



# RRB News

## U.S. Railroad Retirement Board

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### RRB Field Service Management Reorganization

The U.S. Railroad Retirement Board (RRB) has announced a major reorganization of its field service to be effective October 1, 2008.

The agency's 53 field offices will no longer be organized under 3 regional offices, but will instead be under a nationwide management structure located in its Chicago headquarters. With the elimination of the 3 regional offices, the RRB's field service will be reorganized into 12 networks. A network is a team of 4 or 5 district offices that partner to distribute telephone calls and other work equitably among the claims representatives in that network. This restructuring of the field service is preparatory to the RRB's implementation of a nationwide toll-free telephone service early next year, which will provide the RRB's customers with easy access to the agency's field offices. Through the implementation of toll-free service and the employment of a wider work distribution system through the field service reorganization, the RRB will be able to provide a high level of personal service to all of its customers across the country.

The networks, their respective managers, and the offices comprising each network are:

#### Network 1

**Network Manager:** Tom Hammersley (Milwaukee)

**Offices:** Chicago, Decatur, Indianapolis, Joliet, Milwaukee

#### Network 2

**Network Manager:** Phil Dissek (Buffalo)

**Offices:** Buffalo, Cincinnati, Cleveland, Detroit, Pittsburgh

#### Network 3

**Network Manager:** Bob Ralston (Scranton)

**Offices:** Altoona, Baltimore, Harrisburg, Philadelphia, Scranton

#### Network 4

**Network Manager:** John East (Newark)

**Offices:** Albany, Boston, Newark, New York, Westbury

*(More)*

**Network 5**

**Network Manager:** Linda Koester (Roanoke)

**Offices:** Charlotte, Huntington, Richmond, Roanoke

**Network 6**

**Network Manager:** Mike Core (Birmingham)

**Offices:** Atlanta, Birmingham, Jacksonville, Tampa

**Network 7**

**Network Manager:** Ada Foster (Kansas City)

**Offices:** Kansas City, Louisville, Nashville, St. Louis

**Network 8**

**Network Manager:** Barbara Gettman (Fort Worth)

**Offices:** Fort Worth, Houston, Little Rock, New Orleans

**Network 9**

**Network Manager:** Joe Gray (Denver)

**Offices:** Albuquerque, Denver, Omaha, Wichita

**Network 10**

**Network Manager:** Tom Hamm (Oakland)

**Offices:** Covina, Mesa, Oakland, Sacramento

**Network 11**

**Network Manager:** Ron Kaminski (Billings)

**Offices:** Bellevue, Billings, Portland, Salt Lake City, Spokane

**Network 12**

**Network Manager:** Brian Running (St. Paul)

**Offices:** Des Moines, Duluth, Fargo, St. Paul

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