



U.S.ARMY®



Quarterly Housing Town Hall

3 November 2021



Agenda

- ✓ **Opening Comments (from the Command)**
- ✓ **Directorate of Emergency Services (DES)**
 - AMR & Red Hill Housing Property Crime
 - Abandoned Vehicles
- ✓ **Directorate of Public Works (DPW)**
 - Water Outages / Water Main Replacement Plan
 - Electrical Outages / Corrective Actions
 - Management of Feral Animals
- ✓ **Island Palm Communities**
 - SATISFACTS Survey Results
 - CEL Survey Results
- ✓ **Reporting Community Concerns & Resolving Housing Issues**
- ✓ **Questions and Answers**





Directorate of Emergency Services

COL Michael C. Jensik Director of Emergency Services

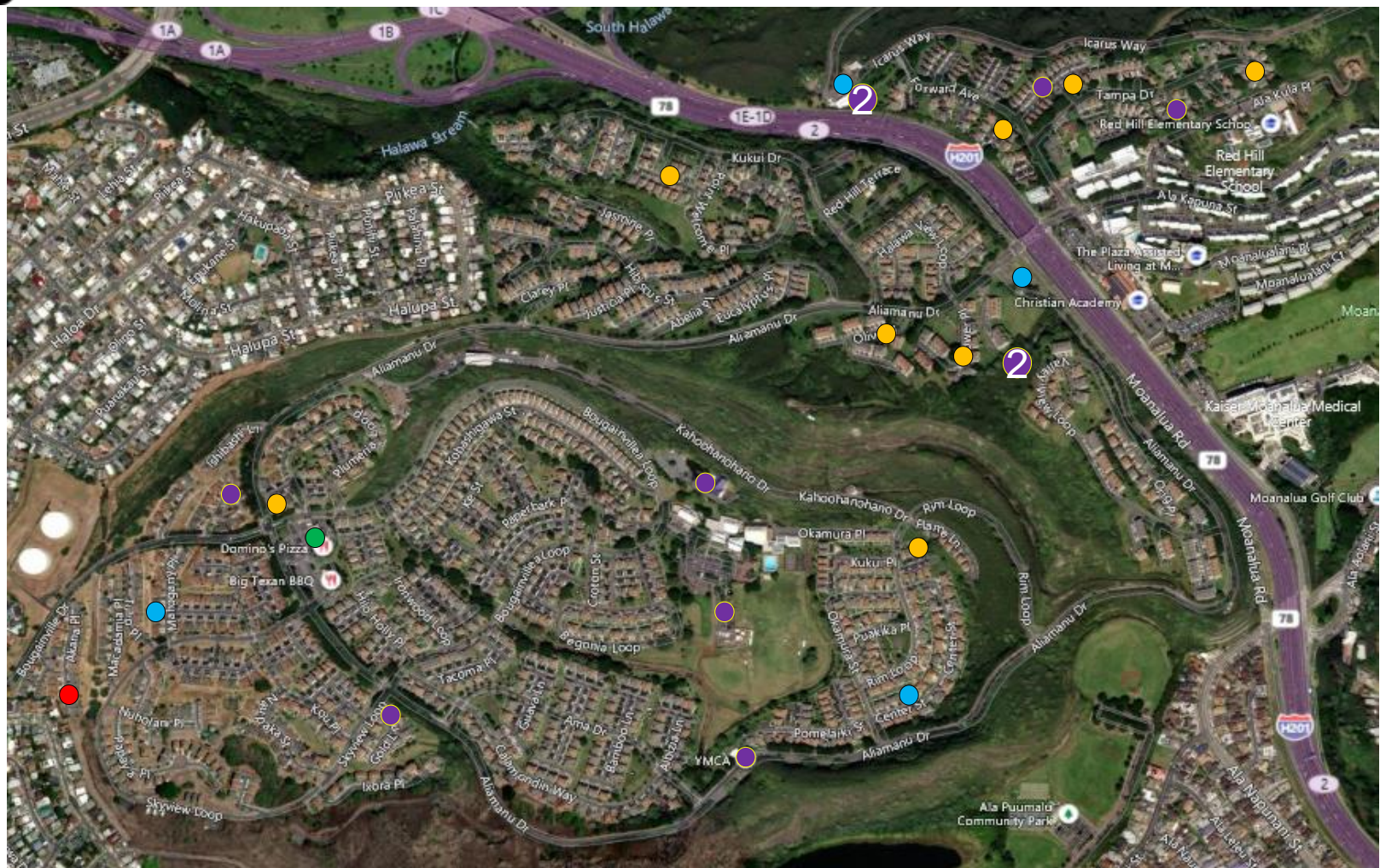
- ✓ **AMR & Red Hill Housing Property Crime**
 - AMR/Red Hill Heat Maps
 - Schofield Barracks Versus AMR Property Crime Comparison
 - Action Plan Update
- ✓ **Abandoned Vehicles**





