PERFORMANCE SECTION

GOVERNMENT PERFORMANCE AND RESULTS ACT (GPRA) REPORT

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Performance Section - Government Performance and Results Act (GPRA) Report

The following performance report is based on the major goals and objectives from the RRB's Strategic Plan for 2003 – 2008. The indicators we developed support our mission and communicate our intentions to meet challenges and seek opportunities for greater efficiency, effectiveness, and economy.

To achieve our performance goals, the RRB holds managers accountable for achieving program results and improving program effectiveness by focusing on results, service quality, and customer satisfaction. In addition, the annual performance budget is used to help managers improve service delivery by requiring that they plan for meeting program objectives and by providing them with information about program results and service quality. To provide reasonable assurance that the reported performance information is relevant and reliable, performance goals are incorporated into performance standards for managers and supervisors, and monitored on an agency-wide basis. We have also implemented an initiative to conduct validation studies on selected indicators, and developed an administrative circular regarding documentation, validation and retention of performance data.

e-Government initiatives

Over the last several years, the RRB has implemented significant automation initiatives and other improvements. Because of these accomplishments, the RRB is able to operate with reduced resources and is continuing to streamline its operations with the assistance of information technology. We believe that significant new investments in information technology and further management improvements will help us to meet or exceed our customer service goals efficiently.

We are continuing to make services available over the Internet to railroad and labor employers. The RRB has developed a secure Internet-based Employer Reporting System (ERS) to accept reports from covered railroad and labor employers concerning employee service and compensation data. Through March 2006, approximately 55 percent of the total reporting employers were using the site. Nearly 5,900 forms were filed on ERS during fiscal year 2005 which reduced costs to the RRB and the employers. Based on the increased usage and comments from employers, we will continue to increase the number of forms and applications available on the Internet.

Version 3 of the System Processing Excess Earnings Data (SPEED) system was implemented during 2005. SPEED provides a single source for both retirement and survivor annuitant earnings information and will eventually automate annuity adjustments associated with work reports and excess earnings. With this release, SPEED automated adjustments to reinstate survivor cases after withholding for the appropriate number of months based on estimated annual earnings. In the early part of 2006, we added year-end survivor processing to automate survivor suspension actions, notices and call-ups for current year estimated excess earnings. We are now actively working on automating the retirement temporary work deduction adjustment process.

We added several new beneficiary online service options on the RRB’s website resulting in improved service to our customers with implementation of the RUIAnet system. This system provides both online unemployment applications and claims for benefits effective in March and November 2004, respectively. So far, about 15 percent of claimants are choosing to claim

unemployment insurance benefits online. In November 2005, we added a service enabling beneficiaries to view their unemployment and sickness insurance accounts online. The account statement lists recent forms filed and unemployment and sickness insurance benefit payments. Also, in November 2005, the RRB implemented mechanical screening of unemployment insurance claims filed online.

In February 2006, the RRB added a secure e-mail service enabling railroad employers to communicate with the RRB about reimbursements due the RRB under sections 2(f) and 12(o) of the RUIA. The service provides secure messaging to protect beneficiary privacy and expedites information employers need to complete actions on pay-for-time lost and personal-injury settlements.

In November 2005, RRB's Debt Recovery Division launched Treasury's Pay.gov for collection of debts incurred under the Railroad Retirement Act and Railroad Unemployment Insurance Act. Pay.gov uses Internet technologies to provide railroad employers, employees, retirees and the general public with the ability to electronically make payments to the RRB 24 hours a day. Pay.gov is accessible from any computer with Internet access by going through a link on RRB.gov or directly to the Pay.gov site.

The RRB HelpLine received 372,458 calls in fiscal year 2005, compared to 408,467 calls in fiscal year 2004. We released 1,310 Railroad Retirement Act rate letters, 2,263 replacement Medicare cards, 1,979 service and compensation statements, and 519 replacement tax statements as a result of customer calls. A total of 99,402 callers made requests for information about local field office addresses and telephone numbers.

