



City of Markham

2025 Highlights

MARKHAM
IS MORE





Mayor Scarpitti and Markham's Executive Leadership Team celebrating the contributions of Operations staff on April 4, 2025.

Our Mission Statement

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

Our Vision

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

Building Markham's Future Together 2020-2026

Four goals serve as the pillars of the City of Markham's strategic plan, Building Markham's Future Together 2020-2026.

Exceptional Services by
Exceptional People

Engaged, Diverse,
Thriving & Vibrant
Community

Safe, Sustainable
& Complete Community

Stewardship of Money
& Resources

Markham City Council

(2022–2026)



Table of Contents

Message from the Mayor 4

Message from the CAO 5

Building Markham’s Future Together 6

Exceptional Services by Exceptional People 7

Engaged, Diverse, Thriving and Vibrant City 10

Safe, Sustainable and Complete Community 13

Stewardship of Money and Resources 16

Key Services 17

Milestones 20

Message from the Mayor



Markham is More—and in 2025, our City once again demonstrated leadership, resilience, and community pride.

The accomplishments highlighted in this year's *Building Markham's Future Together* report reflect the collective efforts of Council, City staff, volunteers, community partners, and residents. Together, we continue to strengthen Markham as one of Canada's most dynamic, inclusive, and forward-looking cities.

This year marked several important milestones in our City's history. We celebrated the 35th anniversary of the Markham Civic Centre – Anthony Roman Centre, 50th anniversary of Thornhill Community Centre, the 40th anniversary of Flato Markham Theatre, and the 10th anniversary of the Markham Pan Am Centre—facilities that serve as cornerstones of community life. Our cultural institutions reached new heights, with record-setting attendance at the Varley Art Gallery and Markham Museum, and major exhibitions and events that brought residents together from across the city.

Markham's leadership was also recognized on the provincial, national, and international stage. In 2025, the City received numerous awards for excellence in sustainability, infrastructure, innovation, heritage conservation, financial transparency, and public service.

We continued to foster an engaged and inclusive community. Markham launched its first official mascot – Millie the Butterfly, an ambassador for the city at many community events and the face of our AI Chatbot for residents looking for information and assistance. We significantly increased funding for our Celebrate Markham program ensuring that major festivals like Markham Village Festival, Markham Jazz Festival, Taste of Asia and the Unionville Festival will continue to thrive. In total, we provided funding for nearly 100 community festivals and

events. Major events such as Canada Day, Markham Milliken Children's Festival, Doors Open Markham, Cycling Day, and international sporting competitions brought tens of thousands of visitors to our city, contributing to both community vibrancy and economic growth.



In 2025, Markham secured a multi-year hosting agreement for the Ontario Honda Dealers Indy at Markham. Beginning in August 2026, this world-class NTT INDYCAR SERIES event will take place on a street circuit in Markham Centre, establishing the largest sporting and cultural event ever hosted in York Region bringing 150,000 spectators to our community with an economic impact of 50 million dollars and significant international exposure.

Markham also made meaningful progress on housing, infrastructure, and environmental sustainability. Through the Housing Accelerator Fund, record development approvals, and strategic infrastructure investments, we are supporting the delivery of new homes while protecting neighbourhoods through flood mitigation, transportation improvements, and park expansion. Environmental leadership remained a priority, with major facility retrofits, expanded tree planting, wetland creation, and innovative climate initiatives that strengthen resilience for future generations.

As Mayor, I am incredibly proud of what we accomplished together in 2025.

Frank Scarpitti
Mayor, City of Markham

Message from the CAO

The City of Markham continues to deliver exceptional value to residents through innovation, operational excellence, and responsible governance. I am pleased to present you with a snapshot showcasing our accomplishments from 2025, which demonstrate meaningful progress toward the goals of Markham's Strategic Plan.

Delivering exceptional service has become a hallmark of the City of Markham; however, our goal is to continually remain best in class. To achieve this, we have embarked on a culture and business transformation rooted in our core values and guided by a clear roadmap. Our corporate values — service excellence, accountability, a people-focused approach, trust, and innovation — will position the City for success, strengthening both our organizational culture and business operations. This transformation represents a fundamental shift in mindset and identity.

In 2025, City staff focused on improving how services are delivered—making them faster, more accessible, and more responsive to community needs. We strengthened customer experience through digital modernization, including the launch of a new AI chatbot, expanded online services, and the installation of 25 new digital information screens across City facilities and fire stations. Optimization of our ePlan system and the introduction of walk in clinics at Building Standards improved clarity and turnaround times, supporting development activity while maintaining legislated review timelines.