Directorate of Emergency Services

AMR & Red Hill Housing Property Crime Jan-Aug 2021



4 Automobile Theft

1 Larceny Private Property

11 Damage to Property

2 Burglary/Larceny Private Prop

1 Larceny Government Property

8 Unlawful Entry of Vehicle





Directorate of Emergency Services

AMR & Red Hill Housing Property Crime Sep 2021



● 2 Automobile Theft

● 4 Larceny Private Property

● 2 Damage to Property

● 6 Burglary/Larceny Private Prop

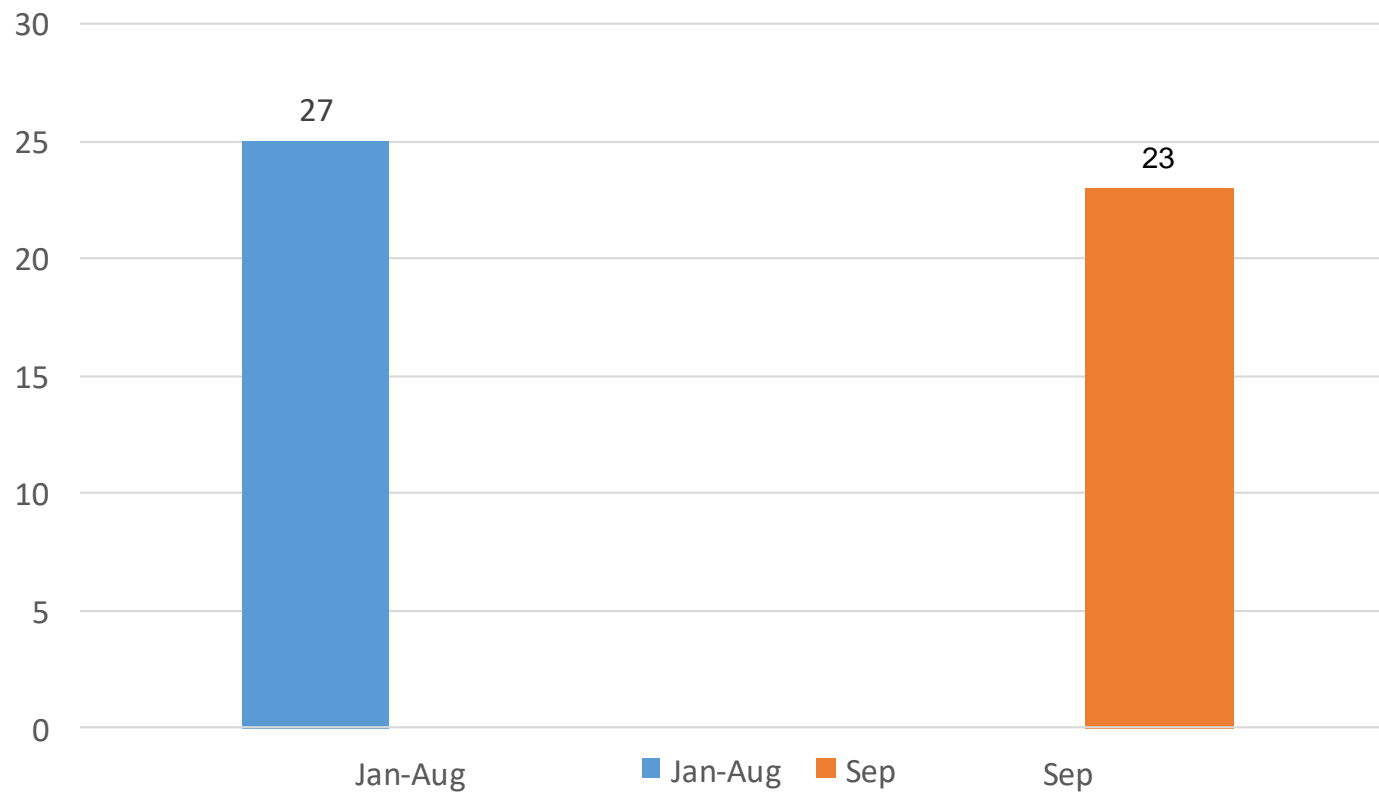
● 9 Unlawful Entry of Vehicle





Directorate of Emergency Services

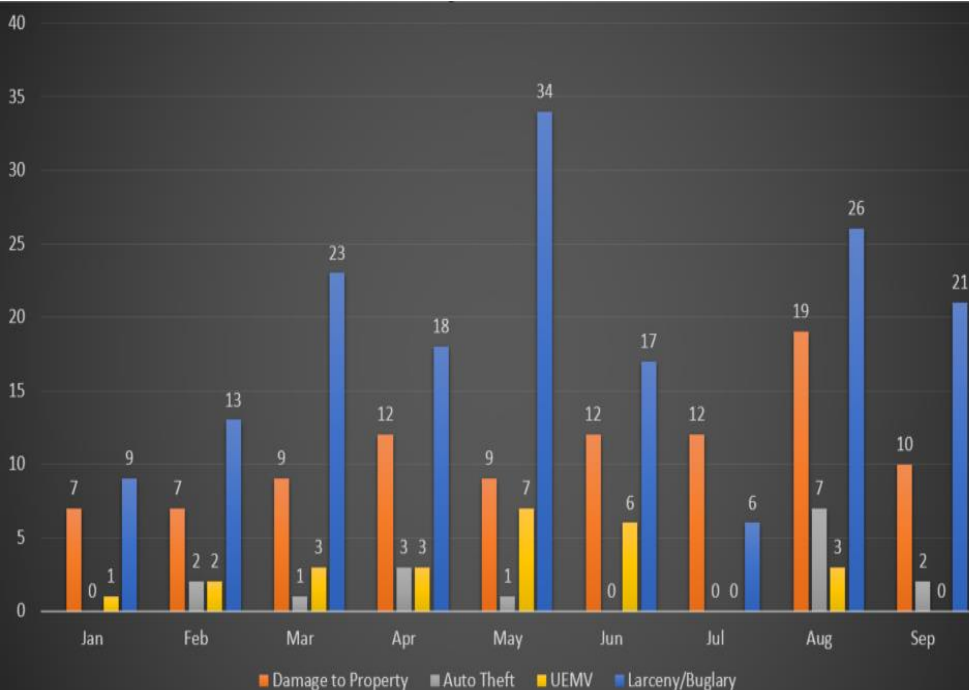
AMR/Red Hill Total Property Crimes Jan-Sep 2021



