

# BUILDING MARKHAM'S FUTURE TOGETHER - AN IMPRESSIVE REPORT CARD



**Markham Council champions seven priorities as part of *Building Markham's Future Together*, our long-term strategic plan.**

Since 2009, Markham has added dozens of new roads and bridges; built new leisure, recreation and sports facilities; offered new and expanded municipal services; and improved the accessibility and energy efficiency of our buildings.

Please take a few moments to look at some of the projects we have highlighted on this display; Each identified under one of the City's priorities: Growth, Economic Development, Transportation & Transit, Environment, Municipal Services, Leisure, and Diversity.

We achieved all this during one of the most challenging economic periods in history, with a 0% tax rate increase in 2009, 2010, and 2011, and a modest 1.5% tax rate increase in 2012 & 2013 and 2.49% in 2014.

In all, it's an impressive report card.



# THE FUTURE IS HERE WITH OUR 7 STRATEGIC PRIORITIES



City of Markham projects and initiatives undertaken since 2009 have been highlighted on this series of boards. Year by year, Markham and its residents have been Building Markham's Future Together. Every project supports one of Markham's seven strategic priorities. Look for the one of BMFT seals below to see how these projects support each priority:



Municipal  
Services



Growth  
Management



Diversity



Integrated Leisure  
Master Plan



Environment



Economic  
Development



Transportation/  
Transit



# 2009 BUILDING MARKHAM'S FUTURE TOGETHER



## Zero Waste is the Name of the Game for Food Services and Events

Following Markham Council's approval of a Zero Waste policy for food and catering services at city events, the City worked with other communities to create and implement a Zero Waste policy. Zero Waste principles meet Markham's Greenprint Community Sustainability Plan objective: **Achieve Zero Material Waste!**

- Awareness and education program for residents, and City vendors and staff
- Styrofoam products including utensils, food containers, cups and plates, are prohibited for use by food service operations in City-owned or leased facilities and at City-run events



## Library Creates Award-winning New Classification System

Markham's award-winning C3 is a new library classification system designed by Markham Public Library to organize books and other materials based on the needs of library users. Replacing traditional systems like the Dewey Decimal System, key features of C3 help users find specific items 71% faster through:

- Customer-friendly and popular categories such as Home & Garden, Travel, and Business
- Colour-coded signage and book spine labels
- Shorter and simpler code numbers



# 2009 BUILDING MARKHAM'S FUTURE TOGETHER



## Sustainable Growth through Strategic Planning

Markham completed a number of important studies to help guide sustainable growth over the next twenty years.

- Agricultural Assessment to help develop a strategy for long term sustainable agriculture
- Employment Land Strategy to implement employment forecasts to 2031
- Environmental Policy Review of the natural heritage system, including Provincial requirements related to the Oak Ridges Moraine and Greenbelt





# 2009 BUILDING MARKHAM'S FUTURE TOGETHER



## Meeting the Needs of Seniors in Our Community

With more than 36,000 residents aged 65 or older, Markham's senior community is an important and active part of our City. Markham's Seniors Advisory Committee was established to ensure services and activities reflect the needs of seniors across the community.

- New immigrant services help with integration into the community
- Activities and cultural programs introduced at several Markham community centres with specific focus on the South Asian community
- Collaboration with the Social Services Network to assist with programming and services



## Enhancing Markham's Tree Canopy with Trees for Tomorrow

Markham's Trees for Tomorrow program was launched in 2009 as part of a long-term strategy to increase the City's tree canopy. Healthy trees and vegetation provide stability to stream embankments, improve air quality, help moderate ground temperatures, and reduce erosion and ground water runoff.

- A four year target of planting 75,000 trees was achieved early in 2009 and over 130,000 trees were planted by the end of 2010
- Program involves significant community engagement with businesses, community organizations and youth groups, all participating in the plantings
- Thousands of Markham residents have been involved in planting trees across Markham.

