

# Tree Service Storm Triage Checklist

A storm-triage checklist for tree-service teams that need cleaner first-contact qualification, safer routing language, and better prioritization when weather events spike call volume.

Tree-service owners, dispatchers, estimators, and emergency-response coordinators

## GUIDE

A storm-triage checklist for tree-service teams that need cleaner first-contact qualification, safer routing language, and better prioritization when weather events spike call volume.

## WHAT THIS ASSET COVERS

- A first-call checklist for hazard level, access, structural contact, and utility-risk signals
- Priority language for emergency dispatch versus estimate scheduling
- A documentation prompt for photos, storm timing, and homeowner expectations

## USE THIS WHEN

1. Storm events create noisy intake and too many poorly qualified emergency requests
2. Office teams need clearer guidance on what should move first
3. The business wants a calmer, safer first-contact standard during weather spikes

## WORKING ASSET

## PURPOSE

Use this checklist to sort storm-driven tree calls by real hazard level instead of caller intensity alone.

## FIRST-CALL TRIAGE

- tree on structure?
- tree on vehicle?
- utility involvement?

- blocked driveway or access only?
- active hanging limb?
- photos available?
- storm still active?

## **PRIORITY BANDS**

### **RED**

- active structural contact
- utility-risk present
- hanging hazard over occupied zone

### **ORANGE**

- heavy access blockage
- roof impact without immediate utility issue
- unstable large limb with known risk

### **YELLOW**

- standard cleanup
- debris hauling
- non-urgent trimming after storm

## **INTAKE NOTES**

- address
- homeowner name
- best callback number
- hazard summary
- access notes
- photo status
- weather status

## **SCRIPT LINE**

“Let me separate safety risk from cleanup so we can route this correctly and not lose time on the wrong next step.”

## **DEPLOYMENT NOTES**

## HOW STRONG TEAMS ACTUALLY USE THIS ASSET

- Assign one accountable owner instead of letting "Tree Service Storm Triage Checklist" become shared but unmanaged work.
- Use it with tree-service owners, dispatchers, estimators, and emergency-response coordinators in a weekly rhythm so the asset drives decisions rather than sitting in a folder.
- Decide in advance what counts as green, watch, and red performance so the team knows when to escalate.
- Capture learnings directly in the document every week so the asset becomes smarter over time instead of resetting to zero.

## BEST DEPLOYMENT SEQUENCE

- Storm events create noisy intake and too many poorly qualified emergency requests
- Office teams need clearer guidance on what should move first
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## WHAT SEPARATES A SERIOUS VERSION FROM A BASIC TEMPLATE

- Clear ownership for every step, not generic advice without accountability.
- Targets, thresholds, or decision rules that tell the team what good looks like.
- Specific working components: A first-call checklist for hazard level, access, structural contact, and utility-risk signals, Priority language for emergency dispatch versus estimate scheduling, A documentation prompt for photos, storm timing, and homeowner expectations.
- A built-in review cadence so the document becomes part of operations rather than a one-time download.