The RRB has a Windows-based web communications system called MediaSite Live that allows users to view video (RRBVision) presentations with accompanying training materials, such as PowerPoint or online screens. We continued to expand RRBVision presentations to cover technical and non-technical training and make these presentations available to the proper staffs in a timely fashion. All agency staff members, particularly those in field service locations throughout the country, are now able to view training materials and presentations previously unavailable to them. The benefit of having on-demand training presentations available in a consistent manner has improved employee training and satisfaction with training. The agency has been able to reduce travel time and costs by providing RRBVision presentations ahead of actual classroom training. We have also been able to make training presentations available the next day after the implementation of procedural changes. These presentations are also captured and can be viewed multiple times for the benefit of current and future employees, which also supports our succession planning efforts.

In another e-Government initiative, the RRB is participating in the project to create and maintain an online Forms Catalog at www.forms.gov. The online forms catalog provides citizens and businesses with a common access point to locate forms issued by the Federal government. Over 5,000 forms are now available online. The RRB has 45 public-use forms available in the catalog and will continue adding public-use forms to the catalog during fiscal year 2006.

Service and administrative improvements

The implementation of the Health Insurance Portability and Accountability Act (HIPAA) required that all claims for reimbursement, except for small providers under the Medicare programs, be submitted electronically beginning on October 16, 2003. Since that time, the electronic media claims submitted to Palmetto GBA, our Part B Medicare carrier, in HIPAA-compliant format has

grown steadily from less than 10 percent at its inception to approximately 100 percent at the end of December 2005. In addition, the percentage of claims that are submitted electronically to Palmetto GBA has also increased from 34.7 percent in October 2004, to 57 percent in December 2005.

Systems security

The RRB's information security program is established and maintained to reasonably protect systems data and resources against internal failures, human errors, attacks and natural catastrophes that might cause improper disclosure, modification, destruction, or denial of services. To ensure mission continuity and connect with the agency's overall business processes, we have established a comprehensive training program that utilizes the Office of Personnel Management sponsored USALearning's Karta computer security curriculum. One hundred eighty-one employees with computer security responsibilities were enrolled in this role-based training program completing a combined total of over 1,000 online classes. Additional specialized technical education is also provided as necessary for the computer analysts and engineers to maintain their skills and enhance proficiency.

Federal agencies are required to provide annual computer security awareness training for employees and contractors. Security awareness efforts are designed to change behavior or reinforce good security practices by simply focusing attention on security. We continue to develop new approaches for refreshing the awareness initiative by providing new and innovative presentations for the agency staff. Every year, the RRB awareness program has experienced exemplary levels of participation measures by all employees and contractors.

Faced with an increasingly dangerous threat environment, the RRB relies on a sophisticated hardware and software defense that utilizes carefully monitored and maintained firewall technology, anti-virus software and intrusion detection systems to prevent viruses, worms, spam and malicious content from infiltrating the network, as well as to ensure that critical data and sensitive information are not compromised. To buttress these proactive threat management resources in the event of a successful malware attack, the agency has implemented a robust incident response capability. With the fully operational Forensic Analysis Workstation that is now in place, the RRB Computer Emergency Response Team has the ability to conduct forensic collection and analysis of electronic evidence from almost any type of digital media in use today (USB Drives, Desktop, Notebook and Server Hard Drives, Flash media Cards, etc.).

Standards and policy are key components to the security management strategy. The RRB Information Systems Security Policy, Standards and Guidelines Handbook was edited to include revisions to Chapters on "Risk Management" and "Information Security Level Designations" to conform to current National Institute of Standards and Technology guidance. The policies promulgated in the RRB Automated Information Systems Security program apply to all RRB offices, bureaus, employees and contractors, and any other individuals who use RRB systems, data or information. These revisions describe the foundation assessments required as part of the certification and accreditation evaluation process mandated by Office of Management and Budget Circular A-130.

