

City of Burlington Private Tree By-law 40-2022: Update

EICS Presentation – June 1, 2023

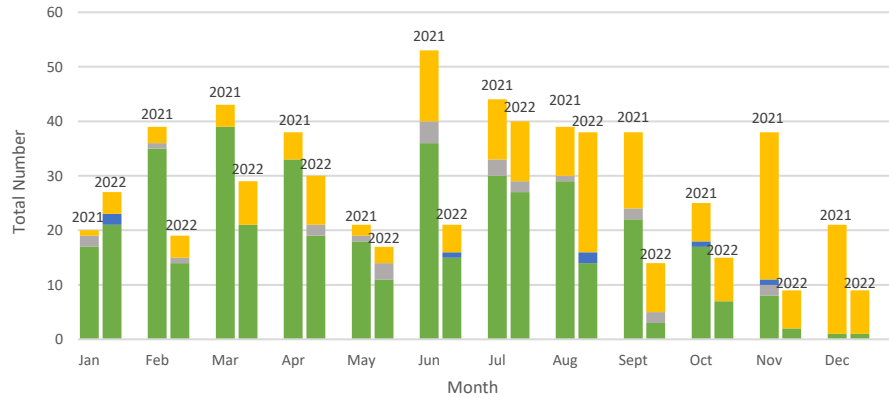
**Steve Robinson, BCMA
Manager, Urban Forestry
City of Burlington**