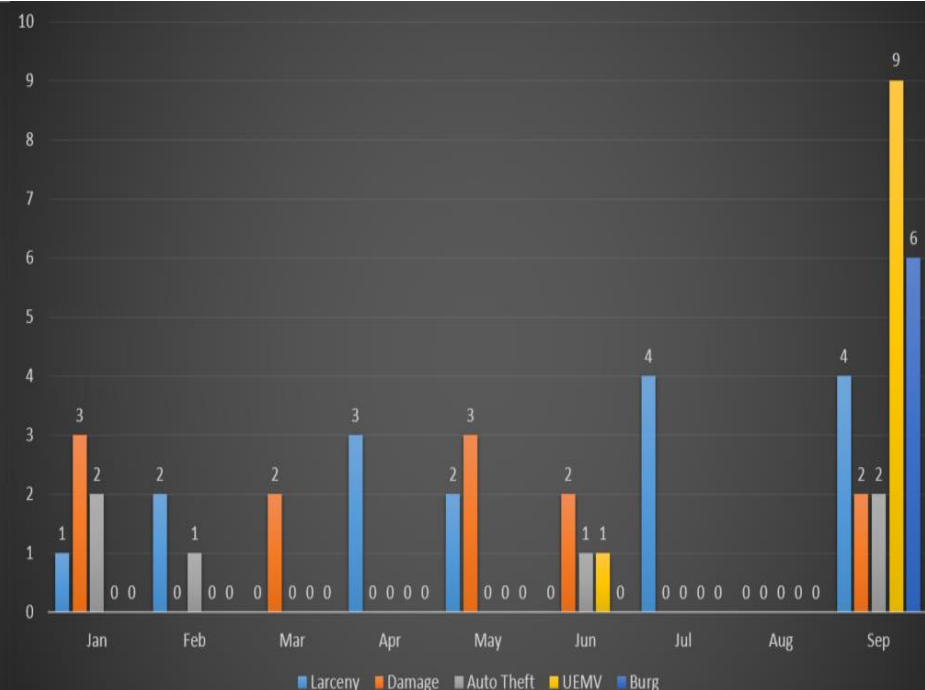


Directorate of Emergency Services

Schofield Barracks / AMR Property Crime Comparison, Jan- Sep 21



Schofield Barracks



AMR

- The increase in AMR/Red Hill was over a short time period, this is assessed to be an isolated surge as there have been few additional reports since September.
- AMR/ Red Hill property crime is far lower than that occurring on Schofield Barracks. Comparison : 305 property crimes on SB during reported period versus 50 in the same period.
- In response to property crimes on installations and in housing areas, USAG-HI DES has increased patrol numbers and crime prevention operations during hours of darkness and historically targeted areas.





Directorate of Emergency Services

Vehicle Turn-In Service



How it Works:

- Vehicles will be accepted for transfer to Schofield Barracks Auto Skills Center.
- Seller will complete a "Statement of Transfer" form and provide the following:
 - ID Card
 - Power of Attorney if not the registered owner
 - Clean, transferable title to vehicle and registration.
 - No fees
 - All keys to vehicle
- Seller will receive copies of all completed forms.

**Are you PCSing?
Leaving the island?
Need to get rid of
your car?**



AUTO SKILLS CENTER

TURN-IN SERVICE

FOR MORE INFORMATION, CALL (808) 655-9368





Directorate of Public Works

Mr. Tony Gainey
Director of Public Works

- ✓ **Water Outages / Water Main Replacement Plan**
- ✓ **Electrical Outages / Corrective Actions**
- ✓ **Management of Feral Animals**



