

# Work Order Priorities

WHAT WAS:	IS NOW:	DEFINITION:
<p><b>LEVEL 1: EMERGENCY</b></p>	<p><b>HIGH</b></p>	<p>Emergency service requiring an immediate initial response to prevent escalation of the problem or damages, or to abate a condition, which could affect the safety or health of persons or property, warrants an immediate response and mitigation - but not necessarily a permanent repair. Examples includes but are not limited to: down electric lines, natural gas leaks or smells, rain water penetrating building exterior, broken pipes, water lines, overflowing toilet, inoperable exterior locks, certain pest or animal control issues, fire alarm sounding. Response time will be within 60 minutes or less.</p>
<p><b>LEVEL 2: URGENT</b></p>	<p><b>MEDIUM</b></p>	<p>Urgent situations pose a threat of personal injury, equipment damage, or a serious disruption of Town operations. Whenever possible, urgent work orders should be completed within 24 to 48 hours to mitigate the situation before injury occurs, equipment or property is damaged, or the condition worsens. Examples include, but are not limited to: broken glass, tripped electrical breakers, no air conditioning or heat in rooms with sensitive equipment, piping or roof leaks that affect equipment or offices, toilets/urinals running constantly, clogged sink/tiolet/shower. ADA compliance issues, graffiti Reqeust are dispatched as soon as possible or practical and techician should respond within 8 to 24 hours.</p>
<p><b>LEVEL 3: ROUTINE</b></p>	<p><b>LOW</b></p>	<p>Routine maintenance or service item that DOES NOT pose an immediate risk to facilities, systems, equipment or components. Examples include, but are not limited to: repair damaged walls, furniture or equipment moving services, cracked glass replacement, changing light bulbs or flourescent tubes, buildng preventative maintenance (carpet cleaning, exterior window cleaning, etc.) repair of broken furniture, air condition malfunctions, spot removal from floor coverings. Requests are dispatched based on work load and priorities. Due to increased workloads, technicians may respond within 24 to 30 days.</p>
<p><b>LEVEL 4: DEFERRED WORK</b></p>	<p><b>SCHEDULED</b></p>	<p>Deferred Work - While every attempt is made to accomplish all work in a timely manner, there are times when maintenance must be deferred due to a lack of funding, impending asset retirement, long-term planning, or has been subject to other administrative issues or constraints. The requesting department or individual will be notified of the reasons for the delay. The understanding of those affected in those cases is greatly appreciated. Examples include, but are not limited to: Work that requires outside vendors, contractors, or procurement of materials (not off-shelf items), work that requires a coordinated and planned schedule between a requestor and a technician, work that can be programmed for the next season or fiscal year, jobs requiring several technicians and long-range planning.</p>