PROCESS FOR HANDLING OPERATION REDBLOCK MARK-OFFS
INVOLVING TRAIN DISPATCHERS

The following procedures establish a standard process to be used when an employee marks off Operation Redblock.

Step	Action
Caller receives the call	
• Employee marks off Operation Redblock	• Mark the employee off – *"Sick"* Note: This handling should be given either for a call received from an employee or when calling the employee. • Notify Supervisor in the Operation Center of the employee Operation Redblock mark-off. Note: Do not place comments in the employee's history**. This is confidential information and should be treated so.**
• **Supervisor is notified of an employee mark off.** • Caller notifies you of a Redblock mark-off • Provide the following information to the System Coordinator. 1. **Name of employee** 2. **ID number** 3. **Time of mark-off** 4. **Location of mark-off** 5. **Employee phone numbers**	• Supervisor contacts the *System Redblock Coordinator. (*Please leave message if you receive voice mail.) **Contact:** Phillip Young (904)742-5866 Mike Jackson (904) 304-6001 • The Coordinator will then contact the local Team Captain who will personally contact the employee.

These procedures should enable the proper handling of an Operation Redblock mark-off to occur.