

# Affirmative Action Plan for the Recruitment, Hiring, Advancement, and Retention of Persons with Disabilities

**Railroad Retirement Board - FY 2025**

To capture agencies' affirmative action plan for persons with disabilities (PWD) and persons with targeted disabilities (PWTD), EEOC regulations (29 C.F.R. § 1614.203(e)) and MD-715 require agencies to describe how their affirmative action plan will improve the recruitment, hiring, advancement, and retention of applicants and employees with disabilities.

## Section I: Efforts to Reach Regulatory Goals

*EEOC regulations (29 CFR §1614.203(d)(7)) require agencies to establish specific numerical goals for increasing the participation of persons with disabilities and persons with targeted disabilities in the federal government.*

1. Using the goal of 12% as the benchmark, does your agency have a trigger involving PWD by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

- a. Cluster GS-1 to GS-10 (PWD) Answer: No
- b. Cluster GS-11 to SES (PWD) Answer: No

RRB has no triggers in this measure.

\* For GS employees, please use two clusters: GS-1 to GS-10 and GS-11 to SES, as set forth in 29 C.F.R. § 1614.203(d)(7). For all other pay plans, please use the approximate grade clusters that are above or below GS-11 Step 1 in the Washington, DC metropolitan region.

2. Using the goal of 2% as the benchmark, does your agency have a trigger involving PWTD by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

- a. Cluster GS-1 to GS-10 (PWTD) Answer: No
- b. Cluster GS-11 to SES (PWTD) Answer: No

RRB has no triggers in this measure.

Grade Level Cluster (GS or Alternate Pay Plan)	Total	Reportable Disability Total	Reportable Disability Percentage (Numerical Goal 12 Percent)	Targeted Disability Total	Targeted Disability Percentage (Numerical Goal 2 Percent)
Grades GS-11 to SES					
Grades GS-1 to GS-10					

3. Describe how the agency has communicated the numerical goals to the hiring managers and/or recruiters.

Each year, OPM's numerical workforce participation goals for PWD and PWTD are communicated to board staff by the EEO Director.  
HR staff is responsible for highlighting RRB's agency-specific participation goals for PWD and PWTD to hiring managers.

## Section II: Model Disability Program

*Pursuant to 29 C.F.R. § 1614.203(d)(1), agencies must ensure sufficient staff, training and resources to recruit and hire persons with disabilities and persons with targeted disabilities, administer the reasonable accommodation program and special emphasis program, and oversee any other disability hiring and advancement program the agency has in place.*

### A. PLAN TO PROVIDE SUFFICIENT & COMPETENT STAFFING FOR THE DISABILITY PROGRAM

1. Has the agency designated sufficient qualified personnel to implement its disability program during the reporting period? If "no", describe the agency's plan to improve the staffing for the upcoming year.

Answer: Yes

2. Identify all staff responsible for implementing the agency's disability employment program by the office, staff employment status, and responsible official.

Disability Program Task	Total Full Time	Total Part Time	Total Collateral Duty	Responsible Official (Name, Title, Office Email)
Special Emphasis Program for PWD and PWTD	1	0	0	Nancy Bitzer Director of Human Resources Nancy.Bitzer@rrb.gov
Architectural Barriers Act Compliance	1	0	0	Scott Rush Supvy Facility Operations Specialist Scott.Rush@rrb.gov
Section 508 Compliance	1	0	0	Hugo Contreras IT Customer Support Supervisor Hugo.Contreras@rrb.gov
Processing reasonable accommodation requests from applicants and employees	1	0	0	Regina Block HR Specialist/Labor Relations Regina.Block@rrb.gov
Processing applications from PWD and PWTD	0	1	0	Meghan O'Connor Lead HR Specialist/SPC Meghan.O'Connor@rrb.gov
Answering questions from the public about hiring authorities that take disability into account	0	1	0	Meghan O'Connor Lead HR Specialist/SPC Meghan.O'Connor@rrb.gov

3. Has the agency provided disability program staff with sufficient training to carry out their responsibilities during the reporting period? If "yes", describe the training that disability program staff have received. If "no", describe the training planned for the upcoming year.

