

# Trees and Forests Advisory Committee

## Report

The 2nd Meeting of the Trees and Forests Advisory Committee  
February 26, 2020  
Committee Room #4

Attendance PRESENT: R. Mannella (Chair), M. Demand, A. Hames, J. Kogelheide, A. Valastro and D. Turner (Committee Clerk)

NOT PRESENT: A. Cantell and A. Morrison

ALSO PRESENT: M. Pease, S. Rowland, J. Spence and M. Stone

The meeting was called to order at 12:15 PM.

### 1. Call to Order

#### 1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

### 2. Scheduled Items

#### 2.1 Accessibility for Ontarians with Disabilities (AODA) Orientation

That it BE NOTED that the presentation from M. Stone, Supervisor I, Municipal Policy (AODA), as appended to the agenda, with respect to 'Accessibility for Ontarians with Disabilities' customer service training, was received.

### 3. Consent

#### 3.1 1st Report of the Trees and Forests Advisory Committee

That it BE NOTED that the 1st Report of the Trees and Forests Advisory Committee, from its meeting held on January 22, 2020, was received.

#### 3.2 Municipal Council Resolution - 1st Report of the Trees and Forests Advisory Committee

That it BE NOTED that the Municipal Council resolution, from its meeting held on February 11, 2020, with respect to the 1st Report of the Trees and Forests Advisory Committee, was received.

### 4. Sub-Committees and Working Groups

#### 4.1 Education and Outreach Sub-Committee Update

That the following actions be taken with respect to the Education and Outreach sub-committee:

a) the Civic Administration BE REQUESTED to implement the committee's attached recommendations in order to better promote tree-related educational materials and information in advance of the Spring 2020 planting season; and,

b) the information and recommendations, as appended to pages 23-30 of the Trees and Forests Advisory Committee (TFAC) agenda, BE FORWARDED to the Civic Administration for adoption/action where

appropriate, and that the Civic Administration BE INVITED to a future meeting of the TFAC to provide feedback on these recommendations.

4.2 2020 Work Plan Sub-Committee Update

That the revised attached 2020 Trees and Forests Advisory Committee work plan BE FORWARDED to Municipal Council for consideration and approval.

**5. Items for Discussion**

5.1 Green Roof By-law

That the Civic Administration BE INVITED to a future meeting of the Trees and Forests Advisory Committee to present a status update on the Green Roof By-law currently in development.

5.2 Tree Planting and Maintenance Near Hydro Lines

That a representative from London Hydro BE INVITED to a future meeting of the Trees and Forests Advisory Committee to discuss the issue of tree planting/maintenance near hydro lines in greater detail.

5.3 Green Space Requirements in Urban Design - 'Cash-in-Lieu' Developments

That it BE NOTED that the committee held a general discussion with respect to green space requirements in urban design as it relates to 'cash-in-lieu' developments, primarily in the downtown core.

5.4 Review of Outstanding Recommendations

That it BE NOTED that the committee held a general discussion with respect to outstanding recommendations.

**6. Adjournment**

The meeting adjourned at 1:56 PM.



# Accessibility for Ontarians with Disabilities (AODA) Customer Service Training



Melanie Stone

Accessibility Specialist, HR & Corporate Services



## AODA

- Goal: To help make Ontario accessible for all



Photo Caption: This photo is of a woman in a Canadian Sledge Hockey Team jersey, seated in an ice sledge, holding 2 sledge hockey sticks. She is facing the camera with a serious expression on her face. She is holding the sledge hockey sticks with large hockey gloves.



## AODA Components

- The AODA (Accessibility for Ontarians with Disabilities Act) and Integrated Accessibility Standards Regulation (IASR)
- Customer Service
- Information & Communication Standard
- Design of Public Spaces
- Transportation
- Employment



## Thinking about disability

**The AODA uses the Ontario Human Rights definition of disability.** which includes physical disabilities as well as vision, hearing, speech, developmental, learning and mental health disabilities.

**One in 7, to 1 in 5 Ontarians has a disability.**

- **Who are people with disabilities?**
- When we think of disabilities, we tend to think of people who use wheelchairs and who have physical disabilities that are visible and obvious. But disabilities can also be non-visible. We can't always tell who has a disability. A disability can be temporary or permanent, and many of us will experience a disability at some point in our lives.
- The Accessibility for Ontarians with Disabilities Act, 2005 uses the same definition of disability as the Ontario Human Rights Code



## Who is a customer?

- The standards must be followed by:
- the Ontario Government and Legislative Assembly
- all designated public sector organizations, which include municipalities, universities, colleges, hospitals, school boards and public transportation organizations
- private businesses and not-for-profit organizations that have one or more employees in Ontario
- **Who is a customer?**
- A customer can be anyone who is accessing your organization's goods, services or facilities. They may include paying and non-paying members of the public, and individuals your organization might call customers, such as clients, members, patrons or patients.
- Customers can also be other businesses or organizations (also referred to as third parties).



## Ontario Human Rights Definition of Disability

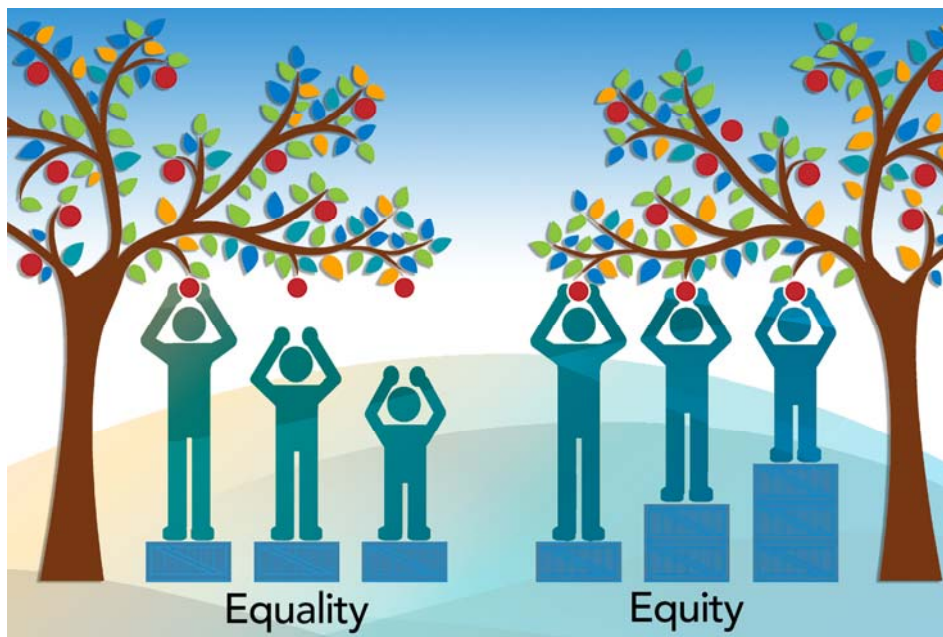
- Defining disability is a complex, evolving matter. The term “disability” covers a broad range and degree of conditions.
- A disability may have been present at birth, caused by an accident, or developed over time.
- Section 10 of the Code defines “disability” as: (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,



- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997. “Disability” should be interpreted in broad terms.



## Getting to equity





# Ableism

- Discrimination in favour of able bodied people.
- Understanding that the world is built for particular bodies, and workplaces, policies, public spaces, buildings and their contents are often designed in favour of able-bodied people or people without disabilities
- The Supreme Court of Canada — the highest court — has also recognized that there is a social component to disability. It has called this social component “social handicapping.” What this means is that society’s response to persons with disabilities is often the cause of the “handicap” that persons with disabilities experience.



# Who is required to take this training?

- The following people must be trained on serving customers with disabilities:
- all employees and **volunteers** (paid and unpaid, full-time, part-time and contract positions)
- **anyone involved in developing your organization’s policies (including managers, senior leaders, directors, board members and owners)**
- anyone who provides goods, services or facilities to customers on your organization’s behalf (such as external contact centres or facilities management companies)
- Training must be completed as soon as possible after an employee or volunteer joins your organization.
- Training must also be provided when there are any changes to your organization’s accessible customer service policies.





## Customer Service Policies

- The Corporation of the City of London has its own accessible customer service policies.
- We provide information on how to use any equipment or devices available in your organization that can help to provide goods, services or facilities to people with disabilities



## Follow up training will be provided

- More detail on additional tools will be provided in the New Year as we roll out new policies and technology.
- Each committee has different policy requirements under the AODA. Please review the sections applicable to you so that your policy work is informed by accessibility legislation. For example, if you are involved in advising about public spaces, be sure you review the details of the public space standards.





