



JOINT BASE WATER DAILY UPDATE

Joint Information Center

(808) 471-5013

www.navy.mil/jointbasewater

[3/4/2022]

CAPT. DARREN GUENTHER 00:05

Hello everyone and welcome to the daily water update for March the fourth I'm Captain Darren Gunther, Chief of Staff for Navy region Hawaii.

CAPT. DARREN GUENTHER 00:15

There's more to report on that. And we'll talk about that a bit more after our map update. Early last week we had Lt. Cmdr. Rick Forney on he's the officer in charge of the rapid response teams. They're the ones that respond to any calls or concerns that you have with your water in your homes. Today, he's going to come back and talk about the work of the rapid response teams, some of their lessons learned and what they've been doing to help residents transition back into your homes or back using the water. But first, let's go to the map and show you some significant updates.

CAPT. DARREN GUENTHER 01:16

Alright, our latest chart here is posted on our two websites. That's our water resources website and also our water data website. So both of those on the front page, you can you're one click away from pulling this up. So the movements for several neighborhoods are completing today so Ford Island, Hale Moku, and Hokulani. Last day of TLA was yesterday and that means that if you were in a hotel, you should have moved out of that hotel this morning and back home. So those movements for Ford Island, Hokulani and Hale Moku, complete and now we're moving on so Department of Health amended the health advisory for four neighborhoods, Halawa, McGrew Point, Camp Smith, as well as one of the three zones in Aliamanu. So let's break those up into two different parts. So for the zone in Aliamanu, that does not necessarily mean that we're going to do a move in. Army Garrison Hawaii is going to wait for H2 and H3 those are the other two zones. In the Aliamanu neighborhood, they're going to wait for those zones to have those declarations, or health advisories amended and then do that move in all at once for simplicity of all of our residents. Those packages are shortly on the heels and sort of we're hopeful that will happen shortly. More information to follow on that but while the zone has had an amended health advisory for one of those three, the move in is not going to happen just quite yet.

CAPT. DARREN GUENTHER 03:02

Now let's talk about the other neighborhoods move in for Halawa, McGrew Point and Camp Smith commences today. So today is day one and tomorrow, Saturday for those three neighborhoods is day two and if you are in a hotel room, that means hotel room is covered for tomorrow night, but you'll have to move out of that hotel room Sunday morning, if you are in that situation for McGrew Point, Halawa or Camp Smith. So that's the situation there.



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CAPT. DARREN GUENTHER 03:37

Now we have two new data packages that were endorsed by the interagency drinking water team. And given to the Hawaii Department of Health, those are for two neighborhoods, E1 zone E1 has Makalapa and H3 which is the northern zone in the Aliamanu neighborhood. And finally, the next zones packages endorsed by the interagency drinking water team that are about to be given to the Department of Health. I'll give you those neighborhoods. Aliamanu South that's H2, that's our priority to get that to the Department of Health for obvious reasons here such that we can get a moving moving on that neighborhood and two other neighborhoods that are close at hand. NEX Moanalua, as well as Iroquois Point coming up. So those are sort of the three packages that will be next to the Department of Health. Remember that it takes approximately seven days, once a package gets to the Department of Health for them to make that final decision. So a lot of movement, a lot of momentum on this map. And that's your map update for today.

CAPT. DARREN GUENTHER 04:55

Okay, what I'd like to do now, is I'd like to bring in our Rapid Response Team Lead. You've seen a lot of momentum on our map, as the Department of Health has cleared several zones. And we have a move in that's been initiated in several neighborhoods. And we've also had several packages that have been passed up to the Department of Health. So you know, several weeks ago Lt. Cmdr. Richard Forney joined us to talk about the rapid response teams and their roles in helping residents either return to their homes or return to using the water if they were already in their homes. And so you're back again today. Thank you to talk about the mission and share some of the lessons learned. So let me get right into it. Thank you for coming back.

LT. CMDR. FORNEY 05:44

Yes sir, thank you.

CAPT. DARREN GUENTHER 05:45

So can you give us a quick refresher on what you do as a rapid response team?

LT. CMDR. FORNEY 05:51

Yes, sir. So the mission of the Rapid Response Team is as zones open up and residents start moving back, if they have concerns with their water, when they move in, they can call the emergency operations center and get forwarded to my call center cell. We will dispatch a team out to the residents who will look at what the resident is seeing or what their concerns are, conduct a home flush, and I can pull samples that screen for total petroleum hydrocarbons at the residence request.



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CAPT. DARREN GUENTHER 06:21

Okay. So how many calls have you received? How many calls are coming in?

