

Service Orders Priority List

Priority 1

These deficiencies are described as an obvious and immediate threat to healthy life or safety to people or the facility.

During normal duty hours (0730-1600), the DPW will have skilled craftsman available to respond to the emergency situation within 60 minutes upon receipt of the notification 100% of the time. Start repair work within one workday and complete within ten workdays.

After normal duty hour's requirements will be responded to within two hours upon notification from the Fire Department 95% of the time and within three hours 100% of the time. Start repair work within one workday and complete within ten workdays 100% of the time.

Examples include (but are not limited to):

- No heat or air conditioning on entire floor or building
- No heat or air conditioning in family housing quarters
- No heat or air conditioning in complete barracks/floor/wing/individual sleeping area
- Water, sewer, or heating line breakages
- Electrical failures and/or short circuits
- Severely leaking roofs
- Gas leak or smell of gas**
- Fires, sparks, the smell of unknown origin**
- Overflowing drains
- Broken water or steam pipes
- Broken electrical components that may cause fire or shock
- Stopped-up commodes (when only one is available for use)
- Spillage of hazardous/toxic substances
- Accidental lock-ins of small children

** If a customer calls in a service order for a gas leak, smell of smoke, fire, sparks, etc, we will instruct them to get out of the building and call the fire department immediately.

Priority 2

These deficiencies can be described as not an immediate health, life or safety concern, but will degrade the facility to an unsafe condition if not repaired.

Standard response time for urgent work is within one workday 95% of the time and within two workdays 100% of the time. Start repair work within five workdays 95% of the time and complete within ten workdays 100% of the time.

Examples include (but are not limited to):

- Stopped up toilets (if others are not available)
- Leaking water faucets
- Power supply to appliances is interrupted
- Broken windows
- Stopped up sinks
- Air conditioning system failure
- Heating and warm water supply outage
- Flickering overhead lights

Priority 3

Routine service orders completed within thirty calendar days for shop stock work and within ninety calendar days for non-shop stock work 100% of the time. This category covers work, which if not accomplished, would merely continue an inconvenience or unsightly condition.

Examples include (but are not limited to):

- Burned-out fluorescent tubes
- Touch-up painting
- Minor alteration work