

## **APPENDIX B**

### **BUILDING MARKHAM'S FUTURE TOGETHER 2020-2023 STRATEGIC PLAN**

#### **ADDITIONAL 2022 ACCOMPLISHMENTS**

#### **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.*

#### **Additional 2022 Accomplishments:**

- Successful on-boarding and off-boarding of council members and their assistants.
- Launch of 2022-2026 municipal term of office, including Inaugural Meeting and Swearing-in Ceremony for Members of Council.
- Legal provided advice regarding interpretation of election rules and legislation and assisted with on-boarding of newly elected Members of Council.
- Relaunch of in-person Employee Appreciation Day, as well as other employee networking events.
- Departmental reorganization in various commissions to better allocate resources and find efficiencies.
- Markham added to Federation of Canadian Municipalities' Big City Mayors' Caucus.
- Negotiated and finalized various agreements related to infrastructure projects; municipal access agreements with telecommunication providers; software contracts; grant agreements.
- Successfully defended City's positions in litigation matters and resolved various construction-related disputes.
- Prepared, finalized and registered on title 64 development agreements, subdivision agreements, site plan agreements, model home agreements to facilitate development; developed template agreements to improve processing efficiency.
- 28 Circulation reports; 15 permissions to enter agreements for external parties and 8 permissions to enter agreements granted to the City; 5 new leases/licences, 20 lease/licence extensions, renewals or amendments and 4 lease/licence assignments.
- Implemented New OMERS program targeted at Non-Full Time Staff.
- Finalized MOU with York University for multi-year collaboration to develop employment/study opportunities for York U students and provide Schulich School of Business executive programs for City staff.
- Markham Fire & Emergency Services created the 2nd Rescue Team (SORT) to provide more lateral opportunity for front line staff while increasing our levels of service.
- Completed Cornell Parking Garage Rehabilitation, 300kW of roof top solar PV at Aaniin Community Centre & Library, Reesor Park Tennis Domes, and Milliken Mills Lobby Enhancement, roofing program (including Markham Train Station).
- Proactively engaged key ratepayer groups and community groups in over 200 local meetings to promote awareness of bylaw services and requirements and to address specific local issues.
- Deployment of Hyper-Converged-Infrastructure (HCI) platform and migration of 50+ Virtual Servers to HCI Platform.
- Deployment of CISCO Application Centric Infrastructure (ACI) – Top of Rack Switches to facilitate dynamic infrastructure management.
- Major version upgrade of AMANDA application completed adding new features and functions, better administrative tools and ensuring support compliance.
- Replacement of unsupported solution (Parksmart) with an up-to-date robust solution (Gtechna) that includes improved software and allows for use of mobile technology (eliminating Hand Held Terminals).
- Provided the necessary technology preparations and support for the 2022 Municipal Election, including support for on-line voting
- Animal Care Services received 2631 calls, increased new animal licenses by 12%, assisted in reunification of 163 cats and 111 dogs. 308 wild animals relocated.
- Implementation of Coyote Response and Coexistence Strategy-including hosting public information session.

