



Report to: Development Services Committee

Meeting Date: December 9, 2019

SUBJECT: **Recommendation Report**
 Demolition of Listed Barn
 10988 Warden Avenue
 North Markham Planning District, Ward 2

PREPARED BY: George Duncan, CAHP, Senior Heritage Planner, ext. 2296

REVIEWED BY: Regan Hutcheson, MCIP, RPP, CAHP
 Manager of Heritage Planning, ext. 2080

RECOMMENDATION:

- 1) That the report titled “Recommendation Report, Demolition of Listed Barn, 10988 Warden Avenue, North Markham Planning District, Ward 2,” dated December 9, 2019, be received; and,
- 2) That Council not oppose the demolition of the Brumwell Barn and not proceed with designation under Part IV of the Ontario Heritage Act and endorse the recommendations of Heritage Markham Committee with respect to the property owner incorporating selected salvaged materials into the development of the site, advertising the remaining portions of the barn for salvage, provision of a Markham Remembered Interpretive Plaque, and providing a copy of the Heritage Impact Assessment to the Archives of the Markham Museum; and further,
- 3) That Staff be authorized and directed to do all things necessary to give effect to this resolution.

PURPOSE:

To recommend that Council support the demolition of a barn listed on the *Markham Inventory of Property of Cultural Heritage Value or Interest* at 10988 Warden Avenue, within the North Markham Planning District.

BACKGROUND:

The Region of York has purchased the property for a future road maintenance facility

The Region of York has purchased this rural property for a future Southeast District Road Maintenance and Snow Management Facility. The North Planning District has received a Request for Pre-Consultation for an Official Plan Amendment, Zoning By-law Amendment, and Site Plan Control Application in support of the proposed development. Submission of formal applications has not yet occurred, but staff has met with the applicant in connection with the Request for Pre-Consultation.

The property is located within the North Markham Planning District

Under the Markham Official Plan 2014, the subject property is located within the Future Employment Area of the North Markham Planning District. The property is currently zoned A1 (Agricultural) under Bylaw 304-87.

The property is listed on the Markham Register of Property of Cultural Heritage Value or Interest

The property is listed on the *Markham Register of Property of Cultural Heritage Value or Interest*. It contains a gambrel-roofed barn dating from c.1900 known as the Brumwell Barn, a vacant structure. The associated farmhouse, not a heritage building, was demolished in 2017.

The Region has advised the City of their intention to demolish the barn

The Region does not wish to retain and re-use the barn as they have deemed it not suitable for the intended purpose for the property. They have undertaken a Heritage Impact Assessment and a Condition Assessment of the building in support of demolition of the barn. Their consultants have concluded it does not meet the provincial criteria for designation under Part IV of the Ontario Heritage Act and is not suitable for adaptive re-use.

The proposed barn demolition has been before Heritage Markham on two occasions

The proposed demolition of the Brumwell Barn was first before Heritage Markham Committee on June 12, 2019. At that meeting, Heritage Markham decided not to pursue a recommendation to designate the property under the Act on the basis of the consultant report and staff input, but requested that the Region look further into the adaptive re-use of the barn as a part of the future facility. The Region commissioned Tacoma Engineers to undertake a Condition Assessment to determine the feasibility of converting the barn to a storage or office facility, and the conclusions of the report were presented to Heritage Markham at the October 9, 2019 committee meeting. On the basis of the consultant's findings, Heritage Markham agreed to not oppose the demolition of the Brumwell Barn subject to conditions.

Heritage Markham has asked that the Region salvage materials from the barn and to install an interpretive plaque

Heritage Markham requested the following conditions be attached to their decision not to oppose the demolition of the barn:

1. A commitment to salvage selected elements of the barn complex to incorporate into one of the proposed new buildings on the property (such as the office) or possibly as decorative landscape features;
2. A commitment to advertise the availability of the barn structures/materials (that are not needed for #1) for possible re-use elsewhere to avoid the materials going to landfill; and
3. Agreeing through the Site Plan Control application process to provide a Markham Remembered interpretive plaque describing the history of the site, to be installed in a visible location on the property;

And:

That a copy of the Heritage Impact Assessment be provided to the Markham Museum for their Archives.

OPTIONS/ DISCUSSION:

The Ontario Heritage Act enables municipalities to consider protecting listed properties from demolition

For properties listed on the *Register*, the Act enables municipalities to protect a building of cultural heritage value or interest from demolition by passing an Intention to Designate. This must be done within 60 days of an official acknowledgement of receipt of the owner's notification of their intention to demolish. In this case, Heritage Markham has not recommended that Council proceed with an Intention to Designate, based on the relative significance of the Brumwell Barn, its condition, and issues around its potential for adaptive re-use for the Region's purposes.

Staff has no objection to the proposed demolition of the Brumwell Barn and recommends that Heritage Markham's conditions be endorsed by Council

Staff supports Heritage Markham's recommendations concerning the demolition of the Brumwell Barn and the associated conditions. Staff recommends that Council endorse Heritage Markham's conditions to ensure the Brumwell Barn is appropriately commemorated, and through re-use of selective elements, it remains part of the property incorporated into a building or landscape feature.

The Chief Building Official has determined that a demolition permit application is not required for a farm building

Heritage Section staff has been advised that farm buildings are exempt from the requirement for a demolition permit, so the Region may proceed with the demolition of the barn with no further approvals required from the municipality.

FINANCIAL CONSIDERATIONS AND TEMPLATE:

None

HUMAN RESOURCES CONSIDERATIONS

Not Applicable

ALIGNMENT WITH STRATEGIC PRIORITIES:

Not Applicable

BUSINESS UNITS CONSULTED AND AFFECTED:

The demolition request was reviewed by Heritage Markham, Council's advisory committee on heritage matters.

RECOMMENDED BY:

Biju Karumanchery, M.C.I.P., R.P.P.
Director, Planning & Urban Design

Arvin Prasad, MPA, RPP, MCIP
Commissioner, Development Services

ATTACHMENTS:

Figure 1: Applicant & Location Map

Figure 2: Building Photograph

FILE PATH:

Q:\Development\Heritage\PROPERTY\WARDEN\10988 barn\DSC Dec 9 2019.doc

FIGURE 1**APPLICANT NAME & LOCATION MAP**

APPLICANT/OWNERS: The Regional Municipality of York

LOCATION MAP:

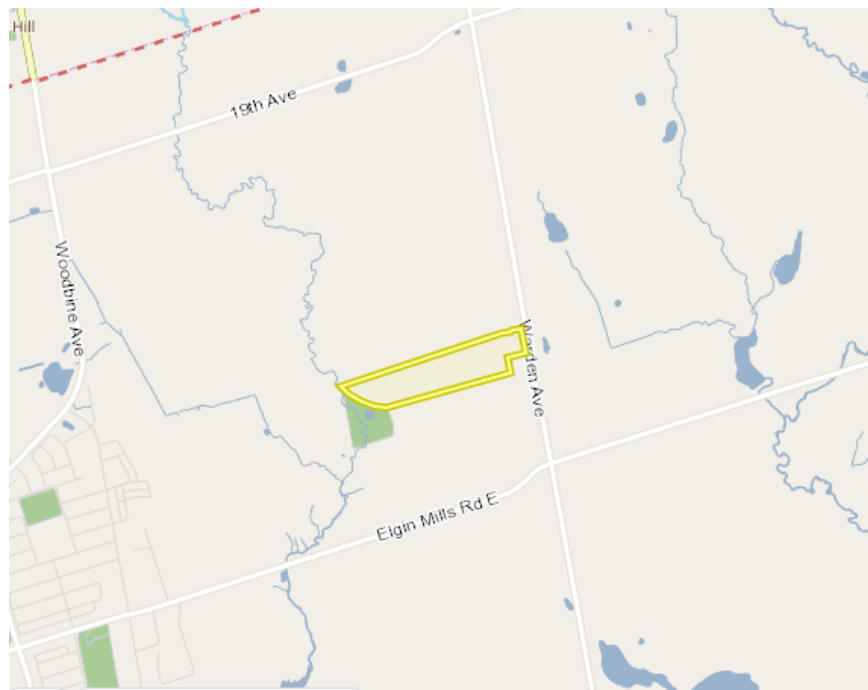


FIGURE 2: BUILDING PHOTOGRAPH



F

Brumwell Barn, c.1900, 10988 Warden Avenue



Report to: Development Services Committee

Meeting Date: December 9, 2019

SUBJECT: RECOMMENDATION REPORT Request for authorization to receive parkland dedication for the proposed Times Group Corporation residential high rise development south of Highway 7, east of Bayview Avenue Block 45, Plan 65M-3226, File No. SC 17 137260 (Ward 8)

PREPARED BY: Rick Cefaratti, MCIP, RPP, ext.3675
Senior Planner, West District

RECOMMENDATION:

1. That the Staff report dated December 9, 2019 entitled “RECOMMENDATION REPORT, Request for authorization to receive parkland dedication for the proposed Times Group Corporation residential high rise development south of Highway 7, east of South Park Road, Block 45, Plan 65M-3226, File No. SC 17 137260 (Ward 8)” be received; and,
2. That Staff be authorized and directed to enter into agreement(s) with Times Group Corporation to provide the parkland required for the High Density Development on Block 45, Plan 65M-3226 as land from part of Block 46, Plan 65M-3226; and further,
3. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

PURPOSE:

Staff is seeking authorization for a portion of the lands located west of South Park Road and east of German Mills Creek, (Block 46, Plan 65M-3226), in the Leitchcroft Community, to be conveyed to the City for park purposes, to meet the parkland dedication requirements for the recently approved residential high rise development located on the south side of Highway 7 east of South Park Road (Block 45, Plan 65M-3226). The locations of these properties are shown on Figure 1 – Location Map, and Figure 2 – Air Photo).

BACKGROUND:

Applications by Times Group for Official Plan and Zoning By-law Amendments were approved by Council and an application for Site Plan Approval was endorsed in principle by Development Services Committee in February 2018 for two residential apartment buildings of 37 and 34 storeys on the south side of Highway 7 east of South Park Road. Times Group subsequently revised their concept in May 2019 to reduce the height of both buildings to 24 storeys, to conform to the current Buttonville Airport Height Restrictions, which have not yet received the required exceptions to allow for the taller buildings. The February 2018 recommendation report identified that cash-in-lieu of parkland would be required for the proposed development. The report also noted that parkland dedication requirements would be addressed through the Site Plan approval process.

The 34 and 37 storey tower proposal was for a combined total of 767 units. The revised site plan application for two 24 storey towers proposed a combined total of 493 units. Times Group has indicated that they are working closely with NAV Canada to get the required exceptions to the Buttonville Airport Height regulations to allow the 37 and 34 storey towers.

Times Group has indicated that they want to move forward with the two proposed 24 storey high rise apartments containing 493 units. Based on 493 units, the parkland dedication requirement is 1.197 ha. (2.957 ac.). If an agreement can be reached with NAV Canada, the site plan will be amended to show 34 and 37 storey apartment buildings, with a combined total of 767 units, which will require approximately 1.862ha. (4.601 ac.) of parkland.

As an alternative to cash in lieu, Times Group has now agreed to convey parkland on Block 46 to the City, instead of cash-in-lieu, to fulfill their parkland requirement for the proposed Block 45 high rise development.

Times Group has also reached an agreement with the York Region District School Board (YRDSB) to provide an elementary school site on part of Block 46. The YRDSB is willing to accept a site with an area of approximately 1.62 ha. (4 ac.), subject to conditions.

In addition, Times Group is planning on developing the Highway 7 frontage of Block 46 with high density condominium apartment buildings. Applications for the development of the north portion of Block 46, have not been submitted.

Table 1 below summarizes the approximate land requirements of the YRDSB for a school site and the City for parkland dedication:

Table 1

Total Area (Block 46): 8.42 ha. (20.8 ac.)
School Board Requirements from Block 46: 1.62 ha. (4 ac.)
Park Requirement for 493 unit proposal on Block 45: 1.197 ha. (2.957 ac.)
Additional Park Requirement for 767 unit proposal on Block 45: 0.665 ha. (1.64 ac.)

OPTIONS/ DISCUSSION:

City and school board staff have been working together to look for opportunities to create a community hub within the Leitchcroft area with a combined park/school block. This includes an agreement between YRDSB and Times Group to accept part of Block 46 for an elementary school. The provision of a school site by YRDSB and conveyance of a portion of Block 46 for parkland purposes to the City, will support the objective of creating a community hub, and fulfills a need for parkland within the local area.

The parkland is proposed to be conveyed to the City incrementally as development is approved. The first conveyance will be approximately 1.197 ha (2.957 ac). This will occur with the finalization of the site plan agreement for the current 493 unit, 24 storey proposal. The Legal Department is currently preparing the site plan agreement for the current proposal which will be forwarded to Times Group for execution. The site plan application for the current 493 unit proposal was endorsed on July 4, 2019. The second conveyance of 0.665 ha. (1.64 ac) will occur as a condition of approval for the 767 unit proposal, which is subject to NAV Canada approval. Times Group will be required to submit a revised site plan application and enter into an amended site plan agreement for the 767 unit proposal. The third conveyance of additional parkland will occur with the approval of future development on the north portion of Block 46.

CONCLUSION:

The proposal for parkland, for the high rise apartment development on Block 45, to be provided by the conveyance of parkland on Block 46, is desirable, and is supported by staff. Staff are recommending that all of the parkland required for the development of Blocks 45 and 46, as outlined in this report be dedicated to the City incrementally (as new development is approved) as land located in Block 46, Plan 65M-3226.

RECOMMENDED BY:

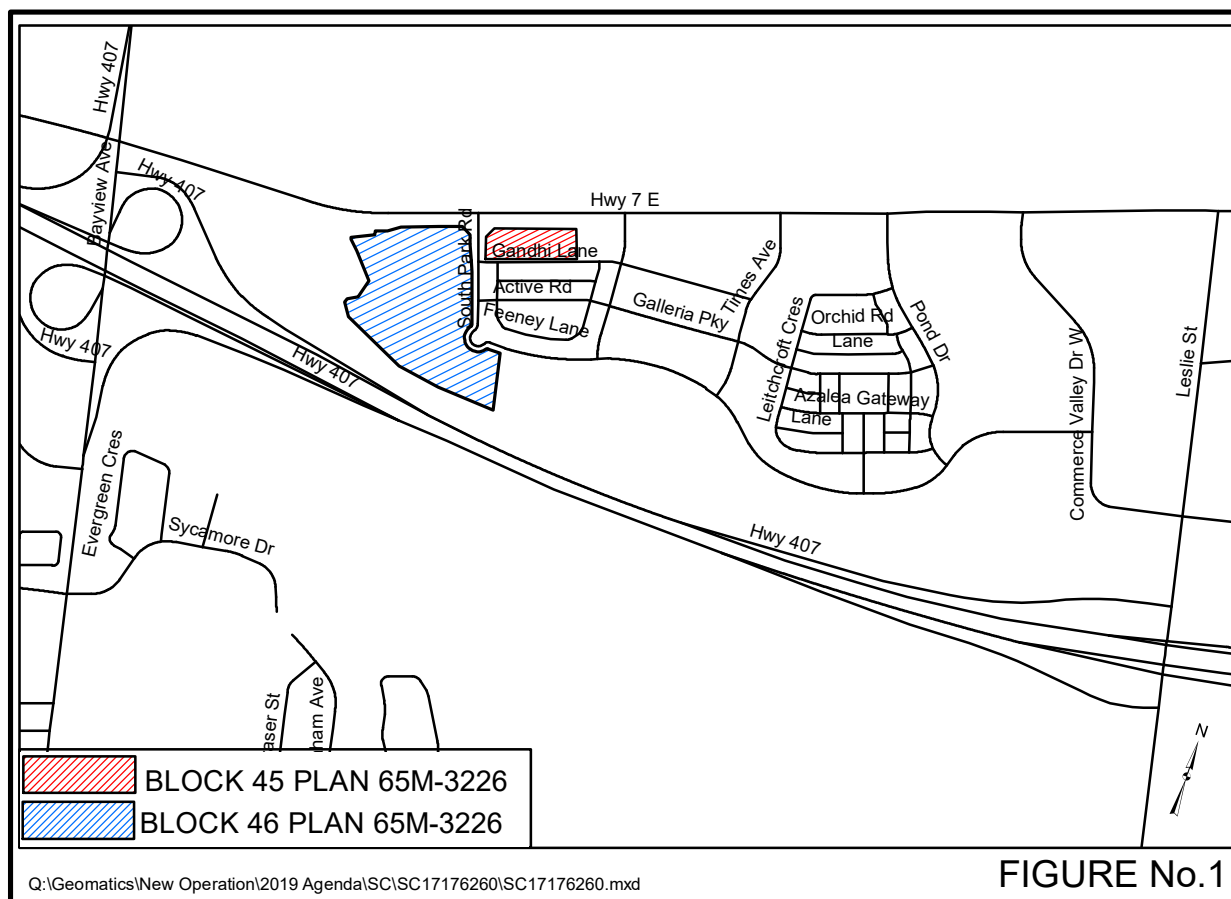
Biju Karumanchery, M.C.I.P., R.P.P.
Director of Planning and Urban Design

Arvin Prasad, M.C.I.P., R.P.P.
Commissioner of Development Services

ATTACHMENTS:

Figure 1: Location Map

Figure 2: Air Photo





AERIAL PHOTO (2018)

APPLICANT: 1107656 Ontario Inc. (Times Group Inc.)
 Block 45, Plan 65m-3266, Property I.D. 84467
 SE, Corner of HWY.7 & South Park Rd.

FILE No. SC 17176260 (RC)

Q:\Geomatics\New Operation\2019 Agenda\SC\SC17176260\SC17176260.mxd

MARKHAM DEVELOPMENT SERVICES COMMISSION

Drawn By: CPW

Checked By: RC

Date: 19/11/2019

FIGURE No.2

- TIMES GROUP PAVILLIA
TOWER SITE
- FUTURE PARKLAND AND YDSB
SCHOOL SITE





Report to: Development Services Committee

Meeting Date: December 9, 2019

SUBJECT: Highway 404 Ramp Extension (Aristotle Avenue) – Land Conveyance

PREPARED BY: Alain Cachola, P.Eng., Senior Manager, Infrastructure and Capital Works, Ext. 2711

RECOMMENDATION:

- 1) That the report entitled “Highway 404 Ramp Extension (Aristotle Avenue) – Land Conveyance” be received; and,
- 2) That in accordance with By-law 178-96, the lands legally described as Part of Block 9, Plan M-2029 designated as the Parts 7, 9, 10 and 14 on Reference Plan 65R-36152 (the “**Surplus Lands**”) be declared surplus to municipal purposes; and,
- 3) That subject to recommendation #2, the Mayor and Clerk be authorized to execute any documents and/or agreements required to transfer the Surplus Lands to Her Majesty the Queen in Right of the Province of Ontario represented by the Minister of Transportation for the Province of Ontario (“**MTO**”) for nominal consideration, provided that the form and content of such documents and agreements are satisfactory to the Director of Engineering and the City Solicitor; and further,
- 4) That staff be authorized and directed to do all things necessary to give effect to this resolution.

PURPOSE:

The purpose of this report is to seek Council authorization to declare the Surplus Lands surplus to the municipality and convey the same lands to MTO for nominal consideration.

BACKGROUND:

Between Highway 7 and 16th Avenue, the arterial roads were experiencing severe traffic congestion and the demand on the east-west road network is now above its capacity. The Markham Transportation Planning Study (June 2002), the Region’s Mid-Block Crossing Study (2012) and Region’s Transportation Master Study (2016) indicated that construction of a crossing of Highway 404 north of Highway 7 and a northbound ramp extension would help to achieve a better distribution of traffic demand by providing additional capacity to the network.

To address the congestion, the construction of the Highway 404 Mid-Block Crossing (Norman Bethune) and Highway 404 Ramp Extension (Aristotle Avenue) commenced in Spring 2016 and the project was completed and opened to traffic in July 2018. The project was led by York Region and cost shared between York Region, the City of Markham and the City of Richmond Hill pursuant to a tri-party agreement between the parties (the “**Tri-Party Agreement**”).

OPTIONS/ DISCUSSION:

With the completion and opening of the Highway 404 Mid-Block Crossing (Norman Bethune) and Highway 404 Ramp Extension (Aristotle Avenue) in Summer 2018, staff have been working to complete the land transfers set out in the Tri-Party Agreement. Under the Tri-Party Agreement, the City is required to convey lands forming the northbound ramp extension under the jurisdiction of MTO (“the “MTO Lands”) to MTO for road purposes.

The lands legally described as part of Block 9, Plan M-2029 designated as the Parts 6, 8, 11, 12 and 13 on Reference Plan 65R-36152 form part of the MTO Ramp and were previously declared surplus and approved for conveyance to MTO for nominal consideration when the report entitled “Highway 404 Ramp Extension (Aristotle Avenue) at Highway 7, and Highway 404 Mid-Block Crossing (Norman Bethune Avenue) between Allstate Parkway and East Beaver Creek Road” was approved by Council on November 15, 2016 (the “**2016 Report**”)

Staff are currently working with MTO to convey the lands forming the MTO Ramp to MTO. However, it was discovered that the Surplus Lands, which form part of the MTO Ramp were not declared surplus in the 2016 Report. The City is obligated in the Tri-Party Agreement to convey the Surplus Lands to MTO. Accordingly, staff recommend that the Surplus Lands be declared surplus and conveyed to MTO for nominal consideration.

FINANCIAL CONSIDERATIONS

N/A

ALIGNMENT WITH STRATEGIC PRIORITIES:

The proposed work for the mid-block crossings are required to continue to accommodate development in City of Markham and southern York Region. Therefore, the recommendations align with the City’s Strategic Plan goals of “Safe & Sustainable Community” and “Stewardship of Money & Resources”

BUSINESS UNITS CONSULTED AND AFFECTED:

Legal Department was consulted on this report.

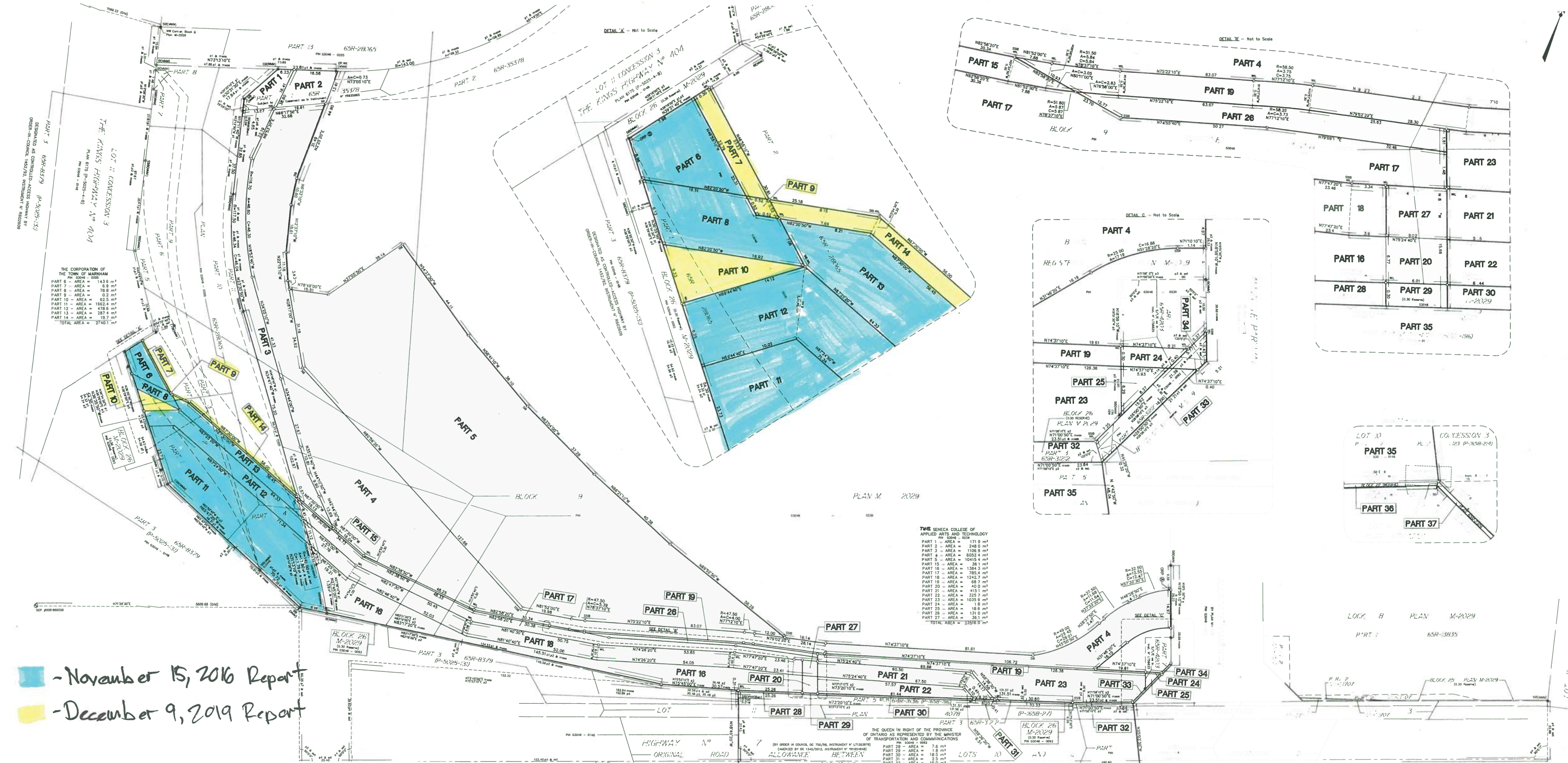
RECOMMENDED BY:

Brian Lee, P.Eng.
Director of Engineering

Arvin Prasad, MCIP, RPP
Commissioner, Development Services

ATTACHMENTS:

Attachment ‘A’ – Lands to be Conveyed





Report to: General Committee

Meeting Date: January 20, 2020

SUBJECT: Award of Tender 103-T-19 Supply and Delivery of Two (2) Tandem Axle Plow/Dump Combination Trucks

PREPARED BY: Raymond Law, Sr. Manager – Business, Fleet & Public Realm, Ext 4852
Melita Lee, Senior Buyer, Ext 2239

RECOMMENDATION:

1. That the report entitled “Award of Tender 103-T-19 Supply and Delivery of Two (2) Tandem Axle Plow/Dump Combination Trucks” be received; and,
2. That the contract for Tender 103-T-19 Supply and Delivery of Two (2) Tandem Axle Plow/Dump Combination Trucks be awarded to the lowest priced bidder, Tallman Truck Centre Limited, in the amount of \$593,796.06, inclusive of HST; and,
3. That the award in the amount of \$593,796.06 be funded from project #19207 Corporate Fleet Replacement (account 057 6150 19207 005), with available budget of \$548,020.00; and,
4. That the budget shortfall in the amount of \$45,776.06 (\$593,796.06 - \$548,020.00) be funded from the Life Cycle Capital and Replacement Reserve Fund; and further,
5. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

EXECUTIVE SUMMARY:

Not applicable.

PURPOSE:

The purpose of this report is to award the contract for the Supply and Delivery of Two (2) Tandem Axle Plow/Dump Combination Trucks.

BACKGROUND:

The vehicles being procured in this report will be equipped with a seasonal dump body, plow, wing, and spreader with pre-wet system. The vehicles are to be used for snow clearing, snow hauling, and material application.

The units being replaced (1264 and 1267) will be sold upon delivery of the new units in accordance with Purchasing By-Law 2017-8, Part V, Disposal of Personal Property. Proceeds will be posted to account 890 890 9305 (Proceeds from the Sale of Other Fixed Assets).

Tender Information (103-T-19)

Bid closed on	November 4, 2019
Number picking up bid document	4
Number responding to bid	1

Since an International Truck chassis was specified, only authorized distributors of such chassis could submit a bid. Historically, for Tandem Axle Plow/Dump Combination Trucks, which specify international truck chassis, the City only attains two bid submissions (Tallman Truck Centre Limited and Altruck International Truck Centres).

While there are various distributors within Canada and the United States, the distributors tend to work within a certain territory. This reduces the number of possible suppliers, which staff believe is the reason there was only one submission.

Of the three suppliers that picked up the bid document but did not submit a bid, two indicated that they are considered sub-contractors and do not provide bids for the entire truck. The third indicated they did not bid because they considered Markham outside their territory as an International truck chassis dealer.

Pricing Summary

Bidder	Bid Price (Inclusive of HST)
Tallman Truck Centre Limited	\$593,796.06

FINANCIAL CONSIDERATIONS

The award in the amount of \$593,796.06 will be funded from project #19207 Corporate Fleet Replacement (account 057 6150 19207 005), with available budget of \$548,020.00. The budget shortfall in the amount of \$45,776.06 (\$593,796.06 - \$548,020.00) will be funded from the Life Cycle Capital and Replacement Reserve Fund.

The budget shortfall in the amount of \$45,776 (\$22,888/truck) or 8.4% can be attributed to the following factors:

- The price of raw materials, including steel, has increased at a higher rate than inflation
- The budget was based on procuring the units from a Canadian supplier and paying in Canadian funds. The budget did not anticipate the exchange rate increase for the chassis and hydraulic components that are both manufactured in USA

The City may qualify for a one-time rebate from consolidated fleet solutions in the amount of \$1,000 per vehicle. The City will pursue this rebate incentive and any rebate received will be credited back to the respective capital project.

OPERATING BUDGET AND LIFE CYCLE IMPACT

There is no incremental impact to the operating budget as the vehicles being procured are replacing existing units. The Life Cycle Reserve Study will be reviewed and updated accordingly based on award prices.

HUMAN RESOURCES CONSIDERATIONS

Not applicable.

ALIGNMENT WITH STRATEGIC PRIORITIES:

Not applicable.

BUSINESS UNITS CONSULTED AND AFFECTED:

Not applicable.

RECOMMENDED BY:

Morgan Jones
Director, Operations

Brenda Librecz
Commissioner, Community & Fire
Services

ATTACHMENTS:

Not applicable.



Report to: General Committee

Meeting Date: January 20, 2020

SUBJECT: Extension of Ontario SPCA Contract
PREPARED BY: M. Killingsworth Ext. 2127
 C. Lehman Ext. 2131

RECOMMENDATION:

- 1) That the report entitled “Extension of Ontario Society for the Prevention of Cruelty to Animals (OSPCA) Contract” be received; and,
- 2) That Council approve a one year extension until March 31, 2021 with the Ontario SPCA for the provision of animal sheltering and control services; and,
- 3) That staff report back to Council with options for a new animal service delivery model to be implemented when the one year term is complete with the Ontario SPCA; and further,
- 4) That staff be authorized and directed to do all things necessary to give effect to this resolution.

PURPOSE:

The purpose of this report is to:

- 1) Provide an update on recent legislative changes in Ontario related to Animal Protection;
- 2) Identify and explain changes to the Ontario SPCA enforcement model that will have an impact on the City, requiring a change to the provision of Markham’s Animal Services in 2021 and beyond.

BACKGROUND:

The City of Markham (the City) has a comprehensive animal services delivery model that includes enforcement of City by-laws, animal patrols, education and public outreach through community engagement opportunities, as well as wildlife rehabilitation services.

The Ontario SPCA has been providing the City with contracted animal services, including sheltering and enforcement patrols, for the past 10 years at a cost of approximately \$588,000.00 annually. The Ontario SPCA also operates the Cat Adoption and Education Centre (CAEC) at the Thornhill Community Centre on behalf of the City at a cost of \$100,000.00 annually. The current contract for both animal sheltering and enforcement and the CAEC operation expires on March 31, 2020.

As part of a separate contract, wildlife rehabilitation services are provided to the City by Shades of Hope Wildlife Refuge. This agency provides wildlife rescue, rehabilitation, and

education services at a cost of approximately \$40,000.00 annually. This partnership has been in place for 3 years and expires on December 31, 2020.

1) Recent Provincial Legislative Changes

In January of 2019, and in response to a constitutional challenge in Bogaerts v. Attorney General of Ontario, the Ontario Superior Court struck down the province's animal protection law enforcement regime, declaring that it was unconstitutional for the Ontario SPCA (as a private charity not subject to reasonable oversight measures) to enforce public animal protection laws.

The decision recognized a new principle of fundamental justice, declaring that under the Charter of Rights and Freedoms, it is unconstitutional for the province to assign police and other investigative powers to a law enforcement agency not subject to reasonable standards of transparency and accountability. The Ontario SPCA is not subject to freedom of information laws or the Police Services Act that apply to other law enforcement bodies.

The courts gave the province one year to develop a new animal protection regime. In March of 2019, the Ontario SPCA announced it would no longer be investigating cases of animal cruelty in Ontario as of June 28, 2019. In response, the provincial government appointed a Chief Inspector from the Ontario Provincial Police to provide interim oversight of animal cruelty issues within Ontario until the new legislation was finalized.

The provincial government appealed the decision and the appeal was heard in the fall of 2019. In November of 2019, the Bogaerts v. Attorney General of Ontario decision was overturned at Appeal Court, upholding the constitutionality of the provisions within the Ontario SPCA Act. Despite the overturning of the decision, the Ontario SPCA has advised City staff that the organization will not be involved in animal cruelty investigations or new animal control contracts in the future.

Subsequently, the Solicitor General introduced Bill 136, the Provincial Animal Welfare Services Act (PAWS Act) in the Ontario Legislature, which repeals the current Ontario SPCA Act and provides for increased regulations as they relate to animal welfare. The new PAWS Act received Royal Assent on December 5, 2019 and came into effect on January 1st, 2020. Oversight of the PAWS Act will be the responsibility of a provincially appointed Chief Inspector, with similar powers as per the previous Ontario SPCA Act. One of the main differences affecting municipalities is that any organization that is subject to Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) regulations, may appoint Inspectors and therefore enforce this Act's provisions. This framework does not confer the ability for the Ontario SPCA to appoint Inspectors under the PAWS Act, as they are not subject to MFIPPA regulations. However, this does mean the City may, in future, apply to have staff appointed as Inspectors who could enforce the regulations outlined within the PAWS Act.

2) Changes to Ontario SPCA Service Delivery Affecting Markham

At the August 21, 2019 meeting of the Municipal Liaison Committee attended by staff from Markham, Richmond Hill and the Ontario SPCA, staff were informed (by the Ontario SPCA) that in addition to not undertaking cruelty investigations, the agency was also considering moving away from enforcement services. This shift in business practice would include removing themselves from enforcement service contracts they have held with municipalities – including those they have with Markham and Richmond Hill. This move would allow the Ontario SPCA to focus on education, animal welfare, and sheltering services throughout the province.

In September of 2019, this information was verified by Deputy City Clerk Michael Killingsworth with senior officials of the Ontario SPCA. It was confirmed that the Ontario SPCA was indeed planning to remove itself from all municipal enforcement business as of April 1, 2020. It is expected that the Ontario SPCA will continue to provide sheltering services moving forward and will provide consulting services to enforcement agencies requiring assistance with animal removals, education, housing, and support services on a fee for service basis.

DISCUSSION:

Care and control of animals is a unique area of public service that contributes to current and future sustainability of the quality of life within the City. The timing of the Ontario SPCA's decision to extract itself from the enforcement services business is unfortunate. Nevertheless, with the expiration of the City's contract with the Ontario SPCA on March 31, 2020, the City must take action.

Staff have been investigating the City's options for the future of our animal service delivery, but given the time constraints with the contract end date, staff have approached the Ontario SPCA regarding a possible one year extension to our current animal services and sheltering contract.

Based on preliminary work conducted by staff, it has been determined that the municipal trend is moving towards in-house animal service delivery. The City of Markham remains one of the few municipalities of its size yet to implement this type of change in service delivery. In York Region specifically, the Town of Aurora began in-house patrol services in January of 2018, with the Town of Whitchurch-Stouffville implementing a similar program in January of 2019. The City of Richmond Hill has recently announced a partnership with the City of Vaughan which will provide animal services and sheltering effective December 1, 2019 for two years with the option to extend for two additional two-year terms. The cost to Richmond Hill will be \$450,000 for the first year, with three percent fee increases year over year for the remainder of the agreement term.

At a future meeting, Staff will report back with a more detailed review of alternative options for the City's animal services delivery, including an in-house model or a partnership with a neighbouring municipality. As part of this review, a comprehensive

municipal jurisdictional scan of animal services delivery models in the Greater Toronto and Hamilton Area will be completed by staff.

CONCLUSION:

The relationship between the Ontario SPCA and the City remains cooperative and has worked effectively over the past 10 years. Given the multiple changes to animal welfare legislation in Ontario, coupled with the substantial changes to the Ontario SPCA's business model, staff require further time to review, prepare, and implement a more sustainable animal services model.

Based on the success of the current partnership with the City and the potential to partner for sheltering services in the future, the Ontario SPCA has agreed to a one-time extension for animal control provisions, but will not commit to continuing this partnership past March 31, 2021. In the interim, staff recommend extending the current partnership with the Ontario SPCA for a one year term expiring on March 31, 2021.

FINANCIAL CONSIDERATIONS

It is expected that an increase of approximately \$60,000 will be required to secure a one year contract extension. This cost is expected to be offset through a vigorous approach to the recovery of Pet Licensing Fee revenue in 2020 and beyond. Staff will seek approval for a 2021 budget increase if required.

HUMAN RESOURCES CONSIDERATIONS

No impact for a one year contract extension.

BUSINESS UNITS CONSULTED AND AFFECTED:

The Finance and Legal Departments have been consulted in relation to this report.

RECOMMENDED BY:

Kimberley Kitteringham
City Clerk

Trinela Cane
Commissioner, Corporate Services



Report to: General Committee

Meeting Date: January 20, 2020

SUBJECT: Markham Environmental Sustainability Fund Review
PREPARED BY: Claudia Marsales, Senior Manager Waste and Management Community and Fire Services

RECOMMENDATION:

- 1) That the Report entitled “Markham Environmental Sustainability Fund (MESF) Fund Review “ be received; and,
- 2) That the Markham Environmental Sustainability Fund include a new funding program entitled the “Sustainable Neighborhoods Small Grant” program under the terms, conditions and approval process outlined in this report; and further,
- 3) That Staff be authorized and directed to do all things necessary to give effect to this resolution.

PURPOSE:

The purpose of this report is to provide an update on the Markham Environmental Sustainability Fund (MESF) and expand its mandate to include a Sustainable Neighborhoods Small Grant (SNSG) program.

BACKGROUND:

Council created MESF in 2002. The mandate of MESF is to assist the City with funding innovative and leading environmental initiatives, including pilot projects, which contribute to the sustainability and health of the natural environment and support Markham’s Greenprint, Energy Plan, Community Sustainability Plan and Zero Waste Diversion targets.

MESF applications were first received in 2004, following Council adoption of a process and criteria for application review.

Environmental Services Department staff reviewed all applications and made recommendations for approval to the Environmental Issues Committee (EIC), with ultimate approval by General Committee and Council.

All approved projects are expected to meet at least one of the following objectives:

- Project is a leading innovation (i.e. pilot project) that can be showcased by Markham;
- Project promotes education, understanding and participation in environmental sustainability in Markham;
- Project supports the City’s environmental policies and strategic plan.

MESF has funded 92 environmental projects since 2004

From 2004-2017, 71 external community projects were approved and provided funding totaling \$396,147. From the total funding provided, \$22,804 in unspent funds was returned by project applicants. In addition, MESF funded 21 internal City projects.

As currently structured, organizations eligible to apply for funding are: other levels of government, public agencies, Markham based community groups, schools and City staff.