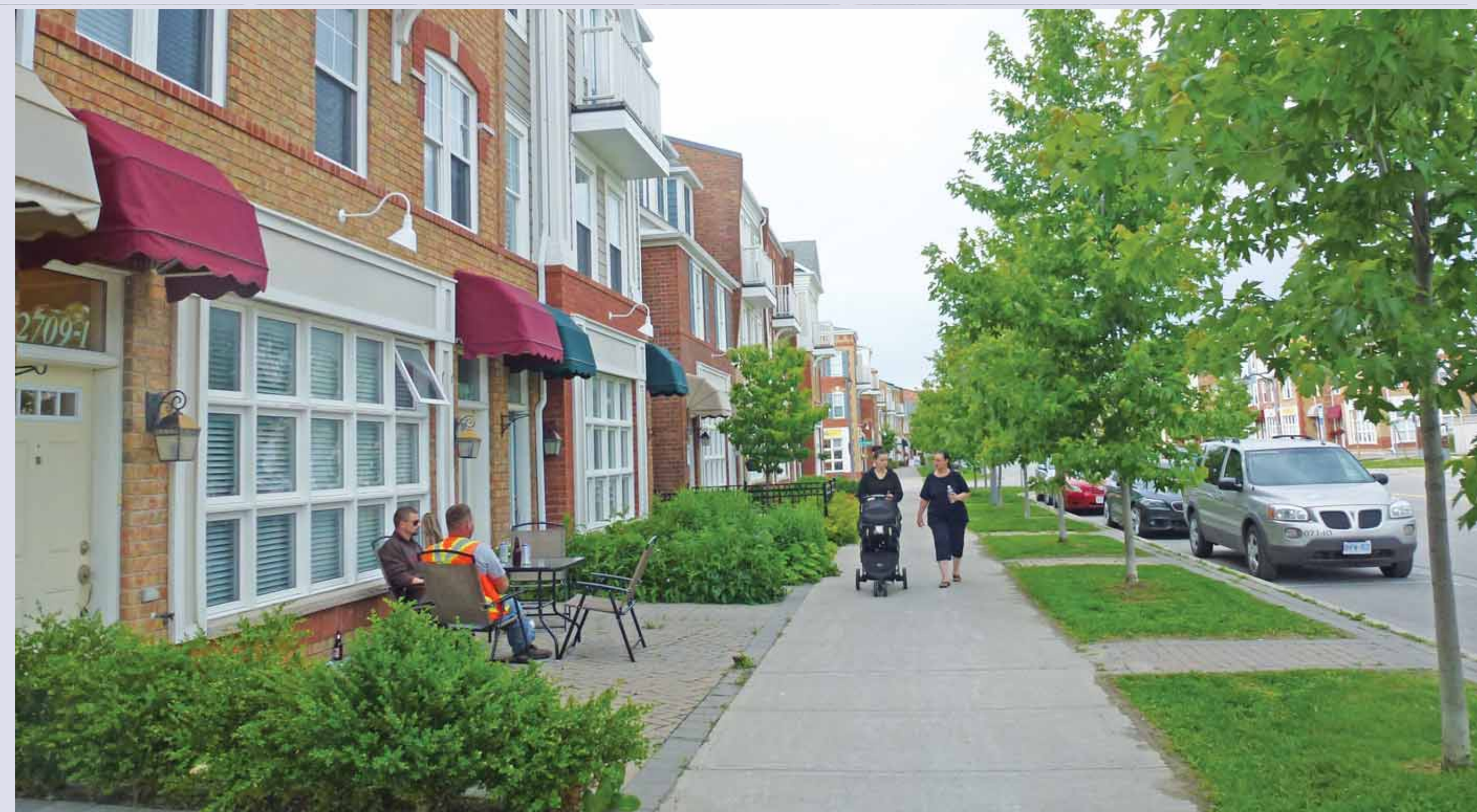


# 2009 BUILDING MARKHAM'S FUTURE TOGETHER



## 2009 Accomplishments

- Housing Stock Analysis completed to determine how the City can accommodate growth and changing housing needs within the Provincial and Regional planning framework and residential market context
- Began Transportation Strategic Planning Study to examine needs of growing population to 2031
- Preliminary design on the Yonge Subway extension began
- Studies/design for rapid transit projects (i.e. Highway 7, Leslie Street and Enterprise Drive) undertaken
- Implementation of the Pesticide By-law and Education Plan
- Joined the Canadian Coalition of Municipalities against Racism and Discrimination





# 2010 BUILDING MARKHAM'S FUTURE TOGETHER



## Made-in-Markham Plan to Accommodate Residential and Employment growth to 2031

This growth plan took an 'environment first' approach, which resulted in the identification of a Markham-wide Greenway System that represents about 35% of the municipality's total land area. The Plan also provides for compact growth, accommodating about 80% of residential and employment growth within the current urban boundary. To accommodate the remaining 20% of estimated growth, about 900 additional hectares of land will be added to the urban area.

- Extensive public consultation was part of the development of the approved growth alternative, including over 20 community and stakeholder meetings and online consultation in 2009 and 2010.
- This vision for accommodating growth forms the basis for the development of Markham's new Official Plan
- Financial analysis for the growth alternative, and work on a new development charges by-law, was undertaken



## Groundbreaking Diversity Action Plan Means "Everyone Welcome"

Markham is the most ethnically diverse city in Canada. Our communities represent the full range of human experience, from all stages of life, abilities and ethno-cultural backgrounds. The Diversity Action Plan - Everyone Welcome - represents a new approach to building an inclusive community. Extensive consultation with community and cultural groups helped create a Plan that:

- Ensures that everyone feels that they belong and can contribute to Markham's success
- Supports strong community partnerships, economic vibrance, accessibility, community engagement, and most importantly, a voice for all
- Was the foundation for the City receiving the 2013 Diversity in Governance award. The Maytree foundation honoured the City for its leadership, commitment, and practical initiatives in embedding diversity at all levels of service and community life



# 2010

# BUILDING MARKHAM'S FUTURE TOGETHER



## Expanded Cycling Pathways and Trails for Fun and Transportation

Markham completed the Cycling Master plan to guide the City in the development of a comprehensive on- and off-road cycling network.

- 288 km of cycling network planned
- 165 km system of inter-connected pathways and trails to improve walking and cycling for residents



## Energy Retrofits Improve Markham's Bottom Line

Through a \$3-million infrastructure grant, Markham invested in energy efficiency and solar energy retrofits for its municipal facilities, including:

- \$290,000 per year in savings for the City
- Centralized monitoring and control of building systems
- High-efficiency heating and cooling
- \$178,000 per year generated by solar panels installed on Warden Avenue facility



# 2010

# BUILDING MARKHAM'S FUTURE TOGETHER



## Integrated Leisure Master Plan (ILMP)

Integrated Leisure Master Plan has a ten year planning horizon, and through an intensive process of community engagement and consultation, the Plan identified Markham's future parks, recreation, culture and library facility and program needs.

