



RRB News

U.S. Railroad Retirement Board

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RRB Appoints Daniel J. Fadden as Director of Field Service

The U.S. Railroad Retirement Board (RRB) has named Daniel J. Fadden as its Director of Field Service.

In that position, Mr. Fadden will oversee the RRB's nationwide network of 53 field offices. Staffed by almost 300 employees, these offices provide direct customer service, both in person and by telephone, to railroad employees and their families eligible for benefits administered by the agency.

He replaces Martha M. Barringer, who was recently appointed as the agency's Director of Programs, overseeing all headquarters units involved in adjudicating and processing benefit payments.

An RRB employee since 1983, Mr. Fadden had been Deputy Director of Field Service since April 2012. He has spent virtually his entire RRB career working in the field service, including a little more than 6 years as a claims representative in the agency's Chicago field office.

Mr. Fadden previously served as Chief of Field Communications and Analysis since February 2009. In that capacity, he was responsible for administering the RRB's nationwide toll-free telephone service, which he had played a key role in designing and implementing as the agency's lead project manager starting in 2008.

He has also been honored twice in the outstanding-team category of the RRB's Award for Excellence program that recognizes exceptional contributions and performance by employees. Mr. Fadden was a member of the outstanding team that implemented an agency-wide imaging system (2010) and a team that improved customer service to the largest railroad employers (2006).

Mr. Fadden attended Loyola University Chicago, earning a Bachelor of Science degree in 1983. A native and current resident of Oak Lawn, IL, he and his wife, Maureen, are the parents of a son and a daughter.

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An independent Federal agency headquartered in Chicago, the RRB administers more than \$11.3 billion a year in benefits under the Federal Railroad Retirement and Unemployment Insurance Acts covering the nation's railroad workers and their families.