EXAMPLE OF PRIORITY CALLS

**PRIORITY 1**
- Elevators
- Fire alarm activations (trouble)
- Person trapped in room
- Classroom door will not unlock, class waiting
- Floods/broken fire sprinklers
- Hanging/broken tree branch
- Toilet overflow (single source)
- Exterior door not securing
- Broken windows
- Gas or pipe Leaks
- Critical temperature alarms (if online)
- Steam leaks
- Utilities/Power outages
- Critical areas
- Animal areas
- Chemical rooms
- Child care
- Chiller plants
- Computer rooms
- Dining kitchens
- Cold rooms
- Residential complexes
- Hospital/Patient Care/Morgues
- Reset Breakers

**PRIORITY 2**
- Glass windows/minor board up
- Door cannot be secured or unlocked
- Broken key in lock
- Re-key of student housing
- Vandalism repairs
- Doors
- Clogged drains
- Irrigation sprinklers not turning off
- Hot/Cold calls
- Fume hood/ exhaust problems
- OmniLock (Housing)
- Contained faucet leaks

**PRIORITY 3**
- Ceiling tiles, flooring (not safety hazard)
- Lights out in office
- Pest control
- Secure file cabinets
- Re-key request
- Temporary door repair
- Omni lock

**PRIORITY 4**
- Estimates
- Specialized hardware on backorder