

University of Minnesota – Facilities Management 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 employment of FM resources in an efficient and effective manner. The following priority categories have been established to standardize FMs 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	<ul style="list-style-type: none"> • Fire alarms & supervisory • Elevator entrapments • Loss of refrigeration storage that impacts research • Building exteriors or sensitive spaces that can't be secured 	<ul style="list-style-type: none"> • Critical lab equipment alarms (HVAC/Temp/Refrigeration Storage) • Overflowing toilets • Major pipe/piping or roof leaks 	<ul style="list-style-type: none"> • Utility outages/breaks • Food service issues that have an immediate impact on sanitation • Centrally monitored critical alarms
Urgent	Non-emergency, urgent work that needs to be responded quickly. This is important work, however, OT may not be authorized if work can wait until the next day.	Within 24 hours (1 business day)	<ul style="list-style-type: none"> • Fire alarm troubles • Broken glass • Serious plumbing/piping or roof leaks • Clogged plumbing fixtures • Short deadline 	<ul style="list-style-type: none"> • Tripped breakers, major lighting or outlet outage • HVAC Alarms 	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • Cracked glass • Minor plumbing leak/drip • HVAC (typical hot/cold calls) • Custodial Opportunity (SR) 	<ul style="list-style-type: none"> • General grounds maintenance • Comm wiring • Fume Hood – flow issues, tagged out 	<ul style="list-style-type: none"> • Graffiti removal • Door, window and hardware malfunctions
Routine	Other work that can be responded to on a planned and scheduled basis.	6 to 10 business days	<ul style="list-style-type: none"> • Furniture/equipment moving and repair • Inoperable light or single outlet • General room interior issues, walls/floors/ceilings 	<ul style="list-style-type: none"> • Hanging of shelf/cabinet/pictures • Hanging banners • Door/window hardware changes • Fume hood – non flow issues 	<ul style="list-style-type: none"> • Painting • Estimates • Special event set up • Room feature/fixture issues • High priority correctives
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 customer. Specific date requests should be a minimum of 10 days after submittal of the request. Routine corrective actions from PM work.		