



# American Customer Satisfaction Index Railroad Retirement Board

## Rail Employers Customer Satisfaction Study

April-May, 2015



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## **Introduction and Methodology**

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The American Customer Satisfaction Index (ACSI) is the national indicator of customer evaluations of the quality of goods and services available to U.S. residents. It is the only uniform, cross-industry/government measure of customer satisfaction. Since 1994, the ACSI has measured satisfaction, its causes, and its effects, for seven economic sectors, 43 industries, more than 200 private sector companies, two types of local government services, the U.S. Postal Service, and the Internal Revenue Service. The ACSI has measured more than 100 programs of Federal Government agencies since 1999. This allows benchmarking between the public and private sectors and provides information unique to each agency on how its activities that interface with the public affect the satisfaction of customers. The effects of satisfaction are estimated, in turn, on specific objectives (such as public trust).

### **Customer Background**

The Railroad Retirement Board chose the Rail Employers segment to measure in 2015.

### **Data Collection**

The Railroad Retirement Board provided a sample list of 1,159 Employer contacts. E-mailed invitations were sent to this list on 4/6/15, with follow-up e-mails sent on 4/15 and 4/20. On 4/27, the e-mail survey fielding closed, with a total of 162 valid responses.

Phone surveys began on 4/28 in order to obtain a total of 300 responses for the study. An additional 138 phone survey responses were received between 4/28 and 5/7, bringing the total respondent count to 300.

### **Reporting**

The questionnaire used is shown in Appendix A. The questionnaire was developed through a collaborative effort between CFI Group and the Railroad Retirement Board to measure overall satisfaction with RRB for Rail Employers.

Most of the questions in the survey asked the respondent to rate items on a 1 to 10 scale. Results to these questions are reported on a scale of 0 to 100 and are included in Appendix C. Aggregate scores are included in these tables, as well as comparisons of scores by employer segment. Responses to non-modeled questions such as multiple-choice questions and yes/no were included for background information on the respondents. The results for these non-modeled questions are included in Appendix B. A full listing of verbatim comments from respondents is provided in Appendix D.

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### Customer Satisfaction (ACSI)

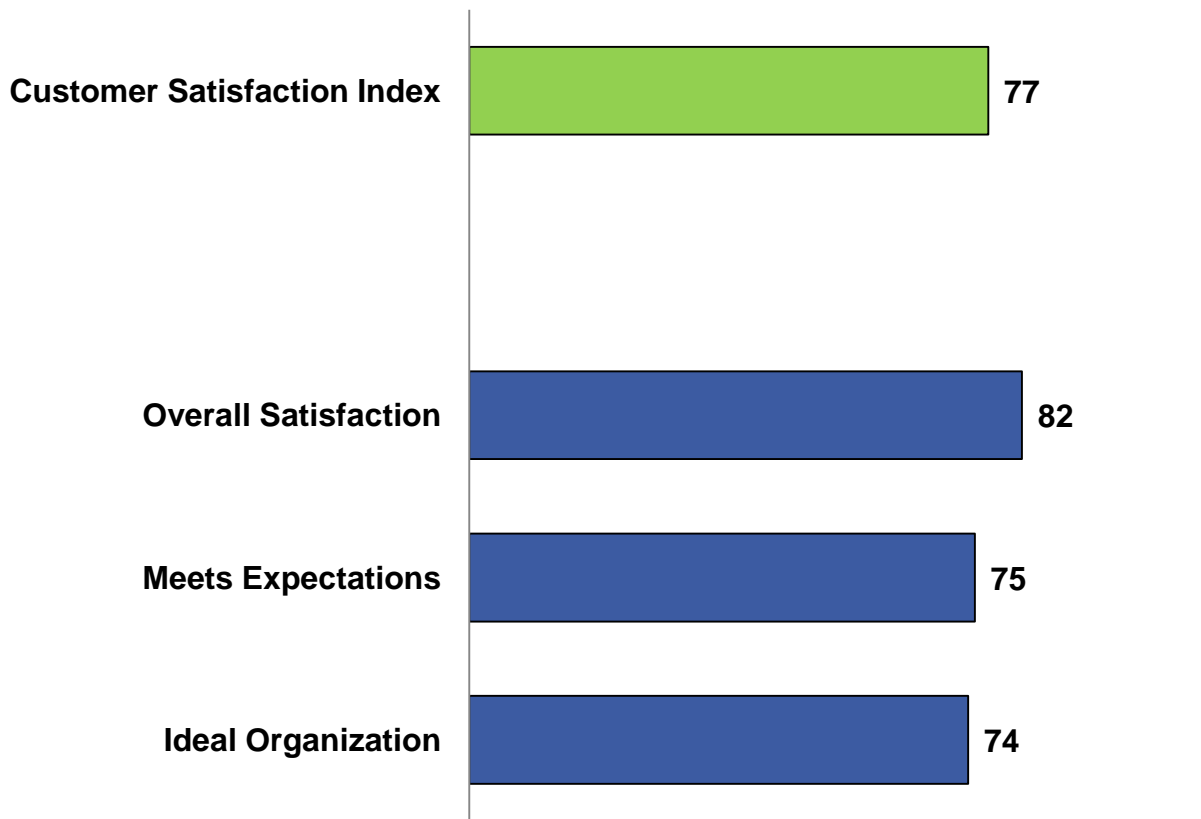
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The **Customer Satisfaction Index (CSI)** is a weighted average of three questions in the questionnaire in Appendix A. The questions are answered on 1-10 scale and converted to a 0-100 scale for reporting purposes. The three questions measure: Overall satisfaction (Q40); Satisfaction compared to expectations (Q41); and Satisfaction compared to an 'ideal' organization (Q42). The model assigns the weights to each question in a way that maximizes the ability of the index to predict changes in agency outcomes.

**The 2015 Customer Satisfaction Index (CSI) for RRB Rail Employers Segment is 77.** Overall satisfaction is strong at 82, while there is opportunity to improve employer perception around how closely the RRB compares to employer expectations and to their vision of an ideal organization.