In addition to expanding the privacy content in the annual computer security awareness training this year, a separate broadcast e-mail was sent to all employees concerning safeguarding of Federally-owned personally identifiable information as our 2006 privacy awareness notice. This was done partially in response to OMB Memorandum 06-15, *Safeguarding Personally Identifiable Information*.

Program evaluations

Program Evaluation	Results in Fiscal Year 2006
Federal Managers' Financial Integrity Act Reports	See "Systems and Controls" in the "Management's Discussion and Analysis" section.
Actuarial Valuation	The 23rd Actuarial Valuation, completed in June 2006, indicated that barring a sudden, unanticipated large drop in railroad employment or substantial investment losses, the railroad retirement system will experience no cash-flow problems during the next 36 years.
Actuarial Status Report of Railroad Unemployment Insurance System	The report, which was released in June 2006, was generally favorable. Experience-based contribution rates are expected to keep the unemployment system solvent, except for small, short-term cash-flow problems in 2008 and 2009 under the most pessimistic assumption. However, projections show a quick repayment of any loans.
Customer service performance reports	The RRB continuously monitors the timeliness and accuracy of our performance in managing program workloads. These results are reflected in the performance objectives shown in the chart on the following pages.
Quality assurance reports	The RRB's program integrity report for fiscal year 2005, released in November 2006, showed that program integrity activities resulted in the establishment of about $12.8 million in recoverables, recovery of $9.1 million, benefit savings of $770 thousand, and referral of 215 cases to the Office of Inspector General.
Client satisfaction surveys	The RRB earned a score of 85 out of a possible 100 on an American Customer Satisfaction Index (ACSI) survey of initial disability annuitants, completed in August 2006. The score was 14 points higher than the current overall federal government score.
RRB Office of Inspector General audits	See "Inspector General's Statement on Management and Performance Challenges" and "Management's Comments" in the "Other Accompanying Information" section.
Performance budget monitoring	Results of performance budget monitoring are shown in the chart of performance objectives on the following pages.
Enterprise architecture assessment	The RRB completed an enterprise architecture assessment in February 2006, reporting a total assessment value of 1.70 out of a possible 5.00.
Computer security and privacy assessment	See performance goals II-C-2, II-C-3 and II-C-4 in the chart of performance objectives on the following pages.
Electronic government (E-Gov) activities	See "Program Improvements" in the "Management's Discussion and Analysis" section.
Improper payment evaluation	See "Improper Payments Information Act (IPIA)" in the "Management's Discussion and Analysis" section.

The next page begins a consolidated presentation of our actual performance in fiscal year 2003 through March 31, 2006 (except as noted), followed by a discussion of our unmet performance goals and objectives for fiscal year 2005. At the time this report was prepared, we had incomplete information on our fiscal year 2006 performance. The discussion of any unmet fiscal year 2006 performance goals and indicators will be presented in next year's report.

This performance report was prepared by RRB employees.

