



RRB News

U.S. Railroad Retirement Board

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RRB Online Service Rated "Excellent"

The quality of the U.S. Railroad Retirement Board's Internet service was recently documented in a San Francisco State University survey that ranked the RRB's Web site 12th out of 148 Federal government Web sites studied for excellence, as defined by the quality of their site services, help features, navigation, legitimacy, and accessibility. The RRB earned a total excellence score of 26, out of a possible 55, only 5 points below the highest score of 31. The survey studied Federal Web sites between January and April of 2002, as part of broader research that analyzes government Web sites in comparison to other public-sector sites, attempting to improve the quality and the services provided to users through government Web sites.

Through the RRB's Internet Web site at www.rrb.gov, any person or organization with Internet access, such as rail employees, employers, consultants, attorneys, genealogists, etc. can electronically download selected pamphlets, informational releases, financial reports, and other information on the agency's benefit programs and operations.

Other Internet services for employees and retirees currently available include the following: statements of individual railroad service and compensation history, replacement Medicare cards, duplicate benefit information statements for income tax purposes, and annuity rate verification letters. In March 2002, Web-based filing of an interactive RRB form for rail employer reporting was first made available with three more interactive forms to be offered later this year. **Main Line Internet Services**, a section on the RRB's Web site, provides a description of the security features that are employed to ensure privacy in all such transactions.

While most of these same rail employee and retiree services are available through the RRB's toll-free automated Help Line at 1-800-808-0772, or through any of the agency's 53 field offices nationwide, the RRB's Web site provides convenience with high-quality service.

An independent Federal agency headquartered in Chicago, the RRB administers the \$8.4 billion-a-year benefit programs provided under the Federal Railroad Retirement and Unemployment Insurance Acts covering the nation's railroad workforce and their families.

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