#### Customer Satisfaction Index

April-May, 2015



N=300

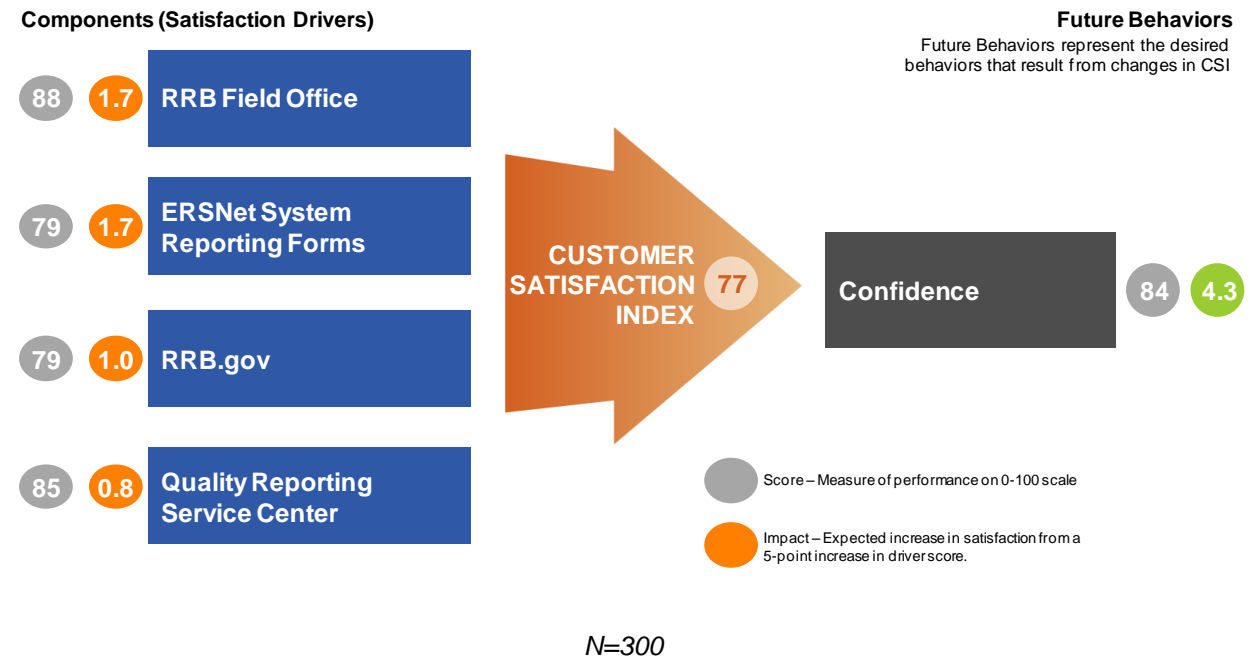
## Benchmarks

The Railroad Retirement Board Employers Segment compares competitively with other Federal Government agencies using the ACSI methodology, and well above aggregated industry benchmarks such as the Government Contact Center Study and the Public Sector average produced by the ACSI.

Agency	Segment	CSI
National Recreation Reservation Service	Field Staff Users	90
USDA Food Safety Inspection Service	OCIO Service Desk Users	84
Federal Trade Commission	Contact Center Users	81
NASA	Earth Observing Data/IS Users	78
<i>Railroad Retirement Board</i>	<i>Employers</i>	<i>77</i>
Department of Education	Federal Loan Servicers	75
PBGC	Practitioners	73
Public Sector	2014 Government Contact Center Study – All respondents	67
Public Sector	ACSI Federal Government	65

## Customer Satisfaction Model

### 2015 RRB Rail Employers Segment - Customer Satisfaction Model



RRB can use the scores and impacts from the model shown above to target areas for improvement that will have the greatest leverage on Customer Satisfaction and desired outcomes.

Attribute scores are the mean (average) respondent scores to each individual question that was asked in the survey. Respondents are asked to rate each item on a 1-10 scale with “1” being “poor” and “10” being “excellent.” CFI Group converts the mean responses to these items to a 0-100 scale for reporting purposes. It is important to note that these scores are averages, not percentages. The score is best thought of as an index, with 0 meaning “poor” and 100 meaning “excellent.”

A component score is the weighted average of the individual attribute ratings given by each respondent to the questions presented in the survey. A score is a relative measure of performance for a component, as given for a particular set of respondents.

Impacts should be read as the effect on the subsequent component if the initial driver (component) were to be improved or decreased by five points. For example, if the score for RRB.gov Center increased by 5 points (79 to 84), Customer Satisfaction would increase by the amount of its impact, 1.0 points, (from 77 to 78). Similarly, if Customer Satisfaction were to increase by 5 points, ‘Confidence in RRB’ would increase by 4.3 points from 84 to 88.3. If the driver increases by less than or more than five points, the resulting change in the subsequent component would be the corresponding fraction of the original impact. Impacts are additive. Thus, if multiple areas were to each improve by 5 points the related improvement in satisfaction will be the sum of the impacts.

As with scores, impacts are also relative to one another. A low impact does not mean a component is unimportant. Rather, it means that a five-point change in that one component is unlikely to result in much improvement in Satisfaction at this time. Therefore, components with higher impacts are generally recommended for improvement first, especially if scores are lower for those components.



Since only 10% of respondents received training from the Quality Reporting Service Center, this component was not included in the model for the purposes of calculating an impact. Scores indicating performance on a 0 to 100 scale were, however, calculated for Training.

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## Drivers of Customer Satisfaction

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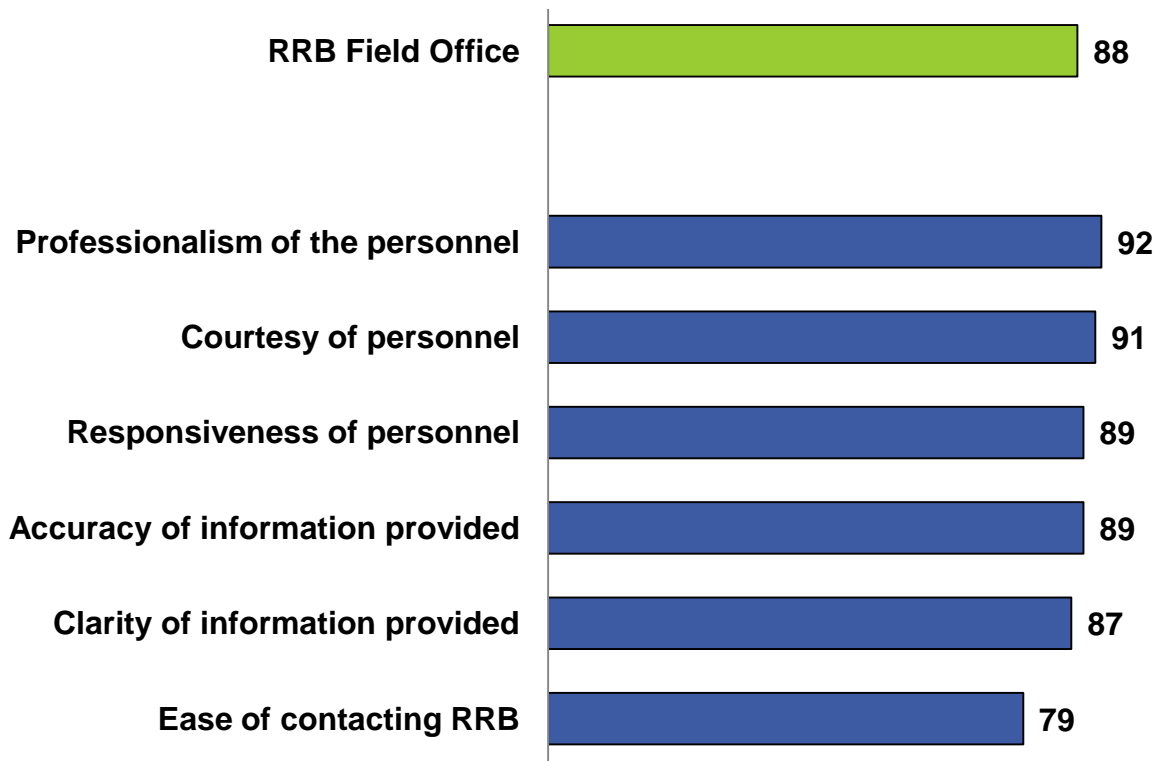
### RRB Field Office

#### *Impact 1.7*

Slightly less than half (44%) of respondents contacted a Railroad Retirement Board Field Office for business purposes within the last three months, with the majority of those (57%) doing so by using a direct Field Office number (as opposed to the National Toll Free number). The Field Office experience is the highest rated aspect of the employer experience at 88, and along with the ERSNet System has the most leverage on customer satisfaction. With all but one attribute of the experience scoring in the high 80s or low 90's, maintaining this level of strong performance should be the goal here and should remain a key initiative. The primary area of opportunity with the Field Office is with respect to Ease of contacting the RRB (79).

