Railroad Retirement Board
Beneficiary Satisfaction Survey 2022 - Disability Segment
vFinal_10/26/22

(Items in **BOLD** are interviewer instructions and are not intended to be read to the respondent. Items marked *i.e., or e.g.,* should only be read if respondent needs clarification)

(For all questions, please include choices **98 = Don't Know** and **99 = Refused/Hung Up**)

Verify Respondent (Do not read)

S1. Hello. The Railroad Retirement Board has hired my company, [***Data Collection Company***], to call on their behalf. My name is _____. May I please speak with _____?

[INTERVIEWER: WAIT FOR RESPONSE]

a) Correct person on phone [**GO TO INTRO]**
b) Not correct person, but correct person is available **[HOLD UNTIL CORRECT RESPONDENT ANSWERS AND READ S2 BELOW]**
c) If Person not available **[SCHEDULE A CALL BACK]**
d) If No Such Person**: [INTERVIEWER TO RESPOND**: **"*Thank you and have a nice day!"*]**

S2. Hello. The Railroad Retirement Board has hired my company, [***Data Collection Company***], to call on their behalf. My name is _____. **[GO TO INTRO]**

Introduction

We are conducting research on how satisfied disability annuitants are with services provided by federal government agencies. The purpose of this research is to help the Railroad Retirement Board improve its services to you. Your answers are voluntary, but your opinions are very important for this research. Your responses will be completely confidential, and you will never be identified by name. This interview is authorized by Office of Management and Budget Control No. ***[INSERT OMB CLEARANCE #***]. This interview will take approximately 8 minutes.

S3. Is now a good time?

a) Yes **[Continue to S4]**
b) No **[INTERVIEWER to RESPOND**: ***"Can we schedule a time that is more convenient for you?",*** **reschedule call/survey and/or say:** ***"Thank you and have a nice day!"*]**

Screening Questions (Do not read)

S4. The Railroad Retirement Board has told us that you are currently receiving disability benefits. Is this correct?

a) Yes **[Continue to Printed Information - Q1]**
b) No **[TERMINATE CALL "Thank you for your time. Have a nice day!"]**
c) Don't Know **[TERMINATE CALL "Thank you for your time. Have a nice day!"]**
d) Refusal/Hung up **[TERMINATE CALL "Thank you for your time. Have a nice day!"]**

Prior Expectations (Do not read)

PE1. To begin, I would like you to think about your expectations of the Railroad Retirement Board's services before you filed for disability benefits. Using a 10-point scale on which 1 means "Very Low" and 10 means "Very High," how would you rate your prior expectations of the overall quality of the disability benefits services provided by the Railroad Retirement Board?

Printed Information (Do not read)

Now, think about the disability packet you received from the Railroad Retirement Board- that you may have consulted for information on applying for and receiving your disability benefits.

Q1. Did you use the packet of disability information that was provided to you to help you file your application?

a) Yes **[CONTINUE to Q2]**
b) No **[SKIP TO Application Process – Q6]**
c) Don't Know **[SKIP TO Application Process – Q6]**

On a scale from 1 to 10 where 1 means "Poor" and 10 means "Excellent," please rate the following:

Q2. Clarity of information about benefit eligibility

Q3. Clarity of information about the application process

Q4. Helpfulness of information in filing for benefits

Q5. Clarity of information about the advantages of a Disability Freeze (i.e., entitlement to early Medicare coverage and possible tax advantages)

Application Process (Do not read)

Now, think about the application process you went through to obtain your disability benefits. On a scale from 1 to 10 where 1 means "Poor" and 10 means "Excellent," please rate the following:

Q6. Ease of filing application

Q7. Guidance provided by RRB field offices during the application process.

Again, think about the application process that you went through to obtain your disability benefits. On a scale from 1 to 10 where 1 means "Strongly Disagree" and 10 means "Strongly Agree," please rate how much you agree or disagree with the following:

Q8. The time required to complete the application process was reasonable

Q9. The amount of information required to complete the application process was reasonable

Q9.1. Based on your experience, how could the application process be improved? **[OPEN END, OPTIONAL]**

Consultative Examination (Do not read)

Q10. Did you have a specialized medical examination scheduled by RRB?

a) Yes **[CONTINUE to Q11]**
b) No **[SKIP TO Decision Letter/Information – Q14]**
c) Don't Know **[SKIP TO Decision Letter/Information – Q14]**

Now, think about your experience with regard to the specialized medical examination. On a scale from 1 to 10 where 1 means "Poor" and 10 means "Excellent," please rate the following:

Q11. Courtesy of the personnel scheduling you

Q12. Clarity of the information about the specialized examination

Q13. Convenience of the location of the specialized examination

Decision Letter/Information (Do not read)

Now, please think about your disability decision letter, which was the letter you received that notified you that your disability annuity was granted.

