



American Customer Satisfaction Index Railroad Retirement Board

Survivors Segment Customer Satisfaction Study

August 2012



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Introduction and Methodology

The American Customer Satisfaction Index (ACSI) is the national indicator of customer evaluations of the quality of goods and services available to U.S. residents. It is the only uniform, cross-industry/government measure of customer satisfaction. Since 1994, the ACSI has measured satisfaction, its causes, and its effects, for seven economic sectors, 41 industries, more than 200 private sector companies, two types of local government services, the U.S. Postal Service, and the Internal Revenue Service. ACSI has measured more than 100 programs of federal government agencies since 1999. This allows benchmarking between the public and private sectors and provides information unique to each agency on how its activities that interface with the public affect the satisfaction of customers. The effects of satisfaction are estimated, in turn, on specific objectives (such as public trust).

Customer Background

The Railroad Retirement Board chose the Survivor Segment to measure in 2012, which is comprised of Initial Widows and Spouse to Widows. These segments were measured initially in 2005. Comparisons between 2012 and 2005 results, where applicable, are provided in this report.

Data Collection

The Railroad Retirement Board provided sample lists of Survivors. This included a list of Initial Widows and a list of Spouse to Widows. A total of 645 Initial Widows and 2079 Spouse to Widows were included in the sample. Data were collected via telephone by the professional interviewers of ASVA from July 9th through July 12th, 2012. Interviewers worked under monitored supervision from a central phone room. Interviewers used CATI (computer-assisted-telephone-interviewing) terminals programmed for the specific questionnaire. The response rate for the survey was 15%. A total of 250 interviews were conducted with 125 for each segment. Of these 247 were valid for modeling purposes; 3 were omitted from analysis for missing data. In order for the customer satisfaction scores to accurately depict the RRB population, responses were weighted two-thirds spouse-to-widow and one-third initial widow. Response rate information and calculations can be found in Appendix D.

Reporting

The questionnaire used is shown in Appendix A. The questionnaire was developed through a collaborative effort between CFI Group and the Railroad Retirement Board to measure overall satisfaction with RRB for Survivors. The survey instrument was initially designed in 2005 and minimal changes were made in order to compare against the baseline measure.

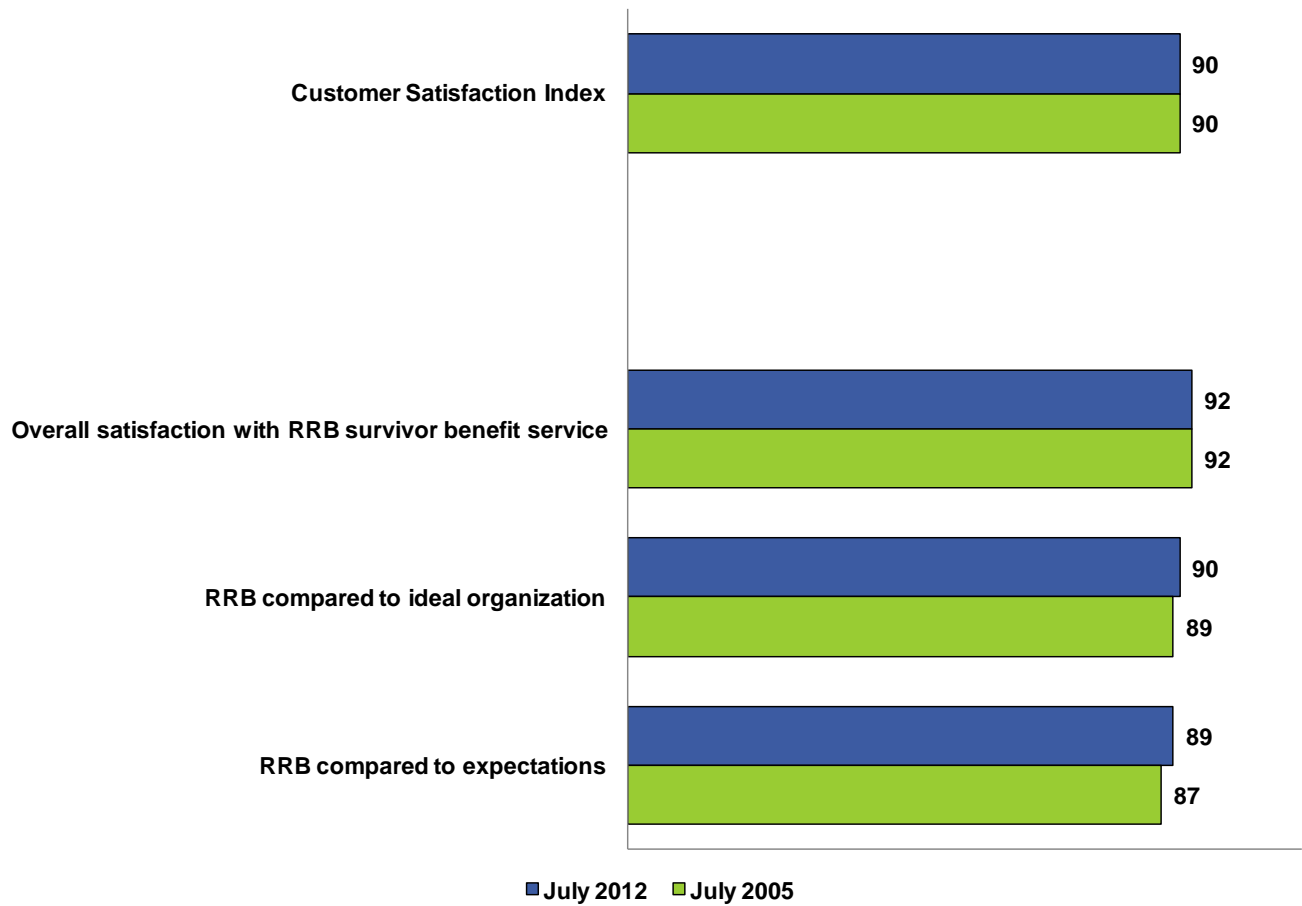
Most of the questions in the survey asked the respondent to rate items on a 1 to 10 scale. Results to these questions are reported on a scale of 0 to 100 and are included in Appendix C. Aggregate scores are included in these tables as well as comparisons of scores by benefit segment. Responses to non-modeled questions such as multiple-choice questions and yes/no were included for background information on the respondents. The results for these non-modeled questions are included in Appendix B. An explanation of the response rate is provided in Appendix D.

Customer Satisfaction (ACSI)

The **Customer Satisfaction Index (CSI)** is a weighted average of three questions in the questionnaire in Appendix A. The questions are answered on 1-10 scale and converted to a 0-100 scale for reporting purposes. The three questions measure: Overall satisfaction (Q23); Satisfaction compared to expectations (Q24); and Satisfaction compared to an 'ideal' organization (Q25). The model assigns the weights to each question in a way that maximizes the ability of the index to predict changes in agency outcomes.

The 2012 Customer Satisfaction Index (CSI) for RRB Survivor Segment is 90. Satisfaction has not changed since the last measure in 2005. A score of 90 indicates a very high level of satisfaction and is 23 points above the latest federal aggregate satisfaction index (67). Satisfaction benchmarks are provided on the next page.