### RRB Field Office

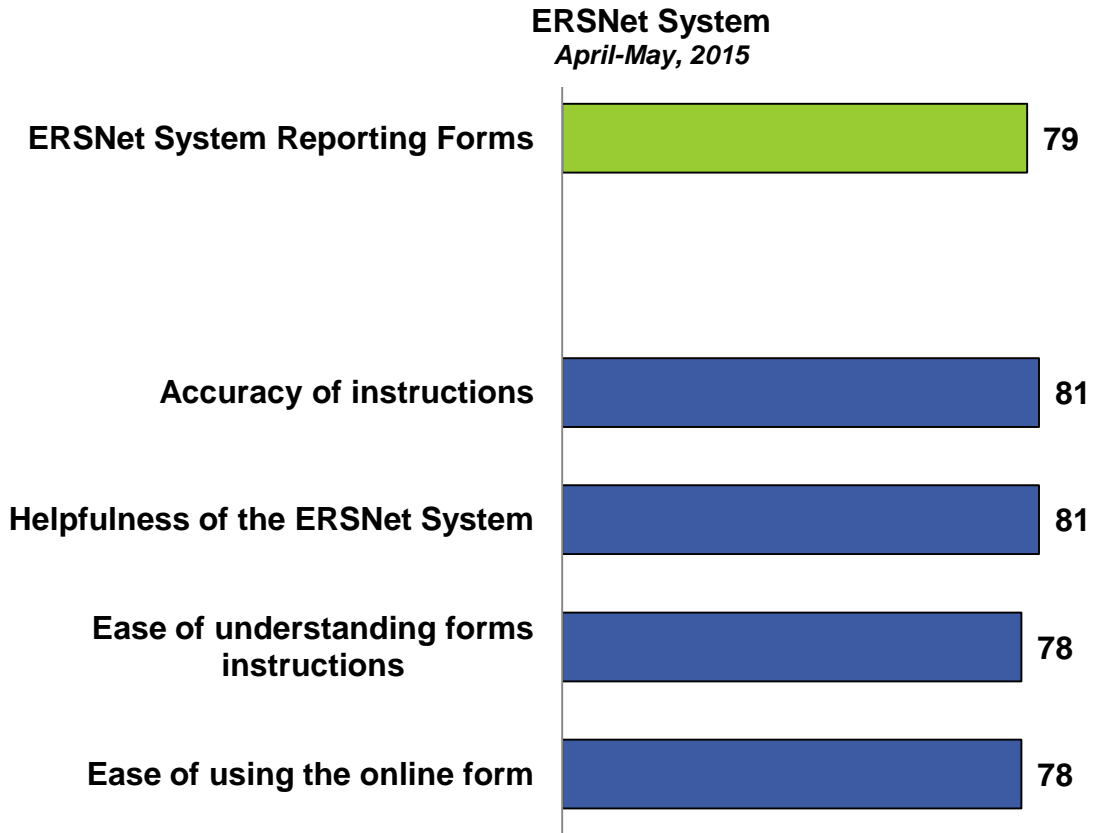
*April-May, 2015*



**ERSNet System**

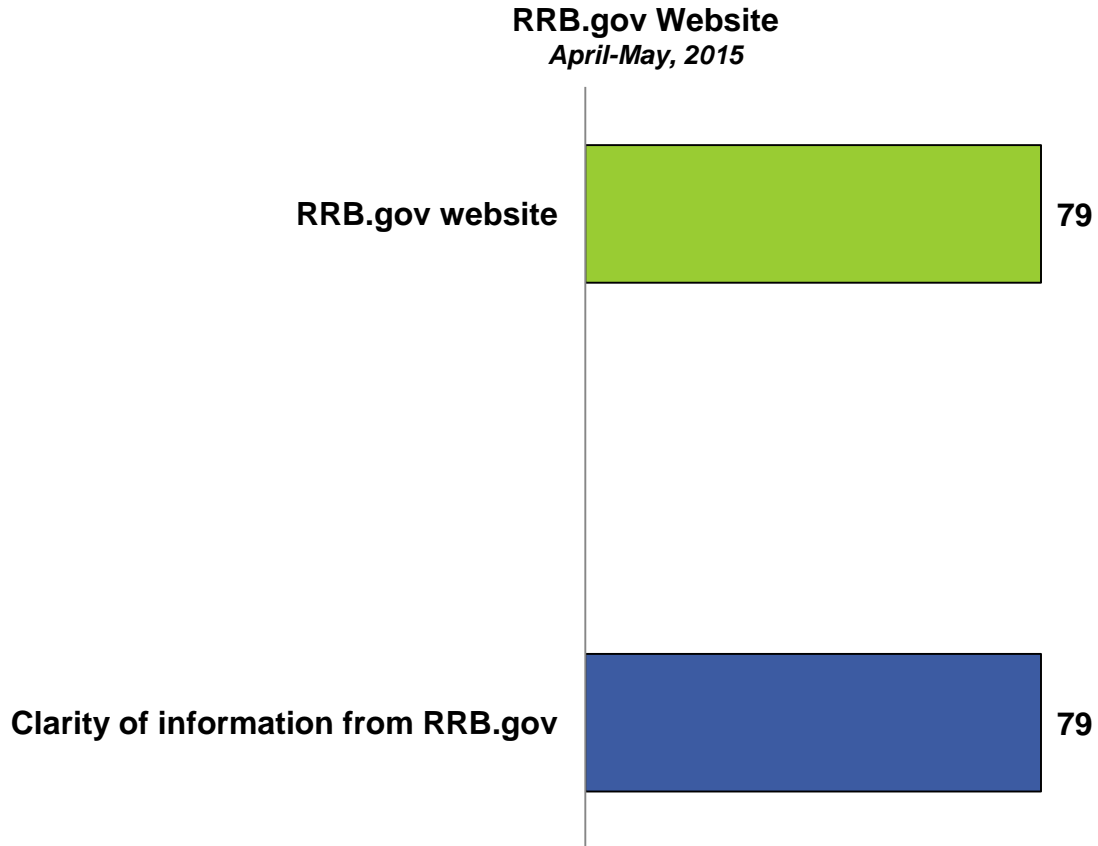
***Impact 1.7***

Nearly two-thirds (65%) of employer respondents reported accessing the online ERSNet system since January 1, 2015. With a score of 79, the system is largely meeting the needs of employers, though there is opportunity for improvement. Improving the clarity of instructions on the forms provides the most opportunity to improve the experience with the ERSNet System, with a score of 78 for Ease of Understanding the Instructions on the Forms. The ERSNet System influences customer satisfaction significantly (1.7) and is a vital component of the service experience for rail employers. 96% of respondents who accessed the system stated that the system provides the services they need, an excellent indicator of the usefulness of the tool.



**RRB.gov Website**  
**Impact 1.0**

75% of employer respondents reported accessing RRB.gov in the past three months. Respondents indicated relatively strong satisfaction with the Clarity of Information provided on the website (79). The website experience has moderate leverage on customer satisfaction, so maintaining efforts to provide clear information in a user-friendly manner for employers should remain a focus.