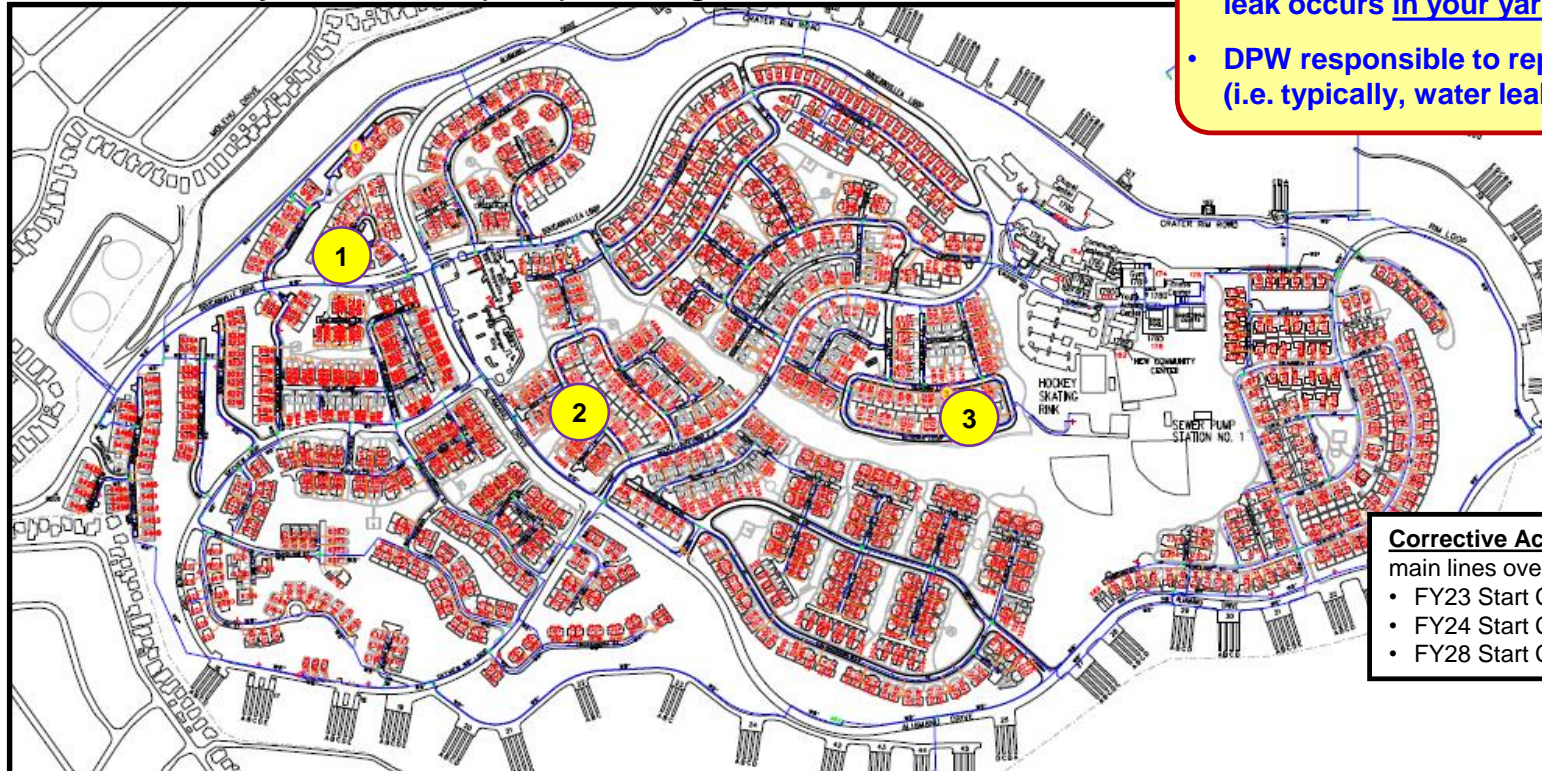


Directorate of Public Works

Water Outages / Water Main Replacement Plan

Break	Date	Location	Cause	Remarks / Corrective Actions
①	6/17/2021	Morishige Lane	Pipe Settlement	DPW immediate response to repair; long term plan is complete replacement of water main line
②	8/24/2021	Ironwood Loop	Corporation Stop Failure	Corporation Stop Failure is the failure of the joint that connects the main water line to the home
③	10/5/2021	Begonia Loop	Corporation Stop Failure	Approx. 30% of all AMR water outages are due to corporation stop failures

Aliamanu Military Reservation (AMR) Housing



- Contact [IPC Community Center](#) if water leak occurs [in your yard](#).
- DPW responsible to repair main water lines (i.e. typically, water leaks in the street).

Corrective Action Plan: Replace water main lines over multiple years.