## Customer Service Standard

- Our job is to ensure better accessible structures, programs and services so that we aren't the barrier that prevents people from participation
- The AODA requires commitment to providing quality goods, services and facilities that are accessible to all persons we serve
- We will continue to work with the community and allocate appropriate resources towards the elimination of accessibility barriers in customer service



## City of London Accessible Customer Service Policy

- All of our staff are trained during orientation about how to provide accessible customer service.
- We have a number of tools available for customers to communicate



## Common Mistakes

- Common mistakes
  - Leaning down inappropriately to talk to someone
  - Speaking loudly and slowly without being asked to
  - Being patronizing (good for you! You're outside doing things!)
  - Having different expectations/making decisions on someone's behalf
  - Speaking to a support person/partner only
  - Assuming someone is a support person and not a partner/family member/spouse
  - Offering unsolicited advice
  - Sharing personal stories of disability
  - Assessing someone's disability and worthiness for an accommodation (bathrooms & parking spots are common)
  - Describing people as their mobility aid "We need to move this wheelchair."
  - Moving a mobility aid without direction or permission



## Tips

- Ask before you help. People with disabilities often have their own ways of doing things.
- Don't touch or move a person's equipment (for example, wheelchair or walker) without their permission.
- If you have permission to move a person's wheelchair or mobility aid, don't leave them in an awkward, dangerous or difficult position, such as facing a wall or in the path of opening doors or elevators.
- If you need to have a lengthy conversation with someone who uses a wheelchair or scooter, consider sitting so you can make eye contact at the same level if appropriate or invited.



## Visible and invisible

- There are visible and invisible disabilities. There are temporary and permanent disabilities and there are episodic disabilities.
- Many people have disabilities that involve all three or different intersecting disabilities such as mental health and physical disability.
- For this reason, ask how you can help. Needs change and what works one day may not work the next.



## Individuals with vision loss

- Vision loss can restrict someone's ability to read documents or signs, locate landmarks or see hazards. Some people may use a guide dog, a white cane, or a support person such as a sighted guide, while others may not.
- **Tips:**
- When you know someone has vision loss, don't assume the person can't see you. Not everyone with vision loss is blind. Many have some or fluctuating vision.
- Identify yourself when you approach and speak directly to your customer if they are with a companion.
- Ask if they would like you to read any printed information out loud to them, such as a policy or a bill or schedule of fees. Not everyone can read braille so ask how you can be of assistance.



- When providing directions or instructions, be precise and descriptive (for example, “two steps in front of you” or “a metre to your left”). Don’t say “over there” or point in the direction indicated.
- Offer your elbow to guide them if needed. If they accept, lead – don’t pull.
- Identify landmarks or other details to orient the person to the surroundings. For example, if you’re approaching stairs or an obstacle, say so.
- If you need to leave the customer, let them know by telling them you’ll be back or saying goodbye.
- Don't leave your customer in the middle of a room – guide them to a comfortable location.



## People who are deaf/Deaf or hard of hearing

- People who have hearing loss may identify in different ways. They may identify as deaf/Deaf, oral deaf, deafened, or hard of hearing. These terms are used to describe different levels of hearing or the way a person’s hearing was diminished or lost.
- A person with hearing loss might use a hearing aid, an amplification device or hearing ear dog. They may have preferred ways to communicate, for example, through sign language, by lip reading or using a pen and paper.



- Once a customer has self-identified as having hearing loss, make sure you face the customer when talking and that you are in a well-lit area so the person can see you clearly.
- As needed, attract the person's attention before speaking. Try a gentle touch on the shoulder or wave of your hand.
- Maintain eye contact. Use body language, gestures and facial expression to help you communicate.
- If the person uses a hearing aid, reduce background noise or if possible, move to a quieter area.
- Don't assume that the customer knows sign language or reads lips.
- If necessary, ask if another method of communicating would be easier (for example, using a pen and paper).
- When using a sign language interpreter, look and speak directly to the customer, not the sign language interpreter. For example, say "What would you like?" not "Ask her what she'd like."



## Speech

- Cerebral palsy, stroke, hearing loss or other medical conditions or disabilities may make it difficult for a person to pronounce words or express themselves. Some people who have severe difficulties may use a communication board or other assistive devices.
- 
- **Tips:**
- Don't assume that a person who has difficulty speaking doesn't understand you.
- Speak directly to the customer and not to their companion or support person.
- Whenever possible, ask questions that can be answered "yes" or "no."
- If the person uses a communication device, take a moment to read visible instructions for communicating with them.
- Be patient. Don't interrupt or finish your customer's sentences.
- Confirm what the person has said by summarizing or repeating what you've understood and allow the person to respond – don't pretend if you're not sure.
- If necessary, provide other ways for the customer to contact you, such as email.



## Learning Disabilities

- The term “learning disabilities” refers to a range of disabilities. One example of a learning disability is dyslexia, which affects how a person takes in or retains information. This disability may become apparent when the person has difficulty reading material or understanding the information you are providing.
- People with learning disabilities just learn in a different way.
- **Tips:**
  - Be patient and allow extra time if needed. People with some learning disabilities may take a little longer to process information or to understand and respond.
  - Try to provide information in a way that works for your customer. For example, some people with learning disabilities find written words difficult to understand, while others may have problems with numbers and math.
  - Be willing to rephrase or explain something again in another way, if needed.



## Developmental or intellectual disability

- Developmental disabilities (such as Down syndrome) or intellectual disabilities can mildly or profoundly limit a person’s ability to learn, communicate, do everyday physical activities or live independently. Supports, encouragement and inclusion
- **Tips:**
  - Don’t make assumptions about what a person can or cannot do.
  - Don’t exaggerate your speech or speak in a patronizing way.
  - Use plain language.
  - Provide one piece of information at a time.
  - If you’re not sure of what is being said to you, confirm by summarizing or repeating what was said, or politely ask them to repeat it – don’t pretend if you’re not sure.
  - Ask the customer if they would like help reading your material or completing a form, and wait for them to accept the offer of assistance.
  - Be patient and allow extra time if needed.



## Mental Health

- Did you know that one in five Canadians will experience a mental health disability at some point in their lives?
- Mental health disability is a broad term for many disorders that can range in severity. A person with a mental health disability may experience depression or acute mood swings, anxiety due to phobias or panic disorder, or hallucinations. It may affect a person's ability to think clearly, concentrate or remember things.
- You may not know someone has this disability unless you are told. Stigma and lack of understanding are major barriers for people with mental health disabilities.
- **Tips:**
  - If you sense or know that a customer has a mental health disability, treat them with the same respect and consideration you have for everyone else.
  - Be confident, calm and reassuring. Ask the customer for what they need.
  - Listen carefully, and work with the customer to meet their needs. For example, acknowledge that you have heard and understood what the person has said or asked.
  - Respect your customer's personal space.
  - Limit distractions that could affect your customer's ability to focus or concentrate. For example, loud noise, crowded areas and interruptions could cause stress.



## What creates disabling conditions?

- Expectations of fast pace & quick travel
- Ignorance or dismissive attitudes
- Lack of appropriate support technology
- Lack of creativity/problem solving
- Structural inaccessibility (stairs, poor lighting, temperature fluctuations, flashing lights, lack of snow removal, etc...)
- Inequitable funding
- Fear of doing the "wrong" thing so doing nothing at all
- Fear in the workplace
- Distractions and loud noises
- Not providing enough information for someone to request assistance ahead of time.





## Accommodations

- Support persons for customers with disabilities are common and welcome at all city facilities
- Consent is required if confidential information is going to be discussed
- Support person is free to enter City facilities at no charge
- Speak directly to the customer, not the support person unless you are directed to do so



## Service animals

- Customers with disabilities are permitted to:
- Enter all public City facilities with service animals
- Go anywhere customers normally have access unless excluded by law
- Customer is responsible for the care and supervision of their service animal
- Avoid talking to, touching or making eye contact with the working animal
- Employees with disabilities are able to bring their service dogs into any area they are required to work with very few exceptions.



## Service Disruptions

- We are required by law to provide public facing information about all service disruptions.
- If a service/program or building is to be closed or cancelled you should post your service disruption information on your website and other areas easily accessible to patrons.



This photo is an image of a person holding a temporary closure sign. The person's hands are in the photo and their blue shirt is in the background.



## If you host an event or customers be sure to accessible details

- If it applies, inform your customer of the accessible features in the immediate area (such as automatic doors, accessible washrooms, elevators or ramps).
- Think ahead and remove any items that may cause a physical barrier, such as boxes left in an aisle.
- If the service counter at your place of business is too high for a person using a wheelchair to see over, step around it to provide service. Use a clipboard handy if filling in forms or providing a signature is required.
- Keep in mind that a person's physical disability may not be visible or obvious. For example, a person may have difficulty standing for long periods of time and may ask to sit while waiting to be served.



## Additional Assistance Available

Visit [www.london.ca/accessibility](http://www.london.ca/accessibility)

- You can also call me! 😊
- Melanie Stone, Accessibility Specialist  
ext. 2425 [mstone@london.ca](mailto:mstone@london.ca) or  
[accessibility@London.ca](mailto:accessibility@London.ca)

# Trees and Forests Advisory Committee

## Report

The 1st Meeting of the Trees and Forests Advisory Committee  
January 22, 2020  
Committee Room #3

Attendance                      PRESENT: R. Mannella (Chair), A. Cantell, M. Demand, A. Hames, J. Kogelheide, A. Morrison, and D. Turner (Committee Clerk)

NOT PRESENT: A. Valastro

ALSO PRESENT: A. Beaton, L. McNiven, M. Pease, and S. Rowland

The meeting was called to order at 12:15 PM.

