

# Incident Response Matrix



Sampling of Incidents and Responses	Answer call	Dispatch NightResponse Technician	Stop and/mitigate on-going damage	Clean-up/ minimize damage or nuisance	Remove damaging activity or nuisance	Investigate circumstances/ Troubleshoot failure	Call authorities if necessary	Lock down building/ Set alarms	Shut down broken or failing utility	Clear blockage	Board up or secure entry point	Secure area via barricades, cones, or caution tape	Stand guard until business day or responsible party arrives	Call regular vendor and coordinate on-site repair and exchange	Call NightResponse supervisor	Photograph damage, issue or nuisance	Complete incident report and work order and email/fax manager and/or owner
<b>Exterior and Site</b>																	
Accident occurred on property	X	X			X	X										X	X
Animal issue or nuisance	X	X	X		X											X	X
Broken water line	X	X	X													X	X
Broken window	X	X		X		X	X	X		X	X	X				X	X
Car accident	X	X		X		X	X									X	X
Debris	X	X		X		X			X							X	X
Failure of other vendor to act	X	X				X	X				X			X		X	X
Fallen tree/branch	X	X	X	X							X					X	X
Fire hydrant knocked down	X	X	X					X					X			X	X
Insect or bee issue	X	X			X						X					X	X
Slip and fall issue	X	X				X					X					X	X
Vehicle driven into property	X	X	X			X		X		X	X	X		X	X	X	X
Personal waste	X	X	X	X		X											X
<b>Building Interior and System Failure</b>																	
Building collapse	X	X						X		X	X			X	X	X	X
Door/lock failure	X	X					X			X	X	X				X	X
Electrical outage	X	X				X					X					X	X
Electrical short	X	X				X		X			X					X	X
Elevator non-operational	X	X				X	X				X		X			X	X
Exit system blocked	X	X			X	X										X	X
HVAC failure	X	X				X										X	X
Pipe burst	X	X	X			X		X			X					X	X
Pipe leak	X	X	X			X		X								X	X
Plugged toilet	X	X	X						X							X	X
Roof or deck leak	X	X	X	X		X					X					X	X
Slab leak	X	X		X		X		X								X	X
Sump pump failure	X	X		X		X			X							X	X
Window leak	X	X	X	X		X					X					X	X

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<b>Crime</b>																
Alarm sounding	X	X			X	X	X					X			X	X
Break-in	X	X				X	X		X						X	X
Building welfare check	X	X			X	X									X	X
Camera or sensor non-operational	X	X			X	X	X								X	X
Camping	X	X		X		X									X	X
Door not locked	X	X					X								X	X
Graffiti	X	X	X			X				X					X	X
Homeless person	X	X		X		X									X	X
Illegal dumping	X	X	X	X		X		X		X					X	X
Illegal vehicles	X	X			X	X						X			X	X
Loitering	X	X		X		X									X	X
Vandalism	X	X	X	X	X	X	X								X	X
<b>Disaster / Environmental</b>																
Earthquake	X	X	X				X	X	X	X	X		X	X	X	X
Fire	X	X	X			X	X	X	X	X			X	X	X	X
Fire alarm sounding	X	X			X	X	X								X	X
Fire sprinkler activated	X	X	X		X	X		X		X		X	X	X	X	X
Flood	X	X	X	X	X			X	X	X			X	X	X	X
Severe storm	X	X			X		X	X							X	X
Severe wind	X	X			X		X	X							X	X
Sink hole	X	X	X		X					X					X	X