

Message

From: Kahn, Carl [REDACTED]@fema.dhs.gov]
Sent: 10/11/2016 10:21:01 PM
To: Means, Mike [REDACTED]@CBIFederalServices.com]; Neal, John [REDACTED]@CBIFederalServices.com]; Dulin, Thomas [REDACTED]@CBIFederalServices.com]; Mitchell, John - (CBI) [REDACTED]@cbi.com]
CC: Ford, Robert A [REDACTED]@fema.dhs.gov]; Endicott, Howard [REDACTED]@fema.dhs.gov]; Kahn, Carl [REDACTED]@fema.dhs.gov]; Edwards, Sharon [REDACTED]@fema.dhs.gov]; Clemons, John [REDACTED]@fema.dhs.gov]
Subject: CC Message Full: HVAC FIRE
Attachments: HVAC on fire - CC message full.pdf

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

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