- Moved all new/renewal applications across all mobile and stationary platforms to an online format including those for PTC/Tow Truck Companies & Driving Instructor categories and began implementation for online payments.
- Processed sign permit applications for the Federal, Provincial and Municipal elections.
- Implemented the new Mobile Licensing By-law, which included significant changes to the existing frameworks, but was highlighted by the addition of the inclusion of Private Transportation Companies (PTCs).
- Emergency Extended and After Hours Contact Centre Service made available for Markham residents and customers during extraordinary events.
- Launched a new waste collection contract with Miller Waste Systems, which started on March 1, 2022, and featured a new fleet of collection vehicles and new collection methodology to prepare for the upcoming legislative changes to the Blue Box Recycling program.
- Implemented the new Enterprise Asset Management (EAM) system Lucity, to replace HANSEN and other ad-hoc programs by providing an overarching scope and enhanced automation, resulting in the completion status of the locates with Ontario One Call improving from 10% to over 90% for waterworks locates.
- Markham Public Library invested in staff training, engagement and organizational culture to support recovery of branch operations.
- Successfully managed two unprecedented major storms including the winter weather event on January 17, 2022, which brought 46+cm of snow accumulation within a 24-hour period that required the activation of 2 full-network plows; and the wind storm on May 21, 2022, which caused the loss of over 600 mature trees and triggered the assistance of 6 contacted crews plus City arborists 7 days a week until the removal of debris and damage was completed.
- Completed complex negotiations and execution of the new MAA terms and the newly proposed Municipal Consent permit fees with 5 telecom companies, followed by MAA negotiations with the remaining 3 telecoms in 2023.
- To address recreation industry staffing shortage, a number of strategies were created, including staff recruitment campaigns. Marketing efforts included the implementation of job ads, road signs, social media content, marketing videos, free training and numerous other incentives (i.e. fitness memberships).
- Transitioned Aaniin Community Centre from January to May into a Mass Vaccination Clinic managed by Markham Recreation staff in partnership with York Region Public Health staff.
- In 2022 the following 2020 Development Review Process Recommendations were completed: 9 Terms of References, updating the City's Planning webpages with a focus on key information required and steps for various types of development applications, and defining and documenting development review-related roles and responsibilities to reduce process inefficiencies.
- Received and circulated a total of 408 development applications (pre-consultation, official plan amendment, zoning amendment, plan of subdivision, site plan control, plan of condominium, minor variance, consent).
- Approved a total of 303 development applications (pre-consultation, plan of subdivision, site plan control, plan of condominium, minor variance, consent).
- Approved a total of 1,197 residential units and 86,907 m<sup>2</sup> of non-residential development (site plan control).
- \$150,000,000 of new infrastructure reviewed, approved by Engineering staff and under construction to support growth in Markham.
- Engineering reviewed and processed over 688 development submissions to support growth in Markham.
- Implemented new Infill Residential Maintenance fees along with changes to a number of procedures including additional mandatory inspections, fencing requirements, registration on title of Orders related to infill and a dedicated infill building inspector.
- Created and implemented a new Standby On-Call Special Investigation program to Support Fire and Emergency Services and York Regional Police where possible unsafe building conditions are identified after normal business hours.
- Building Standards completed all testing, participated in new product cut over and changes to all internal operating procedures and guides related to the new AMANDA 7 product. Provided staff training.
- Building Standards met and/or exceeded all Ontario Building Code mandated timelines for complete applications.

Building Standards provided in excess of 600 hours of zoning review in support of development applications.

- Supported 43 research requests from residents using the archival resources. As well as 7 internal requests for research from Heritage department, Varley Gallery, and others.
- Economic Growth participated in the configuration and development of the Xplor software which will launch in Fall 2023.
- Delivered updated development concept and completed Dennison Go Feasibility study. Council endorsed next steps including finalizing the development concept and preparing Secondary Plan policies.
- Issued building permits for 2200 New Dwelling Units. Represents a 21% increase from the 5-year average.
- Issued 1790 new dwelling unit occupancies. Represents a 35% increase from the 5-year average.
- Coordinated with departments across the organization to prepare a municipal response to the More Homes Built Faster: Ontario's Housing Supply Action Plan, 2022 and the More Homes Built Faster Act. Resulted in Council adoption of City of Markham comments for submission to the Province.

## **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.*

### **Additional 2022 Accomplishments:**

- Economic Growth hosted 61 small business seminars supporting 2,236 entrepreneurs.
- Markham and York University signed a Memorandum of Understanding (MOU) that builds on setting out a wide range of initiatives and projects in strategic areas of engagement and co-operation including: experiential learning and employment opportunities, economic growth, continuing and professional development, and research and innovation.
- Hosted a sports equipment donation drive and facilitated the delivery of sports equipment, construction equipment and sanitation/touchless solutions to Eabametoong First Nation.
- Assisted in the procurement of fleet vehicles for Eabametoong First Nation.
- Worked collaboratively with Eabametoong staff and consultants to prepare a federal grant application, as well spearhead conversations with the federal government on the upcoming application to ensure its success.
- Redesign of YourVoiceMarkham website. The new site now features a rotating banner to highlight featured items, as well as a cleaner look and feel, making it even easier for residents and interested stakeholders to find projects and engage with respective project pages on the site.
- Advanced digital journey of Corporate Communications department, further shifting away from traditional forms of media and prioritizing digital products and initiatives.
- Commemorated second annual Truth and Reconciliation day with a ceremony with a guest speaker and flag raising.
- Opportunity to teach diverse youth about the different job opportunities at available at the City of Markham, hosted by DEI Office and in partnership with People Services.
- Implemented a variety of outreach programs targeted at youth, students and diverse candidates.
- Implemented a new By-law Newsletter that is released quarterly to provide information to residents and ratepayer groups on by-law related matters for each season.
- Proactively engaged key ratepayer groups and community groups in over 200 local meetings to promote awareness of by-law services and requirements and to address specific local issues.
- Three van loads of food donations were collected by By-law and Regulatory Services and delivered to the Markham Food Bank and one van load of toys was collected and delivered to the Salvation Army as part of the Fire Services Toy Drive.
- Markham Public Library launched various initiatives in support of Markham's Updated Diversity Action Plan and Anti-Black Racism Plan, including inclusivity audits of library materials informing improvement plans for digital and print content, with focus on Black Heritage, functional literacy, those with print and other disabilities, autism and dementia.