The total annual MESF Fund was originally established at \$300,000, to be replenished through the annual capital budget process. In 2012, Council capped the fund at \$100,000 to be more reflective of actual expenditures. In 2013, Council directed \$25,000 of the funds to be dedicated to Zero Waste for School program which staff facilitates transitioning schools to Zero Waste. To date, over 42 of Markham's Elementary Schools has been transitioned to Zero Waste facilities.

External applicants include a wide range of organizations and groups: Ontario Streams; Markham schools; Youth Environment Network of York Region (YENYR); Boy Scouts groups; Markham Fair; Markham Lion's Club; North American Native Plant Society; Toronto and Region Conservation (TRCA); York University; Eco Watch Canada, 10,000 Trees for Rouge Valley; Knights of Columbus; Smart Commute; Pollution Probe; Friends of Thornhill Heritage Garden; Ontario Centre for Environmental Technology, Pomona Mills Park Conservationists; York Region Environmental Alliance.

Funding from MESF was also utilized for a number of large-scale City initiatives including: Anti-idling campaign, seed funding for the Markham Energy Conservation Office, Little Rouge Creek Masterplan, Solar projects, tree plantings, energy retrofits and the Green Roof symposium.

Additional internal staff projects include: Invasive Species Awareness, Water on Wheels (WOW) trailer and mini WOW, conversion of a gasoline utility vehicle to an electric vehicle, Styrofoam densifier, Big Belly Solar compact pilot project, community litter clean ups, replacement of the City underground parking lighting with energy-efficient bulbs, and several Zero Waste projects.

OPTIONS/ DISCUSSION:

Comprehensive audit of MESF completed

In 2017, staff undertook a complete review of MESF. Every external MESF project file was reviewed for completion and adherence to Council approved policies.

Project files were audited and checked for:

- Accounting of all spent funding
- Original copies of invoices (receipts)
- Project outcome and final reports received from approved applicants

Of the 71 external community projects that received MESF funding from 2004-2017, all were found to be in compliance.

2018 MESF Review

MESF has been in place for over 15 years. Considered to be leading edge and innovative at the time, communities across Canada established similar funding programs based on MESF including Vancouver, Saskatoon, Ottawa and Toronto.

Based on Markham's MESF program, the City of Vancouver developed 'The Greenest City Fund' to help Vancouver achieve their goal to make Vancouver the greenest city in the world by 2020. From 2012-2018, they have funded \$2.75 million to over 1,000 projects in partnership with the Vancouver Foundation:

- 885 Greenest City – Neighbourhood Small Grants
- 119 Greenest City Grants

In late 2018, the Environmental Issues Committee held a workshop to review MESF to ensure its mandate is still relevant and aligned with other City funding programs.

The recommendation of the Environmental Issues Committee was:

- (i) **To continue the MESF program as is (i.e. internal and external program); and**
- (ii) **To create a new community funding opportunity under MESF to be called the “Sustainable Neighborhoods Small Grant” (SNSG) program.**

The Sustainable Neighborhoods Small Grant (SNSG) program

The purpose of the Sustainable Neighborhoods Small Grant will be to support small scale, resident led sustainability projects within the City of Markham that focus on:

- (i) Reduction of community's greenhouse gas (GHG) emissions in support of the Municipal Energy Plan target of net zero energy emissions by 2050;
- (ii) Enhance the health and resilience of our ecosystem and natural environment;
- (iii) Attain our Zero Waste targets with a focus on the reduction of Single Use Plastics;
- (iv) Support efforts to be a Monarch-butterfly Friendly City;
- (v) Water Conservation.

Examples of SNSG projects include: projects to get more people to walk, bike, bus, or carpool, organize a neighbourhood 'walk to school' group; bike repair clinics, clothing exchange events; tool sharing program; organize free sewing and mending workshops; build a Little Free Library to exchange books; neighbourhood litter clean-ups, adopt a location and clean-up cigarette waste; form a group to remove posters from public spaces, plant a butterfly garden, collect glass jars for fats and grease and hand them out in your neighborhood. etc.

The primary benefit of the SNSG funding will be to support and empower residents to undertake their own green actions and engage the neighborhood in taking action to help Markham go green – in their homes and gardens, on the road, at work, and in the community.

Markham utilized this model with great success for Canada 150 grants.

Markham residents will be able to apply for small grants of up to a maximum \$500 per project. For the 2020 funding year, it is recommended that \$10,000 will be allocated from the current MESF budget for SNSG projects.

SNSG criteria:

- Must be a resident of Markham.
- Applicants can apply for one SNSG project per year.
- Two applicants living in Markham but from different households are required on every application. Both applicants are responsible for managing the grant money.
- Project must be free, accessible and welcoming to all.
- May not profit financially from the project. Registered organizations and businesses are not eligible to apply. These grants are specifically for individuals and small volunteer-based neighbourhood/community groups.
- Project must begin after the grant decision is made; Projects are not supported retroactively.
- While some projects may continue year-round, it is expected that the grant is spent by November 30 in the funding year.

The Sustainable Neighborhoods Small Grant Program Applicant's Guide and Application Form will be posted on the City's web site. (Attachment #1)

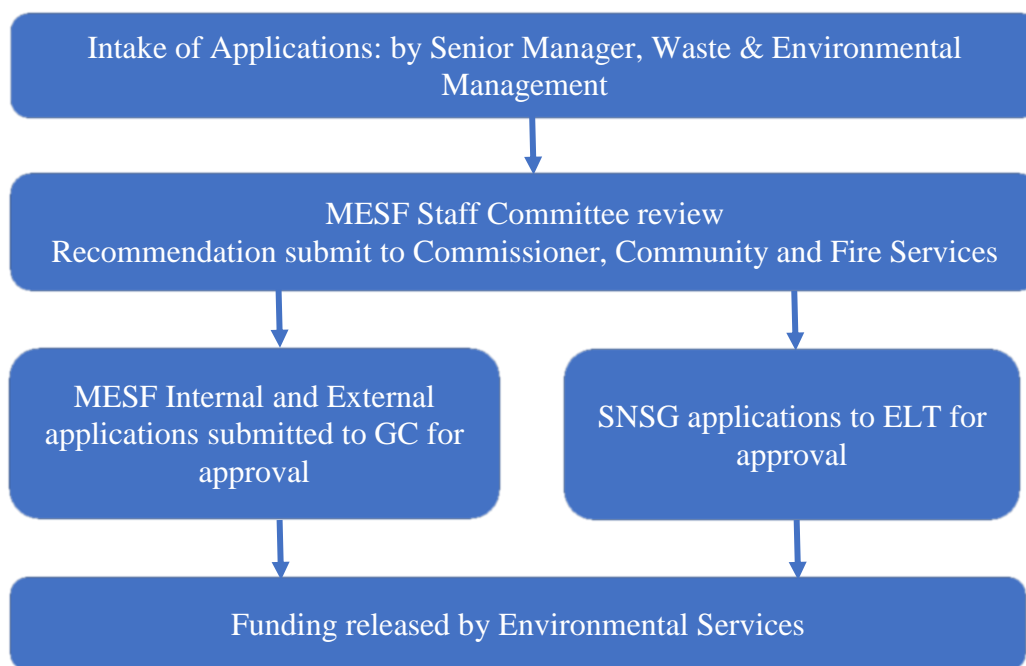
MESF and SNSG Approval Process

In 2020 an MESF Staff Committee will be created to review all MESF (internal and external program) and SNSG applications. Staff from the Waste & Environmental Management Department will compile applications to be reviewed by the MESF Staff Committee. The Committee will have staff representation from a cross section of City Departments and include:

- Environmental Services: Senior Manager Waste and Environmental Management,
- Environmental Services: Water Conservation Program Specialist
- Operations: Parks Planner – Operations, Manager Business Planning & Innovation
- Sustainability and Asset Management: Sustainability Coordinator
- Recreation: position to be determined
- Economic Growth, Culture & Entrepreneurship: position to be determined
- Additional internal subject matter staff will be consulted as required.

The approval process for the two applications are as follows:

MESF & SNSG APPLICATION APPROVAL PROCESS



Follow up with all grant recipients will occur to ensure project completion and to request information on results and photographs/videos for sharing on the City website.

Summary

Markham will continue with the existing MESF program with the creation of a new community funding opportunity called the “Sustainable Neighborhoods Small Grant” (SNSG) program.

Attachment 1 and 2 outlines the criteria of the two programs, as highlighted below:

Item	MESF Internal/External Program	Sustainable Neighborhoods Small Grant Program (SNSG)
Who can apply	Outside organizations City of Markham Departments	Residents of Markham
Amount Eligible	Maximum \$10,000 per project per year	Up to maximum \$500
Available budget	\$65,000 / Year (as required)	\$10,000 / Year (as required)
Application	February deadline – fund award in Spring September deadline – fund award in Fall	April deadline – fund award once a year
Approval authority	General Committee	Executive Leadership Team (ELT)

The MESF will continue to contribute to the sustainability and health of the natural environment and support City's Municipal Energy Plan and Building Markham's Future Together, with alignments to York Region's Smart 4 Living Plan and City's Zero Waste Diversion targets.

FINANCIAL CONSIDERATIONS

Funding for MESF projects is provided in the amount of \$100,000, to be replenished through the annual capital budget process. \$25,000 of the Fund is dedicated annually to Zero Waste programs in City schools and if approved, \$10,000 for the SNSG. The current balance in the MESF reserve fund is \$84,046. The reserve fund will be topped up to \$100,000 through the 2021 budget process.

HUMAN RESOURCES CONSIDERATIONS

Not applicable

ALIGNMENT WITH STRATEGIC PRIORITIES:

BMFT goals, Greenprint, Markham's Community Sustainability Plan, Municipal Energy Plan, Zero Waste Diversion strategy

BUSINESS UNITS CONSULTED AND AFFECTED:

Not applicable

RECOMMENDED BY:

Phoebe Fu
Director, Environmental Services

Brenda Librecz
Commissioner, Community & Fire Services

ATTACHMENTS:

Attachment 1 – Markham Environmental Sustainability Fund SNSG Applicant Form
Attachment 2 - Markham Environmental Sustainability Fund Applicants Guide



101 Town Centre Boulevard
Markham, Ontario L3R 9W3

Markham Environmental Sustainability Fund

Sustainable Neighborhoods Small Grant Program

Applicant's Guide and Application Form

Attachment "1"

What is the SNSG?

Climate change affects everyone and we must all play our part. Community leadership alongside individual action are essential to success and we will make better progress if we are prepared to take responsibility and work together.

Sustainable Neighborhoods Small Grants (SNSG) is a new funding program under the Markham Environmental Sustainability Fund. The purpose of the Sustainable Neighborhoods Small Grant is to support small scale, resident led sustainability projects within the City of Markham that: reduce the community's carbon footprint, enhance the health and resilience of our ecosystem and natural environment.

Who can apply?

- Must be a current resident of Markham.
- Two Markham residents, each from different households are required on every application. At least one applicant must be 18 years of age.
- Residents can apply for one Sustainable Neighborhoods Small Grants project per year.
- The project must be free, accessible and welcoming to all. You may not charge entrance fees, request donations, or fundraise for other projects and/or organizations.
- You may not profit financially from the project. Registered organizations and businesses are not eligible to apply. These grants are specifically for individuals and small volunteer-based neighborhood/community groups.
- You must begin your project after the grant decision is made. Projects are not supported retroactively.
- While some projects may continue year-round, it is expected that your grant is spent within 12 months of approval.
- For-profit organizations are not eligible
- Youth-led or youth centric projects are strongly encouraged.
- At the completion of the project all grant recipients must provide project photo or video and submit a post project report.

How does it work?

Small grants of up to a maximum \$500 are available for residents of Markham to develop projects that support Markham's Green Print and other Council approved environmental initiatives such as Zero Waste and Monarch-butterfly Friendly City.

For the 2020 funding year, \$10,000 has been allocated for SNSG projects from the MESF program.

What types of projects qualify for the grant?

Each project must support actions that contribute to reducing Markham's carbon footprint.

Green Energy & Transportation

Examples include: Develop a project to get more people to walk, bike, bus, or carpool. Organize a neighbourhood 'walk to school' group; Offer bike repair clinics. Use Crowdfunding to raise funds for projects that reduce CO₂ in the community.

Zero Waste & Reducing Single Use Plastics

Examples include: Clothing exchange events; Tool sharing program; make your next celebration a Zero waste event; Organize free sewing and mending workshops; Build a Little Free Library to exchange books; Build a backyard composter - keep organics within the same area code where the food was originally grown or consumed.; Host a 'retro' Tupperware party; Film a documentary on plastics and show it at your school or workplace

Keeping Markham Beautiful

Examples include: Pick up and recycle litter from a local outdoor space. Organize a hike or nature walk with friends, and bring bags to collect litter along the trails. Adopt a location and clean-up cigarette waste; Form a group to remove posters from public spaces.

Protection of Natural Species and Habitat

Examples include: Create a children's nature garden-label plants and trees, and schedule guided tours. Create a butterfly garden.

Water Conservation

Examples include: Collect glass jars for fats and grease and hand them out in your neighborhood; install a rain barrel; update your irrigation system;

When is the Application Deadline?

Funding is awarded once a year. THE DEADLINE FOR APPLICATIONS IS APRIL 21.

What is the Approval Process?

The MESF staff committee will review applications in May of each funding year and make funding recommendations to the Executive Commissioner of Community and Fire Services.

Final funding decisions will be made in May of each year. All successful applicants will be notified by e-mail. Payment of the approved grant usually follows within about two weeks. Projects must begin upon grant being awarded.

The City of Markham will post a list of approved projects funded under the SNSG Grant on its web site and report to Council on an annual basis.

What is the Evaluation Criteria?

Staff will review and assess applications through scoring and discussion, and make funding recommendations including grant amount and conditions. Recommendations will be made based on the following criteria:

- **Impact:** How well does the proposal identify a need, propose a solution and clearly state the hypothesis in terms of levers of change and potential to measurably advance one or more of Markham's sustainability goals?
- **Realistic:** Does the proposal offer a realistic plan for achieving its goals and objectives? Are the costs/timeframe reasonable?
- **Community Engagement:** Does the project involve those affected by the proposed work and increase the skills and assets of Markham residents, where possible?
- **Community Benefit:** Is the project inclusive and have the capacity to benefit all City of Markham residents?
- **Learning & Knowledge Transfer:** Is there a plan and willingness to share findings and lessons with neighborhood organizations and members?

Grant Amount and Budget

Please consider the following when calculating your project budget:

- Grant requests must be under \$500.
- Grant money may be used to pay people for services (also called honorariums). An honorarium is a small fee paid to someone for their in-kind skills or knowledge contributions. Total honorarium(s) may not be more than \$100 per project.
- When creating a project budget, you should determine the actual cost of items to be used, and think resourcefully about how to obtain materials through borrowing or donations.
- You are responsible for keeping expense receipts to account for all project costs.

How do I apply?

- | | |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Step 1 | Carefully review these guidelines to ensure your group is eligible. |
| Step 2 | Speak with the Senior Manager of Waste & Environmental Management 905-477-7000 3560 |
| Step 3 | Prepare any supporting information , such as illustrations and maps and attach them to the application form. Sufficient and complete information must be provided with the application. |
| Step 4 | Submit your application , forms are available on the City website: |



101 Town Centre Boulevard,

Form

Markham, Ontario, L3R 9W3

Markham Environmental Sustainability Fund Applicant's Guide and Application

Attachment 2

What is the MESF?

The MESF is a municipal program that funds innovative and leading environmental initiatives that contribute to the sustainability and health of the natural environment. The fund provides financial resources for projects in Markham that promote environmental responsibility and enhance the protection of the Markham's natural resources. The

purpose of the fund is to provide demonstrable, widespread and lasting environmental benefits to the Markham community.

Who Can Apply?

Eligible organizations include: other levels of government, public agencies, school boards and Markham Community Groups including: Markham-based community ratepayer

associations and local organizations, such as conservation groups, Scouts, etc.

Multi-jurisdictional groups, such as NGOs, or other organizations may be considered if there are clearly demonstrable benefits in the City of Markham, conditional on such groups working with a local Markham community group.

A maximum of 3 schools may receive funding per funding cycle, to a maximum of \$5,000 each. Schools **must** be "Zero Waste" Schools (have an organic waste program) to be eligible starting in 2013.

Individuals and "for profit" organizations are not eligible. Any project that results in a direct financial private benefit to the fund recipient is not eligible.

What are the Program's Requirements?

Applications will be considered by the staff review committee for recommendation to Markham Council. The following objectives shall be considered when reviewing applications:

- the project is a leading environmental innovation (i.e. pilot project) that can be showcased by the City of Markham;
- the project promotes education, understanding and participation in environmental sustainability in the City of Markham; and,
- the project supports Markham's environmental policies and strategic plan

Projects will be expected to meet at least one of these objectives, if not more.

Applications that do not meet any of these criteria will not be approved.

What are the Community Funding Criteria for an Application?

- projects must be within the City of Markham and initiated by members of the City of Markham Community, or City of Markham Community Groups;
- applicants can request a maximum of \$10,000 from the MESF per project per year;
- applicants may only apply once a year, for projects that will be completed within that same one-year time frame (12 months from issuance of cheque);
- only materials and equipment costs (not consulting services) are eligible for funding from the MESF;
- the project should have measurable results;
- the project should have demonstrable, widespread and lasting environmental benefits for the Markham community;
- any groups that received funding for projects which have not been completed and reported on are not eligible for future funding; and
- funding will not be granted where projects have been commenced.

What are some Suggested Projects?

- energy efficiency initiatives / pilot projects
- climate change and carbon reduction initiatives
- clean air awareness activities and initiatives
- water management promotion
- green roof promotion and implementation
- downspout disconnection/rain barrel program
- wildlife habitat restoration/naturalization activities
- water conservation/efficiency initiatives
- natural features study update/implementation
- environmental and natural gardening promotion and information
- clean-up activities
- environmental management activities
- school environmental projects

When are the application deadlines?

Funding is awarded twice each year - in Spring (February application deadline) and Fall (September application deadline). For specific dates please refer to the website or contact the Senior Manager, Waste and Environmental Management.

How Do I apply?

- Step 1 **Carefully review these guidelines** to ensure your group is eligible.
- Step 2 **Speak with the Senior Manager, Waste and Environmental Management** about your proposed application.
- Step 3 **Prepare any supporting information**, such as illustrations and maps and attach them to the application form. Sufficient and complete information must be provided with the application.
- Step 4 **Submit your application** to the Senior Manager, Waste and Environmental Management, City of Markham, Ontario, L3R 9W3. Telephone 905-477-7000, Email cmarsales@markham.ca.

Application Checklist

Please ensure that your application is complete. Are the following included in your submission?

- A complete and signed application form, including all budget and funding details
- All supporting documentation such as a map, species list, etc.
- Consent letter from registered owner, if applicable

What will happen next?

The staff review committee will review all applications taking into account the established objectives and criteria described above. They may choose to grant the right to the applicant to present their proposal, if requested. They will determine which projects should be funded and how they should be funded (in a single payment or in phases) and make a recommendation to General Committee/Council.

How will I be notified?

A letter of acknowledgement will be sent upon receipt of an application. If your project is approved for funding, you will be contacted. If your application is not approved, you will be informed in writing.

What happens after the Project is completed?

Upon completion of the project and no later than 12 months from delivery of the funding, you are required to submit your project report. Include a project report and photos so we can review and promote your project, together with the completed consent forms permitting use of your photographs by the City (copy attached).

What does a Project Report Contain?

- accounting of how all funding has been spent
- original copies of paid invoices
- description of the success/any shortfalls of the project
- photographs for review and promotion of the project
- completed consent form for use of photographs

A project format will be provided to assist you in preparing the report

Application Form

Group Information

Name			
Address			
Phone		Fax	
Email		Website Address	
Charitable/Non Profit Organization registration # (if applicable)		Our Group has a bank account in the name of our organization Yes No	

Briefly describe what your group does:

Projects Contacts

Name		Name	
Title		Title	
Phone (work)		Phone (work)	
Phone (home)		Phone (home)	
Email		Email	

Project Summary

Title			
Location of Project			
Name of Registered Owner of the Lands			
Address of Registered Owner of the Lands			
Contact Name for Registered Owner of the Lands			
Phone # Registered Owner of the Lands		Duration (months, maximum 12 months)	
Request for	Spring Funding _____	Fall Funding _____	Either _____
Start Date of Project		End Date	

Please describe which of the following objectives your project meets and how:

- ❖ The project provides demonstrable, widespread and lasting environmental benefits for the community;
- ❖ The project is a leading environmental innovation that can be showcased by the City of Markham;
- ❖ The project promotes education, understanding and participation in environmental sustainability in the City of Markham; and;
- ❖ The project supports the City's environmental policies and strategic plan.

Please provide a detailed description of your project in the following space. Please attach additional pages if necessary to fully explain your project. This description should include:

- ❖ Purpose for the project
- ❖ Description of the Project Team
- ❖ What will your project accomplish? (include workplan with timelines)
- ❖ Who will maintain and monitor the project after completion? (please provide contact information)
- ❖ What are the measurable benefits of this Project?
- ❖ How will you promote the MESF fund with this project?
- ❖ Describe other funding sources/in kind support
- ❖ How will the benefits to the environment and your community be maintained after your project has been completed?
- ❖ Will there be an educational sign component. If so, please describe

Please also provide a cost summary including (please use attached budget forms on pages 4 and 5 to this application to provide details of the costs)

Total Project Cost		Amount requested from the MESF	
Amount from other sources		In-Kind support hours	

[illegible]

Total			

BUDGET FORM

[illegible]

Other Expenses

Other Expenses					
(e.g. Printing Brochures)	100	0.50	50.00	25.00	25.00

Total					

How did you organization hear about the MESF? (Please check one)			
Markham Website ____	Newspaper advertisement ____	Word of mouth ____	Other ____
<p>Upon completion of this Project please submit your project report, as well as original invoices, photos and records to Senior Manager, Waste and Environmental Management, City of Markham, 101 Town Centre Boulevard, Markham, Ontario, L3R 9W3. Telephone 905-477-7000. cmarsales@markham.va. Photos may be posted on Markham's website.</p>			

Applicant's Signature

I hereby make application for funding from the Markham Environmental Sustainability Fund, declaring that all information contained herein is true and correct and acknowledging that the City of Markham will assess this application based upon the information contained in this application.

If approved for funding I further acknowledge and agree:

1. to comply with all relevant policies and secure all permits required for this project and acknowledge that the City bears no responsibility or has any liability in any manner with respect to this project.
2. that the City reserves the right to review communications and communication materials to be presented to the public to ensure compliance with City policies, including the City's Communication Standards.
3. to promote the Markham Environmental Sustainability Fund on any communication materials, or signage associated with this project and will provide a detailed report on the project outlining how the funds were used to support the project upon completion of the project and no later than 1 year from receipt of the funding.
4. to allow the City of Markham to use the project name and any images associated with the project to promote the Markham Environmental Sustainability Fund.
5. to return all unspent funds to the City of Markham upon completion of the project.

-
6. that there shall be no personal benefit directly, or indirectly, from this funding and I will notify the City of any conflict of interest situation should it arise in carrying out of the project.
 7. that the City is not a partner with the MESF recipient.
 8. to permit the City of Markham to claim ownership of greenhouse gas emission reductions, which resulted from the project.

Signature

Title

Printed Name

Date

In the event the Registered Owner of the lands is an entity other than the City of Markham, a letter must accompany the application stating that: the Owner consents to this application; acknowledges that the proposed project complies to all its applicable policies and requirements; and, that the writer has the authority to give its consent.

Submission of this application form does not guarantee approval of your application.

Personal information contained herein is subject to the Municipal Freedom of Information Act and the Personal Protection and Electronic Documents Act. The information collected may be used for promotional purposes. Completion of this form constitutes consent by the applicant to

OFFICE USE ONLY				
Date Application Received		New Applicant?	Yes	No
Approved/Not Approved	Yes	No		
Acknowledgement Letter Sent?	Yes	No	Date Sent	
Letter of Approval or Rejection Sent?	Yes	No	Date Sent	
Final Report Received?	Yes	No	Date Received	
Photos Received?	Yes	No	Date Received	
Consent for Photographs received	Yes	No	Photos posted on website?	Yes No

these terms and uses.

Markham Environmental Sustainability Fund

Photo Consent and Release Form

I, _____ hereby permit
and authorize the (*Print in full – first, middle initial & last name*)
City of Markham (the “City”) to take my photograph/image.

I acknowledge and agree that the City may publish or use the image for any City purposes by any means whatsoever including, but not limited to electronic or digital means. I acknowledge that the City may not be able to control the distribution or use of the image by other than City representatives.

I agree that this Consent and Release is given in perpetuity and for no consideration, credit, acknowledgment or financial recompense, now and in the future.

I hereby hold the City harmless for any claims, actions, debts, damages, injuries or losses that may arise or be incurred as a result of the taking, use, publication or distribution of the image and I agree to indemnify the City against any third party claims, actions, damages, injuries or losses brought or assessed against or incurred by the City for the use of the image(s).

Contact Information					
Signature		Date			
Address					
City		Province		Postal Code	
Telephone				Email	
City of Markham:					
City Representative		Date			



Building Markham's Future Together 2020-2023 Strategic Plan

General Committee Meeting

January 20, 2020



Background

- In Spring 2019 Council and Senior Staff worked to refresh Markham's Strategic Plan
- Fall 2019 - undertook community engagement, including surveys, focused youth component and community meetings. Used City's new platform, Your Voice Markham, to survey residents & stakeholders – received 6,600 visits to the project site
- More than 1,800 surveys completed and results confirmed the refreshed Goals, Goal Statements, Objectives and Key Actions were consistent with what respondents believe is important over the next four years
- We undertook a focused youth engagement
- Key priorities identified – neighbourhood partnership strategy, advocating for rapid transit and leveraging new technologies
- Metrics have been developed for the BMFT Goal Areas and will be reported on a regular basis to show progress towards Goals

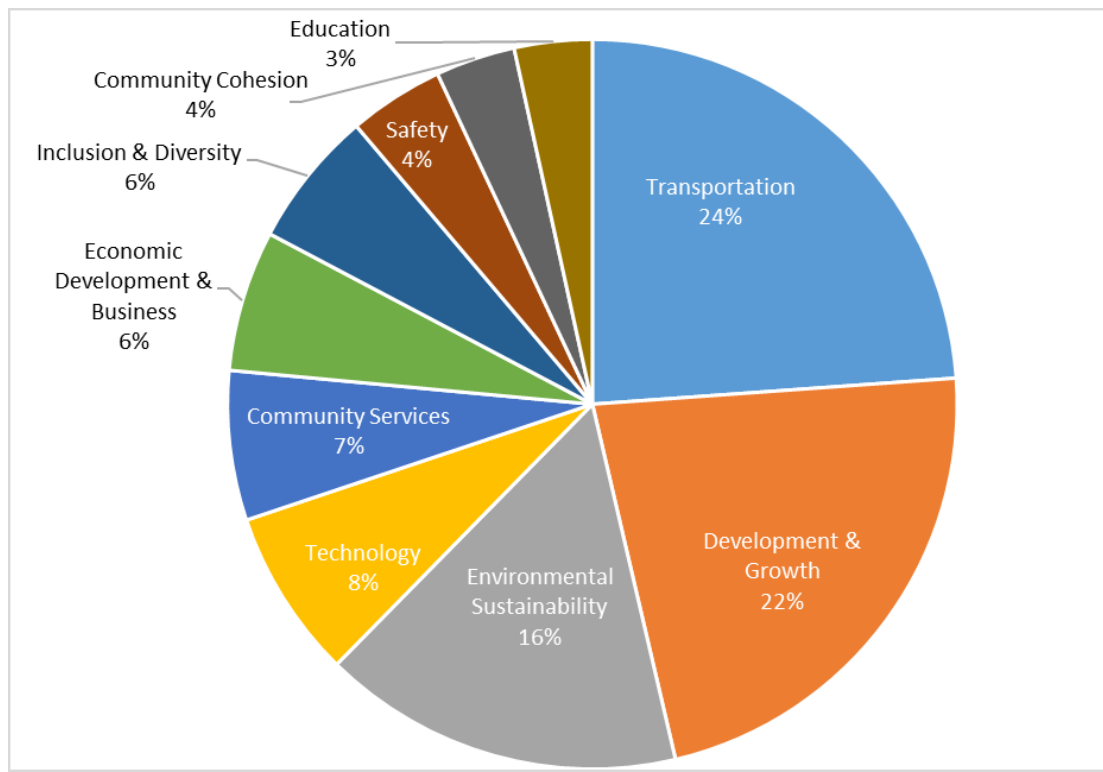




Results of the Public Engagement Campaign



Common Themes for “What Will Markham Look Like in 10-20 Years” by Percentage of Categorized Comments



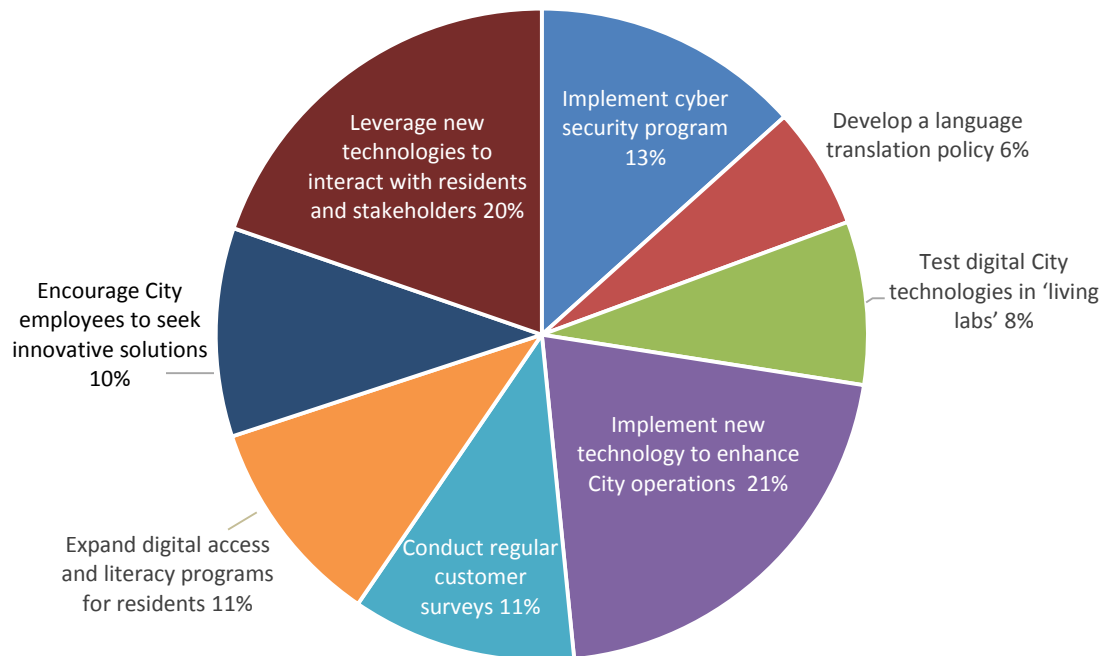


BMFT Overall Priorities

Priority Action	Total Responses
Implement a Neighbourhood Partnership strategy and “Good Neighbour” program	1208
Advocate for rapid transit, including Yonge Street subway	1182
Leverage new technologies to interact with residents and stakeholders	1088
Expand the Community Hub concept across the City	1088
Leverage 'smart city' technologies to improve efficiencies	1049
Adopt and implement an Economic Growth Strategy	1048
Implement local transportation solutions	1036
Create a Community Events Strategy	937
Plan for a Civic Square / community gathering place	914
Identify a Strategy to Fund Resource Requirements	822



Priority Ranking by Percentage:
Please select the actions you would like the City to consider taking to improve Exceptional Services by Exceptional People.

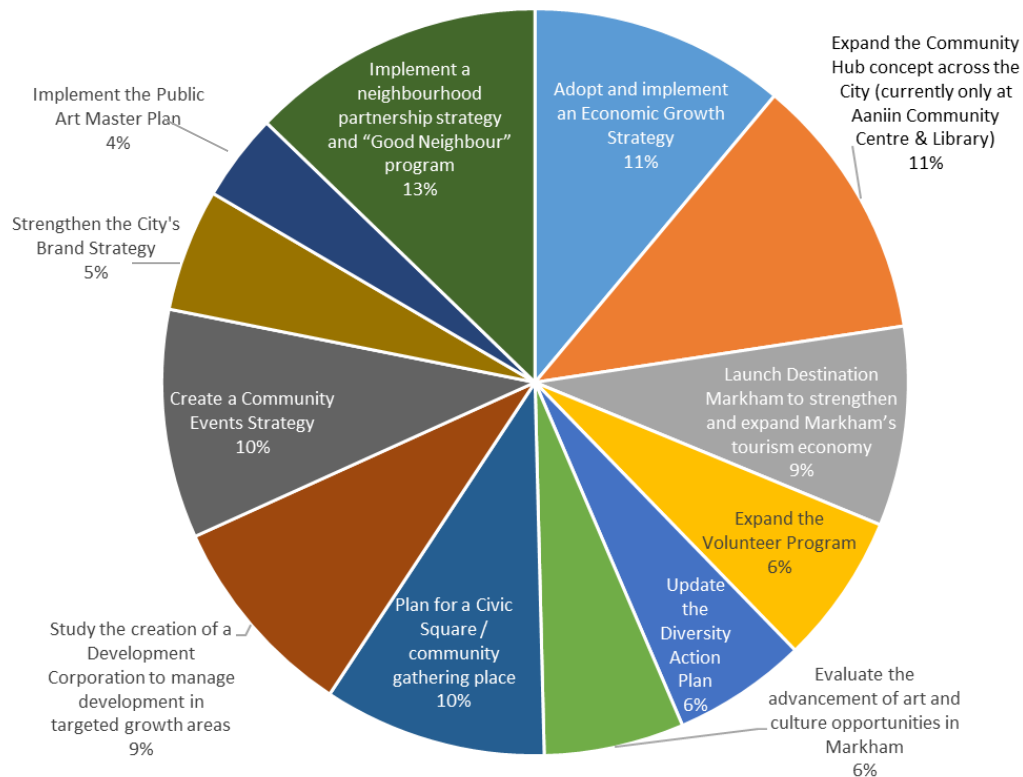




BUILDING MARKHAM'S FUTURE TOGETHER

2020 – 2023 Strategic Plan

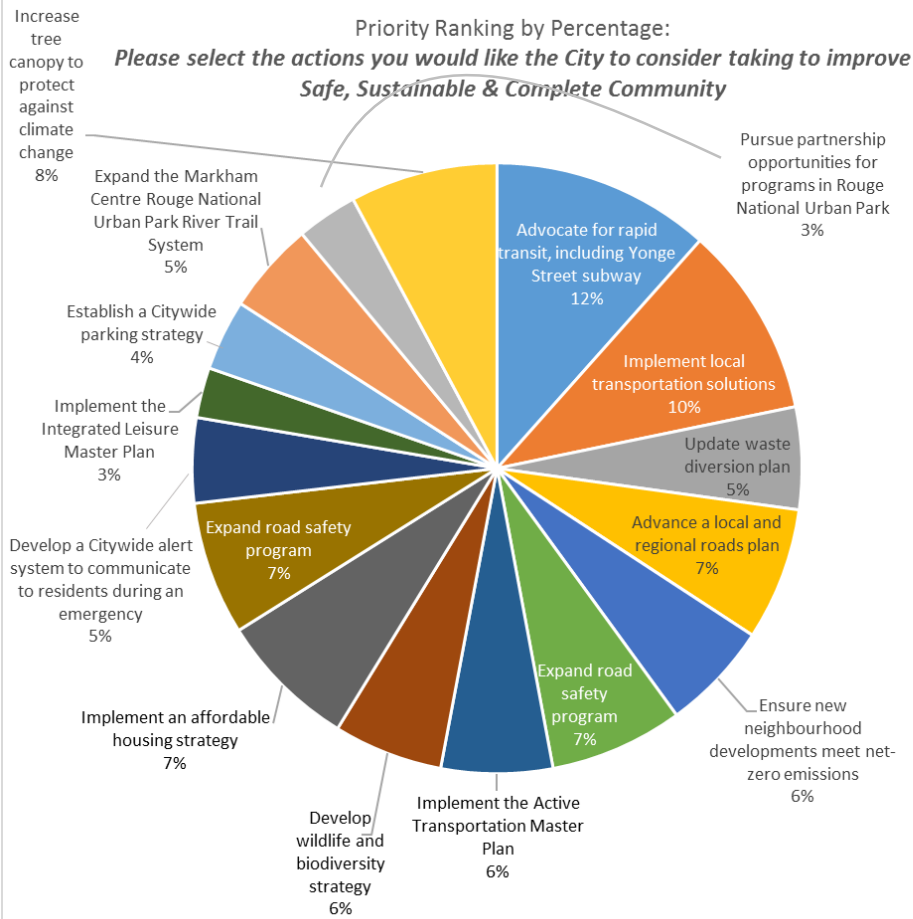
Priority Ranking by Percentage:
Please select the actions you would like the City to consider taking to improve 'Engaged, Diverse, Vibrant & Thriving Community'.





BUILDING MARKHAM'S FUTURE TOGETHER

2020 – 2023 Strategic Plan



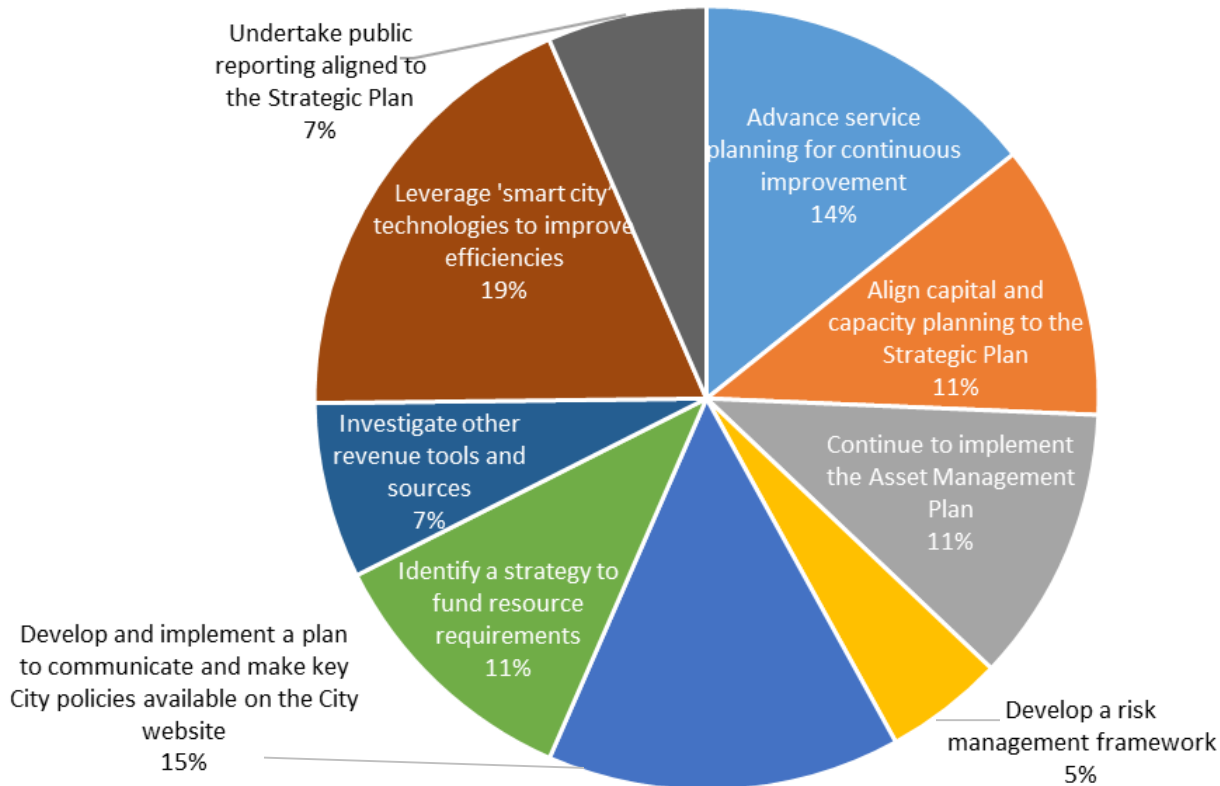


BUILDING MARKHAM'S FUTURE TOGETHER

2020 – 2023 Strategic Plan

Priority Ranking by Percentage:

Please select the actions you would like the City to consider taking to improve Stewardship of Money and Resources.





