



City of Markham 2024 Highlights

MARKHAM
IS MORE





Land Acknowledgement

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

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



National Public Works Week celebration at Miller Yard.

Markham City Council (2022–2026)

Front Row L to R:

- Ward 8 Councillor **Isa Lee**
- Ward 6 Councillor **Amanda Yeung Collucci**
- Ward 4 Councillor **Karen Rea**
- Ward 7 Councillor **Juanita Nathan**

Middle Row L to R:

- Regional Councillor **Alan Ho**
- Deputy Mayor **Michael Chan**
- Mayor **Frank Scarpitti**
- Regional Councillor **Jim Jones**
- Regional Councillor **Joe Li**

Back Row L to R:

- Ward 1 Councillor **Keith Irish**
- Ward 3 Councillor **Reid McAlpine**
- Ward 5 Councillor **Andrew Keyes**
- Ward 2 Councillor **Ritch Lau**



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 |
| 2024 Citizen Satisfaction Survey | 17 |
| Key Services | 18 |

Message from the Mayor



Markham is More, and in 2024, we showcased how much more we have to offer. Home to leading-edge innovation, thriving communities, and a diversity of people and places, Markham led the way once again in reaffirming itself as one of Canada's premier municipalities. The City of Markham continues to be resilient, innovative, and a fiscally prudent municipality. The achievements of the City of Markham in 2024 are a reflection of our commitment to delivering exceptional services. One of the highlights was the opening of York University's Markham Campus, it was a pleasure to welcome the first cohort of students to this iconic landmark.

We are proud to be Canada's most diverse city and to be home to residents representing a vast array of cultures and ethnicities from all over the world. Showcasing the history of the Chinese-Canadian community, Markham Museum's *Standing in the Doorway* exhibit, in partnership with York Region District School Board, has received numerous accolades and recognitions, including the Governor General's History Award for Excellence in Community Programming.

We are committed to our Truth and Reconciliation journey at the City of Markham and maintain our strong partnership with Eabametoong First Nation. In 2024, the City hosted the 50th Little Native Hockey League Tournament (LNHL), which saw over 5,000 young Indigenous athletes participate. The tournament also had an \$8 million positive impact on Markham's economy. After such a resoundingly successful event, the City signed an agreement with LNHL to host the tournament in for the next three years.

Markham is committed to working alongside our federal and provincial partners, as well as the development industry,

to streamline the review and approval process to build more homes. In 2024, we issued a record 4,216 building permits. We remain steadfast in our efforts to support our Housing Pledge in line the targets set for Markham by the Province of Ontario. As a City, we are committed to delivering a range of housing types to ensure everyone has a place to live.

Following the success of our flood control and stormwater enhancement program in Thornhill we have expanded the program to Markham Village. Developing complete communities with parks and trails remains a priority. In 2024, we completed the Markham Centre Trail, from Warden Avenue and Enterprise Boulevard to Verclaire Gate, with the next phase now in the design stage, running from Highway 7, north to Apple Creek Boulevard and west to McIntosh Drive.

As Mayor I have been a strong advocate for changes to recent Provincial legislation that had a significant financial impact to municipalities. After months of engagement with the Provincial government, in June of 2024 the Province reversed key aspects of legislation which reduced the potential financial impact to Markham's budget by \$56 million.

2024 marked the 230th anniversary of our community—for 230 years we have lived up to our City's motto *leading while remembering*. Markham is undoubtedly a great place to live, work, and raise a family. Every week I witness how proud people are to call Markham their home. Markham is more, thanks to each and every one of you for making it so.


Frank Scarpitti
Mayor

Message from the CAO

The City of Markham is an award-winning municipality committed to delivering high-quality programs and services. We are a City focused on fostering a culture of innovation and modernization, delivering exceptional services by exceptional people, while providing good value for the tax dollar. I am delighted to present you with a report showcasing our accomplishments from 2024.

The City is well on its way to accomplishing the goals and actions identified in our Strategic Plan. In 2024, we approved our updated strategic plan, which features several new actions. Thank you to Members of Council and the public for their valuable feedback during our consultation process.

In 2024, the City launched the Good Neighbour Guide, providing important information on City services and programs, along with beneficial community living tips, in an all in one easy to access document. Through Celebrate Markham, we provided \$276,000 in funding to 57 applicants, supporting community events and festivals that bring our residents together and create a sense of belonging in our City.