Answer: Yes

All staff members with disability-related responsibilities are required to receive annual training within their respective specialties (e.g., Human Resources, Information Technology, Facilities Management).

### B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

Has the agency provided sufficient funding and other resources to successfully implement the disability program during the reporting period? If "no", describe the agency's plan to ensure all aspects of the disability program have sufficient funding and other resources.

Answer: Yes

## **Section III: Program Deficiencies In The Disability Program**

## Section IV: Plan to Recruit and Hire Individuals with Disabilities

*Pursuant to 29 C.F.R. §1614.203(d)(1)(i) and (ii), agencies must establish a plan to increase the recruitment and hiring of individuals with disabilities. The questions below are designed to identify outcomes of the agency's recruitment program plan for PWD and PWTD.*

### A. PLAN TO IDENTIFY JOB APPLICATIONS WITH DISABILITIES

1. Describe the programs and resources the agency uses to identify job applicants with disabilities, including individuals with targeted disabilities.

The Selective Placement Program Coordinator (SPPC) in the Bureau of Human Resources (HR) helps the agency recruit, hire, and accommodate persons with disabilities and provides guidance throughout the application process and answers questions from applicants, employees, and hiring managers relating to the hiring of PWD.

2. Pursuant to 29 C.F.R. §1614.203(a)(3), describe the agency's use of hiring authorities that take disability into account (e.g., Schedule A) to recruit PWD and PWTD for positions in the permanent workforce.

RRB is restricted in its use of special appointment authorities based on the Railroad Retirement Act (RRA) and the Railroad Unemployment and Insurance Act (RUIA). Both the RRA and RUIA mandate that all positions within RRB must be in the competitive service with the exception of only 3 positions (Assistant to Board Members). The agency is therefore restricted in its use of special appointment authorities and is limited to authorities that permit non-competitive hiring into competitive service positions. RRB does not have the ability to use Schedule A hiring authority (non-competitive hiring) as it is an excepted service authority and our establishing legislation prohibits the use of most excepted service authorities, including Schedule A. This response stems from the Powers and Duties of the Board section of the RRA of 1974. The specific language is located in 45 U.S.C 231f(b)(9). Nevertheless, our agency has created workarounds for this limitation to comply with other OMB rules, such as hiring attorneys, Pathways Interns, and Recent Graduates as excepted service.

3. When individuals apply for a position under a hiring authority that takes disability into account (e.g., Schedule A), explain how the agency (1) determines if the individual is eligible for appointment under such authority; and, (2) forwards the individual's application to the relevant hiring officials with an explanation of how and when the individual may be appointed.

Individuals do not apply for a position under a hiring authority that takes disability into account because we do not have authority to hire under these special authorities as stated above.

4. Has the agency provided training to all hiring managers on the use of hiring authorities that take disability into account (e.g., Schedule A)? If "yes", describe the type(s) of training and frequency. If "no", describe the agency's plan to provide this training.

Answer: N/A

We do not have hiring authority under Schedule A and therefore, no training is provided on Schedule A.

The RRB does not have the ability to use Schedule A hiring authority (non-competitive hiring) as it is an excepted service authority and our establishing legislation prohibits the use of most excepted service authorities, including Schedule A. This response stems from the Powers and Duties of the Board section of the RRA of 1974. The specific language is located in 45 USC 231f(b)(9). Nevertheless, our agency has created workarounds for this limitation to comply with other OMB rules, such as hiring attorneys, Pathways Interns, and Recent Graduates as excepted service.

### B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS

Describe the agency's efforts to establish and maintain contacts with organizations that assist PWD, including PWTD, in securing and maintaining employment.

Since FY 2020, the Bureau of Human Resources has established and maintained contacts with eleven organizations that assist PWDs and PWTDs. These organizations include: The Chicago Lighthouse; Aspire [Non-Profit]; Trinity Services, Inc. Northwest; Search, Inc.; Goodwill Industries of Metropolitan Chicago; America Works of Illinois; City of Chicago; Illinois Department of Human Services; Progress Center for Independent Living; Southwest American Job Center; and Access Living of Metro Chicago. HR sends our vacancy notices to them for dissemination to clients.