Recommended BMFT Strategic Plan



BUILDING MARKHAM'S FUTURE TOGETHER: GOALS



GOAL 1: Exceptional Services by Exceptional People

GOAL 2: Engaged, Diverse, Thriving & Vibrant City

GOAL 3: Safe, Sustainable and Complete Community

GOAL 4: Stewardship of Money and Resources



GOAL 1: EXCEPTIONAL SERVICES BY EXCEPTIONAL PEOPLE

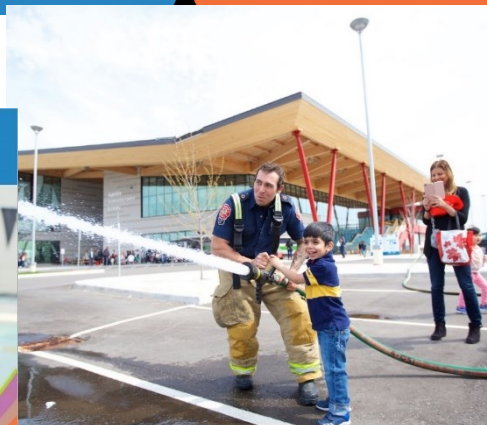
We embrace a bold and innovative culture that empowers and inspires excellent services within a collaborative and healthy work environment.

STRATEGIC OBJECTIVES

- Deepen our understanding of what our community and stakeholders value and need to inform municipal leadership and continuous improvement of our services.
- Leverage leading technologies to enable city building and evolution / transformation of our services.
- Attract and retain the right talent and invest in and empower our people to drive innovation and service excellence.



Youth and students help build Markham's future today



Metrics

- Overall satisfaction with the delivery of all the services provided within the City of Markham – residents, businesses and other stakeholders (every 2-4 years)
- % of transactional services that are provided and received on-line
- Employee satisfaction with the Organization from Current Staff Satisfaction Survey (every two years)
- Overall customer satisfaction (Internal and External Services) from Department Surveys completed this year (annual)



GOAL 2: ENGAGED, DIVERSE, THRIVING & VIBRANT CITY

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

We enable a strong economy; we proactively work to attract investment in our community; and we effectively manage change to meet future needs.

STRATEGIC OBJECTIVES

- Enhance community cohesion and inclusion by creating strong neighbourhoods that are connected to the broader community.
- Support arts, culture, recreation and sport to enrich the fabric of our communities.
- Build Markham as the best place to live, invest, work, and experience rich diversity.



METRICS

- Overall quality of life in Markham (every 4 years)
- # of visits to our municipal arts, recreation, library, sporting venues.
- Gross sq.ft. of office space constructed in Centres and Corridors (annual)



GOAL 3: 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.

STRATEGIC OBJECTIVES

- Accelerate delivery of an enhanced comprehensive transportation network in partnership with other levels of government / private sector.
- Build complete communities that offer a range of housing and employment opportunities, transportation options and outstanding community amenities.
- Ensure business continuity of our services and infrastructure, and enable community resiliency and community safety.
- Protect and enhance our natural environment and built form.



METRICS

- Maintain or Increase % of residents that rate Markham as a safe place to live (every 4 years)
- % of trips by mode of transportation for morning peak period to and from Markham – transit, auto, walk and cycle, other (every 5 years)
- Waste Diversion Rate (curbside and depots) (annual)
- Amount and % of new affordable rental and ownership housing for single-detached, semi-detached, town house, and apartment by bedroom type (annual)
- % reduction of Citywide GHG emissions (goal net zero by 2050) (every 2 -4 years)



GOAL 4: 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

STRATEGIC OBJECTIVES

- Align the short- and long-term financial strategy with BMFT and changes in the business environment to ensure the ongoing viability of the City.
- Proactively manage our assets to maximize the return (financial, social, environmental & cultural) on taxpayer investment.
- Increase transparency and accountability of our stewardship of services, policies, processes, money and resources.



METRICS

- % residents rating overall programs and services received as Very Good/Good value for tax dollar paid (every 2- 4 years)
- Adequacy of Lifecycle Reserve Funding Strategy to sustain future rehabilitation/Replacement needs (annual)
- Net City of Markham Operating Cost per Household (annual)
- Non-Residential Property taxes (as a % of total property taxes levied)



BMFT Community Engagement Campaign

- Campaign Timeline: February to April, 2020
- Goals:
 - Educate & inform key audiences about Markham's new Strategic Plan
 - Encourage key audiences to learn more about our progress by signing up for eNews
- Strategy:
 - Mix of new/digital & traditional tactics
 - Integrated, multi-channel and targeted communications
 - Clear, simple language with compelling visuals



Recommendations:

1. THAT the report entitled Building Markham's Future Together (BMFT) Strategic Plan 2020 – 2023 be received;
2. AND THAT the Building Markham's Future Together 2020 – 2023 Strategic Plan attached as Appendix A, be endorsed for adoption by the City;
3. AND THAT the summary of the Community Engagement program outlined in Appendix B be received;
4. AND THAT Staff report annually on the status of Building Markham's Future Together 2020 – 2023 Strategic Plan.
5. AND THAT Staff be authorized and directed to do all things necessary to give effect to this resolution



Report to: General Committee

Meeting Date: January 20, 2020

SUBJECT: Building Markham's Future Together (BMFT) 2020 – 2023 Strategic Plan

PREPARED BY: Meg West, extension 3792
Andrea Cecchetto extension 4997
Andrea Berry extension 7520

RECOMMENDATION:

1. That the presentation entitled "Building Markham's Future Together (BMFT) 2020 - 2023 Strategic Plan" be received; and,
2. That the report entitled "Building Markham's Future Together (BMFT) 2020 - 2023 Strategic Plan" be received; and,
3. That the "Building Markham's Future Together 2020 – 2023 Strategic Plan" attached as Appendix A, be adopted by the City; and,
4. That the summary of the Community Engagement program outlined in Appendix B be received; and,
5. That Staff report annually on the status of "Building Markham's Future Together 2020 - 2023 Strategic Plan"; and further,
6. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

EXECUTIVE SUMMARY:

- In 2019, Council and Senior Staff, through a series of training and education sessions open to the public, refreshed the City's Strategic Plan - Building Markham's Future Together (BMFT) 2020 – 2023 Strategic Plan.
- The Community Engagement Program and the City's new community engagement platform Your Voice Markham (YVM) fostered citizen participation and received 6,600 visits to YVM.
- More than 1,800 residents, business owners and other stakeholders responded to the survey which confirmed that the refreshed Goals, Goal Statements, Objectives and Key Actions identified are consistent with what residents, business owners and other stakeholders believe is important for the City over the next four years.
- As part of the Community Engagement Program, the City undertook a youth engagement to drive youth to register on YVM and complete the survey.
- Findings from the BMFT survey showed that neighbourhood partnership strategy, advocating for rapid transit and leveraging new technologies were key priorities.
- Metrics have been identified for the four BMFT Goal Areas and will be reported out on a regular basis to show achievements and progress towards each Goal.

PURPOSE:

The purpose of this report is to present the recommended Building Markham's Future Together (BMFT) 2020 – 2023 Strategic Plan for Council for adoption and to report on the findings of the public engagement program that was undertaken to inform this plan.

BACKGROUND:

All public and private sector organizations use strategic plans as blueprints for priority actions to guide decision makers to achieve the desired outcomes identified by their stakeholders.

BMFT is the blueprint which informs Council decisions and departmental business plans to assure the future success of the City. At the start of each new Council term, municipal Councils and Staff revisit the strategic plan to confirm City goals and objectives, and identify key priorities for the term.

In 2007, Mayor Scarpitti's first Council term, Council and Senior Staff developed Building Markham's Future Together Strategic Plan (BMFT). The Plan has been reviewed at the beginning of each new term of Council, and a major update was undertaken in 2015. The Plan has served the City well to guide both strategic initiatives and service priorities.

In April, May, July, September, and November 2019 Markham Council and Senior Staff participated in a number of training and education workshops, working together to refresh and re-focus the priorities of the City's Strategic Plan.

The sessions provided Council with an opportunity to discuss and refine the Goals and Goal Statements, Strategic Objectives, Key Actions and Initiatives, and identify measure of success for each Goal.

On September 16, 2019, General Committee received the consolidated summary of the training and education sessions work and endorsed the proposed approach to engage the community and obtain feedback on the refreshed strategic plan.

OPTIONS/ DISCUSSION:

Based on the results of the Council and Senior Staff training and education workshops and feedback from the community engagement program, the revised goals and goal statements are as follows:

Goal 1: Exceptional Services by Exceptional People

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

Goal 2: Engaged, Diverse, Thriving and Vibrant City

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

We enable a strong economy; we proactively work to attract investment in our community; and we effectively manage change to meet future needs.

Goal 3: Safe, Sustainable and Complete Community

Goal Statement: *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.*

Goal 4: Stewardship of Money and Resources

Goal Statement: *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.*

A number of Key Actions are proposed under each Goal Statement (See Appendix A). These Key Actions formed the basis of the survey used to solicit stakeholder feedback as part of the Community Engagement Program.

Community Engagement Program – Going to Where the People Are and a new community engagement platform fostered citizen participation

The September 16th General Committee decision included a direction to Staff to provide engagement opportunities across the City commencing with a kick-off event on September 23rd and concluding the engagement on November 1st. The Program's goal was to solicit feedback from a broad cross-section of residents, businesses and other stakeholders/ interested parties. The community engagement program was developed to inform, educate and provide opportunities for input on Building Markham's Future Together 2020 – 2023 Strategic Plan.

Public feedback was obtained through a leading community engagement platform (Bang the Table) used by many municipalities and government agencies across Canada and the United States. The City launched Your Voice Markham (YVM) in March 2019 and at the commencement of the BMFT engagement the City had more than 900 subscribers and 9,300 visitors to the platform. At the conclusion of the engagement, these numbers had risen to 1,838 and 20,500 respectively. The platform, which provides a translation option asked visitors to prioritize key actions that will guide the work of the City from 2020 – 2023.

A robust communications plan was developed to drive all interested parties to Your Voice Markham. The aim of the communications plan was to expand awareness of the Strategic Plan across all our diverse communities. The communications plan included: detailed content on the City's website; email blasts to all recreation and culture program registrants, community/business organizations and library patrons; paid and organic social media; print and online ads, including Chinese and Tamil translations in community newspapers; City electronic information boards and marquees across all facilities and on one Metrolinx digital billboard on Highway 407; and shareable content for use by Council and Staff in newsletters and on social media.

A contest was also used to encourage visitors to sign up for the Your Voice Markham platform, and to complete the survey. The intent was to increase the number of subscribers to Your Voice Markham in order to expand our reach for future engagement initiatives, and to update survey participants with the BMFT consultation results.

Community engagement meetings were held between September 23rd and November 1st, 2019. These included:

- Open House at the Markham Civic Centre - September 23rd
- Applefest and Markham 225 Celebration - September 28th
- Seniors' Advisory Committee Health Fair - October 17th
- Twitter Town Hall - October 24th

- Markville Mall and First Markham Place - October 26th
- Councillor Community meetings were held in the following wards:
 - Ward 3 October 7th
 - Ward 4 October 23rd
 - Ward 6 October 10th
 - Ward 7 October 30th

A Youth Engagement Initiative was undertaken to drive youth to register on YVM and complete the survey

The City retained Urban Minds to conduct targeted outreach to youth to ensure the voices of youth were represented through the completion of the survey on the City's strategic plan (refer to Appendix C for detailed report). The objective was to educate youth on the proposed strategic plan, to collect feedback from youth on the four goals and promote long-term retention of youth participants on YVM.

A number of pop-up events directed to engage youth were held including the September 23rd launch, a collage event at the Angus Glen Community Centre and Library and at Markville Mall. The team talked to more than 150 high school students and young families.

The Community Engagement Program received 6,600 visits to YVM and more than 1,800 people completed the survey

It is important to note the key actions set out in the survey (Appendix B) were not identical to the refreshed BMFT 2020 – 2023 Strategic Plan. Rather, the key actions were condensed to be more understandable to the public. Further, the survey conducted was a convenience survey that is a non-probability sampling, which does not include random sampling of residents.

Your Voice Markham received 6,600 visits related to BMFT, with more than 1,800 completed surveys representing more than 30% of all visits to the site, which is exceptional.

Social Media:	<ul style="list-style-type: none"> • 200,000+ Impressions • 2,500+ Engagements
Facebook Livestream of Kick-Off Event:	<ul style="list-style-type: none"> • 640 people reached • 274 views • 38 engagements
Twitter Town Hall:	<ul style="list-style-type: none"> • 36 social messages used to promote the Town Hall, with 50,000+ plus impressions • 340 engagements and 390 link clicks prior to Town Hall • 85+ online questions • 200+ uses of #AskScarpitti • 4 Twitter Polls launched before and during Twitter Town Hall
Email blasts:	<ul style="list-style-type: none"> • 3 Email Campaigns <ul style="list-style-type: none"> ○ 3,300+ recipients each ○ 1,000+ combined clicks ○ 4,300+ combined opens
Your Voice Markham analysis showed the following data:	<ul style="list-style-type: none"> • 23% heard of the survey through Social media • 17% heard of the survey through eNews • 14% heard of the survey through Markham.ca

	<ul style="list-style-type: none"> 46% heard of the survey through other means such as Mayor & Council Newsletters, Town Halls, Newspaper ads, Billboards & Road signage, word of mouth and festivals.
--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

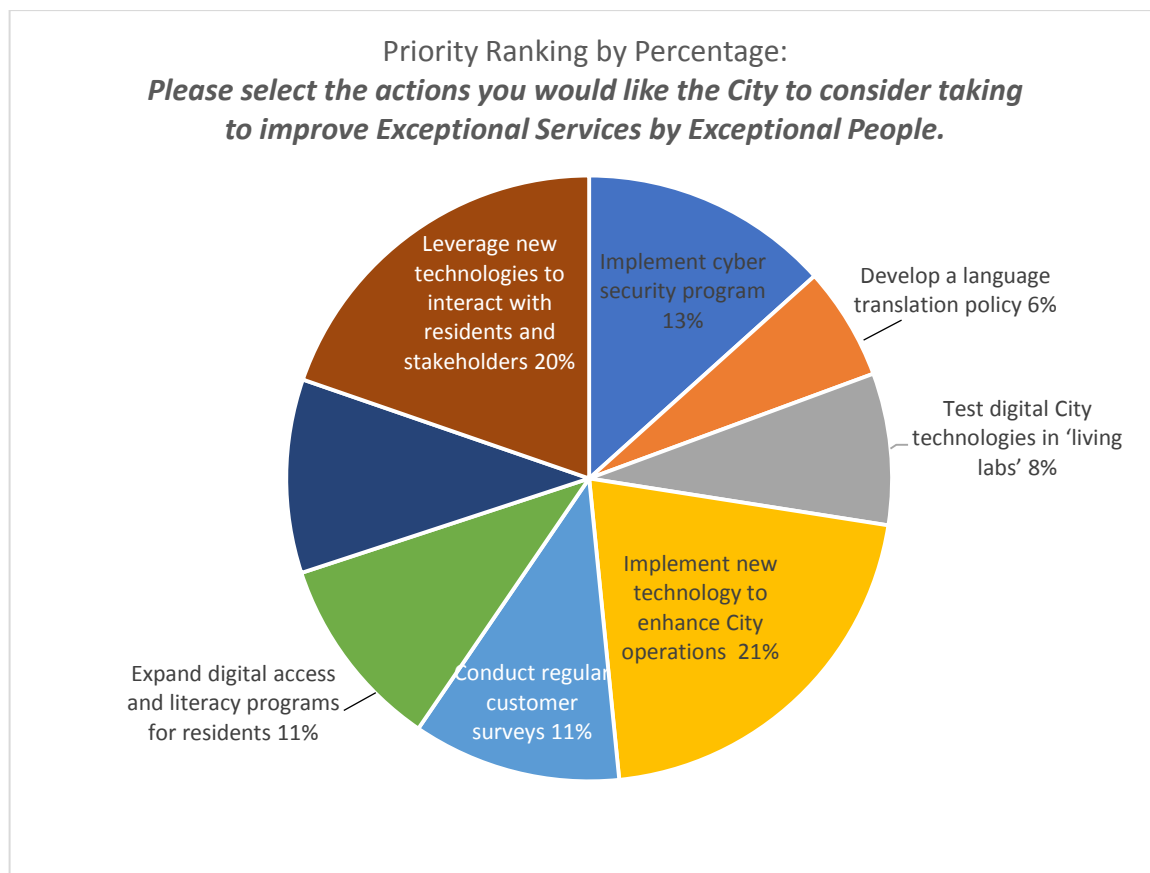
Key priorities for respondents were the neighbourhood partnership strategy, advocating for rapid transit and leveraging new technologies

The BMFT survey highlighted the four goals with 44 related strategic activities/key actions by goal area. Within each of these goals, survey respondents were asked to identify their top priorities among the actions listed. To illustrate the relative priority of these actions, the following table lists the top ten actions, identified as first priorities, in ranked order from across all categories.

Ranked Order of Priorities for all Goals:

Priority Action	Total Responses
Implement a Neighbourhood Partnership strategy and "Good Neighbour" program	1208
Advocate for rapid transit, including Yonge Street subway	1182
Leverage new technologies to interact with residents and stakeholders	1088
Expand the Community Hub concept across the City	1088
Leverage 'Smart City' technologies to improve efficiencies	1049
Adopt and implement an Economic Growth Strategy	1048
Implement local transportation solutions	1036
Create a Community Events Strategy	937
Plan for a Civic Square / community gathering place	914
Identify a strategy to fund resource requirements	822

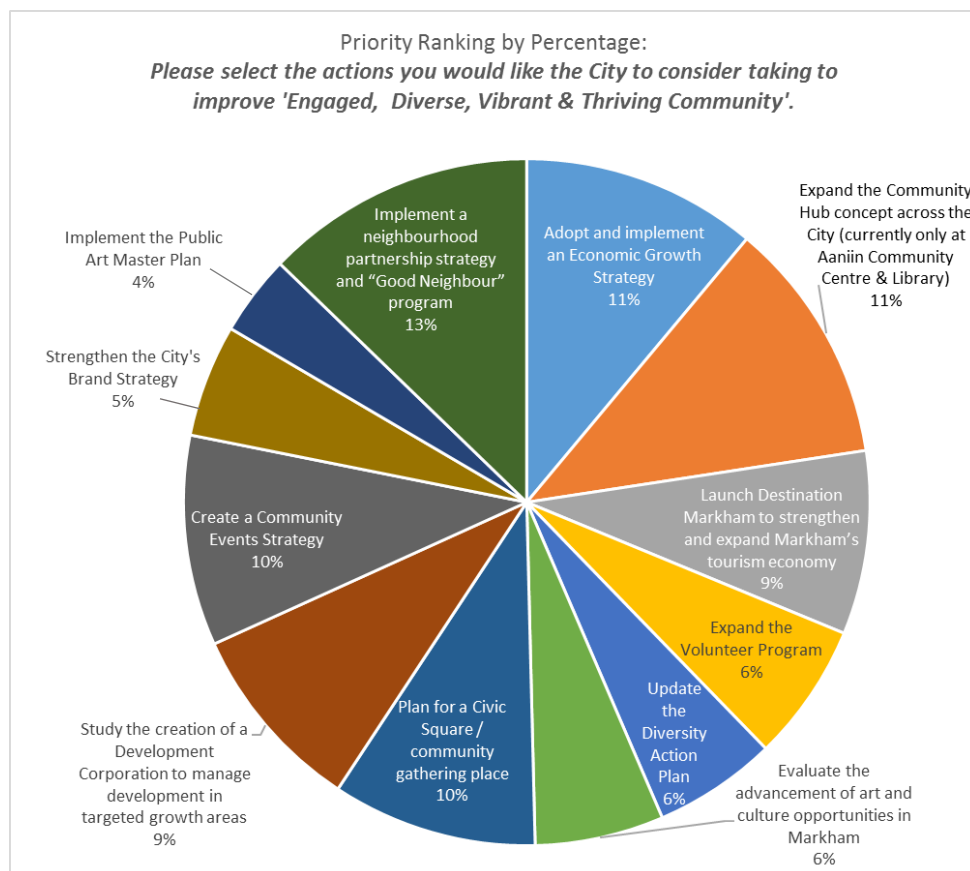
Priorities by Goal – Goal 1: Exceptional Services by Exceptional People



There was significant interest in leveraging new technologies to interact with residents and implementing new technologies to enhance City operations

- There was noteworthy support in the use of technology generally throughout the survey responses on all goals.
- With respect to this goal, the top two priorities related to the use of technology by City staff in the context of service delivery.
- These two actions together account for more than 40% of responses for this goal, and when the “Smart City Technologies” action is also considered in combination with these actions, approximately 50% of priorities related directly to the implementation of technology to improve service delivery.
- At the same time, respondents indicated a strong interest in improving direct communication with residents, with “Leverage New Technology to Interact with Residents and Stakeholders” and “Conduct Regular Customer Surveys” ranked second and fourth respectively, as priorities.

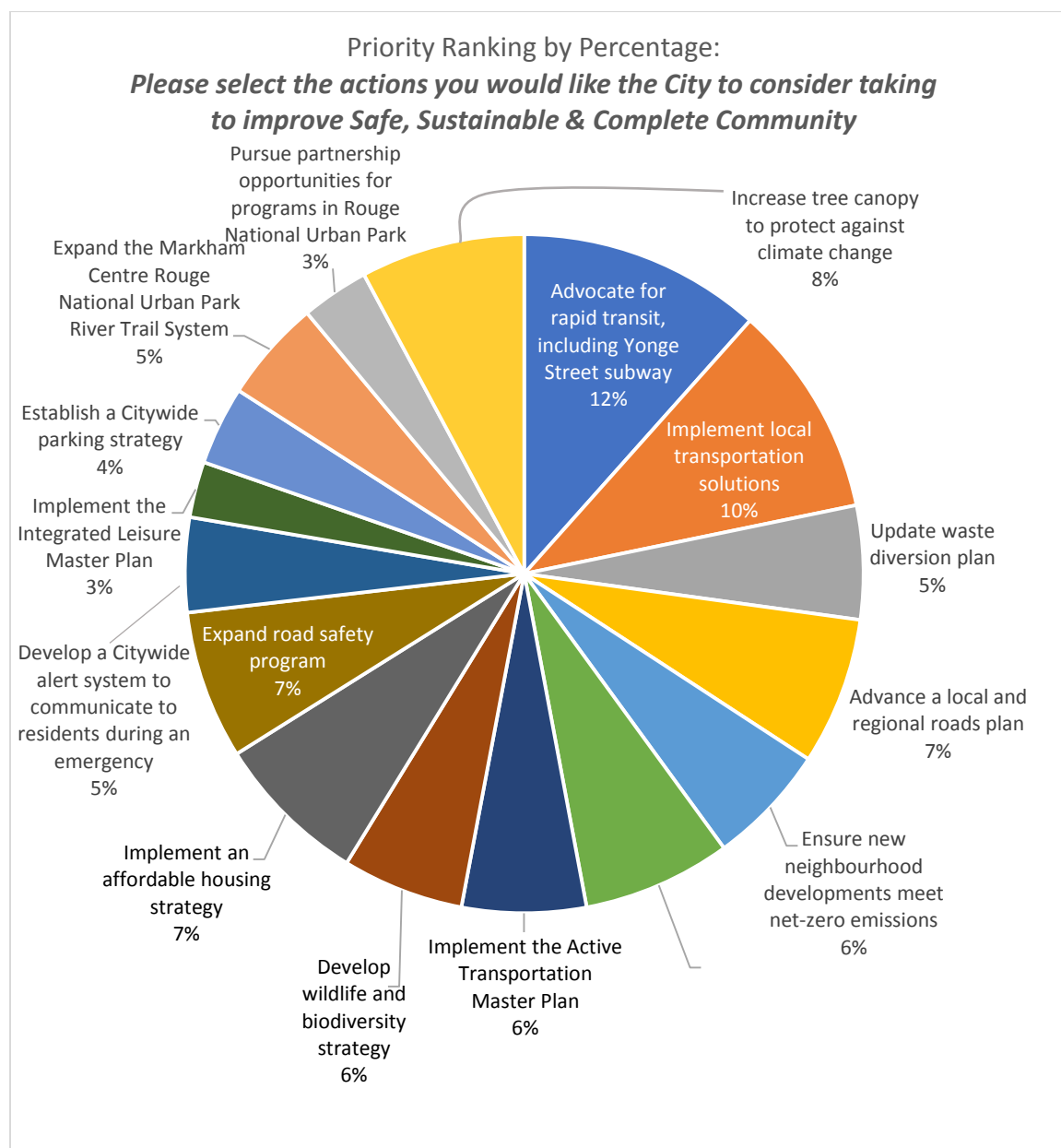
Priorities by Goal – Goal 2, Engaged, Diverse, Vibrant and Thriving City



Respondents supported implementing a neighbourhood strategy, adopting and implementing an Economic Growth Strategy and expanding the Community Hub Concept across the City

- The highest ranked action in this goal and in the overall survey with 1208 responses was "Implement a Neighbourhood Partnership Strategy and a Good Neighbour program". There appears to be an interest in neighbourhood-focused or place-based approaches and activities to foster good neighbours and social inclusion.
- Getting to know your neighbours through neighbourhood improvement activities and having a community hub in their own neighbourhood were noted.
- Community cohesion and pride in cultural diversity were frequently referenced and valued. Community/neighbourhood festivals and events were seen as a vehicle to foster and celebrate cultural cohesion and understanding.
- The ranked priorities for this goal are complemented by the qualitative data collected from respondents to augment their responses under this question which focuses heavily on managing growth and ensuring community amenities such as libraries, arts & culture amenities, community centres and parks/green spaces are key components of the community, especially as the city urbanizes.

Priorities by Goal – Goal 3: Safe, Sustainable and Complete Community

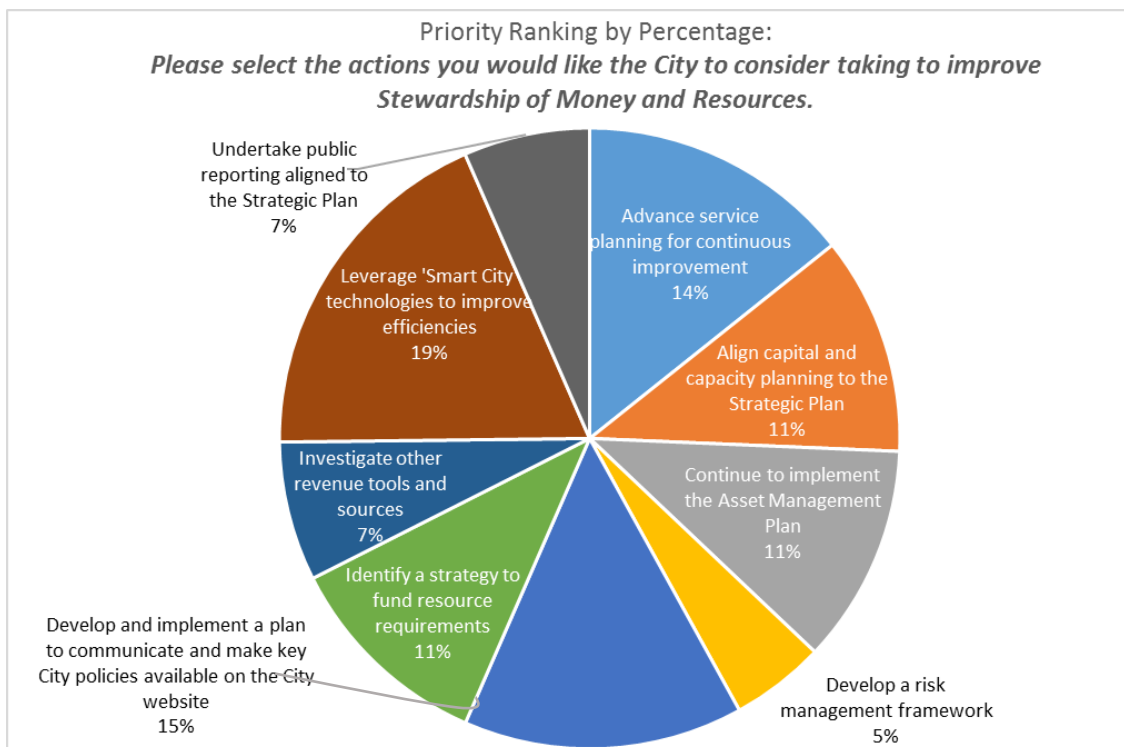


The highest ranked preferences are: advocate for rapid transit; implement local transportation solutions; and increase the City's tree canopy

- The first two priorities both related to traffic and transportation, and the third priority related to increasing tree canopy.
- Traffic and transportation are clearly priorities with both actions listed in the top 10 priorities of the survey overall.
- The qualitative data reinforced the ranking with many comments related to the need to expand transit options and road optimization for vehicles. Increasing Road safety programs for pedestrians was also noted.

- Community Safety and safe streets were referenced in relation to increased police/enforcement and technology such as cameras to support enforcement. Neighbourhood based programs were also identified such as Neighbourhood Watch.

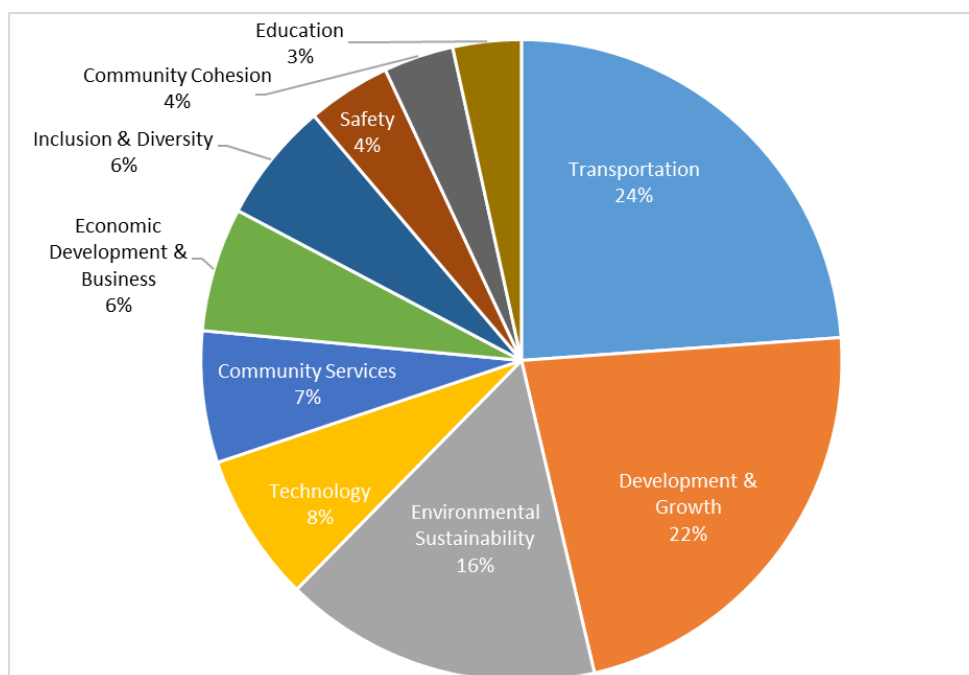
Priorities by Goal: Goal 4 – Stewardship of Money and Resources



Survey respondents identify both technology and communication as strong priorities

- Whereas in Q1, Exceptional Services by Exceptional People, technology-based initiatives were identified as enabling service improvement, when asked in the context of Stewardship of Money and Resources, technologies such as “Smart City technologies” are identified as priorities for service efficiencies.
- Within this goal, transparency of City policies by ensuring they are accessible on the City website has been identified as important for stakeholders – in the second ranked response.
- Closely following transparency of City policies was the action to advance service planning for continuous improvement.
- The two actions identified that relate to funding tools, while ranking sixth and seventh priorities respectively, taken together would rank second by a narrow margin. This indicates that funding the City’s strategic actions is a consideration for survey respondents.

Common Themes for ‘What Will Markham Look Like in 10-20 Years’ by Percentage of Categorized Comments



While the question was posed asking “What will Markham look like in 10 to 20 years”, the responses were less about the future state and more about areas to consider for attention.

Areas of focus from resident comments in order of frequency: *Transportation, Development & Growth, Environmental Sustainability, Technology, Community Services, Economic Development & Business, Inclusion & Diversity, Safety, Community Cohesion and Education.*

- There was a strong number of comments that focused on ‘livability’; including the opportunity for residents to live and work in Markham instead of having to commute to other cities for their job.
- Comments about transit referenced cross regional integration (GTA) with a greater frequency – this most often included York Region as well as the TTC, including single fares across the system.
- With respect to comments related to ‘Growth’ there were some polarized sentiments. There were approximately equal numbers of comments indicating a preference for high density development and low density development. However, many comments referencing low density development had a negative connotation (e.g. ‘suburban sprawl’).
- Growth Management and ensuring community amenities keep up with growth such as parks, community centres, libraries and meeting places was noted.
- Inclusion was a significant theme across this question as well as Goal 1 and Goal 2. Many noted Markham’s cultural diversity in a positive context. Further, there were

several comments suggesting opportunities for more cultural and racial integration would benefit the community.

- There were a number of comments in this question as well as Goal 1 and Goal 2 about neighbourhood/community events, indicating that opportunities for community member to come together at events improves community cohesion and a sense of belonging.

Common patterns among the areas of focus :

- Technology and Transportation – usually referring to traffic light synchronization and traffic management through smart technologies.
- Sustainability and Technology – energy efficiency, renewable energy sources and low-carbon transportation technologies.
- Planning and Transportation – managing growth generally, and in particular cycling improvements and the development of walkable communities.
- Development and Sustainability – ‘sustainable development’ from an ecological perspective (i.e. net-zero carbon buildings). Many comments indicated that as Markham intensifies, with more high-density development, there is an increased need for protected parks/green space and people places.

Several of the top themes for this question were consistent themes across all goals, including: transportation, technology and sustainability.

Priority Actions by Age - the top 5 Priority Actions are consistent across age groups with a focus on technology, advocating for rapid transit and neighbourhood programs

Survey participants were asked to identify their age category (see Appendix B Demographic Data for breakdown of responses). The overall ranked priorities were assessed based on age categories to determine if there were consistent priorities across age ranges. First, the top five priority actions across all goals were identified for each age category.

Age Range	Top 5 Priority Actions across all Goals:
Ages 14-17 159 respondents	Implement Smart City Solutions
	Align Capital & Capacity Planning with Strategy
	Leverage Tech to Enhance Operations
	Advocate for Rapid Transit
	Leverage Technology to Interact with Residents
Ages 18-34 436 respondents	Advocate for Rapid Transit
	Leverage Technology to Interact with Residents
	Leverage Smart City Technology
	Leverage Tech to Enhance Operations
	Expand Community Hub Concept
Ages 35-50 616 respondents	Leverage Tech to Enhance Operations
	Leverage Smart City Technology
	Implement Neighbourhood Partnership Strategy
	Advocate for Rapid Transit
	Align Capital & Capacity Planning with Strategy
Ages 51-65 399 respondents	Leverage Technology to Interact with Residents
	Leverage Tech to Enhance Operations

Ages 66+ 211 respondents	Leverage Smart City Technology
	Encourage Employees to Seek Innovation
	Implement Neighbourhood Partnership Strategy
	Leverage Tech to Enhance Operations
	Implement Neighbourhood Partnership Strategy
	Leverage Technology to Interact with Residents
	Align Capital & Capacity Planning with Strategy
	Encourage Employees to Seek Innovation

Engaging our Customers – Customer Feedback & Evaluation outlining how residents, stakeholders and community members are engaged as part of our commitment to exceptional services

The City of Markham is known as a municipal leader in providing high quality service. Exceptional Service is a core value for staff and at the heart of the work we do within our own departments for the community. Markham's quest for organizational excellence formally began in the late 1990's to ensure service excellence across the organization. Using the National Quality Institute's (now Excellence Canada's) framework as a guide, a strong focus on customer/client satisfaction has been the cornerstone of our efforts and success to date. (Please see Appendix D for detailed report).

Engagement & Evaluation Tools used by City Staff to interact and gather feedback from customers

- **Annual Customer Satisfaction Surveys:** every year each department identifies services to measure using the corporate survey process (see page 4 in Appendix D).
- **Post-Program/Project Evaluation:** these assessments are completed by clients following programs or upon completion of projects in the community.
- **Data Analysis:** City Departments use survey tools such as *EnviroNics* to gain a better understanding of community trends and residents interests. Research, benchmarking trends and other data are used to inform decisions on program offerings and service planning.
- **Surveys & Polls:** surveys are used throughout the City to collect data about resident experiences, preferences, needs and opinions. *e.g., - in-person survey conducted onsite at recycling depots; survey of counter customer in*
- **Interviews:** individual, intensive, structured - designed to probe deeply into stakeholder needs and opinions. *e.g., - Aaniin Library Post- Occupancy Evaluation to determine how customers are using library space.*
- **Focus Groups & Consultations:** facilitated discussion to collect data from a group of individuals on a specific topic *e.g., Waste Management testing of residents acceptance of new programs such as clear bags and textile recycling. Smart City Focus Groups to collect input on community issues that could be addressed through Artificial Intelligence - enabled technology.*
- **Community Conversations:** used at Markham Public Library as part of its unique Community Development Framework, these facilitated discussions focus on understanding the broad goals and challenges of the community.