RAILROAD RETIREMENT BOARD FY 2006 ANNUAL PERFORMANCE REPORT		2003 Actual (At $99.35m) [1/]	2004 Actual (At $100.7m) [1/]	2005 Actual (At $102.543m) [1/]	2006 Projected (At $101.518m) [1/]	2006 Actual (At $101.518m) [1/]
Strategic Goal I: Provide Excellent Customer Service						
Performance Goal I-A: Pay benefits accurately and timely.						
I-A-1. Achieve a railroad retirement benefit payment accuracy rate [2/] of at least 99%. (Measure: % accuracy rate)	Initial recurring payments:	99.91%	99.36%	99.62%	99.00%	Data not available
	Sample post recurring payments:	99.70%	99.92%	99.89%	99.00%	Data not available
I-A-2. Achieve a railroad unemployment/sickness insurance benefit payment accuracy rate [2/] of at least 99%. (Measure: % accuracy rate)	Unemployment:	98.76%	99.91%	98.73%	98.00%	100%
	Sickness:	100%	99.84%	99.94%	98.00%	99.53%
I-A-3. Achieve a railroad retirement case accuracy rate [2/] of at least 94%. (Measure: % of case accuracy)	Initial cases:	93.6%	94.7%	95.5%	91.0%	Data not available
	Post cases:	96.1%	97.8%	95.8%	94.0%	Data not available
I-A-4. Achieve a railroad unemployment/sickness insurance case accuracy rate [2/] of at least 97%. (Measure: % of case accuracy)	Unemployment:	98.5%	99.75%	98.01%	97.0%	100%
	Sickness:	100%	99.25%	99.51%	97.0%	98.06%
I-A-5. Railroad retirement employee or spouse receives initial annuity payment, or a decision, within 35 days of annuity beginning date, if advanced filed. (Measure: % ≤ 30 adjudicative processing days [3/])		N/A	N/A	93.1%	92.0%	92.6%
I-A-6. Railroad retirement employee or spouse receives initial annuity payment, or notice of denial, within 65 days of the date the application was filed, if not advanced filed. (Measure: % ≤ 60 adjudicative processing days [3/])		N/A	N/A	97.3%	94.0%	95.3%

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I-A-7. Survivor annuitant not already receiving a benefit receives initial payment, a decision, or notice of transfer to SSA within 65 days of the annuity beginning date, or date filed (whichever is later). (Measure: % ≤ 60 processing days [4/])	86.0%	84.5%	92.8% [5/]	80.0%	92.3%
I-A-8. Survivor annuitant receiving benefits as spouse receives payment as survivor, notice of denial, or notice of application transfer to SSA, within 35 days of RRB receipt of the notice of employee's death. (Measure: % ≤ 30 processing days [4/])	91.8%	94.1%	94.6%	90.0%	95.1%
I-A-9. Applicant for any railroad retirement death benefit receives payment, or notice of denial, within 65 days of date filed. (Measure: % ≤ 60 processing days [4/])	95.2%	95.4%	96.9%	90.0%	97.6%
I-A-10. Unemployed railroad worker receives UI claim form, or notice of denial, within 15 days of the date application filed. (Measure: % ≤ 10 processing days [4/])	100%	99.25% of cases sampled	99.8%	96.0%	99.5%
I-A-11. Railroad employee unable to work due to temporary illness or injury receives SI claim form, or notice of denial, within 15 days of the date application filed. (Measure: % ≤ 10 processing days [4/])	99.3%	99.4%	99.6%	96.0%	99.4%
I-A-12. Railroad employee, unemployed or unable to work due to temporary illness or injury, receives a payment for unemployment or sickness insurance benefits, or a decision, within 15 days of claim receipt. (Measure: % ≤ 10 processing days [4/])	99.7%	99.7%	99.8%	98. 0%	99.8%
I-A-13. Disabled applicant or family member receives notice of decision to pay or deny within 105 days of the date application for disability is filed. (Measure: % ≤ 100 processing days [4/])	56.3%	55.9%	67.9%	55.0%	62.7%
I-A-14. Disabled applicant receives payment within 25 days of decision or earliest payment date (whichever is later). (Measure: % ≤ 20 processing days [4/ 6/])	94.1%	94.8%	94.4%	92.0%	95.5%

