



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 2006 – 2011. 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 rail labor employers. The RRB has developed a secure Internet-based Employer Reporting System (ERS) to accept reports from covered railroad and rail labor employers concerning employee service and compensation data.

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. As of May 2007, approximately 20 employer claims agents have initiated the service and about 60 additional agents are scheduled to do so later this year.

In November 2005, RRB's Debt Recovery Division began using 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.

On March 5, 2007, the RRB's Debt Recovery Division launched the Rail Employer Settlement Bill. This bill is available to registered users for payment of section 12(o) and 2(f) bills through Pay.gov. In addition, for those employers who register, there is an on-line report generated.

This report provides detailed information on all payments made through Pay.gov in the previous 3 months.

The RRB HelpLine received 372,450 calls in fiscal year 2006. We released 797 Railroad Retirement Act rate letters, 2,389 replacement Medicare cards, 1,505 service and compensation statements, and 492 replacement tax statements as a result of customer calls. A total of 108,394 callers made requests for information about local field office addresses and telephone numbers.

In 2006, we created an on-line beneficiary name lookup system for use by agency staff. The purpose of the lookup is to assist staff in associating claims material with beneficiary records when the RRB claim number is not available. This not only streamlines our process, but supports current initiatives to eliminate or reduce the non-essential use of social security numbers.

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 49.9 percent in October 2005, to 71.3 percent in December 2006.

In 2007, the Bureau of Hearings and Appeals started using video conferencing to hold in-person disability hearings. In accordance with the RRB's regulations, hearings officers are now permitted to use video conferencing in lieu of traveling to a city near the appellant's place of residence. This should increase the productivity of the hearings officers by reducing travel time. In addition, the capability to hold hearings as soon as cases are ready, rather than batching them to reduce travel costs, will improve the time in which a decision is issued.

Systems security

Information security is a critical consideration for government agencies where maintaining the public's trust is essential. The RRB relies extensively on computerized systems to support its mission operations and store the sensitive information that it collects. 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 a comprehensive training program that utilizes the Office of Personnel Management sponsored USALearning's Karta computer security curriculum. For the third consecutive year, all employees with computer security responsibilities are enrolled in this role-based training program that is based on Federal guidelines and mapped to National Institute of Standards and Technology (NIST) SP800-16 "Information Technology Security Training Requirements." 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. This year the new "Rules of Behavior for General Support Systems" pamphlet was used as part of the awareness program. Supplementing the computer security awareness training, the Security News feature story on the Intranet home page is refreshed weekly, and in April, a separate broadcast e-mail "Reminder about the Board's policy on Peer-To Peer applications" was sent to all employees. The pamphlet entitled "Information Systems Security Awareness Training for the Railroad Retirement Board," a key document in the computer security program, has been updated and expanded with additional information. Every year, the RRB awareness program has experienced exemplary levels of participation measures by 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, 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.). The recent addition of the network access control intrusion prevention system further strengthens the agency's systems defenses by early detection of malicious activity, keeping the RRB internal network free of network based threats such as worms and peer-to-peer file sharing programs.

Standards and policy are key components to the security management strategy. The "RRB Information Systems Security Policy, Standards and Guidelines Handbook" has been drafted to support the mission of the agency. In response to OMB requirements to implement e-authentication within e-Government business applications, Chapter 21 – Online Transactions e-Authentication was recently added to the draft handbook. The new Chapter 22 – Protecting Sensitive Information emphasizes the agency's responsibility to protect personally identifiable information, and the latest addition to the draft handbook, Chapter 23 –Service Provider Oversight describes how to perform and document information security site assessments of information technology service providers.

A training test and exercise of the Continuity of Operations Plan (COOP) was performed during March 2007. A training pamphlet describing the scheduling phases of the Business Continuity Plan, and the various teams with their composition and duties, was published on the Intranet and used as a training component for all COOP emergency, recovery and reconstitution teams. Evaluation forms were completed and returned to the Information Resources Management Center for evaluation and assessment, and they will be retained as documentation of completion of the actions accomplished.