- **Online Engagement:** the City of Markham maintains online engagement tools to provide residents with a platform for ongoing input into issues that matter. *E.g., Your Voice, used for Markham Centre Planning and Council's Strategic Plan.*

Plan Finalization – Recommended Goals, Objectives and Key Actions supported by the Public Engagement Program

Based on the feedback received through the Public Engagement Program, Staff is recommending adoption of the Building Markham's Future Together 2020 – 2023 Strategic Plan (Appendix A) which sets out the four Goals, Goal Statements, thirteen Strategic Objectives, fifty-six Key Actions and high-level Metrics to be achieved by the City over the next four years, as follows:

Goal 1: Exceptional Services by Exceptional People

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

Strategic Objective:	Key Actions:
1.1. Deepen our understanding of what our community and stakeholder's value and need to inform municipal leadership and continuous improvement of our services.	1.1.1. Implement effective mechanisms for ongoing stakeholder feedback and engagement (i.e. regular customer surveys, focus groups) 1.1.2. Leverage technology for direct two-way communication to effectively gather feedback on services and push information out to stakeholders 1.1.3. Develop a corporate-wide language translation policy to ensure consistency in translation services across the Corporation
1.2. Leverage leading technologies to enable city building and evolution / transformation of our services.	1.2.1 Implement new technology to enhance business operations (CRM, EAM, Program Registration, Facility Booking systems, and Staff scheduling software) 1.2.2 Streamline the development process 1.2.3 Advance Digital Markham / "Frictionless City" <ul style="list-style-type: none"> • Pilot test digital city technology in "living labs" • Expand digital access and literacy programs • Continue to embrace innovation and relevant technologies in delivery of service • Leverage "Smart City" technologies to enhance and extend infrastructure lifecycle and improve efficiencies 1.2.4 Implement cyber security program to safeguard City technology infrastructure
1.3. Attract and retain the right talent and invest in and empower our people to drive innovation and service excellence.	1.3.1 Empower employees to continue to take risks and pursue innovation <ul style="list-style-type: none"> • Reduce barriers / bureaucracy • Clarify roles, accountabilities (including for Centres of Expertise) and authorities 1.3.2 Continue to implement the People Plan (attraction, retention, succession planning, formalized knowledge transfer, mentoring, learning and secondment opportunities) 1.3.3 Provide Staff access to technologies to improve service delivery

	1.3.4 Continue to invest in Staff training
Metrics:	<ul style="list-style-type: none"> • Overall satisfaction with the delivery of all the services provided within the City of Markham – residents, businesses and other stakeholders (Citizen Survey every 2 years) • % of transactional services that are available and fully conducted on-line • Overall customer satisfaction (Internal and External Services) from Department Surveys completed each year (annual) • Employee satisfaction with the organization based on Staff Satisfaction Surveys (conducted every two years)

Goal 2: Engaged, Diverse, Thriving and Vibrant City

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

We enable a strong economy; we proactively work to attract investment in our community; and we effectively manage change to meet future needs.

Strategic Objectives:	Key Actions:
2.1 Enhance community cohesion and inclusion by creating strong neighbourhoods that are connected to the broader community.	2.1.1 Implement neighbourhood partnership strategy <ul style="list-style-type: none"> • Customized to the community; neighbourhood action plans • “Good neighbour” handbook 2.1.2 Expand community hub concept (currently at Aaniin CC) across the City 2.1.3 “Discover Markham” celebrate Markham’s past, diverse communities and events 2.1.4 Create special events strategy including standardizing requirements and streamline processes 2.1.5 Plan for a major civic square with cultural amenities
2.2 Support arts, culture, recreation and sport to enrich the fabric of our communities.	2.2.1 Implement Public Arts Master Plan 2.2.2 Continue to implement the Public Realm strategy across all parts of the City 2.2.3 Enhance the Volunteer program and opportunities across the City 2.2.4 Update the Diversity & Inclusion action plan 2.2.5 Evaluate the advancement of arts and culture opportunities for Markham
2.3 Build Markham as the best place to live, invest, work, and experience rich diversity.	2.3.1 Strengthen the City’s brand strategy with a strong value proposition 2.3.2 Develop, adopt and implement the Economic Development Strategy <ul style="list-style-type: none"> • Targeted sector attraction and expansion • Business expansion and retention • Entrepreneurship and training • Innovation and start-ups 2.3.3 Investigate the creation of a development corporation to manage development and infrastructure in targeted growth areas 2.3.4 Launch Destination Markham

Metrics:	<ul style="list-style-type: none"> • Overall quality of life in Markham (Citizen Survey every 2 years) • # of visits to our municipal arts, recreation, library, sporting venues • Gross sq. ft. of office space constructed in Centres, Corridors and Business Parks (annual) • Total Employment in Markham (once every two years)
-----------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Goal 3: Safe, Sustainable and Complete Community

Goal Statement: *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.*

Strategic Objective:	Key Actions:
3.1 Accelerate delivery of an enhanced comprehensive transportation network in partnership with other levels of government / private sector.	3.1.1 Advocate for higher order transit including Yonge Subway 3.1.2 Pursue the integration of transit-oriented design in development 3.1.3 Provide incentives for growth within areas where appropriate infrastructure already in place 3.1.4 Optimize local and regional roads plan <ul style="list-style-type: none"> • Includes maximizing capacity at peak periods (e.g. leveraging technology and intersection design) 3.1.5 Implement Active Transportation Master Plan and first and last mile solutions (biking, walking, transit) 3.1.6 Expand road safety program
3.2 Build complete communities that offer a range of housing and employment opportunities, transportation options and outstanding community amenities.	3.2.1 Finalize and implement affordable housing strategy <ul style="list-style-type: none"> • Multi-generational, including purpose built secondary suites • Rental housing 3.2.2 Develop policy / approval process to ensure net zero-ready sustainable development in support of the Municipal Energy Plan 3.2.3 Prepare an employment strategy for appropriate major transit station areas and promote locally, regionally and provincially significant employment zones (along 400 series highways) 3.2.4 Implement Integrated Leisure Master Plan for the City of Markham's parks, recreation, culture and libraries 3.2.5 Establish a City-wide parking strategy
3.3 Ensure business continuity of our services and infrastructure, and enable community resiliency and community safety.	3.3.1 Develop a Citywide system to communicate directly to residents during emergency (alert system) 3.3.2 Continue to implement the Flood Control Program 3.3.3 Continue to implement strategies to address impacts of extreme weather <ul style="list-style-type: none"> • Emergency preparedness • Proactive infrastructure protection
3.4 Protect and enhance our natural environment and built form.	3.4.1 Develop a wildlife and biodiversity strategy 3.4.2 Increase our tree canopy to mitigate climate change 3.4.3 Promote retrofits to existing buildings and homes to reduce energy consumption and expand the use renewable energy sources in order to achieve our Net Zero Emissions by 2050 target 3.4.4 Update waste diversion plan (Best-of-the-Best Strategy Phase 2) 3.4.5 Create the Markham Centre Rouge River trail system 3.4.6 Develop an urban parks strategy to support the Official Plan's intensification strategy 3.4.7 Pursue partnership opportunities for programming in the Rouge National Urban Park

Metrics	<ul style="list-style-type: none"> • Maintain or Increase % of residents that rate Markham as a safe place to live (Citizen Survey every 2 years) • % of trips by mode of transportation for morning peak period to and from Markham – transit, auto, walk and cycle, other (every 5 years) • Waste Diversion Rate (curbside and depots) (annual) • Amount and % of new affordable rental and ownership housing for single-detached, semi-detached, town house, and apartment by bedroom type (annual) • % reduction of Citywide GHG emissions (goal net zero by 2050) (2-4 years)
---------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Goal 4: Stewardship of Money and Resources

Goal Statement: *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.*

Strategic Objective:	Key Actions:
4.1 Align the short- and long-term financial strategy with BMFT and changes in the business environment to ensure the ongoing viability of the City.	<p>4.1.1 Funding strategy:</p> <ul style="list-style-type: none"> • Align capital / capacity planning to BMFT, and maintain readiness to respond to legislative or other business environment changes • Identify strategy to fund resource requirements over the longer term for growth and strategic initiatives <p>4.1.2 Revenue strategy:</p> <ul style="list-style-type: none"> • Advocate to other levels of government for enhanced revenue tools • Consider alternate sources of revenue
4.2 Proactively manage our assets to maximize the return (financial, social, environmental & cultural) on taxpayer investment.	<p>4.2.1 Establish process for evaluating public and private sector partnerships and business opportunities</p> <p>4.2.2 Advance detailed service planning for continuous improvement</p> <p>4.2.3 Continue to implement Asset Management Plan</p> <p>4.2.4 Develop a comprehensive risk management framework</p> <p>4.2.5 Leverage “smart city” technologies to enhance and extend infrastructure lifecycle and improve efficiencies</p>
4.3 Increase transparency and accountability of our stewardship of services, policies, processes, money and resources.	<p>4.3.1 Establish public reporting aligned to BMFT, including key metrics</p> <p>4.3.2 Develop and implement a plan to communicate and make key City policies available on City website</p>
Metrics:	<ul style="list-style-type: none"> • % residents rating overall programs and services received as Very Good/Fairly Good value for tax dollar paid (Citizen Survey every 2 years) • Adequacy of Lifecycle Reserve Funding Strategy to sustain future rehabilitation/Replacement needs (annual) • Net City of Markham Operating Cost per Household (annual) • Non-Residential Property taxes (as a % of total property taxes levied)

CONCLUSION:

1870 residents, business owners and other stakeholders responded to the survey which confirmed that the refreshed Goals, Goal Statements, Objectives and Key Actions identified are consistent with what residents, business owners and other stakeholders believe is important for the City over the next four years.

Next Steps:

Once Council approves Building Markham's Future Together 2020 – 2023 Strategic Plan (Appendix A), Staff will develop a communication plan to promote the newly approved plan to the public.

Metrics identified for the four BMFT Goal Areas will be reported out on a regular basis to show achievements and progress towards each Goal

As part of the training and education session with Council and Senior Staff, high-level strategic metrics were discussed and identified for each of the four Goal areas (Appendix A). The metrics will be reported out annually where information is available and Staff will continue to review and refine metrics as data becomes readily available.

Further, it is recommended that in order to gather measureable data related to the strategic plan, the City undertake a Citizen Satisfaction Survey every two years to gather input from residents on quality of life, delivery of City services, and use of tax dollars.

FINANCIAL CONSIDERATIONS

Building Markham's Future Together 2020 – 2023 Strategic Plan document preparation and facilitation by Joanne Berry, Berry Management Consulting: \$46,000.00.

Building Markham's Future Together 2020 - 2023 Communications Campaign: \$6,000.00.

Building Markham's Future Together 2020 – 2023 Youth Engagement: \$2,500.00.

Funding for Building Markham's Future Together 2020 – 2023 Strategic Plan priorities will be identified and approved as part of the annual budget process and Staff will monitor and report back to Council annually on the status of Building Markham's Future Together 2020 – 2023 Strategic Plan.

HUMAN RESOURCES CONSIDERATIONS

Not applicable

ALIGNMENT WITH STRATEGIC PRIORITIES:

Building Markham's Future Together 2020 – 2023 Strategic Plan will set the direction for the next four years.

BUSINESS UNITS CONSULTED AND AFFECTED:

All four Commissions have contributed to the development of Building Markham's Future Together 2020 – 2023 Strategic Plan.

RECOMMENDED BY:

Andy E. Taylor
Chief Administrative Officer

Trinela Cane
Commissioner, Corporate Services

Brenda Librecz
Commissioner, Community and Fire
Services

Arvin Prasad
Commissioner, Development
Services

Claudia Storto
City Solicitor and Director of Human Resources

ATTACHMENTS:

- | | |
|------------|-------------------------------------------------------------|
| Appendix A | Building Markham's Future Together 2020-2023 Strategic Plan |
| Appendix B | Summary of the BMFT Public Engagement Program |
| Appendix C | Results of the Youth Engagement Program |
| Appendix D | Engaging Our Customers – Customer Feedback & Evaluation |

BUILDING MARKHAM'S FUTURE TOGETHER

Appendix A

STRATEGIC PLAN SUMMARY

GOAL 1 - Exceptional Services by Exceptional People

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

2020-2023 Strategic	2020-2023 Strategic Actions	Metrics
1.1. Deepen our understanding of what our community and stakeholders value and need to inform municipal leadership and continuous improvement of our services.	1.1.1. Implement effective mechanisms for ongoing stakeholder feedback and engagement (i.e. regular customer surveys, focus groups) 1.1.2. Leverage technology for direct two-way communication to effectively gather feedback on services and push information out to stakeholders 1.1.3. Develop a corporate-wide language translation policy to ensure consistency in translation services across the Corporation	Overall satisfaction with the delivery of all the services provided within the City of Markham – residents, businesses and other stakeholders (every 2 years)
1.2. Leverage leading technologies to enable city building and evolution / transformation of our services.	1.2.1 Implement new technology to enhance business operations (CRM, EAM, Program Registration, Facility Booking systems, and staff scheduling software) 1.2.2 Streamline the development process 1.2.3 Advance Digital Markham / “Frictionless City” <ul style="list-style-type: none"> Pilot test digital city technology in “living labs” Expand digital access and literacy programs Continue to embrace innovation and relevant technologies in delivery of service Leverage “Smart City” technologies to enhance and extend infrastructure lifecycle and improve efficiencies 1.2.4 Implement cyber security program to safeguard City technology infrastructure	% of transactional services that are provided and received on-line Overall customer satisfaction (Internal and External Services) from Department Surveys completed this year (annual)
1.3. Attract and retain the right talent and invest in and empower our people to drive innovation and service excellence.	1.3.1 Empower employees to continue to take risks and pursue innovation <ul style="list-style-type: none"> Reduce barriers / bureaucracy Clarify roles, accountabilities (including for Centres of Expertise) and authorities 1.3.2 Continue to implement the People Plan (attraction, retention, succession planning, formalized knowledge transfer, mentoring, learning and secondment opportunities) 1.3.3 Provide staff access to technologies to improve service delivery 1.3.4 Continue to invest in staff training	Employee satisfaction with the Organization from Current Staff Satisfaction Survey (every even year)

BUILDING MARKHAM'S FUTURE TOGETHER

Appendix A

GOAL 2 - Engaged, Diverse, Thriving and Vibrant City

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

We enable a strong economy; we proactively work to attract investment in our community; and we effectively manage change to meet future needs.

2020-2023 Strategic	2020-2023 Strategic Actions	Metrics
2.1 Enhance community cohesion and inclusion by creating strong neighbourhoods that are connected to the broader community.	2.1.1 Implement neighbourhood partnership strategy <ul style="list-style-type: none"> • Customized to the community; neighbourhood action plans • “Good neighbour” handbook 2.1.2 Expand community hub concept (currently at Aaniin CC) across the City 2.1.3 “Discover Markham” celebrate Markham’s past, diverse communities and events 2.1.4 Create special events strategy including standardizing requirements and streamline processes 2.1.5 Plan for a major civic square with cultural amenities	Overall quality of life in Markham (every 2 years) # of visits to our municipal arts, recreation, library, sporting venues
2.2 Support arts, culture, recreation and sport to enrich the fabric of our communities.	2.2.1 Implement Public Arts Master Plan 2.2.2 Continue to implement the Public Realm strategy across all parts of the City 2.2.3 Enhance the Volunteer program and opportunities across the City 2.2.4 Update the Diversity & Inclusion action plan 2.2.5 Evaluate the advancement of arts and culture opportunities for Markham	Gross sq. ft. of office space constructed in Centres, Corridors and Business Parks (annual)
2.3 Build Markham as the best place to live, invest, work, and experience rich diversity.	2.3.1 Strengthen the City’s brand strategy with a strong value proposition 2.3.2 Develop, adopt and implement the Economic Development Strategy <ul style="list-style-type: none"> • Targeted sector attraction and expansion • Business expansion and retention • Entrepreneurship and training • Innovation and start-ups 2.3.3 Investigate the creation of a development corporation to manage development and infrastructure in targeted growth areas 2.3.4 Launch Destination Markham	Total Employment in Markham (biennial)

BUILDING MARKHAM'S FUTURE TOGETHER

Appendix A

GOAL 3 – Safe, Sustainable and Complete Community

Goal Statement: *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.*

2020-2023 Strategic	2020-2023 Strategic Actions	Metrics
3.1 Accelerate delivery of an enhanced comprehensive transportation network in partnership with other levels of government / private sector.	3.1.1 Advocate for higher order transit including Yonge Subway 3.1.2 Pursue the integration of transit-oriented design in development 3.1.3 Provide incentives for growth within areas where appropriate infrastructure already in place 3.1.4 Optimize local and regional roads plan <ul style="list-style-type: none"> Includes maximizing capacity at peak periods (e.g. leveraging technology and intersection design) 3.1.5 Implement Active Transportation Master Plan and first and last mile solutions (biking, walking, transit) 3.1.6 Expand road safety program	Maintain or Increase % of residents that rate Markham as a safe place to live (every 2 years) % of trips by mode of transportation for morning peak period to and from Markham – transit, auto, walk and cycle, other (every 5 years)
3.2 Build complete communities that offer a range of housing and employment opportunities, transportation options and outstanding community amenities.	3.2.1 Finalize and implement affordable housing strategy <ul style="list-style-type: none"> Multi-generational, including purpose built secondary suites Rental housing 3.2.2 Develop policy / approval process to ensure net zero-ready sustainable development in support of the Municipal Energy Plan 3.2.3 Prepare an employment strategy for appropriate major transit station areas and promote locally, regionally and provincially significant employment zones (along 400 series highways) 3.2.4 Implement Integrated Leisure Master Plan for the City of Markham's parks, recreation, culture and libraries 3.2.5 Establish a City-wide parking strategy	Waste Diversion Rate (curbside and depots) (annual) Amount and % of new affordable rental and ownership housing for single-detached, semi-detached, town house, and apartment by bedroom type (annual)
3.3 Ensure business continuity of our services and infrastructure, and enable community resiliency and community safety.	3.3.1 Develop a Citywide system to communicate directly to residents during emergency (alert system) 3.3.2 Continue to implement the Flood Control Program 3.3.3 Continue to implement strategies to address impacts of extreme weather <ul style="list-style-type: none"> Emergency preparedness Proactive infrastructure protection 	
3.4 Protect and enhance our natural environment and built form.	3.4.1 Develop a wildlife and biodiversity strategy 3.4.2 Increase our tree canopy to mitigate climate change 3.4.3 Expand the use of renewable energy sources in communities and promote retrofits to existing buildings and homes in order to achieve our Net Zero plan 3.4.4 Update waste diversion plan (Best-of-the-Best Strategy Phase 2) 3.4.5 Create the Markham Centre Rouge River trail system 3.4.6 Develop an urban parks strategy to support the Official Plan's intensification strategy 3.4.7 Pursue partnership opportunities for programming in the Rouge National Urban Park	% reduction of Citywide GHG emissions (goal net zero by 2050) (2-4 years)

BUILDING MARKHAM'S FUTURE TOGETHER

Appendix A

GOAL 4 - Stewardship of Money and Resources

Goal Statements: *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.*

2020-2023 Strategic Objectives	2020-2023 Strategic Actions	Metrics
4.1 Align the short- and long-term financial strategy with BMFT and changes in the business environment to ensure the ongoing viability of the City.	4.1.1 Funding strategy: <ul style="list-style-type: none"> Align capital / capacity planning to BMFT, and maintain readiness to respond to legislative or other business environment changes Identify strategy to fund resource requirements over the longer term for growth and strategic initiatives 4.1.2 Revenue strategy: <ul style="list-style-type: none"> Advocate to other levels of government for enhanced revenue tools Consider alternate sources of revenue 	% residents rating overall programs and services received as Very Good/Fairly Good value for tax dollar paid (every 2 years) Adequacy of Lifecycle Reserve Funding Strategy to sustain future rehabilitation/Replacement needs (annual)
4.2 Proactively manage our assets to maximize the return (financial, social, environmental & cultural) on taxpayer investment.	4.2.1 Establish process for evaluating public and private sector partnerships and business opportunities 4.2.2 Advance detailed service planning for continuous improvement 4.2.3 Continue to implement Asset Management Plan 4.2.4 Develop a comprehensive risk management framework 4.2.5 Leverage “smart city” technologies to enhance and extend infrastructure lifecycle and improve efficiencies	Net City of Markham Operating Cost per Household (annual) Non-Residential Property taxes (as a % of total property taxes levied)
4.3 Increase transparency and accountability of our stewardship of services, policies, processes, money and resources.	4.3.1 Establish public reporting aligned to BMFT, including key metrics 4.3.2 Develop and implement a plan to communicate and make key City policies available on City website	



APPENDIX B

BUILDING MARKHAM'S FUTURE TOGETHER

Summary of Public Engagement & Research



TABLE OF CONTENT

Executive Summary	3
Methodology	4
Data Analysis – Approaches and Results Ranking	4
Mapping the BMFT Strategic Objectives to the Survey Objectives	6
Findings and Overall Priorities	12
Priorities by BMFT Goal	12
Qualitative Data: Themes Per Goal	19
Qualitative Data: Themes for Markham 2020-2030	23
Priority Actions By Age	26
Priorities by Area	29
Demographic Data	31



PURPOSE

This report summarizes the data collected from public consultation on Building Markham's Future Together (BMFT) 2020-2023 Strategic Plan. The purpose of this report is to outline the methods used to engage residents and to confirm the strategic areas of focus identified in Council's Strategic Plan are aligned with citizen priorities. This report summarizes data collected from more than 1,800 stakeholders between September and October 2019.

EXECUTIVE SUMMARY

As part of the development of the BMFT 2020-2023 Strategic Plan for Markham Council, residents and stakeholders were consulted through an online survey, which gathered over 1,800 responses between September and October 2019. Through this survey, stakeholders were asked to indicate their priorities amongst 50+ strategic actions identified in the Strategic Plan. Additionally, survey respondents were able to provide detailed feedback through open-ended comments. Several themes emerged from the survey data, including the following:

- The top priority identified by survey respondents was "Develop a Neighbourhood Partnership Strategy and Implement a 'Good Neighbour' Handbook".
- The theme of community was strongly identified throughout the survey rankings and comments – of the top priorities, actions such as "Expanding the Community Hub Model", "Plan for a Civic Square" and "Develop a Community Events Strategy" ranked amongst the top ten priorities across all goals. The feedback provided by respondents reinforced these priorities indicating that residents desired more opportunities to meet and connect with other residents in their community.
- Two of the top themes between both the ranked priorities and comments were 'transit' and 'technology' – 40% of the top ten priorities included these two themes.
- Technology was frequently identified as an opportunity to enhance operations, communication and support improvements to transportation and sustainability efforts.
- When considering the future of Markham, many respondents expressed a desire for Markham to be developed as a "livable" city, indicating a desire to live and work in Markham, have access to amenities such as shopping and culture, and balance intensification and increased population growth with the protection of greenspaces.
- Comments expressing concern about environmental sustainability were common across all goals, and frequently overlapped with suggestions related to transportation, technology and development.

Based on the feedback from the survey, community priorities were closely aligned with the goals of the Strategic Plan.



METHODOLOGY

Markham is actively building its capacity to increase two-way engagement and consultation that allows all stakeholders the opportunity to be heard, builds a sense of community ownership and encourages active participation that could lead to better decision making. The objective of the BMFT consultation was to solicit feedback from a broad cross-section of residents, businesses and other stakeholders/ interested parties. To reach the largest possible audience, it was determined the consultation would leverage the City's new online community engagement platform, Your Voice Markham (YVM) as the primary tool for obtaining feedback.

To achieve this, a robust communications plan was developed, combining traditional media with new digital tactics aimed to drive participants back to Your Voice Markham to obtain feedback and valuable engagement metrics. The communications plan included: detailed content on the City's website; email blasts to all City program registrants, community lists and library patrons; paid and organic social media; print and online ads, including Chinese and Tamil translations in community newspapers; City electronic information boards and marquees across all City facilities and on one a 407 Metrolinx digital sign; a targeted Youth Engagement program; and shareable content for use by Council and staff in newsletters and on social media.

All communications were geared to drive interested parties to Markham.ca/StrategicPlan, where they were encouraged to learn more and take the Your Voice Markham survey.

Your Voice Markham is built on the Bang the Table platform, a leading community engagement platform used by private and public sector, including several municipalities across North America. The platform offers translation options and easy to use survey tools. It also provides meaningful reporting and metrics used to analyze BMFT consultation results.

Data Analysis – Approaches and Results Ranking

Respondents were asked to rank their priorities for City of Markham BMFT actions. Each question focused on one of the four strategic goals of the Strategic Plan. Each question had a predetermined set of responses to choose from. For questions two and three, survey participants could rank their first to fifth priority, whereas for questions one and four, they were asked to rank only their top three preferences. Each question also allowed respondents that option to contribute an open ended (qualitative) response. One additional open-ended question asked respondents to comment on *'What will Markham look like in 10-20 years?'* By providing feedback on this question, survey participants could indicate priorities that may not otherwise have been listed.

a) Ranked Priorities

In the analysis that follows in this report, in order to present the overall ranked priorities for each goal, the votes for each priority were totaled to determine the action most commonly identified as a priority for respondents. Because two of the questions included a top three selection and two questions asked survey respondents to rank their top five priorities, to identify the overall top ten ranked priorities, only the first priority for each goal was ranked.

b) Qualitative Analysis

In order to analyze the qualitative feedback provided for each question, the major themes of each comment was identified through a content analysis process. For the most frequently



identified themes, sub-themes were further coded. The frequency with which these themes and subthemes appeared was assessed and quantified to establish what percentages of the total feedback from survey respondents included these themes.

c) Cross-Tabulation

Survey responses were cross-tabulated by two factors: area and age. The survey allowed respondents to choose from four options (Markham, Thornhill, Milliken and Unionville). An 'other' option was also provided. A review of the data by age and area is intended to identify whether there are variations in priorities based on socio-demographic influences.



MAPPING THE BMFT STRATEGIC OBJECTIVES TO THE SURVEY OBJECTIVES

For the purposes of citizen engagement, the activities identified in the Your Voice Markham survey were not identical to how they appear in the Strategic Plan. The actions as listed in the Strategic Plan were condensed for the purposes of the survey, and in some cases, reworded for enhanced understanding. The priorities identified in the citizen survey map to the BMFT Key Actions, however. The chart below lists the mapping between the BMFT strategic objectives and action items and how these items were presented in the survey.

EXCELLENCE MARKHAM	BMFT STRATEGIC OBJECTIVE	BMFT KEY ACTIONS	SURVEY ACTIONS
EXCEPTIONAL SERVICES BY EXCEPTIONAL PEOPLE	1.1 Deepen our understanding of what our community and stakeholders value and need to inform municipal leadership and continuous improvement of our services.	1.1.1 Implement effective mechanisms for ongoing stakeholder feedback and engagement (i.e. regular customer surveys, focus groups)	Conduct Regular Customer Surveys
		1.1.2 Leverage technology for direct two-way communication to effectively gather feedback on services and push information out to stakeholders	Leverage new technologies to interact with residents and stakeholders
		1.1.3 Develop a corporate-wide language translation policy to ensure consistency in translation services across the Corporation	Develop a language translation policy
	1.2 Leverage leading technologies to enable city building and evolution / transformation of our services.	1.2.1 Implement new technology to enhance business operations (CRM, EAM, program registration, facility booking systems, and staff scheduling software)	Implement new technology to enhance City operations
		1.2.2 Streamline the development process	N/A
		1.2.3 Advance Digital Markham / "Frictionless City"	N/A
		1.2.4 Pilot test digital city technology in "living labs"	Test digital city technologies in 'living labs'
		1.2.5 Expand digital access and literacy programs	Expand digital access and literacy programs for residents



EXCELLENCE MARKHAM	BMFT STRATEGIC OBJECTIVE	BMFT KEY ACTIONS	SURVEY ACTIONS
		1.2.6 Continue to embrace innovation and relevant technologies in delivery of service	Encourage City employees to seek innovative solutions
		1.2.7 Leverage “Smart City” technologies to enhance and extend infrastructure lifecycle and improve efficiencies	N/A
		1.2.8 Implement cyber security program to safeguard City technology infrastructure	Implement cyber security program
	1.3 Attract and retain the right talent and invest in and empower our people to drive innovation and service excellence.	1.3.1 Empower employees to continue to take risks and pursue innovation	Encourage City employees to seek innovative solutions
		1.3.2 Reduce barriers / bureaucracy	[Internal Actions N/A]
		1.3.3 Clarify roles, accountabilities (including for Centres of Excellence) and authorities	
		1.3.4 Continue to implement the People Plan (attraction, retention, succession planning, formalized knowledge transfer, mentoring, learning and secondment opportunities)	
		1.3.5 Provide staff access to technologies to improve service delivery	
		1.3.6 Continue to invest in staff training	
ENGAGED, VIBRANT AND THRIVING CITY	2.1 Enhance community cohesion and inclusion by creating strong neighbourhoods that are connected to the broader community.	2.1.1 Implement neighbourhood partnership strategy	Implement a neighbourhood partnership strategy and ‘good neighbour’ program
		2.1.2 Customized to the community; neighbourhood action plans	
		2.1.3 “Good neighbour” handbook	
		2.1.4 Expand community hub concept (currently at Aaniin CC) across the City	Expand community hub concept



EXCELLENCE MARKHAM	BMFT STRATEGIC OBJECTIVE	BMFT KEY ACTIONS	SURVEY ACTIONS
		2.1.5 “Discover Markham,” celebrate Markham’s past, diverse communities and events	N/A
		2.1.6 Create special events strategy including standardizing requirements and streamlining processes	Create a community events strategy
		2.1.7 Plan for a major civic square with cultural amenities	Plan for a civic square/ community gathering place
	2.2 Support arts, culture, recreation and sport to enrich the fabric of our communities.	2.2.1 Implement Public Arts Master Plan	Implement the Public Art Master Plan
		2.2.2 Continue to implement the Public Realm strategy across all parts of the City	N/A
		2.2.3 Enhance the Volunteer program and opportunities across the City	Expand the Volunteer Program
		2.2.4 Update the Diversity & Inclusion action plan	Update the Diversity Action Plan
		2.2.5 Evaluate the advancement of arts and culture opportunities for Markham	Evaluate the advancement of arts and culture opportunities for Markham
	2.3 Build Markham as the best place to live, invest, work, and experience rich diversity.	2.3.1 Strengthen the City’s brand strategy with a strong value proposition	Strengthen the City’s brand strategy
		2.3.2 Develop, adopt and implement the Economic Development Strategy	Adopt and implement an Economic Growth Strategy
		2.3.3 Targeted sector attraction and expansion	
		2.3.4 Business expansion and retention	
		2.3.5 Entrepreneurship and training	
		2.3.6 Innovation and start-ups	
		2.3.7 Investigate the creation of a development corporation to manage development and	Investigate the creation of a development corporation to manage development



EXCELLENCE MARKHAM	BMFT STRATEGIC OBJECTIVE	BMFT KEY ACTIONS	SURVEY ACTIONS
SAFE, SUSTAINABLE AND COMPLETE COMMUNITY		infrastructure in targeted growth areas	and infrastructure in targeted growth areas
		2.3.8 Launch Destination Markham	Launch Destination Markham to strengthen and expand Markham's tourism economy
	3.1 Accelerate delivery of an enhanced comprehensive transportation network in partnership with other levels of government / private sector.	3.1.1 Advocate for higher order transit including Yonge Street Subway	Advocate for rapid transit including the Yonge Street Subway
		3.1.2 Pursue the integration of transit-oriented design in development	N/A
		3.1.3 Provide incentives for growth within areas where appropriate infrastructure is already in place	N/A
		3.1.4 Optimize local and regional roads plan. Includes maximizing capacity at peak periods (e.g. leveraging technology and intersection design)	Implement local transportation solutions
		3.1.5 Implement Active Transportation Master Plan and first and last mile solutions (biking, walking, transit)	Implement the Active Transportation Master Plan
		3.1.6 Expand road safety program	Expand road safety program
	3.2 Build complete communities that offer a range of housing and employment opportunities, transportation options and outstanding community amenities.	3.2.1 Finalize and implement affordable housing strategy	Implement an affordable housing strategy
		3.2.2 Multi-generational, including purpose built secondary suites	
		3.2.3 Rental housing	
		3.2.4 Develop policy / approval process to ensure net zero-ready sustainable development in support of the Municipal Energy Plan	Ensure new neighbourhood developments meet net zero emissions targets
		3.2.5 Prepare an employment strategy for appropriate major transit station areas and promote locally, regionally and	N/A



EXCELLENCE MARKHAM	BMFT STRATEGIC OBJECTIVE	BMFT KEY ACTIONS	SURVEY ACTIONS
		provincially significant employment zones (along 400 series highways)	
		3.2.6 Implement Integrated Leisure Master Plan for the City of Markham's parks, recreation, culture and libraries	Implement Integrated Leisure Master Plan
		3.2.7 Establish a City-wide parking strategy	Establish a City-wide parking strategy
	3.3 Ensure business continuity of our services and infrastructure, and enable community resiliency and community safety.	3.3.1 Develop a City-wide system to communicate directly to residents during an emergency (alert system)	Develop a Citywide system to communicate directly to residents during an emergency (alert system)
		3.3.2 Continue to implement the Flood Control Program	N/A
		3.3.3 Continue to implement strategies to address impacts of extreme weather	N/A
		3.3.4 Emergency preparedness	N/A
		3.3.5 Proactive infrastructure protection	N/A
	3.4 Protect and enhance our natural environment and built form.	3.4.1 Develop a wildlife and biodiversity strategy	Develop a wildlife and biodiversity strategy
		3.4.2 Increase our tree canopy to mitigate climate change	Increase our tree canopy to mitigate climate change
		3.4.3 Promote retrofits to existing buildings and homes to reduce energy consumption and expand the use of renewable energy sources in order to achieve our Net Zero Emissions by 2050 target	N/A
		3.4.4 Update waste diversion plan (Best-of-the-Best Strategy Phase 2)	Update the waste diversion plan
		3.4.5 Create the Markham Centre Rouge River Trail System	Expand the Markham Centre Rouge Park River Trail System
		3.4.6 Develop an urban parks strategy to support the Official Plan's intensification strategy	N/A
		3.4.7 Pursue partnership opportunities for	Pursue partnership opportunities for



EXCELLENCE MARKHAM	BMFT STRATEGIC OBJECTIVE	BMFT KEY ACTIONS	SURVEY ACTIONS
		programming in the Rouge National Urban Park	programming in the Rouge National Urban Park
STEWARDSHIP OF MONEY AND RESOURCES	4.1 Align the short- and long-term financial strategy with BMFT and changes in the business environment to ensure the ongoing viability of the City.	4.1.1 Funding strategy	N/A
		4.1.2 Align capital / capacity planning to BMFT, and maintain readiness to respond to legislative or other business environment changes	Align capital and capacity planning to the Strategic Plan
		4.1.3 Identify strategy to fund resource requirements over the longer term for growth and strategic initiatives	Identify strategy to fund resource requirements
		4.1.4 Revenue strategy	Investigate other revenue tools and sources
		4.1.5 Advocate to other levels of government for enhanced revenue tools	
		4.1.6 Consider alternate sources of revenue	
	4.2 Proactively manage our assets to maximize the return (financial, social, environmental & cultural) on taxpayer investment.	4.2.1 Establish process for evaluating public- and private-sector partnerships and business opportunities	N/A
		4.2.2 Advance detailed service planning for continuous improvement	Advance service planning for continuous improvement
		4.2.3 Continue to implement Asset Management Plan	Continue to implement Asset Management Plan
		4.2.4 Develop a comprehensive risk management framework	Develop a risk management framework
		4.2.5 Leverage “Smart City” technologies to enhance and extend infrastructure lifecycle and improve efficiencies	Leverage “Smart City” technologies to improve efficiencies
	4.3 Increase transparency and accountability of our stewardship of services, policies, processes, money and resources.	4.3.1 Establish public reporting aligned to BMFT, including key metrics	Undertake public reporting aligned to the strategic plan
		4.3.2 Develop and implement a plan to communicate and make key City policies available on City website	Develop and implement a plan to communicate and make key City policies available on City website



FINDINGS

Overall Priorities

The BMFT survey issued to the public broke 44 strategic activities/key actions into four goals: Exceptional Services by Exceptional People; Engaged, Diverse, Vibrant and Thriving City; Safe, Sustainable and Complete Community; and Stewardship of Money and Resources. Within each of these goals, survey respondents were asked to identify their top priorities for actions to be implemented. However, to illustrate the relative priority of these actions, the following table lists the top ten actions, identified as first priorities, in ranked order from across all categories.

Priority Action	Total Responses
Implement a Neighbourhood Partnership strategy and “Good Neighbour” program	1208
Advocate for rapid transit, including Yonge Street subway	1182
Leverage new technologies to interact with residents and stakeholders	1088
Expand the Community Hub concept across the City	1088
Leverage ‘Smart City’ technologies to improve efficiencies	1049
Adopt and implement an Economic Growth Strategy	1048
Implement local transportation solutions	1036
Create a Community Events Strategy	937
Plan for a Civic Square / community gathering place	914
Identify a strategy to fund resource requirements	822

Observations:

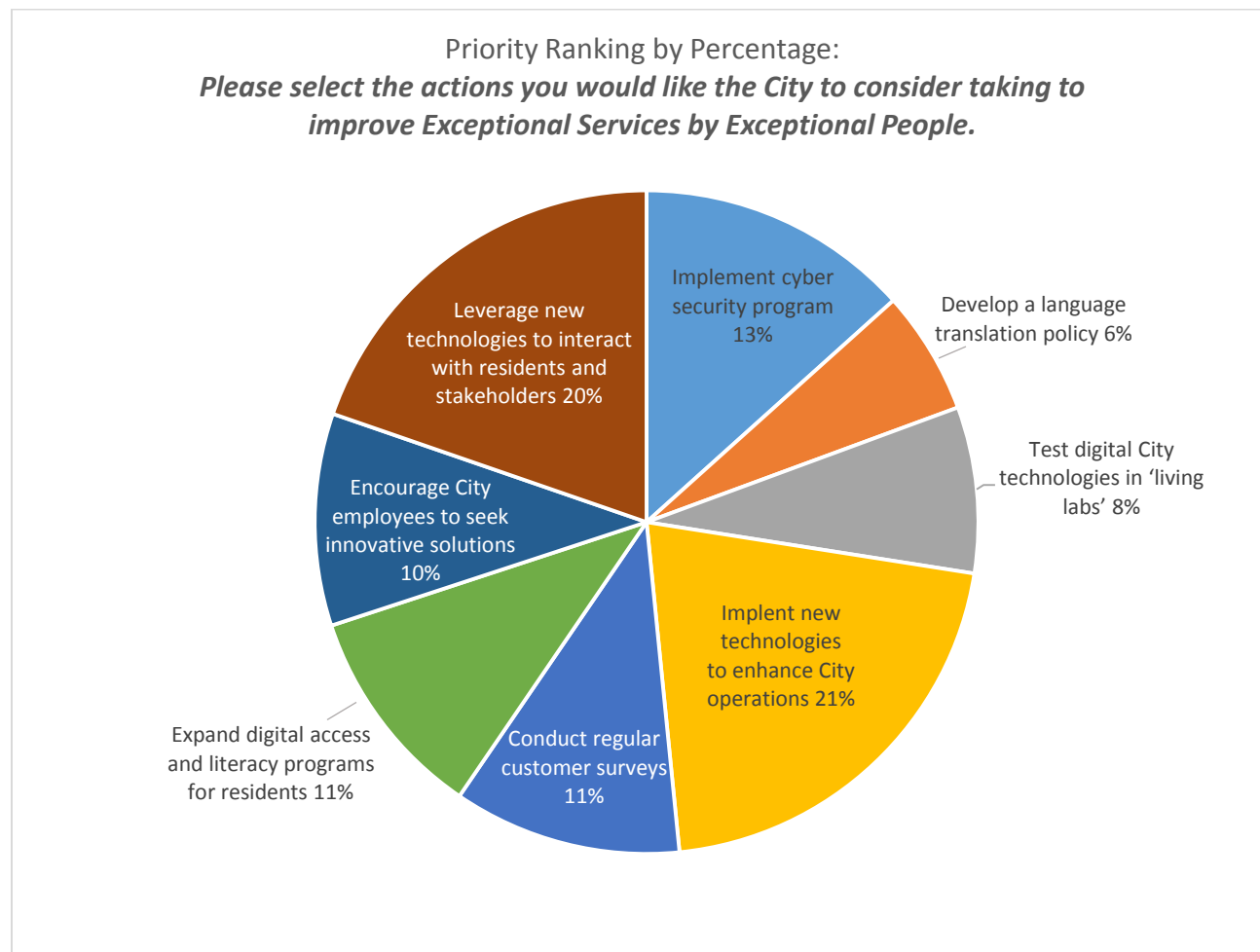
- The qualitative feedback collected from the survey provides insights into overlap between broad themes (e.g. technology and transit are often identified together, as are sustainability and transportation, etc.).
- While not the most frequently identified priority, technology-related actions account for the largest category of priorities in this top ten ranking with almost 31%. The highest ranked individual action was to ‘Implement a Neighbourhood Partnership Strategy’.

