City of Markham
Accessibility Status Report
2025

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Introduction

About the City of Markham

Markham is one of the most diverse cities in Canada. We are proud of our history and the many cultures that make up our community. Our diversity helps make Markham lively, successful, and creative. We have a strong cultural background, great community services, and a bright, welcoming environment. More than 357,000 people live in Markham, along with many major company offices and over a thousand high-tech and life-science businesses.

The City of Markham believes that diversity, equity, inclusion, and accessibility are important to our success. These ideas guide our work and are part of our plan called Building Markham's Future Together.

We know that diversity, equity, inclusion, and accessibility can mean different things to different people. Markham works to create a community and workplace where everyone feels welcome, feels like they belong, and can live their best life.

City of Markham 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.

The Markham Accessibility Advisory Committee

The AODA says that cities in Ontario with 10,000 or more people must have an Accessibility Advisory Committee. In Markham, the City Council chooses the members of this committee. Most members must be people with disabilities.

The committee gives advice to City Council about accessibility standards, reports, site plans, and other topics Council asks about. They help City staff find and remove barriers that make things hard for people with disabilities. Members share their own experiences to help make the city more accessible for everyone.

Their work helps improve the social, cultural, and economic well-being of people with disabilities. The committee also speaks up for accessibility in the community and acts as an important link between the City of Markham and the people who live here.

The City of Markham's Statement of Commitment

Markham is committed to ensuring all residents have full and equal access to its programs, services, facilities, and information. Accessibility makes it possible for people of all abilities to take advantage of everything Markham has to offer.

The City of Markham is committed to making its programs, services, and facilities accessible to people with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Ontarians with Disabilities Act, 2001.

The City takes its legislative obligations seriously and is committed to meeting all requirements to ensure that its programs, services, and facilities are accessible to everyone.

Achieve an Accessible Markham

The City of Markham wants to build an inclusive community where accessibility is part of everyday life. We want all residents, employees, and visitors to feel valued, respected, and able to take part in everything the city offers.

To help make Markham more accessible and inclusive, the City has these goals:

An inclusive and accessible Markham

Markham will continue to build a community where accessibility is included in all parts of city life. We want everyone to feel welcome and able to participate fully.

Accessibility is everyone's responsibility

We will keep working to improve accessibility. We will set goals, check our progress, and share updates.

Accessibility is part of our work

Markham staff understand what needs to be done to support accessibility. They are encouraged and supported to include accessibility in their work every day.

Creating an Inclusive Culture

2025 Achievements

- The City of Markham's 2025–2029 Multi-Year Accessibility Plan (MYAP) has 26 actions to help make the city more inclusive and accessible for people with disabilities. In 2025, the City finished or began 18 of these actions.

- To match Markham's Diversity Action Plan, the MYAP was redesigned with new artwork created by students from Unionville High School. This change was suggested by the Markham Accessibility Advisory Committee (MAAC).

- Two MAAC recruitment events were held to invite more people to join the committee. The goal was to bring in members with different disabilities, knowledge, and lived experiences. The committee's application form and interview questions were also updated. Some administrative improvements were made, such as updating the meeting agenda template and creating a presentation template for staff. The new template includes questions to help staff get the advice they need from the committee. Short training sessions were added to meeting agendas to help members learn more about their roles, the AODA, how the City works, and other related topics.

- A MAAC promotion campaign started in 2025 and will continue in 2026. The campaign reminds staff about the committee's purpose and explains how MAAC's advice can support City projects. It also explains other ways to get advice from the committee, such as through email or focus groups.

- To make meetings more accessible, the committee moved to a smaller meeting room at the Markham Civic Centre. This helps people with hearing loss, vision loss, and other disabilities participate more easily. Members sit closer together, which makes it easier to communicate and stay engaged.

- To help staff and committee members learn more about accessibility, the City offered activities for National Accessibility Awareness Week, National Disability Employment Awareness Month, and the International Day of Persons with Disabilities. These activities included two lunch-and-learn sessions, a social media campaign led by MAAC, and an internal campaign for City staff. A themed book display was also created to support these events.

General Requirements

2025 Achievements

- The City posted its' 2024 Accessibility Status Report in early 2025 and completed a successful provincial accessibility audit in the spring. The City's mandated 2025 Accessibility Compliance Report was also submitted by year's end to the Province, as required, and is posted on Markham.ca. The City will continue to monitor its compliance with the AODA and post annual status reports publicly on its websites.

- In 2025, a Terms of Reference was completed to support the creation of an AODA Staff Committee, which will help lead the City's ongoing efforts to promote accessibility, share information, and collect compliance information. Staff assignments will take place in early 2026.

Information and Communication

2025 Achievements

- The City made it easier for residents to ask for information in accessible formats by adding a link to the main page of the City of Markham website. This helps people find what they need more easily. The Communications team also works to make all graphics accessible by using high-contrast colours, clear fonts, and plain language in both public messages and the Staff eNews.

