

## **Work Order Priorities**

### **Routine** - Complete within 30 days (Default for Typical Requests)

- Routine maintenance, non-emergency service & maintenance. Most service requests fall into this category and will be scheduled in accordance with the availability of personnel, materials, and resources. On occasion, material availability may extend the time frame.
- Maintenance work that has been identified in advance, but cannot be completed at the time of identification because of heavy facility use, material procurement, availability of Facilities Management staff, etc.

### **Urgent** - Complete within 1 day (Significant Impact to Large Group)

- Conditions which represent a potential safety or health hazard; situations that are not an immediate danger, but could become one with continued use or stress; for example, loose handrails, inoperable door hardware, damaged stair treads.

### **Emergency** - Immediate (Life Threatening or Mission Critical)

- If life threatening call 911, otherwise call the Facilities Management Service Center at your respective campus:
  - Tampa Campus (813) 974-2845
  - Sarasota-Manatee (941) 993-8548
  - St. Petersburg (727) 873-4444
- Emergency conditions that affect safety or health.
- Emergency conditions that immediately affect the continued performance of academic, student and administrative services; for example, entire building or large area loss of: power or water, floods and utility services not functioning properly or elevator entrapment etc.

### **Project** - Longer Timeframe (Projects & Space Impact Requests)

- Variable, no pre-determined time schedule for completion.
- Typically involves Facilities Management planning and design work which is initiated by the submission of a Space Impact Request form.