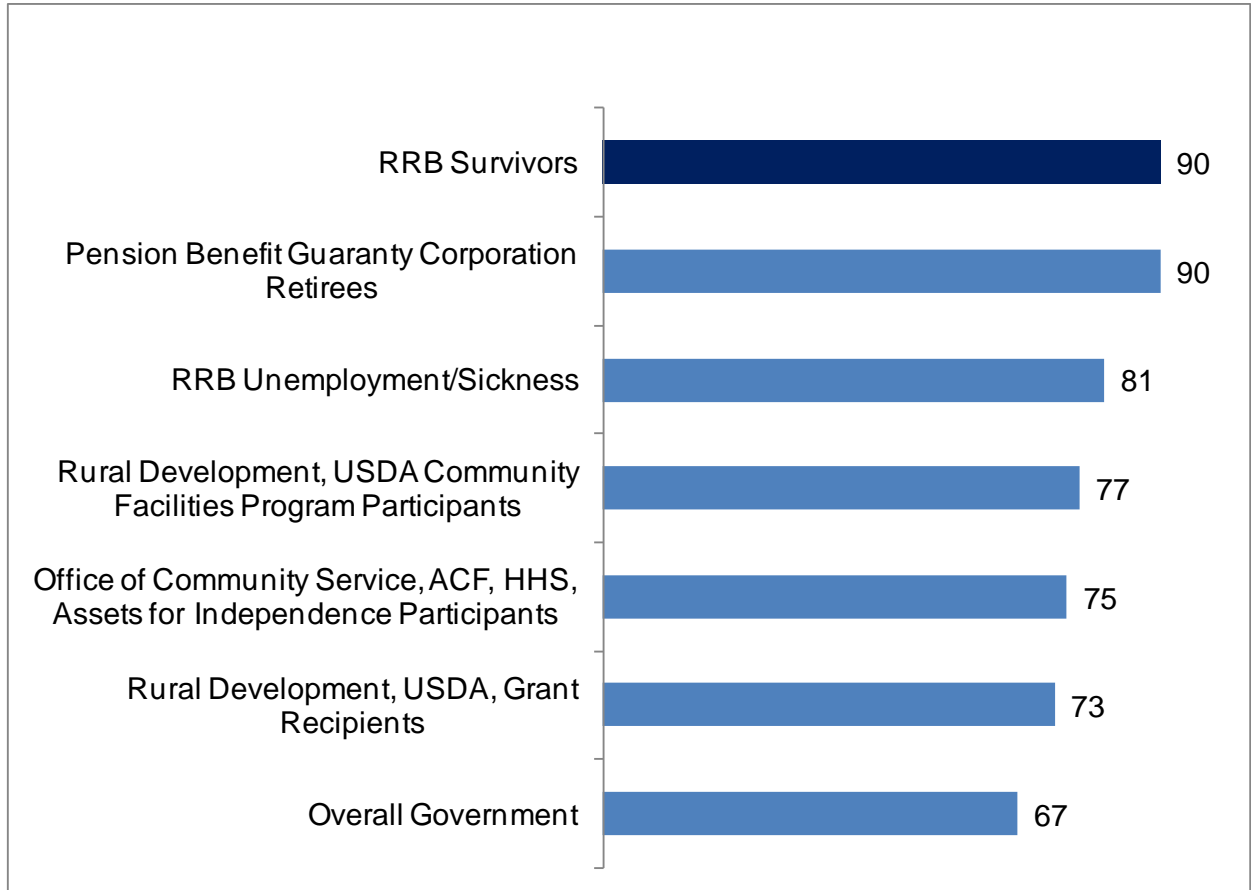
Customer Satisfaction Index 2012 compared to 2005



N=247

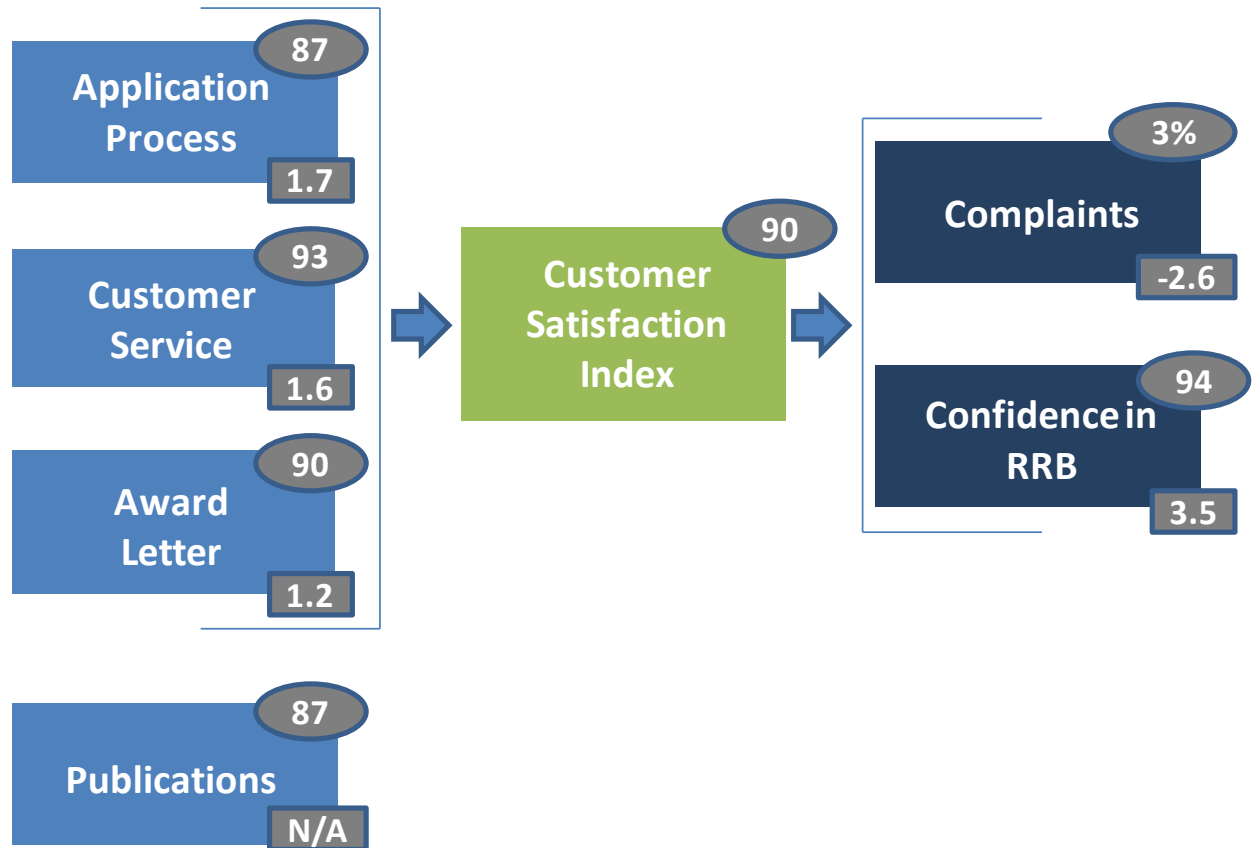
Benchmarks

The Railroad Retirement Board Survivor segment compares favorably to other federal government beneficiary providers. With a score of 90, only PBGC Retirees segment is on par with this score. Most agencies providing benefits have satisfaction in the 70s to low 80s. The latest overall satisfaction index for all of federal government is 67.



