

SMART-TD Form to Report Call/Wait time issues with CSX CMC

Name _____

ID _____

District and sub district _____

Date _____

Time of call (s) and waiting time for answer or to talk to a caller:

Number called from _____

Were you placed on hold, disconnected after answering or sent to a supervisor line?

Reason for call? _____

If a Local Chairman calling the Hot line:

Was the Line answered? _____

If not answered, was a message left? _____ Was the call returned? _____

Reason for the call? _____

Was an email sent to the CMC supervisor(s) _____ Was it answered? _____

Please fax to our SMART-TD office at 904-733-1252 and to CMC at 904-245-3785