LT. CMDR. FORNEY 06:25

We've received 97 concerns to date, sir.

CAPT. DARREN GUENTHER 06:29

Okay and that's across thousands of homes that we're either currently moving into or have already moved into. So 97, and how quickly have you found that your team is able to respond to a concern that gets called in

LT. CMDR. FORNEY 06:44

Yes sir, my team is available to respond at the residents convenience so we can be there when the resident wants us there. So when the resident calls, we set up that schedule if the resident wants us to come same day, we can accommodate that. If the resident is looking for a future date, we schedule and our goal is to be there when the resident wants us to be there.

CAPT. DARREN GUENTHER 07:04

Okay, that makes sense. And on average, how long does it take is your team finding that it takes for them to go through whatever they need to go through at a residence?

LT. CMDR. FORNEY 07:15

Yes sir, it can take about two hours to do a complete home flush. And a lot of that depends on the size of the hot water heater in the home. But on average, you should plan for the resident, the resident, should plan for us to be there for two hours.

CAPT. DARREN GUENTHER 07:27

Okay, and you know, it's a new process. I'm sure that there are things that you found that work better or not as good. What sort of lessons learned as your team run into unexpected situations or whatnot, that you all have sort of changed your approach to?

LT. CMDR. FORNEY 07:44

Yes, sir. I think the biggest lesson learned we've had is with the communication to the resident after we pull the sample, when we started this process, we would just give the resident a phone call and give them their results over the phone. Through some conversations with leadership and some feedback from residents. We now provide both the phone call and we deliver a document to their house with their test results on the date that we pulled the samples. And our goal to get that paper back to the residents is 24 hours.



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CAPT. DARREN GUENTHER 08:13

Okay. Is there anything you want to share with residents for when they call how they can help make that process for them smoother?

LT. CMDR. FORNEY 08:22

The best advice I can give is to be ready if you expect to home flush. So have the dishwasher empty, tubs empty sinks empty, basically make it ready and easily accessible for the teams to come in and conduct the flush.

CAPT. DARREN GUENTHER 08:34

Okay, and you sort of mentioned testing. Can you talk about how this testing that you're doing? Because you're saying 24 hours?

LT. CMDR. FORNEY 08:42

Yes, sir.

CAPT. DARREN GUENTHER 08:42

How that testing differs from the testing that's done on? I think 1400 homes out there?

LT. CMDR. FORNEY 08:49

Yes, sir. So my testing is a specific screening for total petroleum hydrocarbons for diesel and gasoline. So we zero in on those two components, and we can provide faster results. So the Navy made a significant investment in sight lab equipment, in order for us to be able to take those results at joint base and provide those to the resident in the same day or within 24 hours.

CAPT. DARREN GUENTHER 09:14

Okay? And if a resident calls your team and schedule something, and the team shows up, if they're not happy for any reason, what should they do? Who should they call?

LT. CMDR. FORNEY 09:26

They should start engaging their their chain of command sir. So if they are unhappy with the results or they're still unhappy, if they call back to the water cell, we are going to engage joint based leadership who's going to engage their chain of command. So the best advice for the resident is to engage their chain of command as well. So we can get resolved whatever the resident is looking for, we can move forward with that resident.

CAPT. DARREN GUENTHER 09:47

Okay. Well, Rick, thank you for coming on. I really appreciate again, you know, the service you're given to this community who's looking I think, for the progress and and you're a big part of that with the team that you have going out to serve those residents. So thank you.



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LT. CMDR. FORNEY 10:04

Thank you, sir.

CAPT. DARREN GUENTHER 10:06

Okay, that was your daily water update for today, Friday. Please join us same time on Monday. We're monitoring your questions on Facebook and you can also email those questions to CNRHPAO@gmail.com. Don't forget to check out our water info website that's at navy.mil/jointbasewater and I want to emphasize that website has all sorts of support resources in addition to links to get to the data that you may be interested in. Separately, you can please check out that water data website at Joint Base Pearl Harbor Hickam excuse me, JBPHH-safewaters.org Make sure you also check out the good stuff, especially for this upcoming weekend at greatlifehawaii.com/wegotyou. Please remember, we're all in this together as one community and ohana. Stay safe. Take care of yourself. Take care of each other. And we'll see you on Monday.

Yesterday, the Hawaii Department of Health certified the water and amended the health advisory in three other zones across four different neighborhoods Halawa Housing and McGrew Point Camp Smith and one of the zones in the Aliamanu Military Reservation. There's more to report on that, and we'll talk about that a bit more after our map update.