**Melissa Torchia, ISA
Supervisor, Forest Protection
City of Burlington**

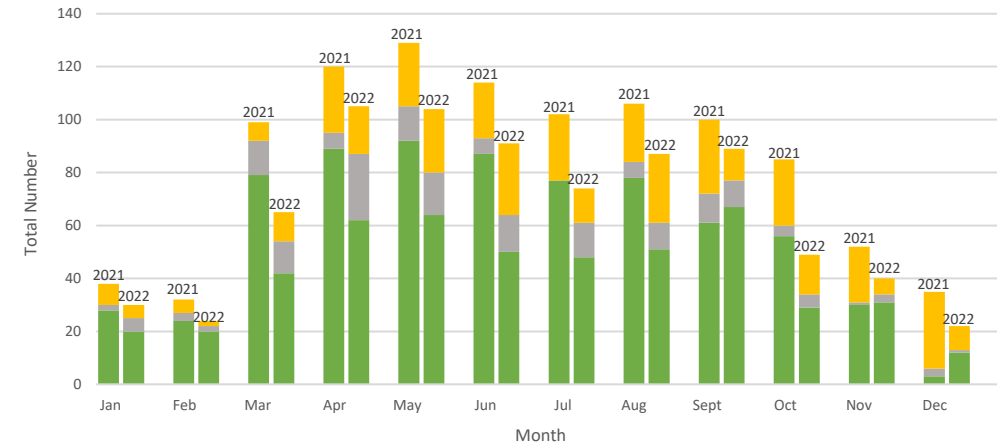


2021-2022 Permit Volume

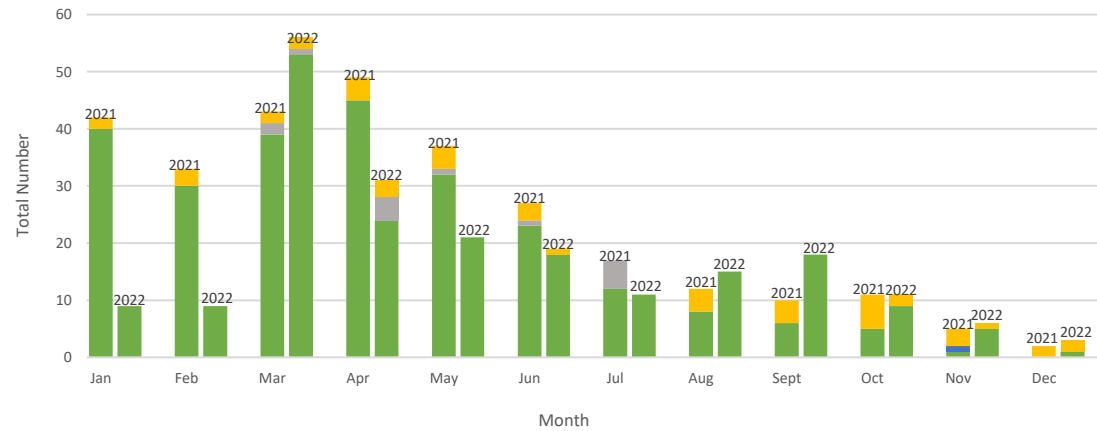
Pre-building Tree Permits



General Tree Permits



Pools Tree Permits

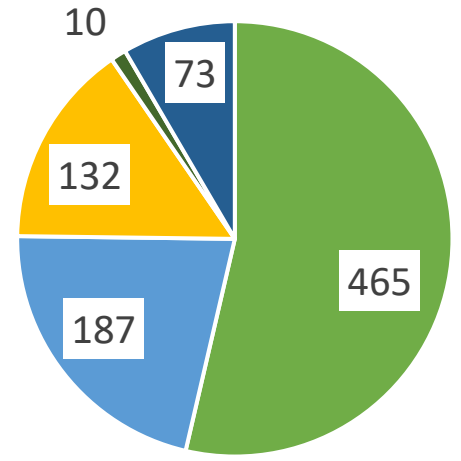


- Application Under Review/Hold
- Withdrawn Applications
- Permit Issued
- Declaration





Tree Removal and Tree Replacements



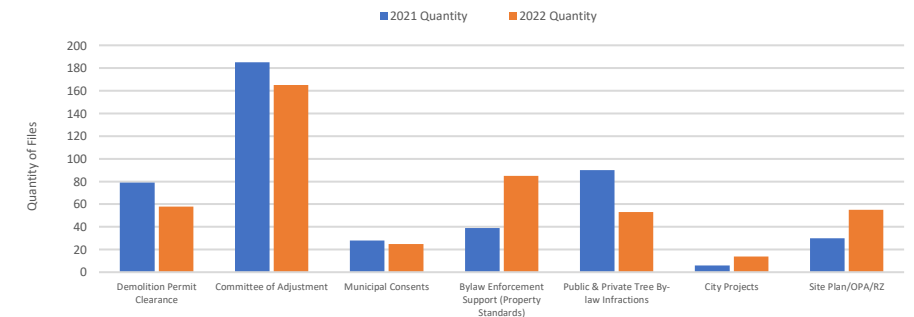
- Non-Exempt Removal
- Terminally Condition Trees
- Dead Removal
- 2M OB Removal
- High Risk

	Replacement trees required	% Planted	%Outstanding	Replacement trees provided as cash-in-lieu
2022	1,142	65%	35%	570
2023	736	8%	92%	507



Program Evolution

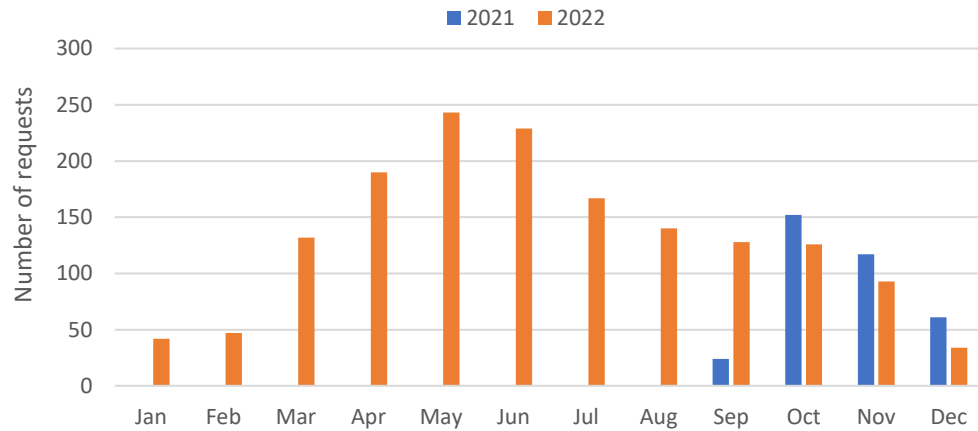
- Pre-2020 : Limited review and enforcement of Public Tree By-law
 - Staff in Forest Planning & Health + Development Engineering
- 2018-2020: Launch and Repeal of Pilot Private Tree By-law (Roseland)
 - Staff in Forest Planning & Health
- 2020: Private Tree By-law Implementation and Forest Protection branch established
 - 1 supervisor, 1 coordinator, 3 forest protection officers
- Mid-2020 – Present : Enforcement of Public and Private Tree By-law
 - Increase in various file type review and customer inquires has led to:
 - Stretching capacity and overtime requirements
 - Limited time dedicated to review each file type
 - Longer wait times for review and responses
 - Missed opportunities
 - Limited time for enforcement