We received \$58.8 million from the Housing Accelerator Fund to support the delivery of 1,641 residential units in Markham. Last year, we also had a record-breaking year in issuing building permits, reflecting our commitment to supporting the development of homes and infrastructure. We also launched our Transportation Master Plan Study, which will help us create new policies and strategies that support growth while ensuring that our transportation network is sustainable, accessible, and effective.

Our Excellence through Efficiency and Effectiveness (E3) program saved over \$700,000 in negotiated savings during procurement processes and had \$36.2 million in cumulative savings and revenue enhancements, allowing us to reinvest in the services and programs that matter most to our residents. We launched the 2025-2029 Markham Multi-Year Accessibility Plan, highlighting our commitment to a barrier free Markham.

Here at the City of Markham, we have a passionate and hardworking group of city builders who prioritize the interests of our residents and businesses. In 2024, we were proud to once again be recognized as one of Canada's top employers on Forbes' annual list. The City of Markham also received the Canadian Award for Financial Reporting for the 23rd consecutive year and was also awarded Platinum certification from the World Council on City Data. In 2024, we also received a number of awards and accolades for many of our programs, services, and initiatives, including Project of the Year from the Ontario Public Works Association for our Enterprise Asset Management Data Model.

I am proud of the extraordinary progress in achieving the goals established in our strategic plan. I look forward to sharing more of our progress in 2026.



Andy Taylor
Chief Administrative Officer



Building Markham's Future Together

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



Exceptional Services by Exceptional People

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



Leveraging Technology

Successful launch of
City's new website
with improved services & focus
on accessibility

21.1 million
views on social media

Launch of user-friendly
MappIT application
for information on
development activity

Gift Cards that can be used
for the purchase of **Recreation,
Culture and Library Services**

**11 citizen satisfaction
service surveys**
were undertaken

9.7 million
website visits

125,000
visits to YourVoiceMarkham and
16 new projects featured

5.5 million
average monthly views of City
advertising on railway and highway
digital screens

**10 new digital
information screens**
in community centres

**Modernized customer
payment system**
to enhance security and reliability
of transactions



Service Excellence

Finance delivered **two municipal budgets** (2024, 2025) within calendar year

236

development applications approved

12,400

illegal signs removed by **By-Law and Regulatory Services**

9,501

emergencies and fires responded to by **Markham Fire and Emergency Services**

18 acres

of new parkland acquisition negotiated

Expanded **Active School Travel Program** and launched the development of a **School Zone Safety Guide**

94% positive outcome for lost cats, **98%** positive for lost dogs

Completion and launch of **Markham Multi-Year Accessibility Plan 2025-2029**

80% of residents agree that the City delivers quality services to residents



Recognitions



Platinum Level

Certification awarded to the City by WCCD for a fifth consecutive year

Project of the Year

from Ontario Public Works Association for Enterprise Asset Management – Data Model

Technology Showcase Award

from Ontario Public Works Association for Cityover AI in road maintenance

Economic Developer Council of Ontario Award

for OVIN Demonstration Zone

CIO Award

for IT Innovation and Business Value

Markham Museum Standing in the Doorway: Lived Histories and Experiences of the Chinese Community:

2024 Governor General's History Award for Excellence in Community Programming

2024 Canadian Museum Associations Outstanding Achievement in Audience Outreach Award

Ontario Museum Associations Award of Excellence in Programs

Archives Association of Ontario Institutional Award

Varley Art Gallery and Markham Public Art

win two Galleries Ontario awards for Woodland Boogie Woogie 6 and Lost and Found

Municipality of the Year by Festivals & Events Ontario

Top Municipality 2024

Canada Day

Markham-Milliken Children's Festival

AppleFest

Engaged, Diverse, Thriving and Vibrant City



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



Engaged

Good Neighbour Guide
launched with helpful community
living tips and information on City
services & programs

80

City-organized community events

4.5 million items

borrowed and **1 million ebooks**
borrowed at **Markham Public Library**

190,000

attendees and program participants
to **Markham Museum, Markham
Flato Theatre and Varley Art Gallery**

9.2 million visitors

to community centres,
a 20% increase since 2023

35,000+

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

6 unique exhibitions

hosted in 2024 at **Varley Art Gallery**
with record attendance

**Organized a Sports
Equipment Drive**

to support youth programming in
Eabametoong First Nation

4 permanent

and **8 pop-up**

off-leash dog parks with
\$2.8 million allocated to date



Left to right: Markham-Milliken Children's Festival, "Markham is More" banners, LNHL tournament and Every Child Matters Flag raising.