- The Plan provides a clearly articulated and strategically positioned roadmap for the future of leisure services, including a prioritized action plan for improving facilities and services, and appropriate service standards designed to maintain a high level of quality of life for residents.
- The Plan drives enhanced levels of resident/customer satisfaction with municipal services. It is based on in-depth, data-based understanding of customer needs across all service areas. It recognizes and responds to the needs of all neighbourhoods, and supports the principle of equitable distribution of leisure facilities and opportunities, based on community consultation, research and evidence.





# 2010

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## New Accessibility Features Ensure Markham's Facilities are Accessible to All

Markham has invested over \$3-million to modify municipal buildings to ensure our facilities accommodate the needs of all residents. The City has greatly benefitted from the expertise of an Advisory Committee on Accessibility. Some of the enhancements and features of our facilities now include:

- Automatic doors with oversized, accessible push buttons
- Universally accessible washrooms and hands-free faucets
- Cornell Community Centre & Library features a multi-sensory room for children and adults with autism and cognitive impairments
- Establishment of an Advisory Committee on Accessibility



## The Markham Convergence Centre (MCC) Opens Doors to Innovators and Entrepreneurs

The MCC helps innovative entrepreneurs and enterprises start and grow their technology-oriented businesses. It provides small and large businesses with a dynamic space dedicated to propelling ideas from concept to market. Entrepreneurs are provided access to:

- Dedicated desks and offices, informative events, workshops and private conference rooms
- One-stop innovation hub that houses resources to assist businesses of any size in bringing their technologies to market



# 2010 BUILDING MARKHAM'S FUTURE TOGETHER



## 2010 Accomplishments

- Natural heritage boundary refined through Official Plan review process.
- Intensification Strategy was completed and provided direction as to where residential and employment intensification should occur, the amount of appropriate development and anticipated phasing of development
- Completion of following infrastructure projects:
  - Box Grove Collector Road extended from 407 to 9th Line Bypass/ Steeles Ave
  - Woodbine By-pass completed from Major Mackenzie Drive to Woodbine Avenue
  - Main Street South and Unionville Road improvements
  - Enterprise Drive (Rivis Road to Kennedy Road) opened
  - Installed 25 km of sidewalks
  - Installed four km of multi-use paths
  - Completed seven downstream improvements in the past 2 years
  - Filed the Class Environmental Assessment for Main Street Markham (Hwy 407 to Donald Cousins Parkway)
  - Bullock Drive widened at McCowan Road
  - Water main installed on Bullock Drive (Jug Lane to Windridge Drive)
  - Water main and sewer replaced on Clark Avenue (Yonge Street to Sprucewood Drive)
  - Installed 10 km of street lights
- Markham Transportation Strategic Plan (MTSP) drafted and a number of localized transportation plans (Langstaff, Markham Centre) completed.
- Zero Waste Policies approved by Council
- 101 acres purchased for future sport park
- Completion of first phase of Operations Service Planning Project that included improvements to sign maintenance, facility winter maintenance and service delivery (turf maintenance, horticulture, special events).
- South Asian and Chinese food guides developed to support new immigrants
- Proclaimed February as Black History Month and June as Diversity Day in Markham



# 2011

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## Greenprint Community Sustainability Plan sets 50-100 Year Goals

*The Greenprint*, Markham's Community Sustainability Plan, is a long-term plan to address Markham's environmental health, economic vitality, social well-being, and cultural vibrancy. In a sustainable Markham we:

- Rely on materials, goods and services that are created, harvested and processed in keeping with natural cycles
- Rely on materials, goods, and services that break down easily in nature, are used up by nature and are abundant in nature, in keeping with our Zero Waste policy
- Value and restore the natural environment and protect biodiversity, natural capital and ecosystem services



## New Website Improves Resident Access to City Services

Markham has one of the most advanced and interactive municipal websites in Canada, as a result of a new look, navigation and features to improve accessibility. The City website provides 24/7 access to online services and information and includes:

- Language translator provides translations of over 50 languages
- Accessibility features ensure all residents can access the same online information
- An improved search engine



# 2011

## BUILDING MARKHAM'S FUTURE TOGETHER



### Service Improvements to the City's Operations Division

The City's Operations Division implemented a new Service Plan to provide continuous improvements in how they deliver services and how they respond to our resident needs. This has resulted in:

- City resources being used more efficiently and effectively
- Core service improvement areas, including road maintenance, snow removal, and park maintenance
- Improved response times to service requests
- Improved times to undertake park maintenance – grass cutting
- Increased innovations that advance environmental outcomes in forestry, horticultural and park maintenance.