Program Evaluations

Program Evaluation	Results in Fiscal Year 2007
Federal Managers' Financial Integrity Act Reports	See "Systems and Controls" in the "Management's Discussion and Analysis" section.
Annual actuarial report required by the Railroad Retirement Act of 1974 and the Railroad Retirement Solvency Act of 1983	The report, which was completed in June 2007, addresses the 25-year period 2007-2031, and contains generally favorable information concerning railroad retirement financing. It indicates that no cash flow problems arise over the 25-year projection period. The report recommends no change in the rate of tax imposed on employers and employees.
Railroad Unemployment Insurance System, annual report required by section 7105 of the Technical and Miscellaneous Revenue Act of 1988	The report, which was released in June 2007, contains generally favorable information. Experience-based contribution rates are expected to maintain solvency, and no new loans are expected even under our most pessimistic assumption. The report did not include any recommendations for financing changes.
Program Assessment and Rating Tool (PART) Review	In fiscal year 2007, the Office of Management and Budget conducted a comprehensive assessment of RRB programs and operations through the PART review. The PART review resulted in a rating of "effective" for both the railroad retirement/survivor program and the unemployment/sickness insurance program.
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.
Program integrity report	The RRB's program integrity report for fiscal year 2006, released in October 2006, showed that program integrity activities resulted in the establishment of about \$14.4 million in recoverables, recovery of \$9.7 million, benefit savings of \$810,000, and referral of 175 cases to the Office of Inspector General.
Quality assurance reviews and special studies	RRA adjudicative and payment accuracy is measured in regular reviews conducted by quality assurance staff within the RRB's Assessment and Training (A&T) component. A&T also evaluates policies and processes through special studies, as needed. A&T reports directly to the Director of Programs.
Occupational disability reviews	Advisory doctors, representing the rail industry (labor and management), are authorized by law to review agency medical decisions. An audit was done in 2000; another audit is underway during 2007. In addition, consulting physicians from Consultative Examinations, Ltd. perform a quarterly quality review of disability documentation to ensure it is adequate to support medical decisions.
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.

Program Evaluation	Results in Fiscal Year 2007
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 2007, reporting a total assessment value of 2.00 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 "e-Government initiatives" in the Performance Section – GPRA Report.
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 2004 through March 31, 2007 (except as noted), followed by a discussion of our unmet performance goals and objectives for fiscal year 2006. At the time this report was prepared, we had incomplete information on our fiscal year 2007 performance. The discussion of any unmet fiscal year 2007 performance goals and indicators will be presented in next year's report. This performance report was prepared by RRB employees.

RAILROAD RETIREMENT BOARD FY 2007 ANNUAL PERFORMANCE REPORT		2004 Actual (At \$100.7m) ^{1/}	2005 Actual (At \$102.5m) ^{1/}	2006 Actual (At \$101.5m) ^{1/}	2007 Projected (At \$101.5m) ^{1/}	2007 Actual (At \$103.7m) ^{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)	a) Initial recurring payments:	99.36%	99.62%	99.91%	99.00%	Data not available
	recurring payments:	99.92%	99.89%	99.94%	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)	b) Sample post a) Unemployment:	99.91%	98.73%	99.08%	98.00%	99.53% through 12/31/06
	b) Sickness:	99.84%	99.94%	99.78%	98.00%	100% through 12/31/06
I-A-3. Achieve a railroad retirement case accuracy rate ^{2/} of at least 94%. (Measure: % of case accuracy)	a) Initial	94.7%	95.5%	94.5%	91.0%	Data not available
	b) Post	97.8%	95.8%	96.3%	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)	a) Unemployment: cases:	99.75%	98.01%	97.5%	97.0%	97.96% through 12/31/06
	b) Sickness:	99.25%	99.51%	99.03%	97.0%	100% through 12/31/06
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 ^{3/4/})		N/A	93.1%	92.9%	92.0%	92.3%
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 ^{3/4/})		N/A	97.3%	96.2%	95.0%	96.4%

