

Message

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**From:** Ford, Robert A [REDACTED]@fema.dhs.gov]  
**Sent:** 10/11/2016 11:06:27 PM  
**To:** Neal, John [REDACTED]@CBIFederalServices.com]  
**CC:** Kahn, Carl [REDACTED]@fema.dhs.gov]; Means, Mike [REDACTED]@CBIFederalServices.com]; Dulin, Thomas [REDACTED]@CBIFederalServices.com]; Mitchell, John - (CBI) [REDACTED]@cbi.com]; Endicott, Howard [REDACTED]@fema.dhs.gov]; Edwards, Sharon [REDACTED]@fema.dhs.gov]; Clemons, John [REDACTED]@fema.dhs.gov]; Jones, Robert [REDACTED]@fema.dhs.gov]; Gibbons, William [REDACTED]@fema.dhs.gov]; Finka, Tracy [REDACTED]@fema.dhs.gov]; Ellsworth, Zoe [REDACTED]@fema.dhs.gov]  
**Subject:** RE: CC Message Full: HVAC FIRE

Whatever it takes to resolve the issue is what we want. We have only been given one number for the maintenance hot line from CBI.

Robert Ford  
Recovery-IA-TAC  
Program Support Branch  
Contract Management Section  
FEMA Cell- [REDACTED]

**From:** Neal, John [REDACTED]@CBIFederalServices.com]  
**Sent:** Tuesday, October 11, 2016 5:47 PM  
**To:** Ford, Robert A [REDACTED]@fema.dhs.gov>  
**Cc:** Kahn, Carl [REDACTED]@fema.dhs.gov>; Means, Mike [REDACTED]@CBIFederalServices.com>; Dulin, Thomas [REDACTED]@CBIFederalServices.com>; Mitchell, John - (CBI) [REDACTED]@cbi.com>; Endicott, Howard [REDACTED]@fema.dhs.gov>; Edwards, Sharon [REDACTED]@fema.dhs.gov>; Clemons, John [REDACTED]@fema.dhs.gov>  
**Subject:** Re: CC Message Full: HVAC FIRE

Robert If you only have one number and it's wrong and you continue to give it out as i said the problem won't be fixed. Again I have three contractors and 3 separate numbers. If you keep passing out the wrong number it won't be resolved. Mike will explain this tonight. Right number, right information problem solved.

Kevin

John Kevin Neal  
Sr. Project Manager  
CB&I Federal Services  
Engineering & Construction  
Cell [REDACTED]

[REDACTED]@cbifederalservices.com

On Oct 11, 2016, at 5:40 PM, Ford, Robert A [REDACTED]@fema.dhs.gov> wrote:

Kevin, we only have one number for maintenance. All MHU occupants are given the same number.

Maintenance = 888 414 1989. The issue is not the phone number, it's the receptionist who doesn't answer the phone. The message box over fills and doesn't allow a call for help to get through. Carl tested the hot line last night and experienced the same thing. This is our survivors lifeline... and FEMA is disappointed in this hot line service. It's terribly inadequate and not in any way dependable. Please straighten this ongoing issue out soonest. Thanks.

Robert Ford

Recovery-IA-TAC

Program Support Branch

Contract Management Section

FEMA Cell- [REDACTED]

From: Neal, John [REDACTED]@CBIFederalServices.com]

Sent: Tuesday, October 11, 2016 5:24 PM

To: Kahn, Carl [REDACTED]@fema.dhs.gov>

Cc: Means, Mike [REDACTED]@CBIFederalServices.com>; Dulin, Thomas [REDACTED]@CBIFederalServices.com>;

Mitchell, John - (CBI) [REDACTED]@cbi.com>; Ford, Robert A [REDACTED]@fema.dhs.gov>; Endicott, Howard

[REDACTED]@fema.dhs.gov>; Edwards, Sharon [REDACTED]@fema.dhs.gov>; Clemons, John

[REDACTED]@fema.dhs.gov>

Subject: Re: CC Message Full: HVAC FIRE

Carl verify they called the right number and get back me.

Kevin

John Kevin Neal

Sr. Project Manager

CB&I Federal Services

Engineering & Construction

Cell [REDACTED]

[REDACTED]@cbifederalservices.com

On Oct 11, 2016, at 5:21 PM, Kahn, Carl [REDACTED]@fema.dhs.gov> wrote:

Kevin,

The attached report of a fire shows that the fire department responded to after the applicant called the maintenance hotline.

The CC hotline message machine was full.

This is contra-indicated by contract as the contract requires the CC hotline to be staffed.

Please ensure this CBI CC (and the one that will be used for the USACE units) will be staffed (no machine).

Emergencies are not being addressed per contract when this happens which puts your emergency timeliness at risk of being out of compliance as well.

If you have any questions, please let us know.

Thank you.

Carl Kahn

Acquisitions Quality Assurance Specialist

Disaster Acquisition Response Team (DART)

Expeditionary Force Section

DHS-FEMA-MSB-OCPO-AOD-EB

Desk: [REDACTED]

Cell: [REDACTED]

Email [REDACTED]@fema.dhs.gov

<HVAC on fire - CC message full.pdf>