### Over \$25-Million Invested in New Markham Facilities

Through a financial partnership with the Federal and Provincial governments, Markham completed a number of significant projects across the City. The following facilities were built or renovated:

- Thornhill Community Centre and Library renovation/ expansion to meet the increasing demands with this multi-use facility
- St. Roberts Artificial Turf and Seasonal Dome
- Civic Centre Outdoor Ice rink – the largest in the GTA
- Angus Glen Indoor Tennis Court



# 2011

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### Innovation in Road Rehabilitation Program

Road maintenance in Markham is subject to continuous improvement to extend the life of the road in an environmentally friendly manner.

The City changed how road conditions are managed by using a pavement preservation approach, resulting in roads that maintain their good condition for a longer period of time. The use of products such as roof shingles and recycled asphalt keep the process as environmentally friendly as possible. Markham is one of the few cities without a backlog of repair requirements and our roads have an overall condition rating (85%) that is among the highest in the province.

- Partnership with University of Waterloo on pavement preservation.
- Savings of close to \$1-million annually in lifecycle costs - extend life cycle of most roads from 20 to 30 years



### "The Learning Place" Model for Library Programs Launched

A restructuring of Markham Public Library programs, the Learning Place is a new model designed to improve efficiencies in program planning. This ensures participants receive quality programming at all Markham library branches. The Learning Place model highlights:

- High-quality, literacy based programs that supplement and support school learning
- Learning objectives are communicated before and after registration so programs better meets participants' expectations



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### New Roads and Pathways Improve Flow of Goods, Services and People

Markham completed the Woodbine and Box Grove bypasses to dramatically improve the north-south flow of traffic in Markham. In addition, extensions of Enterprise Drive were completed, providing an important east-west link.

- Box Grove Bypass from Steeles Avenue to Highway 407
- Enterprise Drive from Riva Road to Kennedy Road
- Completed installation of 25 km of sidewalks
- Completed installation of 4 km of multi-use pathways
- Widened Bullock Avenue at McCowan
- Improvements made to Main Street South Unionville



### Emergency Operations Centre Created

This state-of-the-art facility will help the City of Markham better monitor and respond to emergencies such as fires, power outages and extreme weather. The governments of Canada and Ontario partnered with the City to fund this project to ensure:

- Residents will receive the best possible support, response and information during an emergency
- The sustainability and safety of our community



# 2011

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### Accessibility Design Guidelines Adopted

Markham's Accessibility Design Guidelines (ADG) were developed as part of the City's accessibility planning. These guidelines focus on removing barriers in buildings and public spaces and apply to all new construction and significant renovations of City-owned, leased, or operated buildings and facilities. The guidelines identify and remove accessibility barriers and ensure we address the needs of users with varying abilities. The Guidelines include:

- Checklists are provided to assist City Staff throughout the accessibility features development and approval process and implementation
- The design of buildings and public spaces take the required accessibility standards of the City and province into account



### The International Indian Film Academy (IIFA) Brings Bollywood to Markham

The International Indian Film Academy Awards arrived in North America and Markham was chosen as one of the three venues to celebrate these awards through the IIFA Bollywood Extravaganza program. The program was a huge success:

- Attracted over 5,000 to an international dance and entertainment festival featuring internationally acclaimed music artists and dancers
- Led to the annual South Asian Festival in Markham now entering its fourth year of operation in Featherstone Park in southeast Markham.



# 2011

# BUILDING MARKHAM'S FUTURE TOGETHER



## 2011 Accomplishments

- An extensive public engagement consultation program was undertaken for the Draft Official Plan.
- Affordable and Special Needs Housing Strategy completed. This focused on practical steps that can be taken with community partners to increase housing choices in Markham.
- Completed construction of the Woodbine Bypass at Victoria Square and the Birchmount Road Underpass (14th Avenue to Enterprise Boulevard)
- Completed Environmental Assessment for proposed Birchmount Road and Markham Road bridges over the Rouge River that also addressed enhancing the historic character of the streetscape
- Installed traffic control signals at Birchmount Road and Enterprise Boulevard (part of the Traffic Control Signals and Intersection Improvements Program)
- Commenced design of Highway 404 mid-block crossing north of Highway 7
- Began Environmental Assessments and design for Hwy 404 ramp extensions
- Travel Demand Management Program to promote car pooling launched
- Ongoing streetlight and sidewalk upgrades
- Boulevard Maintenance Task Force established
- St. Roberts Artificial Turf and Dome opened
- Civic Centre Outdoor Ice Rink opened
- Angus Glen Tennis Club opened
- Opening of renovated Thornhill Community Centre and Library
- Board and Committee policy revised to support diverse representation on City Boards and Committees
- Professional, scientific and technical services became one of Markham's fastest growing sectors with employment growing by 30% from 2010. Such firms as MMM Group, AECOM, Cole, Hatch, Petroff Partners, and Malone Given Parsons provided more than 26,000 jobs.
- Completion of first phase of Operations Service Planning Project that included improvements to sign maintenance, facility winter maintenance and service delivery (turf maintenance, horticulture, special events).
- South Asian and Chinese food guides developed to support new immigrants
- Proclaimed February as Black History Month and June as Diversity Day in Markham





## New Safe Streets Strategy Promotes Pedestrian and Traffic Safety

The Safe Streets Strategy educates drivers through additional programs and measures to keep our streets safe. Safety guidelines in the Strategy include:

- Thirty radar speed display boards installed on priority streets
- Increased communications promoting the ROAD WATCH program
- Pedestrian accessibility improvements including crosswalks, and sidewalk enhancements
- Installation of 40 audible pedestrian signal technology devices



## Successful International Business Missions to India and China

The City organized and led one business mission to China and two to India. Each mission set new records for business delegate participation and the number of investment prospects obtained.