Diverse

60 Proclamations

and community flag raisings commemorating dates of significance

\$109,000

in **Starter Company** and **Student Summer Company** grants to 27 recipients

Girls in STEM

mentorship program at Markham Public Library & STEM Community Club partnership with York University Engineering

Launch of City's

'Markham is More'

banner program celebrating local heroes and places of attraction

Free seniors art workshop series offered by Varley Art Gallery

Hosted 50th anniversary of Little Native Hockey League tournament

with record number of participants - \$8 million positive economic impact to Markham

Celebrate Markham provided over **\$276,000 in grant funding to 57 Applicants**

Markham Museum & First Peoples Group completed phase one of **Markham Indigenous Histories Research Project**

Newcomer Study Squad at Markham Public Library to support newcomers to Canada



Premier Doug Ford, York University President and Vice-Chancellor Rhonda Lenton and Mayor Frank Scarpitti cut the ribbon to open York University Markham Campus (left), Olympics & Paralympics Celebration (middle), Roy Ramer Park (right).



Thriving

80

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

Officially opened York Region's first public university, **York University Markham Campus**

Supported the development of **1.7 million square feet** of employment space

4 new parks totaling 28 acres

Hosted **Ontario Big City Mayors Fall Meeting** at Markham Civic Centre

Hosted an Olympics & Paralympics Celebration featuring Canada's most-decorated male Olympian **Andre De Grasse**

Markham Centre Trail Phase 3 from Wardenvue Park to Verclaire Gate completed

Launched new brand guidelines including City's secondary logo and slogan **"Markham is More"**

5 Local Business Area Profiles created on the Markham Business website to facilitate data driven support for companies

Expanded Markham Park and Play Fun Tour bringing free activities and games to neighbourhood parks during the summer months

Safe, Sustainable and Complete Community



We strive to achieve complete communities with an excellent quality of life. We ensure community safety and enhance the natural environment and built form through sustainable integrated planning, infrastructure management, and services.

Safe

100% for Annual Drinking Water System Inspection conducted by the Province

17,892 m² of **Asphalt Maintenance** completed across 491 locations

57 KM of **Road Rehabilitation** completed

31,392 KM of **salting/plowing** completed over **32** events using **30** snow plows, **126** road plows and driveway machines.

Maintained 100% of all regulated timeframes for building code review

6 new fire trucks and apparatus deployed

1,023 building investigations conducted and **321** violations issued

17 park playgrounds refurbished to enhance accessibility

200+ Ontario Building Code training documents updated for customers and the general public

Completed consultations and design for traffic calming measures for

Carlton Road and Main Street Markham

87% of residents agree that Markham is a safe city



Markham Cycling Day (left), Markham By-law Enforcement Officer (middle), and newly constructed wetland at Robinson Creek (right).



Sustainable

\$6.4 million

in federal funding for green retrofits to Mount Joy Community Centre, Thornhill Community Centre and RJ Clatworthy Arena

800+

attendees at annual **Cycling Day**

80%

Waste Diversion Rate

8,500+ Trees and Shrubs

planted to create 4 hectares of forest

5-Year Corporate Energy Plan

that sets out energy reduction goals and pathways

\$112.8 Million

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

Completed the Natural Heritage Management Study

that sets out to improve City-owned woodlands, wetlands and meadows.

City's first fully-electric Zamboni deployed

to Milliken Mills Community Centre

Launch of Ontario Vehicle Innovation Network Demonstration Zone

including introduction of eScooters and eBikes in Markham Centre



Scooty Demo Event (left), high-rise building under construction (middle, file photo), resident dropping off Styrofoam at Markham Recycling Depot (right).



