



***MESSAGE FROM THE BOARD MEMBERS***

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## **Message from the Board Members**

This fiscal year 2006 Performance and Accountability Report highlights the goals and accomplishments of the Railroad Retirement Board (RRB) in achieving its mission of administering the retirement, disability, and survivor benefit program provided under the Railroad Retirement Act (RRA) and the unemployment and sickness insurance benefit program provided under the Railroad Unemployment Insurance Act (RUIA). This report describes our continuing efforts to provide timely and useful information to RRB managers, the Office of Management and Budget (OMB), the Congress, and our constituents. We are proud of the agency's dedicated employees whose achievements are reflected in this report.

The RRB has a long and distinguished tradition of excellence in serving our customers. In recent years, we have achieved high levels of accuracy and timeliness in the benefit programs we administer. We have also recorded very high levels of customer satisfaction as measured by the independently administered American Customer Satisfaction Index (ACSI) survey. The RRB has participated in 4 surveys since 2001. The previous 3 surveys included: initial employee retirees (2001), unemployment / sickness insurance beneficiaries (2002), and initial survivor beneficiaries (2005). In those surveys, we achieved overall scores of 82, 75, and 90 (out of a possible 100 points), respectively. In fiscal year 2006, we measured the satisfaction of our disability annuitants and are pleased to report an overall score of 85, which is 14 points higher than the current overall Federal score. This survey showed exceptionally high scores, ranging from 89 to 93, in the specific areas of courtesy, professionalism, responsiveness, and accuracy of our customer service personnel.

The adequacy and effectiveness of our management controls and the compliance of our financial management systems with government wide requirements is delineated in the Systems and Controls part of the Management's Discussion and Analysis section. That part also provides the status of the actions we are taking and progress we are making to correct Office of Inspector General identified material weaknesses in our information technology security program, performance measures, and the actuarial projection process. Also, the performance and financial data presented in this report are complete and reliable, except for the performance measures further discussed in the Systems and Controls Section.

We will continue to apply information technology and innovation to provide excellent customer service to the railroad employers, railroad employees, and the beneficiaries whom we serve. We are also committed to prudent stewardship over the agency trust funds and the administrative resources entrusted to us.

Original signed by:

Michael S. Schwartz, Chairman  
V. M. Speakman, Jr., Labor Member  
Jerome F. Keever, Management Member

October 31, 2006

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