Work Order Priority List

Priority A (“A” Tag)
Contact customer immediately and respond within 24 hours or sooner based on severity of event.

• Life threatening (includes animals) and/or effects integrity of the structure.
• Situations where there is immediate danger of possible bodily harm and/or threat to health and safety due to the existing building conditions.
• Any condition, which causes the interruption of academic or research programs or severe hardship upon living/working quarters as result of an equipment breakdown (i.e. power loss, flooding, fire alarm, gas odors, air handling systems in constant temperature facilities)
• Situations that may result in greatly increased damage to the structure unless immediate action is taken.
• Situations where significant financial loss may incur (i.e. security of people, building, equipment, equipment damage, waste of energy).

Priority B (“B” Tag)
Contact customer within 2 business days and work completed within 2 weeks

• Any condition, which will not result in a significant increase in repair cost of the work is delayed (i.e. noisy air diffusers, one of several drains or sinks plugged, individual, isolated rooms that are too hot or too cold, minor leaks, etc.).
• Routine installation and repair request that need attention as soon as possible, but will not result in further damage or safety problems as determined by Facilities Services.

Priority C (“C” Tag)
Contact customer within 3-5 business days; work completed based on negotiation with client and prioritization

• Necessary work that can be performed whenever facilities, materials, and labors are available.
• Any condition that will not affect the safety of people, or result in an increase of cost to repair if delayed (i.e. painting, replacement of broken/missing floor tiles, cracked but not broken windows, etc.).

Priority SK (“SK” Tag)
Contact customer within 24 hours and scheduled as negotiated

• Any scheduled work (i.e. custodial, recycling, grounds date event, shutdowns, scheduled painting, etc.).