### 1. Call to Order

#### 1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

#### 1.2 Election of Chair and Vice Chair for the term ending in November 30, 2020

That it BE NOTED that the Trees and Forests Advisory Committee elected R. Mannella and M. Demand as Chair and Vice Chair, respectively, for the term ending November 30, 2020.

### 2. Scheduled Items

#### 2.1 Canopy Requirements in New Development Sites

That it BE NOTED that the verbal presentation from M. Pease, Manager, Development Planning and L. McNiven, Landscape Architect, Development Services, with respect to tree planting in new subdivisions, ideal canopy coverage targets, and the challenges inherent in meeting those targets, was received.

### 3. Consent

#### 3.1 11th Report of the Trees and Forests Advisory Committee

That it BE NOTED that the 11th Report of the Trees and Forests Advisory Committee, from its meeting held on November 27, 2019, was received.

### 4. Sub-Committees and Working Groups

#### 4.1 Education Sub-Committee Update

That the following actions be taken with respect to the Education Sub-Committee update:

a) the Civic Administration BE REQUESTED to provide the Trees and Forests Advisory Committee with a copy of the Urban Forest Strategy Communication Plan, when said document becomes publicly available, for the committee's review and feedback; and,

b) the Civic Administration BE REQUESTED to provide the Trees and Forests Advisory Committee with a copy of the proposed changes to Chapter 12 of the Design Specifications and Requirements Manual and

any standard contract documents, when said documents become publicly available, for the committee's review and feedback.

#### 4.2 2020 Work Plan Sub-Committee Update

That it BE NOTED that the committee held a general discussion with respect to the 2020 work plan; it being further noted that the committee aims to submit its 2020 work plan to Council with its February report.

### 5. Items for Discussion

#### 5.1 City Budget and Climate Change

That the following actions be taken with respect to the City Budget as it relates to climate emergency initiatives:

a) in light of the global climate emergency and its expected impacts on London's urban forest and the lives of its citizens, the Civic Administration BE REQUESTED to make initiatives to reduce greenhouse gas emissions an absolute priority;

it being noted that this should include, as part of the ongoing budget process, fully funding related business cases, including Business Case #1 (60% Waste Diversion Action Plan), Business Case #5A (Climate Emergency Declaration – Plan), and Business Case #5B (Climate Emergency Declaration – Implementation); and,

b) the Civic Administration BE ENCOURAGED to adopt, as a part of its climate change planning, an explicit principle that our community will not fail to do less than its fair share of emission reductions, and that fears that other communities or nations will fail to do their part will not be accepted as a justification for London to not do its own.

### 6. Adjournment

The meeting adjourned at 2:03 PM.



P.O. Box 5035  
300 Dufferin Avenue  
London, ON  
N6A 4L9

February 12, 2020

J. Parsons  
Division Manager, Transportation and Roadside Operations

I hereby certify that the Municipal Council, at its meeting held on February 11, 2020 resolved:

That, the following actions be taken with respect to the 1st Report of the Trees and Forests Advisory Committee, from its meeting held on January 22, 2020:

a) the following actions be taken with respect to the Education Sub-Committee update:

i) the Civic Administration BE REQUESTED to provide the Trees and Forests Advisory Committee with a copy of the Urban Forest Strategy Communication Plan, when said document becomes publicly available, for the committee's review and feedback; and,

ii) the Civic Administration BE REQUESTED to provide the Trees and Forests Advisory Committee with a copy of the proposed changes to Chapter 12 of the Design Specifications and Requirements Manual and any standard contract documents, when said documents become publicly available, for the committee's review and feedback;

b) clause 5.1 BE RECEIVED for information; it being noted that clause 5.1 reads as follows:

"That the following actions be taken with respect to the City Budget as it relates to climate emergency initiatives:

a) in light of the global climate emergency and its expected impacts on London's urban forest and the lives of its citizens, the Civic Administration BE REQUESTED to make initiatives to reduce greenhouse gas emissions an absolute priority;

it being noted that this should include, as part of the ongoing budget process, fully funding related business cases, including Business Case #1 (60% Waste Diversion Action Plan), Business Case #5A (Climate Emergency Declaration – Plan), and Business Case #5B (Climate Emergency Declaration – Implementation); and,

b) the Civic Administration BE ENCOURAGED to adopt, as a part of its climate change planning, an explicit principle that our community will not fail to do less than its fair share of emission reductions, and that fears that other communities or nations will fail to do their part will not be accepted as a justification for London to not do its own."; and,

c) clauses 1.1, 1.2, 2.1, 3.1, and 4.2 BE RECEIVED for information. (4.3/4/PEC)



C. Saunders  
City Clerk  
/lm

cc J. A. Spence, Manager, Urban Forestry  
S. Rowland, Urban Forestry Planner  
Chair and Members, Trees and Forests Advisory Committee



## Trees & Forestry Advisory Committee Recommendation to the City of London

February, 2020

**Topic:** Public education and outreach regarding proper tree mulching practices, inspiring people to water newly planted trees and to not travel with firewood.

**History:** Over the last few months, several conversations have happened regarding the above three topics. One outcome was the addition of several links to the Trees and Forests section of the City's website! Great news!!

This is a new page link ("Tree Planting and Watering") that has been added to the 'City Owned Trees' section of the Trees and Forests section of the City's website: <http://www.london.ca/residents/Environment/Trees-Forests/Pages/Tree-Planting.aspx>

This page has a lot of relevant information including sections entitled "Summertime Water Conservation Tips" and "Proper Mulching Techniques".

On the page 'Tree Resources' under the **FAQS – Other Tree Information** people will find this new link "[Can I take wood up to my cottage, or somewhere else, to burn as firewood?](#)" This opens up a small drop box with some bits of information on this subject and it also comes with a link to a Government of Canada website: <https://www.inspection.gc.ca/plant-health/forestry/don-t-move-firewood/firewood/eng/1330963478693/1330963579986>

A few other conversations have taken place, since this time, regarding further improvements to the locations of these links to make them easier to find for viewers of the City's website. Notes have been made, and over the next several months, as the City's website gets redeveloped, these notes will be considered.

**Recommendations:** Now that these 3 very important topics have been added to the City's website, it is important to promote this valuable information. TFAC recommends that the City of London prepares and executes the distribution of promotional material focused on these 3 topics, this coming planting and growing season (Spring and Summer). TFAC recommends the production of tri-folds, pamphlets, or simple page handouts for distribution through local landscaping businesses, property management companies and community 'green' events.

**Other suggestions:** TFAC also suggests that promotional material could be created in the form of bookmarks or magnets, etc. (for possible distribution through local libraries) and would like the City to consider, bus advertising, bus shelter advertising, local television and/or newspaper educational outreach stories, etc.

**Relevance:** TFAC has made note that all of these recommendations satisfy several objectives listed in the Urban Forest Strategy: UFS Action items 15.2, 17.5 and 17.6 as well as UFS Strategic Goals 15 and 17

# Item 4.1

## Trees & Forestry Advisory Committee Recommendation to the City of London

February, 2020

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## ***Trees and Forests Advisory Committee:*** **Suggestions from the Educational Initiatives and Outreach Subcommittee** **For the Urban Forestry Communications Strategy**

### **Introduction**

The 2014 *City of London Urban Forest Strategy* (UFS) sets out four guiding principles: Plant More, Protect More, Maintain Better, and Engage the Community.

The Educational Initiatives and Outreach Subcommittee of the Trees and Forests Advisory Committee has provided suggestions, outlined below, to assist the city in **Engaging the Community**.

The suggestions would aid the city in addressing two of its strategic goals:

**Strategic Goal 15:** Consult and cooperate with citizens at the neighbourhood level to embrace citywide urban forest goals and objectives

**Strategic Goal 17:** Facilitate public understanding of urban forest management

### **Urban Forest Strategy: Action Items to be Addressed**

The UFS (2014) includes the following action items:

**15.2** *Prepare tree care or tree information cards for species-specific practices like tree watering and species identification, and identifications of their locations using the tree inventory. Send cards out at seasonally appropriate times to residents who have those trees on the boulevard in front of their house.*

**17.5** *Develop and implement a comprehensive communication strategy. Ensure that the strategy is coordinated by Corporate Communications and all City departments participate in its development so that initiatives are coordinated and can be rolled out smoothly in the appropriate season (e.g., green-waste recycling in the fall, water conservation during the summer months, tree cutting permit to avoid the bird nesting season, etc.).*

**17.6** *Make the City website and staff directory more accessible/navigable to make it easier for the public to contact staff with questions or concerns about the urban forest.*

### **Suggestions:**

The suggestions provided below have been developed by the Educational Initiatives and Outreach Subcommittee to address the action items above from the Urban Forest Strategy.

We feel that undertaking some or all of these initiatives would aid the city in meeting its goals.