- FY23 Start Construction East Side
- FY24 Start Construction Center Area
- FY28 Start Construction North Side

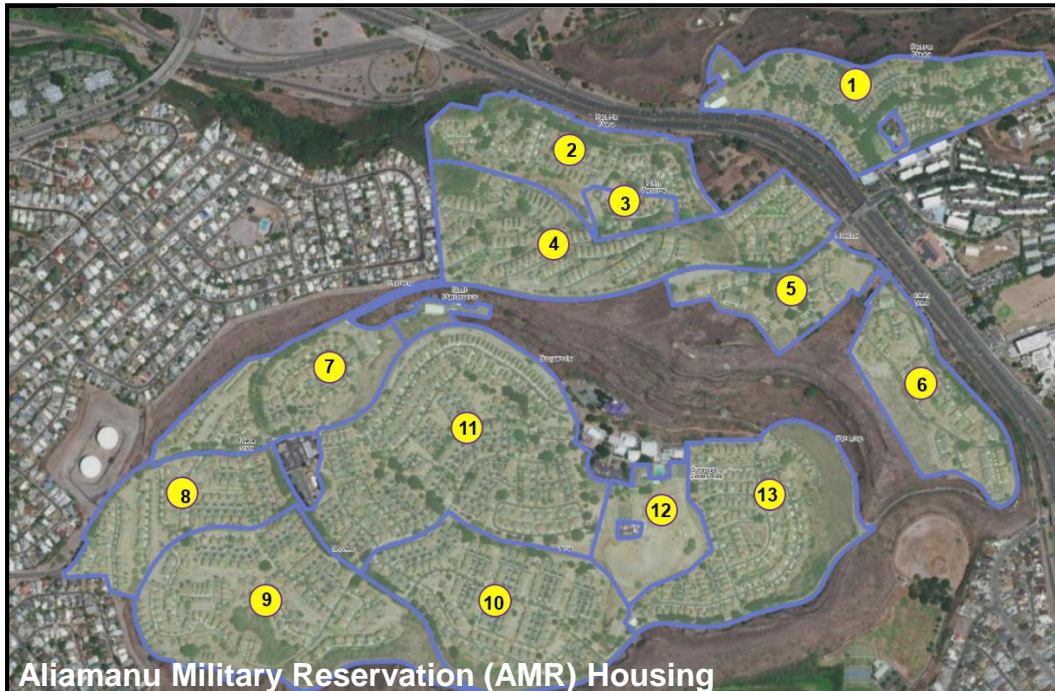




Directorate of Public Works

Electrical Outages / Corrective Action(s)

DATES	LOCATION	AREAS AFFECTED	ISSUE	DPW Response
25-NOV-20	RED HILL	1 2 3	HECO - Problem Switching Circuits	Assure System Comes Back Up When HECO Comes Back On
1-MAY-21	RED HILL	1 2 3	Vehicle Hit Transformer	Assure System Comes Back Up When HECO Comes Back On
31-JUL-21	BASE WIDE	4 to 13	Jumper Wire Burnt	Repair Cable, Reset Transformer and Energize
15-AUG-21	CIRCUIT 1-PLUMERIA, MAKAI, SKYVIEW, AMA	7 8 9 10	Jumper Wire Burnt	Repaired Overhead Line and Energize
16-AUG-21	CIRCUIT 1 – SKYVIEW	7	Unknown: [most likely next line]	Repaired Overhead Line and Energize
17-AUG-21	CIRCUIT 1	7	Burnt Lightning Arrestor	Changed Out Arrestor and Energize
8-SEP-21	CIRCUIT 1-PLUMERIA, MAKAI, SKYVIEW, AMA	7 8 9 10	Jumper Wire Burnt	Repaired Overhead Line and Energize
16-SEP-21	BASE WIDE	4 to 13	HECO Scheduled Outage	Assure System Comes Back Up When HECO Comes Back Online



Precautionary Action: HECO Scheduled Outages

- HECO will conduct pre-construction meetings in future
- HECO/DPW will Enhance communication protocol with POC on outages and delays

Corrective Action: Jumper Wire Burn Out

Jumper Wires have been failing - Emergency Electrical Contract will be used to replace 20 of these across AMR.

