



RRB News

U.S. Railroad Retirement Board

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RRB Names Director of Policy and Systems

The U.S. Railroad Retirement Board (RRB) has named Randolph “Randy” Hayden as its Director of Policy and Systems, effective January 1, 2023.

In that position, Mr. Hayden will be responsible for developing and improving computer programs and systems, along with necessary forms, instructions, and processes, to calculate and pay benefits under the Railroad Retirement Act (RRA) and the Railroad Unemployment Insurance Act while providing outstanding service to RRB customers. He will be responsible for managing about 55 analysts and staff in Policy and Systems.

Mr. Hayden has held various senior analytical and supervisory positions over the course of his career at the RRB. At the time of his appointment, Mr. Hayden had served as the Chief of RRA Application and Calculation within Policy and Systems since December 2015. He has worked in Policy and Systems since 1995, starting as a policy and systems analyst. He subsequently became a senior analyst in May 2007, and a supervisory analyst in June 2009. An RRB employee since June 1987, Mr. Hayden started out as an initial retirement claims examiner before being promoted to working on post-adjudicatory retirement claims.

He graduated from Loyola University of Chicago in 1987 with a bachelor’s degree in biology, and from the Illinois Institute of Technology in 1999 with a master’s degree in public administration. Mr. Hayden is a native of Chicago, born and raised on the southwest side, and currently resides on the north side of the city. He hails from a

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railroad family, as his late father retired from the Belt Railway Company of Chicago and a late uncle retired from the Santa Fe Railroad in New Mexico.

He replaces Kimberly Price, who retired in December 2021 after 31 years of RRB service.

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An independent Federal agency headquartered in Chicago, the RRB pays about \$13.5 billion a year in benefits under the Federal Railroad Retirement and Railroad Unemployment Insurance Acts covering the nation's railroad workers and their families.