

STRATEGIC PLAN
for the Implementation of Executive Order 14019, Promoting Access to Voting

FROM: U.S. Railroad Retirement Board
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TO: Susan Rice, Assistant to the President for Domestic Policy

I. Flagship action:

The U.S. Railroad Retirement Board (RRB) is a small, independent, non-CFO Act agency in the executive branch. The RRB's core mission is to administer comprehensive retirement-survivor and unemployment-sickness benefit programs for the nation's railroad workers and their families, under the Railroad Retirement and Railroad Unemployment Insurance Acts. As part of the retirement program, the RRB also has administrative responsibilities under the Social Security Act for certain benefit payments and railroad workers' Medicare coverage.

To this end, the agency employs field representatives to help railroad personnel and their families in filing claims for benefits, examiners to adjudicate the claims, and information technology staff to ensure equipment and programs maintain earnings records, calculate benefits, and process payments.

As the RRB's benefit programs are only available to qualified railroad workers and their families, many generalized outreach programs and techniques are not applicable to the agency. Instead, the RRB provides benefit-related information through a nationwide toll-free telephone system that connects railroad workers with claims representatives who answer benefit and eligibility questions, and assist in the filing of benefit applications, among other duties. The agency also provides information via its website (RRB.gov) which features a suite of online tools offering an increasing number of services. In addition, the Board's Labor Member and Management Member offices host informational programs, including pre-retirement seminars, conducted by agency personnel that are publicized by and sometimes held at the request of railroad employers or railroad unions. Rail management and labor are also regularly provided with assorted benefit information material for distribution through human resources departments or union locals. The RRB's voter access initiatives contained in this compliance plan are catered to the limited scope of the railroad employee population, and not the public at large.

Regarding RRB.gov, our main effort to comply with Executive Order 14019 (EO 14019) will be to establish a link on the agency's website to Vote.gov. Visitors to Vote.gov are able to link to a wealth of online resources, specific to their state or territory, which will allow them to register online to vote in person or by mail. Those who are already registered to vote can also use the site to access information on upcoming elections, voter identification requirements, and the election process. (This information is maintained on the USA.gov website). As this website appears to be the single most comprehensive source of voting information available to individuals across the

country, it will likely have the most significant impact on our customers when it comes to promoting access to voting and the intent of EO 14019.

II. Providing information online:

As previously noted, we plan to provide a link on our website (RRB.gov) to Vote.gov. This will be our primary online action.

1. The agency's Public Affairs office and Bureau of Information Services will be responsible for implementing this action.
2. The link can be added to our website immediately.
3. The agency's Director of Public Affairs will oversee this action.
4. Success will be defined by adding the Vote.gov link to the RRB's website. RRB.gov has tracking metrics that will be utilized to determine how many 'hits' the link receives. At this early stage, the RRB has not determined the number of views or hits to the link that would deem the action successful.
5. The RRB will use existing staff to create the link to Vote.gov, and anticipates only a minimal cost for the online initiative with no impact to the agency's overall budget.
6. For EO 14019, the RRB assigned its Public Affairs office to determine all reasonable steps the agency can take, given the limited budget and limited staff available, to promote voter registration and voter participation. For the actions outlined in this plan, the RRB has determined that all actions are within the authority of the agency to undertake.
7. The RRB, through the efforts of its Agency Equity Team (AET), recognizes that although the agency does not serve the general public, there are populations of railroad workers that are traditionally underserved. Specifically, the RRB has determined that in addition to Spanish-speaking railroad workers, there are workers speaking Navajo and Burmese who may have had difficulty accessing railroad retirement information. In coordination with the efforts of the RRB's AET, the EO 14019 compliance team believes that providing a direct link to Vote.gov and eventually expanding language options on RRB.gov will allow for Limited English Proficiency (LEP) railroad workers to equitably access information on voter registration.
8. The RRB EO 14019 compliance team does not anticipate any significant barriers to providing a link to Vote.gov on the RRB website.

