

Parks, Forestry and Recreation

Update on Urban Forestry Service Standards for
Tree Maintenance and Planting

Service Excellence Committee - November 25, 2024



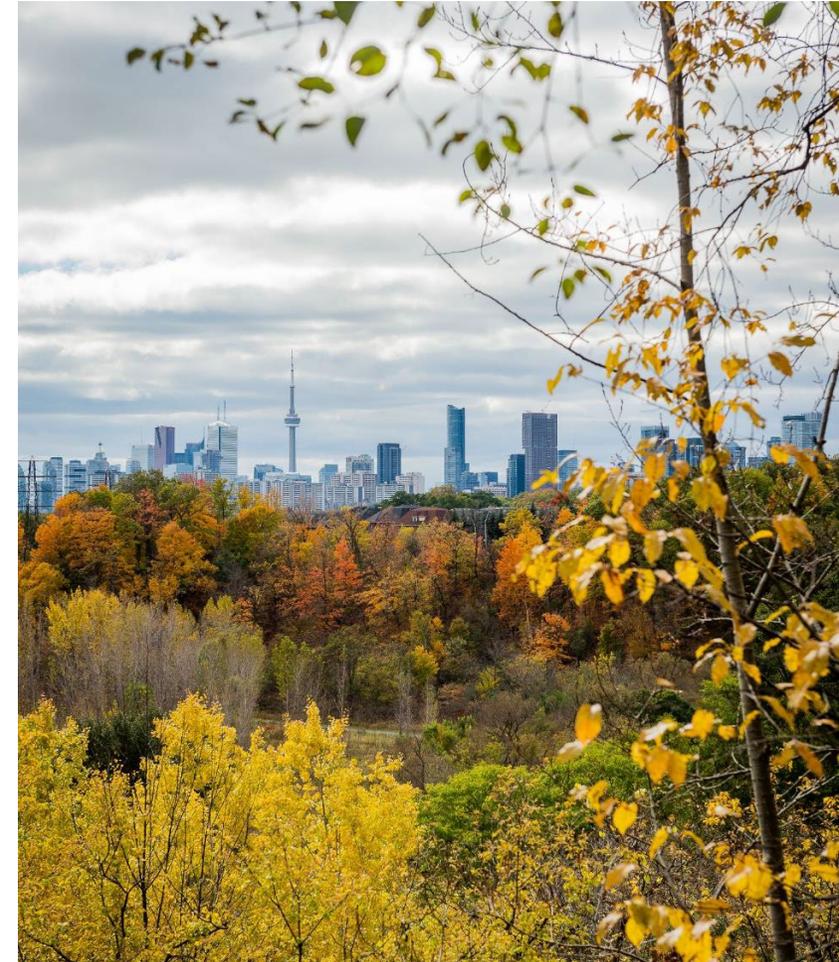
Urban Forestry Service Overview

Vision

Toronto's diverse urban forest is the vital green infrastructure which creates healthy neighbourhoods, supports habitat and biodiversity, promotes clean air and water, offers opportunities for recreation and education, fosters economic prosperity and enhances quality of life for everyone in the city.

Highlights

- 384 full-time employee positions
- \$80.5M 2024 operating budget
- 11.5M trees in Toronto of which 45 per cent are on public lands
- 124,689 trees planted in 2023
- 158,000 tree inspections completed in 2023
- 2024 target of 447,050 work orders (planting, tree maintenance and tree protection)
- 2018 Tree Canopy Study showed a 25 per cent improvement in street tree condition as compared to 2008