### C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)

1. Using the goals of 12% for PWD and 2% for PWTD as the benchmarks, do triggers exist for PWD and/or PWTD among the new hires in the permanent workforce? If "yes", describe the trigger(s) below.

- a. New Hires for Permanent Workforce (PWD) Answer: No
- b. New Hires for Permanent Workforce (PWTD) Answer: No

No triggers exist in this measurement area. The sample size was limited as there were few hires in all the major occupations.

New Hires	Total (Number)	Reportable Disability Permanent Workforce (Percentage)	Reportable Disability Temporary Workforce (Percentage)	Targeted Disability Permanent Workforce (Percentage)	Targeted Disability Temporary Workforce (Percentage)
<b>% of Total Applicants</b>					
<b>% of Qualified Applicants</b>					
<b>% of New Hires</b>					

2. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the new hires for any of the mission-critical occupations (MCO)? If "yes", please describe the triggers below. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. New Hires for MCO (PWD) Answer: No
- b. New Hires for MCO (PWTD) Answer: No

No triggers exist in this measurement area. The sample size was limited as there were few hires in all the major occupations.

New Hires to Mission-Critical Occupations	Total (Number)	Reportable Disability New Hires (Percentage)	Targetable Disability New Hires (Percentage)
<b>Numerical Goal</b>	--	12%	2%

3. Using the relevant applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the qualified internal applicants for any of the mission-critical occupations (MCO)? If "yes", please describe the triggers below. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. Qualified Applicants for MCO (PWD) Answer: No
- b. Qualified Applicants for MCO (PWTD) Answer: No

No triggers exist in this measurement area. The sample size was limited as there were few hires in all the major occupations.

4. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among employees promoted to any of the mission-critical occupations (MCO)? If "yes", please describe the triggers below. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. Promotions for MCO (PWD) Answer: No
- b. Promotions for MCO (PWTD) Answer: No

No triggers exist in this measurement area. The sample size was limited as there were few promotions in all major occupations.

## Section V: Plan to Ensure Advancement Opportunities for Employees with Disabilities

Pursuant to 29 C.F.R. §1614.203(d)(1)(iii), agencies are required to provide sufficient advancement opportunities for employees with disabilities. Such activities might include specialized training and mentoring programs, career development opportunities, awards programs, promotions, and similar programs that address advancement. In this section, agencies should identify, and provide data on programs designed to ensure advancement opportunities for employees with disabilities.

### A. ADVANCEMENT PROGRAM PLAN

Describe the agency's plan to ensure PWD, including PWTD, have sufficient opportunities for advancement.

RRB is committed to ensuring opportunities for advancement for all employees, including PWD and PWTD. On an individual office and component basis, RRB provides for various training opportunities to enhance skills and development. In all training and developmental activities, RRB ensures that employees with disabilities are accommodated.

### B. CAREER DEVELOPMENT OPPORTUNITIES

1. Please describe the career development opportunities that the agency provides to its employees.

As a small agency, RRB does not have a formal career development program. However, it provides individual training and offers SES and Leadership Development Programs and periodic details (internal).

2. In the table below, please provide the data for career development opportunities that require competition and/or supervisory recommendation/approval to participate.

Career Development Opportunities	Total Participants Applicants (Percentage)	Total Participants Selectees (Percentage)	PWD Applicants (Percentage)	PWD Selectees (Percentage)	PWTD Applicants (Percentage)	PWTD Selectees (Percentage)
Internship Programs	N/A	N/A	N/A	N/A	N/A	N/A
Mentoring Programs	N/A	N/A	N/A	N/A	N/A	N/A
Coaching Programs	N/A	N/A	N/A	N/A	N/A	N/A
Training Programs	N/A	N/A	N/A	N/A	N/A	N/A
Detail Programs	N/A	N/A	N/A	N/A	N/A	N/A
Fellowship Programs	N/A	N/A	N/A	N/A	N/A	N/A
Other Career Development Programs	N/A	N/A	N/A	N/A	N/A	N/A

3. Do triggers exist for PWD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for the applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. Applicants (PWD) Answer: N/A
- b. Selections (PWD) Answer: N/A

No triggers were identified as RRB does not have a formal career development program.