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I-A-15. Maintain an end-of-year normal carry-forward balance in 8 targeted workload categories. (Measure: number on hand at end of year)	3,934	4,281	6,756	7,500	3,638
I-A-16. Reduce the number of days elapsed between the date the appeal is filed and a decision is rendered. (Measure: average elapsed days)	181	194	207	200	206
Performance Goal I-B: Provide relevant, timely, and accurate information which is easy to understand.					
I-B-1. Inquirer receives answer or acknowledgment of written correspondence within 15 days of receipt. (Measure: % ≤ 10 processing days 4/)	99.3%	99.3%	98.5%	95.0%	98.7%
I-B-2. Achieve quality and accuracy of correspondence, publications, and voice communications. (Measure: surveys and reviews; number of valid challenges to published data)	Deferred	ACSI survey deferred	The final report on the widow(er)s survey was completed in August 2005. RRB"s score of 90 was highest of Federal agencies.	Conduct an ACSI survey	The final report on a survey of initial disability annuitants was completed in August 2006. RRB's score was 85.
	No valid challenges to published data	No valid challenges to published data	No challenges to published data	No more than two valid challenges to published data	No challenges to published data
I-B-3. Maintain the combined balance of unprocessed record corrections and cases requiring review for corrected tax statements below the end-of-year normal working level. (Measure: number on hand at end of year)	93	891	124	1,200	175
Performance Goal I-C: Provide a range of choices in service delivery methods.					
I-C-1. Offer electronic options to our customers, allowing them alternative ways to perform primary services via the Internet or interactive voice response systems. (Measure: # of services available through electronic media)	New indicator for FY 2005	12 services available	14 services available	17 services available	15 services available
Performance Goal I-D: Ensure efficient and effective business interactions with covered railroad employers.					
I-D-1. Improve timeliness and efficiency in posting service and compensation data to agency records. (Measure: % of service and compensation records posted by April 15)	New indicator for FY 2005	New indicator for FY 2005	95.0%	95.0%	99.0% (through 04/15/06)

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I-D-2. Improve accuracy in posting service and compensation data to agency records. (Measure: % of service and compensation records posted accurately)	New indicator for FY 2005	New indicator for FY 2005	99.0%	95.0%	99.0% (through 04/15/06)
I-D-3. Covered employer annual reports of employees filed electronically, or on magnetic media. (Measure: % of employee records filed electronically, or on magnetic media)	97.0%	97.0%	98.0%	97.0%	98.0% (through 04/15/06)
I-D-4. Enable employers to use the Internet to conduct business with the RRB, in support of the Government Paperwork Elimination Act. (Measure: % of employers who use the new online reporting process; # of services available through electronic media)	Deferred	52.0% 4 Internet services available	55.0% 4 Internet services available	60.0% 6 Internet services available	54.0% 6 Internet services available
I-D-5. Resolve problem situations with covered employers timely and appropriately. (Measure: % of reported problems resolved within 90 days)	New indicator for FY 2005	New indicator for FY 2005	100%	95.0%	100%
Strategic Goal II: Serve as Responsible Stewards for Our Customers' Trust Funds and Agency Resources					
Performance Goal II-A: Ensure that trust fund assets are projected, collected, recorded and reported appropriately.					
II-A-1. Debts will be collected through billing, offset, reclamation, referral to outside collection programs and a variety of other collection efforts. (Measure: funds collected vs. total debts outstanding)	66%	69%	66%	55%	46%
II-A-2. Release quarterly and annual notices accurately and timely to employers regarding their experience rating-based contributions. (Measure: Yes/No)	New indicator for FY 2005	New indicator for FY 2005	Yes	Yes	Yes

