

Priority	Rating	Response	Completion
<p>Urgent – Facilities team technician is called over radio for immediate assistance.</p> <ul style="list-style-type: none"> • Water Service disruption (Resident Hall Only) • Flooding (Flowing or Standing water) • Power Outage/Trip Hazards • Fire Alarm System • Burning smells/Gas Leaks • Refrigeration/Ovens (CRSUB Kitchen Only) • Elevator entrapment • Doors (not closing/opening Resident Hall Only) • Broken glass/windows (pane shattered or has a hole) • Locksmith Calls – Key stuck in lock • Anything that involves the safety of people (Police ext. 2111) • Building Services –Wastes (blood, feces, spills, etc.) 	5	15 Minutes	24 hours
Priority	Rating	Response	Completion
<p>High –</p> <ul style="list-style-type: none"> • Leaks (Faucets, toilet, or pipes) • Roof/Water Leaks • Water Problems (Not turning on) • Lighting – Bulb out (Multiple) • Temperatures issues – Hot/Cold calls • Trash/Recycling (Overflowing) • Door Hardware issues • Water issues (Sink and Toilet) • Ceiling Tiles – Missing/damaged • Clocks 	4	2 hours	48 hours
Priority	Rating	Response	Completion
<p>Normal</p> <ul style="list-style-type: none"> • Dispensers (Hand Sanitizers/Soap) • Locksmith calls – cannot get into a desk and or cabinet • Movers (small items) • Building Services – General Cleaning (mopping, vacuum, etc.) • Water Problems – Water too Cold or Hot • Sink and Toilet Problems (faucet/toilet seats) • Lighting – Bulb out (only one in the room) • Stained Ceiling Tiles 	3	8 hours	5 - 7 days

Low <ul style="list-style-type: none"> • Grounds Maintenance (Outside Only) • 	2	48 hours	3-5 Days
Safety Equipment Preventative Maintenance (PM) <ul style="list-style-type: none"> • Inspections/Cleanings (filters, coils, etc.) • Exit Light – Out or Flickering • Fire Doors – Not working correctly • 	0	2 hours	48 hours
Priority	Rating	Response	Completion
Scheduled/Planned <ul style="list-style-type: none"> • Office moves/reconfiguration moves • Movers – Big Event Set ups • Event signage placement/removal • Floor tiles • Cosmetic Repairs • Room Painting • Assemble/disassemble furniture • Room Painting • Install/hang items 	0	Scheduled with Customer	14 – 30+ days

Urgent 5 | Response Time: Immediate (24 hours)

Urgent work orders take priority over all other work and require immediate action to address situations that present immediate or imminent danger to life, health, safety, security, or significant damage to buildings, equipment or other property.

High 4 | Response Time: Within 48 hours

High work orders are unscheduled and reactive and may pose a threat of personal injury, cause property or equipment damage, or serious disruption of service.

Normal 3 | Response Time: Within 3-5 Days

Issues that involve a support area in the customer area which include; conference rooms, offices, utility rooms, storage rooms, break rooms, and hallways. These requests are put in the job queue and are processed in the order they are received

- Priority 1 | (Urgent) requests take precedence over all other work and require action that present immediate or imminent danger to life, health, safety, security, or significant damage to buildings, equipment or other property.
- Priority 2 | (High) requests includes malfunctioning of heating, cooling, plumbing, electrical and elevator systems or problems that cause property, equipment damage, or serious disruption of service.
- Priority 3 | (Normal) routine requests are scheduled on a first-in basis and are processed in the order they are received.

[Call response.docx](#)

Low 2 | Response Time: Within 7-10 Days

Routine work orders address service or project requests that do not pose a threat to life and property or disrupt University operations. These requests are put in the job queue and are processed in the order they are received

Scheduled/Planned 1 | Response Time: Within 14 -30+ Days

Scheduled/Planned work orders address date – sensitive requests. This is work that may require prior coordination and lead time to procure supplies and/or services.

Response The passage of time from the point at which the Work Order was accepted by Facilities to the point at which the first “quality” attempt is made at resolving the issue. This response is made by staff with the skills and/or authority to initiate the service and is not a response from a Customer Service Team member.

Completion The measurement of time from the acceptance of the Work Order to the time at which the Work Order is completed or has reached the point of practical completion and is fit to be used for the intended purpose.