4. Do triggers exist for PWTD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for the applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. Applicants (PWTD) Answer: N/A
- b. Selections (PWTD) Answer: N/A

No triggers were identified as RRB does not have a formal career development program.

**C. AWARDS**

1. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for any level of the time-off awards, bonuses, or other incentives? If "yes", please describe the trigger(s) in the text box.

- a. Awards, Bonuses, & Incentives (PWD) Answer: No
- b. Awards, Bonuses, & Incentives (PWTD) Answer: No

Time-Off Awards	Total (Number)	Reportable Disability (Percentage)	Without Reportable Disability (Percentage)	Targeted Disability (Percentage)	Without Targeted Disability (Percentage)
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Cash Awards	Total (Number)	Reportable Disability (Percentage)	Without Reportable Disability (Percentage)	Targeted Disability (Percentage)	Without Targeted Disability (Percentage)
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2. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for quality step increases or performance- based pay increases? If "yes", describe the trigger(s) below.

- a. Awards, Bonuses, & Incentives (PWTD) Answer: No
- b. Pay Increases (PWTD) Answer: No

Other Awards	Total (Number)	Reportable Disability (Percentage)	Without Reportable Disability (Percentage)	Targeted Disability (Percentage)	Without Targeted Disability (Percentage)
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3. If the agency has other types of employee recognition programs, are PWD and/or PWTD recognized disproportionately less than employees without disabilities? (The appropriate benchmark is the inclusion rate.) If "yes", describe the employee recognition program and relevant data in the text box.

- a. Other Types of Recognition (PWD) Answer: N/A
- b. Other Types of Recognition (PWTD) Answer: N/A

Data on other types of recognition is not currently available.

**D. PROMOTIONS**

1. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. SES
  - i. Qualified Internal Applicants (PWTD) Answer: No
  - ii. Internal Selections (PWTD) Answer: No
- b. Grade GS-15
  - i. Qualified Internal Applicants (PWTD) Answer: No
  - ii. Internal Selections (PWTD) Answer: No

- c. Grade GS-14
  - i. Qualified Internal Applicants (PWTD) Answer: No
  - ii. Internal Selections (PWTD) Answer: No
  
- d. Grade GS-13
  - i. Qualified Internal Applicants (PWTD) Answer: No
  - ii. Internal Selections (PWTD) Answer: No
  
- 2. Does your agency have a trigger involving PWTD among the qualified internal applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.
  - a. SES
    - i. Qualified Internal Applicants (PWTD) Answer: No
    - ii. Internal Selections (PWTD) Answer: No
  
  - b. Grade GS-15
    - i. Qualified Internal Applicants (PWTD) Answer: No
    - ii. Internal Selections (PWTD) Answer: No
  
  - c. Grade GS-14
    - i. Qualified Internal Applicants (PWTD) Answer: No
    - ii. Internal Selections (PWTD) Answer: No
  
  - d. Grade GS-13
    - i. Qualified Internal Applicants (PWTD) Answer: No
    - ii. Internal Selections (PWTD) Answer: No
  
- 3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.
  - a. New Hires to SES (PWD) Answer: No
  - b. New Hires to GS-15 (PWD) Answer: No
  - c. New Hires to GS-14 (PWD) Answer: No
  - d. New Hires to GS-13 (PWD) Answer: No
  
- 4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.
  - a. New Hires to SES (PWTD) Answer: No
  - b. New Hires to GS-15 (PWTD) Answer: No
  - c. New Hires to GS-14 (PWTD) Answer: No
  - d. New Hires to GS-13 (PWTD) Answer: No
  
- 5. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. Executives
  - i. Qualified Internal Applicants (PWD) Answer: No
  - ii. Internal Selections (PWD) Answer: No
  