Scheduled Outages: Next 3 Months

None





Directorate of Public Works

Management of Feral Animals

USAG-HI-13 Animal Control Policy – prohibits feeding of wild, feral, stray animals in/out-side USAG-HI facility.

- USAG-HI provides **Animal Control Services** to protect resident health and military property, but this can only be done effectively as an integrated effort by DPW, DES, IPC, Vet Clinic and Residents.
- Residents feeding feral animals undermine USAG-HI control efforts.
- Feral pigs, chickens, and cats threaten health, damage property, and degrade resident and employee quality of life.
- Unregistered and unauthorized pets, stray, and feral animals pose health risk, drain resources, and in tragic cases lead to injury of children.
- **Report stray animals: (808) 787-1275 / Report policy violations (feeding, unregistered animals): (808) 438-7114**

In 2021

- ✓ 0 Feral Pig Complaints, 0 Removed
 - Most Recent Complaints - Red Hill in 2020
- ✓ 44 Feral Chickens Removed, (4 in October 2021)
- ✓ 6 Feral Cats Removed



Feral Cats

- *Spread disease to humans and pets (toxoplasmosis, fleas, ticks, internal parasites)*
- *Facilities maintenance (cats have kittens in ceiling crawl spaces and in military vehicles, feces under buildings, etc).*
- *Food dumped for cats supports other feral animal populations (rats, chickens, mongoose and pigs).*
- *Spread disease to wildlife (Endangered Hawaiian Monk Seal-toxoplasmosis)*

Feral Chickens

- *Spread disease to humans and pets (salmonella, mites, internal parasites)*
- *Cause expensive damage to landscaping, vehicles, etc.*





Island Palm Communities

Mr. Jeff Williams
IPC Project Director

✓ **SATISFACTS Survey Results / Trends**

- Move In
- Service
- Resident Experience

✓ **CEL Survey Results (Overall)**





Island Palm Communities

SATISFACTS – Aliamanu, Rim & Red Hill

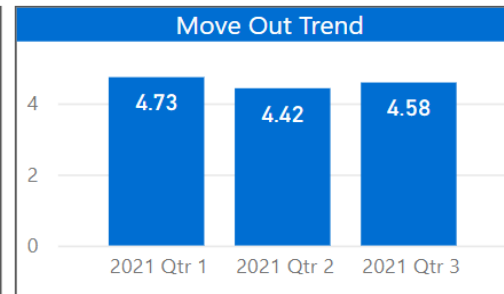
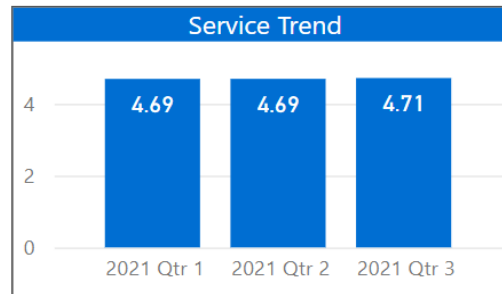
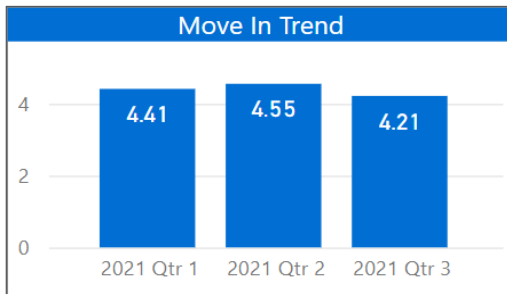
Move In Surveys Score	
4.36	4.44
Average Score	Move-In Index
4.32	4.50
Military Index	Portfolio Average

Service Surveys Score	
4.70	4.46
Average Score	Service Index
4.54	4.62
Military Index	Portfolio Average

