


Vision for the future

The RRB of the future will continue to be customer-focused, quality-driven, and fiscally responsible. Our overall mission and responsibilities as a Federal agency will remain unchanged, even though our organization may be smaller in terms of staff and budget resources. We will use creativity, automation and innovation to continue to deliver best-in-class service while ensuring cost-effective, efficient operations.

Our customers will have a broad range of choices for conducting their business with the agency, including more Internet options that will allow for private, secure transactions from the customer's home at any time of the day. Railroad employers will be able to conduct most, if not all, of their routine transactions with the RRB through secure and efficient electronic systems. Direct customer feedback will shape our planning efforts and enhance our responsiveness. Our customer service levels will serve as a standard of excellence for the rest of the Federal community.

The agency's internal culture will reflect a strong commitment to its employees, and a drive to ensure continual learning at all levels. Given the large percentage of employees who will be eligible for retirement, senior employees will engage in knowledge transfer and sharing as a top priority.

Our ultimate measure of success will be the sustained satisfaction level of our customers and our ability to respond to their needs and concerns.

RRB Mission Statement

The RRB's mission is to administer retirement/survivor and unemployment/sickness insurance benefit programs for railroad workers and their families under the Railroad Retirement Act and the Railroad Unemployment Insurance Act. These programs provide income protection during old age and in the event of disability, death or temporary unemployment and sickness. The RRB also administers aspects of the Medicare program and has administrative responsibilities under the Social Security Act and the Internal Revenue Code.

In carrying out its mission, the RRB will pay benefits to the right people, in the right amounts, in a timely manner, and will take appropriate action to safeguard our customers' trust funds. The RRB will treat every person who comes into contact with the agency with courtesy and concern, and respond to all inquiries promptly, accurately and clearly.



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U.S. Railroad Retirement Board

Strategic Plan

2003-2008



A Summary

Our goals and objectives

In accordance with the Government Performance and Results Act of 1993, Federal agencies, including the Railroad Retirement Board (RRB), have submitted strategic plans outlining performance goals for the years 2003-2008 to Congress and the White House Office of Management and Budget (OMB).

The RRB's plan lays out clearly defined goals and objectives for the agency in support of its mission, and lists how we plan to achieve these goals.

The plan reflects input and feedback from our stakeholders, including various customers in the railroad community, Congressional committees, OMB and the other Federal agencies with whom we interact, and the National Railroad Retirement Investment Trust, which was created by the Railroad Retirement and Survivors' Improvement Act of 2001 in order to manage and invest railroad retirement assets. The RRB's two main goals under the plan are summarized as follows.

● **Provide Excellent Customer Service.** Our objectives under this goal are to pay benefits accurately; pay benefits timely; provide relevant, timely and accurate information which is easy to understand; provide a range of choices in service delivery methods; and ensure efficient and effective business interactions with covered railroad employers.

● **Serve as Responsible Stewards for Our Customers' Trust Funds and Agency Resources.** Our objectives are to ensure that trust fund assets are projected, collected, recorded, and reported appropriately; ensure the integrity of benefit programs; ensure effectiveness, efficiency, and security of operations; and effectively carry out the responsibilities of the RRB under the Railroad Retirement and Survivors' Improvement Act of 2001 with respect to the activities of the National Railroad Retirement Investment Trust. (These responsibilities include reviewing the Trust's monthly reports, annual management reports, and annual audit reports of its financial statements in order to ensure the Trust's compliance with the provisions of the Railroad Retirement Act.)

We will also align our resources using a performance approach based on contribution to mission; coordinate our information technology environment and investments to most effectively and efficiently support our business needs; use outside sources and partnerships, when appropriate, to accomplish our mission; ensure that the RRB consistently pays the lowest price for products and services commensurate with quality, service, delivery and reliability; and recruit, hire, develop and retain a diverse work force with the skills required for mission-critical positions.

Our commitment

In order to ensure achievement of strategic goals, the Government Performance and Results Act provides that each agency also develop annual performance plans, which are submitted along with the agency's budget request for a fiscal year. The annual performance plan lays out specific goals and objectives, along with performance indicators and specific measurable targets. After the fiscal year, each agency must also report on how well it met the plan's goals.

The RRB's latest performance report, for fiscal year 2002, was included with the agency's annual performance plan for fiscal year 2005. This report compared actual performance to goals and showed that the RRB met or exceeded 77 percent of the reportable indicators. In those areas where the agency fell short, a number of steps have been taken to ensure performance levels are met in subsequent years.

The RRB will monitor its Strategic Plan annually, and update it as needed. At a minimum, the plan will be updated every three years as required to project five years into the future.

The complete Strategic Plan can be viewed on the RRB's Web site:
www.rrb.gov