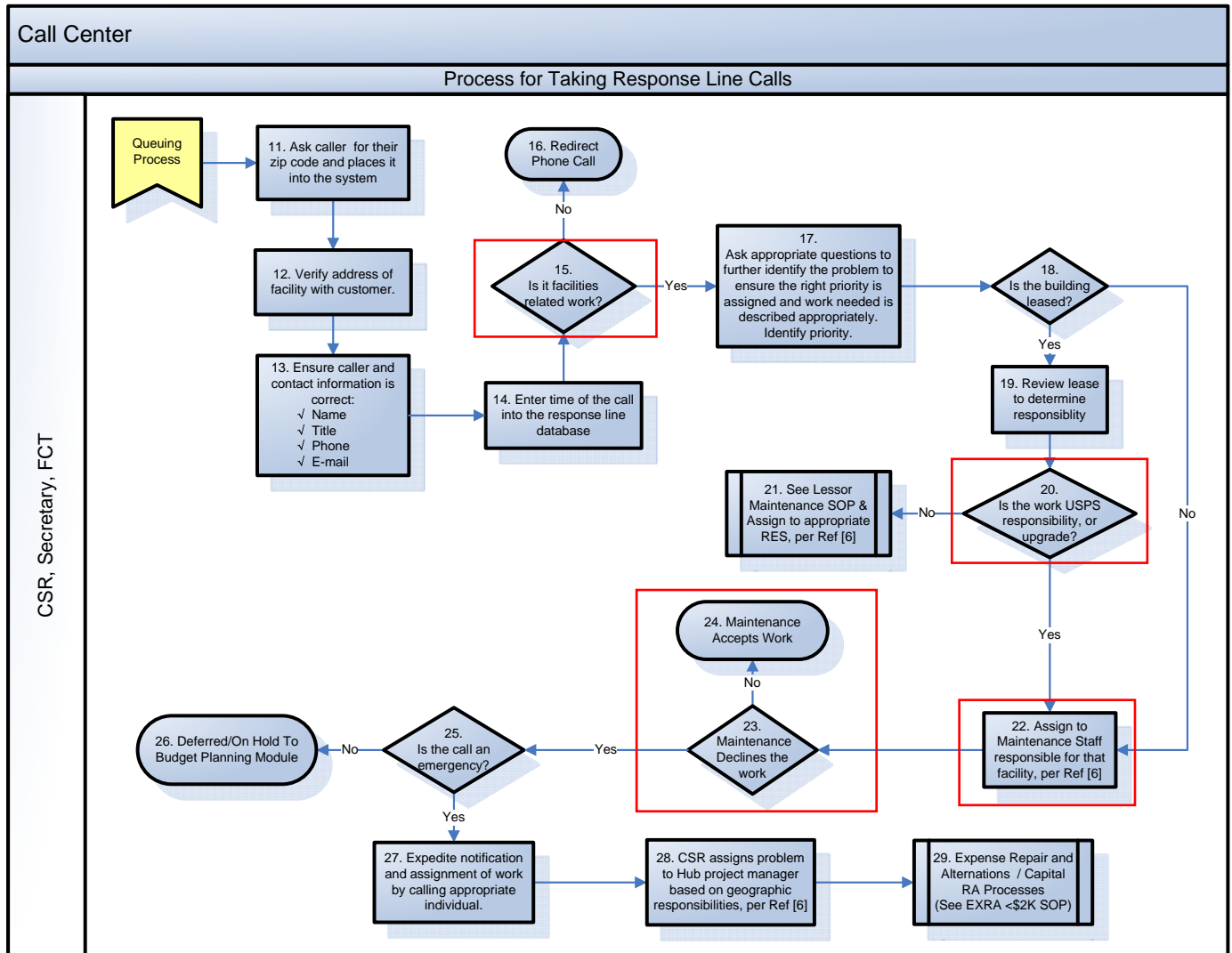*Figure 2.1.1.2. Process for Taking Response Line Calls**

*Includes e-mail notifications from the Planned Maintenance Module and problems from facilities inspections. Additionally, changes are being made In the FSSP Response Line that import FKC after hours calls/work orders as New/Unassigned calls/problems in the system.

2.1.2 Reporting Processes

2.1.2.1 FPAS—DAILY REPORTING

This daily reporting can now be done out of the system. It will provide data on who has taken calls. This past year this worked for our tracking because there wasn't the turnover of staff that we experience in the previous years. If there is a big turnover the ability to attribute the call taken volume to those in the primary CSR role would be more difficult.