



RRB News

U.S. Railroad Retirement Board

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RRB Reopens Louisville District Office

The U.S. Railroad Retirement Board (RRB) will resume in-person service at its district office in Louisville, Kentucky, effective Monday, June 29. The office has been closed since March 2025 due to staffing shortages.

Director of Field Service Mark Blythe said, “We are pleased to announce the reopening of our Louisville office, restoring in-person access for members of the railroad community. Our renewed presence ensures that individuals have direct, personal access to staff who understand and support their needs.”

He also lauded staff in Roanoke and other offices throughout the region for continuing to provide outstanding service during this period to residents in the Louisville area.

The office is located in the Mazzoli Federal Building, 600 Dr. Martin Luther King Drive, Suite 267. It will be open to the public Monday through Friday from 9 a.m. to 3 p.m. Eastern Time.

The office will have just one employee for the foreseeable future, so there may be intermittent closures. Individuals may email Louisville@rrb.gov to schedule an in-person appointment or call the agency’s toll-free number of (877) 772-5772. They should also be aware that security screening is required to enter a federal building, so they will need to show a photo ID.

The Louisville office serves all but 21 of Kentucky’s 120 counties. Of those 21, the Huntington, West Virginia District Office services ten, the Cincinnati District Office services nine, and the Indianapolis District Office services two. Seven counties in southern Indiana are also serviced by the Louisville office.

The list of counties serviced by each office can be found on the agency’s website, RRB.gov, by accessing the Field Office Locator from the home page and clicking on the specific office on the map or from the drop-down menu. Customers can also enter their ZIP code to find the office that services their location.

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The RRB, an independent federal agency headquartered in Chicago, pays more than \$14.6 billion each year in benefits under the federal Railroad Retirement and Railroad Unemployment Insurance Acts, which cover the nation’s railroad workers and their families.