Customer Satisfaction Model

2012 RRB Survivor Segment - Customer Satisfaction Model



N=247

RRB can use the scores (in circles) and impacts (in rectangles) from the model shown above to target areas for improvement that will have the greatest leverage on Customer Satisfaction and desired outcomes.

Attribute scores are the mean (average) respondent scores to each individual question that was asked in the survey. Respondents are asked to rate each item on a 1-10 scale with “1” being “poor” and “10” being “excellent.” CFI Group converts the mean responses to these items to a 0-100 scale for reporting purposes. It is important to note that these scores are averages, not percentages. The score is best thought of as an index, with 0 meaning “poor” and 100 meaning “excellent.”

A component score is the weighted average of the individual attribute ratings given by each respondent to the questions presented in the survey. A score is a relative measure of performance for a component, as given for a particular set of respondents.

Impacts should be read as the effect on the subsequent component if the initial driver (component) were to be improved or decreased by five points. For example, if the score for Application Process increased by 5 points (87 to 92), Customer Satisfaction would increase by the amount of its impact, 1.7 points, (from 90 to 91.7). Similarly, if Customer Satisfaction were to increase by 5 points, ‘Confidence in RRB’ would increase by 3.5 points from 94 to 97.5. If the driver increases by less than or more than five points, the resulting change in the subsequent component would be the corresponding fraction of the original impact.

Impacts are additive. Thus, if multiple areas were to each improve by 5 points the related improvement in satisfaction will be the sum of the impacts.

As with scores, impacts are also relative to one another. A low impact does not mean a component is unimportant. Rather, it means that a five-point change in that one component is unlikely to result in much improvement in Satisfaction at this time. Therefore, components with higher impacts are generally recommended for improvement first, especially if scores are lower for those components.

Since only 18% of respondents answered the Publications questions, this component was not included in the model for the purposes of calculating an impact. Scores indicating performance on a 0 to 100 scale, were calculated for Publications.

Drivers of Customer Satisfaction

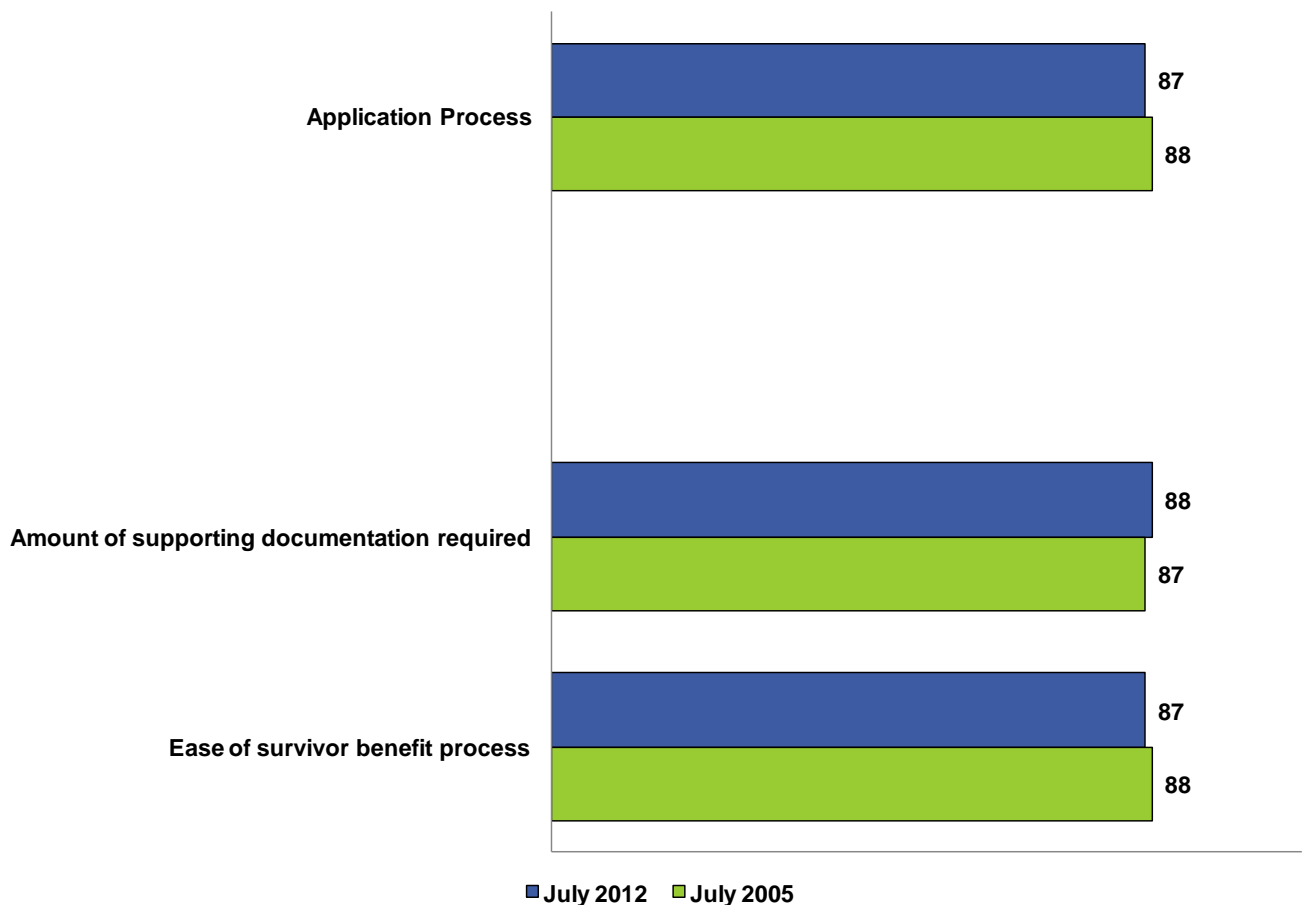
The following section provides comparisons of scores from the 2012 survey to those from the last wave of the survey in 2005.

Application Process

Impact 1.7

The Application Process has a strong impact on satisfaction with an impact of 1.7. Scores changed very little since 2005 with no significant changes, as the overall rating for Application Process is down just 1 point to 87. The amount of supporting documentation required is rated as not being burdensome with a score of 88, while the overall survivor benefit process is not problematic with a score of 87.

