

Description	Comments	Response Time	Completion Time	Examples/Scope for Maintenance	Examples/Scope for Custodial Services and Support Services
Emergency	Immediate threat to life, property or mission	Now	Arrest emergency ASAP; Complete within 24 hours	<ul style="list-style-type: none"> <li>• Health &amp; safety</li> <li>• Building flooding or major leaks</li> <li>• Power outage – large scale</li> <li>• Security &amp; building alarms</li> </ul>	<ul style="list-style-type: none"> <li>• Slip &amp; fall hazards</li> <li>• Missed unlocking doors</li> <li>• Fallen tree obstructing pedestrian pathway</li> <li>• Broken key in door</li> <li>• Major irrigation leaks</li> </ul>
Expedited	Non-emergency, but timely response required	As soon as available, but no later than 1 work day	3 work days	<ul style="list-style-type: none"> <li>• Non-emergency safety issues</li> <li>• Hot &amp; cold calls (most)</li> <li>• Leaks (minor) – contained for 24 hrs.</li> <li>• Power outage / localized</li> <li>• Security / secondary</li> </ul>	<ul style="list-style-type: none"> <li>• Restroom service</li> <li>• Public appearance issues</li> <li>• Spills, not an immediate hazard</li> <li>• Fallen tree, not immediate hazard</li> <li>• Lost office space keys</li> </ul>
Routine	Routine trouble call work orders	5 work days	10 work days	<ul style="list-style-type: none"> <li>• Restroom fixtures malfunctioning</li> <li>• Doors &amp; lighting</li> <li>• Drinking fountains</li> <li>• Windows</li> <li>• Repair stand-alone equipment (HVACR, electrical, mechanical)</li> </ul>	<ul style="list-style-type: none"> <li>• Anything that can wait for regular cleaning shift</li> <li>• Grounds maintenance (mowing, trimming, weeding)</li> </ul>
Scheduled	Scheduled response to client requests	5 work days for scoping	Scheduled date	<ul style="list-style-type: none"> <li>• Client requests &gt; 5 day response</li> <li>• Specific access dates</li> </ul>	<ul style="list-style-type: none"> <li>• Events &amp; Moving Services requests</li> <li>• Surplus Property requests</li> <li>• New building keys</li> <li>• Projects with specific dates</li> </ul>