

From: Maskell Sr, Charles
To: [REDACTED]
Subject: FW: Maintenance Report for FCO
Date: Wednesday, January 04, 2017 7:36:25 PM
Attachments: MAINTENANCE 3786 REPORT 01294016.xlsx

Maintenance Info

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From: Kahn, Carl
Sent: Wednesday, January 04, 2017 2:51 PM
To: Maskell Sr, Charles [REDACTED]@fema.dhs.gov
Cc: Kahn, Carl [REDACTED]@fema.dhs.gov; Edwards, Sharol [REDACTED]@fema.dhs.gov
Subject: RE: Maintenance Report for FCO

Chuck
 Per your request here are answers to your CBSI maintenance questions from the below email
 If you have any questions, please let us know.

1. How are they performing?
 - a. By the contractor reporting, they are performing:
 - i. good in the area of quality.
 1. When the contractor responds to a caller complaint, they usually do not report needing to return to fix the same issue more than once
 2. FEMA QA inspections corroborate this information
 - ii. poor in the area of timeliness.
 1. For the month of December 2016, the report indicates that the contractor received 1950 maintenance calls. The contractor only completed 198 of those, thus 90% were not completed.
 - iii. and at least satisfactory in the area of customer satisfaction
 1. A small sample of 80 FEMA applicants was taken for the month of December during FEMA QA inspections, and the contractor rated 99%, Outstanding, on customer satisfaction. 1% were not happy with the maintenance work
2. How are we doing on our PMI?
 - a. By the contractor reporting, they are performing poorly in the area of timeliness
 - i. For the month of December 2016, the report indicates that they performed 703 PMI's. As of 11/30/2016, 1178 MHU's were RFD. The contractor is only performing PMI's at a rate of 60%, thus 40% were not performed timely
3. What are the issues/trends?
 - a. Reporting
 - i. In nearly every report for Routine/Emergency maintenance (where they report a completion), they show a completion date on or before the WO date
 - ii. CBSI does not distinguish between Emergency or Routine WOs on their reporting, which is contra-indicated by the contract
 - b. Repeat caller complaints that go without maintenance attention are numerous
 - i. The below table shows CBSI daily maintenance log as sorted by phone number. There are 51 repeat customer complaints not addressed as of the date of this report.
 - c. WOs not reported as completed
 - i. There are 1655 out of 4793 issues not completed, which is only a 35% completion rate.

Below table shows 51-repeat phone callers needing responses:

Maintenance Report												
Contractor	WO#1 Date	WO#2 Time	Completed Date	Address	City	Zip	Phone	Problem Description	Category of Problem	Thermostat Replaced	Work Done#1 Date	Work Done#1

