	Priority	Emergency
Problem type	**Out of SLA**	Record Count
	Out of SLA	0
	Within SLA	0
Subtotal		0
FIRE ALARM	Out of SLA	1
	Within SLA	3
Subtotal		4
FLOORING	Out of SLA	0
	Within SLA	0
Subtotal		0
GENERAL SRV	Out of SLA	0
Subtotal		0
JANITORIAL	Out of SLA	0
	Within SLA	1
Subtotal		1
MASONRY	Out of SLA	0
	Within SLA	0
Subtotal		0
PAINTING	Out of SLA	0
	Within SLA	0
Subtotal		0
PEST CONTROL	Out of SLA	2
	Within SLA	0
Subtotal		2
WATER FOUNTAIN	Out of SLA	0
	Within SLA	1
Subtotal		1
Window(Interior Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Grounds (Exterior Services)	Out of SLA	0
	Within SLA	1
Subtotal		1
Appliances (Interior Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Athletic Field (Exterior Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Ceiling (Interior Services)	Out of SLA	0
	Within SLA	0

Subtotal		0
Cooling (HVAC Services)	Out of SLA	2
	Within SLA	0
Subtotal		2
Drain (Plumbing Services)	Out of SLA	0
	Within SLA	1
Subtotal		1
Drinking Water Filter (Plumbing Services)	Out of SLA	0
	Within SLA	1
Subtotal		1
Electronic Security Issue	Out of SLA	1
	Within SLA	3
Subtotal		4
Elevator / Escalator (Interior Services)	Out of SLA	0
Subtotal		0
Environmental (Environmental Services)	Out of SLA	0
	Within SLA	1
Subtotal		1
Faucet (Plumbing Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Fence and Gate (Exterior Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Fire Alarm (Life Safety Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Fire Sprinkler (Interior Services)	Out of SLA	0
Subtotal		0
Flooring (Interior Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Generator (Other Services)	Out of SLA	0
Subtotal		0
Graffiti (Exterior Services)	Out of SLA	0
Subtotal		0
Heating (HVAC Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Hot Water (Plumbing Services)	Out of SLA	1
	Within SLA	2
Subtotal		3

Indoor Vehicle Bay Exhaust System (Other Services)	Within SLA	0
Subtotal		0
Interior Painting & Wall Issue	Out of SLA	0
	Within SLA	0
Subtotal		0
Janitorial (Interior Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Landscaping (Exterior Services)	Within SLA	0
Subtotal		0
Leak (Plumbing Services)	Out of SLA	0
	Within SLA	3
Subtotal		3
Lighting (Electrical Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Lock and Door	Out of SLA	15
	Within SLA	95
Subtotal		110
Masonry (Exterior Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Odor (Environmental Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Other * (Other Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Outlet (Electrical Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Overhead Door (Other Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
PA and Clock System (Life Safety Services)	Out of SLA	0
Subtotal		0
Painting (Interior Services)	Out of SLA	0
Subtotal		0
Parking Lot (Exterior Services)	Out of SLA	0
Subtotal		0
Pest Control (Environmental Services)	Out of SLA	0
	Within SLA	0

Subtotal		0
Pipe (Plumbing Services)	Out of SLA	0
	Within SLA	1
Subtotal		1
Playground (Exterior Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Power (Electrical Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Pump (Plumbing Services)	Out of SLA	0
	Within SLA	1
Subtotal		1
Railing and Step (Exterior Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Roof (Exterior Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Sidewalks (Exterior Services)	Out of SLA	0
Subtotal		0
Specialized Cleaning (i.e., Bio Hazard) (Other Services)	Within SLA	0
Subtotal		0
Building Structural (Interior Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Switch (Electrical Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Toilet (Plumbing Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Water Fountain (Plumbing Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Window(Exterior Services)	Out of SLA	0
	Within SLA	1
Subtotal		1
Exterior Painting (Exterior Services)	Out of SLA	0
	Within SLA	0
Subtotal		0
Generator	Out of SLA	0

