Work Request Priority Guidelines

All work requests will be prioritized by Facilities according to the nature of the problem. The purpose of the Work Request Priority Guidelines is to:

- Provide a system to prioritize the use of limited staff and financial resources.
- Provide for fair and equitable treatment of all customers.
- Allow the orderly, timely and efficient accomplishment of facilities work.

When work is received at the Facilities Help Desk, it is assigned to one of Five (5) priority levels. Within each priority level, work is assigned primarily on a first-in - first-out basis, subject to efficient coordination of work and availability of material. As requests are received, they will be scheduled according to the following priorities:

**PRIORITY 1 / EMERGENCY**: Emergencies are situations which pose an immediate threat to personal health or safety or of major damage to buildings, equipment, or other property. Emergencies are handled immediately via radio call-out to the responsible tradesman or foreman. Off-hours emergencies are referred to the administrator on call, who will notify the on-call technician or others as appropriate for the situation. Generally, response time should be expected to be within 30 minutes, depending on the nature of the request. The following problems are classified as emergencies:

1. Smoke or natural gas smells
2. Hazardous material spills
3. Loss of water in residence halls or kitchen
4. Exposed live electrical wires
5. Major water leaks
6. Compromised security of buildings
7. Power outage in occupied buildings
8. Stopped up shower or sink in town houses or residence halls
9. Clogged toilet, except where it is one of several
10. Non-functioning cooler or freezer with perishable products
11. Situations that interfere with building entrance or egress
12. Shattered windows
13. Conditions that immediately affect an academic or administrative service *in progress*, the non-resolution of which would require the activity to stop. For example, an outlet without power (where only one is available), inoperable doors, non-operating elevators.
**PRIORITY 2 / HIGH:** Special priority is assigned to requests which require special handling for a variety of reasons. Examples of these are work which is important, but which may not qualify as emergent, work requiring special scheduling or coordination, and repairs to classrooms; event set-up modifications or equipment failures that prevent the effective completion of that event. Generally, response time should be expected to be within 2 hours, depending on the nature of the request.

1. Conditions that immediately affect the continued performance of academic or administrative services, the same day non-resolution of which would impact use or performance in the space, for example, blown light bulb, or hot or cold offices or classrooms.
2. Conditions that, if not immediately attended to, could damage the Facilities Operations or further damage the item in question, for example, ceiling drips, leaking toilets, unfastened windows.
3. Work that should be completed within eight (8) hours.
4. Conditions which must be attended to during the day (or night) they are reported.
5. Work that requires overtime or night shift, if not completed during normal work hours.

**PRIORITY 3 / MEDIUM:** Work orders are those considered to be important in nature but is not urgent or an emergency. These will be completed within three (3) working days of submission. Priority three work orders for the residence halls and kitchen will take precedence over others of the same priority.

1. Conditions that represent a potential safety or health hazard -- danger, damage, or breakage that is not an immediate hazard but could become so with continued use or stress. For example, a loose handrail, loose doorknob, damaged stair tread, or cracked door glass (could move to high, depending on location and risk of danger).
2. Nuisance conditions that do not require extensive work but which, if not remedied, would reflect poorly on Facilities Operations - for example, paint offensive graffiti, follow-up of one trade's work by another trade, etc.
3. Valid, dated requests by customers, which must be completed by a certain date.
4. Debris or garbage accumulations.
5. Work that should be completed within three (3) workdays or less.
6. Work that can be worked into existing schedules.
7. Student Damage Work Orders.

**PRIORITY 4 / LOW:** work orders are for tasks that do not pose a threat to life, property, research, or of serious disruption to the operation of the College. These requests are put in the job queue and are processed in the order in which they are received. Large-scale work requests are treated as projects; they may require several months to complete. Small repairs are normally done within 30 days of being put into the job queue, but availability of materials and unforeseen problems could delay completion. Jobs related to specific events require adequate lead time to be completed on the date requested.

1. Work that should be completed within five (5) to ten (10) workdays.
2. Work that may be scheduled in advance.
3. Work that represents most routine maintenance.
4. Resolution of "temporary fixes."
5. Work identified by building surveys, tours, or area coordinators, other than long-range or major improvements.
**PRIORITY 5 / SCHEDULED:** While every attempt is made to accomplish all work in a timely manner, there are times when a maintenance request requires technical evaluation or, due to limited resources, must be deferred, to be completed as time, manpower and funding permits. The requesting department or individual will be notified of the reasons for the delay. The understanding of the occupants affected in these cases is greatly appreciated.

1. Work that represents improvements or additions to facilities such as building shelves, installing air-conditioning units or work covered by most service requests.
2. Work that requires outside vendors, contractors, or procurement of materials (not off-the-shelf items).
3. Work that requires a coordinated and planned schedule between a client and shop(s).
4. Work that can be programmed for the next season.
5. Work that can be scheduled for periods between semesters.
6. Work that has been identified in advance but cannot be done at the time of identification because the affected facilities or space is in use.
7. Jobs that require several shops and long-range planning.

Any request for facilities modification, renovation or change in use will be immediately assigned as PRIORITY 5 until fully scoped, estimated, and budgeted through the Treasurer’s Office. The Director may then place the request into the requested project process, depending on the time and funding level required, and then notify the requestor.

**Work Requests**

Once a request has been fully vetted by the Facilities Department, a Work Order will be issued to the responsible Tradesman, Shop, or Administrator. Work orders will be issued for all work, including work completed by outside contractors, repairs to major equipment and all preventive and predictive maintenance.

**Preventive Maintenance Program**

MCLA’s Facilities Department is committed to an extensive Preventive Maintenance (PM) program. The PM program utilizes a computer database to generate work orders for inspections, lubrications and minor adjustments to critical equipment throughout the campus comprising the major building systems, including; lighting, plumbing, pumping, and environmental systems. The purpose of the PM program is to reduce breakdowns, increase the useful life of equipment and provide the comfortable and safe environment that staff, faculty and students have come to expect. While mostly unnoticed, the PM program is an integral part of Facilities’ services and helps reduce trouble calls. Generally, the same facilities staff that complete PM tasks also respond to work requests.