The members of this subcommittee and/or TFAC can assist with the development of the suggested resources (items 3-6). ReForest London is able to assist with the development and implementation of item 8.

1. For the City of London to develop an annual program with clear budget for educational activities
2. For the City of London to accept input from TFAC (see accompanying document, “Suggestions for the City of London’s Website Relating to Trees and Forests”) to improve the City of London website
  - Trees and Forests webpage modifications
  - Improve access to information on the TreeMe grant program
  - Provide information regarding tree by-laws on pages for businesses
3. Determine if the London Free Press would be willing to collaborate with the City of London and TFAC to publish a series of seasonally relevant articles on tree care topics
  - Suggested topics include mulching, watering, stakes and tree collars (newly planted trees), why you shouldn’t move firewood
  - May wish to include promotion of the TreeMe program, and/or how to get free trees
  - Potentially post PDFs of the articles on the City of London website
4. Produce fact sheets and/or tri-fold pamphlets with information on a range of tree care topics
  - Suggested topics include common tree care mistakes, and harms of ‘volcano’ mulching
  - Target one set of pamphlets at the public
    - Develop a list of locations that would be willing to distribute them (e.g. landscape supply stores, garden centres)
  - Develop a second set of these pamphlets/fact sheets with more technical information for relevant companies that operate in the city (e.g. landscapers, arborists, etc.)
    - Issue physical copies of these to relevant businesses
  - Provide PDFs of these document on the City of London Website
5. Undertake a “roving tree tag” initiative to temporarily place oversized tags on trees in parks across London with information on trees
  - Suggested topics include tree care, London’s urban forest, and the value of trees
  - Inspired by the ReForest London “Hug Me” tree signage campaign a few years back
6. Display electronic billboard(s) with brief messages about tree-related topics
  - Suggested topics include watering, and don’t move firewood
  - Similar to the oak wilt billboard that was previously displayed
7. Hold an annual information session for landscapes and other related contractors
  - Suggested topics include: By-laws, TreeMe, Tree protection during construction (and associated penalties)
8. Hold an annual information session on tree care for the broader public
  - This could be part of the new Signal Boost Initiative at the Westminster Ponds Centre

## Suggestions for the City of London's Website Relating to Trees and Forests

### (DRAFT)

### 1) User Stories to Assist with Development of Content and Navigation

We recommend for the City of London to consider user stories when assessing the design, content and navigation of the City's website. These questions may be asked by residents, business owners, contractors, builders and developers, community groups, schools, or charities, among others.

User stories are helpful in putting oneself "in a user's shoes" when assessing how well a site works and how easy key information is to find. We've identified a number below: city staff may wish to add their own to this list if they see some we are missing.

Upon completion of the updated website and then annually, we strongly recommend someone from Forestry be assigned the task for testing these user stories. This will help ensure information is still easy to find and has been updated as needed.

TFAC may also be able to help with such testing in the future, if there was a sub-committee wishing to take on that responsibility.

#### Resident User Stories:

"I am a resident, and I would like to know..."

##### Tree Protection:

- What trees are protected in London, and under which by-law?
  - Is my tree protected under the tree protection by-laws
  - What are the penalties for by-law violations?
- When do I need a permit?
  - Do I need a permit to prune or perform maintenance on my tree?
  - What can I do with the wood after pruning my tree? (e.g. don't move firewood)
- What do I do if I suspect there is a violation of a tree protection by-law?
  - Neighbour cutting down a tree
  - Clearcutting of a property or woodlot
  - Who can I call if it is after hours, or on a weekend or holiday?
- Does my tree belong to me, or to the city? (Homeowners may not be aware of the width of road allowances and thus not know which trees belong to them versus the city)
- What kind of protections there are for forests and natural heritage in the city
- How must trees be protected during construction projects (including roadwork)?
- How are trees protected (or aren't) through the development process?
- What are the expectations around tree protection, replacement, and planting during the development of a new subdivision or infill property?
- How will residents be informed if trees are scheduled to come down in their neighbourhood
- How the City's tree replacement policy works
- How is the City adapting its planting strategies to climate change?
- Is it okay to move firewood?
- How are tree species at risk protected in London?
  - How to identify tree species at risk that are found here

### **Natural Heritage & Recreation:**

- If there are any accessible forests or natural areas they could visit
- How they are impacted if they are adjacent to a natural area or ESA (if there are things they should not plant, etc.)
- If there are any arboretums in or near the city
- Are there any hiking, bird-watching, or other nature-related programs available that I could partake in?
- What are the expected impacts of climate change on London's urban forest?
- Information on food tree programs, food forests, food trees in community gardens, etc.

### **Planning London's Urban Forest:**

- What plans does the City of London have? (e.g. Urban Forest Strategy and Implementation Plan, Tree Planting Strategy)
- What is the state of the City's urban forest? (both in detail and at-a-glance)
  - What goals does the City has for it?
- Can I view a map of the City's trees?
- What is the Million Tree Challenge, and what is the City's roll in it?
- How is the City planning for climate change?
  - Is the City adapting it's planting strategies?
  - What are the expected impacts of climate change on London's urban forest?
- How can I access information on strategies, reports, and by-laws related trees and forests?
- What important council or standing committee meetings related to forestry are coming up?
- How can I participate in public consultation processes related to trees, forests, or natural heritage?

### **Tree Planting:**

- How does the City support tree planting in general?
- What kind of programs are available to support tree planting on their property (whether that is urban or rural)
- How can I request a free street tree if I don't have one?
  - How long will it take? Will it take longer if I'm in a new subdivision?
- If there is anywhere in the city they could get free mulch or compost for their trees
- Does the City do memorial tree plantings?
- What is the Million Tree Challenge, and how do I participate?
- How can they volunteer to help plant or care for trees
- Does it matter what type of tree I plant?
  - What kind of trees are recommended for planting in London?
  - How they are impacted if they are adjacent to a natural area or ESA (if there are things they should not plant, etc.)

### **Forestry Operations:**

- A tree was removed by the City. Will I get a replacement?
  - How does the City's tree replacement policy work?
- How street trees are maintained?
  - How frequently are they maintained?
- A city tree needs pruning, care or maintenance, who can I contact?

### **Tree Care:**

- How should I care for my trees?
  - E.g. Mulching, watering, tree collars, staking or no staking, etc.
- Do I need to water or otherwise maintain the tree in front of my house?
  - Who is responsible for which trees (homeowner versus city)?
  - How are street trees are maintained (and how frequently)
- When/how does the City issue a watering alert?
- What important pests or diseases they should I be watching out for (e.g. Asian long-horned beetle, oak wilt)?
  - What should I do if they are spotted or suspected?
- Is there is anywhere in the city where I could get free mulch or compost for my trees?
- I've had my tree pruned. What can I do with the wood? (E.g. don't move firewood!)

### **Business User Stories:**

"I am a business owner or employee, and I would like to know..."

- If there are programs available to help them plant trees on their property
- What is the Million Tree Challenge, and how could they participate
- If/how they are impacted by city by-laws, including the Tree Protection By-Law
- If there are ways they could help support tree planting or care in London (e.g., Adopt-a-Park, tree planting event sponsorship, etc.)

*(Note: Arborists, landscapers, and nurseries likely warrant their own set of user stories, and the sub-committee would especially welcome suggestions for that section)*

### **Contractor, Builder, or Developer User Stories:**

"I am a contractor, builder, or developer, and I would like to..."

- What the requirements are (or are typically) around tree protection during the different stages of a construction, infill, or subdivision project
- Are replacement trees required in all cases?
  - Who pays for the replacement trees?
  - Who plants the replacement trees?
  - Where do the replacement trees get planted?
- If they are required to water trees during a construction project
- What the penalties are for failing to protect trees correctly
  - Who to contact if there is concern that trees aren't being protected correctly (we'd suggest this be made readily available in case there was a situation where an employee felt the need to report an employer)



- How to apply for a tree cutting permit
- What is the Million Tree Challenge, and do the trees planted in e.g. new subdivisions count towards it? (If so, what is the process? Do they get credit for those plantings in some way?)
- What are the Tree Planting Standards?
  - What are the penalties if they are not followed?

#### **School, Community Group or Charity User Stories:**

- What sort of funding there is available to support tree planting in London?
- Does the City offer any educational programs or activities around urban forestry that schools or community groups might be able to tap into?
- If there are ways they might be able to access free trees for their property?
- How they might volunteer?
- What is the Million Tree Challenge, and how could they get involved?

## **2) Possible Search Terms**

It would be good if the City could assign what page certain search terms direct to, so you don't, for example, end up with the most recent Planning & Environment Committee minutes as your first result for a query like "urban forestry".

