



# Management Member's Office

STEVEN J. ANTHONY

MANAGEMENT MEMBER OF THE RAILROAD RETIREMENT BOARD



# RRB ORGANIZATIONAL CHART







# Office of Programs

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DIRECTOR OF PROGRAMS



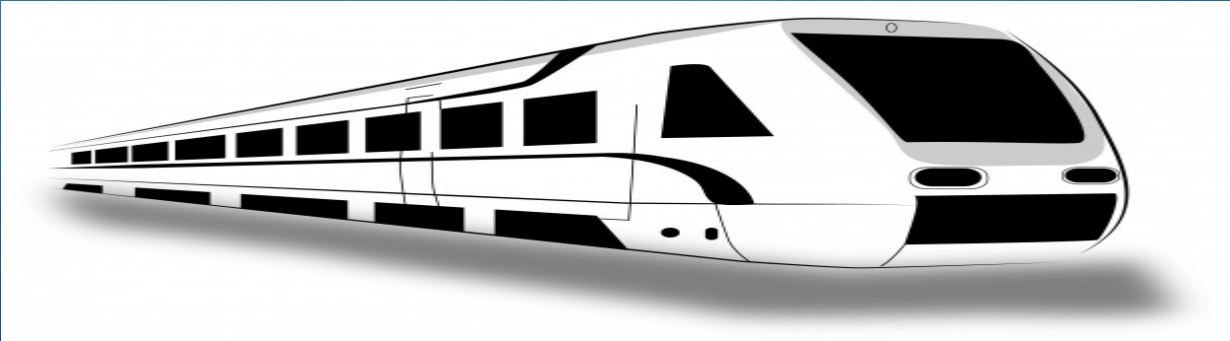
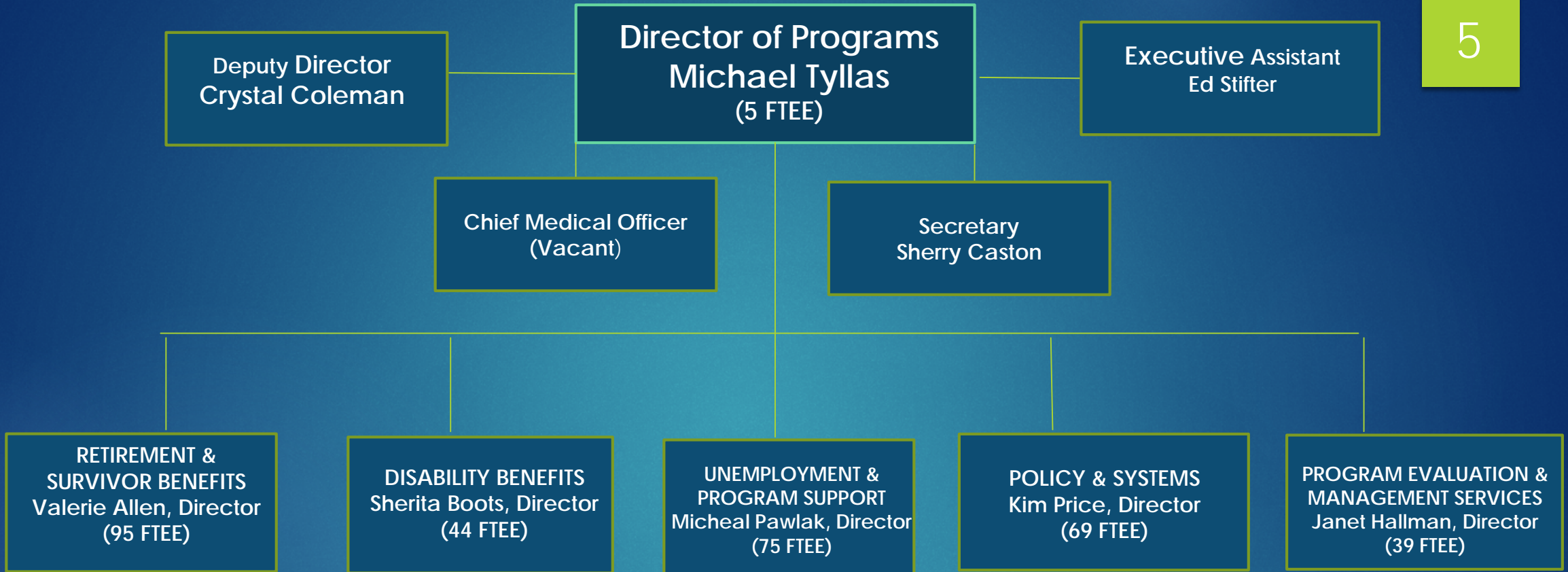
# Topics for Today

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- ▶ Office of Programs' People
- ▶ Information & Technology
- ▶ Customer Service









# BACKGROUND

- ▶ In Fiscal 2017, RRB paid:
  - ▶ \$12.5 billion in retirement and survivor benefits to 547,000 beneficiaries
  - ▶ \$105.4 million to:
    - ▶ 16,400 Sickness Insurance benefits
    - ▶ 12,400 unemployment insurance beneficiaries





# Office of Programs' PEOPLE

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- ▶ Office of Programs ceiling – 327 employees
- ▶ 310 On Board
- ▶ 21% eligible to retire in FY18
- ▶ Cumulative eligible for retirement over next five years >43%





# Information & Technology

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- ▶ Improvements to current systems
- ▶ New automated processes





# Customer Service

- ▶ Key Performance Indicator II-A-7:
  - ▶ *RRB makes a decision to pay or deny a benefit for a disabled applicant or family member within 100 days of the date the application is filed. (Measure: % ≤ 100 days)*

GOAL: 70.0%

ACTUAL: 10.2%





# Customer Service

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- ▶ Key Performance Indicator II-A-8:
  - ▶ *RRB makes a payment to a disabled applicant within 25 days of the date of decision or earliest payment date, whichever is later. (Measure for fiscal year 2008: %  $\leq$  20 days. Measure for fiscal year 2009 and later: %  $\leq$  25 days).*

GOAL: 93.5%

ACTUAL: 90.2%





# Customer Service

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- ▶ Key Performance Indicator II-B-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)*

GOAL: 20 Services Available

ACTUAL: 19 Services Available





# Customer Service

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- ▶ Key Performance Indicator II-B-2b:
  - ▶ *Enable employers to use the Internet to conduct business with the RRB, in support of the Government Paperwork Elimination Act. (Measure: number of services available through electronic media).*

GOAL: 30 Services Available

ACTUAL: 29 Services Available





# Customer Service

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- ▶ Key Performance Indicator III-B-2a:
  - ▶ *Achieve a railroad unemployment insurance benefit payment accuracy rate of at least 99%. (Measure: percent accuracy rate).*

GOAL: 97.0%

ACTUAL: 96.67%





# FINAL DESTINATION

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- ▶ ...is never reached; we are always improving
- ▶ Online Applications
- ▶ Annuitant Self Service Benefits Page
- ▶ Faster Processing
- ▶ ??? What's next





# QUESTIONS?

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- ▶ Thank you for participating in this session!
- ▶ Enjoy Chicago
- ▶ Contact Us Anytime!!

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