Investing in our people remained a priority. We enhanced training, mentoring, and wellness initiatives — including leadership development — to ensure our municipal staff continue to perform at the highest standard and remain best in class. Markham Fire and Emergency Services responded to nearly 10,000 emergencies in 2025, supported by proactive health screening programs and modernized fleet and training systems that enhance readiness and safety.

Significant infrastructure investments continued to support a safe, sustainable, and

complete community. Major progress was made on flood mitigation, transportation, parks, and facility renewal projects across the city. More than \$112 million has now been invested in flood control remediation, alongside upgrades to stormwater infrastructure that will support future growth in Markham Centre. Active transportation improvements delivered over 10 kilometres of roadway upgrades, while road rehabilitation, sidewalk construction, and winter maintenance programs continued to protect public safety and asset longevity.

We continue to make environmental sustainability part of our everyday work and long-term planning. Upgrades at Thornhill Community Centre, Clatworthy Arena, and Mount Joy Community Centre significantly reduced greenhouse gas emissions and energy use. Our teams also planted more than 30,000 trees and shrubs, created new wetland habitats, and kept our waste diversion rate above 80 percent — clear, measurable steps toward building a more climate-resilient and environmentally responsible community.

Sound financial management underpinned all of this work. Through disciplined budgeting, procurement savings, and data driven decision making, the City reinvested in priority services while maintaining affordability. Markham's assets—valued at \$17.5 billion—remain in a strong state of performance, reflecting long term planning and effective stewardship.

These accomplishments are the result of the dedication, professionalism, and collaboration of City staff across all departments. I am proud of the work our teams deliver every day in service to Council and the community, and I look forward to continuing this momentum as we build Markham's future—together.



Andy Taylor
Chief Administrative Officer,
City of Markham



Building Markham's Future Together

At the start of each new Council term, Markham Council and staff revisit the Strategic Plan to confirm the City's goals and objectives and identify key priorities for the term. *Building Markham's Future Together* (BMFT) establishes the City's vision, mission and values as the framework for both Council decision-making and day-to-day employee focus and ensures that resources are allocated to support the strategies and initiatives that help the City achieve its desired outcomes.



Exceptional Services by Exceptional People

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



Leveraging Technology

85%
customer satisfaction
rate average over
10 surveys

25
new digital information
screens at City facilities
& Fire Stations

**Modernized
Automated Vehicle
Locator (AVL)**
systems on all fleet
vehicles

Optimization of ePlan
to improve efficiencies
and speed up permit
processing

8.7 million
City website views

26 million
impressions on
social media

114,000 visits
to **YourVoiceMarkham**

Enhanced 5
Markham Public Library
Digital Media Labs

**First outdoor
public Wi-Fi**
piloted on **Main Street
Unionville**

16 million
average monthly
views of City
messaging on
**railway and
roadway digital
screens**

Modernized
**Markham
Learning Centre**
with enhanced learning
catalogue

Launch of City's
leading-edge
AI Chatbot 3.0
Smarter tool &
enhanced customer
experience



Service Excellence

Successful municipal by-election in Ward 7

organized by Elections Markham

9,968 emergencies and fires

responded to by Markham Fire and Emergency Services

Proactive health screening services

for Markham Fire and Emergency Services suppression staff

96%

positive outcome for lost cats

98%

for lost dogs

Expansion of Markham Cat Adoption Centre

to include all stray animals

Building Standards launched a walk-in-clinic for faster, clearer **building permit help**

Engineering Development Program

Intern Training and Mentoring

Building official Intern Program

supported by Building Standards

Recreation

Operator in Training

program providing free education for part-time staff interested in becoming facility operators

People Services launched improved

health and safety training modules

to ensure compliance and safeguard staff



Recognitions



-
- WCCD Platinum Level Certification**
awarded to the City for sixth consecutive year
-
- IDC Smart City Award Finalist**
in sustainable infrastructure innovation
– ITS
-
- Clean50 Emerging Leaders Award**
to **Jennifer Wong** for sustainability
leadership
-
- Heritage Markham Award**
for excellence in heritage conservation
– **Sustainability & Asset Management**
-
- Ontario One Call Innovation**
in Dig Safety Award for excavation safety
leadership – **Environmental Services**
-
- OPWA Project of the Year Award**
for John Street erosion restoration
– **Environmental Services**
-
- Professional Engineers Ontario Public
Works Project of the Year Award**
– **Operations**
-
- IRF Global Road Achievement Award**
for asset and maintenance management
– **Operations**