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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/})	84.5%	92.8% ^{5/}	93.2%	90.0%	94.1%
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/})	94.1%	94.6%	95.7%	93.0%	94.2%
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/})	95.4%	96.9%	97.5%	95.0%	97.9%
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/})	99.25% of cases sampled	99.8%	99.5%	99.0%	100%
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/})	99.4%	99.6%	99.5%	99.0%	99.3%
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%	99.8%	99.8%	99.0%	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/})	55.9%	67.9%	65.9%	63.0%	68.3%
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/})	94.8%	94.4%	95.2%	92.0%	96.0%

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I-A-15. Reduce the number of days elapsed between the date the appeal is filed and a decision is rendered. (Measure: average elapsed days)	194	207	206	190	159
Performance Goal I-B: Provide relevant, timely, and accurate information which is easy to understand.					
I-B-1. Achieve quality and accuracy of correspondence, publications, and voice communications. (Measure: surveys and reviews; number of valid challenges to published data)	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.	Completed a survey of initial disability decisions. RRB's score was 85.	ACSI survey deferred	ACSI survey deferred
	No valid challenges to published data	No valid challenges to published data	No valid challenges to published data	No more than two valid challenges to published data	No valid challenges to published data
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)	12 services available	14 services available	16 services available	17 services available	16 services available as of May 2007. The 17 th service is on target for completion in FY 2007.
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	99.7%	99.6%	99.0%	99.92% (through 4/15/07)
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	99.0%	99.9%	99.0%	99.67%
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%	98.0%	97.8%	97.0%	98.2% (through 4/15/07)

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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)	52.0% 4 Internet services available	55.0% 4 Internet services available	58.0% 6 Internet services available	60.0% 6 Internet services available	61.0% 6 Internet services available
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)	69%	66%	62%	55%	42%
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	Yes	Yes	Yes	Yes
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 2001 reconciliations by 2/20/04	100% of the 2002 reconciliations by 12/17/04	100% of the 2003 reconciliations by 2/15/05	100% of the 2004 reconciliations by 2/28/07	100% of the 2004 reconciliations were completed by 12/11/06.
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	As of 7/02/07, tests were completed through May 2007.
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)	The FY 2003 Performance and Accountability Report was released in January 2004.	The FY 2004 Performance and Accountability Report was released on 11/10/04.	The FY 2005 Performance and Accountability Report was released on 11/10/05.	Yes	The FY 2006 Performance and Accountability Report was released on 11/15/06.

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II-A-6. Take prompt corrective action on audit recommendations. (Measure: % of audit recommendations implemented by target date)	95.7%	90.3% ^{2/}	97.2%	95.0%	88.9%
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)	\$4.84 : \$1.00	\$5.11 : \$1.00	\$5.36 : \$1.00	\$3.80 : \$1.00	Data will be not be available until November 2007.
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.) (Measure for FY 2006 and later: Structured succession planning activities are continuing. (Yes/No))	1 position 39 employees 18 employees	6 positions 73 employees 31 employees			
			Yes	Yes	Yes

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<p>II-C-2. Annually assess/update all computer security, disaster recovery, and business resumption plans for the agency. (Measure: Yes/No)</p>	<p>Assessment and updates of all scheduled plans completed.</p>	<p>Yes. The agency completed a Business Impact Analysis and a Business Continuity Plan (BCP).</p>	<p>No. The 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 was in draft status at the end of the fiscal year.</p>	<p>The agency will contract with a third party for assistance in performing the certification and accreditation of at least one general support system. The other general support system and major applications will proceed as budgetary considerations allow. The agency will also fill an Information Availability Analyst position whose primary responsibility will be in the area of contingency planning, assessment and training.</p>	<p>Yes. As of June 2007, the RRB has acquired contractor assistance to certify and accredit the general support and major applications systems. The agency is in the process of filling an information availability analyst position. The RRB has completed a training test and exercise of the Continuity of Operations Plan.</p>
<p>II-C-3. Develop and implement new procedures for responding to and reporting computer security incidents. (Measure: Yes/No)</p>	<p>Procedures have been developed, and reports of identified incidents are documented. The RRB also purchased an Intrusion Detection System (IDS).</p>	<p>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.</p>	<p>The Department of Energy's Computer Incident Advisory Center began vulnerability assessment testing in January 2006, and completed testing of the RRB's LAN general support system.</p>	<p>The intrusion detection system (IDS) is in full operation. A Computer Security Incident Response Team is established. Procedures are in place and will be updated as necessary. Reports of incidents will continue to be documented.</p>	<p>The IDS was recently upgraded to Intrusion Prevention. A network access control device was installed on the agency LAN/WAN general support system to provide increased security management capabilities.</p>

