

Department of Parks and Recreation (DPR), Division of Urban Forestry (DUF), Horticulture Services Branch

DRAFT*Estimated Response Times and Responsibilities***DRAFT**

Arboriculture Section			Current Response Time	*Target Goal
Pruning/Trimming and Removals				
1	General Pruning (Contractors)	Routine pruning; (crown cleaning) to remove any dead, dying, diseased branches, (crown raising) to raise the crown of the tree to meet the contract minimum height requirements over the roadway (16 feet) and sidewalk (10 feet) areas. Trimming coconut and royal palms. This work cycle is dependent on funding for contracts.	30 months (trees) 6 months (palms)	20 months (trees) ¹ / 4.5 months (palms)
2	Quality Control - Pruning and Removals	The majority of routine pruning work, and some specialty pruning and removal work is performed using private contractors due to DUF capacity issues (labor and equipment). Contractor's Qualified Arborist (QA) inspects every tree and oversees pruning/trimming/removal work, tree/palm work is performed as necessary. DUF arborist inspects every tree, and if applicable, a punchlist is created and provided to the contractor. Once the punchlist is cleared, the contract area is considered completed and the contractor can be paid, except for the final payment, which has additional requirements before payment. Inspection is conducted using the attached inspection form and punch list template.	30 days	14 days
3	Safety - Qualified Arborist Reports	All tree maintenance/specialty/removal contracts include a requirement that the work be supervised by a QA. The QA shall submit reports on any tree concerns that can be observed from the ground, and a DUF Arborist will follow up to determine whether immediate action must be taken, the situation should be monitored, or no action is required. The follow up inspection is conducted using the attached inspection form and punch list template.	90 days	14 days
4	Selective Pruning (In-house crews)	Selective pruning by in-house staff to address requests and work orders, if work is justified prior to the next pruning/trimming cycle. This work may be a partial pruning job to address the concern, and general pruning left for the next contract. If the work can wait, no in-house work is performed and the requestor is informed. Pruning/trimming will be addressed by the next contract.	270 days	90 days
5	Specialty Pruning	Specific request received from various entities such as: pruning branches away from private properties, pruning large branches for height clearance, mitigate for construction work, utility pole installations. (Performed 95% by in-house crews.)	180 days	60 days
6	Structural (Safety) Pruning	Selective and/or corrective pruning to address any tree that may have been compromised due to the following: poor past pruning practices, topping, thinning, unbalanced with severe lean to one side. (Performed 80% by in-house crews.)	30 days	5 days

Arboriculture Section			Current Response Time	*Target Goal
Emergency Situations				
7	Emergency - Imminent	Any tree or tree part that appears to pose an immediate public safety concern such as: tree or tree parts blocking the roadway; partially uprooted tree with recent movement, ready to fall; cracked hanging branches that may fall with force over the roadway, sidewalk areas, private property; and/or may be in conflict with any emergency utility repairs, etc. Possible personal injury and/or property damage.	Immediate	Immediate
8	Emergency - Priority	Any tree hazards that have been partially addressed, fallen tree or tree part that has been cut up and moved off to the side, barricaded temporarily to protect the general public along the City's ROW, streets, sidewalks, within parks, etc. DUF Arborist will inspect and if deemed that the hazard does not appear to pose an immediate public concern, it will be mitigated within an acceptable timeframe.	7 days	1-3 days
Storm Preparation and Response				
9	Pre-Storm Preparations	Includes the following: pre-storm meeting and briefing, organize and scheduling of crews (standby), staging areas, confirming debris dump sites island wide, inventory of personal protective equipment for personnel, preparation and servicing of chainsaws, fuel up all vehicles and equipment, fuel up portable fuel tanks and containers. Dispose of all debris in chipper dump and open dump trucks.	2 days	1 day
10	Emergency/Priority Storm Response	Primary objective is to clear roadways for first responders, create a thoroughfare to airports, hospitals, utility and fuel plants. Secondary objective is to address any tree hazards that may pose an imminent danger to persons and/or property, such as: standing, uprooting, leaning, compromised trees, tree branches held up by existing trees, structure, etc., and tree or tree part that may compromise the debris management work flow.	Immediate to continuous	Immediate to continuous
11	Follow-Up Storm Response	Includes the following: continue to address the immediate hazards that appear to pose an immediate public safety concern, debris management, move on to the next phase of clearing of ingress and egress to private properties, structures, re-assessing for tree hazards.	continuous	continuous
12	Post-Storm Long-term Response	DUF Park Grounds Improvement Supervisors record all storm-related activities, work with the Administrative Specialist II with preparing FEMA reports, re-inventory of supplies and re-order stock. DUF Arborists will assess the entire area that had been impacted, prepare a recovery tree preservation, tree removal, and tree replacement mitigation plan based on their inspection and assessment. Update tree management inventory.	100 days	50 days