Application Process 2012 compared to 2005

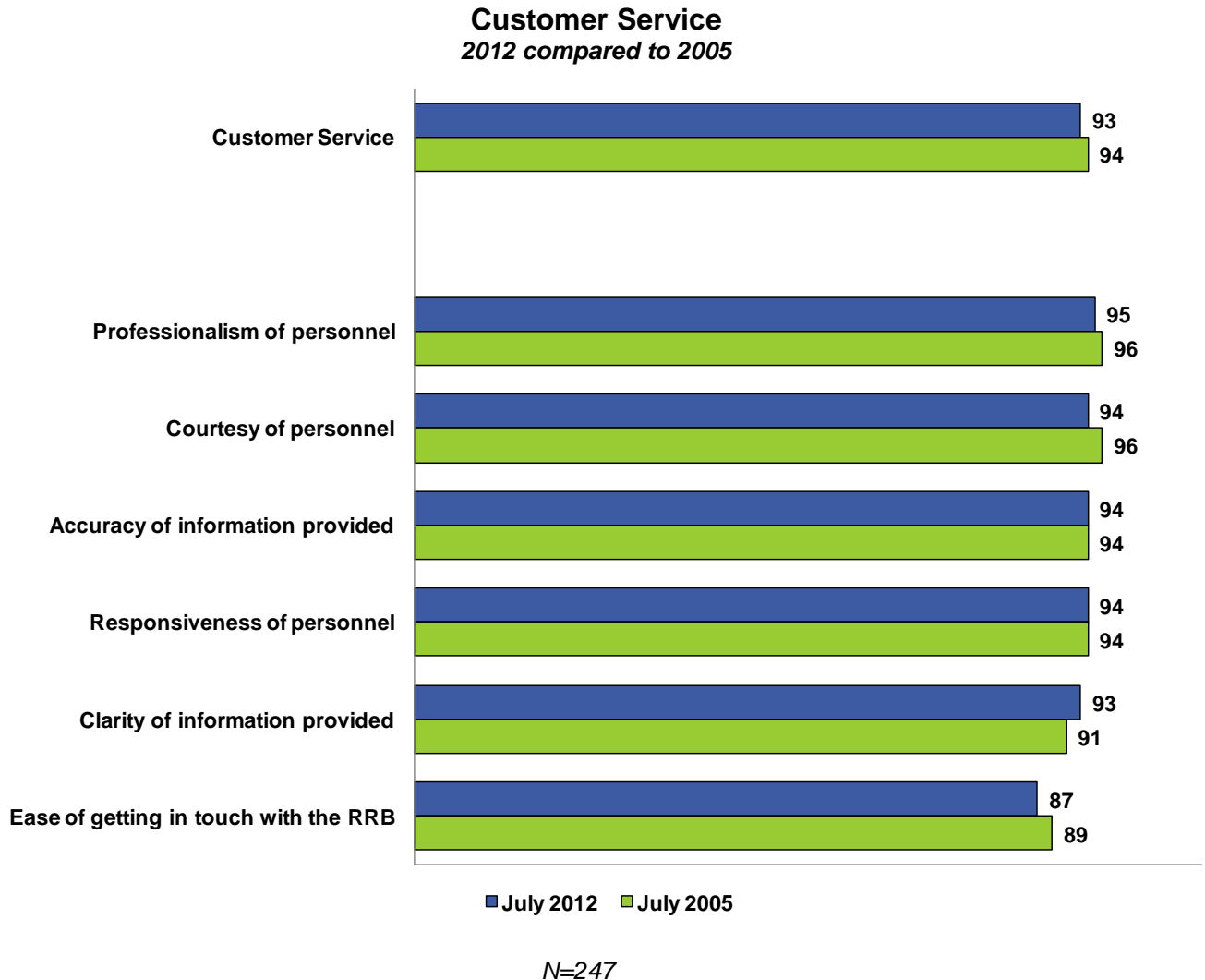


N=247

Customer Service

Impact 1.6

Customer Service has a considerable impact on Customer Satisfaction with an impact value of 1.6. There were no significant changes from 2005 in any of the Customer Service scores. It continues to be an area of strength for RRB with a rating of 93. This is off just 1 point from the 2005 measure. Personnel are highly professional (95) and courteous (94). They are very responsive (94) and provide accurate (94) and clear (93) information. RRB personnel remain easy to get in touch with (87).



Most respondents have recently had contact with RRB through personal phone contact with a field office (93%). Two-thirds (67%) had recent contact with RRB by U.S. Mail and 45% had contact via automated phone system. This is up from just 11% in 2005.

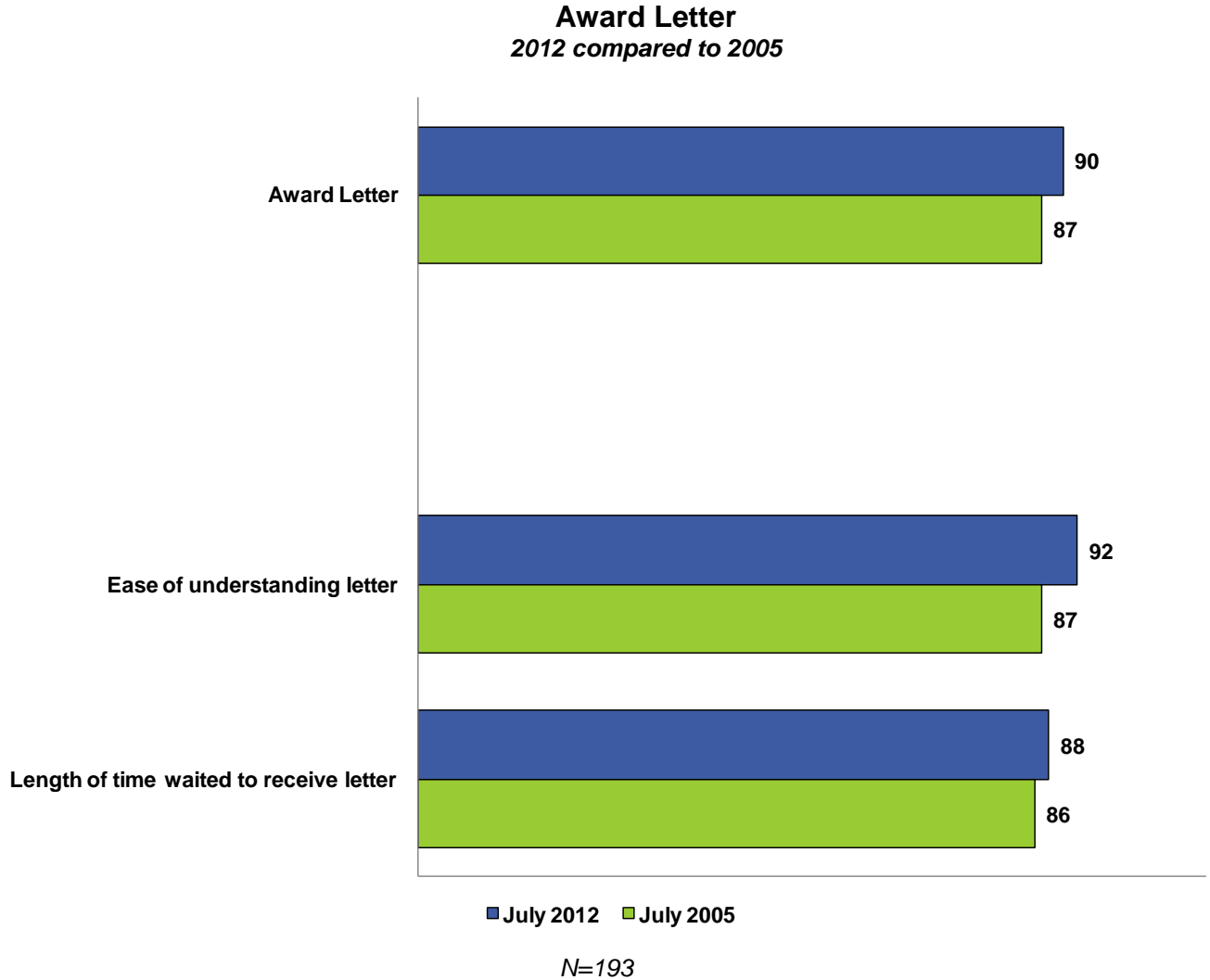
As far as the most recent method of contact used, 61% mentioned personal phone contact with a field office and 28% mentioned U.S. Mail.