- PlanON Award of Merit**
for Natural Heritage Management Study
– **Planning & Urban Design**
-
- Lee Symmes Municipal Award**
for excellence in natural assets planning
– **Planning & Urban Design**
-
- Thomas Symons Award**
to **Regan Hutcherson** for Commitment to
Conservation in Ontario
-
- EDCO finalist for Business Attraction
and Retention Urban Award**
– **Markham Small Business Centre**
-
- Creative City Impact Award**
for sustainable public art project “**Lost
and Found**” – **Markham Public Art**
-
- Changemaker BIPOC Award**
to **Public Art Curator** for leadership in
galleries
-
- Galleries Ontario Exhibition
of the Year Award**
for “**To Go Boldly**” exhibition
– **Varley Art Gallery**
-
- Lieutenant Governor’s Heritage Award**
for Community Leadership
– **Markham Museum**

Engaged, Diverse, Thriving and Vibrant City

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



Launch of City's first mascot
Millie the Butterfly
& official personality of City's AI
Virtual Assistant

9.1 million
visitors to **community centres**

Camp Molly
hosted by **Markham Fire**, introducing
44 young women to firefighting and
emergency services

**5-Year Partnership
Renewal with
Eabametoong First Nation**

1,600 participants
at annual **Markham Cycling Day**

629
**Economic Growth &
Entrepreneurship engagements** to
support company growth
and expansion

**3,180 businesses,
58 training sessions**
supported by **Markham Small
Business Centre**

4.5 million library items
borrowed. Expansion of **Markham
Public Library's** fine-free policy to
include all customers

**Recreation Xplor
enhancements**
to improve customer experience



Left to right: MFES Camp Molly, Markham Cycling Day, 60th Anniversary Canadian Flag Event and Markham-Milliken Children's Festival.

Diverse

\$369,300

grant funding provided by **Celebrate Markham** to 97 applicants

Hosted annual **Seniors Roundtable** in June to solicit feedback to improve resident experience

1,600

participants in **Markham Public Library** digital literacy programs including makerspace, AI, & STEM

Completed WW1 & WW2 monument and flag display

at Veteran's Square, in collaboration with Markham District Veterans Association

Everyday Superheroes Exhibition

launched at **Markham Museum** celebrating 132 local individuals and groups. Museum sets single-year attendance record

\$109,000

in **Starter Company** and **Student Summer Company** grants to 14 recipients

Completion of City's **Accessibility Audit**

5,000

participants at annual **Doors Open Markham** across 14 sites

City hosted **84 events** & supported **65 community festivals**



Left to right: Flato Markham Theatre, Yonex Canada Open 2025, and Varley Art Gallery fall opening 2025.

Thriving

Secured multi-year hosting rights of
Ontario Honda Dealers Indy

First race in August 2026 & will be largest sporting event ever hosted in York Region

Hosted **Ontario Big City Mayors Annual General Meeting** in March

Flato Markham Theatre Diamond Series hosted over 210 community rentals to support local productions.
Attendance over 100,000

8 projects successfully piloted as part of **Ontario Vehicle Innovation Network (OVIN) Demonstration Zone**

45,000 attendees at annual **Canada Day** and **Markham-Milliken Children's Festival** events

88 international, national, provincial & invitational events hosted at **Markham Pan Am Centre**

Replaced or Refurbished **8** playgrounds, **17** shade structures, **1** backstop/ outfield fence and **13** tennis/ basketball facilities in existing parks

Varley Art Gallery mounted **8 exhibitions** & recorded highest annual attendance since opening in 1997

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.



