

## APPA Maintenance Level Definitions

### Level 1 - Showpiece Facility

- Maintenance activities appear highly focused.
- Typically, equipment and building components are fully functional and in excellent operating condition.
- Service and Maintenance calls are responded to immediately.
- Buildings and equipment are regularly upgraded, keeping them current with modern standards and usage.

### Level 2 - Comprehensive Stewardship

- Maintenance activities appear organized with direction.
- Equipment and building components are usually functional and in operating condition.
- Service and maintenance calls are responded to in a timely manner.
- Buildings and equipment are regularly upgraded, keeping them current with modern standards and usage.

### Level 3 - Managed Care

- Maintenance activities appear to be somewhat organized but they remain people-dependent.
- Equipment and building components are mostly functional but they suffer occasional breakdowns.
- Service and maintenance call response times are variable and sporadic without apparent cause.
- Building and equipment are periodically upgraded to current standards and usage, but not enough to control the effects of normal usage and deterioration.

### Level 4 - Reactive Management

- Maintenance activities appear to be somewhat chaotic and are people-dependent.
- Equipment and building components are frequently broken and inoperative.
- Service and maintenance calls are typically not responded to in a timely manner.
- Normal usage and deterioration continues unabated, making buildings and equipment inadequate to meet present usage needs.

### Level 5 - Crisis Management

- Maintenance activities appear chaotic and without direction.
- Equipment and building components are routinely broken and inoperative.
- Service and maintenance calls are never responded to in a timely manner.
- Normal usage and deterioration continues unabated, making buildings and equipment inadequate to meet present usage needs.