Search terms that the City may wish to assign specific results for include:

- Forestry, Urban Forestry
- Trees
- Tree Cutting, Tree Clearing, Clear-cutting
- Tree Planting
- Tree Protection
- Tree Care, Tree Maintenance
- Million Tree Challenge
- Tree Grants or Funding
- Free Trees, Tree Giveaways
- Seedlings
- Memorial Trees
- Woodlands
- National Forest Week

## Additional Suggestions and Concerns with the City of London Website

Generally speaking, we found a lot of confusion and inconsistency around navigation around urban forestry topics on the City's website. It is clear there needs to be a more regular process for reviewing and updating links and content, and that doing so should be assigned to an annual work plan for a member of the Urban Forestry staff.

We also found that the City's "big button" approach to content on upper-tier pages made it feel like there was no particular thought or system to how information was being presented, but rather that it was just being added in a piece-meal fashion. It made it hard for a user to understand the big picture for any given page.

The below suggestions mark some short-term improvements we'd recommend to navigation and content, however, in the redevelopment of the City's website, the user stories mentioned above will likely be the better tool to help ensure that all necessary content is present. (I.e., we felt it did not make sense to go through making suggestions for all the additions that may need to be made to these specific pages if these pages may not exist after the impending redesign).

### Navigation from "City Hall A-Z" (under "City Hall" tab) to Information on Trees and Forests:

(<http://www.london.ca/city-hall/A-Z/Pages/default.aspx>)

- "Trees – City Inventory" does not link to the inventory ([Maintaining Tree Inventory](#)), but rather to [Urban Forestry](#) (note: not the same page as [Trees and Forests](#))
- There is currently no link to the [Trees and Forests](#) page
  - May be beneficial to add "Forests" link as well (direct to "Trees and Forests" page)
  - Million Tree Challenge could also show up here
- "Trees, Lawns and Gardens" links to [Lawns and Gardens](#)
  - This page has no information on trees and does not even mention "trees" in the title when you get there, so the link should be renamed to reflect this

### "Grants" Page

(<http://www.london.ca/city-hall/funding-grants/Pages/default.aspx>)

- The grants page currently only provides two buttons at top level: "Arts & Heritage" and "Community Funding". There is **no mention of "Trees" at the top level, and it is needed, as most people won't think of "trees" as "community funding"**.
  - Could be listed as "Funding for Trees" or "Funding for Environment"
  - Alternatively, it may be helpful to divide funding opportunities into those open to residents, those for organizations, businesses, etc. This would aid in informing residents that they have access to the TreeMe program, for example
  - To help businesses know they can access this kind of funding, please add information on TreeMe to the [Financial Incentives](#) page (*Home/Business/Planning and Development/Fees and Incentives* or <http://www.london.ca/business/Planning-Development/fees-incentives/Pages/Financial-Incentives.aspx>)

- The eligibility criteria for TreeMe should state “Charities”, rather than “Not-for-Profits” (assuming the requirement is to be a registered charity and not a not-for-profit, which is a designation CRA uses for things such as sports teams and specifically excludes registered charities)
- May be helpful to indicate the types of groups or projects previously funded as examples
- The description noting that small groups of neighbors can access up to \$3,000 from TreeMe make it appear that \$3,000 is the upper limit. This should be expanded to note that registered charities can receive up to \$50,000

**Trees and Forests Page:**

Home/Residents/Environment/Trees and Forests, <https://www.london.ca/residents/Environment/Trees-Forests/Pages/default.aspx>

- By-law information is currently separated and in different locations on the website, so it is not clear that there are multiple by-laws that apply to different trees
  - Would be beneficial to have a flow chart or table showing which trees are protected by which by-law (Boulevard Tree Protection By-law, Tree Protection By-Law, and the Tree Protection Plan information included in the “Design Specifications & Requirements Manual”)

**Lawns and Gardens Page:**

Home/Residents/Property Matters and Taxes/Lawns and Gardens, <http://www.london.ca/residents/Property-Matters/Lawns-Gardens/Pages/default.aspx>

- Add information on getting a street tree and/or a free tree for your yard on here
- Could also add information on when to water your street tree

**Community Projects Page:**

Home/Residents/Parks/Community Projects, <http://www.london.ca/residents/Parks/Community-Projects/Pages/default.aspx>

- Link to information on the Million Tree Challenge
- Link to the Native Edible Trees page (currently located at <https://www.london.ca/residents/Environment/Trees-Forests/Pages/EdibleTree.aspx>)

**Business page:**

Home/Business, <http://www.london.ca/business/Pages/default.aspx>

- Should include information on Tree Permits and the Tree Protection By-law under “Permits and Licenses”)

**Participating in the Planning Process page:**

Home/Business/Planning and Development/Participating in the Planning Process, <https://www.london.ca/business/Planning-Development/participating/Pages/default.aspx>

- This page links to the pages “Having your Say: Public Participation Meetings” and “Citizen’s Guide to Land Use Planning”, both of which should be accessible thorough the “Residents” tab: it was very surprising to see that this resource had only been made available on the business section of the website!

**Trees and Forests Advisory Committee: Advisory Committee Work Plan for 2020**

Guiding Principle: Plant More	
<b>Initiative:</b>	<b>Site Plan Control By-Law Review</b>
<b>Responsible Party:</b>	Amber, Site Plan Control By-Law Review Subcommittee
<b>Timeline:</b>	March 2020 through December 2020
<b>Goal:</b>	Review the Site Plan Control By-Law document to provide comments for improvements.
<b>UFS Strategic Goal:</b>	<b>1</b> Achieve appropriate canopy cover across the community.
<b>UFS Action:</b>	<b>1.1</b> Establish canopy cover targets by place type and implement them through a framework of planting strategy, Planning District, Site Plan Control Area By-law and other policies, guidelines or regulations to be developed, and with community engagement (see Table 1 in UFS).
<b>Tasks:</b>	1) Review existing site plan control by-law; begin compiling list of topics “for staff consideration”. 2) Review draft of updated version when it is supplied to TFAC; provide recommendations to PEC.
<b>Current Status:</b>	Not started.

Guiding Principle: Plant More	
<b>Initiative:</b>	<b>“No Net Loss” Policy</b>
<b>Responsible Party:</b>	Roberto Mannella
<b>Timeline:</b>	April 2020
<b>Goal:</b>	Develop strategies and/or guidelines to prevent loss of canopy cover during property development.
<b>UFS Strategic Goal:</b>	<b>1</b> Achieve appropriate canopy cover across the community.
<b>UFS Action:</b>	<b>1.4</b> Implement a policy of no net loss of tree canopy cover as a fundamental principle or baseline from which to determine and project tree canopy cover targets.
<b>Tasks:</b>	1) Define objective of a “no net loss” policy 2) Determine staff member(s) to assist 3) Report back to TFAC on the feasibility of implementing a policy
<b>Current Status:</b>	Not started.

Guiding Principle: Plant More	
<b>Initiative:</b>	<b>Design Specifications and Requirements Manual – Chapter 12, and Standard Contract Documents Review</b>
<b>Responsible Party:</b>	TBD (Subcommittee)
<b>Timeline:</b>	Tentative, pending public release of document (late 2020)
<b>Goal:</b>	Review the Design Specifications and Requirements Manual (Chapter 12), and Standard Contract Documents to provide comments for improvements.
<b>UFS Strategic Goal:</b>	<b>2</b> Develop a tree establishment program driven by canopy cover targets, maintenance capacity, and “right tree, right place” principles.
<b>UFS Action:</b>	<b>2.2</b> Develop standards and include species-appropriate minimum soil volumes, planting medium (mixture), and watering in all tree planting specifications.
<b>Tasks:</b>	1) Review existing design specifications and requirements manual with sub-committee; propose changes. 2) Provide comment on updated drafts for public comment when they are released.
<b>Current Status:</b>	Not started.

Guiding Principle: Plant More	
<b>Initiative:</b>	<b>Shade Policy</b>
<b>Responsible Party:</b>	Randy(?? Check if he can do this/is on committee)
<b>Timeline:</b>	TBD
<b>Goal:</b>	To address the potential creation of a shade policy. <i>Note: This was previously recommended and supported by PEC. However, it does not appear to have been mentioned in the new Parks Master Plan.</i>
<b>UFS Strategic Goal:</b>	# (add)
<b>UFS Action:</b>	# (add)
<b>Tasks:</b>	1) Request update on status. 2) Discuss issue with Middlesex London Health Unit, since they have expressed an interest in this issue previously. 3) Make follow-up recommendations, if necessary.
<b>Current Status:</b>	Not started.

Guiding Principle: Protect More	
<b>Initiative:</b>	<b>Companion Planting to Promote Native Biodiversity</b>
<b>Responsible Party:</b>	AnnaMaria
<b>Timeline:</b>	TBD
<b>Goal:</b>	Increase biodiversity through companion planting, utilizing native understory vegetation alongside urban trees. This will aid in maximizing ecological service provision, through creation of habitat for birds and other wildlife, and will also aid in reducing run-off and soil erosion.
<b>UFS Strategic Goal:</b>	<b>4</b> Preserve and enhance local natural biodiversity.
<b>UFS Action:</b>	<b>4.2</b> Manage natural areas to enhance biodiversity (i.e., enrichment planting, retention of wildlife trees and coarse woody debris, uneven distribution of plantings, proactive management of invasive species to enhance native species, etc.).
<b>Tasks:</b>	<ol style="list-style-type: none"> <li>1) identify areas within the city that can support cluster plantings of trees on public land.</li> <li>2) Make recommendations for: <ol style="list-style-type: none"> <li>a. Enhancing provision of ecological services, including nutrient cycling, reducing runoff and erosion, and providing food and habitat for native wildlife.</li> <li>b. Utilizing native groundcovers, shrubs, and other understory vegetation to reduce competition between trees and turf grass.</li> </ol> </li> </ol>
<b>Current Status:</b>	Not started.

