

"America's Engineers in the Pacific"





Jr. Slaung In Livet. Corps of Engineers, U.S.A.

### HONOLULU, T. H.

### "America's Engineers in the Pacific"

Honolulu Engineer District provides these services and more!



- •Barracks and support facilities for soldiers and airmen Military
- •Support to U.S. Armed Forces recruiting stations

  Construction
  and Support
- •Harbor modifications
- •Flood control projects
- •Ecosystem restoration
- •Geographic Information Systems expertise



- Design and construction
- •Water resources
- •Wetlands jurisdictional determinations

  Regulator
- Permit decisions

Emergency

**Management** 

**Civil Works** 



- •Field Force Engineering
- •Federal Emergency

Management Agency support



US Army Corps of Engineers Honolulu District



- •Installation compliance and utilization inspections Real Estate
- •Ecosystem management
- Historic preservation

**Environmental** 

For more information: U.S. Army Engineer District, Honolulu Bldg. 230, Public Affairs Office

Fort Shafter, Hawaii 96858-5440 Telephone: (808) 438-9862

Or on the Internet at: http://www.poh.usace.army.mil



### Honolulu Engineer District Offers A Wide Range of Services

From military construction and flood protection in Hawaii, to road building in the Republic of Palau, to environmental work throughout the Pacific, the Honolulu Engineer District provides a wide range of timely, effective, innovative solutions to meet our customers' -- and our nation's -- engineering, construction and environmental needs.

The District's Big Island of Hawaii flood control projects prevented nearly \$14 million in damages during the November 2000 storms.





Honolulu Harbor, together with shipping channels maintained and dredged by Honolulu District, handles 11 million tons of cargo annually; 97 percent of the cargo that comes to Hawaii.

Our Regulatory program makes hundreds of permit decisions each year that protect wetlands by balancing property owner's development wishes with environmental concerns.

The \$1 billion Whole Barracks Renewal project and many others improve the readiness and quality of life for our military members and their families.

The \$100 million Palau Compact Road Project will enable the Republic of Palau to relocate its capitol and open the island of Babeldoab to much-desired development.

Honolulu Engineer District is so thoroughly committed to quality that it has developed a 14-point Customer Commitment Plan to help maintain its excellence and become your engineering and service provider of choice. We are America's engineers in the Pacific.





## **Customer Service**

# The Honolulu District's 14-Point Customer Commitment Plan

The Honolulu Engineer District is dedicated to providing a full spectrum of planning, engineering, design, contracting, construction, and support services for our customers throughout the Pacific Region. We want to delight our customers on every project and become your engineering and service provider of choice. Here is our 14-point commitment plan:

#### **Planning and Design**

- We will meet with you to discuss your requirements and desires.
- We will establish a Project Delivery Team, with you as an active team member, to formulate a Project Management Plan. This Plan will clearly define project scope, objectives, expectations, schedule, contracting considerations, and budget.
- We will assign a Project Manager, as your liaison, to keep you fully informed of project status. The Project Manager will be responsible to lead the Project Delivery Team in meeting our commitments to you as defined in the Project Management Plan.
- We will provide you opportunities for feedback during design development to ensure your requirements are fully satisfied.
- We will conduct thorough technical and biddability, constructability, operability, and environmental reviews to minimize cost growth and schedule delays during construction.
- We will respond to your phone inquiries within one day and written inquiries within seven days.

#### **During Construction**

We will enforce a rigorous safety program by ensuring a complete safety/ accident prevention plan is developed and that weekly toolbox meetings are conducted. In addition, we will provide the necessary construction oversight to assure that the contractor's safety program is effectively implemented.

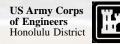


#### **During Construction (continued)**

- We will deliver projects within schedule and budget by timely resolution of field issues.
- We will develop and maintain an effective Quality Control/Assurance Program by implementing a three phase control process for each definable feature of work consisting of preparatory, initial, and follow-up inspections.
- We will keep you informed of construction progress through a combination of phone calls, visits to your office, and e-mailed digital photos and progress reports.

#### **Post Construction**

- We will involve all Project Delivery Team members in conducting After Action Reviews to capture, formulate, address, resolve and document lessons learned to provide for continuous improvement.
- We will provide After Action Reviews on design and construction to assist you in planning for future projects.
- We will provide Operation and Maintenance training for personnel upon project completion, as required.
- We will provide Computer Aided Design and Drafting (CADD) files of as-built conditions within 60 calendar days after the final inspection.



# Serving Hawaii and the People of the Pacific for More Than a Century





Army engineers came to Hawaii in 1904 to establish a permanent Honolulu District in 1905. The first District Engineer was Lieutenant John Slattery. The Corps' initial missions in Hawaii were to build lighthouses to assist safe coastal navigation, improve rivers and harbors and build coastal military fortifications.

In the early 1900s, the Corps dredged Honolulu Harbor and Pearl Harbor and built lighthouses and coastal artillery batteries at such places



as Fort Ruger at Diamond Head and Battery Randolph at Fort DeRussy. Lt. Slattery also purchased 74 acres of land at Waikiki, then frequently-flooded property of little value, for \$2,700 an acre.

During the World War II era, the Honolulu District built is-



land airfields from Hawaii to Australia, supervised war-related and civilian engineer activities and was responsible for gas rationing. At the height of the war, the District employed 26,000 people.

After World War II, Honolulu District had responsibility for all Air Corps and Army construction throughout the Pacific. This included the completion of such famous projects as the Tripler Army Medical Center and the National Memorial Cemetery of the Pacific at Punchbowl.

Today, Honolulu District's 400 men and women provide a wide range of engineering and scientific skills and services that benefit our nation's armed forces, the citizens of Hawaii and the people of the Pacific region.



The District's highly qualified and dedicated staff does everything from designing and overseeing construction of military family housing and operational facilities, to improving and maintaining harbors, protecting wetlands and the environment, and preparing for and providing assistance in times of emergency and natural disaster.