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II-C-4. Assess computer security training requirements and implement an ongoing training program for agency staff. (Measure: Yes/No)	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. A total of 181 RRB employees with computer security responsibilities received 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.	The agency will continue with two training tracks. All agency staff will also complete a computer security awareness program.	All staff with computer security responsibilities are registered in role-based security training to be completed by the end of August 2007 at OPM's GoLearn.gov. In addition, technical IT specialists participate in a second track that requires security-specific technical education associated with their job. The annual computer security awareness program for all employees began on 1/22/07. As of June 2007, all RRB staff and contractors with network access have completed the annual 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	The pilot portion of this multi-phase project was completed at the end of FY 2005. All projects are now being entered and tracked in MS Project.	A post-implementation review was completed in FY 2006 to tune the system to ensure that project measures were working in the IT environment. Some best practices were developed.	We will evaluate expanding the use of the project management system to track non-IT related projects.	This objective has been completed with full implementation of the project management system in the Bureau of Information Systems.
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 did not establish a target for FY 2007. RRB has competed about 5% of the FTEs on the FAIR Act inventory.

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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	Yes	Yes	Yes	Yes
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	Yes	Yes	Yes	Yes
II-C-10. Complete migration from the agency's current mainframe database management system (IDMS) to DB2, and initiate efforts to optimize the performance of those databases and further reduce data redundancy. (Measure: Meet target dates for the migration. Yes/No)	New indicator for FY 2007	New indicator for FY 2007	New indicator for FY 2007	Yes	As of July 2007, the IDMS/DB2 database conversion is on schedule for completion in fiscal year 2007.
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)	Yes	Yes	Yes	Yes	Yes
II-D-2. Review annual management reports submitted by the Trust. (Measure: Yes/No)	Yes	Yes	Yes	Yes	Yes
II-D-3. Review annual audit reports of the Trust's financial statements. (Measure: Yes/No)	Yes	Yes	Yes	Yes	Yes

- ^{1/} Dollar amounts shown are funds obligated or appropriated for the fiscal year. Actual results for fiscal year 2007 represent status as of 3/31/07 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. Until the system changes are in place, performance will be calculated as the percent of cases adjudicated within the time specified in the measure. Another program error causes a small number (less than 1 percent) of spouse applications to be calculated incorrectly. The performance data includes these cases.
- ^{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, the fiscal year 2005 performance is for the last 6 months 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. 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 2006

<p>Performance Indicator I-A-15. Reduce the number of days elapsed between the date the appeal is filed and a decision is rendered. (Measure: average elapsed days.)</p> <p>Our goal for fiscal year 2006 was 200 days. We achieved a level of 206 days.</p>	<p>During fiscal year 2006, 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. Effective May 2007, the Bureau of Hearings and Appeals has started using video conferencing to hold disability hearings. This should reduce the timeframe for decisions to be issued.</p>
<p>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.)</p> <p>Our goal for fiscal year 2006 was to provide 17 services. We provided 16 services.</p>	<p>This goal was not met because of limited and competing resources in the information technology area. The RRB implemented only two of three additional electronic services by the end of fiscal year 2006. The third new service is the Palmetto project, which will allow authorized Palmetto GBA customer service representatives to report address changes, deaths and requests for replacement Medicare cards directly to the RRB over the Internet. The Palmetto project is now scheduled to be finished in late fiscal year 2007.</p>
<p>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.)</p> <p>Our goal for fiscal year 2006 was to provide 6 services, with 60 percent of employers using the online process. In fiscal year 2006, we provided 6 services to rail employers, but only 58 percent of employers used the online process.</p>	<p>The RRB did not achieve its objective for the Employer Reporting System to increase the percentage of users by 2 percent during fiscal year 2006, because plans for additional functionality were not implemented. Implementation is now expected in fiscal year 2008. This delay is the result of limited and competing resources in the information technology area.</p>

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