	July 2005	July 2012
	Percent	Percent
Contact Method~		
Personal phone contact with a field office	90%	93%
U.S. Mail	41%	67%
Automated phone system	11%	45%
Visiting a field office in person	9%	13%
Meeting a traveling field service representative	3%	1%
Organized seminars or meetings	1%	1%
Internet	0%	9%
E-mail	0%	5%
Number of Respondents	238	247
Most recent contact method		
Personal phone contact with a field office	75%	61%
U.S. Mail	19%	28%
Visiting a field office in person	3%	5%
Automated phone system	1%	4%
E-mail	1%	1%
Meeting a traveling field service representative	2%	0%
Number of Respondents	236	247

~ Multiple responses allowed. Includes all contact methods used.

Award Letter
Impact 1.2

Most respondents received an Award Letter as 91% of respondents reported receiving one. The Award Letter is rated highly (90), which is up 3 points from 2005. This is the one component that had a statistically significant improvement from 2005. Most notably, customers are having an easier time understanding the letter. Ease of understanding letter improved a significant 5 points. Additionally, the rating for length of time to receive was up, although not significantly, with a score of 88.

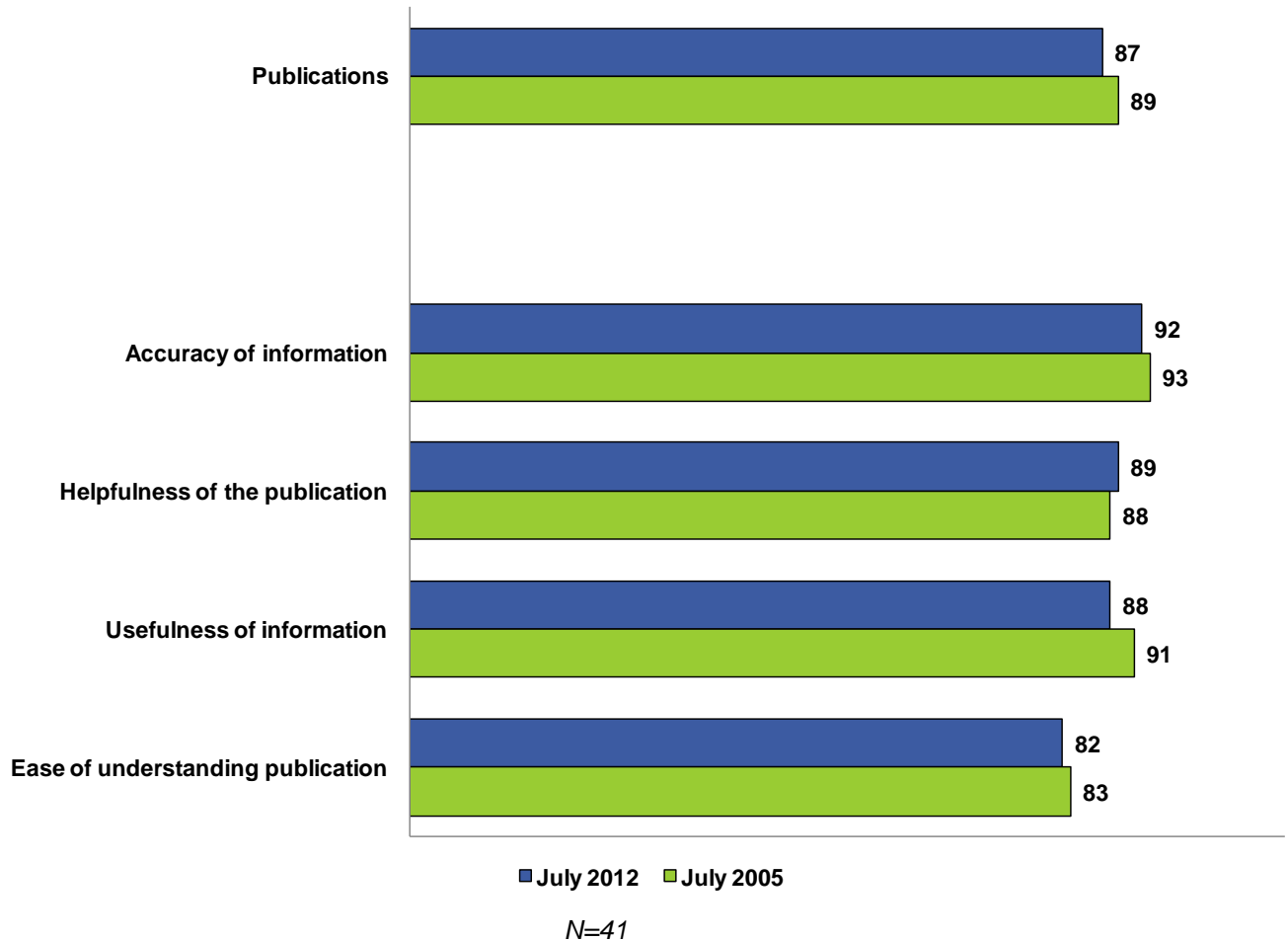


Publications

Impact N/A

Only 18% of respondents used publications to help file their application. Because only a small percentage of respondents use publications, impacts were not computed in the model. Although the score for Publications is 2 points lower than the 2005 measure, this is not a significant change. Accuracy of Information remains the highest rated attribute (92). Publications are rated as being very helpful (89) and its information is rated as being very useful (88). While Ease of understanding publication remains the lowest rated Publication attribute, it still scores 82. Such a score would indicate that respondents are not having issues understanding publications.

