



# Pass-Through Tree Ordering

## What is Pass-through Tree Ordering?

The Parks Department orders all of our plants through wholesale commercial nurseries not open to the general public. As a service to our residents, we offer the opportunity to purchase trees through the City at the same wholesale cost we pay the nurseries. This service provides our residents with access to much better prices and selection than can typically be found at plant nurseries open to the general public.

## What should I keep in mind while making a pass-through tree order?

Ordering trees through this program is a great opportunity, but it does come with a few caveats to keep in mind:

- Tree orders are made when it makes sense for the department. The nurseries charge us hefty delivery fees that are not passed on to residents ordering pass-through trees, so we must accumulate enough of an order to justify the delivery fee. You must be patient with the timing!
- It is not possible to select an individual tree yourself. Trees are delivered to us directly from the nursery and are selected by their staff. We inspect all deliveries and will reject stock that we deem to be defective.
- Trees are provided without warranty or opportunity to return.
- Selection and availability are dependent on what the nursery has in stock at the time of ordering. We provide no guarantee that the exact species and variety you want will be available.
- We ask that residents pick up the trees they've ordered themselves from our Corporation Yard, located at 550 N. Canal Street. Planting, all future care, and all liabilities associated with the tree are the responsibility of the property owner of the parcel on which the trees are planted.

## What should I keep in mind while selecting a tree and planting location for my property?

Not every tree will do well in every spot! Selecting the right species of tree for your property is an important decision.

- Consider the height and spread the tree will reach at maturity. You don't want to plant a tree that wants to grow to be 60 feet tall and wide right next to overhead utility lines that hang 20 feet high.
- Consider the proximity of the planting location to nearby hardscapes like driveways and sidewalks. Some species of tree have more invasive roots than others and can cause significant damage to paved surfaces.
- Be mindful of all utilities, both above and below ground. Think about where your service lines for electricity, water, gas, and sewer run. It's best to plant trees away from service lines when possible in case repairs become necessary in the future.

## Who can I contact with questions related to tree species selection?

Feel free to reach out to one of our Arborists on staff, Zach Kust, at [zachary.kust@ssf.net](mailto:zachary.kust@ssf.net) for advice on tree species selection and placement. This is also the appropriate contact to check prices and availability on various container sizes. The [SSF Tree Planting Palette](#) is a great place to get started!

## Who can I contact to place an order once I've made my selections, and what information should I include?

Orders can be placed by phone at (650) 829-3837, or by email to [jeanette.yoshida@ssf.net](mailto:jeanette.yoshida@ssf.net) Please be sure to include the following information if ordering via email:

- Your name and phone number
- Address in South San Francisco where the trees will be planted
- Tree species and container size desired
- Any backup species you may be open to if the nursery is unable to provide your first choice

Once your order has been collected you will be provided a link to pay via credit card before the order is placed. You will be notified when the trees are delivered and can schedule an appointment to come collect your order.