

How to submit a Lucy Ticket Request

07/29/2025 4:16 pm EDT

Lucy Quick Reference

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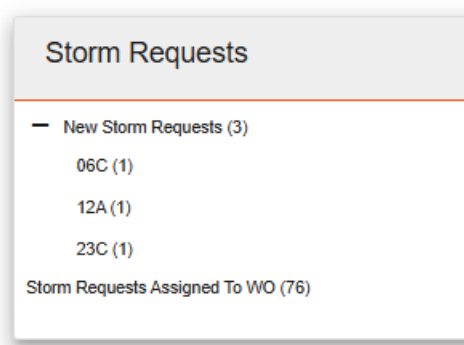
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If you choose either "City Tree Blocking..." or "City Tree Limbs Broken" it goes into the "storm requests" queue.

The screenshot shows a web application interface. On the left is a sidebar menu with the word "New" at the top. The menu items are: Storm, Investigator, Administrator, Stump Findings, Field Crew, Planting, Nursery Admin, Rec & Parks, and Equester. The main content area has three panels. The top panel is titled "Storm Requests" and contains: "+ New Storm Requests (3)" and "Storm Requests Assigned To W/O (76)". The middle panel is titled "All Requests" and contains: "+ New Requests - All (319)", "Internal Reassignments (0)", "+ New Requests - North Region 'Spidey' (106)", "+ New Requests - West Region 'Loki' (135)", "+ New Requests - Southeast Region 'Iron Man' (83)", "+ Requests Assigned to Work Order (2259)", and "+ Completed Requests (42420)". The right panel is titled "All Work Orders" and contains: "+ Open Work Orders - Unassigned (0)", "+ Open Work Orders - Assigned (3576)", "+ Completed Work Orders (43131)", and "+ All Work Orders (50760)".

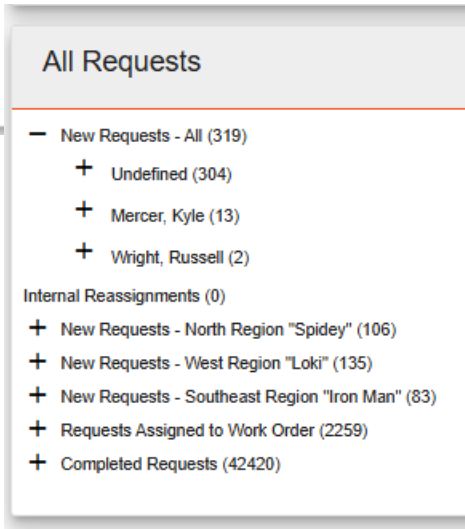
Requests

New Storm Requests: displays only the requests with **CITY TREE BLOCKING STREET/ALLEY/SIDEWALK** or **CITY TREE LIMBS BROKEN/HANGING**



Clicking on the + symbol will show which areas have tree emergencies and how many there are in each area.

Clicking on the words **New Storm Requests** will open a new tab displaying the list.



Clicking on the + symbol next to New Request will show a breakdown of new request that *has an arborist assigned to it*. The Regional Arborists don't always assign a

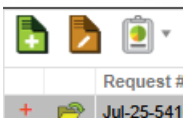
request to themselves if it's in their own region. If it's an emergency, or they are checking on something in another area they may assign it to themselves so everyone else knows that it's getting taken care of.

The number next to the region names shows how many open requests are in each region.

To enter a new request:



Click the green note/memo



The required fields are in beige, but **always include the Planning**

Customer

First Name	Last Name	Email	
Req Address	Req Street Name	Req City	Req Zip Code
Work Phone #	PM Phone #	Alt Phone	

Request

Category *	Request #	Recorded Date
Request Type *	311 Request #	7/15/2025
Investigator	Status *	
Planning Area/Referral	New Request	
General Location	<input type="checkbox"/> EAB?	
<input type="checkbox"/> Use Requestor Address		
Address	Problem Street Name	Problem City
	Problem Cross Street Name	Columbus
Problem Details (Available Externally)		Location
		Type

Area/Referral.

