

Statement of Conformance



Summary of Engagement

Founded in 1997, [Level Access](#) (Level) helps government and businesses design and enhance their information communication technology systems - including websites, web applications, mobile apps, software, eLearning courses, hardware, and IT services - making them accessible to everyone, including people with disabilities. We are proud to have a diverse team of engineers, programmers, eLearning experts, and consultants, many of whom have disabilities themselves. This gives Level a real edge in identifying needs and issues, and in effectively testing and creating products and services with accessibility and usability in mind.

Progress

The purpose of this document is to describe progress made by **City of Markham** in accessibility during it's ongoing partnership with Level Access. **City of Markham** has been working with Level Access (formerly eSSENTIAL Accessibility) since 02/14/2020 and is continually working to make its web content and online resources accessible as part of its online inclusion efforts. In partnership with Level Access, **City of Markham** is committed to providing a website that is built with accessibility in mind, so that no one with a disability is left behind.

Level Access can confirm that **City of Markham** is making a demonstrable effort to ensure any new or updated website content produced or sponsored by **City of Markham** on <https://www.markham.ca/> digital properties conforms with the [World Wide Web Consortium \(W3C\) Web Accessibility Initiative's \(WAI\) Web Content Accessibility Guidelines \(WCAG\)](#) WCAG 2.0 Level A & AA

Level Access is conducting regular accessibility assessments of the existing website to monitor and detect WCAG 2.0 violations, which will be corrected to the best of **City of Markham** ability, and remediation efforts will be validated by a team of testers at Level Access to ensure an accessible solution has been put into place. Level Access, who is supporting the testing of the web content and ensuring that **City of Markham** has the necessary knowledge to support website remediation and provide guidance with a roadmap that consists of prioritization for the fixes.

The following summary constitutes a representative sample of efforts undertaken by **City of Markham** to improve digital accessibility by performing manual testing and ongoing automated monitoring on relevant digital properties.

As on March 17th, 2025 Level Access finds markham.ca substantially conforms to the success criteria that comprise the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA for the following URLs and/or screens:

City of Markham

Automated Accessibility Health Score [WCAG 2.0 Level AA]: 83/100
(Scanned Feb 25, 2025)

- Pages Monitored: 100

Manual Evaluations

- Evaluation 1 – City of Markham (February 20, 2025)
<https://markham.ca>
 - Screens Evaluated: 10
 - Remediation Rate: 100%
 - Total findings: 78
 - Open: 0
 - Fixed: 75
 - Not Reproducible: 3

Planning and Development Services	https://www.markham.ca/economic-development-business/planning-development-services
Michael Chan, Deputy Mayor	https://www.markham.ca/about-city-markham/city-hall/regional-ward-councillors/michael-chan-deputy-mayor-0
Upcoming Events	https://www.markham.ca/about-city-markham/events/event-listings
Services	https://www.markham.ca/services
Markham Museum Summer Camps	https://www.markham.ca/arts-culture-library/markham-museum/programs-

	camps/camps-holidays/markham-museum-summer-camps
Community Artist in Residence	https://www.markham.ca/arts-culture-library/varley-art-gallery/public-programs/artist-residence/2020-community-artist
Regional and Ward Councillors	https://www.markham.ca/about-city-markham/city-hall/regional-ward-councillors
Fire Services and Emergency Preparedness	https://www.markham.ca/neighbourhood-services/fire-services-emergency-preparedness
Diversity, Equity Inclusion & Accessibility	https://www.markham.ca/about-city-markham/diversity-equity-inclusion-and-accessibility
Home Energy Retrofits	https://www.markham.ca/about-city-markham/sustainability/home-energy-retrofits

City of Markham

Automated Monitoring

- **Automated Accessibility Health Score [WCAG 2.0 Level AA]:** 82/100
(Scanned February 25, 2025)
 - Pages Monitored: 100

Manual Evaluations

- **Evaluation 5 – City of Markham –** (February 24, 2025) **markham.ca/**

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- **Screens Evaluated:** 9
 - **Remediation Rate:** 97%
 - Total findings: 111
 - Open: 0

- Not Fixed: 0
- Fixed: 104
- Not Reproducible: 4
- Cannot be Fixed: 3

About the City page	https://www.markham.ca/about-city-markham
Employment Page	https://www.markham.ca/about-city-markham/employment
Santa Claus Parade Event	https://www.markham.ca/about-city-markham/events/attend-signature-city-event/markham-santa-claus-parade
Sustainability Page	https://www.markham.ca/about-city-markham/sustainability
Angus Glen Community Center & Library	https://www.markham.ca/sports-recreation-fitness/community-centres-libraries/angus-glen-community-centre-library
Recreation Jobs Page	https://www.markham.ca/sports-recreation-fitness/sports-recreation-programs/recreation-jobs
Sports, Recreation & Fitness Page	https://www.markham.ca/sports-recreation-fitness
Wedding Services Page	https://www.markham.ca/permits-licences-taxes/wedding-services
News Page	https://www.markham.ca/about-city-markham/news

