



CITY OF ATLANTA

M. KASIM REED
MAYOR

ARBORIST DIVISION

DEPARTMENT OF PLANNING,
AND COMMUNITY
DEVELOPMENT

JAMES E. SHLBY
COMMISSIONER

Request for Service/Response to Request/Daily Report

Request for Service

Each request for service, whether in person or by phone call, phone message, facsimile, online, mail, email, or other means of communication shall be entered as completely as possible in KIVA by the administrative staff. The person receiving the request shall provide the information to the administrative staff who will enter it in KIVA and assign it to the appropriate arborist. Special instructions or other notes shall be entered in the comment section in KIVA.

If you receive a call for another member of staff, forward the information via email to ensure accountability.

Response to Request

Each morning each arborist shall check his/her work order box for new Requests For Service.

Daily Report

Enter into KIVA data accumulated in the arborist's field book; this information will be accessible to the entire arborist staff. Field book data should include complete records of preliminary postings, appeal postings, violations, correction notices, stop work orders, citations, recompense for illegal removals, and dead, dying and hazardous tree removal decisions. Meetings, communications, necessary follow-up activities and other pertinent information shall be recorded in KIVA.

It is the responsibility of the individual field arborist to transfer the relevant data from each day's field book entries to KIVA. It is highly recommended that such transfer occur on the same day that the activities are recorded in the field book. However, such transfer must occur within one working day of the date of entry in the field book.