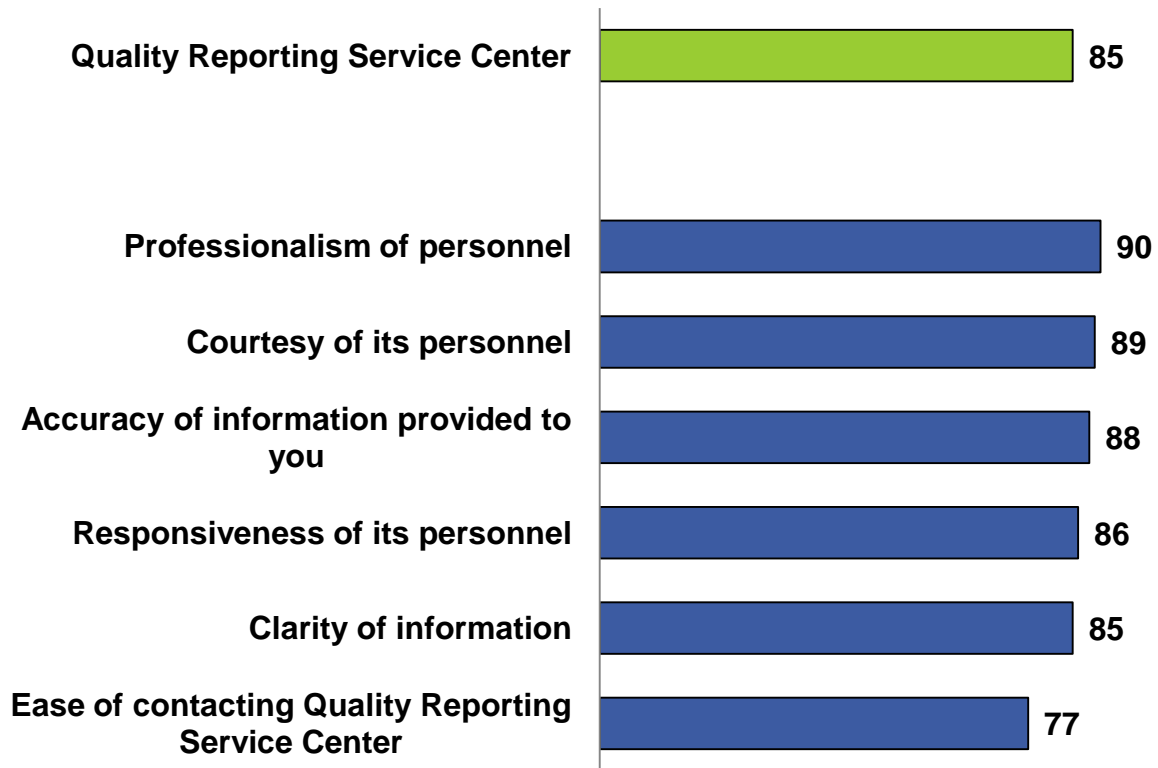
98% of those who visited the website found the information they needed on RRB.gov. The most commonly cited items accessed were \*Employer Reporting Information (75%), \*Forms (74%), and \*Employer Reporting Instructions (64%).

*\*Multi-select question*

**Quality Reporting Service Center**  
*Impact 0.8*

The Quality Reporting Service Center was utilized by 30% of employer respondents. This aspect of the experience carries the least relative leverage on customer satisfaction and is performing very well at 85. Employers are particularly pleased with the Professionalism (90), Courtesy (89), and Accuracy of information provided by representatives. An outstanding 94% of respondents reported that they received the business information they needed. The primary area for improvement is around the Ease of contacting the Quality Reporting Service Center, though the score of 77 is not an indicator of poor performance here.

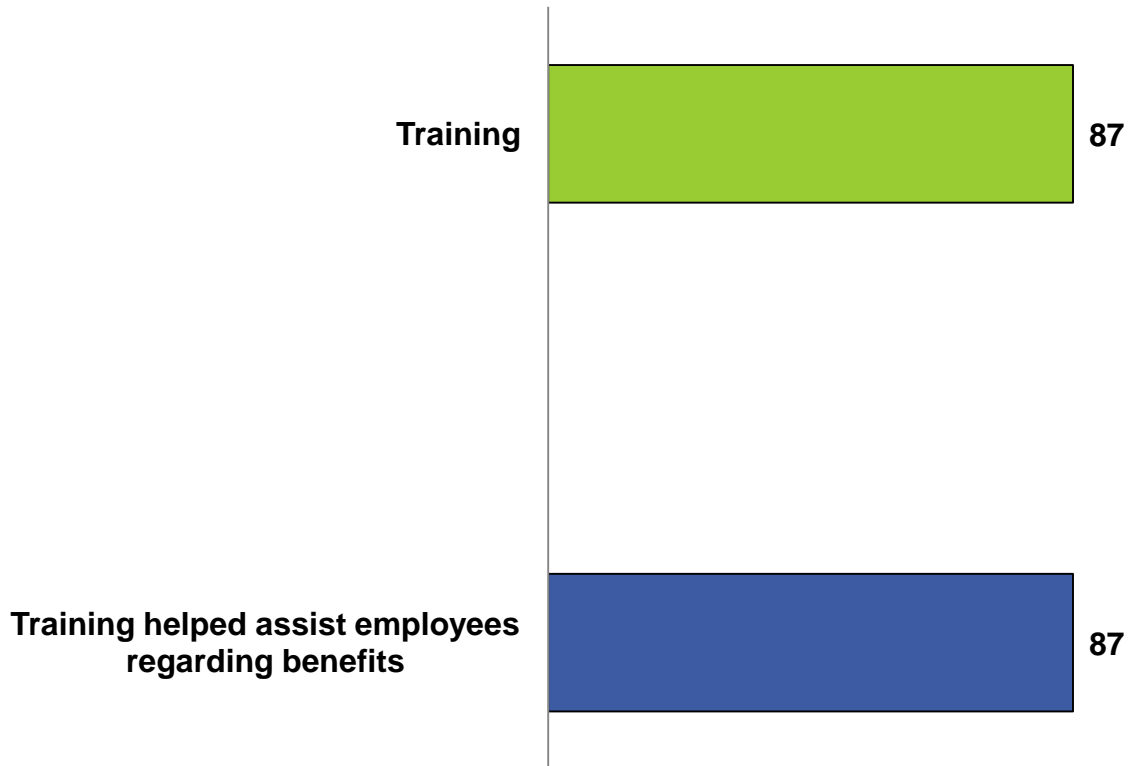
**Quality Reporting Service Center**  
*April-May, 2015*



### Quality Reporting Service Center Training

*Impact N/A (low sample)*

Only 10% of respondents received training from the Quality Reporting Service Center, and those who did rated it very highly, scoring 87 in response to the extent to which the training helped them better assist their employees regarding their benefits. 100% of respondents who received training stated that they received the business information they needed from the training.