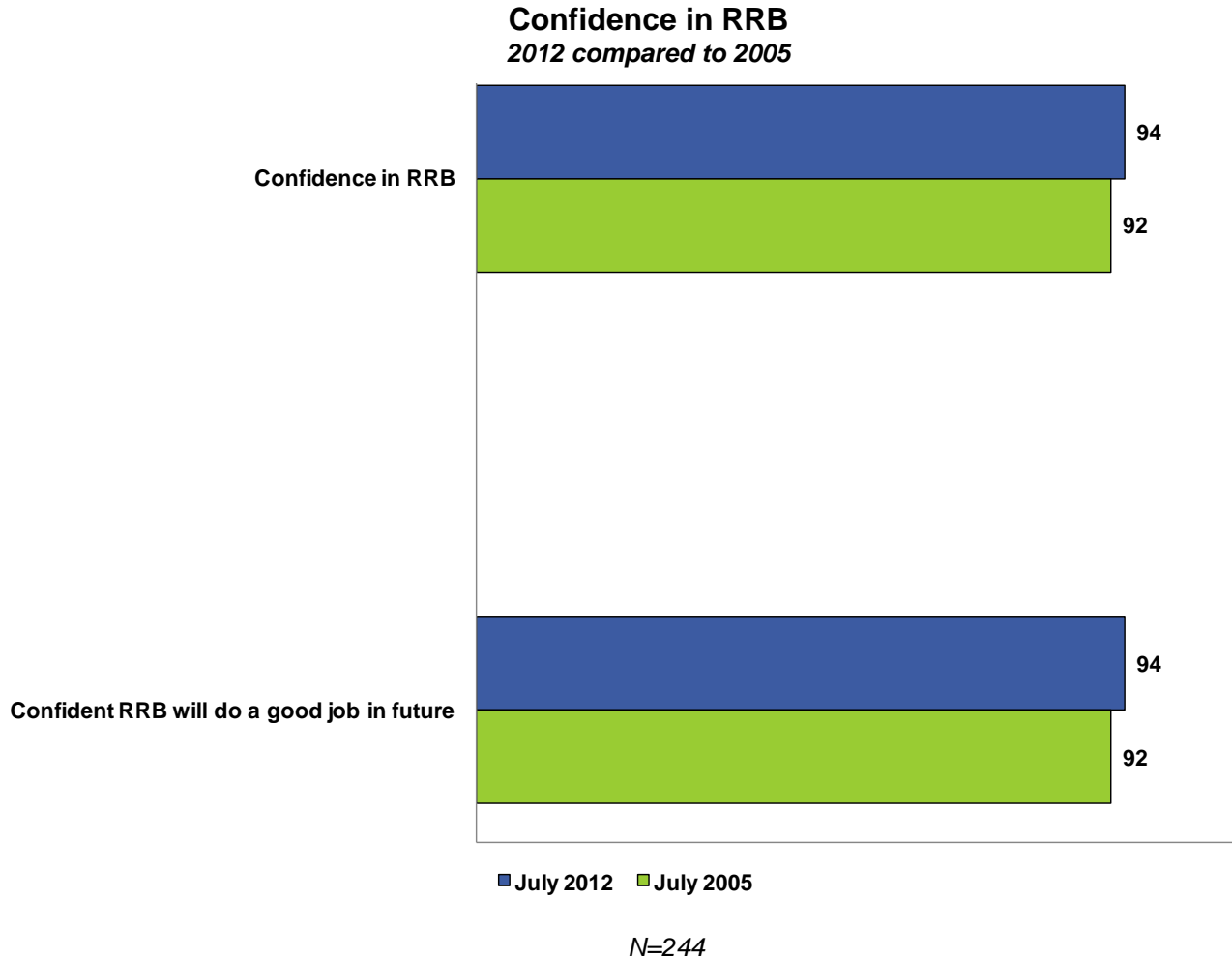
Publications
2012 compared to 2005



Outcomes

There were two outcomes measured, complaints and confidence in RRB doing a good job in the future. Complaints remain low at just 3%. In 2005, only 4% complained to RRB. There may be an opportunity to improve complaint handling, which was rated 47 on a scale of 0 to 100. However, it should be noted that this score is based on the ratings of just 8 responses, as 8 of the 9 respondents who complained rated this area.

Confidence in RRB doing a good job remains high at 94. This is up slightly, but not significantly from 2005 (92). Satisfaction has a high impact on confidence in RRB, with an impact of 3.5 on this outcome.



Preferences

Respondents were asked about their most preferred method for conducting business and the second most preferred method. Phone contact remains the most preferred with 67% still mentioning it as their top choice. U.S. Mail remains the second most preferred method with 40% selecting it. Since 2005, there has not been a significant change in the percentage that mention e-mail as their most preferred method as only 3% would prefer conducting future business via e-mail.

	July 2005		July 2012	
	Percent	Frequency	Percent	Frequency
Preferred method for conducting future business				
Phone contact	67%	168	67%	163
U.S. mail	24%	57	13%	33
In person	7%	22	9%	25
Self service through toll-free number	0%	0	6%	14
E-mail	2%	5	3%	7
Internet/World Wide Web	0%	0	2%	5
Number of Respondents	252		247	
Second most preferred method for conducting future business				
U.S. mail	51%	121	40%	94
In person	15%	40	20%	47
Phone contact	28%	70	18%	49
E-mail	5%	14	10%	28
Self service through toll-free number	0%	0	6%	15
Internet/World Wide Web	0%	1	6%	14
Number of Respondents	246		247	

Segments: Spouse to Widow and Initial Widow

The Spouse to Widow segment (91) rate satisfaction slightly, but not significantly higher than Initial Widows (89) segment.

There were very few significant differences between the ratings from Spouse to Widow and Initial Widow segments. Only at the question level were significant differences found; scores at the component level in the chart below show no significant differences.

Both groups rate Award Letter highly. However, Spouse to Widow rate the length of time to receive the Award Letter significantly higher than Initial Widows with a score of 90 compared to 85 for Initial Widows. In the area of Customer Service while both groups rate RRB highly, there are two attributes where the Spouse to Widow segment rated RRB significantly higher. Spouse to Widow found ease of getting in touch with RRB to be better than Initial Widows did (89 compared to 83) and rated the accuracy of information a significant 5 points higher (96 compared to 91).

See Appendix C for the table comparing all scores by question for these two segments.



Note: All numbers above represent scores on a 0 to 100 scale with the exception of Complaints, which represent percentages.

Summary and Recommendations

Survivors remain highly satisfied with the Railroad Retirement Board as the customer satisfaction index remains unchanged from the 2005 score of 90. This is 23 points above the latest federal government average. There was no significant difference in satisfaction between the Initial Widow (89) and Spouse to Widow (91) segments. Also, as would be expected with no change in satisfaction, there were very few significant changes in scores from 2005.

Customer Service continues to be the strength of RRB with a score of 93. RRB personnel are highly professional and very courteous in servicing customers. They are very responsive and provide accurate and clear information to callers. Only one item in the area of Customer Service scored below 90, ease of getting in touch with RRB. However, with a score of 87 access to RRB should not be considered an issue.

Most respondents contacted RRB by personal phone contact with a field office as 93% used this method, up slightly from 2005 when 90% did so. U.S. Mail was used by 67% of respondents to contact RRB, which was up from 41% in 2005. Most notably, many more customers are using the automated voice system in 2012. Close to half (45%) used the automated voice system this year, while only 11% did so in 2005.

The Application Process along with Customer Service are the main drivers of customer satisfaction. The Application Process was also rated highly (87), the benefit process was rated as being easy for customers and the amount of supporting documentation was not burdensome.

Most respondents (91%) received the Award Letter. This was one of the areas where a significant improvement from 2005 was realized. Its score of 90 is a significant three-point improvement from 2005. This improvement was driven by an increase in ease of understanding letter. While the length of time to receive the letter was not an issue for either customer type, the Spouse to Widow segment rated it five points higher than Initial Widows.

Publications remain a highly rated area (87). Information contained in them is accurate, useful and helpful to customers. Because only 18% of respondents used publication in filing their application, its impact on satisfaction was not computed.

Customers still mostly prefer conducting business by phone with two-thirds selecting it as their preferred method. U.S. Mail remains the second most preferred method with 40% selecting it. In the seven years since the previous study, there has not been a shift toward preferring e-mail as a method of conducting business as only 3% mentioned it as their preferred method.

With such high satisfaction and high scores in the driver areas RRB should focus on maintaining performance at this time. In order to maintain the high levels of satisfaction, continuing to provide excellent customer service will be key. There does not appear to be any deficiencies or obvious areas for training as reps are functioning at a high level in both their demeanor and their communication of information. Likewise, the Application Process is working well for customers and is not burdensome, so there does not appear to be a need to make changes to the process at this time. The Award Letter is timely and appears to be even clearer to readers in 2012 than it was in 2005. Any changes that may have been made during the interim appear to be for the better.

While fewer than one-fifth of customers use the publications in filing, there may be an opportunity for improvement in making them easier to understand. Users find the information accurate and helpful, but ease of understanding was a lower rated area with a score of 82, and Spouse to Widows only rated it 79. Exploring if there are particular areas which are problematic may be beneficial.