Priorities by BMFT Goals

To identify the ranked priorities for each of the four goals in the Strategic Plan, survey users were asked to rank their first, second and third choices for which action they thought was most important to implement. The totals for these rankings were combined to determine which action received the most prioritization from users.



Priorities by Goal – Goal 1: Exceptional Services by Exceptional People



Priority Action	Total Responses
Implement new technologies to enhance City operations	1156
Leverage new technologies to interact with residents and stakeholders	1088
Implement cyber security program	737
Conduct regular customer surveys	614
Expand digital access and literacy programs for residents	575
Encourage City employees to seek innovative solutions	571
Test digital City technologies in 'living labs'	447
Develop a language translation policy	333

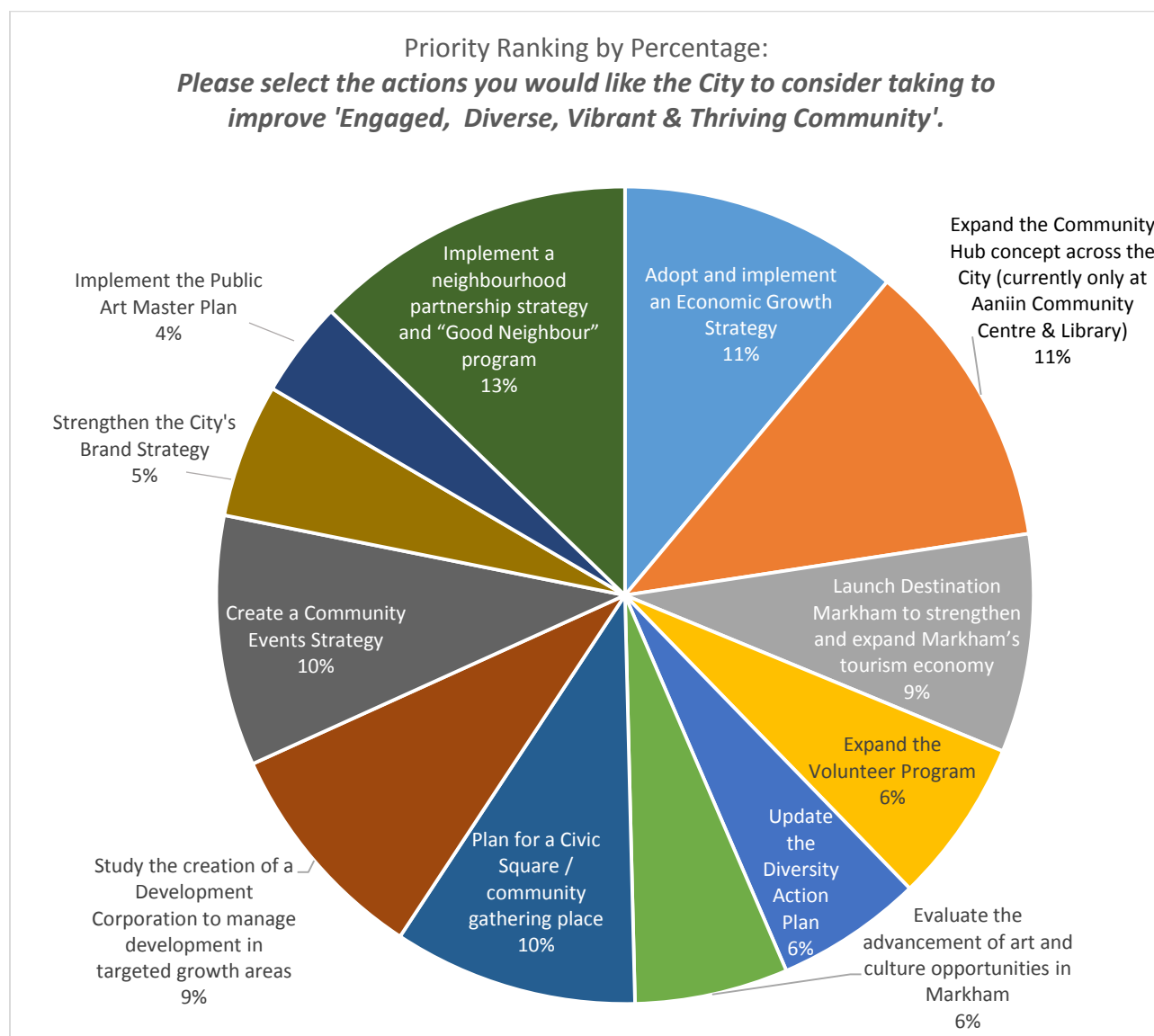
Observations:

- There was significant interest in the use of technology generally throughout the survey responses on all goals.



- With respect to the “Exceptional Services by Exceptional People” goal, the top two priorities related to the use of technology by City staff in the context of service delivery.
- These two actions together account for more than 40% of responses for this goal, and when “Smart City Technologies” is also considered in combination with these actions, approximately 50% of priorities related directly to the implementation of technology to improve service delivery.
- At the same time, respondents indicated a strong interest in improving direct communication with residents, with “Leverage New Technology to Interact with Residents and Stakeholders” and “Conduct Regular Customer Surveys” ranked second and forth respectively as priorities.

Priorities by Goal – Goal 2, Engaged, Diverse, Vibrant and Thriving City





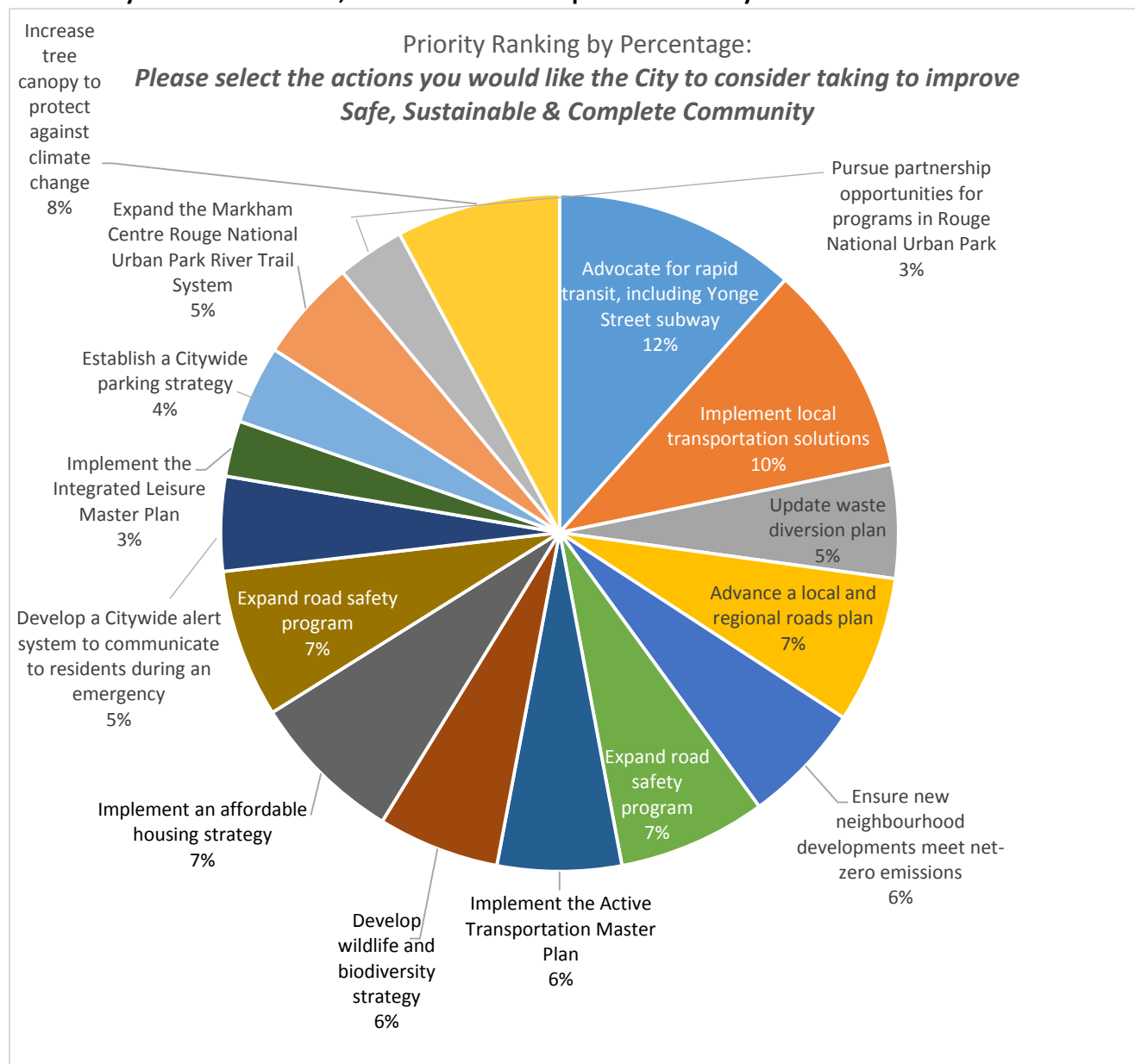
Priority Actions	Total Responses
Implement a neighbourhood partnership strategy and “Good Neighbour” program	1208
Expand the Community Hub concept across the City	1088
Adopt and implement an Economic Growth Strategy	1048
Create a Community Events Strategy	937
Plan for a Civic Square / community gathering place	914
Study the creation of a Development Corporation to manage development	847
Launch Destination Markham to strengthen and expand Markham’s tourism economy	817
Expand the Volunteer Program	615
Evaluate the advancement of art and culture opportunities in Markham	574
Update the Diversity Action Plan	549
Strengthen the City's Brand Strategy	501
Implement the Public Art Master Plan	358

Observations:

- The highest ranked action in this goal and in the overall survey with 1208 responses was “Implement a Neighbourhood Partnership Strategy and Good Neighbour Program”. There appears to be an interest in neighborhood-focused and place-based approaches to service, and a desire for activities that foster good neighbours and social inclusion.
- Getting to know your neighbors through neighbourhood improvement activities and having a community hub in their own neighbourhood were noted as strategies to increase community cohesion.
- Community cohesion and pride in cultural diversity were frequently referenced as valued opportunities.
- Community/neighbourhood festivals and events were seen as a vehicle to foster and celebrate cultural cohesion and understanding.
- The ranked priorities for the Engaged, Diverse, Vibrant & Thriving Community goal are complemented by the qualitative data which focused on the need to increase opportunities for community cohesion while managing growth, and ensuring there are sufficient community amenities (including libraries, arts & culture amenities, community centres and parks and greenspace) in the context of increased urbanization.



Priorities by Goal – Goal 3: Safe, Sustainable and Complete Community



Ranked Priorities	Total Responses
Advocate for rapid transit, including Yonge Street subway	1182
Implement local transportation solutions	1036
Increase tree canopy to protect against climate change	798
Implement an affordable housing strategy	747
Expand road safety program	721
Advance a local and regional roads plan	716
Implement the Active Transportation Master Plan	603
Develop wildlife and biodiversity strategy	591
Ensure new neighbourhood developments meet net-zero emissions	589
Update waste diversion plan	552



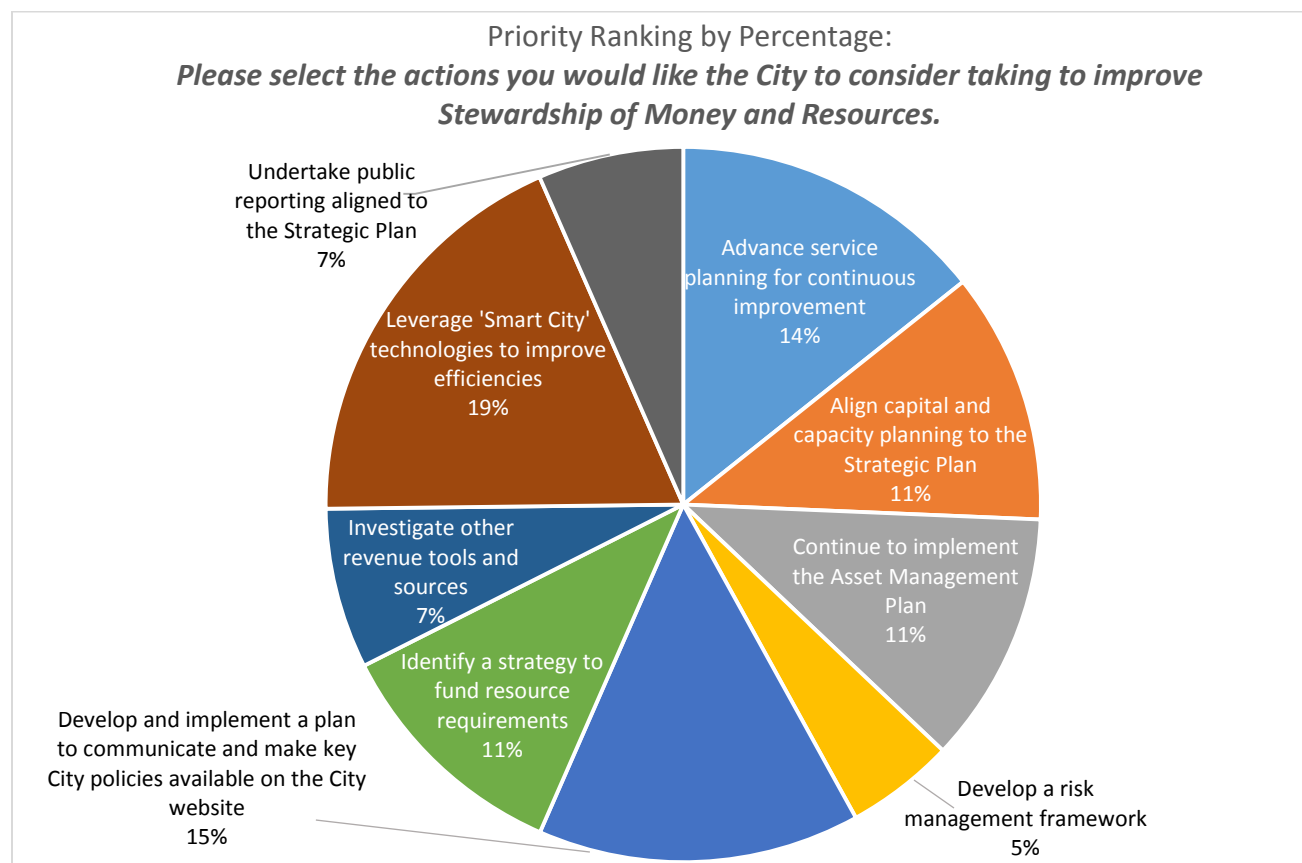
Ranked Priorities	Total Responses
Expand the Markham Centre Rouge National Urban Park River Trail System	496
Develop a Citywide alert system to communicate to residents during an emergency	459
Establish a Citywide parking strategy	382
Pursue partnership opportunities for programs in Rouge National Urban Park	329
Implement the Integrated Leisure Master Plan	271

Observations:

- The first two priorities both relate to transportation; there is a gap between these actions and the third ranked priority, which relates to sustainability.
- Traffic improvement and transit are clear priorities, with both actions listed in the Top 10 overall ranked actions across all goals.
- The qualitative data reinforced the ranking with many comments related to the need to expand transit options and road optimization for vehicles.
- Increasing road safety was also noted as an action related to transportation.
- Community safety and safe streets were identified in relation to increased police and bylaw enforcement, including the use of technology such as cameras to support enforcement.
- Neighbourhood-based programs such as Neighbourhood Watch were also identified as an action to increase safety.



Priorities by Goal: Goal 4 – Stewardship of Money and Resources



Priority Action	Total Responses
Leverage 'Smart City' technologies to improve efficiencies	1049
Develop and implement a plan to communicate and make key City policies available on the City website	822
Advance service planning for continuous improvement	806
Continue to implement the Asset Management Plan	643
Align capital and capacity planning to the Strategic Plan	641
Identify a strategy to fund resource requirements	620
Investigate other revenue tools and sources	409
Undertake public reporting aligned to the Strategic Plan	371
Develop a risk management framework	277



Observations:

- As in previous rankings, survey respondents identify both technology and communication as strong priorities. Whereas in Q1, Exceptional Services by Exceptional People, technology-based initiatives were identified as enabling service improvement, when asked in the context of Stewardship of Money and Resources, technologies such as “Smart City technologies” are identified as priorities for service efficiencies.
- Within this goal, communication has again been identified as important for stakeholders – in the second ranked response, the website particularly is identified as a communication channel to increase transparency of City policies.
- Closely following this priority was the need for action to advance service planning for continuous improvement.
- The margin of preference between the “Implement the Asset Management Plan”, “Align Capital and Capacity Planning to the Strategic Plan”, and “Funding Resource Requirements” are narrow (i.e. only vary by 23 votes between the fourth and sixth listed priority), whereas there is a relatively large gap between the “Smart City Technologies” and “City Website” priorities (i.e. 227 votes) suggesting the preference for the “Smart City Technologies” action is quite strong.
- The two actions identified that relate to funding tools, while ranking sixth and seventh priorities respectively, taken together would rank second by a narrow margin. This indicates that funding the City’s strategic actions is a consideration for survey respondents.

QUALITATIVE DATA: THEMES PER GOAL

In addition to ranking priority actions, survey respondents were given the opportunity to provide feedback on each of the strategy goals, as well as the question “what will Markham look like in 10-20 years?” These open comments allowed stakeholders to provide additional input and suggested actions; by analyzing the themes of the comment, additional insights into community priorities emerged.

The following themes were identified using content analysis of the freeform comments. The comments were coded according to broad themes and assigned additional sub-themes where appropriate. The following percentages are based on the frequency with which particular themes emerged in stakeholder comments.

Goal 1: Exceptional Service by Exceptional People – Common Themes

Under this goal, the most frequently cited themes included:

1. *Technology* – the most commonly identified theme under this goal was technology (24% of categorized comments included this theme). Many comments related to the theme of technology were broad and related to the use of technology to enhance service delivery to the community. The most common subtheme related to technology was ‘Smart City’ (8% of Technology comments) which included concepts such as autonomous vehicles, Internet of Things, 5G and other related technology.
2. *Operations* – the second major theme identified was ‘Improved City Operations’. This included comments about staffing and staff-delivered services (23.5%) - topics included delivering



excellent service, well-trained staff, staffing levels, were all included under this theme. Within the theme of operations, however, technology again was a significant subtheme (33% of operational concepts included a focus on technology). This includes comments related to the use of technology for managing City operations (i.e. improved systems) and upgraded equipment and/or software to support service delivery.

3. *Community Services* - The third broad theme under this goal included suggestions such as increased activities such as programs and events (50% of service comments), more libraries or library service hours (22%) and more/renovated community centres (8%).

Observations:

- There was significant overlap between goals with transportation, technology, sustainability, and community engagement being common themes across all comments.
- The qualitative feedback provided under this goal was aligned with the ranking of priorities for strategic actions, particularly with respect to the use of technology to enhance service delivery and operations.
- There were common patterns with respect to which themes and subthemes appeared in the same comment. Some of these patterns include the following:
 - Technology as an Efficiency – many comments related to technology identified opportunities to enhance service delivery timelines, provide faster service, and increase self-service options for community members.
 - Technology and Communication – one of the top ranked priority actions was ‘leverage new technology to interact with residents and stakeholders and this was echoed in the comments. This included communications related to events happening in the City, service schedules (e.g. waste pick-up) and bylaw information.
 - Traffic Management – comments related to transportation were frequently listed under each goal. More than 39% of comments related to transportation under ‘Exceptional Services by Exceptional People’ related to the use of traffic management technologies, specifically synchronization of traffic lights.
 - Inclusion – numerous comments identified a theme of inclusion (it was the fourth most frequent common theme). Topics related to Inclusion referred to the multicultural nature of Markham (Multicultural Diversity accounted for 54% of comments related to Inclusion), Accessibility (24%) and Age (38%) which included specifically older adults and to a lesser extent teens and children. There were many comments about providing events and opportunities to support diversity and encourage cultural exchange.

Goal 2: Engaged, Diverse, Vibrant and Thriving City

Under this goal, the most frequently cited themes included:

1. Community Engagement – comments categorized under this theme included suggestions that the City provide more ‘Opportunities for Involvement’ such as festivals, events, community organizations and volunteer opportunities (19.5%) and ‘Communication’ to residents (74%).
2. Community Services – as with Goal 1, services such as community events (73%), increased library services (7%) and more community centres (5%) were all cited as opportunities for



increased service to residents. While the specific percentages of comments related to each subtheme differs, the same top three subthemes were identified for 'community services' in both Goal 1 and Goal 2, indicating that community events, libraries and community centres are significant services that achieve multiple strategic outcomes.

3. Sustainability – the third most common theme under Goal 2 was 'sustainability'. This theme was cited in combination with a number of other concepts including technology, transportation and service delivery and appeared in the comments for all four goals. Under Goal 2, however, the most common subtheme related to sustainability was 'greenspace' (44% of comments related to sustainability included this subtheme). This included parks, trees and the tree canopy, references to the Rouge National Urban Park and generally land protected from development.

Observations:

- Almost half of the categorized comments under this goal were related to the themes 'Community Engagement' and 'Community Services'. Community services such as events were identified frequently as opportunities to bring community members together.
- There were a number of comments that referenced a feeling of friendliness or neighbourly behaviour – this was often ambiguous, but in many cases related to a sense of community cohesion. In some cases, comments referenced adhere to bylaws and being a good neighbour as a priority. This is reflected in the top ranked priority action, "Implement a Neighbourhood Partnership Strategy and 'Good Neighbour' program".
- As with Goal 1, Inclusion was the fourth most common theme, and again the most frequently identified subthemes included cultural diversity (57% of inclusion themes), Age (29%) and Accessibility. Under this goal comments related to Age frequently cited children or "family friendly" development or services.
- The fourth and fifth top priorities for this goal were "Launch Destination Markham" and "Create a Community Events Strategy". There were numerous comments about community events that referenced tourism, which suggests an overlap of these themes.
- Some pattern of themes include:
 - Community Centres, Libraries, Parks were often all named in the same comment. These were sometimes generally referred to as 'Amenities'. From the context of the way the comments were written, this combination of themes indicated a desire to have community amenities throughout the City to service residents at a neighbourhood level.
 - Communications and Events – many of the comments identifying the need for enhanced communication to residents focused on events happening in the City.

Goal 3: Safe, Sustainable and Complete Community

Under this goal, the most frequently cited themes included:

1. Transportation – comments categorized under this theme included traffic improvements (36% - i.e. more/wider roads, better driving) and 'transit' (44% - which included comments about improved reliability, affordability, and most frequently regionally-connected transit).



2. Sustainability – this broad theme included topics related to ‘greenspace’ (21% which included general comments as well as more specifically comments about the tree canopy); waste management and recycling (21%) and ‘reduced emissions’ (11% which included net-zero carbon emissions for developments, reduced carbon emissions generally).
3. Safety – there were a number of general statements about ‘safe streets’ and ‘safe communities’ as well as specific references in increased police/law enforcement (22%), installation of security cameras throughout the city (12%, including facial recognition technology and ‘surveillance’) and the introduction of ‘neighbourhood watch’ programs (9%).

Observations:

- Of the four goals, Goal 3 had the most uniform themes present in the comments – the vast majority of comments fell into one of these top three categories (transit, sustainability and safety).
- A significant number of suggestions made related to this theme focus on services that are not within municipal scope (i.e. policing, TTC access).
- The frequency of comments, as well as the ranking of priority action, demonstrated a focus on transit and the need to expand transit options in relation to both transportation and sustainability; however, there were still a significant number of comments suggesting improvements to roads in order to accommodate more single-driver vehicles.
- Common patterns of themes included:
 - Sustainability and Transportation – unsurprisingly, there was crossover with these two themes. Many comments indicated the need to green transportation solutions. These comments were generally vague (i.e. “environmentally friendly transit options”) with specific solutions such as ‘autonomous vehicles’ and ‘electric buses’ mentioned infrequently.
 - Safety and Transportation – many comments about safety were general; however, there were a number of comments related to road safety, and ‘Expand Road Safety Programs’ was ranked as the fifth priority in this goal.
 - Affordability and Safety – ‘Implement an affordable Housing Strategy’ was ranked seventh as a priority action (out of fifteen actions listed under this goal). Affordability was mentioned in several comments, particularly under the question “what will Markham look like in 10 to 20 years” and reference ‘unaffordability’ as a barrier to living in Markham; however, there were a number of comments related to safety that expressed concerns that increased affordability (specifically of housing) would decrease safety.

Goal 4: Stewardship of Money and Resources – Common Themes

Under this goal, the most frequently cited themes included:

1. Transparency and Accountability – the most frequent theme identified in this goal included subthemes of ‘transparency’ (38%), ‘risk management’ (7%), ‘audit’ (6%) and ‘value for money’ (19%). More than 25% of all comments related to this theme included one of these concepts or generally indicated the need for ‘better transparency’.



2. Financial Management – comments indicating suggestions for ‘increased spending’ (16%) and ‘reduced spending’ (17%) on services were included in this theme.
3. New Revenue Sources – under this theme, suggestions related to revenue tools were categorized. This included subthemes such as ‘private sector investment/sponsorship’ (13%), fundraising (8.5%), ‘service charges (including Tolls)’ (8.5%), ‘foreign investment’ (4%) and ‘bylaw enforcement’ (4%).

Observations:

- There was no consensus on whether the municipality should increase spending versus reduce spending as these comments occurred with relatively equal frequency.
- Taxes were not mentioned with frequency under Goal 4, though in the comments related to the question “What will Markham look like in 10-20 years”, ‘high taxes’ were mentioned with some frequency.
- By far the most common comments included the theme ‘transparency’ and included specific suggestions such as reducing the number of in-camera council meetings to ensuring policies were searchable on the City website. Most often, however, transparency was mentioned in the context of ensuring residents understood how the City was making decisions and/or spending tax dollars.
- Some patterns of themes included:
 - Value for Money and Spending: in the comments for this goal as well as other comments, there appeared to be a willingness to increase spending, and in some cases even to pay increased taxes, to invest in improved service. This pattern was often found in the context of technology investments to improve service and to invest in technology that could yield cost savings in the longer term.
 - Communication and Transparency – ‘communication’ while not a significant subtheme in this goal was mentioned most frequently in the context of improved reporting and increased transparency; this is reflected in the ranked priorities which included ‘public reporting aligned to strategic plan’, ‘communicate and make key City policies available on the City website’ as top actions to be prioritized.
 - Technology and Economic Development – the top ranked priority action was to ‘Leverage Smart City Technology to Improve Efficiency’. In the comments, the most common subtheme related to ‘technology’ was ‘Smart City’ (8%) which was cited as an opportunity to invest in technological solutions to improve operations at a cost savings. Technology was also implicated in comments related to ‘Economic Development’, of which 7% of subthemes related to the ‘Technology Sector’ as an area of economic growth. This was only the second most common subtheme of ‘Economic Development’ however, of 22% of comments under the theme related to ‘Tourism’.

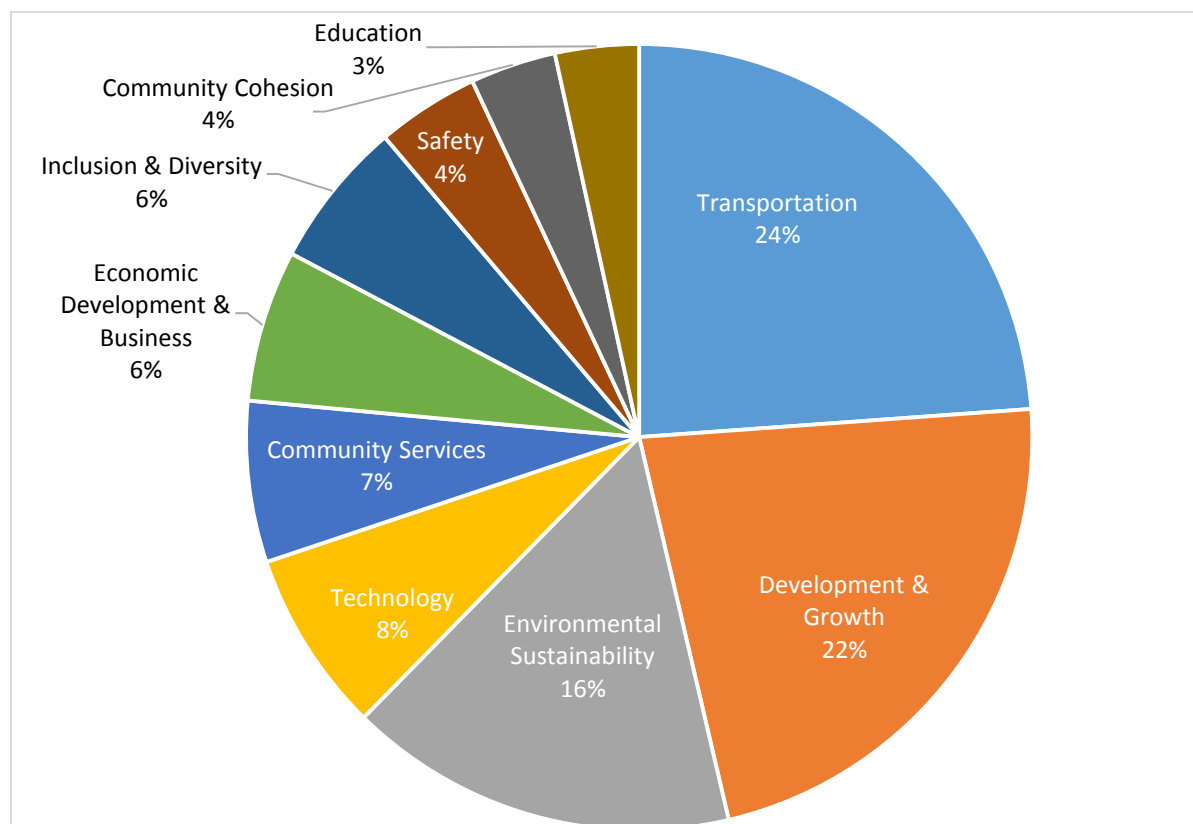
Qualitative Data – Themes for Markham 2020-2030

The question “what will Markham look like in 10-20 years?” was posed as an open-ended question. Responses identified areas for consideration and attention in the City’s planning. The most commonly occurring themes included:



THEME	SUBTHEME	% of COMMENTS ON THEME
1. TRANSPORTATION		
	TRANSIT	54%
	IMPROVED TRAFFIC/ROADS	25%
	CYCLING	9%
2. GROWTH/DEVELOPMENT		
	DOWNTOWN MARKHAM	18.5%
	MIXED USE DEVELOPMENT	10.5%
	INCREASED RESIDENTIAL	12.6%
	HIGH DENSITY	9%
3. ENVIRONMENTAL SUSTAINABILITY		
	GREENSPACE & PARKS	28%
4. TECHNOLOGY		
	SMART CITY	20%
5. COMMUNITY SERVICES		
	MULTIPLE AMENITIES	39%
	LIBRARIES	12%
	COMMUNITY CENTRES	12%

Diagram: Common Themes for ‘What Will Markham Look Like in 10-20 Years’ by Percentage of Categorized Comments





Observations:

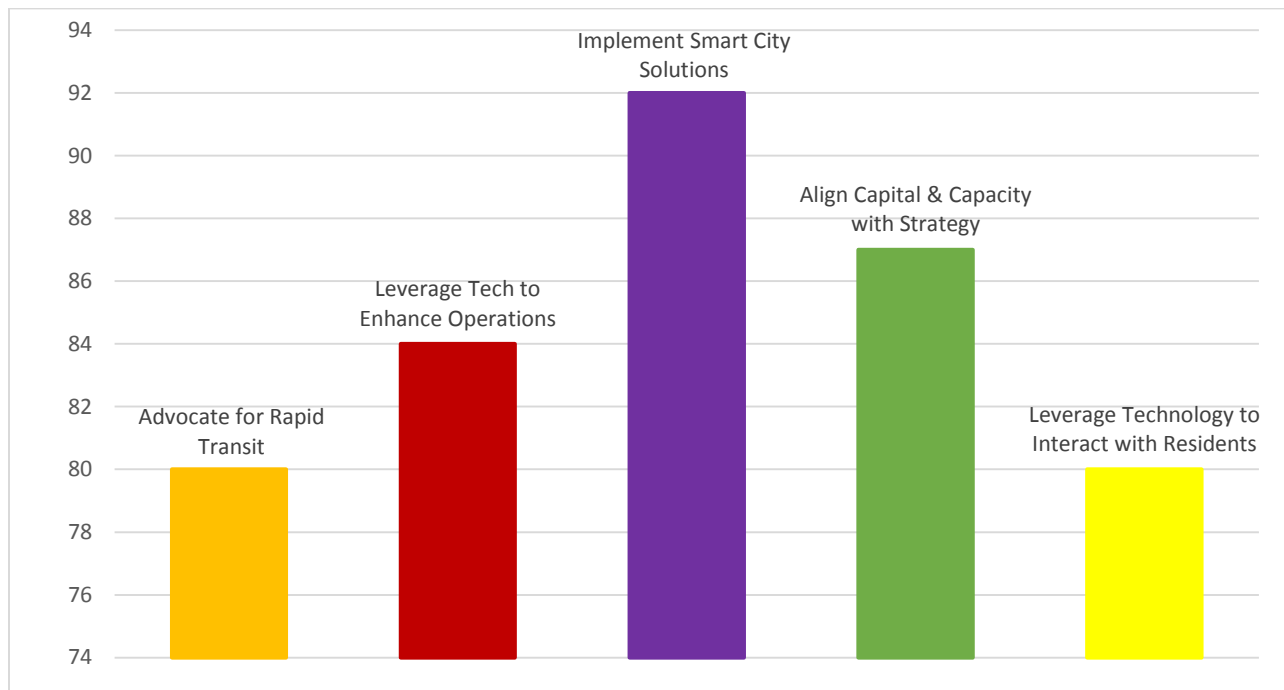
- Several of the top themes for this question were consistent themes across all goals, including: transportation, technology and sustainability.
- Common patterns of themes included:
 - Technology and Transportation – usually referring to traffic light synchronization and traffic management through smart technologies.
 - Sustainability and Technology – including energy efficiency, renewable energy sources and low-carbon transportation technologies.
 - Planning and Transportation – planning themes emerged in relation to growth generally and in particular with cycling and the development of walkable communities.
 - Development and Sustainability – these themes appeared concurrently in a few different ways. First, there were some comments focused on ‘sustainable development’ from an ecological perspective (i.e net-zero carbon buildings). Second, many comments indicated that as Markham intensifies and there is more high-density development, there is an increased need for protected greenspaces as well as managed parks.
- There were a strong number of comments that focused on ‘livability’; from context, this concept would include the opportunity for residents to work in Markham rather than needing to commute to other cities for work.
- Comments about transit referenced regional intergration (GTA) with a very high frequency – this most often included York Region as well as the TTC. This included the need for a single fare across the system.
- With respect to comments related to ‘Growth’ there were some polarized sentiment. There were approximately equal numbers of comments indicating a preference for high-density development and low-density development. However, many comments referencing low-density development had a negative connotation (e.g ‘suburban sprawl’). In general there seemed to be a theme of increased density with a concern about traffic congestion. Many comments included themes of both development and transit.
- Comments indicated that residents expect that community amenities will keep pace with growth, including parks, libraries and community centres. These amenities were seen to offset increased density.
- Inclusion was a significant theme across this questions as well as Goal 1 and Goal 2. Many comments noted Markham’s cultural diversity in particular. Most of these comments had a positive connotation. However, there were several comments suggesting opportunities for more cultural and racial integration would benefit the community.
- There were a number of comments in this quesiton as well as Goal 1 and Goal 2 about neighbourhood and community events, indicating that opportunities for commuity members to come together at events improves community cohesion and a sense of belonging. Several comments described this as a ‘neighbourhood feel’ or ‘small town quality’ that they hoped Markham would retain while developing into an urban centre with the associated amenities and opportunities.



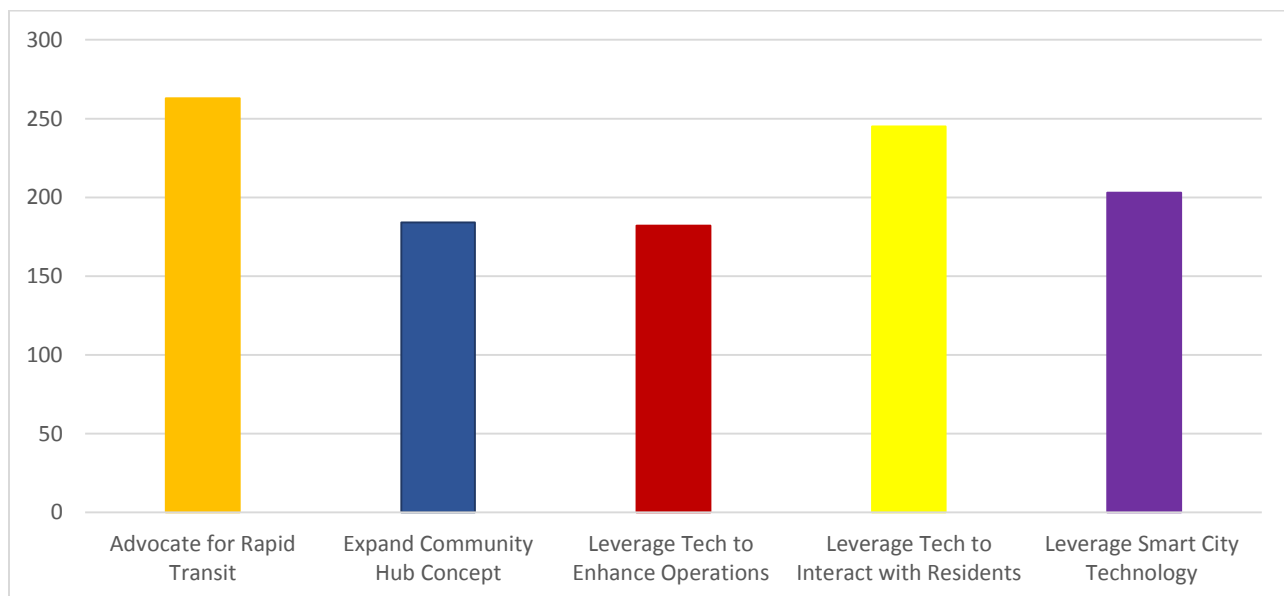
PRIORITY ACTIONS BY AGE

Survey participants were asked to identify their age category (see Demographic Data for breakdown of responses). The overall ranked priorities were assessed based on age categories to determine if there were consistent priorities across age ranges. First, the top five priority actions across all goals were identified for each age category.