Request Type *	Code	Type
Investigator	RNP	Recreation & Parks
Planning Area/Referral	RNP-01	Park Maintenance
	RP	Rec & Parks
	RP-01	Tree
	RP-02	Non-Tree Work

The Category should always be **Tree**.

Category *
 RP-01 Tree

Request Type *
 Type

Type
STREET TREE OTHER (SEE COMMENTS)
STREET TREE INSPECTION REQUEST
STREET TREE PLANTING
CITY TREE BLOCKING STREET/ALLEY/SIDEWALK
STREET TREE VISION OBSTRUCTION
PARK TREE MAINTENANCE
CITY TREE LIMBS BROKEN/HANGING
STREET TREE MAINTENANCE

The appropriate **Request Type** is important.

Street Tree Planting routes the request to the Nursery.

The rest of the types will keep the request in the Tree Care queue.

CITY TREE BLOCKING STREET/ALLEY/SIDEWALK and **CITY TREE LIMBS BROKEN/HANGING** will also show the request in the New Storm Requests queue.

Planning Area/Referral
 General Location

Type

Type
10A
10B
10C
10D
11A
11B
12A
12B

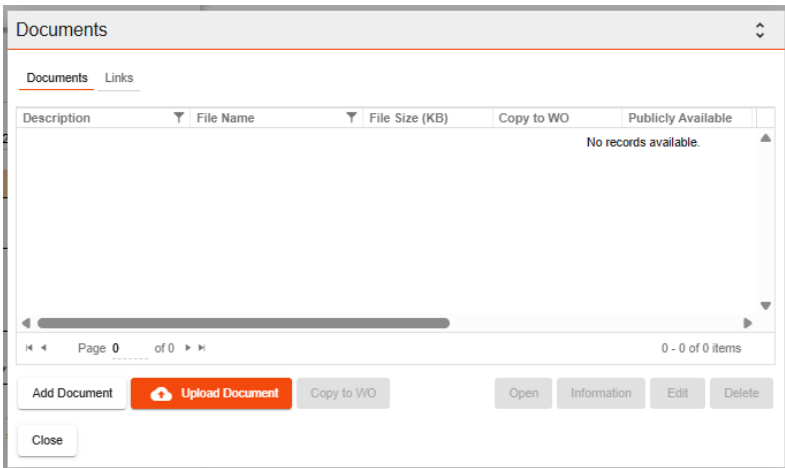
Use the regional map to find the correct area so it will get routed to the appropriate Regional Arborist (see instructions below for using the [map search](#)). *This is what Lucity uses to sort the requests, not the address.*



Use the blue icons to save the request after all info is in. The icon with the green arrow saves the request and closes the tab. The icon without the green arrow saves the request but leaves the tab open. This is when you can add photos if there are any (you must save the request first to add photos).



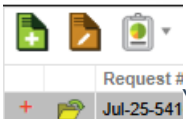
The paper with the paper clip will be lit up



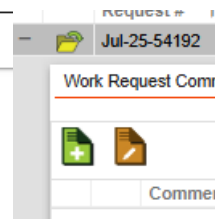
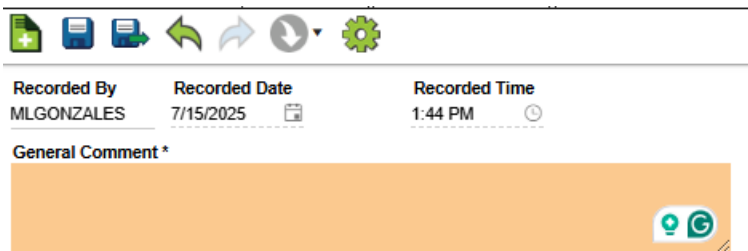
You can upload or drag and drop files here.



