

GUIDELINES FOR INQUIRIES RELATING TO TREES

Nature/location of complaint/concern:	Refer to:	Phone Number:
Tree emergency – fallen tree or branch blocking roadway or sidewalk	HPD for immediate response to secure area, HPD will call DPR – HSB from scene with details	911
Witnessing malicious tree damage/ removal	Call HPD while in progress to document the case, HPD will call DPR – HSB from scene with details	911
Streets: tree pruning/ planting/ removal	DPR – Horticulture Services Branch	971-7151
Civic Center: tree & plant pruning/ watering/ irrigation HPD Main Station: tree & plant pruning/ watering/ irrigation	DFM – Division of Public Building & Electrical Maintenance	768-7731
Trees located at any police or fire station	DFM – Division of Public Building & Electrical Maintenance	768-7731
Tree donations	DPR – Horticulture Services Branch	971-7151
Civic Center ground maintenance FMD and HPD parking lot maintenance	DFM – Division of Public Building & Electrical Maintenance	768-7731
Park trees - tree pruning/ planting/ removal/ irrigation	DPR District office where park is located, they will evaluate and request HSB assistance if necessary	
Trees located in private property protruding into roadway	DPP – Residential Code Enforcement Branch	768-8161
Tree located in private property protruding into sidewalk area	DPP – Residential Code Enforcement Branch	768-8161
Tree located in private property protruding into other private property	Civil matter, not under City jurisdiction	
Sidewalk uplift/ unauthorized plantings in City right-of-way	DPP – Residential Code Enforcement Branch	768-8161
Trees and shrubs located in/ near streams; Uplift on roadway or medial curbing	DFM – Division of Road Maintenance	768-3600
Trees on State highways or adjacent to freeway/ highway overpasses, on and off ramps	SDOT, Highways Division-routine pruning/ trimming EMERGENCY: Tunnel Control Center	831-6712 485-6200
Trees located on DOE (schools) property	School office where tree is located	
Trees interfering with high-voltage lines	Hawaiian Electric – Vegetative Management	543-7836
Trees located in Honolulu Botanical Gardens	DPR – Honolulu Botanical Gardens	768-7135
Queen Kapiolani Garden & Kuhio Beach landscaping	DPR - Horticulture Services Branch	971-7151

It is the City's goal to preserve as many trees as possible. To this end, trees will not be removed unless dead, dying diseased, or severely damaged. It is natural for trees to drop their leaves, flowers, seeds, etc., due to prevailing winds and seasonal cycles. By City ordinance, property owners are responsible for keeping the public areas abutting their property free of litter. (ROH Sec. 14-20.1) City street trees are the property of the City & County of Honolulu. Destroying them is against the law and DPR will pursue criminal charges, if warranted.

DFM - Department of Facility Maintenance

DPR-HSB - Department of Parks and Recreation, Horticulture Services Branch

DPR - Department of Parks and Recreation

DPP - Department of Planning and Permitting

HPD - Honolulu Police Department

DOE - Department of Education (State)

SDOT - Department of Transportation (State)