Top 5 Priority Actions across all Goals: Ages 14-17 (159 Responses)

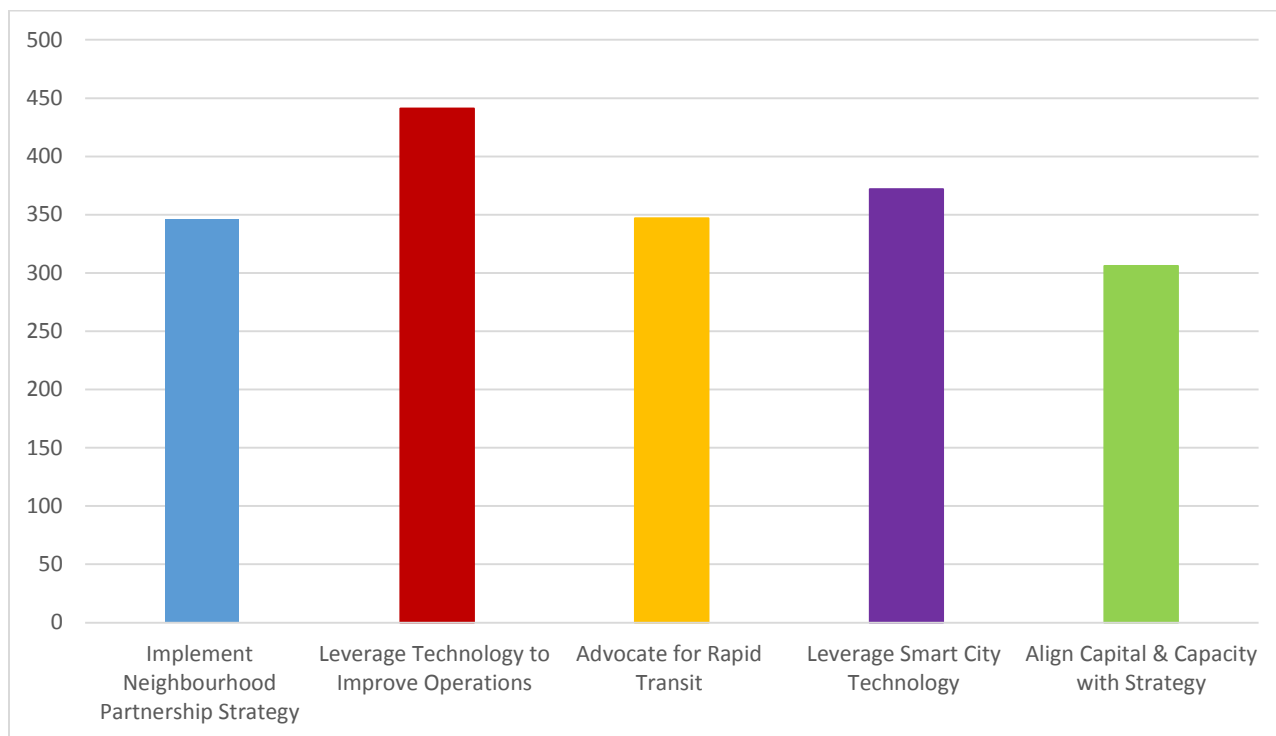


Top 5 Priority Actions across all Goals: Ages 18-34 (436 Responses)

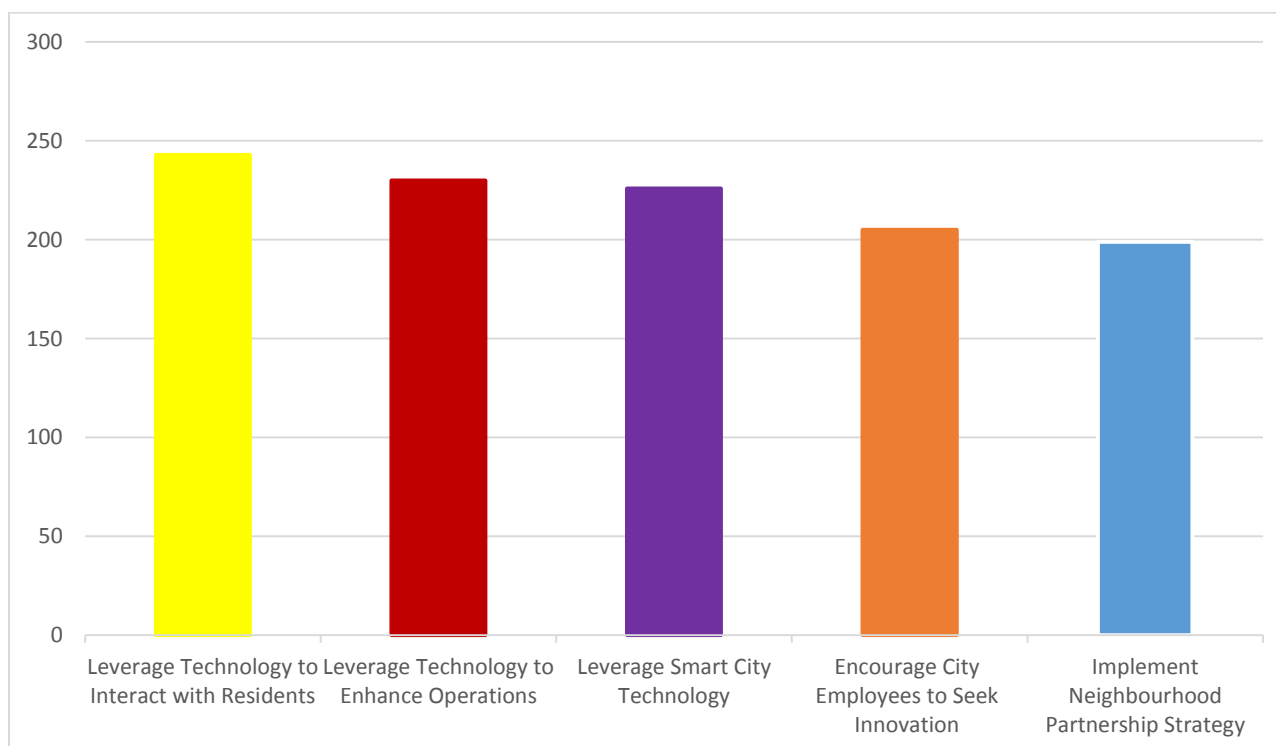




Top 5 Priority Areas across all Goals: Ages 35-50 (676 Responses)

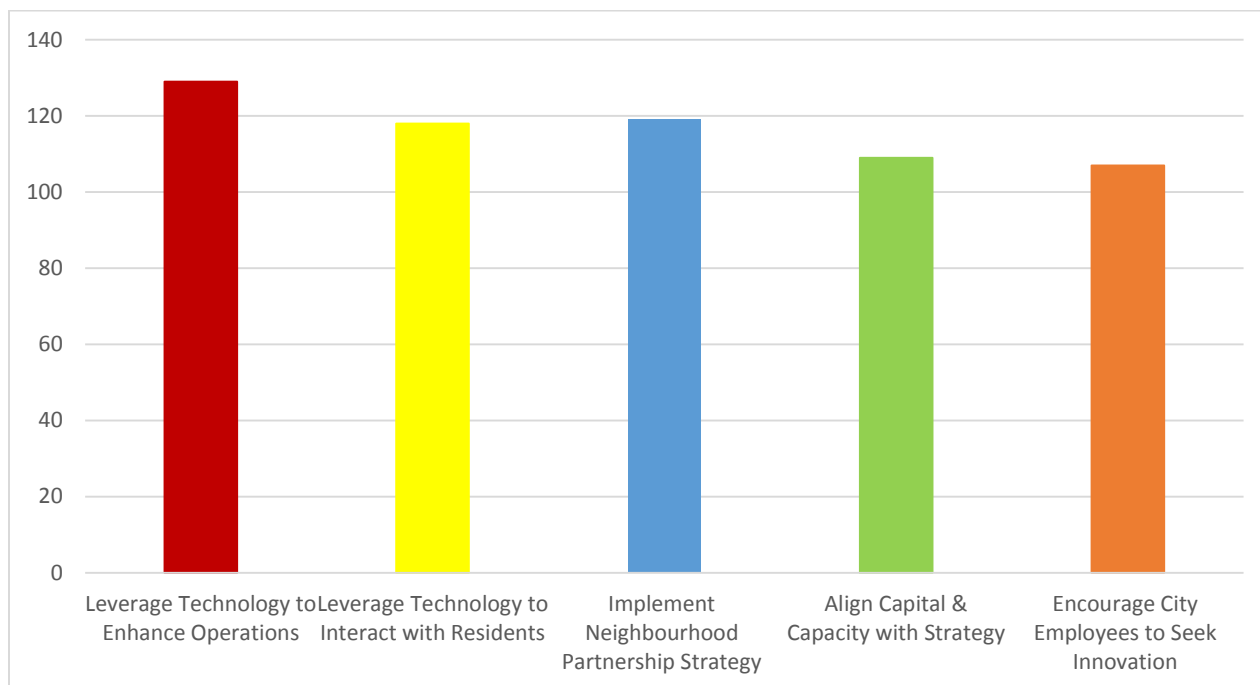


Top 5 Priority Areas across all Goals: Ages 51-65 (399 Responses)





Top 5 Priority Areas across all Goals: Ages 66+ (211 Responses)



Observations:

- There was agreement across age groups on priority actions related to the use of technology to improve operations and/or communications, as well as the use of Smart City technology to create efficiencies; at least two of these actions were identified in each age group.
- ‘Aligning Capital and Capacity Planning with Strategy’, while not identified as a priority for each age category, this priority was identified by the youngest, oldest and middle group of age categories suggesting some relevance across the age categories.
- The action to implement the ‘Neighbourhood Partnership Strategy’ ranked in the top five for the three oldest age categories, possibly, because these age groups are more likely to own homes than individuals under 30 years.
- The priority to ‘Advocate for Rapid Transit’ was ranked in the top five priorities for ages categories under 50 years, which could correlate with commuter patterns and influenced by those attending higher education in other municipalities.

PRIORITIES BY AREA

Survey respondents were asked to identify which neighbourhood best described their residence in Markham. Respondents identified one of four neighbourhoods: Unionville, Milliken, Markham Village and Thornhill. While Unionville in particular was overrepresented in the survey responses (see Demographic data for analysis), it was possible to cross-tabulate ranked priorities with neighbourhood. The following lists the top three ranked priority actions by area:



AREA	PRIORITY #1	PRIORITY #2	PRIORITY #3
Markham Village	Advocate for rapid transit including Yonge Street Subway	Leverage Smart City Technologies to improve efficiencies	Encourage city employees to seek innovative solutions
Milliken	Advocate for rapid transit including Yonge Street Subway	Leverage Smart City Technologies to improve efficiencies	Implement local transportation solutions
Thornhill	Advocate for rapid transit including Yonge Street Subway	Leverage Smart City Technologies to improve efficiencies	Leverage new technologies to interact with residents and stakeholders
Unionville	Advocate for rapid transit including Yonge Street Subway	Implement a neighbourhood partnership strategy and 'good neighbour' program.	Implement local transportation solutions

Observations:

- There is significant consensus across all geographic areas with respect to the first priority action (i.e. Advocate for Rapid Transit).
- It is notable that for all areas, regardless of geographic position, the top priority was to advocate for a rapid transit solution that would include the Yonge Street subway corridor. In reviewing the qualitative data related to transportation, a significant number of comments indicated that regionally integrated transit is a priority for residents. This action ranked higher in all analyses than local transit solutions indicating potentially the preference for commuter transit.
- There is broad agreement on the second ranked priority action – ‘Leverage Smart City Technology to Improve Efficiency’ was ranked second by Markham Village, Milliken and Thornhill respondents. Yet when cross-tabulated with results from Unionville, this action did not rank in the top three.
- ‘Leverage Smart City Technology’ failed to rank in the top three priorities for Unionville; given the percentage of overall responses from Unionville residents, it is possible that this priority would have ranked higher had there been equal representation from the other geographic areas.
- Similarly, Unionville residents ranked ‘Implement a Neighbourhood Partnership Strategy’ as the second highest priority. This was the top ranked priority overall in part due to the structure of the survey, and in part on the basis of the high ranking received amongst Unionville residents.
- Both Milliken and Unionville ranked ‘Implement Local Transportation Solutions’ third. These neighbourhoods both share the McCowan Road and Kennedy Road Corridors and north-south arteries into Toronto, which could be a correlative factor in the ranking of this goal.



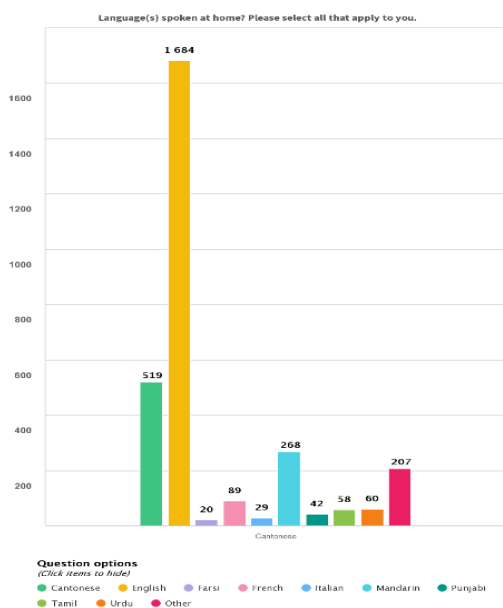
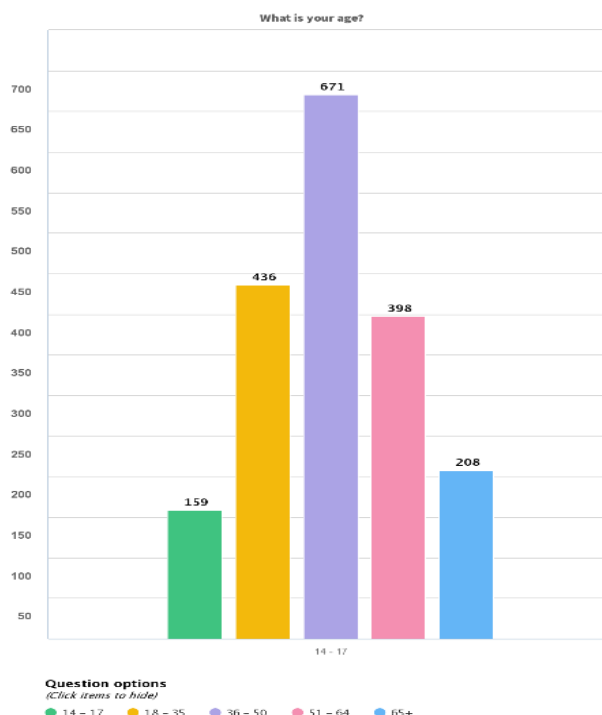
DEMOGRAPHIC DATA

Age

Survey responses were gathered from each age range representing a cross-section of generations in Markham. The majority of responses were from adults, aged 36-50, with approximately equal representation from 18-34 and 51-65 year olds.

The percentage of total responses by age category are as follows:

- 8.5% are 14-17 years old
- 23.3% are 18-35 years old
- 35.8% are 36-50 years old
- 21.3% are 51-64 years old
- 11.1% are 65+ years old



Languages Spoken at Home

When asked the language spoken at home, more than 90% of respondents indicated that they speak English. This is consistent with census data. It does not indicate if other languages are also spoken, or first language.

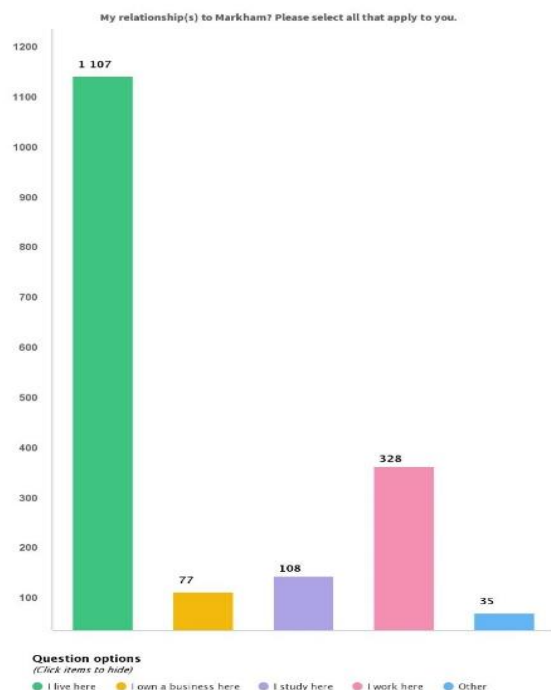
By percentage of responses, the top three languages spoken at home by survey respondents are:

- 90% of the respondents speak English at home.
- 27% of the respondents speak Cantonese at home.
- 14% of the respondents speak Mandarin at home.



Survey Responses by Area

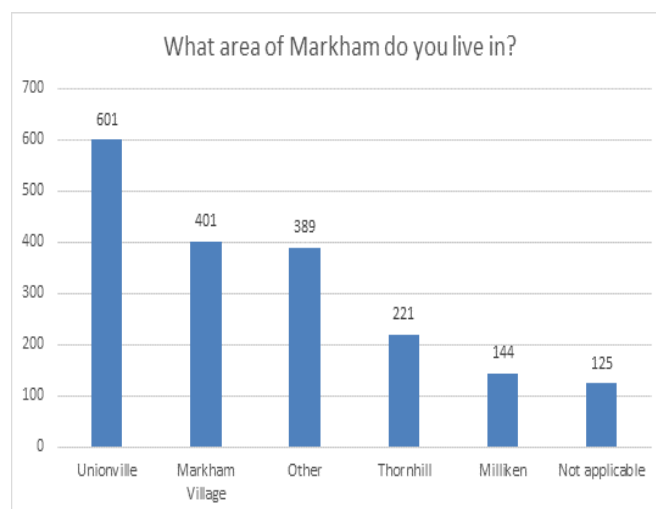
Staff collected more than 1,800 responses throughout the duration of the survey. Of the responses, 92% of respondents reported living in Markham.



When asked to identify the area in which they lived, almost 32% of respondents report residing in Unionville.

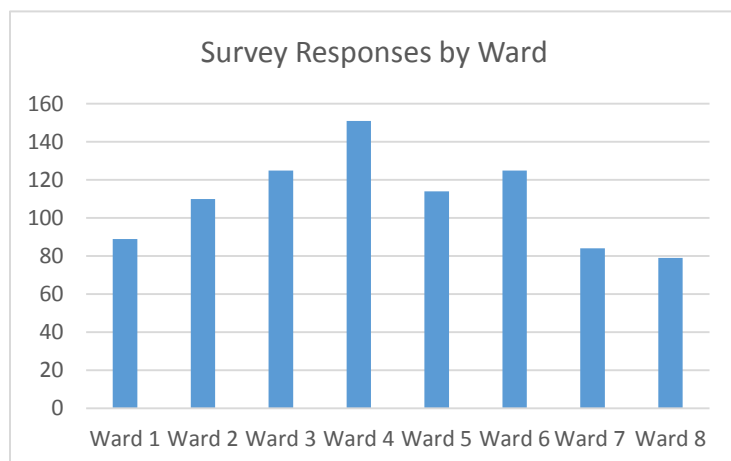
The terms 'area' was used rather than 'ward' to increase understanding for survey users; however, the results are less specific than indicating residence by ward, and could account for the high proportion of 'other' as a response.

When compared to other areas, Unionville is overrepresented amongst survey responses, and when compared to the population distribution for Markham.



Responses by Ward

Postal codes were not collected on the survey; however, individuals responding online who created accounts with *Your Voice Markham* register using their postal codes. Through this data, the postal codes of **approximately 47% of respondents** were analyzed to determine the representation by



residents by Ward. While this view presents a more balanced representation of Markham residents by area, it accounts for only half the total responses.

Appendix C

Youth Engagement Summary Report

November 2019
Prepared by Urban Minds

City of Markham engaged Urban Minds to increase youth participation both online and in-person:

- Creation of a Youth Instagram Contest to drive youth to the BMFT site
- Two in-person pop-ups:
 - Youth event @ Angus Glen CC
 - Markville Mall
- Goals:
 - Educate Youth – youth of today are tomorrow's leaders
 - Collect Feedback – everyone's feedback counts

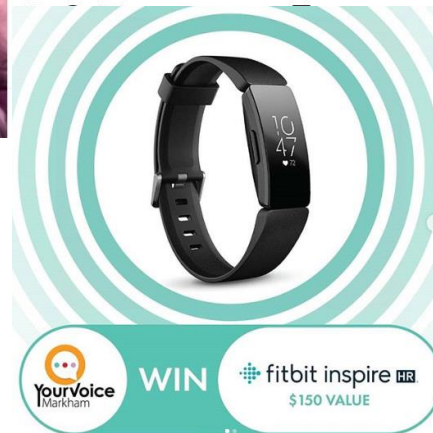


cityofmarkham

cityofmarkham 🍎 GIVEAWAY CONTEST PART 11:4 DAYS LEFT! We want to hear your input on how we can best serve you in the next 4 years! Register on Your Voice Markham and fill out our survey for Building Markham's Future Together! . Swipe ➡️ to see how you can win!

Spotify Premium winner announced on our stories on September 28! Grand prize winner announced on October 29! Winners must be able to pick up prizes in Markham.

#giveaway #contestgiveaway #contest #win #giveawaycontest #prizes #markham #cityofmarkham #yourvoicemarkham #markhambmft



cityofmarkham

suruthin @varshee_ @shanusan7 @sharangan09
9w Reply

tastelesslee @grace.leelee @rico.cco @vivianhongxx
8w Reply

ipkaitlin @jadenzhu @matilda.pez @marin.holmes
7w 1 like Reply

ipkaitlin @carlyip_ @maddie.caswell @kailynlyn_29_
7w 1 like Reply

Liked by aaron_madar and 72 others
SEPTEMBER 25

Add a comment... Post

cityofmarkham

suruthin @varshee_ @shanusan7 @sharangan09
9w Reply

tastelesslee @grace.leelee @rico.cco @vivianhongxx
8w Reply





jennnnle @toekneead @runnybutt @vonsing !!!
7w Reply

suruthin Where do we pick up the prize
6w Reply

Liked by aaron_madar and 49 others
SEPTEMBER 29

Add a comment... Post

Youth Instagram Contest

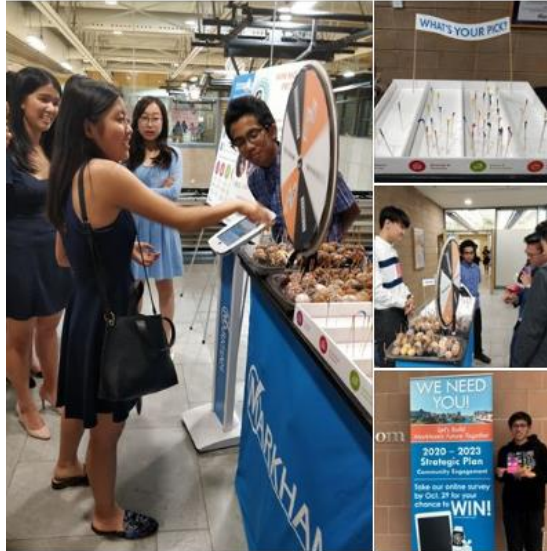
 31 ACTIVATED ACCOUNTS 17 COMPLETED SURVEYS*	  WIN  \$150 VALUE	  WIN \$50  GIFT CARD	  WIN \$50  GIFT CARD	  WIN 3 MONTHS 
 ENTRIES	17	12	8	3
 COMMENTS	48	14	20	3
 DAYS	35	28	14	5

*Based on number of entries into grand prize (Fitbit Inspire HR); does not include completed surveys from pop-up engagements. City of Markham to verify actual number of completed surveys through Your Voice Markham.

City of Markham
Published by Sprout Social (7) - October 5

We're so please to see how engaged our youth is last night at the Markham Mayor's Youth Council's network event! Our youth are our future, so tell us what priorities you think we should be focused on – Complete our survey and win great prizes at YourVoiceMarkham.ca/BMFT

Follow us on Instagram and get a chance to win great prizes, like Michael Lee did! He followed us on Instagram and filled out our survey online and won a 3-month superscription to Spotify Premium. Go to Markham.ca/StrategicPlan to learn how to win.



1,588
People Reached

109
Engagements

Boost Post

“What’s your pick?”

 **Safety & Sustainability**

93
picks

 **Diversity & Economy**

30
picks

 **Stewardship of Resources**

16
picks

 **Customer Service**

13
picks

At the pop-ups, we talked to

152  **people**

95 high school students

57 young children and adult residents



**BUILDING MARKHAM'S
FUTURE TOGETHER**
2020-2023 Strategic Plan

Tell us how we can better serve you in the next 4 years!

HOW TO PLAY

- 1 Spin the wheel + Answer a trivia question
- 2 Take a Timbit + Vote with your toothpick

Which of the following is the most important to you?

Customer Service	Diversity & Economy	Safety & Sustainability	Stewardship of Resources
 Customer Service Excellent services provided in person, on the phone or online Things we measure: - Customer satisfaction - Employee engagement - Digital services available online	 Diversity & Economy Inclusive community and a strong, growing economy Things we measure: - Economic growth - Cultural vibrancy - People City loved	 Safety & Sustainability Protecting people, infrastructure and the natural environment Things we measure: - Environmental targets - Range of housing options - Progress of infrastructure development	 Stewardship of Resources Responsible, transparent use of money and resources Things we measure: - Government transparency - Growing City buildings use and maintenance - Property tax per capita

MARKHAM

Learn more at markham.ca/StrategicPlan

Youth Engagement Summary Report

Youth Engagement Summary Report

November 2019

Prepared by Urban Minds
for City forMarkham



Table of Contents

1. Project Background	3
2. How did the Community Participate?	8
3. Engagement Results at a Glance	13
4. Recommendations	17
5. Next Steps	20

1 Project Background

Building Markham's Future Together: 2020-2023 Strategic Plan



The City of Markham is updating its strategic plan for the next four years. The plan serves as an important guiding document for Council and senior staff as they make decisions for the future of Markham. The City embarked on a month-long public engagement process to identify goals and priorities that resonate most with residents and stakeholders.

Why engage youth?

As the City plans for its future, it is important to highlight the value of engaging youth in the conversation. In the span of four years, youth ages of 13 to 19 today will come of age. Many will become voting residents, either continue their education or start their careers, and eventually build families in Markham.

At the same time, both City staff and our team recognize the unique challenge of reaching out to this demographic. Unlike adults, youth often do not participate in civic engagement initiatives and are largely under-represented.



Images: Markham Youth Expo

The Team



Building Markham's Future Together (BMFT) is led by the City of Markham who enlisted Urban Minds to conduct youth engagement.

During the engagement process, Urban Minds worked with City staff to increase youth participation, both in-person and online.

Objectives

1. **Educate youth** on City's role in building infrastructure and providing services
2. **Collect feedback** from youth on City's four new strategic priorities
3. **Increase long-term retention** of youth participants

2: How did the Community Participate?



Engagement Timeline

- | | |
|---------------------|-------------------------------------------------|
| September 23 | BMFT Launch & Open House (Markham Civic Centre) |
| September 24 | Youth Instagram Contest Launch |
| October 4 | Collage pop-up (Angus Glen Community Centre) |
| October 26 | Markville Mall pop-up |
| October 29 | End of Youth Instagram Contest |

Youth Instagram Contest

Urban Minds assisted the City of Markham in creating and launching the Youth Instagram Contest aimed to drive youth to register on the Your Voice Markham platform and complete the BMFT survey.

Prizes were selected based on consultation with youth, including one \$30 Spotify gift card, one \$50 Cineplex gift card, one \$50 Zumiez gift card, and one Fitbit Inspire HR.

From September 23 to October 29, Urban Minds reached out to different youth organizations in Markham to share the contest.



Pop-Up Engagements



**BUILDING MARKHAM'S
FUTURE TOGETHER**
2020-2023 Strategic Plan

Tell us how we can better serve you in the next 4 years!

HOW TO PLAY

- 1 Spin the wheel + Answer a trivia question**
- 2 Take a Timbit + Vote with your toothpick**

Which of the following is the most important to you?



Customer Service

Excellent services provided in-person, on the phone or online

Things we measure:

- Customer satisfaction
- Employee engagement
- Digital services available online



Diversity & Economy

Inclusive community and a strong, growing economy

Things we measure:

- Economic growth
- Cultural diversity
- Positive City brand



Safety & Sustainability

Protecting people, infrastructure and the natural environment

Things we measure:

- Environmental targets
- Range of housing options
- Progress of infrastructure development



Stewardship of Resources

Responsible, transparent use of money and resources

Things we measure:

- Government transparency
- Ensuring City buildings are well maintained
- Property tax per capita

MARKHAM Learn more at markham.ca/StrategicPlan

Urban Minds designed and facilitated interactive activities that catered to youth in order to collect feedback in a fun, casual, and engaging manner:

1. Spin-the-wheel trivia about the City of Markham
2. Free Timbits on toothpicks; toothpicks used to vote on top “pick” of the four BMFT goals (Customer Service, Diversity & Economy, Safety & Sustainability, Stewardship of Resources)

Informational graphic panels were displayed at each pop-up engagement, explaining how to play, the four BMFT goals, and promoting the Youth Instagram Contest.

Pop-Up Engagements

Urban Minds held pop-up engagements at Angus Glen Community Centre as part of the “Collage” event hosted by Markham Mayor’s Youth Council on October 4, and at Markville Mall on October 26 alongside the Mayor and City staff.

Two staff members and two youth ambassadors from Urban Minds were present to facilitate the interactive activities at each pop-up engagement. City staff were given materials to run an additional pop-up at First Markham Place on October 26.




The booth was set up in places where community members would typically go, pass through, or gather. This method was great for capturing thoughts from those who might not have known about the initiative and would not have otherwise participated.

3 Engagement Results at a Glance



Youth Instagram Contest



 ENTRIES	17	12	8	3
 COMMENTS	48	14	20	3
 DAYS	35	28	14	5

*Based on number of entries into grand prize (Fitbit Inspire HR); does not include completed surveys from pop-up engagements. City of Markham to verify actual number of completed surveys through Your Voice Markham.

At the pop-ups, we talked to

152



people



95

high school
students

57

young children and
adult residents



"What's your pick?"



**Safety &
Sustainability**

**93
picks**

OCT 4:



58 picks

OCT 26:



35 picks



**Diversity &
Economy**

**30
picks**

OCT 4:



20 picks

OCT 26:



10 picks



**Stewardship
of Resources**

**16
picks**

OCT 4:



10 picks

OCT 26:



6 picks



**Customer
Service**

**13
picks**

OCT 4:



7 picks

OCT 26:



6 picks



4 Recommendations

Youth Instagram Contest

Instagram is the **main social media platform** that youth engage with on a daily basis. As a result, the Youth Instagram Contest was effective in reaching youth who were already following @cityofmarkham, @urbanmindsto, and other youth organizations.

The **informational graphic panels** displayed at the pop-up engagements were effective in garnering further youth participation as they waited in line to partake in the pop-up activities.

Youth are drawn to **short, catchy videos**. To reach a greater audience of youth in the future, it is recommended that a paid promotional video be created to advertise the initiative.

Pop-Up Engagements

“Collage” was a highly successful pop-up engagement as we **met youth where they were at**, at an event created solely for high school students.

Although Markville Mall would have been a great location to meet youth, the **timing** of the pop-up engagement was not best suited for youth who typically visit the mall mid to late afternoon. We spent the busiest time of the pop-up, between 12PM to 1PM, engaging mostly families with young children who were headed to the food court for lunch.



Pop-Up Engagements



While the interactive activities were designed to cater to high school students, they also proved to be appealing to young children and older adults alike. Participants enjoyed the act of spinning the wheel to win a free Timbit while also learning fun facts about the City of Markham. It is recommended that the City of Markham follow a similar model for future youth engagement that is **fast, fun, and offers free food**.

Based on the success of the Collage pop-up engagement, it is recommended that the City of Markham continue to **piggyback on events organized for youth**, particularly those organized by Markham Mayor's Youth Council.

Pop-Up Engagements

The City of Markham should consider **reducing the length of the online survey** to a maximum of 3 minutes as youth tend to lose interest quickly. Any open-ended questions should be moved to the end so as not to intimidate and deter youth from filling it out.

As youth today are digital natives, many of them have already learned to be protective of their digital privacy. This means that they are weary of registering online for anything that asks for personal information. **Printed short surveys** at pop-ups would provide a good alternative.



5 Next Steps



Learning from the data

Nearly two thirds of all respondents picked “Safety & Sustainability” as their top priority for the future of the City of Markham. A larger portion of high school students, compared to younger children and older adults, picked “Safety & Sustainability” over all other goals.

These results spoke loud and clear that **youth in Markham today are very concerned about safety and sustainability**. This aligns with their heightened sense of urgency for climate action as exemplified in the recent climate strike across the world. Issues of bullying and traffic safety are also close to home for many teenagers.



Image Source: CP24

Learning from the data



Image Source: Markham Review

- At 20% of votes, the second priority was “Diversity & Economy”. Markham is one of Canada’s most diverse communities and the makeup of the youth that we engaged with was a very clear reflection of this diversity. They expressed the importance of a **vibrant community that celebrates and preserves the spirit of diversity**.

Moving forward, the City of Markham should invest more resources into projects and initiatives related to sustainability and safety. **Fostering civic participation among youth** is key to Building Markham’s Future Together.



ENGAGING OUR CUSTOMERS

CUSTOMER FEEDBACK & EVALUATION



**KNOWLEDGABLE STAFF,
ENGAGED COMMUNITY**

**INNOVATION &
EFFICIENCY**

**CONSISTENTLY EXCELLENT
EXPERIENCE**

CUSTOMER EXPERIENCE EVALUATION TOOLS

- **Annual Customer Satisfaction Surveys:** every year each department identifies services to measure using a corporate survey process (see page 4)
- **Post-Program/Project Evaluation:** these assessments are completed by clients following programs or upon completion of projects in the community.
- **Data Analysis:** Library and Recreation use tools such as *Envionics* to gain a better understanding of market data about the Markham community. Research, benchmarking trends and other data is used to inform decision making and strategy development.
- **Surveys & Polls:** surveys are used throughout the City to collect data about resident experiences, preferences, needs and opinions. *eg. IPSO winter maintenance survey*
- **Interviews:** individual, thorough and structured - designed to probe deeply into stakeholder needs and opinions. *eg. Aaniin Library Post-Occupancy Evaluation to determine how customers are using library space*
- **Focus Groups & Consultations:** facilitated discussion to collect data from a group of individuals on a specific topic *e.g. waste management testing residents' acceptance of clear bags and textile recycling*
- **Community Conversations:** used at MPL as part of their unique Community Development framework, this facilitated discussion focuses on understanding the broad goals and challenges of the community,
- **Online Engagement:** the City of Markham maintains online engagement tools to provide residents with a platform for ongoing input into issues that matter. *E.g. Your Voice, used for Markham Centre and Council Strategic Plan*

INTRODUCTION: SERVICE AT MARKHAM

The City of Markham is known as a municipal leader in providing high quality service. Service is a core value for staff and at the heart of the work we do within our own departments and for the community.

- Service is one of the four goals under the Excellence Markham framework
- 'Exceptional Service by Exceptional People' is one of the key strategic goals in Building Markham's Future Together', Council's strategic plan for the City
- Markham's Customer Experience Strategy was adopted to promote a service culture and provide a consistently exceptional experience across all departments and service areas
- Evaluating our service and engaging customers is critical to our ongoing success - Markham has an overall satisfaction rating of 80% across the services surveyed

This report provides highlights of service evaluation at Markham and how residents, stakeholders and community members are engaged as part of our commitment to exceptional service.



CUSTOMER SERVICE

AT THE CITY OF MARKHAM

City of Markham staff serve their community with commitment and passion. This is reflected in the high level of satisfaction residents have with our services. Seeking to build on this strength, staff led a city-wide initiative to build a consistent approach to service to guide our work with residents.

A project team of staff from all commissions came together to identify shared values for customer service and drafted the vision for the Customer Experience Strategy.

To create a vibrant, livable community by providing excellent customer service from caring and helpful staff so residents feel involved with city growth and included in the community.

When asked what motivates them in their work, City of Markham staff said the following:

"To help people so that they feel that they belong, are respected, and appreciated".

"To foster community and well being so that residents have an increased quality of life."

"To proudly provide excellent public service so that we can make a difference to our residents and to our community."

"To greet, welcome, meet and resolve customer needs so that people feel they belong in the community."

"To be friendly and help people so that they know they are part of the community and we, as a community, can grow together."

"To help both the residents and the City grow so that together, we can create a better world."

As part of a commitment to continuous improvement and excellence, the Customer Experience team developed a strategy based on staff and customer input to help focus on three priorities:

- *Increase awareness of municipal services in order to set (and exceed) customer expectations*
- *Leverage technology to expand service delivery to online channels, and to provide integrated internal service coordination*
- *Build on existing "pockets of excellence" to ensure customers experience consistently welcoming and effective service at all service areas.*

Ongoing service evaluation and customer engagement is an objective of this strategy.



CORPORATE CUSTOMER SATISFACTION RESULTS BY DEPARTMENT (2015-2019)

Departments & Services	Satisfaction
Human Resources – EPIC	65.6
Human Resources – Onboarding	85
Human Resources – Performance Management	70.2
Financial Services – Letters of Credit	73.8
Financial Services – Procurement Card	75.2
Financial Services – Procurement	71.8
Financial Services – Financial Reporting	70.4
Economic Development & Culture – Small Business Office	82
Economic Development & Culture – Volunteers	90
Economic Development & Culture - Rentals	78
Economic Development & Culture - Camps	80.6*
Economic Development & Culture	86.6
Engineering - Development	72.4
Legislative Services - Wildlife	52.4
Communications – Internal Clients	70
ITS – Internal Service	78.6
Recreation – Aquatics	75
Recreation - Programs	74.8*
Recreation - Camps	78.2
Environmental Services – Water Services	88.5*
Asset Management – Utilities & Contracts	88.2
Asset Management – Space Planning	76.4
Fire & EMS – Station Visits	93.2*
Fire & EMS – House Fires	95*
Legal – Internal Clients	80.6
Operations – Sports Fields	72.6
Building – Zoning Services	78.8
Planning – Urban Design	56

*average of multi-year scores



75
FOCUS GROUPS



106
SURVEYS ISSUED



80%
OVERALL
SATISFACTION
(CITY WIDE)

SERVICE EVALUATION

Measuring Customer Service

Every year each department of the City of Markham identifies one service to evaluate.

All departments use a common process, which includes using focus groups to understand stakeholder priorities, followed by surveys to measure both the satisfaction with the service, and the importance of the service.