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II-A-3. Complete compensation reconciliations at least 1 year before the statute of limitations expires. (Compensation reconciliations involve a comparison of compensation reported by railroad employers to the RRB for benefit calculation purposes with compensation reported to the IRS for tax purposes.) (Measure: % completed)	100% of the 2000 reconciliations by 02/18/2003	100% of the 2001 reconciliations by 02/20/2004	100% of the 2002 reconciliations by 12/17/2004	100% of the 2003 reconciliations by 02/28/2006	100% of the 2003 reconciliations were completed by 12/15/2005.
II-A-4. Perform monthly reasonableness tests comparing railroad retirement taxes deposited electronically, which represent over 99 percent of all railroad retirement taxes, against tax receipts transferred to the RRB trust funds by the Department of the Treasury (Treasury) to provide reasonable assurance the RRB trust funds are receiving appropriate tax funds. (Measure: reasonableness test performed and anomalies reconciled with Treasury (Yes/No))	Yes	Yes	Yes	Yes	Yes
II-A-5. Prepare annual Performance and Accountability Report (including audited financial statements and other financial and performance reports) by the required due dates. (Measure: Yes/No)	New indicator for FY 2004 (Financial statements were completed timely)	Yes. The FY 2003 Performance and Accountability Report was released in January 2004.	Yes. The FY 2004 Performance and Accountability Report was released 11/10/04.	Yes	Yes. The FY 2005 Performance and Accountability Report was released on 11/10/05.
II-A-6. Take prompt corrective action on audit recommendations. (Measure: % of audit recommendations implemented by target date)	94.1%	95.7%	90.3% [7/]	90.0%	94.2%
Performance Goal II-B: Ensure the integrity of benefit programs.					
II-B-1. Achieve a return of at least $3.60 for each dollar spent on program integrity activities. (Measure: $ recoveries & savings per $ spent)	$5.68 : $1.00	$4.84 : $1.00	$5.11 : $1.00	$3.80 : $1.00	Data will be available at the end of the fiscal year.
II-B-2. Maintain active wage matches with all 50 States to ensure the accuracy of benefit payments. (Measure: # of States matching)	50 States, plus Puerto Rico & Washington, DC	50 States, plus Puerto Rico & Washington, DC	50 States, plus Puerto Rico & Washington, DC	50 States, plus Puerto Rico & Washington, DC	On schedule with 50 States, plus Puerto Rico & Washington, DC
II-B-3. Ensure ongoing entitlement to disability by conducting continuing disability reviews. (Measure: # of continuing disability reviews on hand at the end of year does not exceed normal working balance (Yes/No))	New indicator for FY 2005	New indicator for FY 2005	No	No	No

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Performance Goal II-C: Ensure effectiveness, efficiency, and security of operations.					
II-C-1. Continue succession planning by ensuring there is a cadre of highly skilled employees available for key positions. (Measure: Number of position types (descriptions) for which core competencies have been defined. Number of employees whose skills have been assessed. Number of employees involved with skills-enhancement programs.)	New indicator New indicator New indicator	1 position 39 employees 18 employees	6 positions 73 employees 31 employees		
(Measure for FY 2006 and later: Structured succession planning activities are continuing. (Yes/No))				Yes	Yes
II-C-2. Annually assess/update all computer security, disaster recovery, and business resumption plans for the agency. (Measure: Yes/No)	New indicator for FY 2005	Assessment and updates of all scheduled plans completed.	Yes. The agency has completed a Business Impact Analysis and a Business Continuity Plan.	No. Only the assessments and updates of security plans for systems with major changes will be completed. The Business Continuity Plan will be reviewed and updated by 06/30/06. An IT Disaster Recovery Plan is in draft status with a final target date of 09/30/06.	No. The Business Continuity Plan (BCP) was updated with alternate non-IT site information in January 2006, and Appendix H of the BCP, the Emergency Management Organization, was updated in February 2006. An IT Disaster Recovery Plan is currently in draft status.
II-C-3. Develop and implement new procedures for responding to and reporting computer security incidents. (Measure: Yes/No)	New indicator for FY 2005	Procedures have been developed, and reports of identified incidents are documented. The RRB also purchased an Intrusion Detection System (IDS).	Yes. The IDS was installed on 11/19/04, and was placed in operation on 02/12/05. The IDS tuning phase was completed by 06/30/05. Computer security incident procedures are in place and reports of incidents are documented.	Yes. The RRB will contract with a third-party vendor to perform network vulnerability assessments of its LAN general support system. This will be performed again in FY 2008.	Yes. The Department of Energy's Computer Incident Advisory Center began vulnerability assessment testing in January 2006, and they are still performing tests of the RRB's LAN general support system.

