
Railroad Retirement Board (RRB)

Rail Employers Customer Satisfaction Questionnaire

Final

Programming Notes:

- **Items in BOLD are programmer instructions and will not show to the respondent**
- **All questions are required, except for open-ended**
- **Scaled questions will have a “DK/NA” option**

Introduction

The Railroad Retirement Board is committed to providing Rail Employers services that meet your needs. Gathering your feedback helps to ensure that we are delivering on our commitment to you. To this end, we have commissioned the CFI Group, an independent third-party research group, to conduct a survey that asks about your satisfaction with our services as well as ways that we can improve our service to you.

The CFI Group will hold confidential your response to the survey. Your responses will be combined with information from other respondents for research and evaluation purposes so that we may continue to meet your needs in the future. However, your responses will be held anonymous and never connected to your answers. This brief survey will take approximately 12-15 minutes of your time.

The survey is authorized by the U.S. Office of Management and Budget Control No. 1090-0007 which expires on March 31, 2015.

If you have any questions about the survey, please contact surveyhelp@cfigroup.com.

Screening Questions

Q1. Are you responding on behalf of your experience with more than one railroad?

- 1) Yes
- 2) No

Q2. How many employees does your organization have?

- 1) 1 – 20
- 2) 21 – 50
- 3) 51 – 100
- 4) 101 – 1,000
- 5) 1,001 – 10,000
- 6) 10,001+

Q3. What department do you work in?

- 1) Human Resources
- 2) Labor Relations
- 3) Payroll
- 4) Taxation
- 5) Other (please specify) _____

Q4. How many years have you been in your current position?

- 1) 0-2

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- 2) 3-5
 - 3) 6-10
 - 4) More than 10

Field Service

Q5. Have you contacted a Railroad Retirement Board Field Office for business purposes within the last 3 months?

- 1) Yes
- 2) No (**skip to next section**)

Q6. How did you contact the Railroad Retirement Board Field Office?

- 1) National Toll Free number
- 2) Direct Field Office number

Consider the most recent contact you have had with the Railroad Retirement Board Field Office. On a scale from **1** to **10** where **1** means “**Poor**” and **10** means “**Excellent,**” please rate the following:

- Q7. The ease of contacting the Railroad Retirement Board
- Q8. The courtesy of its personnel
- Q9. The professionalism of its personnel
- Q10. The responsiveness of its personnel
- Q11. The clarity of the information provided to you
- Q12. The accuracy of the information provided to you

- Q13. Did you receive the business information you needed?
 - 1) Yes
 - 2) No

Internet Contact: RRB.GOV

Q14. Have you accessed RRB.GOV for business purposes (not personal) within the last 3 months?

- 1) Yes
- 2) No (**skip to next section**)

Q15. Did you access any of the following? (Select all that apply)

- 1) Forms
- 2) Employer Reporting Information
- 3) Agency Reports
- 4) Press releases
- 5) None of the above (**skip to next section**)

Q16. Did you also access any of the following? (Select all that apply)

- 1) Program Letters
- 2) Training Videos
- 3) Employer Reporting Instructions
- 4) Other (please specify)_____

Q17. (**If Q14=1,2,3,4 or Q15=1,2,3,4**) Did you find the business information you needed?

- 1) Yes

2) No

Q18. (If Q13=Yes) On a scale from 1 to 10 where 1 means “Poor” and 10 means “Excellent,” please rate the clarity of information provided to you.

Internet Contact: Employer Reporting Services – ERSNet System

Q19. Have you accessed the on-line Employer Reporting System-ERSNet to access Reporting Forms since January 1, 2015?

- 1) Yes
- 2) No (skip to next section)

Q20. (If Q18=1) Which of the following forms did you use? (select all that apply)

<ul style="list-style-type: none"> a) BA-4, Report of Creditable Compensation Adjustments, b) BA-6a, BA-6 Address Report, c) GL-129/129a, Request for Verification of Service & Compensation, and reply.
<ul style="list-style-type: none"> d) ID-4K, Prepayment Notice of Employee’s Application and Claims for Benefits, e) ID-4E, Notice of RUIA Claim Determinations
<ul style="list-style-type: none"> f) BA-3, Annual Report of Creditable Compensation g) BA-11, Report of Gross Earnings

Thinking about your experience with these forms, please rate the following on a scale from 1 to 10 where 1 means “Poor” and 10 means “Excellent”:

- Q21. Ease of understanding the instructions on the forms
- Q22. Accuracy of the instructions
- Q23. Ease of using the online form
- Q24. Helpfulness of the ERSNet System in fulfilling your reporting obligations
- Q25. Do you think the ERSNet System is providing the services you need?
 - 1) Yes
 - 2) No

Q26. All suggestions are valuable, please describe any suggestions you have for changes or improvements to the Employer Reporting System (ERSNet System). (open-end)

Quality Reporting Services Contact

- Q27. Have you contacted the Quality Reporting Service Center via phone in the last year?
 - 1) Yes
 - 2) No (skip to next section)

Consider the most recent contact you have had with the Quality Reporting Service Center. On a scale from 1 to 10 where 1 means “Poor” and 10 means “Excellent,” please rate the following:

- Q28. The ease of contacting the Quality Reporting Service Center
- Q29. The courtesy of its personnel

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- Q30. The professionalism of its personnel
- Q31. The responsiveness of its personnel
- Q32. The clarity of the information provided to you
- Q33. The accuracy of the information provided to you
- Q34. Did you receive the business information you needed?
- 1) Yes
 - 2) No

Quality Reporting Services Training

- Q35. Have you received any training from the Quality Reporting Service Center?
- 1) Yes
 - 2) No **(skip to next section)**
- Q36. Please select the month and year of the training. **(Month 1-12 and year (2000 – 2014) drop down included)**
- Q37. On a scale from **1** to **10** where **1 means “Not at all”** and **10 means “Very Much,”** please rate the extent to which the training helped you to better assist your employees regarding their benefits.
- Q38. Did you receive the business information you needed?
- 1) Yes
 - 2) No
- Q39. Please describe any suggestions you have for training topics. **(open-end)**

ACSI Benchmark Questions

- Q40. On a scale from **1** to **10** where **1 means “Not at All Satisfied”** and **10 means “Extremely Satisfied,”** how satisfied are you with services provided by the Railroad Retirement Board?
- Q41. Using a 10-point scale on which **1 now means “Does Not Meet Expectations”** and **10 means “Exceeds Expectations,”** to what extent have the services provided by the Railroad Retirement Board fallen short of or exceeded your expectations?
- Q42. Forget for a moment your experiences with the Railroad Retirement Board. Now, imagine an ideal organization that provides assistance to Rail Employers regarding benefits to rail employees. How well do you think the Railroad Retirement Board compares with that ideal organization? Please use a 10-point scale on which **1 means “Very Far from Ideal”** and **10 means “Very Close to Ideal.”**

Outcome Measures (Do not read)

- Q43. Using a 10-point scale on which **1 means “Not At All Confident”** and **10 means “Very Confident,”** how confident are you that the Railroad Retirement Board will do a good job in providing assistance to you in the future?
- Q44. Please describe any suggestions you have for changes or improvements to Reporting Forms. **(open-end)**
- Q45. Is there any additional information that you would like to provide the Railroad Retirement Board to help them better assist you in the future. Please describe. **(open-end)**

Thank you for your time. The Railroad Retirement Board appreciates your views and will use them to better serve its customers. Have a nice day!