The departments use this data to plan service improvement initiatives and ensure services are meeting the needs of Markham residents, clients and stakeholders. Some areas evaluated include:

2019:

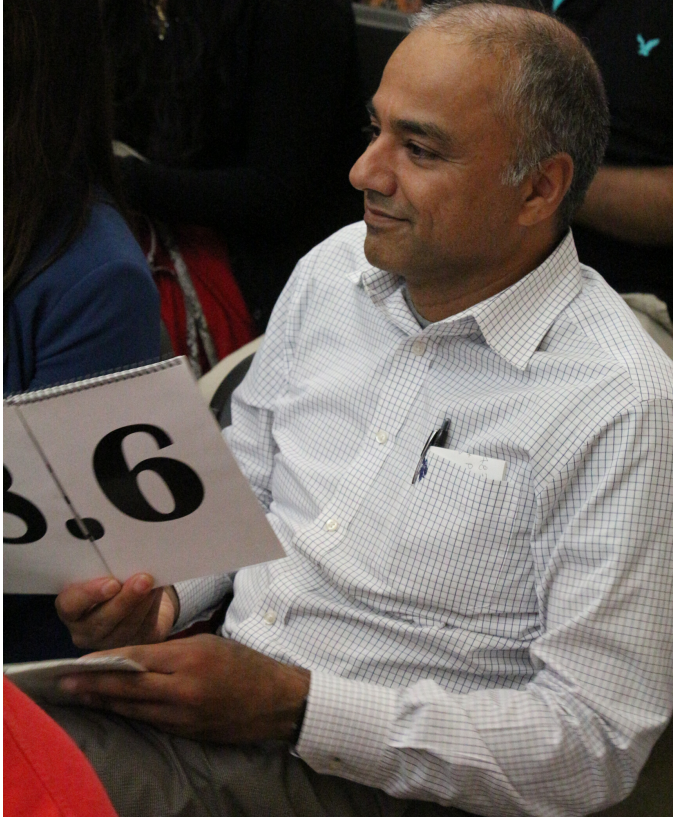
- Camps (Recreation)
- Animal Services
- Health and Safety
- Facility Maintenance
- Fitness

2018:

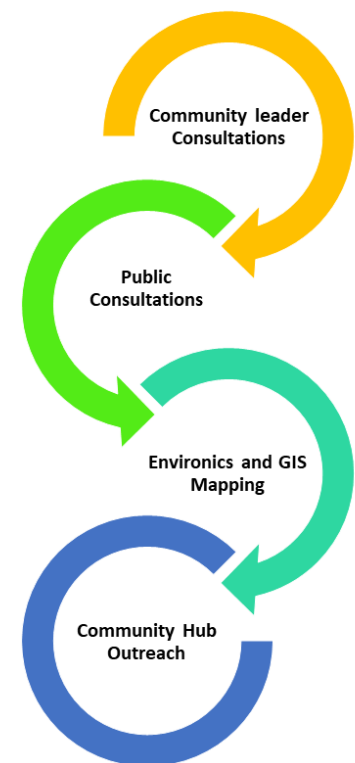
- Letters of Credit
- Programs (Recreation)
- Water Services
- EPIC (HR)

2017:

- Wildlife Services
- P Cards
- Rentals (Recreation)
- House Fires



ENGAGEMENT PROCESS AT AANIIN COMMUNITY HUB



RECREATION

AANIIN COMMUNITY HUB

In 2018 with the opening of the Aaniin Community Centre and Library, the City of Markham launched its first neighbourhood-based Community Hub. This space connects over 20 community partners to accessible space to focus on the needs Aaniin's diverse community, and was developed based on early engagement with the community.

PARTNERSHIPS AT THE HUB

The Community Hub is a partnership model that leverages community resources where residents can access free services within their neighbourhood, such as meaningful wellness workshops delivered by professionals. Partners include:

- Markham Stouffville Hospital
- Centre for Immigration and Community Services
- Immigrant Youth Centre
- Canadian Mental Health Association
- John Howard Society
- Markham African Caribbean Canadian Association
- 360o Kids
- AIDS Committee of York Region

In planning the Community Hub, City staff held 14 public consultation meetings at schools and community centres.

Staff also conducted asset/people mapping research including the identification of community resources offered in local schools / places of worship/ social agencies. Envirionics research, best practices and GIS mapping of current users assisted in determining programming needs.

CUSTOMER SATISFACTION IMPROVEMENTS

Our departments have engaged in a number of customer feedback activities, and applied the input received towards improving services.



Operations - Roads Rehabilitation Project:

Method: This survey was mailed to residents with properties facing recently rehabilitated roads.

Respondents: 191

Outcomes: addressed performance issues with contractors and identified improvements to 2019 program.

Sports User Group Surveys

Purpose: to better understand client needs for sport services

Method: annual group meetings and formal survey is sent to all users at the time of contract renewals

Outcomes: Based on the feedback from these surveys, staff addressed minor maintenance issues such as improving field lining and diamond dragging, and improvements to tournament notifications to enhance customer satisfaction,

OPERATIONS

Operations - Winter Maintenance:

Method: One-time online survey through *Your Voice* Markham, followed by in-depth phone survey administered by IPSOS.

Respondents: 577 (IPSO)

Outcomes: survey results and staff recommendations provided to council to evaluate resident views on the city's Winter Maintenance Program

Operations - Parks: Parks Renaissance

Purpose: engage residents to raise awareness of the program and gather input

Method: community surveys/outreach

Outcomes: As a result of survey feedback, the City will install 3 shade structures in parks, with plans for an additional 5 structures.

Evidence-Based Service Planning: Using Data for Service Improvements

Between 2014 and 2014, the City of Markham's Operations Department analyzed data from the Parks forestry program to determine the best methods for delivery of the **Block Pruning Program**.

Using this data, Parks will launch its new service delivery program in January of 2020, estimated to address 30% of the most problematic City street trees in the first 3 years of the program. This will result in a reduction of ACR (complaints issues through the Contact Centre) volume and increased customer satisfaction.

CUSTOMER SATISFACTION IMPROVEMENTS: COMMUNITY ENGAGEMENT OUTCOMES

Planning & Urban Design: Markham Centre Vision- Community Engagement

Purpose: To engage people from all over Markham to share their impression of and ideas for the future of Markham Centre, the City's evolving downtown.

Method: Online activities hosted on the 'Your Voice Markham' engagement platform, 15 in-person pop-up events and social media promotions.

Respondents: Over 2,300

Outcomes: As the City embarks on the Markham Centre Secondary Plan Update, the ideas and input collected during this visioning exercise will help strengthen the City's current vision for Markham Centre and ensure we plan a truly vibrant downtown. Additionally, the lessons learned through this exercise will help inform future phases of engagement associated with the Markham Centre Secondary Plan update. A summary of what we heard will be posted to the 'Your Markham Centre' webpage, as reporting back to the community on the findings and key outcomes of the engagement exercise is critical to building trust and transparency.

Markham Cat Adoption and Education Centre

Purpose: Promote cat adoption and educate the community on the importance of animal welfare and responsible pet ownership

Method : Social Media Campaign

Outcomes: Increased awareness of the Centre which leads to more patrons and higher adoptions of cats. We have increased our social media posts which has resulted in more followers and more members of the public being aware of the Centre. Additionally, we have doubled the number of events hosted per year from 12 to 24.

Legislative Services: 2018 Municipal Election Online Voter Experience Survey

Purpose: To gather feedback from voters utilizing the 2018 Municipal Election online voter portal.

Method: Customer survey attached to the online voter panel whereby after voter casts their ballot they have the option to complete an anonymous survey.

Respondents: 10,945 or 15.46% of online voters took the optional survey.

Outcomes:

- 97% of voters were satisfied with online voting.
- 98% of respondents say they would be likely to vote online in a future municipal election.

The City of Markham Election Team will continue to refine our online voting program in the City of Markham for future elections and will be updating our research on the benefits and risk mitigation strategies for online voting.

LEGISLATIVE SERVICES



CUSTOMER SATISFACTION IMPROVEMENTS: COMMUNITY ENGAGEMENT OUTCOMES

Culture & Economic Development: International Museum Day 2018/2019 Survey

Purpose: Collect data about how participants heard about event, and preferred activities to shape future events.

Method: Written survey upon exit.

Respondents: 2018 (33), 2019 (17)

Outcomes: Adapted promotional strategies to reflect how participants were hearing about the event. For 2020, Culture plans to schedule an e-blast from Benchmark prior to the event to let our members know about the event, and other spring events at Markham Museum. Continuing partnership with Parks Canada based on popularity of their exhibit. Investigating opportunities to provide building tours based on requests for this service.

Culture & Economic Development: March Break 2019 Survey

Purpose: Evaluate programs for future planning.

Method: Satisfaction Survey

Respondents: 2019 (34)

Outcomes: Based on feedback, improved communications about the outdoor nature of the program. Changes to the program will incorporate shorter tours with smaller groups, reflecting the preference of past participants, and allowing additional tours throughout the day.

Markham Museum: 2018/2019 Scary Fest Survey

Purpose: Assess customer satisfaction and opportunities for improvement

Method: Customer Survey at event

Respondents: 2018 (268), 2019 (484)

Outcomes: Identified opportunities to promote event to the surrounding community to increase attendance and leverage social media to encourage pre-registration to reduce wait times at the gate. Opportunities for 2020 include adding additional houses to the tour, working with community partners to add additional activities, and adding food trucks, additional waste and washroom facilities to accommodate increased participants.

Varley Art Gallery: Registered Art Classes

Purpose: Assess demand for various program opportunities

Method : Online survey

Outcomes: Offered new courses. Acquired new program furniture. Working on improving activity room lighting and cleanliness.

CULTURE



CUSTOMER TOUCHPOINTS & SERVICE OUTCOMES

Emergency Planning: Masters of Disaster Camp

Purpose: To gain feedback from parents on camp materials, activities, likelihood to return and willingness to recommend.

Method: Included questions about this program in regular post-camp customer survey issued by Recreation.

Outcomes: Strong support for camp, and additional elements added to content

Environmental Services: Waterworks Satisfaction

Purpose: include customer feedback in the legislated annual water report

Method: door hanger promotions of survey post service

Outcomes: 100% satisfaction with service.

Markham Public Library: Toy Lending Library

Method: in-branch polling to gauge customers' needs for a new collection focused on lending play-based educational aids.

Respondents: 110

Outcomes: Used customer input to develop collection profile and select materials based on community needs

Markham's Kirkham Allotment Garden

Method: Satisfaction Survey - online or verbal survey

Respondents: 33% of gardeners responded

Outcomes: Improved communications between gardeners and City staff through the establishment of an informal Kirkham Garden Advisory Committee at the end of 2019. This committee will address garden needs including 2020 priorities such as fencing for the back 10 garden plots, large-scale compost bins, new communal tools, and re-establishing a connection with a local food bank.

Fire: Fire Safety School Program

Purpose: To ensure the content is relevant and teachers can provide feedback on delivery method

Method: Survey Monkey (electronic) distributed to each school with specific questions related to our performance and content

Respondents: Typically 50% of the 74 schools respond annually

Outcomes: Data used to add a school year (grade 4) modify content and improve teaching delivery. Staff have received lots of valuable insight over the years, including posters of "thanks" for the crews from the participants. Based on positive feedback, the program was extended to other grades to enhance our ability to deliver fire safety to the children and indirectly their families.

SERVICE EXCELLENCE

MARKHAM'S TRADITION

The City of Markham's record of exceptional service is part of its ongoing commitment to service excellence. As part of the **Excellence Markham** journey, Customer Satisfaction is one of the major business outcomes in Markham's Excellence Framework, and one of the strategic priorities in the City's **Building Markham's Future Together** strategic plan is *Exceptional Services by Exceptional People*.

This focus helps staff to be aligned on the importance of maintaining a customer focus and being responsible to the community.

MPL

Customer Satisfaction, Community engagement and service evaluation at MPL

Markham Public Library uses a tool called **Counting Opinions** to administer ongoing customer satisfaction surveys. Like the City of Markham's process, this tool measures both satisfaction and importance of a range of library services, including collections, staff and the branch spaces. This tool is used in libraries across North America and provides the ability for MPL to benchmark its customer satisfaction against other systems. MPL runs this survey throughout the year, include four quarterly survey "blitzes". This tool assesses overall satisfaction, satisfaction with a range of specific services and a gap analysis of satisfaction v. importance of individual services.

Since 2015, MPL customers have completed 14,488 surveys.

2019:
3,171 Responses
Overall Satisfaction: 88%
Overall Importance: 88%
Willingness to Reuse: 92%
Likely to Recommend: 90%

Other Customer Touchpoints at MPL

- *Project Outcomes* - measures customer impact of programs
- *Bridge* - measures outcomes of Digital Literacy Services
- *Community Conversations* - community input and collaboration in service & strategy planning.
- *Industry*
 - *Environics*: Market research tool used to inform service development.
 - Ongoing evaluation into collections, space usage, service priorities by MPL's Research and Evaluation staff
 - Customer Feedback platforms include social media, "suggest a purchase" and "comments" online features

AWARD WINNING SERVICE



In 2016, MPL won the prestigious IPAC Gold Award for Innovative Management for its staff-led Customer Service Revolution Program, which also informed the City of Markham's Customer Experience Strategy Project.

- York University Wiki Award for Environmental Leadership Markham Textile Program (2017)
- IPAC Innovation Management Awards Markham Textile Recycling Program (2018)
- MarCom Gold Award Video/Audio Markham Sports Leagues Video (2018)
- MarCom Gold Award International Video/Audio "Welcome to Aaniin" Community Centre and Library Video (2018)
- Canadian Association of Municipal Administrators Markham Portal - Digital Services for Citizen (2015)
- Canada Awards for Excellence, Gold Award Organizational Quality and Healthy Workplace (2015)
- Ontario Minister's Award for Innovation Markham Public Library Customer Service Revolution (2015)
- Recycling Council of Ontario, Silver Award Municipal Diversion (2015)



City of Markham was proud and humbled to join the ranks of prestigious International Association of Business Communicator award-winners for work supporting digital democracy and innovation.

- Parks & Recreations Ontario Award of Excellence, Innovation Health and Wellness Partnership with Markham Stouffville Hospital (2016)
- EA Danby Award, Implementation of Legislation Backflow Prevention Portal (2016)
- Videographer Distinction Award, Safety Emergency Preparedness Videos (2016)
- Canadian Association of Municipal Administrators Environment Award Markham Smart Textile Diversion Strategy (2017)
- Ontario Waterworks Association Excellence in Water Efficiency Award Get to Know H2O Public Outreach and Education Program



Markham's Environmental Services Department won the Peter J. Marshall Innovation Award for Markham's Textile Recycling Program. Since Fall of 2016, Markham has recycled over 16M pounds of textiles.



Report to: General Committee

Meeting Date: January 20, 2020

SUBJECT: Markham Pan Am Centre Vestibule
PREPARED BY: Renée England, Sr. Manager Facility Assets

RECOMMENDATION:

1. That the presentation entitled “Markham Pan Am Centre Vestibule” be received; and,
2. That the Permanent South Exterior Vestibule option be approved; and,
3. That the project be funded from project #20149 Pan Am Centre Vestibule as approved through the 2020 Capital Budget process; and further,
4. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

PURPOSE:

The purpose is to provide information to Council related to the lobby area heating during winter months with a recommended course of action.

BACKGROUND:

See attached presentation

OPTIONS/ DISCUSSION:

See attached presentation.

Staff are recommending proceeding with the installation of the permanent vestibule on the south exterior side of the Markham Pan Am Centre.

FINANCIAL CONSIDERATION

The project will be funded from the Pan Am Project budget which had \$500,000 identified to address this issue. To date \$30,489 has been spent on the Design and Tender documents for the external vestibule which staff had identified as preferred solution prior to coming forward through the capital budget process.

HUMAN RESOURCES CONSIDERATIONS

Not Applicable

ALIGNMENT WITH STRATEGIC PRIORITIES:

Not Applicable

BUSINESS UNITS CONSULTED AND AFFECTED:

Not Applicable

RECOMMENDED BY:

Mary Creighton
Director, Recreation Service

Brenda Librezc
Commissioner, Community and Fire Services

Graham Seaman
Director, Sustainability and Asset
Management
Trinela Cane
Commissioner, Corporate Services

ATTACHMENTS:

Attachment 'A' - Pan Am Vestibule Presentation

Markham Pan Am Centre Vestibule General Committee

January 20, 2020

Agenda

- Background
- Issue Summary
- Low Cost Solutions Applied Since 2017
- Permanent Solution Options
 - Pros and Cons
 - Total Cost of Ownership Comparison
- Financials
- Recommendation



Background

- Markham Pan Am Centre was built in partnership with TO2015 Pan Am Games by Infrastructure Ontario with funding from the Province of Ontario, Federal Government and the City of Markham
- Markham Pan Am Centre (MPAC) was a host venue during the Pan Am Games for four major sports.
- Post Games the MPAC continues to host international, national and provincial games along with be a training venue for aquatics, and Rhythmic Gymnastics – hosting events almost every weekend making use of both fields of play, the lobby, meeting rooms and community rooms.
- The major entrance/ lobby plays a critical role for sporting events.
- Staff submitted a capital project in 2020 to permanent address the uncomfortable cold condition in the lobby affecting staff and patrons.
- Council approved the capital project with the condition that staff report back on options to add the issue.

Issue Summary

- Position of lobby doors allows significant exchange of “blow through air” that overwhelms the mechanical system, resulting in low temperatures in the lobby
- Vestibules aren't deep enough to contain heat in the lobby when doors are opened
- Large events with many participants worsen the situation



Issue Summary (continued)

- The Pan Am lobby does not retain adequate heat during the winter months – it is well below industry standards.
- Recorded temperatures in main lobby (with temporary solutions in place)
 - January 2019 – Average Temp = **14° C**
 - January 2019 – Temp Range = 6° C (2 days) to 22.4°C(1 day)
 - February 19-27, 2019 – Average Temp = 20.7°C
 - February 19-27, 2019 – Temp Range = 14.7° – 22.9°C
 - Lobby temperature for enjoyment of users is designed to be on average **20 – 22°C**
 - Employment Standard Act Regulations as per Ontario Ministry of Labour identify that **18°C** is deemed acceptable.

No/Low Cost Solutions Applied Since 2017

- Closed off one entrance to minimize wind tunnel effect
- Completed analysis of the overall heating system
- Balanced the HVAC system
- Optimized the BAS system
- MDE has optimized their feed – no impact
- Installed large ceiling fans to de-stratify the air above
- Installed a heater at the reception desk
- Installed large industrial heater for the lobby

All of these measures combined have not been enough to fully correct or adequately address the temperature issue in the main lobby.

Permanent Solution Options

1. Industrial Electric Heater
2. Wind Screen
3. Seasonal Vinyl Vestibule
4. Revolving Door
5. Permanent Vestibule
 - a) South Door Option (recommended option)
 - b) East Door Option
 - c) Inside Option

1. Industrial Electric Heater

- As a temporary measure, this has been installed.
- Not very energy efficient and wouldn't qualify for LEED.
- Does not solve the problem as the volume of air leaving is still too great.
- Risk of open unit in a public place.
- Units are noisy
- If this measure was to become the ongoing solution, a protective enclosure would be required and additional units required throughout lobby.
- Costly for longer term use



2. Wind Screen

- Whitby Abilities Centre struggling with the same issue
- Opted to construct wind screens
- Not working well, staff are still bundled up to keep warm
- Whitby has determined they will need something else to address this concern
- Removed as an option to consider further based on Whitby's experience



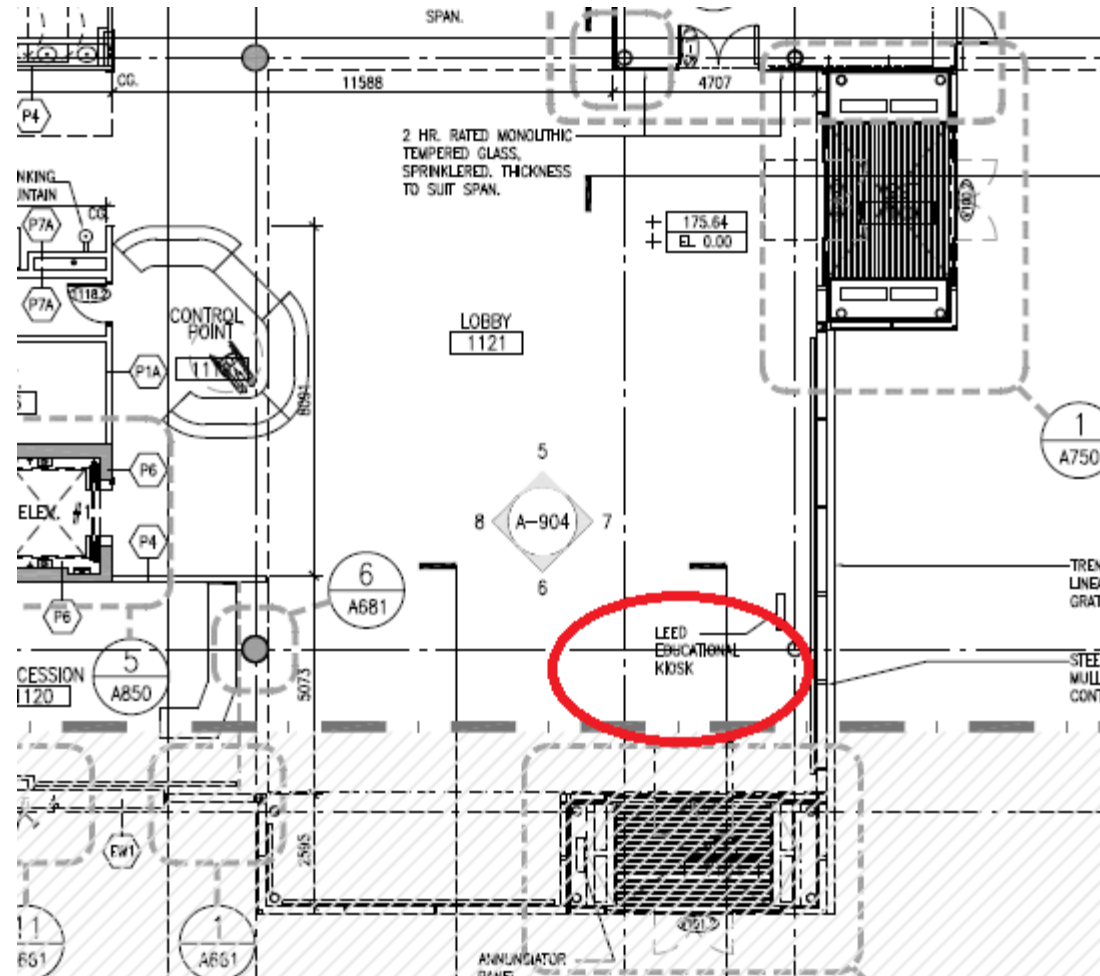
3. Seasonal Vinyl Vestibule

- Canopy and side panels with clear windows, aluminum frame and vinyl fabric.
- Would be fastened to the building through window mullions and roof top cap, these fasteners can cause future building envelope issues
- Accessible door (required) cannot be removed during the summer months but panels can be.
- Structure and roof should remain year round or storage area would be required.
- Price includes limited graphic on the vinyl.
- Vestibule is not heated.



4. Revolving Door

- Door would be installed in the lobby past the current vestibule footprint.
- Large enough to accommodate accessible needs.
- Would require more ongoing maintenance as it has more moving parts.
- Takes up foot print within lobby space reducing area for large events.



5a. Permanent Vestibule Outside – South Doors

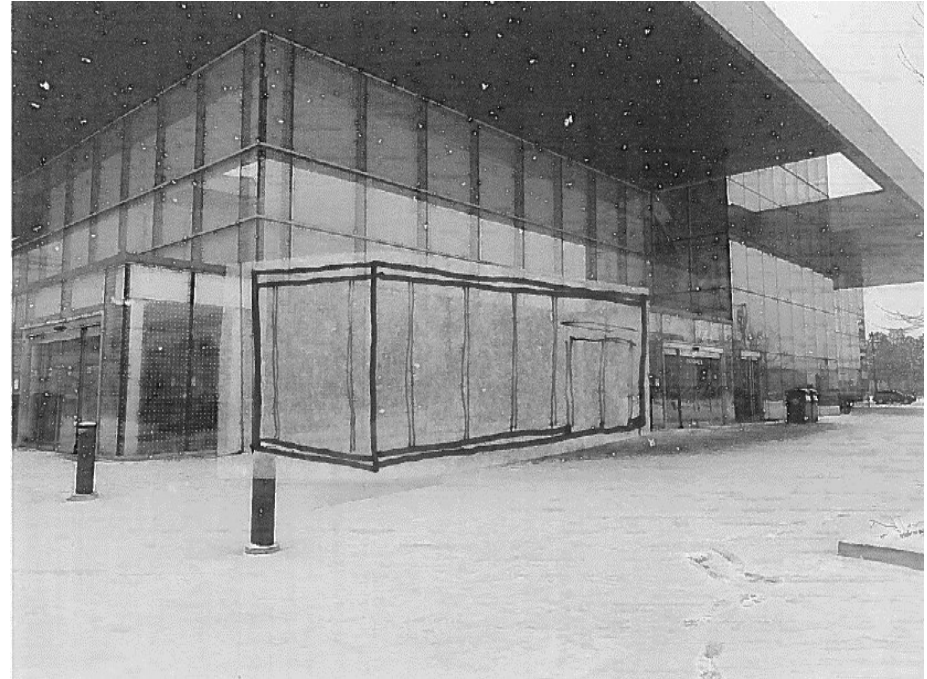
- New permanent and heated structure **recommended** to be constructed
- Will reduce the volume of conditioned air leaving the building and cut off the blow-through effect that currently exists.
- This option addresses the core issues the best and doesn't negatively impact the function of the building/hosting sporting events.



5b. Permanent Vestibule Outside – East Doors

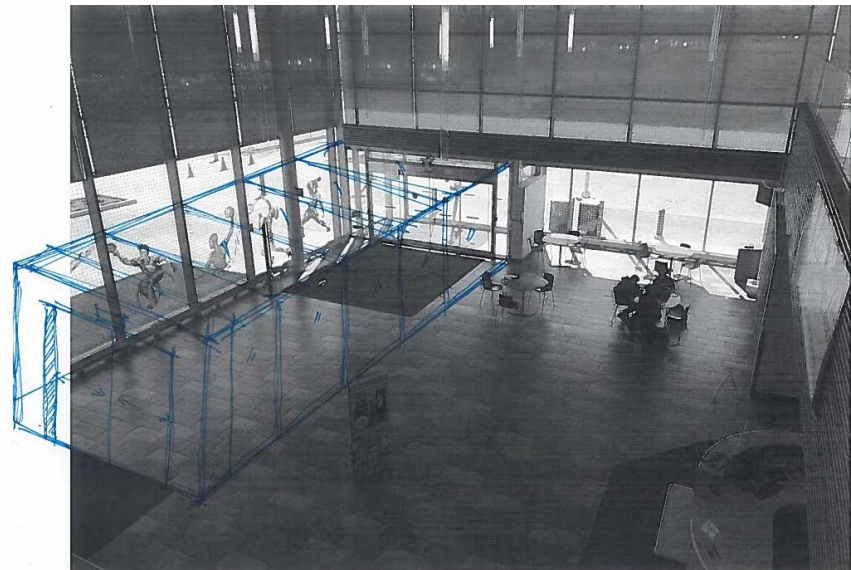
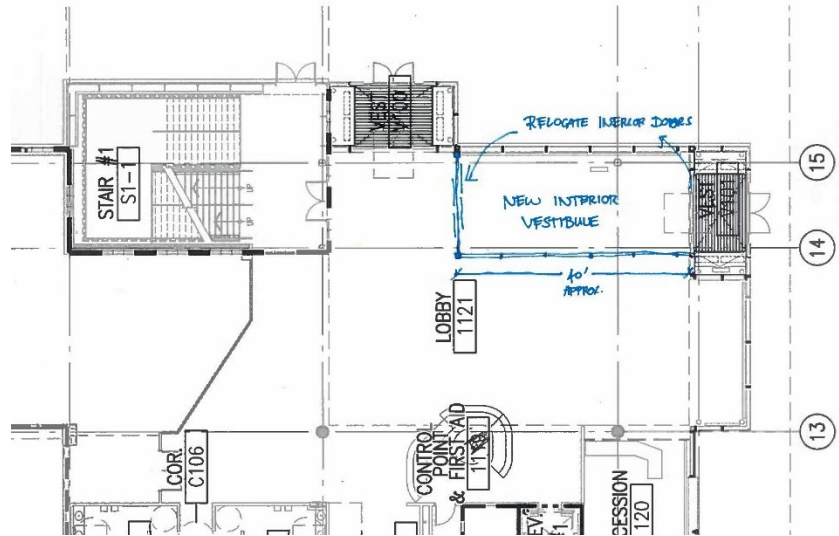
New door- east side of building

- Need to create new vestibule and openings in building envelope
- Would be a permanent and heated structure.
- Would reduce the volume of conditioned air leaving the building and cut off the blow-through effect that currently exists.
- Would require additional curtain wall and heating system modifications to the existing building on top of the cost of the vestibule (approx. \$100,000)



5c. Permanent Vestibule Inside

- Permanent heated structure.
- Would reduce the volume of conditioned air leaving the building and cut off the blow-through effect that currently exists.
- Would take up a significant amount of space indoors



Option Pros and Cons

Options	Pros	Cons
1. Industrial Heater	<ul style="list-style-type: none"> Assists with increasing temperatures in the lobby area – impact is minimal 	<ul style="list-style-type: none"> Not aesthetically pleasing, some safety concerns from hot surfaces Temps. not held as doors open heated air escapes – not solving the problem Doesn't comply with LEED standards - not energy efficient
3. Seasonal Vinyl Vestibule	<ul style="list-style-type: none"> May reduce heat loss out of the building May act as a wind screen for cold air coming in Lower cost 	<ul style="list-style-type: none"> Not aesthetically pleasing May not solve the low temperatures in the lobby (not heated) Large maintenance component
4. Revolving Door	<ul style="list-style-type: none"> Consistent with aesthetics of building Will provide a buffer for heat loss out of the building Will allow temperatures to rise in the lobby area Complies with LEED building standards 	<ul style="list-style-type: none"> Will take up lobby space Will still move cooler air into the space Anticipate higher ongoing Maintenance costs Highest Capital Cost
5a, b. Permanent Vestibule Outside	<ul style="list-style-type: none"> Consistent with aesthetics of building – most aesthetically pleasing Will provide a buffer for heat loss out of the building Will preheat air before entering the lobby Will allow temperatures to rise in the lobby area reducing overall utility costs Complies with LEED building standards 	<ul style="list-style-type: none"> High Capital Cost East Door Option would require additional \$100, 000 for structural, curtain wall and heating modifications Option 5b requires additional and more expensive modifications to building
5c. Permanent Vestibule Inside	<ul style="list-style-type: none"> Will provide a buffer for heat loss out of the building Will preheat air before entering the lobby Will allow temperatures to rise in the lobby area reducing overall utility costs Complies with LEED building standards 	<ul style="list-style-type: none"> High Capital Cost Significant loss of lobby area - Not aesthetically pleasing Impacts hosting opportunities for larger international/national events

Option Total Cost of Ownership

Options	Capital Purchase	Lifespan (years)	Maintenance/Operating (clean, store, install, removal, repairs, utilities)	25 year lifecycle	With HST Impact
1. Industrial Heater	\$8000	10	<ul style="list-style-type: none"> Install/Removal \$2500 yearly Utilities \$11,500 yearly 	\$438,848	\$446,572
3. Seasonal Vinyl Vestibule	\$78,320	<ul style="list-style-type: none"> Frame 25 Panels 5-7 	<ul style="list-style-type: none"> Removal/Install \$1000 yearly Repairs to Vinyl \$1000 yearly Replace panels \$10,000 every 5 years 	\$178,320	\$181,458
4. Revolving Door	\$464,200	25	<ul style="list-style-type: none"> Replace rubber \$3000 seals ever 5 years Door repairs \$1500 yearly 	\$516,700	\$525,793
5a, b. Permanent Vestibule Outdoors	\$459,200 (a) \$559,200 (b)	25	<ul style="list-style-type: none"> Utilities \$2,150/yr for vestibule, will most likely result in reduced utilities overall 	\$528,065 (a) \$628,065 (b)	\$537,359 (a) \$637,350 (b)
5c. Permanent Vestibule Indoors	\$459,200	25	<ul style="list-style-type: none"> Utilities \$2,150/yr for vestibule, will most likely result in reduced utilities overall 	\$528,065	\$537,359

- Utilities include yearly escalation.

Financials

- To date **\$30,489** has been spent on Design and Tender Documents for external vestibule (Option 5a) – Throw Away Costs if there is a change in the preferred solution.
- Current Capital Budget Approved - **\$467,300** under project #20179
- Funding source is the surplus funds from the Pan Am Construction budget for deficiencies such as this.

Recommendation

Permanent South Exterior Vestibule (Option 5a.)

Will provide a buffer for heat loss out of the building

- Will preheat air before entering the lobby
- Will allow temperatures to rise in the lobby area
- Complies with LEED building standards and AODA
- No throw away cost
- This option addresses the core issues the best
- Retains the function of the building for hosting large sporting events





M E M O R A N D U M

From: Arvin Prasad, Commissioner of Development Services
 To: Mayor and Members of Development Services Committee
 Prepared by: Stephen Corr, Senior Planner, East District

Date: January 21, 2019

Re: **Information Memorandum**

City Initiated Zoning By-law Amendment Application to permit Open Storage and Office Use as part of a Proposed Operations Yard at 10192 9th Line

(Ward 5)

File: ZA 19 142029

This memo provides preliminary information on a zoning by-law amendment application submitted by the City prior to the statutory Public Meeting on January 21, 2020. Due to the tight timelines associated with this project, an information memo is being provided in lieu of a preliminary report. This memo contains general information regarding the proposal, including applicable official plan or other policies as well as other issues. It should not be taken as staff's opinion or recommendation on the application. The application was deemed complete on December 17, 2019.

Next Steps:

- The Statutory Public Meeting is scheduled for January 21, 2020
- A Site Plan Control application is required to initiate technical review of the detailed design in conjunction with the Zoning By-law amendment application;
- A future recommendation report respecting the Zoning By-law amendment application may be provided at a future Development Services committee meeting, if requested by Committee.
- The Site Plan application to facilitate the proposed Operations Yard meets the requirements for delegation to the Director of Planning and Urban Design, or his designate, in accordance with Delegation By-law 2002-202.
- The site plan application would have to be approved prior to development occurring on the subject lands.

Subject land and area context

The 40.14 ha (99.2 ac) subject property (10192 9th Line) is located on the west side of 9th Line, north of Major Mackenzie Drive East (See Figures 1 to 3). The site predominantly consists of agricultural fields used for farming. There are remnants of agricultural out buildings in the central area of the site. A tributary of Little Rouge Creek bisects the property, and the site is within the Rouge Watershed Protection Area. There is also a small wetland located on the south central portion of the subject property.

Surrounding land uses are predominantly agricultural to the north, east, south and west. Surrounding lands uses also include:

- Two rural residential homes to the north at 10248 and 10268 9th Line;
- Lands within Rouge National Urban Park (RNUP) to the east (across 9th Line);
- First Markham Baptist Cemetery to the south; and

Error! No text of specified style in document.

Page 2

- The Metrolinx Stouffville GO rail corridor, which abuts the rear (west) side of the subject property.

Proposal

The City of Markham is proposing an Operations Works Yard serving east Markham for winter snow maintenance on the subject lands. The zoning by-law amendment and future site plan control applications are being made by the City's Operations Department to facilitate development, which will occur in two phases.

Phase one is for the portion of the site on the east side of the Little Rouge Creek tributary, fronting 9th Line. This area is proposed to be developed with a 1078 m² (11,609 ft²) pre-fabricated building for indoor storage of salt and sand. A conceptual site plan is provide in Figure 4, and it includes an asphalt parking area for storage of maintenance equipment and vehicles seasonally, employee parking, fueling stations and a weigh scale. Construction is anticipated to commence in Spring 2020, with the facility being operational by Winter 2020.

Details and timing on the second phase have yet to be finalized, but may include additional outdoor storage and buildings, including accessory offices. Phase 2 will be located on the larger portion of the site, west of the Little Rouge Creek tributary, for which a future site plan application will be required.

Public Authorities, including local municipalities, have certain permitted development rights to use land and erect buildings for public uses and for the delivery of services. However, in this case, a zoning by-law amendment is required to permit open storage and offices as additional public uses by a Public Authority, since these uses are not permitted by the public use permission. A draft zoning by-law is attached as Appendix 'A'. Further details are provided in the zoning subsection of this report.

Provincial Policy Conformity

Provincial Policy Statement, 2014 (PPS 2014) and Growth Plan for the Greater Golden Horseshoe, 2019 (GGH Growth Plan 2019)

The PPS 2014 and GGH Growth Plan 2019 include policies to plan for infrastructure (which includes transportation facilities and associated storage and maintenance) and public service facilities in a coordinated cost efficient manner that considers climate change impacts while accommodating projected needs that are:

- financially viable over their life cycle, which may be demonstrated through asset management planning; and
- available to meet current and projected needs.

There are current gaps in winter snow maintenance service in east Markham, necessitating the need for a new Operations Yard. Further information will be detailed in a presentation by the Operations Group at the Statutory Public Meeting on January 21, 2020.

The PPS 2014 and GGH Growth Plan 2019 also provide policies to protect and preserve prime agricultural lands, existing natural heritage and hydrological features as matters of Provincial interest. The subject lands are considered prime agricultural, and contain both

Error! No text of specified style in document.

Page 3

natural heritage and hydrological features, including woodlots, wetlands and a tributary of Little Rouge River.

The PPS 2014 provides that non-agricultural uses in *prime agricultural areas* may only be permitted for limited non-residential uses, provided it is demonstrated that:

1. the land does not comprise a *specialty crop area*;
2. the proposed use complies with the *minimum distance separation formulae*;
3. there is an identified need within or beyond the 20-year planning horizon for additional land to be designated for infrastructure and public service facilities; and
4. alternative locations have been evaluated, and
 - i. there are no reasonable alternative locations which avoid *prime agricultural areas*; and
 - ii. there are no reasonable alternative locations in *prime agricultural areas* with lower priority agricultural lands.

Where new non-agricultural uses are permitted, the policy seeks to mitigate impacts on existing surrounding agricultural operations to the extent feasible.

An Agricultural Impact Study is required in support of the site plan application to evaluate the potential impact of developing portions of the site as a City Operations yard. This will assess impacts on the subject lands and on the surrounding lands, which will remain agricultural. Careful siting of the proposed facility will mitigate impacts to existing natural heritage and hydrological features on site. This will be confirmed through the review of the site plan application, including hydrogeological, environmental impact and species at risk studies.

Greenbelt Plan, 2017

The intent of the Greenbelt Plan, 2017 is to protect and preserve prime agricultural lands and existing natural heritage and hydrological features. While the south portion of the 100 acre property is Protected Countryside and subject to the policies of the Provincial Greenbelt Plan, 2017, it is anticipated that the proposed development will be located outside this area.

While the Greenbelt Plan, 2017 discourages non-agricultural uses in prime agricultural areas, these uses may be permitted following assessment of an Agricultural Impact Study subject to other policies of the Plan. Criteria for the location and construction of infrastructure in the Protected Countryside area are as follows:

- minimizing the amount of Greenbelt, and particularly the Natural Heritage System and Water Resource System being occupied;
- minimizing impacts to the landscape, including light, noise and road salt;
- avoiding key natural heritage features, key hydrologic features or key hydrologic areas unless need has been demonstrated and there is no reasonable alternative;
- avoiding specialty crop areas and other prime agricultural areas in that order of priority, unless need has been demonstrated and it has been established there is no reasonable alternative.

Error! No text of specified style in document.

Page 4

The Agricultural Impact Study will address these criteria in determining the most appropriate siting of future buildings and operational areas.

Ministers Zoning Order – Ontario Regulation 104/72

The subject lands are within an area subject to the Minister's Zoning Order (MZO), Ontario Regulation 104/72 (Airport Freeze) which is administered by the Ministry of Municipal Affairs and Housing (MMAH). The MZO, Ontario Regulation 104/72 has been in effect since the early 1970s and its purpose is to regulate development in the vicinity of a possible future airport on lands in Federal ownership in the neighboring City of Pickering. The most recent Pickering Lands Needs Assessment Study (March 2010), prepared by the Greater Toronto Airports Authority, concluded that an additional airport will be needed to accommodate future growth in the Greater Golden Horseshoe, and that the Pickering lands should be protected for future aviation needs.

