Appendix IIIB-A

Facilities Three-Prong Approach

<table>
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<th>Ensure Safe and Effective Environment</th>
<th>Evidence</th>
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| **Identification, Reportage, and Review of Facility Service Requests**  
In fall 2010, Leeward’s Operation and Maintenance unit converted the system of reporting facilities maintenance service requests to an online work order system called AssetWorks. Previously, work order requests were reported by telephone or manually generated forms. This system was ineffective and inefficient in proactively responding to department and user requests for service. The new AssetWorks system collects user-initiated work order requests in an online environment, ensures that the requests are tracked and reported in a timely fashion, that repairs are scheduled and completed in the order that they were reported, and that users can actively monitor and track the status of their work order requests and their resolutions. The AssetWorks system is available for use by both the Pearl City and Wai‘anae campuses. | IIIB-1 |

**Daily Assessment of Campus Facilities**  
The college’s assistant auxiliary services officer conducts a daily assessment of the Pearl City campus and notes any exterior facility-related problems that require attention. This assessment ranges from checking for structural faults to finding exterior light bulbs that require replacing. The Wai‘anae Education Center coordinator or designee is responsible for identifying and notifying the Operations and Maintenance unit of any facility-related issues at the Wai‘anae campus. In addition, the Campus Security Office provides continuous security patrols of the Pearl City campus and assists in the identification and reportage of potential health and safety related issues to the appropriate unit or administrative office. At Wai‘anae, the campus relies on a contracted security firm to provide health and safety support and identification. Notification of potential health and safety issues is coordinated with the Wai‘anae Education Center coordinator or designee and relayed to the Operations and Maintenance unit. | IIIB-2 |

**Facilities Planning**  
Several physical resource-related systems and processes are in place to assist in the institution in the planning and management of future facility needs. The college has implemented a system called the Facilities Renewal Resource Model, which provides a proactive method of planning and anticipating future repair and renewal needs as it relates to facility maintenance, infrastructure, and mechanical/electrical subsystems. The outcomes resulting from the Facilities Renewal Resource Model are then used by the UH and UHCC facilities offices to plan and budget for future preventive maintenance funding requests. | IIIB-3 |