- Novo Plastics pursuing key partnership with one of the largest auto parts companies in India
- Quanser signed Memorandum of Understanding with two universities to supply their engineering schools with Quanser controls systems and equipment
- Merit Education, a Markham education consulting company, launched a branch office in Wuhan China and signed a letter of intent with a local university to cooperate on education exchanges.



# 2012

# BUILDING MARKHAM'S FUTURE TOGETHER



## Extensions to Rodick Road and Esna Park Drive Support Local Travel Demands

One of the critical transportation requirements identified in Markham's strategic plan was the completion of the Rodick Road extension and new bridge to provide an important north-south link between Highway 7 and Esna Park Drive. The road and bridge were opened in December at a total cost of \$14-million and include:

- 4-lane Rodick Road extension with two bike lanes and sidewalks will help support travel demands from the surrounding businesses
- Upgraded traffic signals to accommodate increased traffic flow
- Over 1,450 trees were planted along the boulevard as part of Markham's continued commitment to preserve and increase the community's urban tree canopy



## Markham's Draft Official Plan Released for Public Consultation

The new City of Markham Official Plan provides a long-term vision for the continued development of the community as a vibrant, liveable city over the next 20 years. It provides direction for the appropriate use of land, built form of development and the provision of services and infrastructure to support development.

- Within the last 10 years, the Province of Ontario has put in place a number of provincial plans that directly affect planning in Markham – e.g., Greenbelt Plan and the Growth Plan for the Greater Golden Horseshoe
- Projected population by 2031 is about 422,000, which is 100,000 more people than today
- Projected jobs by 2031 are 240,000, which is 75,000 more jobs than we have today



# 2012 BUILDING MARKHAM'S FUTURE TOGETHER



## 2012 Accomplishments

- Received Bike Friendly Excellence Award
- Finalized Transportation Strategic Plan
- Finalized Master Servicing Study
- Markham's Cycling & Pedestrian Advisory Committee (CPAC) and City staff held breakfast and cycling races for children ages 3 to 16. The event attracted more than 300 people.
- Worked with Smart Commute Markham - Richmond Hill to encourage carpooling through ride-matching and priority parking at Markham's Staff Appreciation Day.
- A policy was developed to make the program part of the employee benefits package. All City staff (full-time, part-time, seasonal, student) using YRT/VIVA can now purchase monthly passes at a 50% discount.
- City of Markham staff participated in the Clean Air Commute Week challenge sponsored by Pollution Probe and achieved a reduction of one tonne of greenhouse gas emissions by biking, walking, carpooling and using public transit
- Launched 'Best of the Best' – Markham's roadmap to 80% waste diversion
- Received Partners for Climate Protection Milestones 1 award from the Federation of Canadian Municipalities
- In partnership with the City, Enbridge successfully piloted its Community Energy Conservation Program in Markham and the Toronto and Region Conservation Authority piloted the Bayview Glen Sustainable Neighbourhood retrofit Action Plan (SNAP) in the City.
- Received the first saveONenergy Community Leadership Award from the Ontario Power Authority, Association of Municipalities Ontario and Electricity Distributors Association
- Extended counter hours at the Civic Centre as part of the All Access Markham Program
- Phase one of the Library Customer Service Revolution Project completed.
- Markham Library launched One Book One Markham program to celebrate how reading can change lives.
- Cultural Plan approved by Council
- Public Art Policies approved by Council
- Fire Station 99 opened in Cornell
- Markham Fire Plan approved
- Straight Talk Diversity Forum about racism in the media held at the Civic Centre
- Accessibility Fair held at Civic Centre
- South Asian Community Festival established
- Fire and Emergency Services Seniors Ambassador program established
- City became home to one of the highest concentrations of ICT and life sciences companies in North America. Nearly 900 companies provided employment to more than 38,500 people - 27% of total employment in Markham.





## Emerald Ash Borer Management Plan is Well Underway

The Emerald Ash Borer (EAB), an insect from Asia, has devastated ash trees in parts of North America since 2002. The Canadian Food Inspection Agency confirmed infestations in Markham in 2011. Markham responded with a comprehensive Emerald Ash Borer Management Plan.

- Programs under the plan include annual tree health assessment; Treatment of all healthy trees; Removal; Replanting; and Maintenance
- Includes a commitment to preserve and invest in our tree canopy through maintenance, management, and Markham's Trees for Tomorrow program
- A 0.5% tax increase was allocated specifically to the EAB program



## Successfully Planning for and Controlling Stormwater Runoff

Markham's Stormwater Management Program helps to protect our water resources and minimize flood risks in urban areas.

Markham's stormwater management systems have evolved from basic ditch and sewer networks, to advanced storage and treatment facilities. Today we operate over 70 stormwater ponds. Our life-cycle maintenance strategy identified two ponds for long term maintenance and sediment removal this year. The Glynnwood and Austin Ponds we restored at a cost of \$500,000 to improve water quality and protect our rivers. Earlier this year, Council approved a long-term flood control strategy to upgrade infrastructure and minimize flood risks. The initiative will provide a 100-year storm capacity across the City making our drainage systems more resilient to climate change.