Comments



You can add publicly available comments to the request by clicking on the little red + symbol next to the folder icon.



Then clicking the green icon that drops down (not the one at the top of the list).

Add the comment, then be sure to click "Publicly Available in 311" so the resident can see it in their online portal. Click one of the blue icons to save the comment.

Existing Work Orders

All Work Orders

Use the list from the **Forestry Investigator** tab, not Forestry Administrator.

- + Open Work Orders - Unassigned (0)
- + Open Work Orders - Assigned (3574)
- + Completed Work Orders (43133)
- + All Work Orders (50760)

The easiest way to find a specific work order is to filter by **Address** or **Street Name**.

Street Name	On Street	Request Detail	Address	Street Name	On S
SUNBURY RD			2894		
WILSON AVE			182		
BRYDEN RD			1298		
AUDUBON RD			2699		
ATWOOD TER			3062		
WOODMAN DR			1008		
COLDSTREAM DR			7322		
2665 WOODCUTTER AV					
WOODMAN DR			1009		
E LIVINGSTON AVE			4990		BIG \
E LIVINGSTON AVE			4990		BIG \

Filter: Street Name

- Contains
- Does Not Contain
- Does Not End With
- Does Not Start With
- Ends With
- Equal
- In List
- Is Empty

Filter: Address

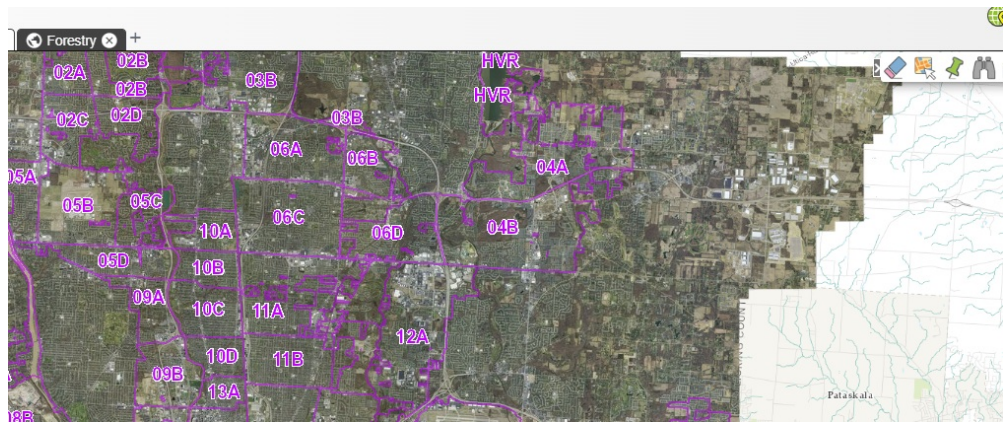
- Between
- Equal
- Greater Than
- Greater Than Or Equal
- Is Empty
- Is Not Empty
- Less Than
- Less Than Or Equal

If you aren't sure if a work order exists, can't find it by searching either address or street name, you can search the Tree Inventory Map.