Resident Experience Surveys Score	
4.51	3.95
Average Score	Resident Index
4.40	4.30
Military Index	Portfolio Average

SatisFacts Score Key

4.50 - 5.00 =
Exceptional
4.00 - 4.49 = Superior
3.50 - 3.99 = Average
3.00 - 3.49 = Warning
Under 3.0 = Red Flag



TOP SATISFACTION TRENDS

- Community Center Customer Service
- Leasing Customer Service
- Happy With Home

TOP DISSATISFIED TRENDS

- Cleanliness of home (interior)
- Cleanliness of home (exterior)
- Yard (debris)



TOP SATISFACTION TRENDS

- Maintenance Customer Service
- Maintenance Responsiveness
- Maintenance Quality of Work

TOP DISSATISFIED TRENDS

- Appliances (not replaced with new ones or neighbors have better)
- Maintenance Quality of Work (call backs)
- AC (repair should be priority)



TOP SATISFACTION TRENDS

- Community Center Customer Service
- Maintenance Customer Service
- Maintenance Responsiveness

TOP DISSATISFIED TRENDS

- Maintenance Quality of Work
- Lack of Amenities
- Value





Island Palm Communities

CEL 2020 – Aliamanu, Rim & Red Hill

Property Name	Current Overall Score	Property Score	Service Score	Prior Overall Score (2019)	Current-Prior	
Aliamanu - Ama-Skyview	77.6	70.3	81.6	69.7	7.9	↑
Aliamanu - Bougainville	76.9	70.9	80.2	74.7	2.2	↑
AMR Rim	76.8	71.1	80	70.8	6	↑
Red Hill	75.9	72.5	77.7	73.9	2	↑
Aliamanu - Rim Loop	75.9	67.6	80.7	75.2	0.7	↑

Score Ratings

100.0 to 85.0 Outstanding

84.9 to 80.0 Very Good

79.9 to 75.0 Good

74.9 to 70.0 Average

69.9 to 65.0 Below Average

64.9 to 60.0 Poor

59.9 to 55.0 Very Poor

54.9 to 0.0 Crisis

Top Concerns:

- Security
- Landscaping
- Parking
- Amenities
- Pest Control





Reporting Concerns / Resolving Issues

Mr. David A. Reynolds
Chief, Military Housing Office

- ✓ **Reporting Community Concerns** (Crimes, Abandoned Vehicles, Speeding, Feral Animals, etc.)
- ✓ **Resolving Housing Issues** (through IPC, MHO, Leadership, Commander's Hotline) (also ICE, Ask the Commander)
- ✓ **Questions and Answers**





Reporting Community Concerns



NEIGHBOR ISSUES

Talk to your neighbors first

Report to community center and/or military police



ABANDONED VEHICLES

Report to military police with vehicle location and description, license plate # and VIN # if available



SPEEDING

Speed limit is generally 25 mph on post; 15 mph in housing areas



BREAK INS

Report crimes or suspicious behavior to military police

Secure your belongings; lock car and home



POTHOLE

Report pot holes and other road hazards to (808) 787-1275



FERAL ANIMALS

Report feral animal activity to (808) 787-1275

Report feeding of feral animals to military police

Streetlight Issues

(808) 457-4075

(IPC Maintenance Department will forward issue to DPW if required)

Military Police

North: (808) 655-5555

South: (808) 438-7114





Resolving Housing Issues





Other Avenues to Seek Assistance

ICE	Ask the GC	Army Environmental Health Response Registry
 https://ice.disa.mil	 usarmy.hawaii.askthegc@mail.mil	 1-800-984-8523 24/7 Resource

Army Links/Videos



Army Public Health Center – Helpful links

- ✓ <https://phc.amedd.army.mil/topics/workplacehealth/ih/Pages/Indoor-Air-Quality-Mold.aspx>
- ✓ <https://phc.amedd.army.mil/topics/workplacehealth/ih/Pages/Lead.aspx>





Q&A

Next

**Quarterly Housing Town Hall
February 24, 2022**

