

Priority Levels for Projects and Requests

Facilities & Services has outlined the following general priorities for projects and work requests. As with most things, special circumstances arise that may dictate an occasional change in these priorities. However, these are high- to low-priority work categories and types that dictate which projects take precedence over others.

The following are listed in descending order of priority:

1. Life Safety Considerations – Situations where there is a high likelihood of immediate, negative health consequences which could result from exposure to an existing condition, thereby rendering the space involved unusable.
2. Eminent severe damage to facilities which is reasonably preventable.
3. Health Safety Considerations – Situations where there are possible negative health effects which could result from long-term exposure to an existing condition.
4. Research Animal Safety and Research Integrity – Repairs or renovations necessary to ensure the safety of research animals and/or the integrity of ongoing research projects.
5. Remodeling for Research Programs – Renovation related to the function of a space designated for specific departmental or college research.
6. Remodeling for Deans and Directors – Renovation or repurposing of space needed to serve the needs of Dean- and Director-level areas.
7. Remodeling to Alter the Function of a Classroom – Renovation required to change or update the function of spaces designated as classrooms, lecture rooms, etc.
8. Remodeling to Alter the Function of Office Areas or Public Areas – Renovation necessary to create or alter space appropriate for office or public areas.
9. Remodeling to Improve the Aesthetics of Classrooms – Renovation work required to make aesthetic changes to classroom spaces.
10. Remodeling to Improve the Aesthetics of Office Areas and Public Areas – Renovation work required to make aesthetic changes to office or public spaces.

When all other factors are equal, the relative priorities of project work will be assigned according to the date the work was initiated by the customers.

Maintenance Specific Work Request Prioritization

Taking the above priorities into consideration, the maintenance planners assign one of three priority levels to the incoming work orders. They are defined as:

High Priority – should be addressed within one or two work days.

Normal Priority – should be addressed between three work days and three weeks.

Low Priority – will be addressed, but will likely take more than three weeks.

Additionally, work requests may be classified as:

Dispatch – This type of work request is sent directly to the craftsperson via phone call or smart phone with the expectation that the request will be addressed quickly; before the end of the same day, if possible. An example of a Dispatch type of request would be a work request reporting an elevator with doors not closing.

Cancelled – This status is assign work orders which will not be completed. An example of a work request given a Cancelled status would be a problem that has already been reported such as a toilet not flushing.

Deferred – This status is assigned to work orders where the completion of the work will be delayed. Deferred work orders can be categorized as short term or long term.

Short Term Deferrals include tasks that are deferred until other like work is necessary, tasks that require parts or materials with a long lead time, or tasks that are in areas where space availability or limited. The replacement of a single lighting ballast in a busy lecture hall is an example of a short term deferred work request.

LongTerm Deferrals are usually the result of a lack of funding, knowledge of a future project which would make the task unnecessary, or to add and record tasks for future project development. While certain tasks such as interior painting, floor & ceiling tile replacement and crack glass replacement are all being identified as long term deferrals, another example might be a toilet not working in a large restroom which is scheduled to be remodeled.