# 2013

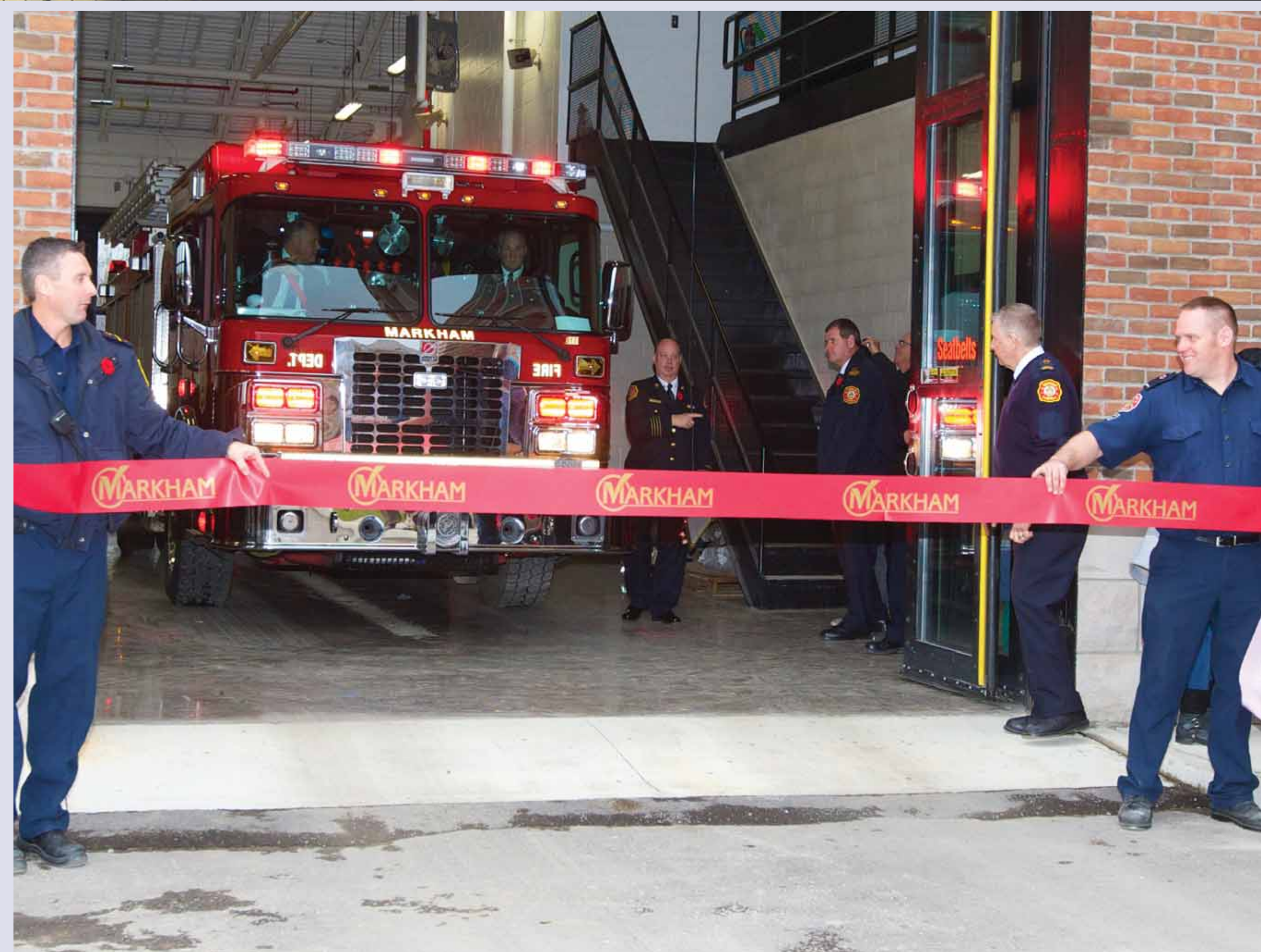
## BUILDING MARKHAM'S FUTURE TOGETHER



### Cornell Community Centre and Library and Fire Station 99 Open

The community centre and library is a unique health and wellness campus connected to the Markham-Stouffville Hospital that promotes a healthy, active lifestyle for all members of the community. Fire Station 99 is also adjacent to the hospital.

- The facility is a green, sustainable building that houses Markham's largest aquatic centre and triple gymnasium
- The library has a community health information centre, and child and teen focused areas
- Rehearsal hall with retractable theatre seating for 200 and many multi-purpose rooms





# 2013

## BUILDING MARKHAM'S FUTURE TOGETHER



### Markham Residents Exceed 80% Curb-side Waste Target Well Ahead of Time

*The Best of the Best* – Markham's Roadmap to 80% Diversion, Markham's curb side waste diversion strategy contains 10 initiatives and programs to help Markham achieve 80% waste diversion at the curb and improve customer services before the end of 2014. Thanks to the efforts of Markham residents, the 80% diversion target was exceeded in the summer of 2013 – more than a year ahead of schedule. Key programs and initiatives within the plan include:

- Residents required to separate their waste into four streams – recyclables, compostable material, garden materials and garbage
- Collection of an unlimited number of clear bags for garbage – no more three bag limit
- Program to encourage and support the adoption of zero waste practices in schools





# 2013

## BUILDING MARKHAM'S FUTURE TOGETHER



### Easy Access to City Services with All Access Markham

Life is busy! To make it as easy as possible for our residents to connect with us when they need City services, we introduced the All Access Markham program in May.

