

POLICY

Effective Date: 07/08/05

Approved By: Director of Facilities Management

Cancels: 86-4

POL-5700.08 PRIORITIZING FACILITIES MANAGEMENT WORK

This policy applies to all work performed by Facilities Management (FM) Personnel. This policy does not apply to work performed by outside contractors.

1. FM work is prioritized to effectively plan and direct resources.

In order to properly schedule and plan work for FM trade staff resources, a priority system to allocate work is utilized.

FM project prioritization is a combination of Work Type and Work Area, along with a hierarchy of response according to the impact or effect the project may have upon the campus community.

Within categories of work, consideration is also given to when the request is received as well as the availability of resources (labor, equipment and materials) and accessibility of work area.

2. FM work projects are assigned Priority Designations that generally direct response.

When FM's Work Control Center receives a request for work, they assign a letter/number Priority Designation according to the nature of the work. The letter designator identifies Work Type and the number designator identifies Work Area.

Priority Designators: A1...5, B1...5, C1...5, D1...5, E1...5

FM Management has established a hierarchy of response for each Priority Designation, as indicated by the following Priority Matrix.

In as much as possible, FM Managers, Supervisors and Scheduler will plan work and dispatch personnel in accordance with the Priority Designation. However, the priority established is a general rule and may be overridden by FM Managers or Supervisors as discretion allows.

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3. Facilities Management Priority Matrix

The following matrix identifies the priority hierarchy of projects with decreasing priority moving from left to right and top to bottom

Facilities Management Priority Matrix		WORK TYPE				
		A	B	C	D	E
		Unscheduled Work		Scheduled Work		
		Emergency / Reactive Maintenance (RM)		Preventive Maintenance (PM)	Corrective Maintenance (CM)	New Construction (NC)
		Health & Safety	Prop Damage Prvt			
W O R K A R E A	1	Dining	Projects that affect the ability to prepare food or serve students at Ridgeway Commons, Viking Commons, Fairhaven Commons, Viking Union			
	2	Housing	Projects that affect our ability to house students. This includes but may not be limited to projects affecting student rooms, restrooms, and utilities serving these areas			
	3	Classroom Space and Academic Programs	Projects that affect utilization of classroom space for instructional purposes or the ability to instruct students			
	4	Associated Students	Projects in the support of Associated Students' programs			
	5	Institutional Support	Projects that affect Academic/Administration office space, electrical and mechanical spaces, grounds, and public space			
		Highest Priority	Next Highest Priority	Prioritized on First-come / First-serve and Space Availability Basis		

Letter Designator (Work Type)

- A. Health and Safety:
The installation of handicap access and the immediate removal or correction of environmental health and safety hazards.

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- B. Prevention of property damage:
Situations that require immediate action to prevent damage. The key word is immediate, once this need is met the project could revert to a lower priority.
- C. Scheduled maintenance:
Preventative maintenance projects that are large in nature and scheduled in advance.
- D. Maintenance repairs, and replacement:
The repair or replacement of existing equipment or facilities that are not types A or B projects.
- E. Environmental enhancements:
Projects that would enhance the work or learning environment of the facility/staff or students.

Number Designator (Work Area)

- 1. Dining:
Projects that affect the ability to prepare food or serve students at Ridgeway Commons, Viking Commons, Fairhaven Commons, Viking Union.
- 2. Housing:
Projects that affect our ability to house students. This includes but may not be limited to projects affecting student rooms, rest rooms and utilities serving these areas.
- 3. Classroom Space and Academic Programs:
Projects that affect utilization of classroom space for instructional purposes or the ability to instruct students.
- 4. Associated Students Programs:
Projects in the support of A.S. programs.
- 5. Institutional Support:
Projects that affect Academic/Administration office space, electrical and mechanical spaces, grounds and public space. Public space is defined as; parking lots, public rest rooms, lobbies, corridors, lawns, plazas, and play fields.

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Work Type is also documented on all FM work requests as:

- RM Reactive/Emergency Maintenance (client requested work that isn't CM, PM or NC, i.e. custodial requests etc.)
- CM Corrective Maintenance
- PM Preventive Maintenance
- NC New Construction

First-come / First-serve work is documented by the date when work is "Approved for Construction" within Job Cost. This is the priority driver for work that is estimated, scheduled and/or has a significant impact on Public Works. Exceptions will be approved by the Director of Facilities Management or designated appointee.

Space Availability: All work by FM trades is impacted, rescheduled and revised due to space availability.