- Markham Public Library launched programs and events supporting marginalized communities (such as BIPOC), including book clubs and community conversations related to Diversity Equity Inclusion issues on local and global levels.
- Markham Public Library advanced Truth and Reconciliation policy through an updated land acknowledgement (developed in collaboration with the City's Indigenous consultant) now incorporated into Library programs and events, panel discussions and speaker events, and updated Indigenous terminology in the library catalogue to reflect current best practice.
- Secured federal Main Street funding and launched the innovative Library Trail project to leverage library branches as civic assets to provide information, programs and equipment to promote trail use and foot traffic in support of the economic recovery of local Main Streets.
- Trained 2,685 candidates through Aquatic Leadership Programs to certify as lifeguards and swim instructors and relaunched the YRDSB Partnership Leadership Program in Fall 2022 to provide 18 York region high school students with aquatic certifications needed to become future lifeguards and swim instructors.
- Successfully launched our new Swimmer Plus program at Angus and Cornell pools in Fall 2022.
- The Lifesaving Club of Markham continued its successful program with a total of 929 participants.
- Since reopening in March 2022 the Markham Pan Am Centre hosted 71 events and welcomed 375,000 participants and spectators to numerous national and international events.
- Responding to the rising interest of Pickleball in Markham, Recreation staff negotiated, developed and implemented the first Community Pickleball Policy that supports the 1st pickleball club in Markham that is aligned to Pickleball Canada's Long Term Player Development model.
- Successfully relaunched in-person camps that were highly subscribed. This included the relaunch of Inclusion Camp Services to children with special needs. Due to staffing challenges and an overwhelming need for inclusion programming, Recreation Services coordinated with numerous community agencies and York Region and was able to support 43 families for 2022 inclusion camp services.
- Reopened Aaniin, Centennial, and Cornell Fitness Centres.
- Community outreach included partnering with Unionville BIA Summer of 2022 to lead Yoga and Zumba classes and participated in the 2022 Summer Open Streets Initiative to lead group fitness classes.
- Recreation led the re-establishment of the City's volunteer management system re-establishing the online training and volunteer management software (Better Impact) and worked with numerous departments (Library and Culture) to promote volunteer opportunities to the community.
- Park and Play program conducted 25 visits to community and camp locations across the City of Markham, where the activation team offered community activities while promoting Recreation offerings to residents.
- Completed and opened 8 new Parks totaling approximately 44 acres of public parkland.
- Cornell Community Park was completed and opened to the public. This 33-acre community park is now one of the largest public parks in the city.
- The High Frequency Rail (HFR) is a Federal Government proposal for an electrified intercity passenger rail service from Toronto to Quebec City. With support from York Region, a strategic business case for an HFR station in Markham was completed through strategic, economic, deliverability and operational lenses.
- Building Standards and Economic Growth provided external customer service outreach seminar: Navigating the City of Markham Zoning and Building Permit Processes.
- Reopened all three Markham cultural facilities (Flato Markham Museum, Varley Art Gallery and Markham Museum), rebuilding programming and community connections.
- Rebuilt and delivered summer camp programs at all three cultural facilities. Performing Arts Camps attracted 600 children and were sold out at the Theatre. Museum camps attracted 538 children and were at over 90% capacity. The Gallery delivered 30 weeklong camp programs that were at over 90% capacity. In addition to summer camp, March Break, PA Day and winter break camps were also delivered at the Museum and Gallery.
- Expanded fundraising and sponsorship for Flato Markham Theatre, including \$150,000 through the return of the Annual Gala, \$125,000 from Flato Developments for the Markham Performing Arts Awards and new Broadcast Series, as well as another \$150,000 in funding for online broadcasting and audience engagement.
- The Diamond Season ran from February to June 2022 and the full season kicked off September 2022 and will run through May 2023. In 2022, the season has had an Audience Satisfaction Rate of 92% and the Net Promoter Score (NPS) of 94. Attendance had been at 85% for the fall of 2022, which has been a good result given the state of the market.

