

# Service Business Plan



<b>Service Name</b>	Tree Management	<b>Service Type</b>	Public
<b>Service Owner Name</b>	Barbara Rabicki	<b>Budget Year</b>	2019
<b>Service Owner Title</b>	Manager of Urban Forestry		

## Service Description

A public service to provide maintenance of City-owned trees.

## Current State

Customers & Their Expectations	<p>This service is delivered to:</p> <p>Burlington residents, to maximize the long term health and ecological and environmental benefits that trees provide.</p>
Existing Service Delivery	<p>Annual City-wide management of about 70,000 publicly owned trees near roadways and in manicured areas of parks, in line with Council-approved levels of service and good arboriculture practices. Activities include forest planning and health, invasive species / pest management, tree planting, pruning, risk assessments and removals as needed.</p> <p>Maintenance of trees on regional roads in Burlington is also provided to Halton Region, in accordance with the Regional Maintenance Agreement, Contractor Maintenance Services.</p> <p>The tree management service is provided through a combination of in-house and managed contracted resources.</p>
Existing Customer Engagement Tools / Methods	<p>Customer engagement methods include website information, telephone, in person, email contact, and forestry booths at special events. Program-specific communications include social media, City website, and door hangers provided to property owners, where appropriate. Facilitating partnerships are important for progression to achieving long term canopy improvement goals.</p>
Is this Service Provincially Legislated?	No N/A
For this Service are there Approved Service Standards?	Yes Public Tree By-law, Pilot Private Tree By-law, and approved Levels of Service.

## Sub-Services

Tree Maintenance	Includes activities such as routine grid as well as issue specific pruning, trimming, tree health assessments, and removal of dead and dying trees located within the City's road allowance and in parks and wooded areas within target proximity. Storm response for several wind / snow & ice storms per year are typical. Also includes inspection & maintenance of trees in response to resident requests.
Tree Planting	Involves planting new and replacement trees within the City's road allowances and within parks, including removal of tree stumps in preparation for replacement planting. Replacement plantings for removals due to EAB as well as non-ash trees are included. Tree plantings also include partnerships and annual community tree planting events.
Urban Forest Health and Pest Management	Focuses on assessing and appropriately managing pests, diseases and other issues that may negatively affect the health and sustainability of the City's urban forest. Includes Emerald Ash Borer, gypsy moth, cankerworm and other regional threats.
Public Tree Bylaw Administration and Enforcement	This service aims to educate residents regarding stewardship of trees and aims to protect the public tree canopy.
Private Tree By-law Pilot	Private Tree By-law for Roseland area has been approved by Council; effective date March 1, 2019.

## Recent Continuous Improvement Initiatives

In 2018:

- Peak removals of declining ash trees occurred in 2018 of 2,258 street & park trees & 1,686 woodland trees.
- Increased number of trees planted 1,297 exceeding target of 1,286
- Increased private-public partnerships to expand tree planting across the City
- Secured two Vimy oaks for the City of Burlington cenotaph
- Pilot Private Tree By-law approved by Council - to launch March 1, 2019
- Enhanced City Forestry website to provide more thorough information to residents
- Enhanced Gypsy Moth monitoring and management, delivering successful control of key target areas cost-effectively.
- Delivered five (5) public education sessions for Fall Cankerworm - informing residents how to band their private trees for control.
- Leveraged technology including Tree Plotter Work Order Management system to deliver efficiencies in customer service and due diligence records and provide mobile data management for Supervisors and Technicians.
- Initiated improvements in storm response for tree-related weather events including improved staff training and communication.

## Emerging Opportunities and Anticipated Risks

Emerging Opportunities	<p>Secure funding to undertake an Urban Forest Management Strategy to provide data, recommendations, benchmarking, and associated costs guiding long-term management of the city's changing tree canopy, including setting achievable canopy cover targets. Secure funding to initiate a Woodland Management Strategy to provide framework for managing woodlands with action plans &amp; costs for key woodlands at risk, and promote long-term ecological health of natural areas.</p> <p>Re-evaluate the EAB strategy plan periodically including scope of work, action plan &amp; timelines, and budget impacts, to ensure alignment with most current treatments, current tree population health and best management practices.</p> <p>Assessment and evaluation of Private Tree Bylaw Pilot for consideration of expansion city-wide.</p>
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Anticipated Risks	<p>Introductions of invasive threats such as Emerald Ash Borer, Asian Longhorn Beetle, and Oak Wilt pose unpredictable and significant risks, including widespread potential tree losses, which will impact Burlington's urban tree canopy.</p> <p>Climate change is resulting in higher frequency of severe weather in southern Ontario, as has been experienced through the ice storm of December 2013, August 2014 flood, and 2016 drought. Severe windstorm events are increasing.</p> <p>Tree canopy loss will result in negative impacts including loss of shade (increased skin cancer risk); ecological and environmental benefits (stormwater management / carbon sequestration / air quality improvements / energy savings / aesthetic quality / etc). Urban heat island effects will continue to increase, and tree species adaptability is changing.</p>
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Service Objectives	Target Completion
Continue to monitor the Emerald Ash Borer infestation and industry best practices to manage the effects on the City's urban forest, including providing annual action plan reports to Committee each spring. Planned, systematic & cost-effective EAB management program will continue through 2024 to mitigate risks to public and replace impacted trees over the long term to restore tree canopy. In 2019, there will continue to be an increase in the necessary removal and replacement of ash trees. Woodland ash tree decline will necessitate continued progression of removals.	Dec 2024
Continue to monitor annually for the presence of Gypsy Moth in Burlington. If necessary, an appropriate mitigation program will be implemented, which may include Regional partnerships.	Dec 2018
Initiate the Pilot Private Tree By-law for Roseland, facilitating public engagement and support, with goal to preserve and expand city tree canopy including private lands. Assess effectiveness and report back to Council on 2 year pilot in 2021.	May 2021