Arboriculture Section			Current Response Time	*Target Goal
Tree Removals				
13	Priority 1	Any tree hazards or that may have been part, barricaded to temporarily protect the general public along city ROWs, streets, sidewalks, parks, etc. Upon inspection of concern by DUF Arborist who deemed that the hazard doesn't appear to pose an immediate public concern and can be done within an allowable timeframe concern and can be done within an allowable timeframe (weather permitting).	30 days	14 days
Root Pruning - Sidewalk/Driveway Apron, Curb & Gutter Uplift Concerns				
14	Priority 2	Upon receiving notification request from the Department of Facility Maintenance, Division of Road Maintenance (DRM), DUF arborist will inspect the site to determine if root pruning work will affect the structural stability of the tree. Upon determination of required work, if removal is warranted an additional 14 days will be needed for the One Call utility check process. Otherwise, if removal is not warranted, speciality pruning, if required, will be performed prior to root pruning to offset the root loss. (Performed 100% by in-house crews.) DRM notification means the sidewalk is open and therefore posing a safety concern.	14 days	10 days
15	Priority 3	After receiving a notification request from the public or other agencies, a DUF arborist will inspect the site, perform a tree inspection, take photos of sidewalk conditions, then refer the sidewalk condition to the Department of Planning and Permitting, Residential Code Enforcement Branch, the branch responsible for addressing these concerns. While the repair work is conducted, DUF will collaborate with DRM to perform any necessary pruning/root pruning.	90 days	30 days
Tree Stumps - large or no replanting				
16	Priority 3	The majority of tree stumps shall be left at 4 feet to avoid creating a tripping hazard. Larger diameter stumps are left at a higher height and completed when stumping is performed due to insufficient staff. One Call utility check process takes up to 14 days to complete. Stumping depth shall be a minimum 16 inches, unless site conditions call for a shallower depth or flush cutting. (Performed by DUF in-house crews unless the size is too large or access is difficult, then work is contracted out.)	180 days	60 days

Nursery and Landscape Section			Current Response Time	*Target Goal
Tree Planting				
1	New Tree Planting - Priority 1	Specific request received from various entities to plant a new tree. A DUF working supervisor will inspect the site, check for utilities (visual, One Call), obstructions, hardscape, or any site conditions that may conflict with the installation. Adjacent property owner willing to water.	2 months	1 month
2	New Tree Planting - Priority 2	Specific request received from various entities to plant a new tree. A DUF working supervisor will inspect the site, check for utilities (visual, One Call), obstructions, hardscape, or any site conditions that may conflict with the installation. Need to add to watering list. Time varies, depending on when the next opening is for new trees on the watering route.	6 months**	3 months**
3	Replacement Tree Planting	Specific request received from various entities to plant a replacement tree. A DUF working supervisor will inspect the site, check for utilities (visual, One Call), obstructions, hardscape, or such that may conflict with the installation. This may include old tree stump removal (small). Need to add to watering list. Time varies, depending on when the next opening is for new trees on the watering route.	4 months	2 months
4	Replacement Tree Planting	Specific request received internally from DUF supervisors to plant a replacement tree. A DUF working supervisor will inspect the site, check for utilities (visual, One Call), obstructions, hardscape, or any site conditions that may conflict with the installation. This may include old tree stump removal (small). Need to add to watering list. Time varies, depending on when the next opening is for new trees on the watering route.	6 months**	3 months**
5	Tree Planting - In-house	A DUF supervisor will inspect the site, check for utilities (visual, One Call), obstructions, hardscape, or any site conditions that may conflict with the installation. This may include old tree stump removal (small). Draft a tree planting plan and submit to DPR Park Maintenance and Recreation Services Division (PMRS) for review and comments. Gather plant material and supplies to include trees. Need to add to watering list. Time varies, depending on when the next opening is for new trees on the watering route.	6 months	3 months
6	Tree Planting - Contractor	Work to be performed by a private contractor to include purchasing of plant materials and supplies, installation, and maintenance. Maintenance could be extended for a year to achieve establishment and alleviate in-house crews from early tree care. A DUF supervisor will inspect the site, check for utilities (visual, One Call), obstructions, hardscape, or such that may conflict with the installation. This may include old tree stump removal (small). Draft a tree planting plan and submit to PMRS for review and comments.	4 months	2 months
7	Replacement Tree Planting (claim) - Contractor	Specific request received internally, HPD, insurance companies, etc. to plant a replacement tree vandalized and/or damaged. Work to be performed by a private contractor for billing purposes to include purchasing of plant materials and supplies, installation, and maintenance. 120-day is the standard maintenance period.	4 months	2 months

