

Work Order Priority Definitions

Priority 9 - Emergency Work Order:

Emergencies are defined as situations or circumstances that would endanger personnel, severely damage the facility, or suspend operations. Some examples include a power outage, no heat or air conditioning within an entire facility, broken water line, a building that cannot be secured, etc.

Emergencies should be called in to Maintenance first, then entered on the Request Line. Completion should be within twenty-four (24) hours from the time of called in.

Priority 8 - Urgent Work Order:

Defined as serious situations or circumstances that do not meet the definition of an emergency; however, if left unattended, could result in damage, or create an unpleasant or harmful environment for occupants. Examples would be lack of air conditioning or heat in an entire hallway or floor of a building, lights out in an entire building or a serious roof leak causing flooding in a particular area. Completion should be within seven (7) workdays from the creation date.

Priority 7 - Routine Work Order:

Non-emergency, non-urgent work requirements. Completion should be within twenty-one (21) workdays from the creation date.