III. Providing information offline, in activities/services that directly engage the public:

We will secure (or produce) flyers, posters, or other materials promoting Vote.gov (or voter registration in general) and make these available to our customers. Our field offices nationwide are currently closed to the public. When we resume normal operations, we will post this material in all of those offices. We will also include promotional items in informational packages provided at pre-

retirement seminars for individuals nearing retirement, and at various meetings and rail labor conventions.

Graphics promoting voter registration and participation will also be included in the assorted benefit publications we distribute throughout the year and make available to visitors in our field offices.

1. The agency's Public Affairs office will be responsible for implementing this action.
2. Promotional materials should be produced or secured within 90 days. Full implementation (posting for public view) will depend on when our field offices reopen.
3. The agency's Director of Public Affairs will oversee this action.
4. Success will be defined by placing pamphlets and other voter information literature in each of our field offices. The RRB may be able to keep a count of the number of pamphlets and flyers picked up during in-office visits to serve as a metric to measure the amount of information distributed. At this early stage, the RRB has not determined the number of pamphlets or flyers distributed that would deem the initiative successful.
5. The RRB will use existing staff in its field offices to display the printed materials. The EO compliance team is still determining total cost of printing using the RRB's limited in-house print shop. The agency anticipates a small cost to produce the materials.
6. For this EO, the RRB assigned its Public Affairs office to determine all reasonable steps the agency can take, given the limited budget and limited staff available, to promote voter registration and voter participation. For the actions outlined in this plan, the RRB has determined that all actions are within the authority of the agency to undertake.
7. Promotional materials will be produced in English. The agency's AET is assessing new ways (internal and through third party contracts) to expand language offerings to known LEP railroad workers. As the AET gathers more information on expanded language access, the RRB will incorporate those resources into the plan for compliance with EO 14019.
8. The RRB has determined that there are workers speaking languages other than English who may have had difficulty accessing railroad retirement information. In coordination with the efforts of the RRB's AET, the EO 14019 compliance team believes that posting voter information posters and flyers in its field offices, and eventually expanding the language options of the printed materials, will allow for LEP railroad workers to equitably access information related to voter registration.
9. The EO 14019 compliance team is concerned about the cost of translation services which may be required to produce materials in languages other than English.

IV. Assisting the public with voter registration, mail ballots, or other aspects of voting:

The RRB currently maintains 53 field offices across the country. Under normal working conditions, our field office representatives regularly provide in-person assistance to railroad employees and their family members in explaining eligibility requirements and filing claims for benefits. With our offices closed to the public due to the pandemic, we have been servicing our customers via our toll-free telephone service and through our website. When our offices fully

reopen, we will not have the staffing resources necessary to assume additional responsibilities such as maintaining voter registration forms or actively assisting members of the public in completing those forms.

V. Preparing to be designated under the NVRA:

As previously noted, the RRB does not have the staffing resources necessary to be designated as a voter registration agency under the National Voter Registration Act, or to assume the tasks related to such a designation.

VI. Identity documents:

Other than Medicare cards, the RRB does not issue any identity documents to its customers.

VII. Workforce:

The agency's employee newsletter, the *All A-Board*, is distributed electronically approximately six times each year to all RRB employees. It is also sent to more than 750 retired agency employees. We plan to include assorted graphics promoting Vote.gov and voter registration in future issues of the *All A-Board*.

1. The agency's Public Affairs office will be responsible for implementing this action.
2. Promotional materials should be produced or secured within 90 days. Graphics will then be included in the next edition of the newsletter.
3. The agency's Director of Public Affairs will oversee this action.
4. Action will be complete and successful once promotional materials begin to appear in the *All A-Board*.
5. As graphics and promotional materials will also be used as part of other initiatives, and the newsletter is already regularly produced and distributed, there will be no budgetary impact.
6. The agency has determined that this action is within the authority of the RRB to undertake.
7. The agency newsletter is produced in English.
8. It is not anticipated that the action will advance equity for underserved or disadvantaged communities in the voting process.
9. No anticipated barriers to implementation.