Nursery and Landscape Section			Current Response Time	*Target Goal
Early Tree Care				
8	Watering - Priority 1	The most important thing for a tree when planted is water. For the first year, newly planted trees are watered twice a week. Once the tree is established and thriving, they will be switched to being watered once a week. It is estimated that a tree will survive without supplemental watering after 2 years of nurturing.	24 months	18 months
9	Early Tree Care - Priority	As a newly planted tree acclimates itself, the canopy significantly grows. Structural pruning is necessary to ensure proper growing habits, adjusting stakes for added support, and adding compost and fertilizer to stimulate overall health. At the first 6 months after planting, the watering device is removed and once the tree is established, the support stakes are removed.	6 months	6 months
Tree Well Maintenance				
15	Priority 1	After receiving a notification request, a DUF working supervisor will inspect the site, perform a tree well inspection, take photos of the existing condition, then mitigate the tree well condition for safety (e.g. backfill to grade with soil, adjust the tree well cover, etc.).	2 days	1 day
Nursery and Tree Farm Maintenance				
10	Kapiolani Nursery	Propagate, cultivate, and care for containerized decorative and ornamental plants, trees and palms. Maintain automatic irrigation system and liquid fertilizer injectors, pest management control, manage drainage swale and landscaping to include mowing and trimming, pruning, and removals.	n/a	n/a
11	Nuuanu Nursery	Cultivate, upsize and care for containerized ornamental plants, trees and palms. Designated quarantine area for new plant material received from outside vendors to curb invasive species. Maintain automatic irrigation system and liquid fertilizer injectors, pest management control, manage drainage swale and landscaping to include mowing and trimming, pruning, and removals.	n/a	n/a
12	Patsy T. Mink Central Oahu Regional Park Tree Farm	Upsize and care for field stock trees and palms. Maintain automatic irrigation system, pest management control, manage farm to include mowing and trimming, pruning, and removals. Also, manage grass in the farm to minimize fire outbreak.	n/a	n/a
Landscape Maintenance				
13	Queen Kapiolani Garden	Maintain landscaping to include mowing and trimming, pruning and hedging, and blowing. Maintain automatic irrigation system, perform pest management control, and clean restroom facility, parking lot, and sidewalks.	n/a	n/a
14	Kuhio Beach	Maintain landscaping to include pruning, hedging, blowing, and replanting. Provide supplemental watering, perform pest management control, and clean landscape planters of sand, debris, and rubbish.	n/a	n/a