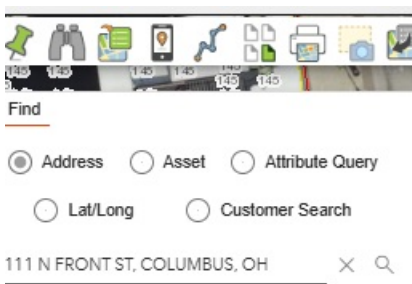
Map Search



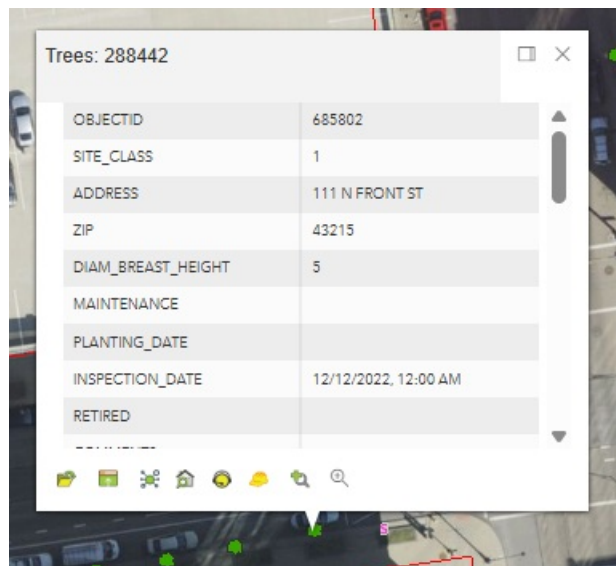
Click on the globe symbol in the top right corner. This will open a new tab with a map of the city.



Click on the binocular's icon (top right) to open a search field.



Clicking on one of the search results will focus the map on that address.



Click one of the tree icons to bring up an info box about that tree.

This small icon on the bottom will show more info about that specific tree.

Street Parking (0)
Work Orders (1)
Work Requests (0)

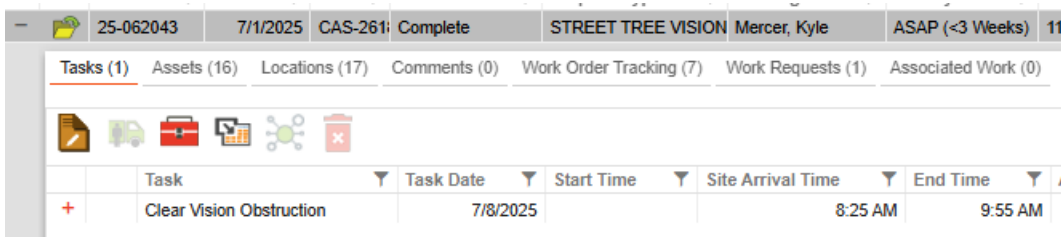
Clicking on **Work Orders** will open a tab at the bottom of the screen showing any work orders (open or closed) associated with that tree.

This is helpful because sometimes the address associated with that asset is different than the info than we are given.

Work Order Info

Working from the **All Work Orders** tab, or from the popup tab in the map will function the same from here:

Clicking on the red + symbol will drop down another menu:



The screenshot shows a software interface with a header bar containing asset information: 25-062043, 7/1/2025, CAS-261, Complete, STREET TREE VISION, Mercer, Kyle, ASAP (<3 Weeks), and 11. Below the header is a navigation bar with tabs: Tasks (1), Assets (16), Locations (17), Comments (0), Work Order Tracking (7), Work Requests (1), and Associated Work (0). The 'Tasks (1)' tab is active, displaying a list of tasks. The first task is 'Clear Vision Obstruction' with a task date of 7/8/2025, a start time of 8:25 AM, and an end time of 9:55 AM. A red plus sign (+) is visible in the left margin of the task list.

Task	Task Date	Start Time	Site Arrival Time	End Time
Clear Vision Obstruction	7/8/2025		8:25 AM	9:55 AM

The **Tasks** tab will show the date and time for any work that has been done, including when parking was posted, work was attempted but could not be completed, etc.

Clicking that red + symbol will display the list of people who were on the crew that day when the work was completed.

Clear Vision Obstruction		7/8/2025
Employees (4) Equip/Vehicle Resources (3) Contractors (0)		
Employee	EmployeeText	
DRP-090	Larch, Marius	
DRP-087	Tyler, D'Angelo	
DRP-009	Green, Jason	
DRP-080	Nichols, Joseph	

Other useful tabs:

Comments: rarely used, as the Arborist will leave most comments to the crew in the body of the work order.

Work Order Tracking: shows any changes made to the work order (Priority, crew assignment, etc.)

Work Requests: shows the original request that prompted the inspection (if there is one).