100%
for annual **Drinking Water System Inspection** conducted by the Province

39,991 KM
of salting/plowing completed over **32** events using **30** snow plows, **212** road plows and driveway machines

Developed Road Safety Plan
with \$326K federal grant, regional alignment, public engagement, and completion of a technical report and 5-year countermeasures plan

43 KM
of **Road Rehabilitation** completed

\$128.9M
invested to date in **flood control remediation** across Markham

\$4.85M
provincial funding secured to upgrade the Enterprise Stormwater Pumping Station, supporting 16,000+ new homes and improved flood protection in Markham Centre

921
building investigations conducted and **304 violations issued**

26,867 m²
of **Asphalt Maintenance** completed across 334 locations

\$40K
of federal funding secured to participate in **National School Streets Initiative**, with safety implementations planned for 2026

Active Transportation Master Plan design and construction
completed at 7 locations, delivering ~10.4 km of roadway upgrades with new bike lanes & safety improvements



Left to right: Native Tree Planting Program at Bruce Boyd Parkette, new wetland habitat at Milne Dam Conservation Park, and in-stream restoration at Toogood Pond.

Sustainable

30,000+

trees and shrubs planted to create 14 hectares of forested area

80.4%

Waste Diversion Rate

1.4 hectares

of new wetland habitat created at Milne Dam Conservation Park

Year 6 of the 8-year Block Tree Pruning Program.

Elevated mature trees citywide to improve vehicle and pedestrian safety

Smart Building Technology

upgrades underway to reduce emissions, boost efficiency of City facilities

\$175,000

awarded by FCM-administered Green Municipal Fund for an innovative home energy retrofit feasibility study

3 major retrofit projects

completed (Thornhill CC, Clatworthy Arena & Mount Joy CC) totaling nearly \$8.6M, achieving over 65% GHG reductions and up to 35% energy savings



Left to right: Main Street Unionville Restoration project, Barney Danson Park, and Yonge Corridor Secondary Plan open house.



Complete Community

2,062
new housing unit
building permits issued

291
development
applications processed,
with 252 applications
approved, including
151,304 m² of non-
residential development

Implemented
7 Housing
Accelerator Fund
(HAF) initiatives,
leveraging \$58.8M to
support delivery of
1,641 residential units

Substantial completion of
Main Street
Unionville
Restoration

1,517
housing unit **occupancy**
permits issued

Planning & Urban
Design advanced
Secondary
Plan Program:
Markham Road-Mount
Joy, Milliken Centre,
Markville, Yonge
Corridor, Cornell Centre

10.7 acres
of **future parkland**
acquired

Rouge
Valley Trail
Highway 7 Underpass
and Bullock
Extension Design and
Construction completed

Markham Centre
Trail Phase 3
south of Rouge River
from Wardenview
Park to Verclaire Gate
completed



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.

Approval of 2026 Municipal Budget

with a capital budget of \$160.4 million and operating budget of \$309.3 million

\$37.2 million

(E3) Cumulative Savings and Revenue Enhancements, a tax rate increase avoidance of 29%

Government Finances Officers Association (GFOA) Distinguished Budget Award

– 25th Consecutive Year

Hermes Creative Gold Award

for 2025 Budget Book: A Markham Milestone

Government Finance Officers Association Canadian Award for Financial Reporting

- 24th Consecutive Year

Financial Information Return Recognition Award

from the Government of Ontario

Top 5

amongst large Canadian cities for **municipal fiscal transparency** from C.D. Howe Institute

\$3.76 billion

dollars of construction value reviewed & approved

City-wide erosion site inventory and prioritization

completed

12% increase

in City's advertising revenue, 37% in sponsorship revenue

Completed 2025 Tax-funded and Water-rate Lifecycle Reserve Study update

90%

of City's assets are in a good state of performance

\$17.5B

– combined current replacement value of City's assets

Procurement achieved

\$1 million

in negotiated savings and \$1.1 million in negotiated cost avoidance

Key Services

- Animal Services
- Building Permits and Inspections
- Bylaw Enforcement
- Culture and Events
- Economic Development
- Fire Services
- Local Road Maintenance
- Markham Public Library
- Organic, Garbage and Recycling Collections
- Parks and Forestry
- Planning and Development
- Property Tax
- Recreation and Community Centres
- Waterworks Services

Learn more about the different roles of each tier of government at markham.ca/About





Mayor Frank Scarpitti tables Budget 2026: Markham Racing Forward on October 1, 2025



City of Markham Senior Leadership Team



MILE- STONES

35th
Anniversary of the
Markham Civic
Centre – Anthony
Roman Centre



50th
Anniversary of
Thornhill
Community
Centre



40th
Anniversary of
Flato Markham
Theatre



10th
Anniversary of
Markham
Pan Am Centre

40th
Anniversary of
AppleFest
at Markham
Museum



50th
Anniversary of
Heritage
Markham
Committee



Markham Civic Centre Anthony Roman Centre

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