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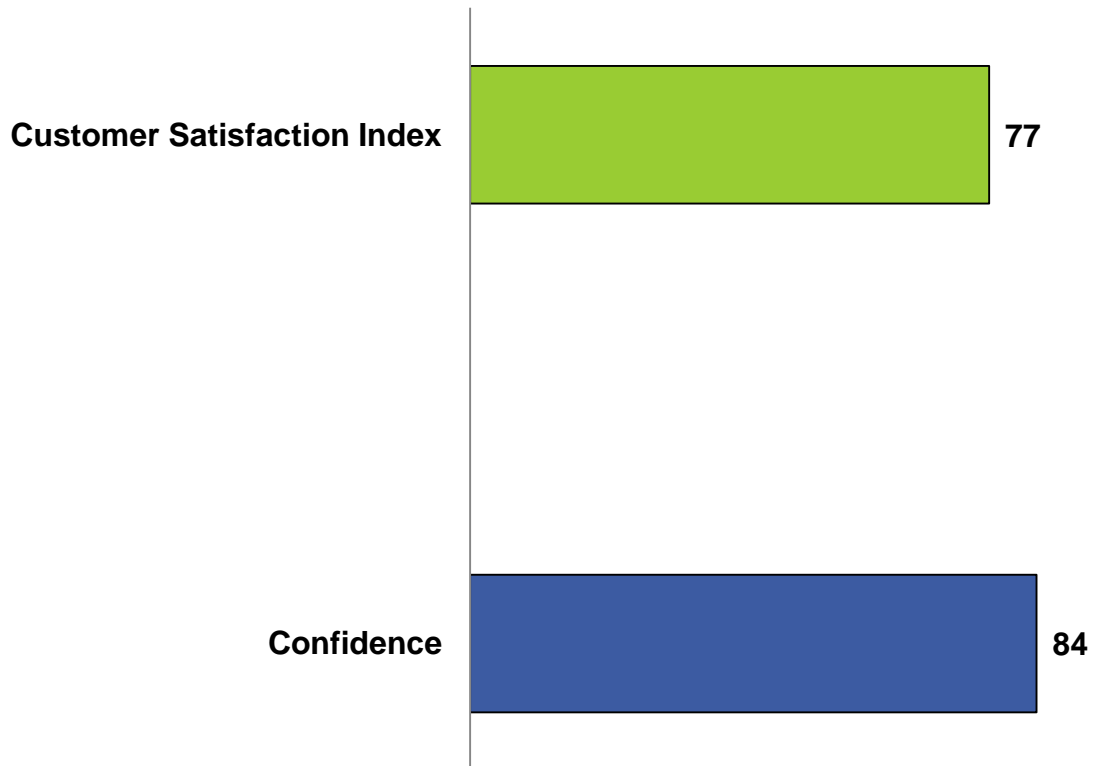
## Outcomes

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Employers were asked to rate on a 1-10 scale their confidence that the Railroad Retirement Board will do a good job in providing assistance to them in the future. Respondents indicated an aggregate score of 84 for this outcome, indicating strong belief that the RRB will continue doing a good job in providing assistance. Customer Satisfaction has an impact of 4.3 on Employer Confidence, reflecting that there is nearly a one-to-one relationship between changes in satisfaction and changes in confidence.

### Confidence *Impact 4.3*

#### Confidence in RRB *April-May, 2015*



## Experience with One or More Than One Railroad

More than three quarters (77%) based their survey responses on experience with a single railroad. These employers reported higher scores nearly across the board than those who had experience with multiple railroads, including a 5 point difference in Customer Satisfaction Index (79 vs. 74). Training was the exception, with those with experience with multiple railroads scoring 3 points higher than those basing their responses on one railroad (89 vs. 86), though that component's smaller sample size (31 in all) must be considered

There were very few significant differences between the ratings from Spouse to Widow and Initial Widow segments at the 90% confidence level, all of which were found at the question level within the Quality Reporting Service Center component (questions where significant differences were found are highlighted in the table below).

The largest score differences at the component level are seen in the Quality Reporting Service Center (6 points) and the RRB Field Office (4 points); both areas that rely on interaction with RRB personnel. By contrast, the RRB.gov website and ERSNet System Reporting Forms showed only very narrow score differences (1 and 2 points, respectively).

### Scores by Segment *Experience with one or more than one railroad*

	More than one Railroad	One Railroad Only
	Scores	
Sample Size	70	230
<b>RRB Field Office</b>	<b>85</b>	<b>89</b>
Ease of contacting RRB	78	79
Courtesy of personnel	91	92
Professionalism of the personnel	91	92
Responsiveness of personnel	87	89
Clarity of information provided	83	88
Accuracy of information provided	85	90
<b>RRB.gov website</b>	<b>76</b>	<b>80</b>
Clarity of information from RRB.gov	76	80
<b>ERSNet System Reporting Forms</b>	<b>78</b>	<b>80</b>
Ease of understanding forms instructions	76	79
Accuracy of instructions	78	82
Ease of using the online form	76	79
Helpfulness of the ERSNet System	80	81
<b>Quality Reporting Service Center</b>	<b>81</b>	<b>87</b>
Ease of contacting Quality Reporting Service Center	72	80
Courtesy of its personnel	86	91
Professionalism of personnel	88	91
Responsiveness of its personnel	80	89
Clarity of information	79	88
Accuracy of information provided to you	83	90

<b>Training</b>	<b>89</b>	<b>86</b>
Training helped assist employees regarding benefits	89	86
<b>Customer Satisfaction Index</b>	<b>74</b>	<b>79</b>
Overall Satisfaction	78	83
Meets Expectations	72	76
Ideal Organization	69	76
<b>Confidence</b>	<b>80</b>	<b>84</b>
Confident RRB will do a good job in future	80	84

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## Summary and Recommendations

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With a Customer Satisfaction Index of 77, Rail employers are generally satisfied with the services provided by the Railroad Retirement Board, while indicating some areas for improvement. This CSI score is competitive with other measured Government Agencies and indices. The Overall Satisfaction measurement within the Customer Satisfaction Index was rated as 82, and satisfaction driver scores ranged from 79 to 88; all positive signals of strong performance.

RRB Field Offices are a significant strength within the organization, as rail employers rated their experience with the Field Offices at an outstanding 88 – the highest of any measured satisfaction driver. Field Offices (along with ERSNet Reporting Services) also carry the most leverage on satisfaction. Thus, maintain the high level of service currently being delivered from RRB Field Offices should remain a key focus of the organization.

The ERSNet System represents the greatest area of opportunity. Nearly two-thirds of respondents (65%) reported having used the system since the beginning of the year, and while its score of 79 represents a relatively strong satisfaction, it is (along with RRB.gov) the lowest scoring aspect of the employer experience and has the same high degree of leverage that RRB Field Offices do. Consequently, any improvements in this area will reap the most benefits in terms of driving satisfaction higher. In particular, any efforts to make forms instructions and the online form easier to use will be most likely to result in higher satisfaction levels.

The 75% of respondents who had accessed RRB.gov in the past three months are generally pleased with the clarity of information on the website (79), and nearly all (98%) found the information they needed on the site. This component has a moderate impact on customer satisfaction, so maintaining this level of performance or even boosting it incrementally will influence customer satisfaction.

The Quality Reporting Service Center is a significant strength of Railroad Retirement Board based on its score of 85 among the 30% of respondents who contacted the Service Center. Rail employers are specifically pleased with the Professionalism (90) and Courtesy (89) of personnel, as well as the Accuracy of Information (88) and Responsiveness of Personnel (86). This driver has the least amount of leverage on customer satisfaction of the drivers, in part due to the fact that less than one third of respondents recently utilized the center. 94% of those who contacted the center obtained the information they needed.

While only 10% of respondents experienced recent training from the Quality Reporting Service Center, those who did were quite pleased based on the score of 87. This provides a strong indication that the training will be effective in helping employers assist their employees regarding their benefits. Promoting the Service Center's training capabilities to employers to encourage more participation may be a way to increase the number of positive interactions with the RRB and promote additional goodwill.

In examining responses from those who had experience with just one railroad as opposed to multiple, customer satisfaction, as well as most measured areas, is higher among employers who only dealt with one railroad. The contrast is most notable in those areas that rely in interaction with people; namely the



RRB Field Offices and the Quality Reporting Service Center. This outcome is not unexpected, as familiarity and consistency lead to an understanding of mutual expectations.

Employers responding to the survey expressed a high degree of confidence (84) that the RRB will do a good job in providing assistance to them in the future, evidence of the overall positive relationship between employers and the Railroad Retirement Board.

## **APPENDIX A : Survey Questionnaire**

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# 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**

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#### Introduction

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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.

