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.

**EMERGENCY**
Response time: 1 hour
Example: evacuation for emergency response necessary

**URGENT**
Response time: 24 hours
Example: occupied with reported gas, plumbing, electrical, or structural failures

**UNSAFE**
Response time: 3 working days
Example: substandard, non life-threatening conditions

**MAINTENANCE**
Response time: 4 working days
Example: illegal dumping

**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.