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II-C-4. Assess computer security training requirements and implement an ongoing training program for agency staff. (Measure: Yes/No)	New indicator for FY 2005	Yes. Training needs were assessed and a security curriculum was developed based on audit findings. An ongoing awareness training program for computer users at the agency was completed with 100% participation by agency personnel.	Yes. The agency has established two training tracks. Track one provides technical expertise and functional skills for IT technical staff, and track two focuses on knowledge of security assessments, planning, policy development and safeguard controls. All employees requiring IT security education participate in track two; however, technical employees use both tracks.	Yes. The agency will continue with two training tracks. RRB technical staff require a track with specialized IT training as new skills and capabilities are needed to respond to technological changes. In addition, track one participants join with other staff who also have security responsibilities in the second track program for IT security training. All agency staff also complete a computer security awareness program.	Yes. A total of 181 RRB employees with computer security responsibilities are receiving Web-based training at the OPM USALearning site with a second training track for specialized technical education. All RRB staff annually complete a computer security awareness program.
II-C-5. Implement a methodology to successfully estimate, track and monitor total costs and time schedules for information technology investments through the project life cycle, incorporating both web and mainframe investments. (Measure: Yes/No)	New indicator for FY 2005	New indicator for FY 2005	The pilot portion of this multi-phase project was completed at the end of FY 05. All projects are now being entered and tracked in MS Project.	A post-implementation review will be ongoing for the remainder of FY 06 to tune the system to ensure that project measures are working for the IT environment.	A post-implementation review is continuing for the remainder of FY 06 to tune the system to ensure that project measures are working for the IT environment. Some "best practices" are being developed.
II-C-6. Assemble and publicize an annual inventory of RRB commercial activities on the RRB Website. (Measure: Yes/No)	Yes	Yes	Yes	Yes	Yes
II-C-7. Complete public-private competitions on the required activities listed on the Federal Activities Inventory Reform (FAIR) Act inventory. (Measure: % of the FTE's listed on the FAIR Act inventory for which competitions completed)	5% (cumulative)	5% (cumulative)	5% (cumulative)	Meet target level established by OMB	OMB has not established a target for FY 2006. RRB has competed about 5% of the FTEs on the FAIR Act inventory.
II-C-8. Meet government percentage goal for use of performance-based contracting techniques for eligible service contract funds. (Measure: Yes/No)	New indicator for FY 2005	New indicator for FY 2005	Yes	Yes	Yes

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II-C-9. Support government-wide procurement of e-Government initiatives using the point of entry vehicle of www.FedBizOpps.gov for all eligible actions. (Measure: Yes/No)	New indicator for FY 2005	New indicator for FY 2005	Yes	Yes	Yes
Performance Goal II-D: Effectively carry out the responsibilities of the Railroad Retirement Board under the Railroad Retirement and Survivors' Improvement Act of 2001 with respect to the activities of the National Railroad Retirement Investment Trust.					
II-D-1. Review monthly reports submitted by the Trust. (Measure: Yes/No)	New indicator for FY 2004	Yes	Yes	Yes	Yes
II-D-2. Review annual management reports submitted by the Trust. (Measure: Yes/No)	New indicator for FY 2004	Yes	Yes	Yes	Yes
II-D-3. Review annual audit reports of the Trust's financial statements. (Measure: Yes/No)	New indicator for FY 2004	Yes	Yes	Yes	Yes

1/ Dollar amounts shown are funds obligated or appropriated for the fiscal year. Actual results for fiscal year 2006 represent status as of 3/31/06 unless otherwise noted.

2/ Payment Accuracy Rate – the percentage of **dollars** paid correctly as a result of adjudication actions performed. Case Accuracy Rate – the percentage of **cases** that do not contain a material payment error. Case accuracy rates reflect only those errors that are detected as a result of reviewing award actions performed during the fiscal year being studied. (A material error is (1) an incorrect payment of $5.00 or more at the point the error is identified, (2) an incorrect payment of less than $5.00 totaling 1 percent or more of the monthly rate, or (3) any situation in which a non-entitled benefit is paid.)

3/ In audit report 05-05, dated May 17, 2005, the OIG found problems with the performance data for these indicators. One significant problem has been resolved, allowing us to report performance for fiscal year 2005, and later. However, there are still some system limitations that prevent inclusion of all internal processing time in the performance data. We are addressing them.