If you receive more than one survey via different email addresses, please only complete the survey once. Individual companies may have more than one employee who responds to the survey.

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](mailto:surveyhelp@cfigroup.com).

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#### Screening Questions

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

- Yes  
No

How many employees does your organization have?

- 0 – 20  
21 – 50  
51 – 100  
101 – 1,000  
1,001 – 10,000  
10,001+

What department do you work in?

- Human Resources  
Labor Relations  
Payroll  
Taxation  
Other (please specify) \_\_\_\_\_

How many years have you been in your current position?

- 0-2
- 3-5
- 6-10
- More than 10

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**Field Service**

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

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

How did you contact the Railroad Retirement Board Field Office?

- National Toll Free number
- 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:

- The ease of contacting the Railroad Retirement Board
- The courtesy of its personnel
- The professionalism of its personnel
- The responsiveness of its personnel
- The clarity of the information provided to you
- The accuracy of the information provided to you

Did you receive the business information you needed?

- Yes (**go to Q14**)
- No (**go to Q13A**)

Q13A. Please explain why you feel you did not receive the business information you need. (**Open-end**)

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**Internet Contact: RRB.GOV**

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

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

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

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

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

- Program Letters
- Training Videos
- Employer Reporting Instructions
- Other (please specify)\_\_\_\_\_

(If Q15=1,2,3,4 or Q16=1,2,3,4) Did you find the business information you needed?

- Yes (go to Q18)
- No (go to Q17A)

Q17A. Please explain why you feel you did not receive the business information need. (open-end)

(If Q14=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.

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**Internet Contact: Employer Reporting Services – ERSNet System**

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

- Yes
- No (skip to next section)

(If Q19=1) Which of the following forms did you use? (select all that apply)

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

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”:

- Ease of understanding the instructions on the forms
- Accuracy of the instructions
- Ease of using the online form
- Helpfulness of the ERSNet System in fulfilling your reporting obligations

Do you think the ERSNet System is providing the services you need?

- Yes
- No

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

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**Quality Reporting Services Contact**


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Have you contacted the Quality Reporting Service Center via phone in the last year?

Yes

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:

The ease of contacting the Quality Reporting Service Center

The courtesy of its personnel

The professionalism of its personnel

The responsiveness of its personnel

The clarity of the information provided to you

The accuracy of the information provided to you

Did you receive the business information you needed?

Yes (go to Q35)

No (go to Q34A)

Q34A. Please explain why you feel you did not receive the business information you need. (**open-end**)

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**Quality Reporting Services Training**


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Have you received any training from the Quality Reporting Service Center?

Yes

No (**skip to next section**)

Please select the month and year of the training. (**Month 1-12 and year (2000 – 2014) drop down included**)

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.

Did you receive the business information you needed?

Yes (go to Q39)

No (go to Q38A)

Q38A. Please explain why you feel you did not receive the business information you need. (**open-end**)

Please describe any suggestions you have for training topics. (**open-end**)

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**ACSI Benchmark Questions**


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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?

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?

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.”

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**Outcome Measures (Do not read)**

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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?

Please describe any suggestions you have for changes or improvements to Reporting Forms. (**open-end**)

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!



## **APPENDIX B: Non-modeled Questions**

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## Aggregate: Non-Modeled Response Data

	Response Count		
	Percent	Frequency	CSI
<b>Survey Type</b>			
Phone	46%	138	80
E-Mail	54%	162	75
<b>Number of Respondents</b>		<b>300</b>	

<b>Experience with more than one railroad</b>			
Yes	23%	70	74
No	77%	230	79
<b>Number of Respondents</b>		<b>300</b>	

<b>Number of employees</b>			
0 - 20	38%	115	79
21 - 50	11%	33	72
51 - 100	15%	45	81
101 - 1,000	18%	53	78
1,001 - 10,000	9%	27	79
10,001+	9%	27	71
<b>Number of Respondents</b>		<b>300</b>	

<b>Department</b>			
Human Resources	17%	51	80
Labor Relations	2%	7	66
Payroll	34%	101	77
Taxation	4%	13	83
Other	43%	128	77
<b>Number of Respondents</b>		<b>300</b>	

<b>Years in current position</b>			
0-2	17%	52	77
3-5	18%	53	73
6-10	16%	48	76
More than 10	49%	147	80
<b>Number of Respondents</b>		<b>300</b>	

<b>Contacted RRB Field Office in last 3 months</b>			
Yes	44%	132	78
No	56%	168	77
<b>Number of Respondents</b>		<b>300</b>	

<b>How contacted RRB Field Office</b>			
National Toll Free number	43%	57	80
Direct Field Office number	57%	75	77
<b>Number of Respondents</b>		<b>132</b>	

<b>Received information you needed - RRB Field Office</b>			
Yes	95%	125	80
No	5%	7	43
<b>Number of Respondents</b>		<b>132</b>	

<b>Accessed RRB.gov for business purposes in last 3 months</b>			
Yes	75%	226	77
No	25%	74	78
<b>Number of Respondents</b>		<b>300</b>	

<b>Accessed any of these on website~</b>			
Forms	74%	168	79
Employer Reporting Information	75%	170	77
Agency Reports	15%	35	75
Press releases	23%	52	76
None of the above	7%	15	76
<b>Number of Respondents</b>		<b>226</b>	

<b>Accessed any of these on website - Others~</b>			
Program Letters	41%	86	81
Training Videos	4%	8	79
Employer Reporting Instructions	64%	136	77
Other	24%	51	77
<b>Number of Respondents</b>		<b>211</b>	

<b>Found information needed - RRB.gov</b>			
Yes	98%	207	78
No	2%	4	32
<b>Number of Respondents</b>		<b>211</b>	

<b>Accessed on-line ERSNet system since Jan 1</b>			
Yes	65%	196	78
No	35%	104	76
<b>Number of Respondents</b>		<b>300</b>	

<b>ERSNet Reporting Forms Used~</b>			
BA-4, Report of Creditable Compensation Adjustments	42%	82	79
BA-6a. BA-6 Address Report	44%	87	79
GL-129/129a, Request for Verification of Service & Compensation, and reply	10%	19	82
ID-4K, Prepayment Notice of Employee's Application and Claims for Benefits	23%	46	78
ID-4E, Notice of RUIA Claim Determinations	20%	39	79
BA-3, Annual Report of Creditable Compensation	80%	157	79
BA-11, Report of Gross Earnings	70%	138	79
<b>Number of Respondents</b>		<b>196</b>	

<b>ERSNet System provides services you need</b>			
Yes	96%	188	79
No	4%	8	52
<b>Number of Respondents</b>		<b>196</b>	

<b>Contacted Quality Reporting Service Center via phone</b>			
Yes	30%	89	76
No	70%	211	78
<b>Number of Respondents</b>		<b>300</b>	

<b>Received business information needed - Quality Reporting Services Contact</b>			
Yes	94%	84	78
No	6%	5	57
<b>Number of Respondents</b>		<b>89</b>	

<b>Received training from Quality Reporting Service Center</b>			
Received training	10%	31	80
Did not receive training	90%	269	77
<b>Number of Respondents</b>		<b>300</b>	

<b>Received business information needed - Quality Reporting Services Training</b>			
Yes	100%	31	80
No	0%	0	--
<b>Number of Respondents</b>		<b>31</b>	

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## **APPENDIX C: Score Tables**

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## Aggregate: Scores and Impacts