- **Evaluation 4 – City of Markham – (June 6, 2024) [markham.ca/](https://www.markham.ca/)**

- **Screens Evaluated: 7**
- **Remediation Rate: 90%**
 - Total findings: 54
 - Open: 0
 - Not Fixed: 1
 - Fixed: 48
 - Not Reproducible: 1
 - Cannot be Fixed: 4

Council and Committee Meetings	https://www.markham.ca/about-city-markham/city-hall/council-and-committee-meetings/council-and-committee-meetings
Explore and Celebrate our Heritage	https://www.markham.ca/about-city-markham/markham-heritage/celebrate-our-heritage
Homepage	https://www.markham.ca/
Online Museum Collections	https://www.markham.ca/arts-culture-library/markham-museum/research-services/online-museum-collections
Severe Summer Storms	https://www.markham.ca/neighbourhood-services/fire-services-emergency-preparedness/fire-safety/emergency-preparedness-2
Telecommunications Towers	https://www.markham.ca/economic-development-business/planning-development-services/planning-and-development-19
Varley Art Gallery	https://www.markham.ca/arts-culture-library/varley-art-gallery

- **Evaluation 3 – City of Markham – (November 15, 2024) [markham.ca/](https://www.markham.ca/)**

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- **Screens Evaluated: 8**
 - **Remediation Rate: 90%**
 - Total findings: 54
 - Open: 0
 - Not Fixed: 1
 - Fixed: 48
 - Not Reproducible: 1
 - Cannot be Fixed: 4

Mayors Office Page	https://www.markham.ca/about-city-markham/city-hall/mayors-office
Contact Us	https://www.markham.ca/contact-us
Heintzman House page	https://www.markham.ca/arts-culture-library/heintzman-house
Wedding Services page	https://www.markham.ca/permits-licences-taxes/wedding-services
Monthly Overnight parking permit page	https://www.markham.ca/permits-licences-taxes/parking/monthly-overnight-parking-permit
Camps page	https://www.markham.ca/sports-recreation-fitness/sports-recreation-programs/camps
Community Events Policy page	https://www.markham.ca/about-city-markham/events/promote-your-event/community-events-policy
Markham Wildlife Page	https://www.markham.ca/permits-licences-taxes/animal-services/markham-wildlife

- **Evaluation 2 – Markham Museum – (September 20, 2024)**
[markham.ca/](https://www.markham.ca/)

- **Screens Evaluated:** 1
- **Remediation Rate:** 100%
 - Total findings: 19
 - Open: 0
 - Fixed: 16
 - Not Reproducible: 3

Markham Museum Page	https://www.markham.ca/arts-culture-library/markham-museum
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- **Evaluation 1 – Component Pages – (February 23, 2024)**
[markham.ca/](https://www.markham.ca/)

- **Screens Evaluated:** 8
- **Remediation Rate:** 100%
 - Total findings: 27
 - Open: 0
 - Fixed: 27

Cheat Sheet Part 1	https://www.markham.ca/component-cheat-sheet-part-1
Cheat Sheet Part 1 > Grid content component	https://www.markham.ca/component-cheat-sheet-part-1
Cheat Sheet Part 1 > Grid Content Component	https://www.markham.ca/component-cheat-sheet-part-1
Cheat Sheet Part 1 > CTA (long) component	https://www.markham.ca/component-cheat-sheet-part-1
Cheat Sheet Part 1 > Slider Component	https://www.markham.ca/component-cheat-sheet-part-1
Component Cheat Sheet Part 2	https://www.markham.ca/component-cheat-sheet-part-2

Footer	https://www.markham.ca/component-cheat-sheet-part-1
Header	https://www.markham.ca/component-cheat-sheet-part-1

Conclusion

City of Markham has remained engaged with Level Access and is utilizing the Level Access Digital Accessibility Platform to test and remediate known accessibility issues, and monitor conformance to applicable digital accessibility standards in an ongoing basis. **City of Markham** has made progress in implementing many of the identified WCAG requirements and is committed to continual improvement.

The remediation efforts will continue to ensure any remaining areas of the site that are within **City of Markham** control, conform with WCAG 2.0 AA with the ongoing support of Level Access.

Helen Henriques, CHRP, CRPACC
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