We introduced four new customer service features to accommodate the changing needs of our residents:

- A mobile app provides instant access to information on City's parks, recreation and library programs, waste collection schedules, and updates on many City projects
- eSSENTIAL Accessibility™ online software was added to our website to help ensure equal access for all
- 50+ online services are now available via the City website
- New counter, telephone and email service hours: Monday to Friday, 8:00 a.m. – 5:00 p.m.; Hours are extended every Thursday until 7:00 p.m.

### Markham is a Leader in Renewable Energy in Ontario

Markham was the first municipality to connect and use the Province of Ontario Feed-In-Tariff (FIT) program with an installation of a 250kW solar PV system at 8100 Warden Avenue. Achievements include:

- Markham Civic Centre houses a 9.6kW solar system producing over 10,000kWh/year
- Total Markham solar installations produce over \$300,000 annually through the FIT program
- Six additional facilities across Markham, in partnership with PowerStream, produce 1.2MW through solar PV systems



# 2013 BUILDING MARKHAM'S FUTURE TOGETHER



## 2013 Accomplishments

- New Development Charge By-law adopted by Council
- Participated in developing York Region's Archaeological Management Plan.
- Held a working session with First Nation and Metis peoples to discuss policies for new Official Plan that included natural heritage and archaeological and cultural resources.
- Construction of \$2.5 million multi-use pathways throughout Markham begun.
- Widened Main Street Markham from 16th Avenue to Major Mackenzie Drive
- Relief sewer constructed on Woodbine North at 16th Avenue
- Reconstruction of Helen Avenue completed
- Improvements made to intersections of Rodick Road and 14th Avenue and Denison Street and Birchmount Avenue.
- Ground broken for the Southeast Community Centre and Library at 14th Avenue and Middlefield Road
- Markham has the largest municipal solar photovoltaic systems in York Region, generating over \$300,000 of non-tax revenue annually through Ontario's FIT program
- Community and Allotment Garden Manual drafted and principles adopted
- Seed Library and related programming launched that allows community of home gardens to plant heirloom and organic seeds.
- The Markham Small Business Centre (MSBC) served more than 1,100 clients, conducting more than 300 one-on-one business consultations, hosted 28 business seminars and workshops, received almost 80,000 hits on its website and helped establish 90 new businesses and 139 new jobs.



# 2014

# BUILDING MARKHAM'S FUTURE TOGETHER



## Keeping a Growing City Moving

Working with other levels of government, transportation and transit service improvements have been made possible and the travel behaviour of those who live and work in Markham are being changed. Major Initiatives in 2014 included:

- Revitalization of Main Street Markham. This major initiative transformed Main Street into a pedestrian-friendly area and showcased historic Markham Village.
- Construction of a new bridge spanning the Rouge River on Birchmount Road. Birchmount Road now extends uninterrupted from Highway 7 to Highway 407.
- Completion of a major four-year project to improve rapid transit by creating VIVA rapidway dedicated transit lines across Highway 7 from Bayview Avenue to Warden Avenue was completed.



## York University Satellite Campus to be Part of Markham's New Downtown Core

York University is responding to the Ontario government's call for proposals to build a satellite post-secondary campus and has selected Markham as the location. The university is partnering with Seneca College to create **new types of programs that will encourage research and innovation at all levels.**

- Set to open in 2018, the campus will accommodate 5,000 students, growing to up to 20,000 in the next 20 years.
- To be located in the heart of Markham Centre, Markham's rapidly growing downtown core, close to residences, offices, and entertainment and sports facilities.
- 59.7% of young people in York Region go on to attend university – the highest percentage of any region in the province.



# 2014

## BUILDING MARKHAM'S FUTURE TOGETHER



### On Course to the Future with Economic Development

The City of Markham is staying on course with its award-winning economic strategy – Markham 2020. Last year, dozens of businesses either opened their doors or announced their intention to relocate, in Markham, including:

- Aviva Insurance announced their plans to construct a 12-storey head office in Markham Centre to house more than 1,500 people. The building is scheduled to open in 2017.
- Huawei expanded a Canadian headquarters on Allstate Parkway.
- Hyundai (Mobis) opened a 550,000 square foot warehouse along Honda Boulevard. The building will service the parts warehousing and distribution requirements of Mobis in Canada.
- Lenovo relocated their Canadian headquarters to Markham

### City Staff Responds to a Catastrophic Storm

The December 2013 ice storm caused extensive property damage and power outages across the Greater Toronto Area. The City immediately activated its Emergency Operations Centre and began an unprecedented 24/7 response effort that lasted over the holidays. Hundreds of City staff worked round the clock clearing debris and volunteering in warming centres.

- More than 10,000 trees were damaged or destroyed and more than 17,200 residents went without power for several days.
- Total estimated cost of storm response and recovery is approximately \$10 million.
- Two to three year recovery process.



