



AREA TRIMMING

At a glance

Streets and Sanitation (DSS) who provides tree trimming, among many other services, recognized gaps in tree trimming requests. To address these gaps, DSS changed their approach to **targeted universalism**.

Equity Power



What is targeted universalism?

An approach to shape social programs in a way that moves all groups to a universal goal while considering those who are most impacted.

PROBLEM



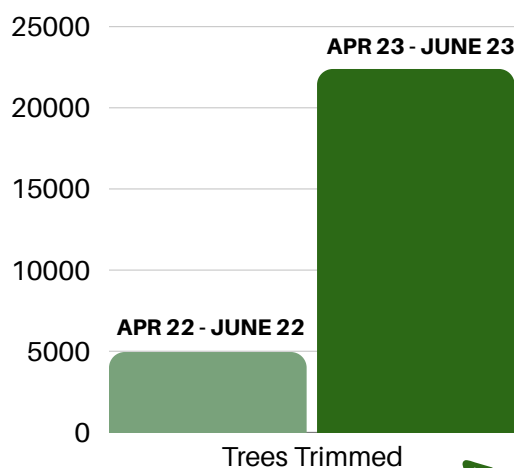
Heat maps and data show that certain areas of the city, predominantly on the North side, were more likely to file a 311 request for tree trimming, which helped initiate service delivery for those areas. However, **DSS recognized disparities in who uses 311**; they found that many residents did not always know which trees required trimming if it was not an obvious nuisance, which contributed to DSS missing some tree trimming needs.

SOLUTION



DSS implemented a few process changes to address these gaps in service requests and improve its response time. In early 2023, the department moved to **area trimming**. Instead of waiting to respond to 311 complaints, DSS personnel proactively inspected all trees and provided trimming, if need be, to improve the overall health of trees.

RESULTS & IMPACT



1

Efficient and Equitable Process

DSS staff can now schedule and trim all trees in one geographical area.

2

Effective Service for ALL Communities

By exploring a new approach (area trimming), DSS addressed the needs of not only those who were left behind but all residents.

Tree trimming improved by

352%