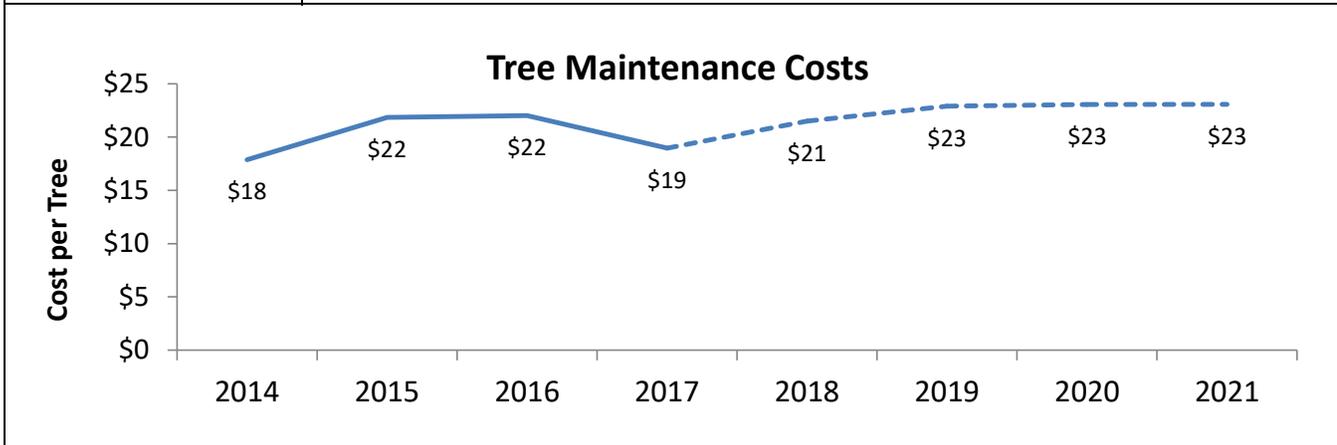
# MEASURING SUCCESS

## How much did we do?

Performance Measurement	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Forecast	2019 Forecast	2020 Forecast	2021 Forecast
Number of street & park trees maintained	57,887	58,677	55,713	74,454	71,627	70,403	71,318	72,701
Trees planted (new and replacement trees)	606	169	1,338	1,150	1,809	1,786	1,786	2,000

## How well did we do it?

Performance Measurement	Tree Maintenance Costs
Story behind the data	In addition to the 1,809 trees planted on streets and manicured areas of parks in 2018, an additional 2,408 trees were planted to create canopy in naturalized (woodland) areas. Total tree planting for 2018 is 4,217 trees. Total tree quantities forecasted to 2021 indicates lowest tree numbers in 2019. The main cause for this canopy loss is due to the effects of EAB and the strategy to prioritize removals, followed by replacements. Other factors affecting the reduction in total tree inventory quantity is due to severe weather events (wind storms), as well as the proactive removal of high risk trees that have reached the end of their lifecycle. As the majority of EAB removals will be completed by end of 2019, remaining EAB funding will be concentrated on replacing the lost trees to meet the 1:1 mandate for street trees per the EAB management plan. Other planting initiatives outside the scope of the EAB will continue, with a focus on replacing canopy loss from over-mature and dying trees posing public risk. The lag in replacing 1:1 on an annual basis for high risk trees is due to budgetary constraints.



<b>Performance Measurement</b>	Progress of the Emerald Ash Borer Management Plan
Story behind the data	This progress plan shows inventoried street and park trees only. Woodland trees are not included in the EAB plan. 2018 Forecast includes updated inventory of area north of Dundas street, which added additional trees. 2017-2019 show peak removals due to ash mortality resulting from EAB.

**Progress of the Emerald Ash Borer Management Plan**