# 2014 BUILDING MARKHAM'S FUTURE TOGETHER



## Markham to be Home to Canada's First National Urban Park

The proposed 5,027 hectare (7,479 acre) Rouge National Urban Park is a Parks Canada initiative in collaboration with York and Durham Regions, the cities of Markham and Toronto, and the town of Pickering.

- More than 68% of the proposed park is situated within City of Markham boundaries.
- The City conditionally agreed to donate an additional 121 hectares (300 acres) of prime land to the creation of the new national park.
- The park has a rich diversity of natural and cultural heritage resources, including: a rare Carolinian forest, numerous species at risk, a national historic site, geological outcrops from the interglacial age, and some of Canada's oldest known Aboriginal historic sites and villages.



## Preparations for 2015 PanAm/Parapan Am Games Completed

In July 2015, Markham will be part of the largest sporting event in Canada's history – the TO2015 PanAm/Parapan Games. Golf will take place at the Angus Glen Golf Club and several other events are slated for the new, state-of-the-art Markham Pan Am Centre.

- Hundreds of people enjoyed the one year countdown celebration held in Unionville.
- More than 3,000 people attended the official opening of Markham Pan Am Centre in November. This 147,000 square feet facility includes an Olympic size 50-metre pool and a 36,000 square foot gymnasium with a 12.5-metre high ceiling to meet international competition standards.
- Drafted Local Area Transportation Plans for the Markham Centre and Angus Glen Pan Am Games venues in collaboration with TO2015 and relevant agencies.



# 2014 BUILDING MARKHAM'S FUTURE TOGETHER



## Lighting the Way into the Future with the LED Street Light Conversion Program

One of the City's largest energy-saving projects involved converting street lights to LED lighting. LED lights not only improve visibility for pedestrians and motorists, they also reduce light pollution, greenhouse gas emissions, and energy costs.

- Approximately 12,300 street lights were replaced, representing about half of Markham's total street light inventory. This resulted in a 50 to 60% reduction in energy costs and 50 to 60% lower maintenance costs.
- The life span of LED lights is typically 20 years.
- Three arenas were retrofitted to LED lighting to achieve 65% energy reduction



## Markham Wins Awards

The City of Markham continues to receive national attention in a wide range of categories. Some of the awards received this year include:

- Markham's Bird-Friendly Guidelines won an Excellence in Planning Award from the Ontario Professional Planners Institute.
- The Design Excellence Awards recognize projects that exemplify the best in style, design, form and function. The Markham Pan Am Centre received three Design Excellence Awards and the Stiver Mill restoration received an Award of Merit.
- The Water on Wheels Public Outreach Program received the Association of Municipal Managers, Clerks & Treasurers of Ontario E.A. Danby Certificate of Merit
- For the 13th consecutive year, Markham received the Budget Presentation Award and the Canadian Award for Financial Reporting from the Government Finance Officers Association.



# 2014 BUILDING MARKHAM'S FUTURE TOGETHER



## 2014 Accomplishments

- York Regional Council approved City's Official Plan
- Historic Stiver Mill restored and opened as a community space
- Bird-Friendly Guidelines approved by Council
- Markham Road Corridor Transportation Study completed
- Rosebury Park and Civic Mall parks in Markham Centre completed
- Next phase of VIVA rapid transit dedicated route along Highway 7 in Markham Centre completed
- Completed final phase of the Bob Hunter Park Trails and Restoration Implementation Projects with York Region and the Toronto and Region Conservation Authority
- Construction of South East Community Centre and Library begun.
- Fair Access Initiative to increase the access to recreation activities for low and moderate income residents utilizing school and municipal facilities launched in partnership with York Region, neighbouring municipalities and school boards.
- In partnership with the York Region School Board and York Region Catholic School Board, a grant was obtained through the Lifesaving Society to allow the City to offer the Swim to Survive program to Grade 5 at 23 schools
- Hosted the Canadian Women's Clarkson Cup Tournament.
- Hosted Earth Hour walk and concert at Cornell Community Centre and Library – City facility energy reduction challenge was won by Cornell Community Centre and Library with a 52% energy reduction during Earth Hour
- Launched first Aim to Sustain art competition. Awards given out as part of Earth Day
- Secured \$90,000 in funding from the Province of Ontario for City's Municipal Energy Plan and initiated stakeholder engagement process.
- Completed Markham's Corporate Energy Management Plan as per the Broader Public Sector Conservation and Demand Management requirements of Ontario Regulation 397/11
- Launched two community gardens, one in partnership with Markham Fair and a second in the Cornell community
- EcoPak program launched at Markham Public Library
- Completion of Markham Library's new Strategic Plan that included extensive community engagement and consultation
- Varley Art Gallery Strategic Plan completed
- Completion of two public art projects: the Henderson Bridge Mural and nine traffic control box wraps
- As part of the All Access Markham initiative:
  - Services/information on Markham website became fully accessible to customers with mobile devices
  - Customers could create/manage their profiles on the City website, thereby having single-point and personalized access to information and multiple services (eg. library, recreation, culture etc.)
- Launched The Centre for Equitable Library Access project in partnership with the Canadian National Institute for the Blind to accommodate residents disabilities.
- 81% waste diversion rate achieved through Markham's clear garbage bag program
- Markham ranked #1 in Canada for fiscal transparency for the second consecutive year by the Frontier Centre for Public Policy.