Another possible area to target is complaint handling, since only 3% complained it is not a widespread issue. However, those making a complaint rating their handling quite low (47).

APPENDIX A : Survey Questionnaire

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Railroad Retirement Board (RRB)

Survivor Customer Satisfaction Questionnaire

Final Version

(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)

Introduction (Do not read)

Q1. 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 _____?

- 1) (If speaking to the right person skip to Q3)
- 2) (If holding for the right person continue to Q2 when person comes to phone)
- 3) Person not available (Schedule a call back)
- 4) No Such Person "Thank you and have a nice day!"
- 5) Refusal/Hung Up

Q2. Hello. The Railroad Retirement Board has hired my company, [Data Collection Company], to call on their behalf. My name is _____.

Q3. We are conducting research on how satisfied users are with services provided by federal government agencies as part of the American Customer Satisfaction Index. 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. This survey does not solicit personal information regarding your annuity, 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. 1090-0007. This interview will take between 8 to 10 minutes. Is now a good time?

- 1) Yes (Continue)
- 2) No "Can we schedule a time that is more convenient for you?"

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

Screening Questions (Do not read)

Q4. The Railroad Retirement Board has told us that you are currently receiving survivor benefits. Is this correct?

- 1) Yes
- 2) No (TERMINATE "Thank you for your time. Have a nice day!")
- 98) Don't Know (TERMINATE "Thank you for your time. Have a nice day!")
- 99) Refusal/Hung up (TERMINATE "Thank you for your time. Have a nice day!")

Publications (Do not read)

To begin, please think about the publications you may have consulted for information on applying for and receiving your survivor benefits.

Q5. Did you use the publications to help you file your application?

- 1) Yes (Continue)
- 2) No (Skip to Application Process)

Thinking about the publications you received with your application, please rate the following on a scale from 1 to 10 where 1 means "Poor" and 10 means "Excellent":

- Q6. Ease of understanding the information in the publications
- Q7. Accuracy of the information
- Q8. Usefulness of the information
- Q9. Helpfulness of the publications in filing your application for benefits

Application Process (Do not read)

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

- Q10. Ease of survivor benefit process
- Q11. Amount of supporting documentation required

Award Letter (Do not read)

Now, please think about your Award Letter, which was the first letter you received to notify you of your benefits.

- Q12. Did you receive an Award Letter?
 - 1) Yes (Continue)
 - 2) No (Skip to Customer Service)

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

- Q13. Length of time you waited to receive your letter
- Q14. Ease of understanding information contained within the letter

Customer Service (Do not read)

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

- Q15. Please indicate whether you have had contact with the Railroad Retirement Board in the following ways: (Interviewer: read List, select all that apply)
 - 1) Organized seminars or meetings
 - 2) Visiting a field office in person
 - 3) Meeting a traveling field service representative on Customer Outreach Program Service (e.g., in a place other than the field office.)
 - 4) By personal phone contact with a field office
 - 5) Automated toll-free phone system (e.g., RRB's Help Line Services)
 - 6) Internet (e.g. Benefit Online Services at RRB.gov)
 - 7) By e-mail
 - 8) By U.S. mail
- Q16. Please indicate your most recent means of contact with the Railroad Retirement Board:
 - 1) Organized seminars or meetings
 - 2) Visiting a field office in person
 - 3) Meeting a traveling field service representative on Customer Outreach Program Service (e.g., in a place other than the field office.)
 - 4) By personal phone contact with a field office
 - 5) Automated toll-free phone system (e.g., RRB's Help Line Services)
 - 6) Internet (e.g. Benefit Online Services at RRB.gov)

- 7) By e-mail
- 8) By U.S. mail

Consider the most recent contact you have had with the Railroad Retirement Board concerning your survivor 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:

- Q17. The ease of getting in touch with the Railroad Retirement Board
- Q18. The courtesy of its personnel
- Q19. The professionalism of its personnel
- Q20. The responsiveness of its personnel
- Q21. The clarity of the information provided to you
- Q22. The accuracy of the information provided to you

ACSI Benchmark Questions (Do not read)

- Q23. On a scale from 1 to 10 where 1 means "Not at All Satisfied" and 10 means "Extremely Satisfied," how satisfied are you with services provided by the Railroad Retirement Board in paying your survivor benefits?
- Q24. 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 paying your survivor benefits fallen short of or exceeded your expectations?
- Q25. Forget for a moment your experiences with the Railroad Retirement Board. Now, imagine an ideal organization that pays survivor 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."

Prior Expectations (Do not read)

- Q26. Most of the questions I have been asking you are about your recent experiences with the Railroad Retirement Board. Now, I would like you to think about your expectations of the Railroad Retirement Board's services before you filed for survivor 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 survivor benefits services provided by the Railroad Retirement Board?

Overall Quality (Do not read)

- Q27. Now, please consider all your experiences and impressions since you filed for your survivor benefits from the Railroad Retirement Board. Using a 10-point scale on which 1 means "Very Low" and 10 means "Very High," how would you rate the overall quality of the survivor benefits services provided by the Railroad Retirement Board?

Outcome Measures (Do not read)

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

- Q28. Since you recently began receiving survivor benefits, have you complained to the Railroad Retirement Board about its service providing your benefits?
 - 1) Yes
 - 2) No (skip to Q30)
- 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 survivor benefits in the future?

Epilogue Question (Do not read)

Consider the value you place on the various ways the Railroad Retirement Board currently provides assistance and service to you. Rate the following services using a 10-point scale where 1 means “Not At All Valuable” and 10 means “Very Valuable.” (Q31 – Q35 will be randomly rotated)

- Q31. U.S. mail
Q32. E-mail
Q33. Phone contact with a field service representative
Q34. Self service through the automated toll-free number (e.g. RRB’s Help Line)
Q35. In person (e.g., a visit to a field office or meeting a traveling field service representative in a place other than a field office)
Q36. Internet (e.g., Benefit Online Services at RRB.gov)

Preference Questions (Do not read)

Finally, 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., change of address, or making a change to your direct deposit information)? (responses will be randomly rotated)
- 1) U.S. mail
 - 2) E-mail
 - 3) Phone contact with a field service representative
 - 4) Self service through the automated toll-free number (e.g. RRB’s Help Line)
 - 5) In person (e.g., a visit to a field office or meeting a traveling field service representative in a place other than a field office)
 - 6) Internet (e.g., Benefit Online Services at RRB.gov)
- Q38. Which would be your second most preferred method for conducting future business (e.g., change of address or, making a change to your direct deposit information)? (responses will be randomly rotated)
- 1) U.S. mail
 - 2) E-mail
 - 3) Phone contact with a field service representative
 - 4) Self service through the automated toll-free number (e.g. RRB’s Help Line)
 - 5) In person (e.g., a visit to a field office or meeting a traveling field service representative in a place other than a field office)
 - 6) Internet (e.g., Benefit Online Services at RRB.gov)

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!

