

FACILITIES OPERATIONS AND MAINTENANCE DIVISION

SERVICE ORDER (SO) PRIORITY CLASSIFICATIONS

Service orders will normally be classified based upon the following priority system:

- (1) Emergency (Priority E) SOs: Service orders are classified as Emergency (Priority E) SOs when immediate action is required to eliminate life threatening or serious injury hazards to personnel. Priority E SOs are responded to within 1 hour of the request and are completed within 24 hours of the request, unless the urgency of the work has been reduced to a Priority 1, 2 or 3. Priority E SOs may require diverting mechanics and other resources from other jobs. Some examples of Priority E SOs include, but are not limited to, the following:

For Troop Facilities:

- (a) Gas leaks.
- (b) Broken electrical components that may cause fire or shock/significant electrical problems which will lead to personal injury, damage to property, or result in a power failure affecting training ranges or a large area of an occupied building.
- (c) Major water main or sewer main breaks and leaks, raw sewage flowing onto the ground.
- (d) Fire

For Family Housing Units:

- (a) Gas leaks.
- (b) Carbon monoxide detection.
- (c) Broken electrical components that may cause fire or shock/Significant electrical problems which will lead to personal injury, damage to Government property
- (d) Accidental lock-in of small children.
- (e) Fire.
- (f) Major water main or sewer main breaks and leaks, raw sewage flowing onto the ground.

- (2) Critical (Priority 1) SOs: Service Orders are classified as Critical (Priority 1) SOs which prevent loss or damage to Government property, ensure security to sensitive government property, restore essential services, or respond to commercial priorities. Priority 1 SOs are also those that correct a condition which could become an emergency, respond to command emphasis, provides basic human services in facilities where individuals and families sleep, in direct support of an in-use training facility or aid an activity in accomplishing its mission. Priority 1 SOs are responded to within 12 hours of the request and are completed within 48 hours of the request, unless the urgency of the work has been reduced to a Priority 2 or 3. Some examples of Priority 1 SOs include, but are not limited to, the following:

For Troop Facilities:

- (a) Work that eliminates RAC 1 safety hazards and has been verified by the Armor Safety Branch.
- (b) Work that eliminates fire deficiencies as identified by the Fire Department.
- (d) Complete breakdown of refrigerators, freezers, cooking ranges (where others do not exist), ovens, deep-fat fryers, mess-hall dishwashers, or other primary kitchen equipment in active Dining Facilities.
- (e) Complete restriction or inoperable plumbing fixtures or drain lines (beyond self-help) where no alternate facilities are available in the building.
- (f) Inoperable fire alarm or smoke detectors.
- (g) Soldier barracks sleeping room door locks (only if unable to secure).
- (h) Leaking roofs where damage constitutes a significant safety hazard.
- (i) Problems arising from flooding or storms where injury or significant additional damage will occur.
- (j) Repair of security fences and gates; security locks.
- (k) No heat calls in severe weather/ heating problems (October through April).
- (l) Pest Control in Active Dining Facilities (rodents, roaches, ants, insects, animals)
- (m) No hot water in facilities where individual sleep (barracks, Transient Lodging, UPH)
- (n) Door and lock repair necessary to secure building or to protect it from the elements.
- (o) Loss of air conditioning in temperature-critical facilities (listed specifically).
- (p) Loss of air conditioning in facilities where individual sleep (barracks, Transient Lodging, UPH), mission critical facilities (Post HQ, IOC), in-use training facilities (post and range training complex).
- (q) Response to Environmental Spill Clean Up requests.

For Family Housing Units:

- (a) Inside broken water or wastewater lines (does not include dripping faucets; water/sewage flowing into living space).
- (b) Major utilities service failure.
- (c) Interior electrical failure (partial or complete).
- (d) Stopped up commodes (when only one commode in quarters or when the first story commode in two story quarters is stopped up), sinks, tubs, etc.
- (e) Removal of bird nests from heating system vents.
- (f) Heat outage (October through April).
- (g) Inoperable refrigerator.
- (h) Inoperable range.
- (i) Inoperable oven on Easter, Thanksgiving, or Christmas.
- (j) No hot water.
- (k) Occupant locked out of quarters due to key that does not work.
- (l) Red light on in vacant quarters.
- (m) Broken electrical components that may cause fire or shock
- (n) Removal of live animals in or near quarters

(3) Urgent (Priority 2) SOs: SOs are classified as Urgent (Priority 2) SOs when the failure in service does not immediately endanger personnel or property, but would soon inconvenience or affect the security, health, or well-being of personnel. Priority 2 SOs are completed within 10 calendar days of receipt. Some examples of Priority 2 SOs include, but are not limited to, the following:

For Troop Facilities:

- (a) Electrical problems that could become a safety hazard.
- (b) Water leaks where no serious damage to property is likely to occur.
- (c) Roof leaks.
- (d) Refrigeration problems where food spoilage is not imminent.
- (e) Loss of air conditioning (facilities not identified as Urgent, Priority 2) (May through September).
- (f) No hot water (in facilities not in Priority 1)

- (g) Repairs to Dining Facility equipment (except those conditions listed in Priority 1)

For Family Housing Units:

- (a) Broken or defective windows and doors that constitute a security hazard.
- (b) Handrail repairs (where children, disabled or elderly reside).
- (c) Plumbing leaks that would result in structural damage.
- (d) Wood and tile floor repair needed to fix a safety hazard.
- (e) Repair of window or door glass that constitutes a safety issue.
- (g) Key broken off in lock and constitutes a security issue.
- (h) Repair of ceilings and walls that constitute a safety hazard.
- (i) Repair of sump pump
- (j) Roof leaks
- (k) Stopped up commodes on second floor
- (l) Pest Control

(3) Routine (Priority 3) SOs: SOs are classified as Routine (Priority 3) SOs when the work does not qualify as Emergency, Critical or Urgent. Priority 3 SOs are normally completed within 30 calendar days of receipt.