

Fire and Emergency Services

Emergency 9-1-1
Poison Control Centre 800-268-9017
Town of Markham (Switchboard) 905-477-7000

Customer Service 905-477-5530

Services include:

- Animal Licences
- Bylaw Enforcement & Licensing
- Fire Prevention and Department Tours
- Parks
- Traffic Operations
- Trees/Forestry
- Property Standards
- Waste Management
- Building Inspections
- Engineering
- Street Lights Out (PowerStream)
- Roads
- Parking Enforcement
- Property Taxes
- Recreation Registration
- Waterworks

Other Numbers:

- York Region Animal Services (OSPCA) 1-888-668-7722
- Wildlife Concerns 1-888-668-7722
- Building Permits 905-475-4870
- Clerk's Department 905-475-4744
- Development Services Commission 905-475-4861
- Economic Development Office 905-475-4878
- Heritage Markham 905-415-7529
- Sportsfields 905-415-7509
- Information Markham and Volunteer Centre (Community Information) 905-415-7500
- Markham Public Libraries (all locations) 905-513-7977

Clerk's Department 905-475-4744

The Town Clerk is the official secretary of Council and the official record keeper. Dealing extensively with the public, the Town Clerk answers a variety of questions pertaining to the Town. The Office of the Town Clerk is responsible for:

- recording of Council/Committee minutes and agendas
- business licensing
- Municipal Freedom of Information and Privacy Act Coordinator
- performing civil marriages
- registering deaths and issuing burial permits
- receiving and opening of tenders, quotations
- enforcing by-laws and parking control.
- elections
- maintaining books and records of Council
- lottery licensing
- providing notification to residents on zoning changes and Official Plan
- issuing marriage licences
- approving movie locations
- processing insurance claims
- photography permits for weddings

Ratepayer Groups are registered with the Clerk's Department. For contact information and a map of the groups, visit www.markham.ca

Sign Management 905-479-7782

To enhance the Town's award-winning urban streetscapes, the placement of mobile and temporary (A-Frame/Banner) signs are regulated within the community. Permits may be obtained from the By-law Enforcement & Licensing Division for the short term placement of these signs. Commercial advertising signs on public boulevards are prohibited and are subject to immediate removal by enforcement staff.

Zoning 905-475-4743

If you wish to determine what uses are permitted on a property in the Town and the standards that apply to those uses, you must submit a written zoning inquiry. A fee may apply in some cases. Please call 905-475-4743 for more information.

Parks 905-477-5530

Markham maintains more than 200 parks, from urban parkettes like Church Street Parkette on Main Street Markham, to neighbourhood gathering places like Millennium Square in Unionville, to large-acre Town parks like Pomona Mills in Thornhill. Residents and groups may book many of Markham parks and sportsfields for events and use. For more information call Sports Fields at 905-415-7509.

Road Authorities - Winter Maintenance

Snow clearing and winter maintenance is handled by a number of organizations.

Roads within the Town of Markham are "owned" by one of five road authorities: Town of Markham, Region of York, City of Toronto, Ministry of Transportation or SLF Joint Venture (Hwy. 407 ETR). In general, roads that extend beyond the Town of Markham boundaries (e.g. Woodbine Avenue, 16th Avenue, Highway 7) are not the responsibility of the Town of Markham; they fall under the jurisdiction of another authority. For a listing of road authorities and who has responsibility for maintenance, visit www.markham.ca. For more information call Markham Customer Service at 905-477-5530.

Waste Management 905-415-7535

As a community, Markham's current waste diversion rate is over 73 per cent – the highest waste diversion rate of any urban municipality in Canada – with a target of recycling 75 percent of our waste. The Mission Green program encourages reducing, reusing, recycling and composting, embracing and promoting a zero waste policy. A leader in zero waste management and recycling programs, Markham is the only municipality in Ontario to have received two Recycling Council of Ontario (RCO) Platinum Awards, the first of which was awarded in 2007 and the second earlier this year, for achieving top-recycler status.

Markham was also recognized provincially in 2009, by the Association of Municipalities of Ontario (AMO) with a Peter J. Marshall Certificate of Merit for two waste diversion initiatives that have significantly reduced waste in town facilities and at community events.

Starting January 1, 2011, Markham's garbage, recycling and organics collection service changed from a 5-day collection schedule to a 4-day collection schedule. The new two-year 2011/2012 waste collection schedules were mailed to all Markham homes in mid-December 2010. To learn more about Markham's Waste Management programs and schedules, visit www.markham.ca.

Hours for Markham Household Hazardous Waste Depot

To better serve Markham residents, the Region of York expanded the hours of the Markham Household Hazardous Waste and Electronics Recycling Depot. The Depot on Rodick Road at Miller Avenue is open **Thursday to Monday – 8:30 a.m. to 4:30 p.m.** Closed Tuesdays and Wednesdays and all Statutory Holidays. For location and more information visit www.markham.ca.

Waterworks 905-475-4862 or after hours 905-477-7000

Markham's Waterworks Department provides a safe and sufficient supply of water to all system users in our community. Qualified staff will answer inquiries from the public regarding water services and sanitary sewer issues. Waterworks operators are licensed by the Ontario Ministry of the Environment and receive ongoing training to ensure that the water and wastewater (sanitary sewer) system are operated according to the current regulatory standards and requirements.