APPENDIX B: Non-modeled Questions

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	July 2005		July 2012	
	Percent	Frequency	Percent	Frequency
Use publications to help file your application				
Used publications	25%	58	18%	46
Did not use publications	75%	162	82%	187
Number of Respondents		220		233
Receive an Award Letter				
Received Award Letter	92%	213	91%	196
Did not receive Award Letter	8%	16	9%	21
Number of Respondents		229		217
Contact Method~				
Organized seminars or meetings	1%	3	1%	2
Visiting a field office in person	9%	30	13%	38
Meeting a traveling field service representative	3%	7	1%	3
Personal phone contact with a field office	90%	216	93%	231
Automated phone system	11%	26	45%	117
Internet	0%	0	9%	24
E-mail	0%	1	5%	13
U.S. Mail	41%	102	67%	173
Number of Respondents		238		247
Most recent contact method				
Visiting a field office in person	3%	10	5%	13
Meeting a traveling field service representative	2%	4	0%	0
Personal phone contact with a field office	75%	173	61%	148
Automated phone system	1%	1	4%	11
E-mail	1%	2	1%	3
U.S. Mail	19%	46	28%	72
Number of Respondents		236		247
Complained to RRB				
Did Not Complain	96%	243	97%	238
Complained	4%	9	3%	9
Number of Respondents		253		247
Preferred method for conducting future business				
U.S. mail	24%	57	13%	33
E-mail	2%	5	3%	7
Phone contact	67%	168	67%	163
Self service through toll-free number	0%	0	6%	14
In person	7%	22	9%	25
Internet/World Wide Web	0%	0	2%	5
Number of Respondents		252		247
Second most preferred method for conducting future business				
U.S. mail	51%	121	40%	94
E-mail	5%	14	10%	28
Phone contact	28%	70	18%	49
Self service through toll-free number	0%	0	6%	15
In person	15%	40	20%	47
Internet/World Wide Web	0%	1	6%	14
Number of Respondents		246		247

~ Multiple responses allowed.

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APPENDIX C: Score Tables

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Aggregate: Scores and Impacts

	July 2005	July 2012	Aggregate Impact
	Scores		
Sample Size	254	247	
Application Process	88	87	1.7
Ease of survivor benefit process	88	87	--
Amount of supporting documentation required	87	88	--
Award Letter	87	90	1.2
Length of time waited to receive letter	86	88	--
Ease of understanding letter	87	92	--
Customer Service	94	93	1.6
Ease of getting in touch with the RRB	89	87	--
Courtesy of personnel	96	94	--
Professionalism of personnel	96	95	--
Responsiveness of personnel	94	94	--
Clarity of information provided	91	93	--
Accuracy of information provided	94	94	--
Customer Satisfaction Index	90	90	N/A
Overall satisfaction with RRB survivor benefit service	92	92	--
RRB compared to expectations	87	89	--
RRB compared to ideal organization	89	90	--
Complaints	4	3	-2.6
Complained to RRB	4	3	--
Confidence in RRB	92	94	3.5
Confident RRB will do a good job in future	92	94	--
Other Questions			
Publications	89	87	N/A
Ease of understanding publication	83	82	--
Accuracy of information	93	92	--
Usefulness of information	91	88	--
Helpfulness of the publication	88	89	--
Complaint Handling	36	47	N/A
Complaint handling	36	47	--
Prior Expectations	83	84	N/A
Prior expectations	83	84	--
Overall Quality	91	91	N/A
Overall quality	91	91	--

Significant Difference: 2005 compared to 2012

	July 2005	July 2012	Significant Difference
	Scores		
Sample Size	254	247	
Application Process	88	87	
Ease of survivor benefit process	88	87	
Amount of supporting documentation required	87	88	
Award Letter	87	90	↑
Length of time waited to receive letter	86	88	
Ease of understanding letter	87	92	↑
Customer Service	94	93	
Ease of getting in touch with the RRB	89	87	
Courtesy of personnel	96	94	
Professionalism of personnel	96	95	
Responsiveness of personnel	94	94	
Clarity of information provided	91	93	
Accuracy of information provided	94	94	
Customer Satisfaction Index	90	90	
Overall satisfaction with RRB survivor benefit service	92	92	
RRB compared to expectations	87	89	
RRB compared to ideal organization	89	90	
Complaints	4	3	
Complained to RRB	4	3	
Confidence in RRB	92	94	
Confident RRB will do a good job in future	92	94	
Other Questions			
Publications	89	87	
Ease of understanding publication	83	82	
Accuracy of information	93	92	
Usefulness of information	91	88	
Helpfulness of the publication	88	89	
Complaint Handling	36	47	
Complaint handling	36	47	
Prior Expectations	83	84	
Prior expectations	83	84	
Overall Quality	91	91	
Overall quality	91	91	

Significant Difference: Spouse to Widow compared to Initial Widow

	Spouse to Widow	Initial Widow	Significant Difference
	Scores		
Sample Size	122	125	
Application Process	89	85	
Ease of survivor benefit process	89	84	
Amount of supporting documentation required	89	85	
Award Letter	91	89	
Length of time waited to receive letter	90	85	Yes
Ease of understanding letter	92	91	
Customer Service	94	91	
Ease of getting in touch with the RRB	89	83	Yes
Courtesy of personnel	95	93	
Professionalism of personnel	96	94	
Responsiveness of personnel	95	92	
Clarity of information provided	94	90	
Accuracy of information provided	96	91	Yes
Customer Satisfaction Index	91	89	
Overall satisfaction with RRB survivor benefit service	92	92	
RRB compared to expectations	90	86	
RRB compared to ideal organization	93	86	Yes
Other Questions			
Publications	85	90	
Ease of understanding publication	79	84	
Accuracy of information	89	95	
Usefulness of information	85	91	
Helpfulness of the publication	87	90	
Complaints	2	5	
Complained to RRB	2	5	
Confidence in RRB	94	93	
Confident RRB will do a good job in future	94	93	
Complaint Handling	56	39	
Complaint handling	56	39	
Prior Expectations	86	81	
Prior expectations	86	81	
Overall Quality	92	90	
Overall quality	92	90	

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APPENDIX D: Response Rate

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ACSI Code	AAPOR Code	Definition	n
U		UNIVERSE OF SAMPLED TELEPHONE NUMBERS	1529
		1 Interviews	
I	1.1	Total completed interviews	250
P	1.2	Partial interviews	6
I+P		Total interviews	256
		2 Eligible cases that are not interviewed (Non-respondents)	
	2.1	Break-offs	0
	2.11	Refusal, qualified cases	137
RQ		Total qualified cases refusals	137
		3 Cases of unknown eligibility (Unknown eligibility/No contact—Non-interview)	
	3.9	Cases of unknown eligibility (Unknown eligibility/No contact—no answer, answering machine, busy)	1017
	3.9	Foreign language/hard of hearing	14
UE		Total unknown eligibility	1031
		Cases that are not eligible (Non-eligible Respondents)	
	4.32	Disconnect/out of service	30
	4.2	Computer/FAX	7
		Wrong number	42
		Filter	26
		Other Non-eligible respondent	0
NER		Total Non-eligible Respondents	105
		Quota Filled so respondent not eligible for interview	
	4.8	Case of quota-filled subgroup	0
	4.8	Scheduled for callback, but subgroup quota filled or interview period ended	0
QF		Total Quota Filled Respondents	0
U		Universe of Sampled Numbers	1529
NER		Less Non-eligible Respondents	105
QF		Less Quota Filled Respondents	0
EU		Universe of Eligible Numbers	1424
		COOPERATION RATE (AAPOR (2)) = I/(I+P)+RQ	63.6%
		$e = (I+P+RQ+QF)/(I+P+RQ+QF+NER)$	78.9%
		RESPONSE RATE (AAPOR RR(3)) = I+COOP(QF)/(I+P+RQ+QF+NER+e(UE))	15.4%