Guiding Principle: Protect More	
<b>Initiative:</b>	<b>Review Cash-in-Lieu Policy</b>
<b>Responsible Party:</b>	AnnaMaria
<b>Timeline:</b>	TBD
<b>Goal:</b>	Prevent loss of canopy cover through the cash-in-lieu policy within the Parkland Conveyance and Levy By-law
<b>UFS Strategic Goal:</b>	<b>5</b> Enhance and enforce municipal policies.
<b>UFS Action:</b>	<b>5.3</b> Increase staff and resources for enforcement of tree protection related by-laws and site plan implementation to protect City assets. <b>5.5</b> Consider new policies and review/enhance existing policies around tree retention for subdivision developments, including the retention of shelterbelts and hedgerows as desirable features between developments.
<b>Tasks:</b>	<ol style="list-style-type: none"> <li>3) Review and make suggestions on the cash-in-lieu policy within the Parkland Conveyance and Levy By-law</li> <li>4) Make suggestions for alterations to policy or enforcement, to reduce loss of canopy cover</li> </ol>
<b>Current Status</b>	Not started.

Guiding Principle: Protect More	
<b>Initiative:</b>	<b>Addressing Soil Quality in New Subdivisions</b>
<b>Responsible Party:</b>	TBD
<b>Timeline:</b>	December 2020 (or earlier)
<b>Goal:</b>	Address concerns regarding the soil quality in new subdivisions, particularly in boulevards. Concerns are in relation to the soils being adequate to enable tree establishment and to sustain tree health.
<b>UFS Strategic Goal:</b>	<b>6</b> Improve urban forest health.
<b>UFS Action:</b>	<b>6.1</b> Revise policies to support opportunities to either retain native topsoil or redistribute more topsoil on-site post development to improve the quality of tree planting sites.
<b>Tasks:</b>	<ol style="list-style-type: none"> <li>1) Assess current guidelines on soil quality for boulevards in new subdivisions.</li> <li>2) Compare the City of London's guidelines for these soils to the guidelines of other cities.</li> </ol>
<b>Current Status:</b>	Not started.

Guiding Principle: Maintain Better	
<b>Initiative:</b>	<b>Planting and Monitoring Efforts</b>
<b>Responsible Party:</b>	Amber
<b>Timeline:</b>	TBD
<b>Goal:</b>	Develop measures to assess planting and tree maintenance activities conducted by the city.
<b>UFS Strategic Goal:</b>	<b>8</b> Maintain publicly owned trees to maximize current and future benefits provided to the site.
	<b>10</b> Complete a comprehensive urban forest inventory and apply to management decision-making.
<b>UFS Action:</b>	<b>8.3</b> Identify pruning dependant and high failure potential species within the street tree population, and consider for phased replacement with more reliable species.
	<b>10.3</b> Monitor the performance of newly planted species and assess their performance. Adaptively manage future species selection based on monitoring outcomes.
<b>Tasks:</b>	1) Develop recommendations as to what data should be recorded during planting, establishment and pruning (etc.). This will aid in determining: <ol style="list-style-type: none"> <li>a. How many trees are removed per year?</li> <li>b. Survival rate by species.</li> <li>c. How long a city-owned urban tree in London typically live, including whether this is improving or worsening.</li> </ol>
<b>Current Status:</b>	Not started.

Guiding Principle: Engage the Community	
<b>Initiative:</b>	<b>Skills Development for Professionals within the Community</b>
<b>Responsible Party:</b>	Alex Morrison
<b>Timeline:</b>	TBD
<b>Goal:</b>	(Alex is currently developing this task/information about it)
<b>UFS Strategic Goal:</b>	<b>14</b> Consult and cooperate with local nurseries, arborists, landscapers, etc. (urban forestry services) to embrace citywide urban forest goals and objectives.
	<b>17</b> Facilitate public understanding of urban forest management.
<b>UFS Action:</b>	<b>14.2</b> Facilitate training and education workshops to communicate and obtain feedback on regulatory changes, professional report standards, canopy cover goals, tree retention techniques, best management practices and City expectations for supervision and tree management plans on development sites.
	<b>17.3</b> Develop and fund an education campaign for stakeholder groups about the benefits of trees, to encourage tree planting, and to foster proper tree care.
<b>Tasks:</b>	1) TBD
<b>Current Status</b>	Not started.

Guiding Principle: Engage the Community	
<b>Initiative:</b>	<b>Educational Initiatives and Outreach</b>
<b>Responsible Party:</b>	Amber, Marnie, Jim (Educational Initiatives and Outreach Subcommittee)
<b>Timeline:</b>	February-May 2020
<b>Goal:</b>	Aid tree owners in caring for their trees, by promoting education on trees and tree care topics (e.g. “volcano” mulching, planting and staking, watering, etc.). Target the public, property managers/larger-scale property owners (e.g. hospitals, nursing homes), and relevant businesses (e.g. landscapers, arborists) Provide feedback on the City of London website, to enhance access to information on trees and tree care.
<b>UFS Strategic Goal:</b>	<p><b>15</b> Consult and cooperate with citizens at the neighbourhood level to embrace citywide urban forest goals and objectives.</p> <p><b>17</b> Facilitate public understanding of urban forest management.</p>
<b>UFS Action:</b>	<p><b>15.2</b> Prepare tree care or tree information cards for species-specific practices like tree watering and species identification, and identifications of their locations using the tree inventory. Send cards out at seasonally appropriate times to residents who have those trees on the boulevard in front of their house.</p> <p><b>17.5</b> Develop and implement a comprehensive communication strategy. Ensure that the strategy is coordinated by Corporate Communications and all City departments participate in its development so that initiatives are coordinated and can be rolled out smoothly in the appropriate season (e.g., green-waste recycling in the fall, water conservation during the summer months, tree cutting permit to avoid the bird nesting season, etc.).</p> <p><b>17.6</b> Make the City website and staff directory more accessible/navigable to make it easier for the public to contact staff with questions or concerns about the urban forest.</p>
<b>Tasks:</b>	<ol style="list-style-type: none"> <li>1) Provide suggestions to aid the City of London in improving their website and enhancing knowledge about pertinent tree topics.</li> <li>2) Suggest educational campaign options for the city in relation to “volcano mulching” and other common tree maintenance issues.</li> <li>3) Consult with the city on their current educational campaigns and planning.</li> <li>4) Potentially work with the city’s graphic designers to help develop materials.</li> <li>5) May also address topics such as benefits of trees and canopy cover loss prevention in a similar manner.</li> </ol>
<b>Current Status:</b>	Subcommittee formed.

Multifaceted and Overarching Initiatives	
<b>Initiative:</b>	<b>Urban Forest Strategy Progress Monitoring</b>
<b>Responsible Party:</b>	Amber (??)
<b>Timeline:</b>	TBD
<b>Goal:</b>	<p>Monitor the progress of the Urban Forest Strategy, a multi-million dollar 20 year strategy to help ensure the growth and health of one of the Forest City’s most important features.</p> <ul style="list-style-type: none"> <li>• Providing advice on the formation and implementation of London's Urban Forest Strategy is at the core of TFAC’s mandate.</li> </ul>
<b>UFS Strategic Goal:</b>	<i>(All UFS Strategic Goals)</i>
<b>UFS Action:</b>	<i>(All UFS Actions)</i>
<b>Tasks:</b>	<ol style="list-style-type: none"> <li>1) TFAC has requested to receive updates on UFS progress from staff twice per year, at our regular meetings.</li> <li>2) Set dates for implementation update presentations with staff.</li> <li>3) Amber to review suggested metrics from earlier TFAC and share with committee and staff (for use in the update presentations).</li> <li>4) Review implementation tasks from the implementation plan and make recommendations concerning their execution and/or timelines as needed.</li> </ol>
<b>Current Status:</b>	(Has this been started?)



Multifaceted and Overarching Initiatives	
<b>Initiative:</b>	<b>Committee Professional Development</b>
<b>Responsible Party:</b>	TBD
<b>Timeline:</b>	On-going
<b>Budget:</b>	\$300 (tentative)
<b>Goal:</b>	Identify professional development, educational, or outreach opportunities for TFAC members to attend to help keep abreast of current developments in urban forestry (e.g. urban forestry conferences, seminars).
<b>UFS Strategic Goal:</b>	<i>The UFS strategic goals and actions that relate to these opportunities will depend on the conferences and other events scheduled in 2020.</i>
<b>UFS Action:</b>	
<b>Tasks:</b>	1) Aim to have at least 2 TFAC members attend forestry, urban forestry, arboriculture, or related events this year.
<b>Current Status:</b>	Not started.

