

City Council

Notice of Motion

MM44.48	ACTION			Ward:All
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New City Frequently Asked Questions Webpage on Tree Damage for Residents - by Councillor Paula Fletcher, seconded by Councillor Mike Layton

** Notice of this Motion has been given.*

** This Motion is subject to referral to the Parks and Environment Committee. A two-thirds vote is required to waive referral.*

Recommendations

Councillor Paula Fletcher, seconded by Councillor Mike Layton, recommends that:

1. City Council request the Director, Urban Forestry to develop a "Frequently Asked Questions" webpage for residents providing information on what residents need to do in various circumstances when a tree falls or is damaged due to severe weather and to present the content for the Frequently Asked Questions webpage to the appropriate committee in the first quarter of 2019.

Summary

This year we had another ice storm and two wind storms that knocked down and damaged several trees throughout the City. Many residents do not know who to contact or what to do when a tree falls or is damaged after a storm.

Residents should have the ability to find out what to do in cases where a private tree falls, when a tree falls in a lane or when it is a neighbour's tree. For example, what steps need be taken when a City tree falls on to private property, or when a private tree falls across City property?

Wait times for 311 can be long after severe weather and there is little information available on the City's website related to what a resident can do in these situations.

Currently a City webpage titled "Fallen Tree and Branch Damage Claims" informs residents on how to file a claim, and another webpage titled "Trees in Toronto" allows residents to request pruning or removal of a City tree.

Residents should be able to easily find out what steps to take, what their responsibility is, and if and when the City would become involved.

A Frequently Asked Questions webpage would accomplish this.

Background Information (City Council)

Member Motion MM44.48