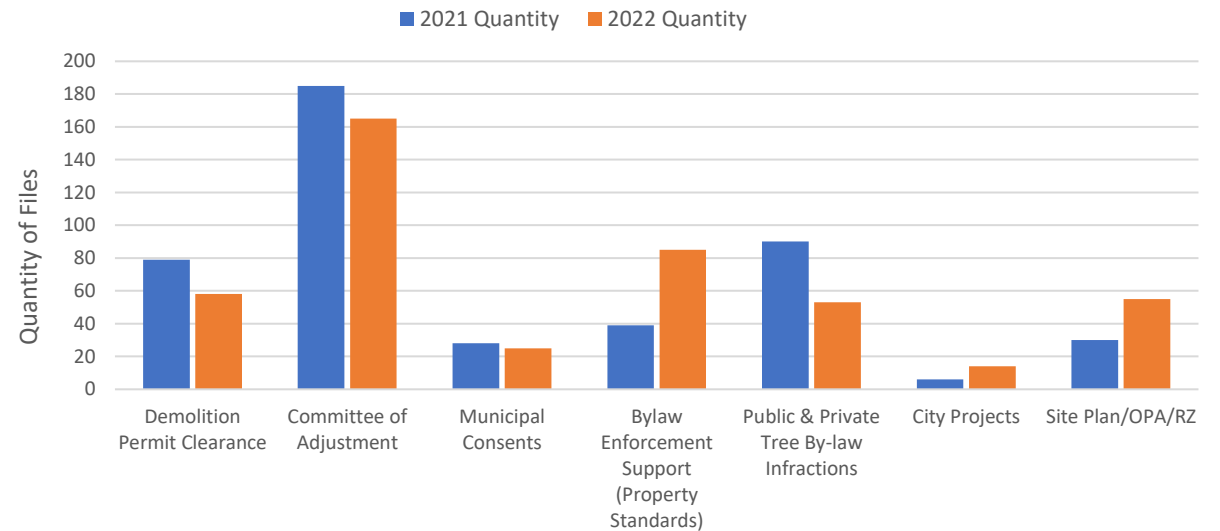
Quantity of additional file types reviewed by Forest Protection in 2021 and 2022



Forest Protection - Work Breakdown



CRM information and service-related requests received in 2021 and 2022



Quantity of additional file types reviewed by Forest Protection in 2021 and 2022



Process Improvements

Item No.	Process Improvement	Status
1.0	CRM Integration and webpage updates	Complete September 2021
1.0 a.	Update to Knowledge Based Articles to assist Service Burlington in case management	Ongoing
2.0	Introduction of consolidated pool permit application	Complete December 2021
3.0	Introduction of a tree declaration form	Complete September 2021
4.0	Improvements to online application form including integration with AMANDA software	Complete December 2022
5.0	Private Tree By-law Updates	Complete April 2022
6.0	Introduction of desktop approval process for dead and terminal trees	Complete April 2022



Process Improvements

Item No.	Process Improvement	Status
7.0	Introduction of a homeowner's reference guide to understand working around trees	Complete December 2023
8.0	AMANDA software improvements	Ongoing Partial completion April 2023
9.0	Tree Protection and Preservation Specification	TBD
10.0	Evaluation of Tree Planting Reserve Fund Utilization	Ongoing
11.0	Investigation of Replacement Tree Backyard Planting Program	Ongoing
12.0	Enforcement Process Review	Ongoing
13.0	Public Tree By-law Review	2024



Financials

	2022 Budget	Actual 2022	Budget 2023
Total Program Expenditures	\$ 612,750	\$ 648,206	\$ 625,864
Permit Fee Recoveries	\$ 186,250*	\$200,666	\$190,000
Total Tax Levy Support	\$ 426,500 (70% tax levy supported)	\$447,540 (69% tax levy supported)	\$435,864 (70% tax levy supported)

***Budgeted recoveries as approved by council in RPF-03-22 (Option 3)**

Next Steps

- Process improvements as part of ongoing continuous improvement initiatives
- Leveraging of new permit processing and tracking systems
- Ongoing update of CRM knowledge base to support improved Customer Service
- Further evaluation of workload and resource requirements