	Within SLA	1
Subtotal		1
Lighting	Out of SLA	0
	Within SLA	7
Subtotal		7
Turnover Management	Within SLA	0
Subtotal		0
Loading Dock Access	Within SLA	0
Subtotal		0
Grounds	Out of SLA	0
	Within SLA	0
Subtotal		0
Appliances	Out of SLA	0
	Within SLA	0
Subtotal		0
Athletic Field	Out of SLA	0
	Within SLA	1
Subtotal		1
Ceiling	Out of SLA	1
	Within SLA	2
Subtotal		3
Cooling	Out of SLA	8
	Within SLA	11
Subtotal		19
Drain	Out of SLA	5
	Within SLA	43
Subtotal		48
Drinking Water Filter	Out of SLA	1
	Within SLA	1
Subtotal		2
Elevator / Escalator	Out of SLA	8
	Within SLA	1
Subtotal		9
Environmental	Out of SLA	0
	Within SLA	0
Subtotal		0
Faucet	Out of SLA	1
	Within SLA	7
Subtotal		8
Fence and Gate	Out of SLA	3
	Within SLA	6
Subtotal		9

Fire Extinguisher	Out of SLA	0
	Within SLA	0
Subtotal		0
Fire Sprinkler	Out of SLA	1
	Within SLA	1
Subtotal		2
Graffiti	Out of SLA	0
	Within SLA	0
Subtotal		0
Heating	Out of SLA	11
	Within SLA	15
Subtotal		26
Hot Water	Out of SLA	10
	Within SLA	25
Subtotal		35
Indoor Vehicle Bay Exhaust System	Out of SLA	0
	Within SLA	0
Subtotal		0
Landscaping	Out of SLA	0
	Within SLA	0
Subtotal		0
Leak	Out of SLA	15
	Within SLA	32
Subtotal		47
Odor	Out of SLA	1
	Within SLA	1
Subtotal		2
Outlet	Out of SLA	0
	Within SLA	7
Subtotal		7
Overhead Door	Out of SLA	2
	Within SLA	2
Subtotal		4
PA and Clock System	Out of SLA	1
	Within SLA	0
Subtotal		1
Parking Lot	Out of SLA	0
	Within SLA	0
Subtotal		0
Pipe	Out of SLA	3
	Within SLA	16
Subtotal		19

Playground	Out of SLA	1
	Within SLA	0
Subtotal		1
Pool and Spray Park	Out of SLA	0
	Within SLA	0
Subtotal		0
Power	Out of SLA	1
	Within SLA	19
Subtotal		20
Pump	Out of SLA	1
	Within SLA	8
Subtotal		9
Railing and Step	Out of SLA	0
	Within SLA	0
Subtotal		0
Roof	Out of SLA	1
	Within SLA	2
Subtotal		3
Sidewalks	Out of SLA	0
	Within SLA	0
Subtotal		0
Specialized Cleaning (i.e., Bio Hazard)	Out of SLA	0
	Within SLA	0
Subtotal		0
Building Structural	Out of SLA	1
	Within SLA	6
Subtotal		7
Switch	Out of SLA	0
	Within SLA	2
Subtotal		2
Toilet	Out of SLA	1
	Within SLA	27
Subtotal		28
Exterior Painting	Out of SLA	0
	Within SLA	0
Subtotal		0
Window	Out of SLA	1
	Within SLA	2
Subtotal		3
Grounds Maintenance	Out of SLA	0
	Within SLA	0
Subtotal		0

Trash and Recycling	Out of SLA	0
	Within SLA	0
Subtotal		0
Shoreline/Pigtail	Out of SLA	0
	Within SLA	0
Subtotal		0
Flagpole	Out of SLA	0
	Within SLA	0
Subtotal		0
Firepole	Out of SLA	0
Subtotal		0
Duplicate Key	Out of SLA	0
Subtotal		0
Lock and Door (Interior Services)	Out of SLA	1
	Within SLA	3
Subtotal		4
Shoreline/Pigtail (Electrical Services)	Within SLA	0
Subtotal		0
Total		464

High Record Count	Routine Record Count	**Total** Record Count
0	4	4
0	3	3
0	7	7
40	115	156
4	82	89
44	197	245
18	176	194
6	153	159
24	329	353
0	1	1
0	1	1
0	42	42
4	595	600
4	637	642
9	68	77
5	39	44
14	107	121
0	3	3
0	1	1
0	4	4
1234	53	1289
87	20	107
1321	73	1396
25	213	238
13	198	212
38	411	450
1	29	30
1	5	6
2	34	36
1	7	8
0	5	6
1	12	14
0	1	1
0	5	5
0	6	6
0	6	6
0	5	5
0	11	11
2	37	39
0	59	59

