Work Order Priorities

Routine - Complete within 30 days (Default for Typical Requests)
- Routine maintenance, non-emergency service & maintenance. Most service requests fall into this category and will be scheduled in accordance with the availability of personnel, materials, and resources. On occasion, material availability may extend the time frame.
- Maintenance work that has been identified in advance, but cannot be completed at the time of identification because of heavy facility use, material procurement, availability of Facilities Management staff, etc.

Urgent - Complete within 1 day (Significant Impact to Large Group)
- Conditions which represent a potential safety or health hazard; situations that are not an immediate danger, but could become one with continued use or stress; for example, loose handrails, inoperable door hardware, damaged stair treads.

Emergency - Immediate (Life Threatening or Mission Critical)
- If life threatening call 911, otherwise call the Facilities Management Service Center at your respective campus:
  - Tampa Campus (813) 974-2845
  - Sarasota-Manatee (941) 993-8548
  - St. Petersburg (727) 873-4444
- Emergency conditions that affect safety or health.
- Emergency conditions that immediately affect the continued performance of academic, student and administrative services; for example, entire building or large area loss of: power or water, floods and utility services not functioning properly or elevator entrapment etc.

Project - Longer Timeframe (Projects & Space Impact Requests)
- Variable, no pre-determined time schedule for completion.
- Typically involves Facilities Management planning and design work which is initiated by the submission of a Space Impact Request form.