

1

EMERGENCY

Response time: 1 hour

Example: evacuation for emergency response necessary

Response times are from the time a complaint has been made to 3-1-1, until a code officer attempts to contact the complainant or verifies the reported conditions.

2

URGENT

Response time: 24 hours

Example: occupied with reported gas, plumbing, electrical, or structural failures

3

UNSAFE

Response time:
3 working days

Example: substandard, non life-threatening conditions

4

MAINTENANCE

Response time:
4 working days

Example: illegal dumping

5

NUISANCE

Response time:
5 working days

Example: high weeds

PRIORITY LEVELS

The levels on this chart correspond to the priority levels shown on Citizen Connect for specific cases, and are assigned when a complaint is made.