On a scale from 1 to 10 where 1 means "Poor" and 10 means "Excellent," please rate the following:

Q14. Length of time until you received a disability decision letter

Q15. Ease of understanding information contained within the disability decision letter

Customer Service (Do not read)

Now, think about the ways you have recently contacted the Railroad Retirement Board about your disability benefits.

Q16. Please indicate whether you have had contact with the Railroad Retirement Board concerning your disability benefits in the following ways: [**Interviewer: Read list, select all that apply]**

a) Online via RRB.GOV or myRRB
b) Calling toll free to an RRB field office
c) Automated phone system (e.g., RRB's Help Line Services)
d) Secure email
e) U.S. mail
f) Visiting a field office in person

Q17. Please indicate your most recent means of contact with the Railroad Retirement Board concerning your disability benefits:

a) Online via RRB.GOV or myRRB
b) Calling toll free to an RRB field office
c) Automated phone system (e.g., RRB's Help Line Services)
d) Secure email
e) U.S. mail
f) Visiting a field office in person

Consider the most recent contact you have had with the Railroad Retirement Board concerning your disability benefits. On a scale from 1 to 10 where 1 means "Poor" and 10 means "Excellent," please rate the Railroad Retirement Board on the following:

Q18. The ease of getting in touch with the Railroad Retirement Board

Q19. The courtesy/professionalism of RRB personnel

Q20. The knowledge of RRB personnel

Q21. The responsiveness of RRB personnel

Q22. The clarity of the information provided to you

Q23. The accuracy of the information provided to you

ACSI Benchmark Questions (Do not read)

Q24. On a scale from 1 to 10 where 1 means, "Not at All Satisfied" and 10 means "Extremely Satisfied," how satisfied are you with the services provided by the Railroad Retirement Board in connection with your disability benefits?

Q25. Using a 10-point scale on which 1 now means "Does Not Meet Expectations" and 10 means "Exceeds Expectations," to what extent have the services provided by the Railroad Retirement Board in connection to your disability application fallen short of or exceeded your expectations?

Q26. Forget for a moment your experiences with the Railroad Retirement Board. Now, imagine an ideal organization that handles applications for disability benefits. How well do you think the Railroad Retirement Board compares with that ideal organization? Please use a 10-point scale on which 1 means "Very Far from Ideal" and 10 means "Very Close to Ideal."

Outcome Measures (Do not read)

Next, I want you to think about your interaction with the Railroad Retirement Board since you started receiving your disability benefits.

Q28. Since you recently began receiving your disability benefits, have you provided negative feedback to the Railroad Retirement Board about its service providing your benefits?

a) Yes **[GO TO Q29]**
b) No **[SKIP to Epilogue Question – Q31]**

Q29. Using a 10-point scale on which 1 means "Handled Very Poorly" and 10 means "Handled Very Well," please rate how well your complaint was handled.

Q30. Using a 10-point scale on which 1 means "Not At All Confident" and 10 means "Very Confident," how confident are you that the Railroad Retirement Board will do a good job in providing disability benefits in the future?

Epilogue Question (Do not read)

Q31. Have you visited the Railroad Retirement Board website?

a) Yes **[GO TO Q32]**

b) No **[SKIP to Preference Questions – Q37]**

On a scale of 1 - 10, where 1 means Not Likely and 10 means Very Likely, if the RRB offered a secure online environment @ RRB.GOV, how likely would you be to use RRB.GOV for the following services?

Q32. Applying for benefits online (e.g., Retirement, Disability and Medicare)

Q33. Changing your address

Q34. Changing your direct deposit

Q35. Adjusting your tax withholding

Q36. Viewing letters that have been sent to you by the RRB

Preference Questions (Do not read)

We'd like to ask just a couple more questions about your preferences…

Q37. Of all the service options that the Railroad Retirement Board could offer you, which would be your most preferred method for conducting future business (e.g., applying for benefits, changing your address, or changing your direct deposit information)?

a) Online via RRB.GOV or myRRB
b) Calling toll free to an RRB field office
c) Automated phone system (e.g., RRB's Help Line Services)
d) Secure email
e) U.S. mail
f) Visiting a field office in person

Q38. Which would be your second most preferred method for conducting future business (e.g., applying for benefits, changing your address, or changing your direct deposit information)?

a) Online via RRB.GOV or myRRB
b) Calling Toll Free to an RRB field office
c) Automated phone system (e.g., RRB's Help Line Services)
d) Secure Email
e) U.S. mail
f) Visiting a field office in person

Q39. Finally, do you have any suggestions on how the Railroad Retirement Board can better serve you? **[OPEN END/OPTIONAL]**

CLOSE. Thank you for your time. The Railroad Retirement Board appreciates your views and will use them to better serve its customers. Have a nice day!