- A range of events were delivered by staff as the museum helping to reactivate and engage the community. Developed a storytelling approach to promoting the museum on social media resulting in an increase in engagement and followers. Relaunched paid admission to the museum grounds and for museum group visits/education programs.
- Signed agreement with York University regarding process to install major photo-mural on West façade of Pan Am Centre. Sourced and contracted vendor for second largest photo mural frame in the GTA. First iteration of 4 over 2.5 years to be installed spring 2023.
- Launched inaugural Our Park Community Grant Project with York Region Arts Council to animate underserved areas of the City. Project will take place in Ada MacKenzie Park, Ward 8. Winner selected, agreement signed. Project to take place May 2023.
- The Varley Art Gallery reopened in February 2022. The Gallery mounted a full schedule of exhibitions: Refracting the Lens Part I, Karen Tam: With wings like clouds hung from the sky, Gathering Fictions: A Dialogue on Painting, Refracting the Lens Part II and Chun Hua Catherine Dong.
- The Gallery was recognized for this work with 3 prestigious GOG (Galleries Ontario – Ontario Galleries) awards at the 45th annual Award Gala for 2021 projects including: curatorial writing for Elusive Desires, art publication How to be a Chinese Ally and best exhibition design and installation for Elusive Desires.
- The Art Gallery celebrated its 25th anniversary by launching a mural competition then commissioning and installing a large, inaugural photo mural, Quiet Resistance – Reclaiming Space by artist Don Kwan in the Varley courtyard. The Gallery relaunched art classes offering 68 individual courses each with multiple sessions, and 21 adult workshops. The Gallery offered 99 individual drawing workshops for schools tied to the Ontario curriculum with a combined attendance of over 29,000.
- Supported 65+ business related requests to serve existing companies in key growth sectors including advanced manufacturing, autotech, green industry, ICT, Professional Services and others.
- Supported 8 business expansions (4 new FDI projects including Syntronic, Astera Labs, CWB and Vimaana; and 4 expansions through non-res development applications including Qualcomm, Standardbio, Kinark, Marine Magnetics).
- Partnered with York Region and Markham companies to deliver a City program at Collision - North America's largest tech conference to promote Markham's tech cluster and new global expansions that landed in Markham. Executed an effective marketing program to promote Markham and attracted over 200 people coming by Markham's booth at conference.
- Curated and produced 12 Markham Business eNews issues and leveraged social media channels (Linkedin, facebook and twitter) to promote business and company news.
- The Urban Design department worked with SPH Planning and Consulting to provide a technical update to the City's Accessibility Design Guidelines which was first introduced in 2011.
- Official unveiling of Anwebi Aki – Seven Grandfather Teachings public art installation at Aaniin Community Centre. Seven of the thrones represent the Seven Indigenous Grandfather Teachings of respect, love, courage, honesty, wisdom, humility and truth.

### **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.*

#### **Additional 2022 Accomplishments:**

- Installation of the Fire Alarm Training Prop at the Training Centre. Provides hands on training for MFES Staff and possibly future training opportunities with our internal City partners.
- Completed the Community Benefit Charge (CBC) and associated strategy as per Bill 108 & Bill 197.
- Earned two (2) awards from ClimateWise: Top Ranked Municipal Buildings Award – Flato Markham Theatre, and Greenhouse Gas Effective Action Plan.
- Completed Arena Refrigeration control system upgrade for 7 Recreational Facilities, with enhanced remote access and energy monitoring/metering added supporting Digital Markham initiatives by using Smart Building technology
- Hosted Markham Celebrates Earth Month virtual event which featured the Power.House Hybrid (PHH) Pilot Project, with an opportunity to speak with project partners and funders including Alectra Utilities,

Enbridge, Toronto Metropolitan University (formerly Ryerson University), Natural Resources Canada, and PHH participants.

