



# RRB News

## U.S. Railroad Retirement Board

Office of Public Affairs 844 North Rush Street Chicago, Illinois 60611-2092

312-751-4777  
312-751-7154 (fax)  
www.rrb.gov

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### **RRB Customer Satisfaction Survey**

The U.S. Railroad Retirement Board earned a score of 75 in a recent American Customer Satisfaction Index (ACSI) survey, four points higher than the current overall Federal government score.

The ACSI survey focused on railroad workers who recently applied for and received unemployment or sickness benefits from the RRB. The survey found the RRB scoring highest (88) in the area of customer service, with respondents particularly praising the courtesy and professionalism of agency employees.

The unemployment and sickness benefit claims process received a score of 84, with most of those surveyed pleased with the ease in completing the necessary claim forms, but concerned with the time it takes to receive the forms. Instructional material provided to claimants for assistance in completing their benefit applications and claim forms was found to be helpful to most of those surveyed; however, many felt it should be easier to understand.

The RRB earned an overall quality score of 79 and a confidence index score of 83, indicating that its customers are satisfied with the service provided by the agency and are confident they will continue to be well served in the future. According to the overall survey scores, the RRB is allocating its resources efficiently.

Produced through a partnership of the University of Michigan Business School, the American Society for Quality and Claes Fornell International, the ACSI annually measures national customer satisfaction with corporate and government goods and services. Working with the Department of the Treasury's 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, that will have the biggest impact on an agency's ability to deliver the highest quality products and services.

This marks the second year that the RRB has participated in the survey. The RRB earned a score of 82 in a 2001 ACSI survey of its core constituency of railroad workers who had recently retired and were receiving monthly benefits from the agency.

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