- The City is also working to make sure website information can be provided in accessible formats. Staff who create online content are given tools, training, and support. For example, content authors took training on Drupal, the software used to manage the website, to help them write accessible content. They also reviewed other training modules to learn how to check webpages for accessibility.

Employment

2025 Achievements

- Using the results from the recent staff identity and inclusion survey, the City added a new section to the 2025–2029 Multi-Year Accessibility Plan called “Creating an Inclusive Culture.” This section goes beyond what the AODA requires and shows the City’s overall approach to inclusion, which also includes people with disabilities. Accessibility was also added as one of the five main focus areas for 2025 in the Diversity Action Plan.

- To help managers support employees with disabilities, the City updated the “Managing at Markham Part One” training module. All performance managers must take this training. The new version will launch in 2026 and will include a section on accessibility designed specifically for managers.

- During National Accessibility Awareness Month, the City offered a staff Lunch and Learn about accessible hiring practices. The session featured speakers from Corbrook Awakening Abilities, an employment agency that supports people with developmental disabilities.

Transportation

2025 Achievements

We are committed to ensuring that persons with disabilities have access to reliable and accessible taxicabs. The City of Markham’s obligations under the AODA are limited to accessible taxi services.

The City is committed to making sure people with disabilities can use reliable and accessible taxicabs. Under the AODA, the City of Markham is responsible for accessible taxi services.

- The City worked to help more people learn about new and renewal mobile business licence applications by connecting with groups like the Ministry of Transportation and the Greater Toronto Airport Authority. These applications help us share information about AODA accessibility rules. By using different ways to communicate, we can reach more people and make sure they know the requirements.

- By 2025, **167 taxi drivers** and **4 brokerages** completed the required training for licence renewals. Because not everyone has a computer at home, the City made the training available at the Business Licensing and Standards Counter. People who took the training in person said they had a good experience.

- The City works closely with taxi companies, local governments, and service providers to make sure everyone follows the rules. AODA training is now required for all licence renewals. We also give tips and support to service providers so they can improve accessibility and stay compliant.

- The City also worked with Personal Transportation Companies (PTCs) to make sure they understand AODA rules and the licensing requirements for operating in Markham. For the 2025 licence renewal process, all license holders—including private providers—had to complete mandatory accessibility training before receiving their licence.

- All three licensed PTCs—**Uber, Lyft, and Hopp**—completed the training and added it to their company programs to show its importance. More than **400 drivers** from these companies completed the training. The companies also shared the training materials with all drivers on their platforms, helping improve accessibility across the industry. This training is now a permanent requirement for all new and renewed Taxi and PTC licences

The Design of Public Spaces

2025 Achievements

- The City works hard to follow all accessibility rules in the Building Code and the Integrated Accessibility Standards Regulation when building or improving public spaces.

- Staff were offered training on the Design of Public Spaces this year. This training explains the rules for making public spaces easier for people with disabilities to use. More training, including a module on Universal Design, will be offered in 2026.

- The City also used the Accessibility Design Guidelines (especially section 6.7) and the Ontario Building Code to help plan and complete recent office renovations.

- In 2025, the City updated its Temporary Disruption notices. These notices are now being used during the ongoing elevator renovation project at the City of Markham.

Customer Service

2025 Achievements

- The City makes sure accessibility is included when planning all public events. The City reviewed its accessible event guidelines and updated them with more information, including the Province of Ontario's Accessible Events Guide, tips, and ideas to help make events easier for everyone to enjoy.

- Working with Community Living York South, the City launched the Markham Learning Academy Day Program. This program helps participants build independence, life skills, and social skills. Participants also use local libraries and recreation centres to feel more connected to the community.

- Recreation Services created a new procedure to help manage participant behaviour in all summer camps. This helps keep camps safe and inclusive. The City also added Behaviour Management Specialist staff to support campers with specific needs and to help create individual support plans. By the end of summer 2025, this new approach helped 124 participants take part successfully in camps across Markham.

- The Unionville Minor Soccer Club's High5 All Abilities Program gives people of all abilities a chance to play soccer in a supportive environment. Since the program restarted, registration has more than doubled. A strong group of volunteers helps keep a high 2-to-1 trainer-to-player ratio each week. Families say the program has brought back joy and excitement for the sport. The City of Markham supports the program by offering reduced-cost time in the indoor sports dome, which helps keep the program affordable and welcoming for everyone.

Next Steps

As we move into 2026, the City of Markham will keep working on the goals in the 2025–2029 Multi-Year Accessibility Plan. We will also look for new ways to make our programs, services, and buildings more accessible. The Markham Accessibility Advisory Committee will continue to give advice through its nine meetings in 2025. We will keep the public updated on our progress by posting our Annual Status Reports on Markham.ca.

Feedback

The City of Markham welcomes feedback on accessibility, especially from persons with disabilities. Your feedback will help inform our actions taken to create an inclusive community where everyone, regardless of ability, has the opportunity to thrive at the City of Markham.

To request a copy of this multi-year accessibility plan in another format or to send us your comments or questions, please contact us at the City of Markham:

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