Multifaceted and Overarching Initiatives	
<b>Initiative:</b>	<b>Tree Protection By-Law Follow-up</b>
<b>Responsible Party:</b>	TBD
<b>Timeline:</b>	March-April 2020
<b>Goal:</b>	Follow-up on the Tree Protection By-Law was revised following feedback in 2019.
<b>UFS Strategic Goal:</b>	5 Enhance and enforce municipal policies.
<b>Tasks:</b>	1) Review the newly revised Tree Protection By-law, following-up on the recommendations made by TFAC.
<b>Current Status:</b>	Awaiting release of new tree by-law.

Multifaceted and Overarching Initiatives	
<b>Initiative:</b>	<b>Monitoring of Work Plan and Recommendations</b>
<b>Responsible Party:</b>	Marnie
<b>Timeline:</b>	On-going
<b>Goal:</b>	Monitor the progress of TFAC's work and status of the recommendations made, in order to track their progress/status and follow-up as required.
<b>UFS Strategic Goal:</b>	1, 2, 4, 5, 6, 8, 10, 14, 15, 17
<b>UFS Action:</b>	1.1, 1.4, 2.2, 4.2, 5.3, 5.5, 6.1, 8.3, 10.3, 14.2, 15.2, 17.3, 17.5, 17.6
<b>Tasks:</b>	1) Maintain an up-to-date list of TFAC's recommendations and their status.
<b>Current Status:</b>	<i>Refer to status of individual items (above).</i>

Colour Coding of Initiatives	
	UFS: Plant More
	UFS: Protect More
	UFS: Maintain Better
	UFS: Engage the Community
	Multifaceted and Overarching Initiatives

# Item 4.2

## Trees and Forests Advisory Committee: Advisory Committee Work Plan for 2020

### Executive Summary:

Serving as a resource and information support group for the City of London, the Trees and Forest Advisory Committee (TFAC) works to aid the City of London in implementing its Urban Forest Strategy. To this end, TFAC has outlined 13 initiatives the committee plans to undertake in 2020, as detailed in the document that follows. These initiatives address ten of the strategic goals set forth in the Urban Forest Strategy and span all four of its guiding principles: Plant More, Protect More, Maintain Better, and Engage the Community.

Initiatives have been organized by the guiding principle(s) addressed, or alternatively as *Multifaceted or Overarching Initiatives*.

### Plant More:

- 1) Site Plan Control By-Law Review
- 2) “No Net Loss” Policy
- 3) Design Specifications and Requirements Manual – Chapter 12, and Standard Contract Documents Review
- 4) Shade Policy

### Plant More and Protect More:

- 5) Design Specifications and Requirements Manual – Chapter 12, and Standard Contract Documents Review

### Protect More:

- 6) Companion Planting to Promote Native Biodiversity
- 7) Review Cash-in-Lieu Policy

### Maintain Better:

- 8) Planting and Monitoring Efforts

### Engage the Community:

- 9) Skills Development for Professionals within the Community
- 10) Educational Initiatives and Outreach

### Multifaceted and Overarching Initiatives

- 11) Urban Forest Strategy Progress Monitoring
- 12) Committee Professional Development
- 13) Monitoring of Work Plan and Recommendations

# Item 4.2

## Trees and Forests Advisory Committee: Advisory Committee Work Plan for 2020

### Colour Coding of Initiatives

	UFS: Plant More
	UFS: Protect More
	UFS: Maintain Better
	UFS: Engage the Community
	Multifaceted and Overarching Initiatives

Guiding Principle: Plant More	
<b>Initiative:</b>	<b>Site Plan Control By-Law Review</b>
<b>Responsible Party:</b>	Amber, Site Plan Control By-Law Review Subcommittee
<b>Timeline:</b>	March 2020 through December 2020
<b>Goal:</b>	Review the Site Plan Control By-Law document to provide comments for improvements.
<b>UFS Strategic Goal:</b>	<b>1</b> Achieve appropriate canopy cover across the community.
<b>UFS Action:</b>	<b>1.1</b> Establish canopy cover targets by place type and implement them through a framework of planting strategy, Planning District, Site Plan Control Area By-law and other policies, guidelines or regulations to be developed, and with community engagement (see Table 1 in UFS).
<b>Tasks:</b>	<ol style="list-style-type: none"> <li>1) Review existing site plan control by-law; begin compiling list of topics “for staff consideration”.</li> <li>2) Review draft of updated version when it is supplied to TFAC; provide recommendations to PEC.</li> </ol>
<b>Current Status:</b>	Not started.

Guiding Principle: Plant More	
<b>Initiative:</b>	<b>“No Net Loss” Policy</b>
<b>Responsible Party:</b>	Roberto Mannella
<b>Timeline:</b>	April 2020
<b>Goal:</b>	Develop strategies and/or guidelines to prevent loss of canopy cover during property development.
<b>UFS Strategic Goal:</b>	<b>1</b> Achieve appropriate canopy cover across the community.
<b>UFS Action:</b>	<b>1.4</b> Implement a policy of no net loss of tree canopy cover as a fundamental principle or baseline from which to determine and project tree canopy cover targets.
<b>Tasks:</b>	<ol style="list-style-type: none"> <li>1) Define objective of a “no net loss” policy</li> <li>2) Determine staff member(s) to assist</li> <li>3) Report back to TFAC on the feasibility of implementing a policy</li> </ol>
<b>Current Status:</b>	Not started.

Guiding Principle: Plant More	
<b>Initiative:</b>	<b>Shade Policy</b>
<b>Responsible Party:</b>	Randy
<b>Timeline:</b>	TBD
<b>Goal:</b>	To address the potential creation of a shade policy. <i>Note: This was previously recommended and supported by PEC. However, it does not appear to have been mentioned in the new Parks Master Plan.</i>
<b>UFS Strategic Goal:</b>	N/A
<b>UFS Action:</b>	N/A
<b>Tasks:</b>	<ol style="list-style-type: none"> <li>1) Request update on status.</li> <li>2) Discuss issue with Middlesex London Health Unit, since they have expressed an interest in this issue previously.</li> <li>3) Make follow-up recommendations, if necessary.</li> </ol>
<b>Current Status:</b>	Not started.

# Item 4.2

Trees and Forests Advisory Committee: Advisory Committee Work Plan for 2020

Guiding Principle: Plant More		Guiding Principle: Protect More	
<b>Initiative:</b>	<b>Design Specifications and Requirements Manual – Chapter 12, and Standard Contract Documents Review</b>		
<b>Responsible Party:</b>	AnnaMaria		
<b>Timeline:</b>	Tentative, pending public release of document (late 2020)		
<b>Goal:</b>	Review the Design Specifications and Requirements Manual (Chapter 12), and Standard Contract Documents to provide comments for improvements.		
<b>UFS Strategic Goal:</b>	<b>2</b>	Develop a tree establishment program driven by canopy cover targets, maintenance capacity, and “right tree, right place” principles.	
	<b>6</b>	Improve urban forest health.	
<b>UFS Action:</b>	<b>2.2</b>	Develop standards and include species-appropriate minimum soil volumes, planting medium (mixture), and watering in all tree planting specifications.	
	<b>6.1</b>	Revise policies to support opportunities to either retain native topsoil or redistribute more topsoil on-site post development to improve the quality of tree planting sites.	
<b>Tasks:</b>	<ol style="list-style-type: none"> <li>1) Review existing design specifications and requirements manual with subcommittee, propose changes.</li> <li>2) Provide comment on updated drafts for public comment when they are released.</li> <li>3) Address current guidelines on soil quality for boulevards in new subdivisions, with respect to their ability to sustain healthy tree growth.</li> <li>4) Compare the City of London’s soil guidelines to those of other cities.</li> </ol>		
<b>Current Status</b>	Documents requested from City		

Guiding Principle: Protect More	
<b>Initiative:</b>	<b>Companion Planting to Promote Native Biodiversity</b>
<b>Responsible Party:</b>	AnnaMaria
<b>Timeline:</b>	TBD
<b>Goal:</b>	Increase biodiversity through companion planting, utilizing native understory vegetation alongside urban trees. This will aid in maximizing ecological service provision, through creation of habitat for birds and other wildlife, and will also aid in reducing run-off and soil erosion.
<b>UFS Strategic Goal:</b>	<b>4</b> Preserve and enhance local natural biodiversity.
<b>UFS Action:</b>	<b>4.2</b> Manage natural areas to enhance biodiversity (i.e., enrichment planting, retention of wildlife trees and coarse woody debris, uneven distribution of plantings, proactive management of invasive species to enhance native species, etc.).
<b>Tasks:</b>	<ol style="list-style-type: none"> <li>1) identify areas within the city that can support cluster plantings of trees on public land.</li> <li>2) Make recommendations for:               <ol style="list-style-type: none"> <li>a. Enhancing provision of ecological services, including nutrient cycling, reducing runoff and erosion, and providing food and habitat for native wildlife.</li> <li>b. Utilizing native groundcovers, shrubs, and other understory vegetation to reduce competition between trees and turf grass.</li> </ol> </li> </ol>
<b>Current Status:</b>	Not started.