- Launched Power.House Hybrid Pilot with Alectra Utilities and Enbridge Gas to test decentralized, cleaner power generation options.
- Installed 22 new EV charging stations across the City at community centres and public spaces in partnership with Alectra Utilities, through the Zero Emission Vehicle Infrastructure Program (ZEVIP) lead by Natural Resources Canada.
- Launched board game “Grocer’s Gambit” created by Youth Challenge International’s youth team in collaboration with Markham Public Library at a virtual event with the Mayor.
- Created a School Zone Safety Pamphlet that was comprised of the 7 common languages spoken in Markham and conducted several School Safety initiatives.
- Implementation of Coyote Response and Coexistence Strategy-including hosting public information session.
- Completed the SCADA Master Plan to provide a 10-year vision and the new Sewage Pumping Station standard to provide explicit requirements to developers to support new subdivision planning and construction.
- Achieved full compliance on: 1) External DWQMS Audit of the city’s Water Distribution System; 2) Achieved 100% compliance from Purchasing Audit; and 3) inspection conducted by the Ministry of Environment, Conservation and Parks.
- Launched a new waste collection contract with Miller Waste Systems, which started on March 1, 2022, and featured a new fleet of collection vehicles and new collection methodology to prepare for the upcoming legislative changes to the Blue Box Recycling program.
- Held six successful compost events over a 3-week period in September which attracted over 2,500 resident registrations to pick up bagged compost.
- Enhanced public education and promoted departmental reputation by creating educational videos, such as a Blue Box Overview, to be used as content for social media and the city's website.
- Implemented the new Enterprise Asset Management (EAM) system Lucity, to replace HANSEN and other ad-hoc programs by providing an overarching scope and enhanced automation, resulting in the completion status of the locates with Ontario One Call improving from 10% to over 90% for waterworks locates.
- Strengthened business continuity and community resilience by joining a network of municipal water utilities to receive emergency response support and mutual aid.
- Ramped up LDD response to protect trees by removing egg masses from over 29,000 City trees, treating over 150 significant trees with injections, providing enhanced monitoring and reporting in collaboration with the York Region team, and distributing over 2,000 free LDD kits to residents.
- Developed a Fleet Replacement program that reflects the City’s green fleet initiatives and the timely replacement of equipment and vehicles.
- Accelerated the completion of the final year of a 3-year Block Pruning program by three months through a \$723,000 ICIP grant to offset the cost of the \$3 million program.
- Council endorsement (May 2022) of Sustainability Metrics for implementation as a green development standard through site plan and plan of subdivision applications, including a pathway to net zero energy buildings by 2030.
- Council endorsement of the updated Special Policy Area boundaries. This project ensures the latest floodplain delineation is used to guide development and redevelopment in the Unionville community.
- Third annual report of performance indicators that measure and track the progress of the Official Plan’s policy objectives, provides input to further policy review and development, and assists in monitoring growth targets. Data was available and updated for 20 of the 29 indicators. The thematic areas are Sustainable Growth, Protecting the Natural Environment, Building Complete Neighbourhoods, Increasing Mobility Options, and Maintaining a Vibrant and Competitive Economy.
- In 2022 the following 2020 Development Review Process Recommendations were completed: 9 Terms of References, updating the City’s Planning webpages with a focus on key information required and steps for various types of development applications, and defining and documenting development review-related roles and responsibilities to reduce process inefficiencies. A review of Markham’s Development Review Process was completed in 2020 through the Provincial Audit and Accountability Fund to help municipalities be more efficient and modernize service delivery. In 2021 there were 9 recommendations implemented.

