

Facilities & Operations Response Time Standards



Purpose: To best serve the University, requested maintenance actions must be planned, scheduled, and performed in some order of criticality. This prioritization allows for appropriate response times and the deployment of Facilities and Operations resources in an efficient and effective manner. The following priority categories have been established to standardize Facilities and Operations internal processing of work requests and to serve as a guide for customer expectations.

Priority	Definition	Response Time (Business Days)	Examples Include (but are not limited to)
Emergency	Fire, health, and safety items that demand FMs immediate response to protect and save property, research, and lives (including animals). FM will authorize overtime to respond.	Immediate response to alleviate the situation, permanent repair may take longer	• Fire alarms & supervisory signals • Elevator entrapments • Loss of refrigeration storage that impacts research • Building exteriors or sensitive spaces that can't be secured • Critical lab equipment alarms (HVAC/Temp/ Refrigeration Storage) • Overflowing toilets / fixtures • Major leaks - pipe/piping or roof • Utility outages/breaks • Food service issues that have an immediate impact on sanitation • Centrally monitored critical alarms • Odors - dangerous
Urgent	Non-emergency, urgent work that needs to be responded to quickly. This is important work, however, overtime may not be authorized if work can wait until the next day.	Within 24 hours (1 business day)	• Fire alarm troubles • Broken glass • Most plumbing/piping leaks or water running • Clogged plumbing fixtures • Short deadline • Tripped breakers, major lighting or outlet outage • HVAC Alarms • Roof leaks • Snow/ice removal • High profile • ADA compliance (inoperative door opener, obstructed route)
Expedited	Normal maintenance or service items that do not pose an immediate risk to facilities, systems or equipment or components.	1 to 5 business days (depends on FM workload)	• Cracked glass • Plumbing/piping - slow drips • HVAC (typical hot/cold calls) • Custodial Opportunity (SR) • General grounds maintenance • Communication wiring • Fume Hood – flow issues, tagged out • Graffiti removal • Door, window and hardware malfunctions • Odors - annoyance

Routine	Other work that can be responded to on a planned and scheduled basis.	6 to 10 business days	• Estimates • Furniture/equipment moving and repair • Inoperable light or single outlet • General room interior issues, walls/floors/ceilings • Hanging of shelf/cabinet/pictures • Hanging banners • Door/window hardware changes • Fume hood – non flow issues • Painting • Special event set up • Room feature/fixture issues • High priority correctives • Drinking fountain filter changes
Fixed	Customer requests work to be scheduled by a specific date	Typically greater than 10 days	Issues that can be handled on a planned/scheduled basis. Advance coordination with the customer is typically required to allow scheduling of personnel or space and receipt of materials. Default will be set to 20 days unless otherwise requested by the customer. Specific date requests should be a minimum of 10 days after submission of the request. Routine corrective actions from PM work.

Please note that not all services are provided directly by [Facilities and Operations](#) or University departments. Some services are coordinated through external service partners (pest control, elevator services, etc.) or are the jurisdiction of surrounding municipalities, county or state.

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