Urban Forestry Service Overview



Tree Protection and Plan Review

Protection of ravine trees and features, private trees and City-owned trees



Forest Policy and Planning

Develop and update forest policy and standards, communications, data management



Forestry Operations

Tree maintenance, proactive and storm response

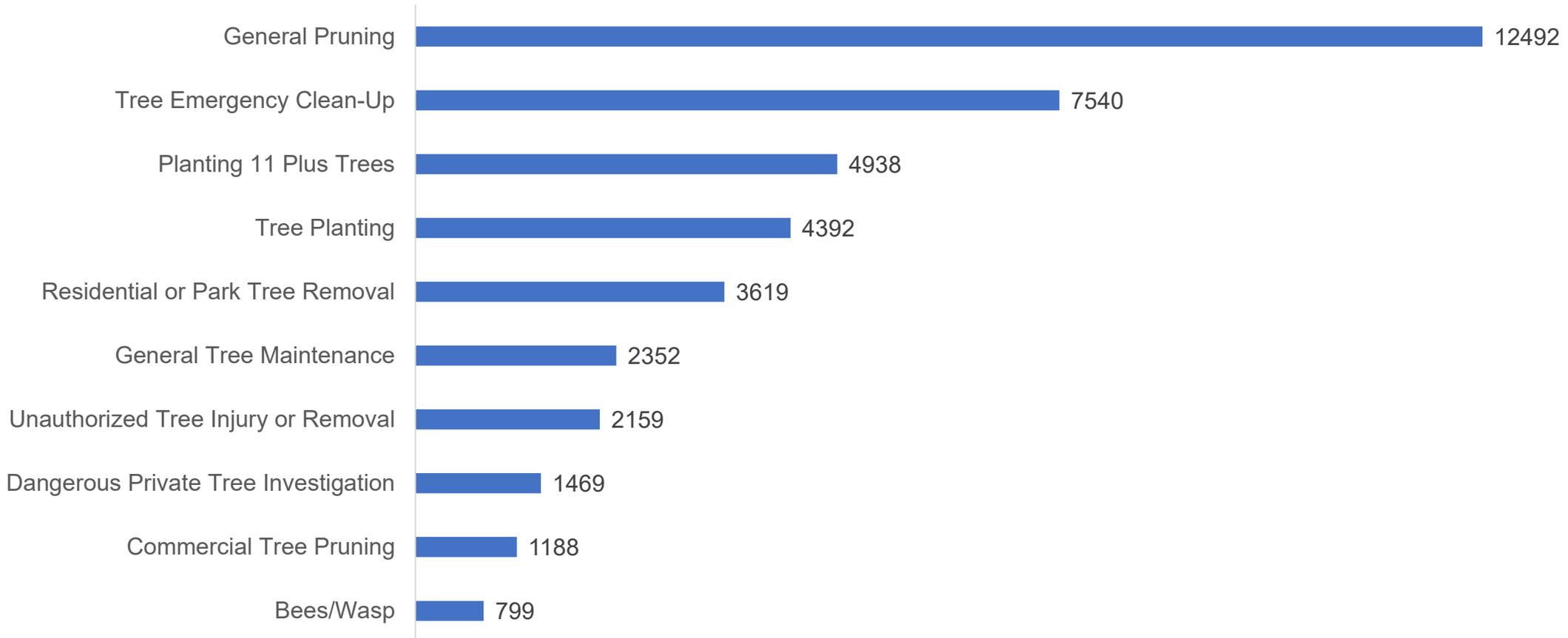


Forest Renewal and Natural Area Management

Tree planting, community programs and stewardship, forest health care and invasive species management 2