- b. Managers
  - i. Qualified Internal Applicants (PWD) Answer: No
  - ii. Internal Selections (PWD) Answer: No
  
- c. Supervisors
  - i. Qualified Internal Applicants (PWD) Answer: No
  - ii. Internal Selections (PWD) Answer: No
  
- 6. Does your agency have a trigger involving PWTB among the qualified internal applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.
  - a. Executives
    - i. Qualified Internal Applicants (PWTB) Answer: No
    - ii. Internal Selections (PWTB) Answer: No
  
  - b. Managers
    - i. Qualified Internal Applicants (PWTB) Answer: No
    - ii. Internal Selections (PWTB) Answer: No
  
  - c. Supervisors
    - i. Qualified Internal Applicants (PWTB) Answer: No
    - ii. Internal Selections (PWTB) Answer: No
  
- 7. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the selectees for new hires to supervisory positions? If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.
  - a. New Hires for Executives (PWD) Answer: No
  - b. New Hires for Managers (PWD) Answer: No
  - c. New Hires for Supervisors (PWD) Answer: No
  
- 8. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTB among the selectees for new hires to supervisory positions? If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.
  - a. New Hires for Executives (PWTB) Answer: No
  - b. New Hires for Managers (PWTB) Answer: No
  - c. New Hires for Supervisors (PWTB) Answer: No

## Section VI: Plan to Improve Retention of Persons with Disabilities

To be model employer for persons with disabilities, agencies must have policies and programs in place to retain employees with disabilities. In this section, agencies should: (1) analyze workforce separation data to identify barriers retaining employees with disabilities; (2) describe efforts to ensure accessibility of technology and facilities; and (3) provide information on the reasonable accommodation program and workplace assistance services.

### A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

- In this reporting period, did the agency convert all eligible Schedule A employees with a disability into the competitive service after two years of satisfactory service (5 C.F.R. § 213.3102(u)(6)(i))? If "no", please explain why the agency did not convert all eligible Schedule A employees.

Answer: N/A

The agency is restricted from using Schedule A.

- Using the inclusion rate as the benchmark, did the percentage of PWD among voluntary and involuntary separations exceed that of persons without disabilities? If "yes", describe the trigger below.

a. Voluntary Separations (PWD)

Answer: No

b. Involuntary Separations (PWD)

Answer: No

Separations	Total (Number)	Reportable Disabilities (Percentage)	Without Reportable Disabilities (Percentage)
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- Using the inclusion rate as the benchmark, did the percentage of PWTD among voluntary and involuntary separations exceed that of persons without targeted disabilities? If "yes", describe the trigger(s) in the text box.

a. Voluntary Separations (PWTD)

Answer: No

b. Involuntary Separations (PWTD)

Answer: No

Separations	Total (Number)	Targeted Disabilities (Percentage)	Without Targeted Disabilities (Percentage)
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- If a trigger exists involving the separation rate of PWD and/or PWTD, please explain why they left the agency using exit interview results and other data sources.

Not Applicable.

### B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES

Pursuant to 29 CFR §1614.203(d)(4), federal agencies are required to inform applicants and employees of their rights under Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. § 794(b), concerning the accessibility of agency technology, and the Architectural Barriers Act of 1968 (42 U.S.C. § 4151-4157), concerning the accessibility of agency facilities. In addition, agencies are required to inform individuals where to file complaints if other agencies are responsible for a violation.

- Please provide the internet address on the agency's public website for its notice explaining employees' and applicants' rights under Section 508 of the Rehabilitation Act, including a description of how to file a complaint.

Information on the rights associated with Section 508 of the Rehabilitation Act is at <https://www.rrb.gov/Resources/OfficeOfEqualOpportunity/EEOPolicies> and <https://rrb.gov/Policy>.

- Please provide the internet address on the agency's public website for its notice explaining employees' and applicants' rights under the Architectural Barriers Act, including a description of how to file a complaint.

Information on rights associated with the Architectural Barriers Act (ABA) is at <https://www.rrb.gov/Policy#aba>.

- Describe any programs, policies, or practices that the agency has undertaken, or plans on undertaking over the next fiscal year, designed to improve accessibility of agency facilities and/or technology.

