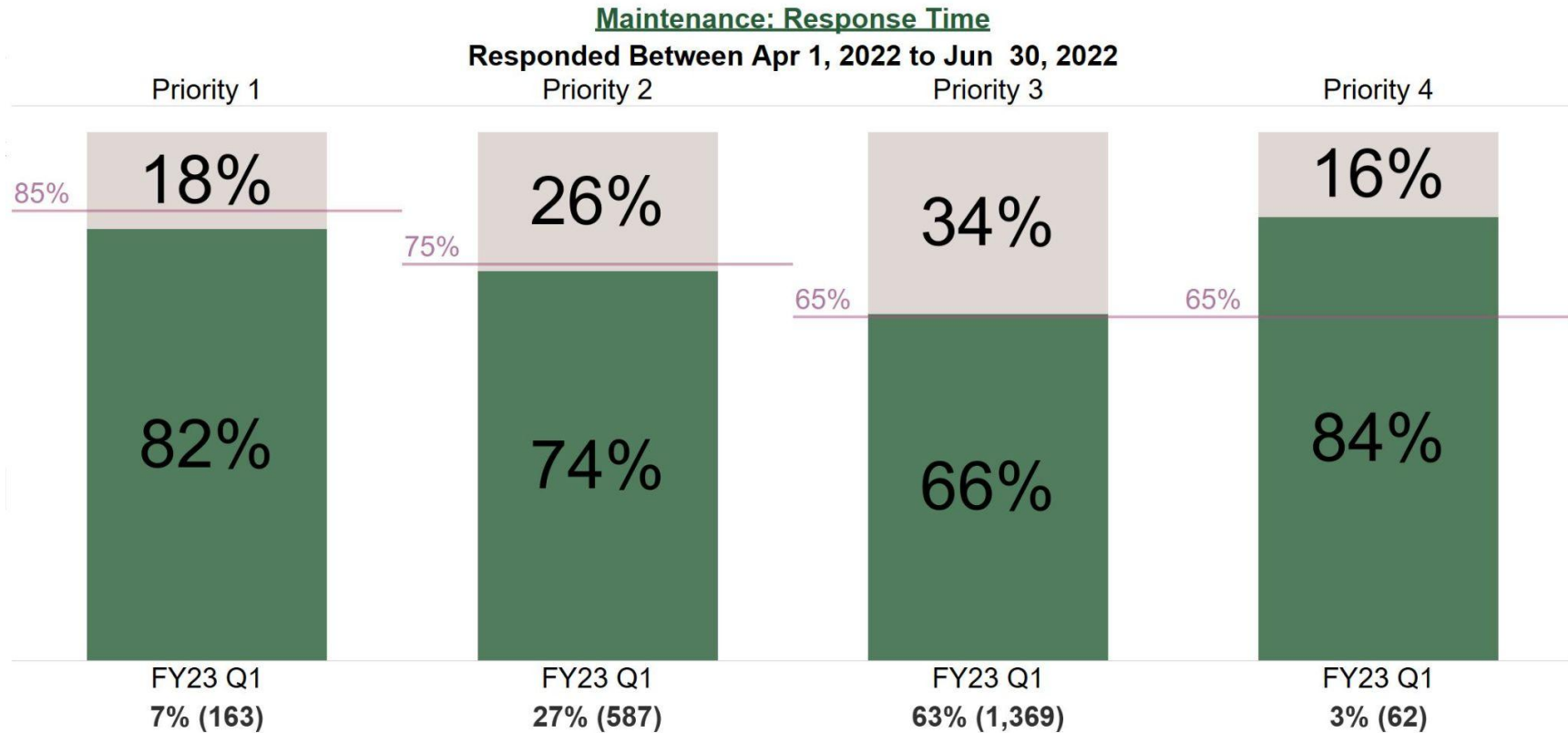


Maintenance Requests by Priority: Q1 Fiscal Year 2023

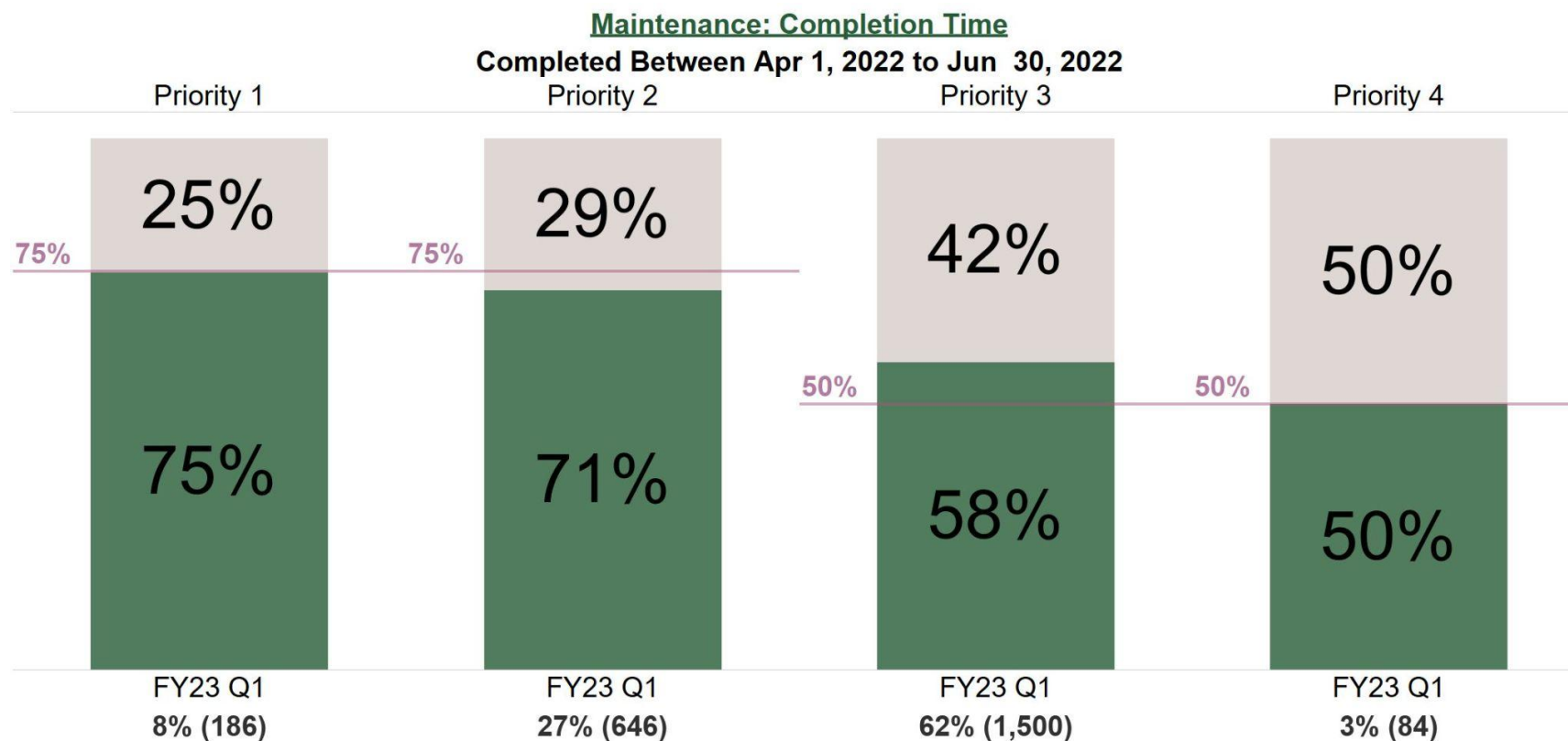
Response time



The above is a breakdown of U of A's maintenance response times to requests based on the priority of the issue.

Maintenance Requests by Priority: Q1 Fiscal Year 2023

Completion time



The above is a breakdown of U of A's maintenance completion times based on the priority of the issue.

Note: % (#) located at the bottom represents the distribution of maintenance requests by priority completed during the fiscal year 2022 (FY22) Q4.

Goals and targets based on priority

The chart below shows U of A's stated goal for maintenance response and completion.

Priority	Response time		Completion time	
	Goal	Target %	Goal	Target %
1	2 hours	85%	5 days	75%
2	1 day	75%	5 days	75%
3	3 days	65%	10 days	50%
4	2 weeks	65%	10 days	50%

Information on each priority can also be found on U of A's [maintenance response standards webpage](#).