	<b>Scores</b>	<b>Aggregate Impact</b>
<b>Sample Size</b>	<b>300</b>	
<b>RRB Field Office</b>	<b>88</b>	<b>1.7</b>
Ease of contacting RRB	79	--
Courtesy of personnel	91	--
Professionalism of the personnel	92	--
Responsiveness of personnel	89	--
Clarity of information provided	87	--
Accuracy of information provided	89	--
<b>RRB.gov website</b>	<b>79</b>	<b>1.0</b>
Clarity of information from RRB.gov	79	--
<b>ERSNet System Reporting Forms</b>	<b>79</b>	<b>1.7</b>
Ease of understanding forms instructions	78	--
Accuracy of instructions	81	--
Ease of using the online form	78	--
Helpfulness of the ERSNet System	81	--
<b>Quality Reporting Service Center</b>	<b>85</b>	<b>0.8</b>
Ease of contacting Quality Reporting Service Center	77	--
Courtesy of its personnel	89	--
Professionalism of personnel	90	--
Responsiveness of its personnel	86	--
Clarity of information	85	--
Accuracy of information provided to you	88	--
<b>Training</b>	<b>87</b>	<b>N/A</b>
Training helped assist employees regarding benefits	87	--
<b>Customer Satisfaction Index</b>	<b>77</b>	<b>N/A</b>
Overall Satisfaction	82	--
Meets Expectations	75	--
Ideal Organization	74	--
<b>Confidence</b>	<b>84</b>	<b>4.3</b>
Confident RRB will do a good job in future	84	--

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## **APPENDIX D: Verbatim Comments**

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**Q3. What department do you work in (Other)?**

Administration

Management

Vice President

Finance

President

Main office

General administration

Corporate Accounting

Owner

Bookkeeping

Office Administrator

Management

General Manager of Operations

Office Manager

Accounting

Office

General manager.

Department of Transportation Manager, they actually fall under us.

Accounting

Mechanical

Management

Accounting

**Q3. What department do you work in (Other)?**

Office manager

Management Office

Employee Benefits

Administration

President

Treasurer/Controller

President

Manager of the Railroad

Office Manager

Management under the law division.

President

Treasurer

President

Owner

Transportation

General Manager

Owner

Accounting

Executive department

General Manger, executive.

General Manager

Accounting

Accounting

Office Manager

**Q13A. Please explain why you feel you did not receive the business information you need.**

I had a dispute on an unemployment decision and I was not able get the information on the decision that was made by the RRB in time for it to be relevant. I don't agree with the decision that they made to allow some former employees to collect unemployment benefits.

I haven't seen the billing information that they are redoing because yet again they are billing us the wrong amount.

My company is in a very unique set of circumstances, so not it's not always an easy answer to a question.

**Q16. Did you also access any of the following (Other)?**

None.

None

None

None

None

None

None.

None

None

The employee benefit.

Employee retirement benefit information.

None

None.

None.

None

None

None.

None.

None.

Filings

Didn't request any

None

None



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

I think it's the 4E, we need to have the payroll ID numbers on there. It makes it difficult to maneuver those in a timely fashion.

I got nothing.

I don't have any

None at this time.

None.

None

I sent in all the paperwork for my password last October and I'm still waiting on it. That's the only problem. Every time I call someone I just get a message.

It should be more user friendly. More streamlined.

I can't think of any

That you could print more things. I have a problem when I click on a form, it keeps them up as new items and I can't get them to stop showing up as new items. I also have problems with downloading the 4E, when I download it, it is not very beneficial at all.

I cannot think of anything at this time.

I would have to look into it deeper.

Nothing at this time.

I do not have any

None

I don't have any at this time.

I can't think of any at this time.

I had a problem with login information and I had to call three different people. There were no clear instructions on how to get my login information.

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

My biggest thing is that navigating needs to be more clear. I felt like guessing on most of it. I remember being frustrated with it because I wasn't sure if I was doing it right. Making it clear on how to get the form to come up and submit it; the buttons weren't very clear.

Easier help menus.

None

I have none.

None

It would be helpful if we could access more than one legal entity at a time. We have 85 railroads and it gets a little difficult to have so many logins.

I think it is a very good system.

I can't think of any, they were good last time I used it.

Provide a number as well for when you have to notify for sick or unemployed. That would make it easier to go back to a person's file, instead of having to search through old files. When you approve the employees, it implies that you need to then delete the file, but you really should not. It is very confusing. When I go to the forms, I view them and then print them out. But it still says I have to view them.

They have been pretty good to me.

If they went into a little more detail for the RUI-2 would be helpful. Also the reporting on the W2, how Tier 1 should be in box x and Tier 2 should be on box 18 or where it should go.

Nothing at this time.

When they set up my account I wasn't given the ability to approve and submit data and it took a long time to get that approval.

I have only used it twice. I reported the old paper way for 25 years. I have only been using it for a couple of years. The anxiety was just trying to remember what I did the last year. But this last year I didn't have any problems.

The only thing that I would say would be the BC-1 I don't see that that's online yet. So I always have to print out the report and type it in.

Nothing that I can think of.

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

There's an addition to the BA-3 where you are reporting the wages and unemployment return, the DC-1, the quarterly unemployment report, if there was a way to load the service months. There ought to be a way to compare it to tell you if it's in agreement or in balance because normally they tell you after the fact. When you report the annual summary that it should tell you if you are out of balance from what you reported in the quarterly ones.

I have none.

None at this time.

I don't know of anything right off

I don't have any

I don't have any suggestions now. They have always been there for me every time I contact them.

None, because we are so small they are working for us.

I had some trouble logging on. The folks I called were helpful so that is the only thing I've had a problem with.

It would be nice if all the forms were on there.

Have clearer instructions. It was hard to find the instructions and follow them. Once they are online it's great that they are online but actually knowing what I was doing the first time was really difficult.

The forms could be more user friendly. In one you have to go back and forth to be able to put in the information. The data input for the forms could be improved.

I don't have any

I am too new to help you at this time. Call me again in 4 or 5 years.

I don't have any at this time.

I don't have anything at this time

Honestly it would be hard at this time because I worked on that three months ago. At the time you are doing it sometimes you do see things that can be improved but then you forget about it when you are done.

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

I have just found out that somehow when you are typing into the BA-3 it can add letters to names so it somehow adds capital letters to the end of the names. I did it to mine so it's hard to make a correction. Even if you delete it and put it back in it keeps trying to pull up the wrong spelling.

I wish they would put all the forms on the ERSNet system. We still can't do some of our forms on the ERSNet System.

None.

It needs better instructions. When you have an error, you need it to zero in on where the errors are better. Once I know where they are, it is easy to correct them. Resetting your password is painful. They need to take out the "need to contact them" requirement. They never answer their phones 90% of the time, so needing to contact them to reset the password is useless. Security questions would be a better way to go. I like that you are doing this survey to find out ways to improve, which is definitely going in the right direction.

Having an online chat feature.

I am satisfied with it as it is.

Everything has got pretty quick and getting into the future.

If you go and look at something there is some confusion if the data you submitted was actually submitted or if you were working on finalizing it and have it sitting in the bank.

None that I can think of

None.

We are a smaller company and we have to have mag big and we do not have that, to be able to report things. We are not big enough to be able to have that here at our company. It would be great to be able to upload a format in Xcel would be great for us. I know that you can create a format. We spent two days trying to do that! So it would be nice to have the railroad put that together for us. The report that I find the most difficult is the BA-9. It is the most confusing on what numbers I am supposed to be reporting. It should be reported quarterly and it doesn't come up til the end of the year. It is in paper form. You don't have a form that you can type into. It is all on paper. It would be nicer to be able to do it on line.

None.

None.