Nursery and Landscape Section			Current Response Time	*Target Goal
Landscape Improvements				
16	Dune Restoration	As climate change and coastal erosion affects beach parks, implementation of a dune restoration to include an automatic irrigation system, sand fencing, and planting groundcover, shrubs, and trees. Establishment of the plants and trees will take long due to the harsh conditions.	n/a	12 months
Integrated Pest Management				
17	Invasive Species	Invasive species are increasing in Hawaii, where trees, palms, landscaping, and businesses are affected from Little Fire Ant (LFA), Coconut Rhinoceros Beetle (CRB), Lobate Lac Scale (LLS). Different applications to minimize and/or prevent the spread or decline in health or even death to include granular, soil drench, trunk and canopy spray, and soil injection.	n/a	n/a
Miscellaneous				
18	Plant Change	Decorative plants are rotated in the Mayor's and Managing Director's Offices in Honolulu Hale. Plants are selected, cleaned and prepped, delivered and returned from each rotation.	5 weeks	5 weeks
19	Plant Request	Specific request received from the Department or City Council for decorative plants. Plants are selected, cleaned and prepped, delivered and returned from each event.	2 weeks	2 weeks
20	Official Street and Park Tree List (DPP)	The official list is used as a guide for developers, landscape architects, designers, etc. when working on a project that includes street trees. In 2022, DUF updated the list to include more native tree species. Prior to 2022, the previous official tree lists were dates 1970 and 1999. As climate change and other factors alter the environment, more resilient tree species will have to be incorporated.	5 years	5 years

Other (Arboriculture and Nursery and Landscape Sections)			Current Response Time	*Target Goal
1	Notice of Violation (DPP)	Specific request received from DPP, Residential Code Enforcement Branch, to remove and restore the City's right-of-way of unauthorized plants and trees. Work to be performed by a private contractor for billing purposes.	6 months	2 months
2	Corporation Counsel - Civil Case	Request is received from Corporation Counsel (COR) for information related to a civil case filed against the City. A DUF supervisor must conduct an investigation for related paperwork in the office, and usually must make a visit to the alleged incident site. Response time is critical because the City's attorneys usually have deadlines based on the court schedule or other arrangements made with the plaintiff's attorney. Note: Process after DUF submits response often includes meetings with assigned COR attorney, evidence review with COR and plaintiff's attorney, witness preparation, depositions, and testifying in court.	45 days	10 days
3	Corporation Counsel - Claim	Request is received from COR for information related to a claim filed against the City. DUF supervisor must conduct an investigation for related paperwork in the office, and usually must make a visit to the alleged incident site.	75 days	21 days
4	Plan Review	Project plans are referred to DUF for review that may include street and/or park trees for planting, removal, or relocation, tree assessment reports, tree protection plans, etc. from other City agencies such as Design and Construction, Planning and Permitting, or directly from non-City governmental agencies such as State Department of Education, or directly from private developers, project managers, landscape architects, arborists, etc.	30 days	20 days
5	New Tree Planting - City Agencies (DDC, DTS, ENV, etc.)	Project plans include street and/or park trees for planting, replacing, and/or relocation from other City agencies such as Design and Construction, Transportation Services, etc. are reviewed and comments are provided. A DUF supervisor will conduct pre-tree installation, pre-maintenance, and final inspections to ensure healthy plant material, proper installation, and care to include supplemental watering. 120 days is the standard maintenance period and 60 days for additional maintenance for punch list items. Once finalized and accepted, trees are added into DUF's inventory and will need to be added on the watering route.	n/a	n/a
6	New Subdivision Trees - Dedication to City	Project plans for private subdivisions with street trees from the City's Department of Planning and Permitting are reviewed and comments are provided. A DUF supervisor will conduct pre-tree installation, pre-maintenance, final, and surety/warranty inspections to ensure healthy plant material, proper installation, and care to include supplemental watering. 120 days is the standard maintenance period and 60 days for additional maintenance for punch list items. The trees are still private until the road is dedicated to the City, which may take 2 to 4 years. Once dedicated, trees are added into DUF's inventory. A one-year surety/warranty on the trees takes place after road dedication.	n/a	n/a

Notes:

* Target Goal is based on full staffing and full funding of tree pruning and removal contracts.

** Target Goal is based on available funding for watering or having other alternatives for watering.

As of 11/01/2024, the Arboriculture Section has 5 of its 29 positions vacant, a 17.2% vacancy rate with 3 additional incumbents on long-term leave (> 6 months), and the Nursery and Landscape Section has 7 of its 31 positions vacant, a 22.6% vacancy rate with 4 additional incumbents on long-term leave (>6 months).

¹Trees pruned at least every 20 months have less risk. Longer cycles increase risk and in-house work load.

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