2	96	98
0	41	43
0	48	48
0	89	91
1	36	37
0	45	46
1	81	83
0	4	4
0	9	10
0	13	14
68	315	384
3	43	49
71	358	433
0	2	2
0	2	2
1	5	6
0	60	61
1	65	67
0	10	10
1	30	31
1	40	41
0	20	20
0	20	20
0	40	40
0	3	3
0	2	2
0	5	5
0	3	3
0	3	3
0	21	21
0	19	19
0	40	40
0	4	4
0	4	4
0	2	2
0	2	2
0	47	47
0	57	57
0	104	104
3	20	24
0	15	17
3	35	41

0	1	1
0	1	1
6	373	379
3	173	176
9	546	555
0	2	2
1	7	8
1	9	10
0	2	2
0	2	2
0	57	57
0	41	44
0	98	101
1	21	22
0	73	73
1	94	95
147	1096	1258
256	1092	1443
403	2188	2701
0	6	6
0	9	9
0	15	15
0	1	1
0	8	8
0	9	9
0	2	2
0	4	4
0	6	6
0	2	2
0	7	7
0	9	9
0	5	5
0	1	1
0	6	6
0	1	1
0	1	1
0	1	1
0	1	1
0	2	2
0	2	2
0	20	20
0	6	6

0	26	26
0	26	26
1	14	16
1	40	42
0	23	23
0	9	9
0	32	32
0	17	17
0	58	58
0	75	75
0	13	13
2	5	8
2	18	21
0	3	3
0	1	1
0	4	4
2	48	50
0	3	3
2	51	53
0	1	1
0	1	1
0	1	1
0	1	1
0	19	19
0	15	15
0	34	34
0	1	1
0	1	1
0	2	2
0	6	6
0	28	28
0	34	34
0	25	25
0	10	10
0	35	35
0	101	101
1	10	12
1	111	113
0	1	1
0	3	3
0	4	4
13	43	56

0	4	5
13	47	61
40	734	774
84	1161	1252
124	1895	2026
0	1	1
0	1	1
0	10	10
0	10	10
8	63	71
6	120	126
14	183	197
3	89	92
0	131	131
3	220	223
7	57	64
3	29	33
10	86	97
37	216	254
10	308	320
47	524	574
349	765	1122
67	935	1013
416	1700	2135
135	176	316
56	227	326
191	403	642
2	29	32
3	79	83
5	108	115
187	90	285
57	238	296
244	328	581
3	26	29
4	265	269
7	291	298
99	360	460
25	508	540
124	868	1000
41	174	218
32	154	192
73	328	410

0	5	5
0	5	5
0	10	10
4	11	16
1	6	8
5	17	24
3	15	18
3	42	45
6	57	63
353	593	957
74	978	1067
427	1571	2024
84	58	152
22	54	101
106	112	253
0	29	29
0	61	61
0	90	90
1	25	26
2	37	39
3	62	65
309	293	617
84	324	440
393	617	1057
3	12	16
8	128	137
11	140	153
13	119	132
59	260	326
72	379	458
12	140	154
3	72	77
15	212	231
27	86	114
5	31	36
32	117	150
0	27	27
0	16	16
0	43	43
63	103	169
20	87	123
83	190	292

24	210	235
9	109	118
33	319	353
2	58	60
0	26	26
2	84	86
19	71	91
40	175	234
59	246	325
30	44	75
11	30	49
41	74	124
16	32	48
5	26	31
21	58	79
40	115	156
1	20	23
41	135	179
2	23	25
4	12	16
6	35	41
2	14	16
6	42	48
8	56	64
29	287	317
19	418	443
48	705	760
6	63	69
17	77	96
23	140	165
235	469	705
106	964	1097
341	1433	1802
1	31	32
0	1	1
1	32	33
28	115	144
50	204	256
78	319	400
1	5	6
0	1	1
1	6	7

0	14	14
1	271	272
1	285	286
0	20	20
5	62	67
5	82	87
2	62	64
0	59	59
2	121	123
0	1	1
0	1	1
0	1	1
0	1	1
0	86	87
3	96	102
3	182	189
0	3	3
0	3	3
5085	21187	26736