Guiding Principle: Protect More	
<b>Initiative:</b>	<b>Review Cash-in-Lieu Policy</b>
<b>Responsible Party:</b>	AnnaMaria
<b>Timeline:</b>	TBD
<b>Goal:</b>	Prevent loss of canopy cover through the cash-in-lieu policy within the Parkland Conveyance and Levy By-law
<b>UFS Strategic Goal:</b>	<b>5</b> Enhance and enforce municipal policies.
<b>UFS Action:</b>	<b>5.3</b> Increase staff and resources for enforcement of tree protection related by-laws and site plan implementation to protect City assets.
	<b>5.5</b> Consider new policies and review/enhance existing policies around tree retention for subdivision developments, including the retention of shelterbelts and hedgerows as desirable features between developments.
<b>Tasks:</b>	<ol style="list-style-type: none"> <li>1) Review and make suggestions on the cash-in-lieu policy within the Parkland Conveyance and Levy By-law</li> <li>2) Make suggestions for alterations to policy or enforcement, to reduce loss of canopy cover</li> </ol>
<b>Current Status</b>	Not started.

# Item 4.2

Trees and Forests Advisory Committee: Advisory Committee Work Plan for 2020

Guiding Principle: Maintain Better	
<b>Initiative:</b>	<b>Planting and Monitoring Efforts</b>
<b>Responsible Party:</b>	Amber
<b>Timeline:</b>	TBD
<b>Goal:</b>	Develop measures to assess planting and tree maintenance activities conducted by the city.
<b>UFS Strategic Goal:</b>	<b>8</b> Maintain publicly owned trees to maximize current and future benefits provided to the site.
	<b>10</b> Complete a comprehensive urban forest inventory and apply to management decision-making.
<b>UFS Action:</b>	<b>8.3</b> Identify pruning dependant and high failure potential species within the street tree population, and consider for phased replacement with more reliable species.
	<b>10.3</b> Monitor the performance of newly planted species and assess their performance. Adaptively manage future species selection based on monitoring outcomes.
<b>Tasks:</b>	1) Develop recommendations as to what data should be recorded during planting, establishment and pruning (etc.). This will aid in determining: <ol style="list-style-type: none"> <li>a. How many trees are removed per year?</li> <li>b. Survival rate by species.</li> <li>c. How long a city-owned urban tree in London typically live, including whether this is improving or worsening.</li> </ol>
<b>Current Status:</b>	Not started.

Guiding Principle: Engage the Community	
<b>Initiative:</b>	<b>Educational Initiatives and Outreach</b>
<b>Responsible Party:</b>	Amber, Marnie (Educational Initiatives and Outreach Subcommittee)
<b>Timeline:</b>	February-May 2020
<b>Goal:</b>	Aid tree owners in caring for their trees, by promoting education on trees and tree care topics (e.g. “volcano” mulching, planting and staking, watering, etc.). Target the public, property managers/larger-scale property owners (e.g. hospitals, nursing homes), and relevant businesses (e.g. landscapers, arborists) Provide feedback on the City of London website, to enhance access to information on trees and tree care.
<b>UFS Strategic Goal:</b>	<b>15</b> Consult and cooperate with citizens at the neighbourhood level to embrace citywide urban forest goals and objectives.
	<b>17</b> Facilitate public understanding of urban forest management.
<b>UFS Action:</b>	<b>15.2</b> Prepare tree care or tree information cards for species-specific practices like tree watering and species identification, and identifications of their locations using the tree inventory. Send cards out at seasonally appropriate times to residents who have those trees on the boulevard in front of their house.
	<b>17.5</b> Develop and implement a comprehensive communication strategy. Ensure that the strategy is coordinated by Corporate Communications and all City departments participate in its development so that initiatives are coordinated and can be rolled out smoothly in the appropriate season (e.g., green-waste recycling in the fall, water conservation during the summer months, tree cutting permit to avoid the bird nesting season, etc.).
	<b>17.6</b> Make the City website and staff directory more accessible/navigable to make it easier for the public to contact staff with questions or concerns about the urban forest.
<b>Tasks:</b>	1) Provide suggestions to aid the City of London in improving their website and enhancing knowledge about pertinent tree topics. 2) Suggest educational campaign options for the city in relation to “volcano mulching” and other common tree maintenance issues. 3) Consult with the city on their current educational campaigns and planning. 4) Potentially work with the city’s graphic designers to help develop materials. 5) May also address topics such as benefits of trees and canopy cover loss prevention in a similar manner.
<b>Current Status:</b>	Subcommittee formed.

# Item 4.2

Trees and Forests Advisory Committee: Advisory Committee Work Plan for 2020

Guiding Principle: Engage the Community	
<b>Initiative:</b>	<b>Skills Development for Professionals within the Community</b>
<b>Responsible Party:</b>	Alex Morrison
<b>Timeline:</b>	TBD
<b>Goal:</b>	(Under development)
<b>UFS Strategic Goal:</b>	<p><b>14</b> Consult and cooperate with local nurseries, arborists, landscapers, etc. (urban forestry services) to embrace citywide urban forest goals and objectives.</p> <p><b>17</b> Facilitate public understanding of urban forest management.</p>
<b>UFS Action:</b>	<p><b>14.2</b> Facilitate training and education workshops to communicate and obtain feedback on regulatory changes, professional report standards, canopy cover goals, tree retention techniques, best management practices and City expectations for supervision and tree management plans on development sites.</p> <p><b>17.3</b> Develop and fund an education campaign for stakeholder groups about the benefits of trees, to encourage tree planting, and to foster proper tree care.</p>
<b>Tasks:</b>	TBD
<b>Current Status</b>	Not started.

Multifaceted and Overarching Initiatives	
<b>Initiative:</b>	<b>Urban Forest Strategy Progress Monitoring</b>
<b>Responsible Party:</b>	Amber
<b>Timeline:</b>	TBD
<b>Goal:</b>	<p>Monitor the progress of the Urban Forest Strategy, a multi-million dollar 20 year strategy to help ensure the growth and health of one of the Forest City's most important features.</p> <ul style="list-style-type: none"> <li>Providing advice on the formation and implementation of London's Urban Forest Strategy is at the core of TFAC's mandate.</li> </ul>
<b>UFS Strategic Goal:</b>	<i>(All UFS Strategic Goals)</i>
<b>UFS Action:</b>	<i>(All UFS Actions)</i>
<b>Tasks:</b>	<ol style="list-style-type: none"> <li>TFAC has requested to receive updates on UFS progress from staff twice per year, at our regular meetings.</li> <li>Set dates for implementation update presentations with staff.</li> <li>Amber to review suggested metrics from earlier TFAC and share with committee and staff (for use in the update presentations).</li> <li>Review implementation tasks from the implementation plan and make recommendations concerning their execution and/or timelines as needed.</li> </ol>
<b>Current Status:</b>	

Multifaceted and Overarching Initiatives	
<b>Initiative:</b>	<b>Committee Professional Development</b>
<b>Responsible Party:</b>	Marnie
<b>Timeline:</b>	On-going
<b>Budget:</b>	\$300 (tentative)
<b>Goal:</b>	Identify professional development, educational, or outreach opportunities for TFAC members to attend to help keep abreast of current developments in urban forestry (e.g. urban forestry conferences, seminars).
<b>UFS Strategic Goal:</b>	<i>The UFS strategic goals and actions that relate to these opportunities will depend on the conferences and other events scheduled in 2020.</i>
<b>UFS Action:</b>	
<b>Tasks:</b>	<ol style="list-style-type: none"> <li>Aim to have at least 2 TFAC members attend forestry, urban forestry, arboriculture, or related events this year.</li> </ol>
<b>Current Status:</b>	Not started.

Multifaceted and Overarching Initiatives	
<b>Initiative:</b>	<b>Monitoring of Work Plan and Recommendations</b>
<b>Responsible Party:</b>	Marnie
<b>Timeline:</b>	On-going
<b>Goal:</b>	Monitor the progress of TFAC's work and status of the recommendations made, in order to track their progress/status and follow-up as required.
<b>UFS Strategic Goal:</b>	1, 2, 4, 5, 6, 8, 10, 14, 15, 17
<b>UFS Action:</b>	1.1, 1.4, 2.2, 4.2, 5.3, 5.5, 6.1, 8.3, 10.3, 14.2, 15.2, 17.3, 17.5, 17.6
<b>Tasks:</b>	<ol style="list-style-type: none"> <li>Maintain an up-to-date list of TFAC's recommendations and their status.</li> </ol>
<b>Current Status:</b>	<i>Refer to status of individual items (above).</i>



5.3.a. 'Cash-in-Lieu' Examples





5.3.a. 'Cash-in-Lieu' Examples





5.3.a. 'Cash-in-Lieu' Examples