4/ Measure does not include the time for customer receipt (from U.S. Treasury or Postal Service).

5/ Measurement and reporting inconsistencies, which resulted in a net understatement of actual performance, were identified during this reporting period. These inconsistencies have been corrected effective with April 2005 data. Therefore, this report is for the last 6 months of the fiscal year only.

6/ This indicator includes both retirement and survivor disability payments. The retirement payments are impacted by the system limitations identified in footnote 3 above. The timeliness of the retirement payments is measured by *adjudicative processing days*, while the timeliness of the survivor payments is measured by the *total processing days*. When the system limitations for retirement cases are corrected, this inconsistency will be eliminated.

7/ The percentage has been adjusted from 88.4% to reflect two audit recommendations implemented at the end of the fiscal year.

Discussion of Unmet Performance Goals and Indicators for Fiscal Year 2005

Performance Indicator I-A-16. Reduce the number of days elapsed between the date the appeal is filed and a decision is rendered. (Measure: average elapsed days.) Our goal for fiscal year 2005 was 200 days. We achieved a level of 207 days.	During fiscal year 2005, the Bureau of Hearings and Appeals diverted resources to continue updating the RRB's regulations. In addition, two hearings officers retired, but due to funding constraints, only one position was filled. With the new employee not yet performing at the full performance level, as well as reduced resources available for hearing appeals, meeting this objective was impeded.
Performance indicator I-C-1. Offer electronic options to our customers, allowing them alternative ways to perform primary services via the Internet or interactive voice response systems. (Measure: number of services available through electronic media.) Our goal for fiscal year 2005 was to provide 15 services. We provided 14 services.	We projected three additional services for 2005, but only completed two, one planned and one unplanned. We implemented the filing of unemployment insurance claims via the Internet (planned) and the handling of requests for a duplicate tax statement via the RRB Helpline (unplanned). Of the other two services projected for 2005, one, the ability to review the status of unemployment insurance claims was completed in November 2005. The second, which allows our Medicare contractor, Palmetto, to provide changes of address and notifications of death via the Internet, is now targeted for late 2006.
Performance Indicator I-D-4. Enable employers to use the Internet to conduct business with the RRB, in support of the Government Paperwork Elimination Act. (Measures: percent of employers who use the new online reporting process and number of services available through electronic media.) Our goal for fiscal year 2005 was to provide 6 services, with 55 percent of employers using the online process. In fiscal year 2005, we provided 4 services and 55 percent of employers used the online process.	We did not meet our goal to have a total of six available services. The implementation of the two new applications planned for fiscal year 2005 took longer than anticipated because they were developed using a new system platform, which was different from the one used to develop the four existing applications. The two new services, ID-4K, Prepayment Notice of Employee's Application and Claims for Benefits, and ID-4E, Notice of RUIA Claim Determinations, should be available in 2006. To prevent these problems from recurring, we plan to convert the existing services to the new platform prior to adding future services.

Discussion of Unmet Performance Goals and Indicators for Fiscal Year 2005

Performance Indicator II-C-1. Continue succession planning by ensuring there is a cadre of highly skilled employees available for key positions. (Measures for fiscal year 2005: number of position types for which core competencies have been defined, number of employees whose skills have been assessed, and number of employees involved with skills-enhancement programs.) Our goals for fiscal year 2005 were to define core competencies for 1 position, assess skills for 43 employees and to involve 43 employees in skills enhancement programs. In fiscal year 2005, we defined core competencies for 6 employees, assessed skills for 73 employees, and involved 31 employees in skills enhancement programs.	We exceeded our goals for fiscal year 2005 in two of the three measures which we had established for the year. Although we completed skills assessments for many more employees than originally planned, we found that in many cases, the assessment did not reveal any particular gaps that needed to be filled. As a result, we enrolled fewer employees in skills enhancement programs than expected.