## Work Order Priorities and Response Times

To best serve UNT, Work Order activities are organized and accomplished according to a priority system. This allows for the best allocation of resources to get the job done and sets standards for response times. Work Orders may be re-prioritized accordingly throughout their lifespan due to changes in severity or type of work involved.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Definition</th>
<th>Response Time</th>
<th>Examples (not limited to)</th>
</tr>
</thead>
</table>
| **1** Emergency | Hazards to life, health, university property, or stops the mission of the institution. | Addressed immediately to within 24 hours. Will be re-prioritized if complete repairs take longer | • Utility outages or breaks  
• Elevator malfunctions  
• Emergency systems in state of alarm  
• Major water leaks or breaks  
• Critical lab equipment malfunctions  
• Food service issues with sanitation impacts  
• Accessibility device malfunctions |
| **2** Urgent | Non-emergency work to accomplish the institution’s primary objective (education) by preventing a loss of essential operations or housekeeping functions, or severely impacts the mission of the organization. | Investigated and addressed within 72 hours | • Lock failures  
• Clogged drains (not overflowing)  
• Plumbing repairs  
• Flooring repairs in high-traffic areas that pose a safety risk |
| **3** Routine | Work which can be planned and scheduled, upon completion of any priority 1 or 2 work orders. | Within 14 calendar days | • Lighting or electrical issues that do not affect the operation of the area at the present time or pose a safety risk  
• General plumbing repairs, e.g. replacing fixtures  
• Groundskeeping/housekeeping issues  
• Painting |
| **4** Scheduled Maintenance | Work requiring more time than priority 3 because of parts, customer requirements, schedule conflicts, or are recurring maintenance tasks. | Within 30 calendar days | • Material/parts on backorder or delay  
• Reoccurring preventive maintenance tasks |
| **5** Deferred | Work that can be scheduled and completed within the framework of a project plan, are scheduled to support Major Events or functions, or will, by design, exceed the 30 day window of a priority 4 work order. | More than 30 calendar days | • Material/parts on backorder or delay  
• Support of major university events  
• Scheduled as part of a construction project for major construction or space renovations  
• Work not planned to be accomplished under any other priority |

---

www.facilities.unt.edu  
Tel: 565-2700  
Work.Control@unt.edu  
UNTFacilities  
UNTFacilitiesDept  
2019-06-12