Complete Community

4,216

new housing units building permits issued – **a new record for Markham!**

New 404 Mid-Block Crossing Construction

launched between Major Mackenzie & 16th Avenue

Completed transportation component of **Markham Road-Mount Joy and Milliken Centre Secondary Plans**

Completed business case for a **potential Markham station for the Federal High Frequency Rail program.**

Completion and council approval of **the Comprehensive Zoning By-law**

1,667

housing units occupancy permits issued

Launched Transportation Master Plan

study to develop policies to support growth including a micro-mobility strategy and complete street design guidelines

Initiated implementation of **\$58.8 million Housing Accelerator Funding**

designed to increase the supply and deliver 1,641 residential units across 7 initiatives.

Construction Launch of **Main Street Unionville Restoration**

85% of residents agree that Markham's roads are in good condition

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.



\$36.8 Million

cumulative savings and revenue enhancements through **E3 Program**, a tax rate increase avoidance of 29%

31% Residents

enrolled in **eProperty Tax Online Billing**

A- rating

(highest ranked municipality in Ontario) for **municipal fiscal transparency** from **C.D. Howe Institute**

1,800+ water meters

repaired and replaced

13% increase

in City's advertising revenue and sponsorship portfolio

Procurement achieved **\$728,000 in negotiated savings** and **\$537,000 in negotiated cost avoidance**

\$2.19 billion

of construction value reviewed & approved

Canadian Award for Financial Reporting

– 23rd Consecutive Year

Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award

– 24th Consecutive Year

Hermes Creative Platinum Award

for 2024 Budget Book:
A Strong Markham

Financial Information Return Recognition Award

from the **Government of Ontario**

71% of residents agree

that City services provide good value for their tax dollar



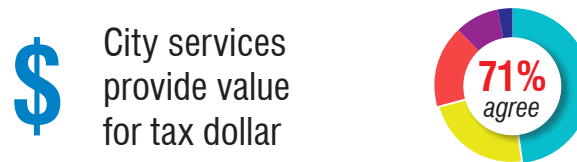
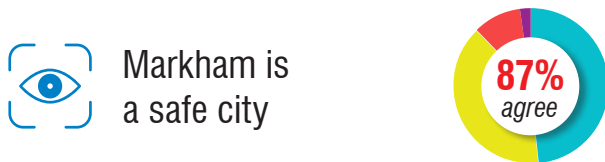
2024 Citizen Satisfaction Survey



93% residents
are satisfied with quality
of life in Markham

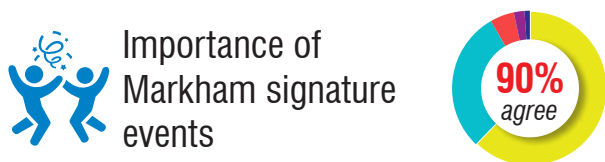
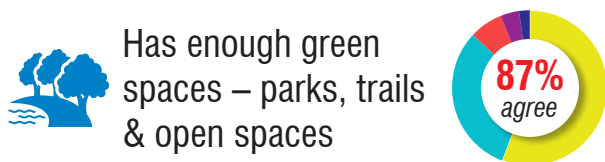
We scored an “A” on:

- Parks Design & Maintenance
- State of our facilities
- Diversity, Equity & Inclusion
- Supporting Businesses
- Services & facilities are accessible



We hear you... Areas for further review:

- Responsiveness to resident complaints
- City’s efforts to bring more affordable & rental housing
- Communicating Markham’s sustainability efforts



Results are from a 2024 citizen satisfaction telephone survey of 300 residents, conducted by Armstrong Consulting on behalf of the City of Markham from July 30 to August 22, 2024. Margin of error +/- 5.7 percentage points, 19 times out of 20. Survey included additional questions. Full results available upon request.

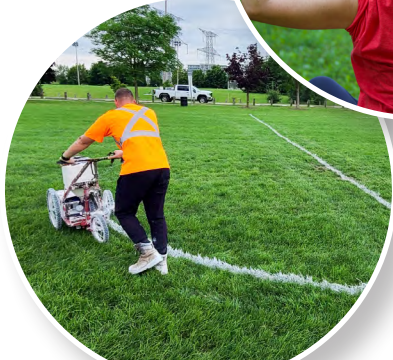




Key Services

- 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](https://www.markham.ca/About)





Bird's-eye view of Celebration Park.



**Markham Civic Centre
Anthony Roman Centre**

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markham.ca/StrategicPlan