Urban Forestry Service Overview

Top Ten Service Request Types – 2024 Q1 – Q3

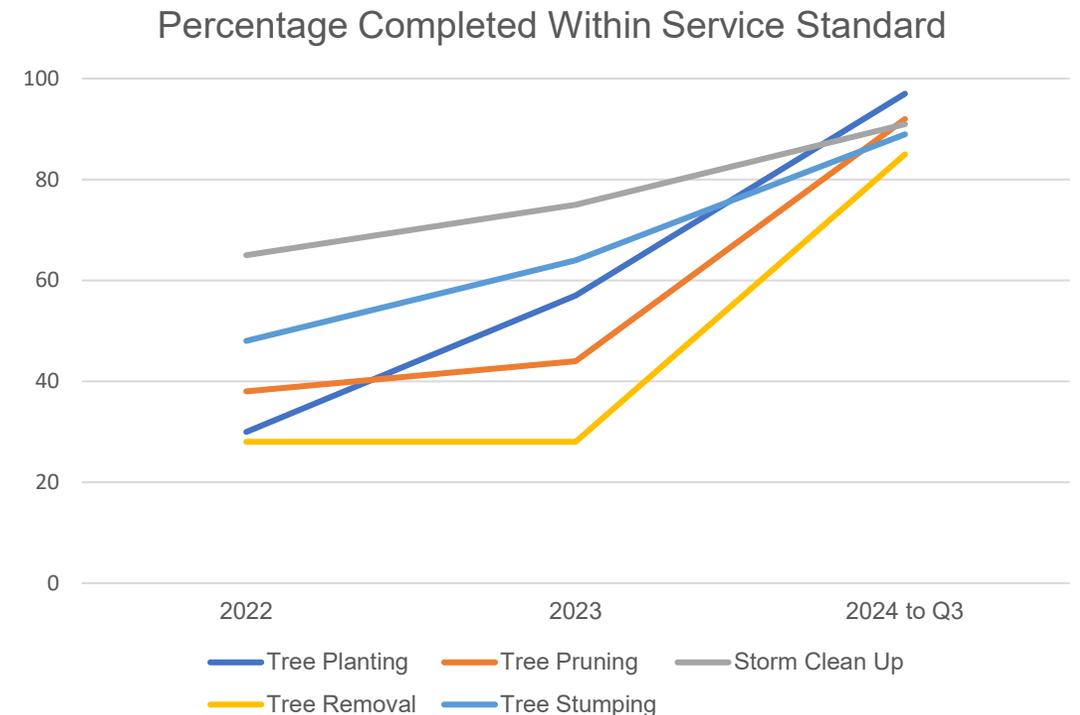


Work Volumes

	2022			2023			2024 to Q3		
Service Request Type	Annual Work Order Volume	Annual 311 Service Request Volume	311 Service Requests as % of Total Work	Annual Work Order Volume	Annual 311 Service Request Volume	311 Service Requests as % of Total Work	Annual Work Order Volume YTD	Annual 311 Service Request Volume YTD	311 Service Requests as % of Total Work YTD
Tree Planting	129,438	9,562	7%	124,689	7,849	6%	59,300	4,389	7%
Pruning	28,428	13,055	46%	49,480	16,311	33%	38,890	12,477	32%
Removal	11,376	5,126	45%	9,671	4,670	48%	5,944	3,615	61%
Storm Clean Up	11,646	14,482	124%	7,512	8,603	115%	5,987	7,523	126%
Stumping	2,720	589	22%	3,936	584	15%	1,885	522	28%

Completion Rates

Service Request Type	Service Standard	% Completed Within Service Standard		
		2022	2023	2024 to Q3
Tree Planting	18 months	30	57	97
Tree Pruning	6 month	38	44	92
Storm Clean Up	ASAP – 6 months	65	75	91
Tree Removal	8 months	28	28	85
Tree Stumping	8 months	48	64	89



Tree Maintenance & Planting Inspections

- Importance of tree inspections:
 - determining health and condition
 - prescribing work to maintain health and longevity
 - determining priority of work
 - resident notification
- Once inspected, some service requests do not become work orders, because work is not required:
 - tree is on private property
 - maintenance is not required



Tree Maintenance & Planting Logistics

- Work is completed by priority (i.e. immediate hazards for public safety)
- Different equipment for each stage of work dependant on:
 - Tree size
 - Site conditions (surface, accessibility)
 - Materials required each job (i.e. soil, mulch)
- Crew expertise required varies between service areas, as well as costs on equipment and personnel



Topping

Stemming

Stumping

Planting

Tree



Vehicle
Equipment



Spring

Summer

Fall

Winter

Topping



Stemming



Stumping



Planting



Trending in the Right Direction

- As a result of contract, technology and operational improvements, driven by AG recommendations, meeting service standards are trending positive over a three-year period.
- Good quality service is imperative to maintain and grow a healthy urban forest and meet City Council's target of a 40% canopy cover by 2050.
- Continuous improvement is required to ensure the significant work volumes across all service areas are completed to current service standards.



Tree Maintenance Review 2025

- Tree Maintenance Review Update - report back to Infrastructure and Environment Committee Q3 2025, to include:
 - Review existing Street and Park Tree Maintenance Programs and framework for improvements
 - Review of resources, staff qualifications and training programs
 - Focused engagement plan with industry experts and stakeholders
 - Results of service quality pilot and review of existing service delivery model
- Urban Forestry will be joining the Environment and Climate Division effective January 1, 2025.

Thank you