- Coordinated City comments that led to Council resolutions on the proposed Bridge Station Transit Oriented Community and proposed enhanced Minister's Zoning Order in the Langstaff area.
- Coordinated and prepared extensive City comments on the draft York Region Official Plan that were endorsed in April 2022.
- The York Region District School Board, in partnership with the City, completed an innovative pilot program consisting of a series of traffic engineering and community engagement measures to improve walking and cycling conditions leading to 9 elementary schools.
- Staff developed and established, for the first time, a formal program to review, re-time and optimize Markham's traffic signals on a two to five-year frequency to improve traffic flow.
- Return of Markham Cycling Day in September 2022.
- Completion of 10 sidewalk construction projects.
- Staff worked together with York Region and Richmond Hill in completing the detailed design for the Highway 404 Mid-Block Crossing North of 16th Avenue between Leslie Street and Woodbine Avenue.
- Staff worked with Metrolinx Partners in completing the Stouffville Rail Corridor Grade Separations TPAP, New Track & Facilities TPAP, and Electrification TPAP addendum laying out the requirements and preliminary designs needed to support the GO Expansion Program on the Stouffville Rail Corridor.
- Staff worked together with Metrolinx and City of Toronto partners to complete the construction of the Steeles Grade Separation allowing Steeles Avenue to run under the Stouffville Rail Corridor at Steeles Avenue. Construction Works began in 2018 and was substantially completed in 2022.
- 383,250 m3 of storage secured to manage stormwater run-off resulting from development to minimize impacts downstream. The volume of storage reviewed and secured is equivalent to 153 Olympic sized swimming pools.
- Building Standards created and implemented a new Standby On-Call Special Investigation program to Support Fire and Emergency Services and York Regional Police where possible unsafe building conditions are identified after normal business hours.
- Building Standards Developed 11 new Standard Operating Procedures for Plans Review and Inspections to assist staff in understanding complex code issues and set policy. Updated 15 existing Standard Operating Procedures.
- New mandatory monthly reporting requirements where Building Standards notifies Fire and Emergency Services of all permits issued with Lightweight construction elements.
- Proactive inspections to follow up and review inactive issued permits. This reduces the department liability associated with carrying inactive permits and increases public safety in the built environment. Closed 3000 dormant inactive permits.
- Conducted 864 building investigations in response to citizen initiated complaints. Investigations resulted in the issuance of 322 Building Violations. Issuance of 32 unsafe orders. 21,014 Building Code Deficiencies cited prior to permit issuance.
- 36,000 inspections conducted all within legislated timeframe. Total represents an increase of 10,000 inspections from 2021.

#### **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.*

#### **Additional 2022 Accomplishments:**

#### **Goal 4: Stewardship of Money and Resources:**

- Land and easements in Cornell to facilitate development and new Regional Bus Terminal.
- The Government Finance Officers Association (GFOA) recognized Markham with two prestigious awards – the Distinguished Budget Presentation Award, for the 21<sup>th</sup> consecutive year, and the Canadian Award for Financial Reporting, for the 20<sup>th</sup> consecutive year.
- Implemented use of DocuSign to improve the timeliness and ease of obtaining signatures and approvals for offer letters, new hire forms etc.

- Implemented a new online platform (X-Ref) for completing new hire references resulting in a reduction in time to complete and validate references, ensuring value of reference feedback and reduction of overall costs.
- Reviewed and approved RFP for Benefits Carrier resulting in a decrease in administrative costs and premiums.
- Spec/Order of the Auxiliary Fire Apparatus equipped with Drago Cannon, ultra-high pressure hose system, and 47 kW generator.
- Increased the total number of properties enrolled in the ePropertyTax Online Portal from 22.8% (Dec 31, 2021) to 25.6% (Dec 31, 2022). The annual increase stabilizes future postage and printing costs resulting from growth and more importantly provides property owners on-demand 24/7 convenient access to tax information.
- Completed phase one (1) of project to replace Xerox equipment with updated Ricoh MFD devices.
- Completed a Cyber Security Audit for the SCADA System in partnership with the ITS Department
- Successfully accomplished the major first implementation phase (1a) of a new enterprise wide solution to manage the City's assets and their lifecycle through launch of the Lucity EAM application (now in operation in Waterworks). Subsequent phases are underway for Operations (Phase 2), and Recreation/SAM/ITS and Engineering (Phase 3). Full implementation will allow retirement of several smaller applications through consolidation under the EAM platform. This multi-year project will continue into 2024.
- Implementation of new CIMCO 6000 Hub, which allows remote and SMART monitoring of City's refrigeration ice plants.
- A multi-year development of a Citywide Parking Strategy Study has been initiated based on a set of Council-approved terms of reference. The Parking Strategy is expected to provide direction on how parking in the City is to evolve over the next 20 to 30 years through an overall policy framework, a series of parking strategies, and an organizational, governance and business/financial model.
- Issued construction value of 2.052 Billion dollars in building permits. Represents a 48% increase from the 5-year average.
- Relaunched rentals and programs at the museum, resulting in return to revenue generation with weddings, corporate and community events. Secured a \$100,000 grant through Central Counties to support the delivery of new events programming at the museum.
- Implemented a client relationship management system to support the economic development team and their support of Markham businesses.