In an email dated February 11, 2019 to the Manager of Real Property, the MMAH confirmed that public uses by the City of Markham are permitted on lands within the MZO, Ontario Regulation 104/72 without requiring an amendment to the order.

Region of York Official Plan, 2010

The majority of the subject lands are designated 'White Belt' in the Region of York Official Plan, 2010, which reflects agricultural lands outside the Urban Area, Provincial Plan areas or areas containing significant natural heritage features. The Region of York Official Plan, 2010 identifies the portion of the subject lands within the Provincial Greenbelt Plan, which includes areas identified as 'woodland' along the south property line.

The Region of York Official Plan, 2010 is silent on public use policies, however transportation infrastructure and utilities are permitted in the Greenbelt, in areas designated agricultural, key natural heritage features and key hydrologic features, where the provisions of the Greenbelt Plan have been met.

Official Plan

2014 Official Plan [as partially approved on November 24, 2017 and further updated on April 9, 2018 (the "2014 Official Plan")].

The subject lands are designated 'Greenway' and 'Countryside' in the City of Markham 2014 Official Plan (see Figures 5 and 6). The 'Greenway' designation applies to lands within the Greenbelt Plan, 2017, and other natural heritage and hydrological features onsite. The intent of the 'Greenway' designation is to implement the Greenbelt Plan policies and preserve natural heritage or hydrological features. The 'Countryside' designation applies to the majority of the site, and its intent is to preserve agricultural uses, as well as permit limited compatible non-agricultural uses.

The proposed operations yard is anticipated to be located entirely outside of the 'Greenway' designation. This will be confirmed through the site plan review and approval process, through which development will be sited to mitigate impact to existing natural heritage and hydrological features.

Error! No text of specified style in document.

Page 5

The 2014 Official Plan permits in all designations a range of public land uses, which includes “a municipal service facility - including underground service, utility operation and maintenance facility.” Accordingly, the proposed operations yard is allowed in the 2014 Official Plan, subject to Provincial Policies outlined above.

Zoning

The majority of the subject property is zoned Agricultural (A1), under By-law 304-87, as amended, which permits agricultural uses and an accessory dwelling. A small portion of the site, located at the south property line, is zoned Open Space (O1) under By-law 304-87, as amended, which prohibits buildings and structures. The current zoning designations are shown on Figure 2.

The zoning by-law permits Public Authority uses in any zone and the proposed use of the subject property by the City of Markham for municipal purposes is permitted. However, certain uses by a Public Authority are not permitted, including but not limited to, open storage and offices. Therefore, a zoning by-law amendment to permit open storage and offices as additional uses permitted by a Public Authority for the proposed Operations Yard is required.

OPTIONS/ DISCUSSION:

Current zoning permits Public Authority uses as of right and the zoning by-law amendment is required to expand those use permissions by allowing open storage and offices to facilitate a City Operations Yard.

The 2014 Official Plan permits public uses in all land use designations, thereby allowing the Operations Yard within the Countryside and Greenway designations on the subject lands subject to policies of the Provincial Plan detailed above. These policies aim to protect agricultural areas, natural heritage features and natural hydrological features as matters of Provincial interest. Where the need for a public facility is demonstrated then such non-agricultural use shall be substantiated through an agricultural impact assessment and other environmental studies, which in this case will be submitted with the future site plan control applications.

Approval of the future site plan application(s) is delegated to the Director of Planning and Urban design, or his designate. There are a number of site plan matters that will be assessed through the technical review, including but not limited to:

- Ensuring the siting of buildings, structures and paved parking areas provides appropriate setbacks and buffers to existing natural heritage features onsite, which includes woodlands and wetlands;
- Ensuring an appropriate landscape buffer is provided along 9th Line to reduce any visual impact and improve the interface with the Rouge National Urban Park located directly on the east side of 9th Line;
- Ensuring appropriate measures are taken to control the quality of surface water runoff, particularly from salt storage on the subject property.
- Obtaining required Toronto Region Conservation Authority approval and/or permits;
- Obtaining required Region of York approvals and/or permits; and

Error! No text of specified style in document.

Page 6

- Assessing any issues resulting from the review of technical studies including, but not limited to, stormwater management and servicing reports, tree preservation plan, grading and drainage plans and transportation studies.

ATTACHMENTS:

Figure 1: Location Map

Figure 2: Area Context/Zoning

Figure 3: Aerial Photo

Figure 4: Conceptual Site Plan

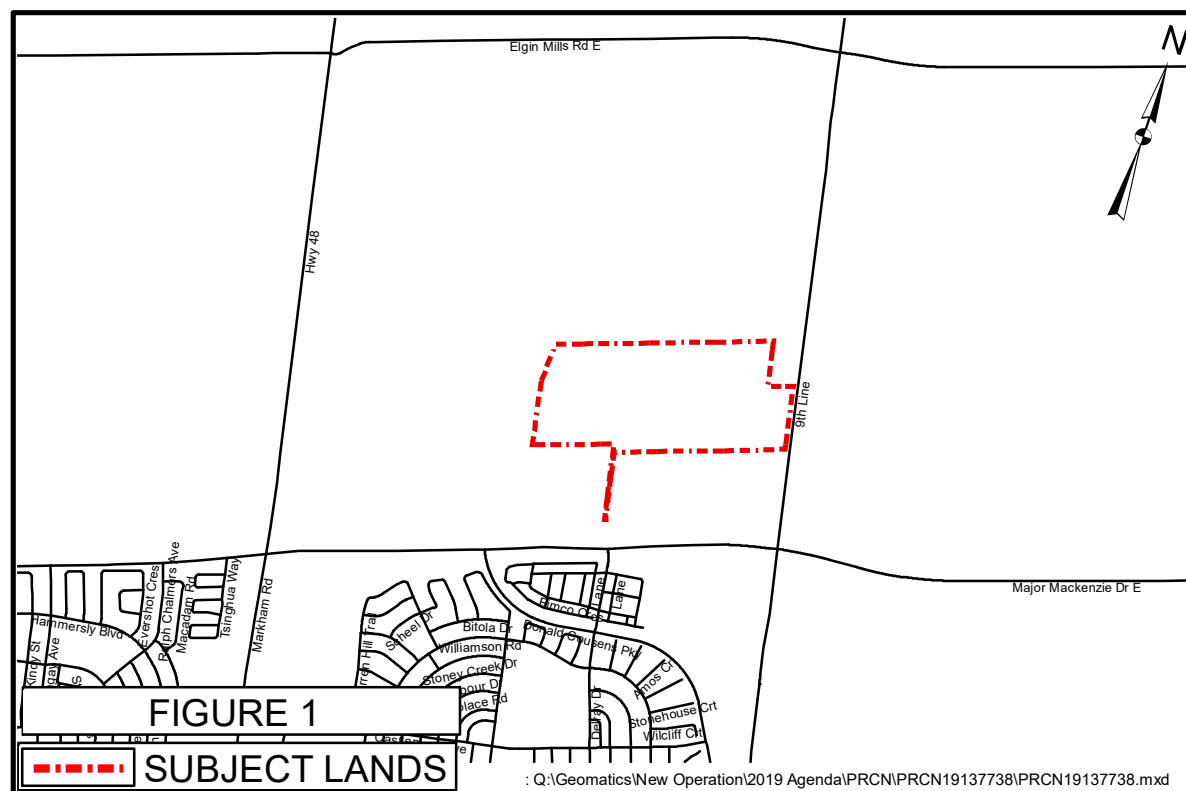
Figure 5: 2014 Official Plan Land Use Designations

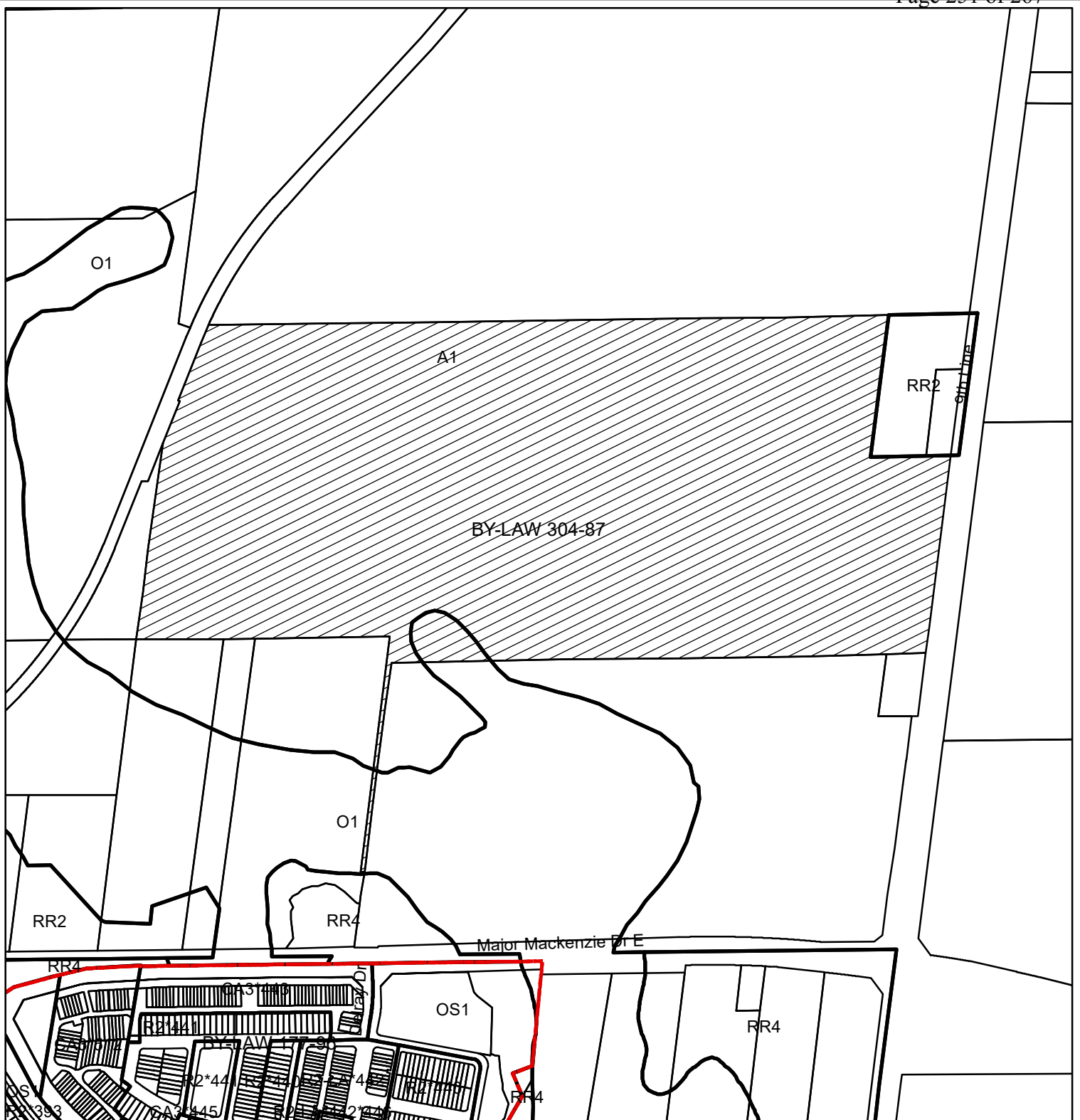
Appendix A: Draft Zoning By-law

Applicant/Operations Department Contact:

Morgan Jones, Director, Operations ext. 4857

mjones@markham.ca





: Q:\Geomatics\New Operation\2019 Agenda\PRCN\PRCN19137738\PRCN19137738.mxd

AREA CONTEXT/ZONING

APPLICANT: CITY OF MARKHAM
10192 9th. LINE

FILE No: PRCN 19137738(SC)

 SUBJECT LANDS

DATE: 12/09/19





: Q:\Geomatics\New Operation\2019 Agenda\PRCN\PRCN19137738\PRCN19137738.mxd

AIR PHOTO 2018

APPLICANT: CITY OF MARKHAM
10192 9th. LINE

FILE No: PRCN 19137738(SC)

 SUBJECT LANDS

DATE: 09/12/19

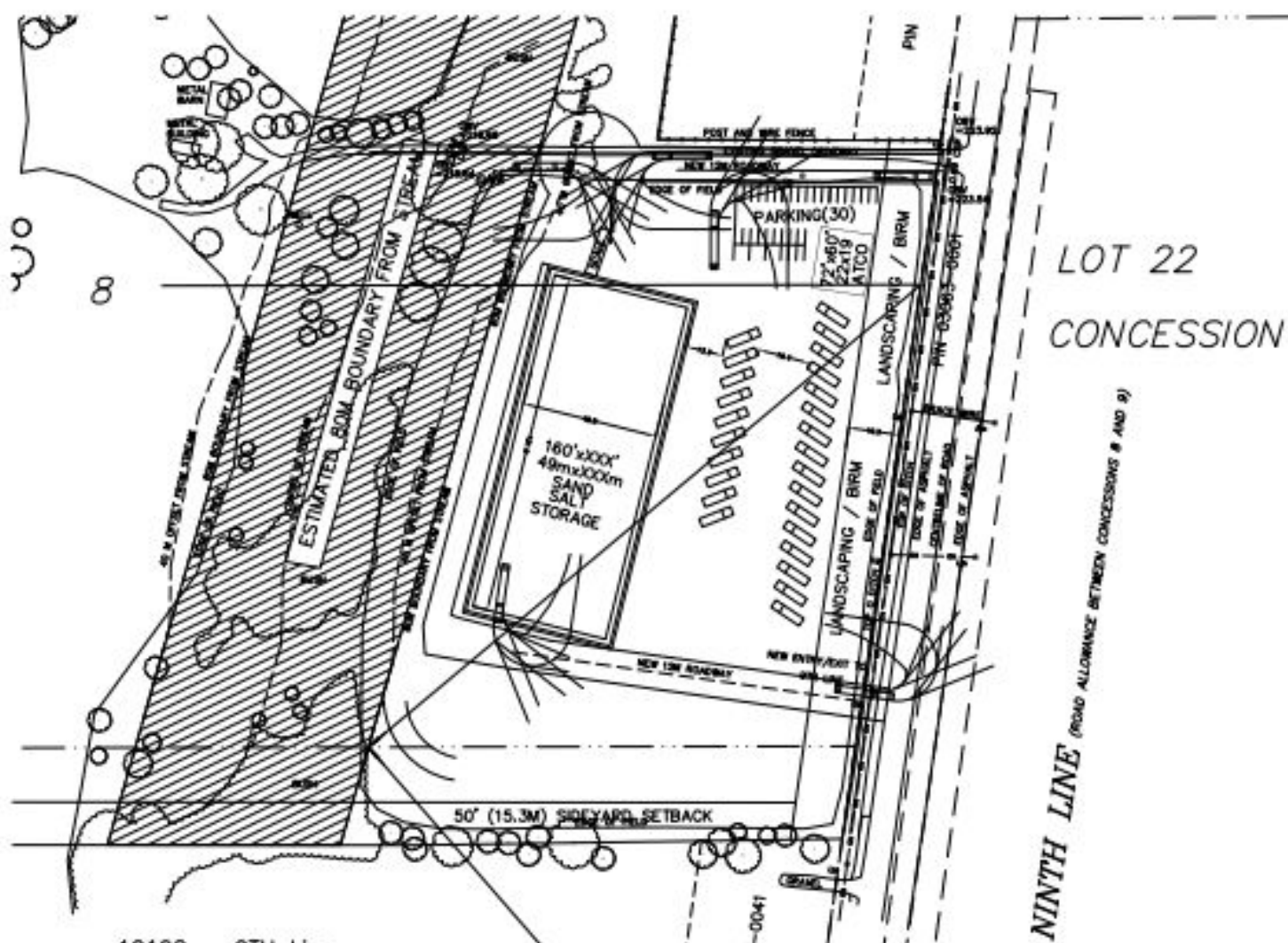


DEVELOPMENT SERVICES COMMISSION

Drawn By: DD

Checked By: SC

FIGURE No. 3



: Q:\Geomatics\New Operation\2019 Agenda\PRCN\PRCN19137738\PRCN19137738.mxd

CONCEPTUAL PHASE 1 SITE PLAN

APPLICANT: CITY OF MARKHAM
10192 9th. LINE

FILE No: PRCN 19137738(SC)

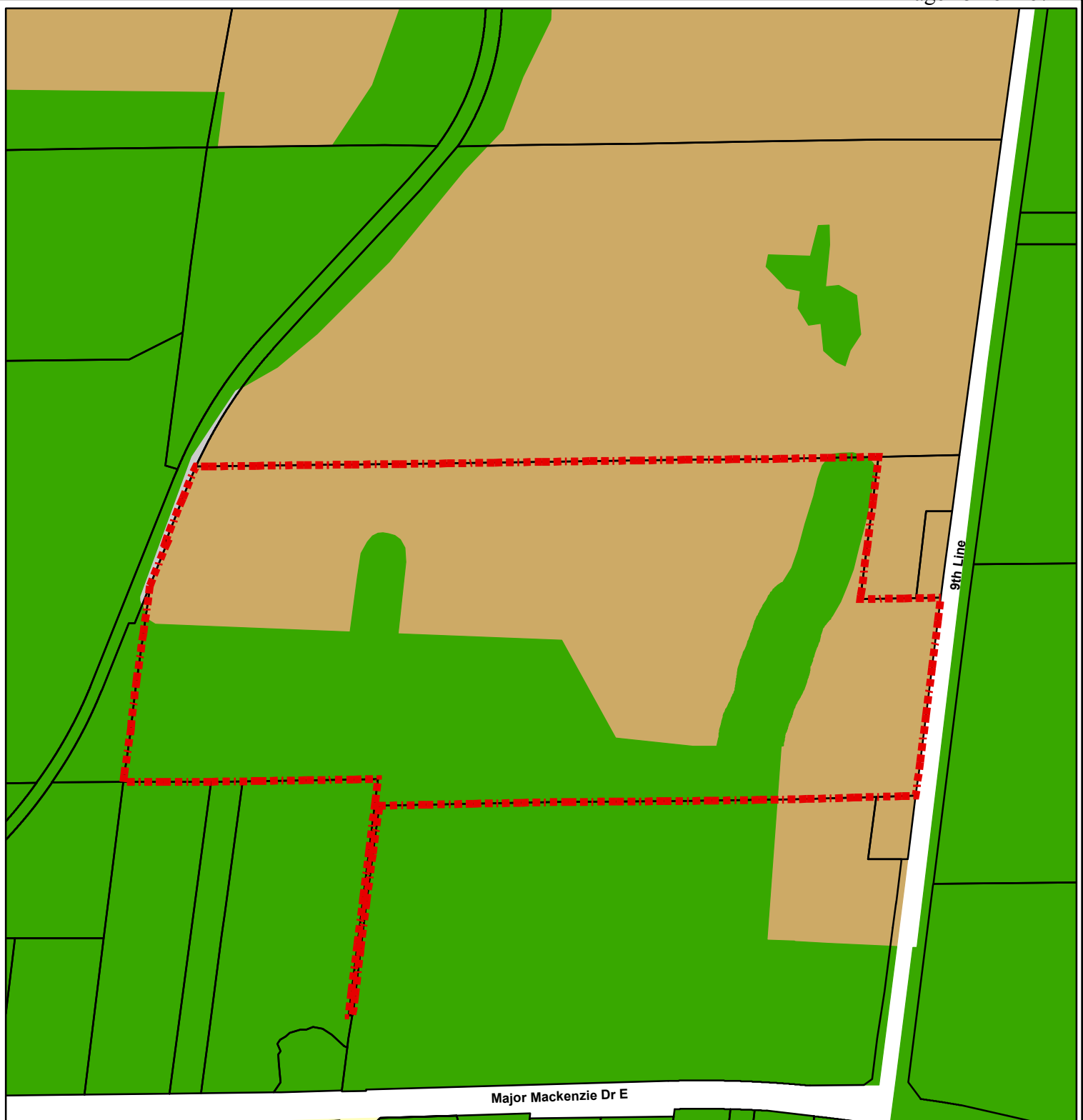


DATE: 12/09/19

 MARKHAM DEVELOPMENT SERVICES COMMISSION

Drawn By: DD Checked By: sc

FIGURE No. 4



: Q:\Geomatics\New Operation\2019 Agenda\PRCN\PRCN19137738\PRCN19137738.mxd

OP DESIGNATIONS (MAP 3)

APPLICANT: CITY OF MARKHAM
10192 9th. LINE

FILE No: PRCN 19137738(SC)

- Countryside
- Greenway
- Transportation and Utilities
- SUBJECT LANDS



DATE: 12/09/19



BY-LAW 2020-_____

A By-law to amend By-law 304-87, as amended

The Council of the Corporation of the City of Markham hereby enacts as follows:

1. That By-law 304-87, as amended, is hereby further amended adding the following subsection to Section 13 - EXCEPTIONS

Exception 13.86	City of Markham 10192 9 th Line	Parent Zone A1 and O1
File PLAN 19 142029		Amending By-law 2020-
Notwithstanding any other provisions of this By-law, the provisions in this Section shall apply to the lands outlined on Schedule 'A' attached to this By-law.		
13.86.1 Additional Permitted Uses		
The following additional uses are permitted:		
a)	Notwithstanding Section 5.3.2 b), an office building and open storage of goods and materials is permitted by a PUBLIC AUTHORITY.	
b)	Minimum setback of open storage from any LOT LINE – 6 metres	
c)	The provisions of Section 6.3 d) shall not apply.	

Read a first, second and third time and passed on _____, 2020.

Kimberley Kitteringham
City Clerk

Frank Scarpitti
Mayor



EXPLANATORY NOTE

BY-LAW 2020-_____

A By-law to amend By-law 304-87, as amended

**City of Markham
10192 9th Line
File No. PLAN 19 142029**

Lands Affected

The proposed by-law amendment applies to a parcel of land with an approximate area of 40.14 hectares (99.2 acres) located on the west side of 9th Line, north of Major Mackenzie Drive East.

Existing Zoning

The subject lands are zoned Agricultural (A1) and Open Space (O1) under By-law 304-87, as amended.

Purpose and Effect

The purpose this By-law is to permit an office building and open storage of goods and materials as additional uses permitted by a Public Authority. The effect of the by-law is to permit the subject lands to be used as a City of Markham Operation’s yard for winter snow maintenance, including outdoor storage of equipment and vehicles and accessory offices.

Notice Regarding Further Planning Applications on this Property

In accordance with Section 45(1.3) and 45(1.4) of the Planning Act, R.S.O. 1990, c.P.13, as amended on July 1, 2016 through the enactment of Bill 73, no person shall apply for a minor variance from the provisions of the by-law in respect of land, building or structure before the second anniversary of the day on which the by-law was amended, unless Council has declared by resolution that such an application is permitted.



SCHEDULE "A" TO BY-LAW AMENDING BY-LAW 304-87 DATED

 BOUNDARY OF AREA COVERED BY THIS SCHEDULE

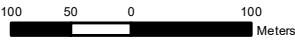


THIS IS NOT A PLAN OF SURVEY. Zoning information presented in this Schedule is a representation sourced from Geographic Information Systems. In the event of a discrepancy between the zoning information contained on this Schedule and the text of zoning by -law, the information contained in the text of the zoning by -law of the municipality shall be deemed accurate.

Q:\Geomatics\New Operation\By-Laws\PRCN\PRCN19_137738\By-Law.mxd



DEVELOPMENT SERVICES COMMISSION



Drawn By: RT Checked By: SC

DATE: 07/01/2020

NOTE: This Schedule should be read in conjunction with the signed original By-Law filed with the City of Markham Clerk's Office



By-law 2020-xx

A by-law to designate part of a certain
plan of subdivision not subject to Part Lot Control

The Council of The Corporation of the City of Markham hereby enacts as follows:

- 1. That Section 50(5) of the *Planning Act*, R.S.O. 1990, P.13 shall not apply to the lands within the part of a registered plan of subdivision designated as follows:

Blocks 116 to 121 (inclusive), Registered Plan 65M-4544,
City of Markham, Regional Municipality of York

- 2. This By-law shall expire two years from the date of its passage by Council.

Read a first, second, and third time and passed on -----.

Kimberley Kitteringham
City Clerk

Frank Scarpitti
Mayor



EXPLANATORY NOTE

Cornell Rouge Development Corporation

219 to 231 Webb Street
2164 to 2196 & 2200 to 2228 Donald Cousens Parkway
Blocks 116 to 121 (inclusive), Registered Plan 65M-4544

The proposed by-law applies to Blocks 116 to 121 (inclusive), Registered Plan 65M-4544, municipally known as 219 to 231 Webb Street and 2164 to 2196, 2200 to 2228 Donald Cousens Parkway. The subject blocks are developed with a total of 39 townhouse dwellings, located on the west side of Donald Cousens Parkway, south of 16th Avenue and north of Rossmore Drive in the Cornell Community.

The purpose of this by-law is to exempt the subject blocks from the part lot control provisions of the Planning Act.

The effect of this by-law is to allow for the conveyance of 39 townhouse dwelling units.



By-law 2019-xx

A By-law to amend By-law 122-72 (Removal of Hold Provision)

WHEREAS Section 34 of the *Planning Act*, R.S.O. 1990, c. P.13, as amended, permits a Council to pass a by-law prohibiting the use of land, buildings or structures within a defined area or areas; and,

WHEREAS Section 36 of the *Planning Act*, R.S.O. 1990, c. P.13, as amended, permits a Council to pass a by-law to specify the use to which lands, buildings or structures may be put at such time in the future as the Hold (H) Symbol is removed by amendment to the by-law; and,

WHEREAS Zoning By-law No. 122-72 is the governing By-law of the Corporation of the City of Markham pertaining to the subject lands; and

WHEREAS the Council of the Corporation of the City of Markham has deemed it advisable to amend Zoning By-law No. 122-72; and,

WHEREAS it has been confirmed to Council that all of the conditions required for the removal of the Hold (H) Symbol from the subject lands have been completed to the satisfaction of the Corporation of the City of Markham;

NOW THEREFORE the Council of the Corporation of the City of Markham enacts as follows:

1. THAT By-law 122-72 is hereby further amended as follows:
 - 1.1 By removing the Hold (H) Symbol from the **Hold Single Family Residential [(H)R3]** Zone on the lands outlined on Schedule 'A' attached hereto.
2. THAT Zoning By-law No. 122-72 is hereby amended to give effect to the foregoing, but shall in all other respects remain in full force and effect.
3. THAT this By-law shall come into effect upon final passing, pursuant to Section 34(21) of the *Planning Act*, 1990.

Read a first, second and third time and passed on January __, 2020.

Kimberley Kitteringham
City Clerk

Frank Scarpitti
Mayor



EXPLANATORY NOTE

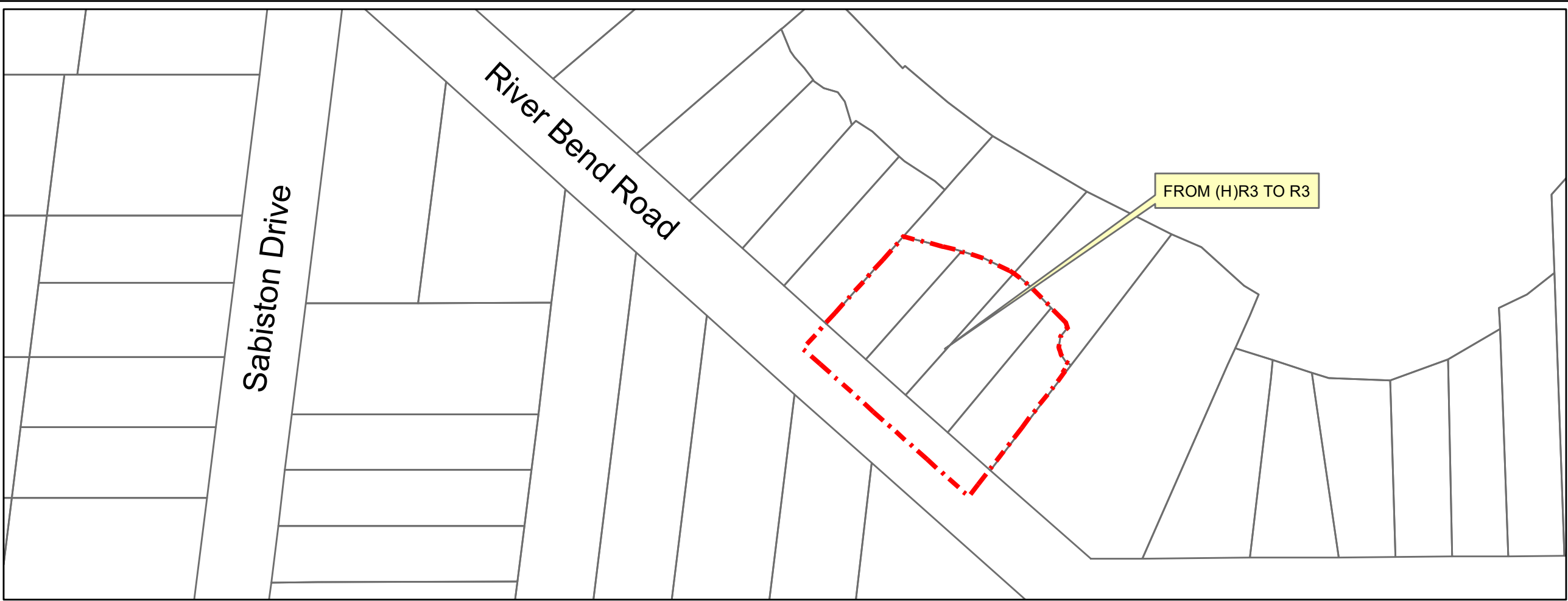
BY-LAW 2020-____
A By-law to amend By-law 122-72, as amended

Brookdale Building Group (Antonio Bruno) c/o Julia McIntyre
40, 42, 44, & 46 River Bend Road

Lands Affected (Subject Lands)
The proposed by-law amendment applies to a portion of the lands outlined on Schedule 'A' with a total area of 1.01 acres, located South of Highway 7 East and East of Oakcrest Avenue.

Existing Zoning
The subject lands are zoned "Hold Single Family Residential" [(H)R3], by By-law 122-72, as amended.

Purpose and Effect
The purpose and effect of this By-law is to remove the Hold (H) Symbol from the zoning of the subject lands in order to permit the construction of four single detached dwelling units. Certificates from the Secretary Treasurer to consent to sever pursuant to Subsection 53(21) of the *Planning Act*, R.S.O. 1990, as revised, were issued on February 15, 2019, and therefore the condition required to remove the Hold has been satisfied.



SCHEDULE "A" TO BY-LAW 122-72

AMENDING BY-LAW

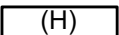
DATED



BOUNDARY OF AREA COVERED BY THIS SCHEDULE



SINGLE FAMILY RESIDENTIAL

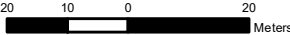


HOLDING PROVISION

THIS IS NOT A PLAN OF SURVEY. Zoning information presented in this Schedule is a representation sourced from Geographic Information Systems. In the event of a discrepancy between the zoning information contained on this Schedule and the text of zoning by-law, the information contained in the text of the zoning by-law of the municipality shall be deemed accurate.



DEVELOPMENT SERVICES COMMISSION



Drawn By: RT

Checked By: LJ

DATE: 14/01/2020

NOTE: This Schedule should be read in conjunction with the signed original By-Law filed with the City of Markham Clerk's Office

Q:\Geomatics\New Operation\By-Laws\HOLD\HOLD19141671\Schedule A.mxd



BY-LAW 2020-XX

A By-law to amend By-law 304-87, as amended

The Council of the Corporation of the City of Markham hereby enacts as follows:

- 1. That By-law 304-87, as amended, is hereby further amended adding the following subsection to Section 13 - EXCEPTIONS

Exception 13.86	City of Markham 10192 9 th Line	Parent Zone A1 and O1
File PLAN 19 142029		Amending By-law 2020-
Notwithstanding any other provisions of this By-law, the provisions in this Section shall apply to the lands outlined on Schedule 'A' attached to this By-law.		
13.86.1 Additional Permitted Uses		
The following additional uses are permitted:		
a)	Notwithstanding Section 5.3.2 b), an office building and open storage of goods and materials is permitted by a PUBLIC AUTHORITY.	
b)	Minimum setback of open storage from any LOT LINE – 6 metres	
c)	The provisions of Section 6.3 d) shall not apply.	

Read a first, second and third time and passed on _____, 2020.

Kimberley Kitteringham
City Clerk

Frank Scarpitti
Mayor



EXPLANATORY NOTE

BY-LAW 2020-_____

A By-law to amend By-law 304-87, as amended

**City of Markham
10192 9th Line
File No. PLAN 19 142029**

Lands Affected

The proposed by-law amendment applies to a parcel of land with an approximate area of 40.14 hectares (99.2 acres) located on the west side of 9th Line, north of Major Mackenzie Drive East.

Existing Zoning

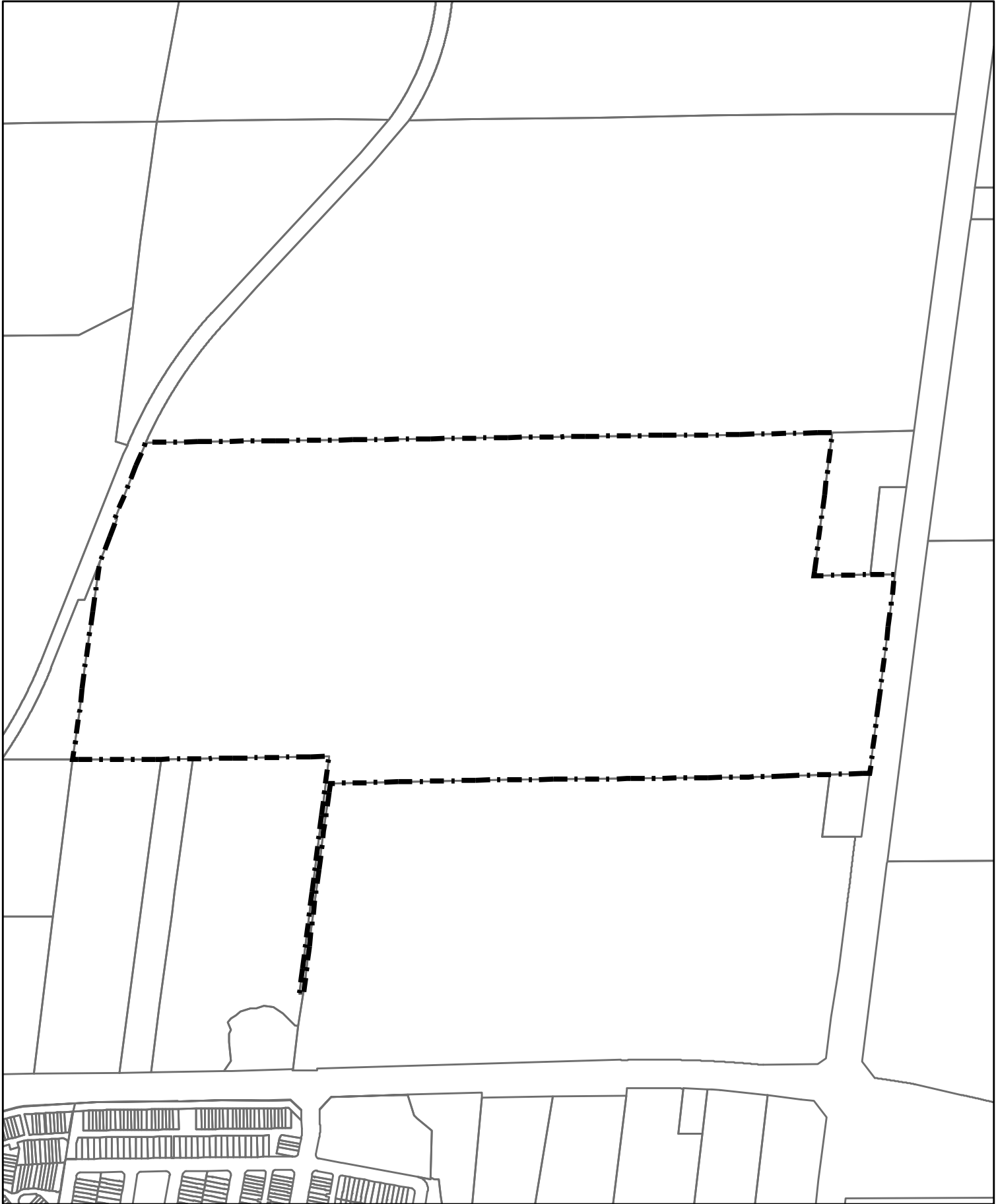
The subject lands are zoned Agricultural (A1) and Open Space (O1) under By-law 304-87, as amended.

Purpose and Effect

The purpose this By-law is to permit an office building and open storage of goods and materials as additional uses permitted by a Public Authority. The effect of the by-law is to permit the subject lands to be used as a City of Markham Operation’s yard for winter snow maintenance, including outdoor storage of equipment and vehicles and accessory offices.

Notice Regarding Further Planning Applications on this Property

In accordance with Section 45(1.3) and 45(1.4) of the Planning Act, R.S.O. 1990, c.P.13, as amended on July 1, 2016 through the enactment of Bill 73, no person shall apply for a minor variance from the provisions of the by-law in respect of land, building or structure before the second anniversary of the day on which the by-law was amended, unless Council has declared by resolution that such an application is permitted.



SCHEDULE "A" TO BY-LAW AMENDING BY-LAW 304-87 DATED

 BOUNDARY OF AREA COVERED BY THIS SCHEDULE

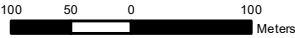


THIS IS NOT A PLAN OF SURVEY. Zoning information presented in this Schedule is a representation sourced from Geographic Information Systems. In the event of a discrepancy between the zoning information contained on this Schedule and the text of zoning by -law, the information contained in the text of the zoning by -law of the municipality shall be deemed accurate.

Q:\Geomatics\New Operation\By-Laws\PRCN\PRCN19_137738\By-Law.mxd



DEVELOPMENT SERVICES COMMISSION



Drawn By: RT Checked By: SC

DATE: 07/01/2020

NOTE: This Schedule should be read in conjunction with the signed original By-Law filed with the City of Markham Clerk's Office



By-law 2020-xx

A by-law to designate part of a certain
plan of subdivision not subject to Part Lot Control

The Council of The Corporation of the City of Markham hereby enacts as follows:

- 1. That Section 50(5) of the *Planning Act*, R.S.O. 1990, P.13 shall not apply to the lands within the part of a registered plan of subdivision designated as follows:

Block 1 and 4, Registered Plan 65M-4613,
City of Markham, Regional Municipality of York

- 2. This By-law shall expire two years from the date of its passage by Council.

Read a first, second, and third time and passed on -----.

Kimberley Kitteringham
City Clerk

Frank Scarpitti
Mayor



EXPLANATORY NOTE

Part Lot Control Exemption By-law

Kylemore Communities (Yorkton) Ltd.
Block 1 and 4, Registered Plan 65M-4613

Lands Affected

The proposed by-law amendment applies to Blocks 1 and 4, Registered Plan 65M-4613. The subject blocks will consist of a total of 132 townhouse dwellings located on the north and south sides of New Yorkton Avenue, west of Kennedy Road, and north of 16th Avenue.

The purpose of this by-law is to exempt the subject blocks from the part lot control provisions of the Planning Act.

The effect of this by-law is to allow for the conveyance of one hundred and thirty two (132) townhouse dwelling units, which are part of a common element condominium development.