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

Most railroads especially small ones, like short lines sometimes need something very simple and easy to do. Sometimes they don't need all the paperwork like bigger railroads because they don't have dedicated staff that do that all day long. I would suggest they consolidate some forms and make it a little less wordy.

None at this time.

When I put in the service month, if you click on automatic 12, then go back and undo 2 of them to 0, it is still there and when you go back to print it, it defaults back to all 12. If they could fix that and make it be easier it would be wonderful.

None.

They have problems for large files. Something needs to be done to make it more easily and quickly accessible. To be able to submit a large number for files more quickly. Being able to add access to forms would be nice. I'm still doing the BA-11 on paper because I'm not able to access it online.

None.

I don't have any suggestions.

I think it is quite good.

I don't have any right now.

I don't have any. Everything has been good so far.

It seems like I had to go back to my paper forms to figure out how to fill it out. The instructions on line did not seem to do the job for me.

I don't have any suggestions.

I would like to be able to go back and look at previous years' reports.

It would great if there was some way, that you make corrections easier. We had one person who was the one that put all the data in for all 180 people. Later we found out a calculation error, and she had to go back 180 times just to make one correction.

Just email notifications or updates. Keep us up to date.

None.

None

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

I can't think of anything right now.

I don't have anything.

I don't have any.

The website needs to be user friendly and hard to go through. Then when you are submitting you don't get a confirmation that you have.

None.

It would be nice to know which office within in the field office is the right one to contact about filing the forms and being in compliance. I got transferred around quite a lot before I got the right person.

None

None.

I was having a little bit of trouble with the forms for the people that are in disability. We were trying to pull up those reports and I was having trouble with some of those in ERSNet. I think it was that I couldn't pull it up or I was getting an email saying that I had a report to access but when I tried to pull them up there were zero forms even though I had received an email. I couldn't find the report to pull it up.

I don't have any.

It should be more user friendly. It is especially difficult for someone using it for the first time. I had to write out instructions (after I figured it out myself) so others in my company could use it easier.

None at this time

None.

None at this time

Nothing at this time.

**Q34A. Please explain why you feel you did not receive the business information you need.**

I have not been able to get a hold of them. I've just been leaving messages and they haven't gotten back to me. The last time I called was in February because then I got too busy and couldn't follow up again.

They never answered their phone. I have been working in this position for over 20 years, and over that whole time I have found that they don't answer their phones about 90% of the time.

**Q38A. Please explain why you feel you did not receive the business information you need.**

**\*No Responses**

**Q39. Please describe any suggestions you have for training topics.**

They are pretty good at covering the basis. Sometimes just a little clarity is needed but as far as topics they are doing good on that.

I don't have any suggestions.

None

I wish honestly I wish that all the agencies and vendors and customers were as easy to deal with as the people in Chicago. Very helpful, someone answers the phone. Quick response to email.

I don't have any.

I have none

None.

None

I can't think of anything right now.

We're a new railroad so they need an RRB for dummies basically. The training videos should be more current than from 2007 and 2008. It's not user friendly there is a lot of information and as a new railroad it's kind of hard to figure out what is going on sometimes.



**Q44. Please describe any suggestions you have for changes or improvements to Reporting Forms.**

The only thing I wish is that I could go back and look at past history for claims that have been processed. More so the 4E and 4K.

I don't work with any forms.

I really can't think of anything at this time.

No change no improvements.

Nothing specific. We are going to try to automate submitting the forms this year.

That would require me to go over each of the forms individually. I can't think of anything right of the top of my head.

Have fillable forms available online.

I have not used any of them yet.

I can't think of anything at this time.

They are pretty good and fairly easy to navigate.

More ease on the help menus.

The girl that does that for us hasn't complained about them lately so I wouldn't have any suggestions.

We are such a small company so they are fairly easy to follow.

Surveys are always a good idea for gathering feedback.

I don't know. They are pretty easy to use. Having filled out the forms for so many years. They are not terribly intuitive. So this would be a better question for a newbie I think.

I can't think of any right now.

I can't think of anything off hand as far as any changes.

I don't have a problem with those

Everything has been fairly clear.

**Q44. Please describe any suggestions you have for changes or improvements to Reporting Forms.**

We are ok with them as is.

I would not know that right now.

If they had an online form that I could complete or an online database I could retrieve my data from. Right now I have to fax it so if I fax it to them and then they fax me back it can take a couple of weeks.

Easier to access online.

I am not in a position to answer that. I have another person to the forms.

The software is very different than everything else I deal with but I found it easy to do once I learned the steps.

Add more forms, the quarterlies and annuals to the ERSNet system.

I am not able to do that.

Having all the forms online would help. I think that some forms are not online at this time.

The forms are done online and they are pretty upfront. Everything is pretty simple and everything fine.

The forms themselves are ok but clarifying the submitting process would be good.

I think the web site itself, it needs to be cleaned. Just finding information is difficult. Just reading through some of the information, it is from 2007. Some of the phone numbers are invalid. They are not accurate.

Consolidate them for smaller railroads and make them less wordy. Bigger railroads may have to fill everything out but smaller ones like us with only two employees may not need to fill out everything. Maybe make it like tiers or something.

Nothing than I already mentioned.

I don't really have any complaints from the accounting staff so I don't have any suggestions.

They meet our needs.

I only use the one form and it is fine.

Possibly all the updates that are made the year before are available the following year. I didn't see that when I came into this position, and I think it may have been helpful.

**Q44. Please describe any suggestions you have for changes or improvements to Reporting Forms.**

I would suggest them not to have Social Security Numbers on any of their documents.

Just the ease of use of the website, the forms themselves are self-explanatory .The navigation part is difficult and sometimes they make changes and don't tell you that you have to go to a new place to get those forms.

They are not the problem, the forms can stay the way they are.

I don't really have any suggestions.

I don't know if you already have the capability, but it seems that, for larger companies, it would be nice to be able to upload information for several employees all at once, instead of having to fill in information one cell at a time.

I don't know anything off the top of my head.

Not at this time I'm still too new to know if anything needs improvement.

Get rid of the g 44.

I am happy

I can't think of anything with that. I don't deal with the forms much.

**\*Irrelevant comments removed (ie. 'nothing' , 'I don't know', etc.)**

**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.**

They are pretty good so I don't have any suggestions.

The only thing I would say personally as a railroad employee is to get the passwords to get to the personal information. On the company side they are great and I don't have any complaints.

I'm not really sure of anything right now.

I don't have anything at this time.

I would have to look into it deeper before I could make any suggestions.

When we notify that an employee is sick, we have to go through a long process of filling out forms and mailing them. It is an antiquated way to do things. We should be able to do it online, or at least by fax.

I think the one problem I did have was that we didn't understand each other and I got that corrected and it was partly my fault so far you've done a good job.

Keep on automating. Maybe a better upload system like from a spreadsheet so I can upload the contribution data from a spreadsheet.

I think that it would be good if you could put in your parameters and get an estimate what your benefits would be down the road. I think that that would be pretty cool.

More access in terms of location. There is only one in New England that I am aware of.

I can't think of anything. Right now I think you have everything pretty well covered.

The only thing I would say is response time or ability to take phone calls. A lot of messages or return phone calls rather than being able to get a hold of people directly.

No. Now I am getting more familiar with the new system, everything seems to be going quite well. It was a little hard for me at first.

Have more web based things. More web based things would be welcomed.

The good thing is being able to go online and you also have your number to be able to get in touch with the offices to get responses.

No, nothing that I can come up with at this time.

**\*Irrelevant comments removed (ie. 'nothing' , 'I don't know' , etc.)**