



RRB News

U.S. Railroad Retirement Board

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No. 09-10

For Immediate Release
November 2009

RRB Scores High in Customer Satisfaction Survey

The U.S. Railroad Retirement Board (RRB) earned a score of 88 out of a possible 100 in a recent American Customer Satisfaction Index (ACSI) survey. This is 19 points higher than the latest Federal government average of 69 and demonstrates a very high level of satisfaction with the services provided by the RRB.

The ACSI survey focused on railroad workers who had recently retired and were receiving monthly annuity payments from the RRB. This segment of the agency's beneficiary population was originally surveyed in 2001 and the current score reflects a 6-point improvement over the previous score of 82.

The survey evaluated the areas of customer service, the retirement application process, the quality of written information provided by the RRB (including the agency's Web site, printed publications, and award and estimate letters), and telephone service.

The 2009 survey found the RRB scoring highest (93) in the area of customer service, with courteous and professional personnel providing clear and accurate information. This was a 2-point increase over the 2001 score of 91.

The retirement application process received a score of 87, with customers pleased with the ease of the process and the promptness with which they received their first payments. Customers also did not find the amount of supporting documentation required to be burdensome. The 2001 score in this area was 84.

The customers surveyed also gave a rating of 87 to the written information provided to applicants by the RRB, and were particularly satisfied with the accuracy and usefulness of the information. The 2001 score in this area was 85.

Satisfaction with telephone service was rated highly at 82. This area was not included in the 2001 survey.

Customers also had a high level of confidence in the RRB doing a good job, with a score of 91. Likewise, they were very willing to say positive things about the agency, with a score of 93. Both confidence in the RRB, and a willingness to say positive things about the agency, showed improvements of 4 and 5 points, respectively, from 2001.

(More)

Produced through a partnership of the University of Michigan Business School, the CFI Group, and the American Society for Quality, the ACSI regularly measures national customer satisfaction with corporate and government goods and services. Working with the Department of the Interior's National Business Center Federal Consulting Group, government agencies participating in the survey use the ACSI to gauge their level of service and benchmark their performance for comparison with similar organizations in the private sector. The ACSI also helps agencies focus on those processes, based on customer feedback, which will have the biggest impact on an agency's ability to deliver the highest quality products and services.

This marks the fifth time the RRB has participated in the survey. In 2006, the RRB earned a score of 85 in an ACSI survey of railroad workers who were recently awarded disability benefits, and a score of 90 in a 2005 ACSI survey that focused on its survivor benefit process. The RRB also earned a score of 75 in a 2002 survey of railroad unemployment and sickness benefit claimants, and a score of 82 in the 2001 survey of recently retired railroad workers.

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