RRB is committed to making its office space and facilities fully accessible to all people; and ensuring the full integration of individuals with disabilities who visit or work in our facilities.

**C. REASONABLE ACCOMMODATION PROGRAM**

Pursuant to 29 C.F.R. § 1614.203(d)(3), agencies must adopt, post on their public website, and make available to all job applicants and employees, reasonable accommodation procedures.

- Please provide the average time frame for processing initial requests for reasonable accommodations during the reporting period. (Please do not include previously approved requests with repetitive accommodations, such as interpreting services.)

The average processing time from the date of request to approval in FY 2025 was 30 days.

- Describe the effectiveness of the policies, procedures, or practices to implement the agency's reasonable accommodation program. Some examples of an effective program include timely processing requests, timely providing approved accommodations, conducting training for managers and supervisors, and monitoring accommodation requests for trends.

According to the agency's Reasonable Accommodation Coordinator housed in the Bureau of Human Resources, some of RRB's best practices include:  
 timely processing of RA requests,  
 timely interactive discussions,  
 training is conducted for new supervisors, and  
 ongoing training/information is provided for supervisors upon request.

**D. PERSONAL ASSISTANCE SERVICES ALLOWING EMPLOYEES TO PARTICIPATE IN THE WORKPLACE**

Pursuant to 29 CFR §1614.203(d)(5), federal agencies, as an aspect of affirmative action, are required to provide personal assistance services (PAS) to employees who need them because of a targeted disability, unless doing so would impose an undue hardship on the agency.

- Describe the effectiveness of the policies, procedures, or practices to implement the PAS requirement. Some examples of an effective program include timely processing requests for PAS, timely providing approved services, conducting training for managers and supervisors, and monitoring PAS requests for trends.

RRB's PAS procedure is included in the agency's Reasonable Accommodation Policy.

RRB did not receive any PAS requests in FY 2025.

## Section VII: EEO Complaint and Findings Data

### A. EEO COMPLAINT DATA INVOLVING HARASSMENT

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging harassment, as compared to the governmentwide average?

Answer: No

2. During the last fiscal year, did any complaints alleging harassment based on disability status result in a finding of discrimination or a settlement agreement?

Answer: No

3. If the agency had one or more findings of discrimination alleging harassment based on disability status during the last fiscal year, please describe the corrective measures taken by the agency.

RRB did not have any findings of discrimination in FY 2025.

### B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging failure to provide a reasonable accommodation as compared to the government-wide average?

Answer: No

2. During the last fiscal year, did any complaints alleging failure to provide reasonable accommodation result in a finding of discrimination or a settlement agreement?

Answer: No

3. If the agency had one or more findings of discrimination involving the failure to provide a reasonable accommodation during the last fiscal year please describe the corrective measures taken by the agency.

N/A

## Section VIII: Identification and Removal of Barriers

*Element D of MD-715 requires agencies to conduct a barrier analysis when a trigger suggests that a policy, procedure, or practice may be impeding the employment opportunities of a protected EEO group.*

1. Has the agency identified any barriers (policies, procedures, and/or practices) that affect employment opportunities for PWD and/or PWTD?

Answer: No

2. Has the agency established a plan to correct the barrier(s) involving PWD and/or PWTD?

Answer: N/A

3. Identify each trigger and plan to remove the barrier(s), including the identified barrier(s), objective(s), responsible official(s), planned activities, and, where applicable, accomplishments

4. Please explain the factor(s) that prevented the agency from timely completing any of the planned activities. Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.

N/A.

5. For the planned activities that were completed, please describe the actual impact of those activities toward eliminating the barrier(s).

As a result of the continued training offered by OEO and HR, RRB's workforce continues to be educated on topics of EEO Compliance, Reasonable Accommodation and professional development to support professional growth and to maintain a model EEO program.

6. If the planned activities did not correct the trigger(s) and/or barrier(s), please describe how the agency intends to improve the plan for the next fiscal year.

OEO and HR will continue to provide training opportunities to support a model EEO program.