

**A. Definitions**

<b>Priority Code</b>	<b>Description</b>	<b>Definition</b>
<b>50</b>	Emergency	Imminent threat to people, property, institution; immediate response
<b>45</b>	Urgent	Make all efforts to mitigate problem today; overtime is authorized
<b>40</b>	Timely	Response within one business day; scheduled within 5 business days; completed within schedule
<b>30</b>	Routine	Make all efforts to schedule within 5 days; begin work by date

**B. Examples by Priority**

**Emergency (50)**  
**Imminent threat to people, property, institution; immediate response**

- Research refrigerators/freezer alarming on low or high temps
- Lock change required for security issue
- Risk of damage from flood or leak (over flowing toilets, domestic water leak, sewage, sprinkler, ceiling or roof leak)
- Dedicated negative pressure rooms exhaust fans down
- Emergency exit door not working correctly
- Loss of major mechanical equipment
- Water bubbling up out of manhole
- Underground pipe is broken – sinkhole, water bubbling up
- Loss of building water (both domestic and potable)
- Elevator Issues – Entrapment only, otherwise 30 and call Customer Service
- Loss of building lights
- Gas smell – Should be reported to Cornell Police, then Customer Service immediately
- Exposed wiring, damaged outlets or loss of power, electric switch sparking
- Broken glass in window or door - Until secured
- Bio-Safety cabinets/fume hood exhaust fan down (research or safety risk)
- Combo lock, if codes are changed and still does not work
- No ventilation – entire building
- Broken glass windows and doors or mirrors (50 until secured, than becomes 30)

**Urgent (45)**  
**Make all efforts to mitigate problem today; overtime is authorized**

- Only light in Walk-In-Cooler
- Only light in room is out
- Only restroom on floor out of service
- Exterior doors that latch/secure but do not self-close
- Only handicap accessible toilet not flushing
- No potable hot water
- Card access problem creating security issue
- No heat in occupied space
- Cooling issues in occupied space
- Doors not opening or locking card access or key activated (building security) Refrigeration containing product or research
- Ice machine not working with research or dining impact
- No Ventilation in part of building
- Exit light out in an assembly space if event is imminent
- Exterior lights – If no other lights in the area
- Tripped breaker affecting teaching/research
- Tripping hazard to walkway, stairway etc.

**Timely (40)**  
**Response within one business day; scheduled within 5 business days; completed within schedule**

- One of multiple restrooms on floor out of service
- Clogged drain with standing water (sinks, tubs, showers) Plugged toilets where there are others available
- Occupants feel space is too cool
- Combo lock not working even after batteries have been changed Combo locks need combo changed due to personnel problems Building leaks depending on severity, location and source of leak
- HVAC (chillers, water tower and heating, depending on severity)
- Exit lights out Lock changes
- Shower head leaking hot water
- Tripped breaker

**Routine (30)**

**Make all efforts to schedule within 5 days; begin work by date**

Exterior lights out – When there is other lighting in the area

Drinking fountains

Lock & mailbox changes – When they can be scheduled ahead of time

Interior doors not working – not a safety or security issue

Too Hot/too cold - within 65 degree to 85 degree range, or more than 5 people in room, or affecting research

Light out, other lights working

Shower heads leaking cold water (hot water is a 40)

Toilets running nonstop

Secured window (glass) needing repair

Pests – Unless live animal in room (e.g. bat) – then 50, call Customer Service

Planned events (table/chair set up, custodial support etc.) – submit SR 2 weeks prior