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2016


Federal Employee Viewpoint Survey
Empowering Employees. Inspiring Change.

Agency
Trend
Report

Surface Transportation Board



Surface Transportation Board *Trend Report*

This 2016 Federal Employee Viewpoint Survey Report provides trend results for your department or agency.

Response Summary

	Surveys Completed
2016 Governmentwide	407,789
2016 Surface Transportation Board	71
2015 Surface Transportation Board	78
2014 Surface Transportation Board	78
2013 Surface Transportation Board	98
2012 Surface Transportation Board	88
2011 Surface Transportation Board	93
2010 Surface Transportation Board	99

The results include response percentages for each survey item. The definitions for the Positive, Neutral, and Negative response percentages vary in the following ways across the three primary response scales used in the survey:

Positive: *"Strongly Agree and Agree" or "Very Satisfied and Satisfied" or "Very Good and Good"*

Neutral: *"Neither Agree nor Disagree" or "Neither Satisfied nor Dissatisfied" or "Fair"*

Negative: *"Disagree and Strongly Disagree" or "Dissatisfied and Very Dissatisfied" or "Poor and Very Poor"*

Positive, Neutral, and Negative percentages are based on the total number of responses (N) that are in these three categories. The number of *Do Not Know (DNK)* or *No Basis to Judge (NBJ)* responses, where applicable, is listed separately.

The last column indicates whether or not there was a statistically significant increase, decrease, or no change in positive percentages from the previous year. Statistical significance indicates that the differences from year to year are not due to random chance. Arrows slanting up indicate a statistically significant increase, and arrows slanting down indicate a statistically significant decrease. Horizontal arrows indicate the change was not statistically significant. For example, in the row with the 2016 results, if the arrow was slanting up ↗, there was a significant increase in positive percentages from 2015 to 2016. Please keep in mind that with large sample sizes, even small differences may show statistical significance.

Note: The report tables that follow do not include results for any year listed in the Response Summary table (above) that had fewer than 10 completed surveys. If there were fewer than 30 respondents for a given year, the column showing the 'Difference from previous year' will show '--' to signify that no test was performed due to small sample size. Items 72 to 78 are on a different response scale and are not included in the significance testing. 2010 response percentages are shown to provide context for the significance test from 2011.

Surface Transportation Board Trend Report

My Work Experience

1. I am given a real opportunity to improve my skills in my organization.

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	406,992	62.6%	16.3%	21.1%	
2016 Surface Transportation Board	71	69.3%	12.9%	17.8%	→
2015 Surface Transportation Board	78	74.7%	9.8%	15.5%	↘
2014 Surface Transportation Board	78	88.8%	7.7%	3.6%	↗
2013 Surface Transportation Board	98	81.5%	10.3%	8.2%	↗
2012 Surface Transportation Board	88	73.3%	17.3%	9.4%	↘
2011 Surface Transportation Board	93	84.9%	10.7%	4.4%	→
2010 Surface Transportation Board	99	80.5%	9.9%	9.6%	

2. I have enough information to do my job well.

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	404,152	70.2%	14.7%	15.1%	
2016 Surface Transportation Board	70	79.4%	9.1%	11.6%	→
2015 Surface Transportation Board	78	83.7%	6.0%	10.3%	↘
2014 Surface Transportation Board	77	93.8%	2.9%	3.3%	↗
2013 Surface Transportation Board	98	86.5%	6.2%	7.3%	→
2012 Surface Transportation Board	88	87.4%	6.0%	6.6%	→
2011 Surface Transportation Board	93	88.0%	9.6%	2.4%	→
2010 Surface Transportation Board	98	87.6%	8.2%	4.3%	

3. I feel encouraged to come up with new and better ways of doing things.

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	401,408	57.7%	18.0%	24.3%	
2016 Surface Transportation Board	70	63.3%	13.0%	23.7%	↘
2015 Surface Transportation Board	78	77.3%	9.8%	12.9%	↘
2014 Surface Transportation Board	77	87.1%	8.2%	4.7%	→
2013 Surface Transportation Board	97	85.6%	5.2%	9.2%	→
2012 Surface Transportation Board	88	81.7%	8.6%	9.8%	↘
2011 Surface Transportation Board	92	90.8%	7.1%	2.0%	↗
2010 Surface Transportation Board	99	84.4%	8.0%	7.6%	

Surface Transportation Board Trend Report

My Work Experience (continued)

4. My work gives me a feeling of personal accomplishment.

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	404,402	71.6%	14.3%	14.1%	
2016 Surface Transportation Board	71	71.4%	8.1%	20.5%	↘
2015 Surface Transportation Board	78	81.0%	12.5%	6.5%	→
2014 Surface Transportation Board	77	84.5%	10.6%	4.9%	→
2013 Surface Transportation Board	98	79.4%	13.2%	7.4%	→
2012 Surface Transportation Board	88	76.2%	18.0%	5.9%	↘
2011 Surface Transportation Board	93	83.8%	15.1%	1.1%	→
2010 Surface Transportation Board	99	87.2%	5.1%	7.7%	

5. I like the kind of work I do.

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	401,675	83.2%	10.8%	6.1%	
2016 Surface Transportation Board	71	80.2%	17.2%	2.6%	↘
2015 Surface Transportation Board	75	89.2%	6.8%	4.1%	→
2014 Surface Transportation Board	76	86.9%	12.2%	0.9%	→
2013 Surface Transportation Board	95	86.9%	8.5%	4.7%	→
2012 Surface Transportation Board	88	83.6%	12.9%	3.5%	↘
2011 Surface Transportation Board	92	93.7%	6.3%	0.0%	↗
2010 Surface Transportation Board	99	86.5%	11.0%	2.6%	

6. I know what is expected of me on the job.

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	402,718	79.4%	11.0%	9.6%	
2016 Surface Transportation Board	71	78.3%	7.6%	14.0%	↘
2015 Surface Transportation Board	78	89.7%	5.1%	5.2%	→
2014 Surface Transportation Board	78	93.4%	5.3%	1.2%	→
2013 Surface Transportation Board	97	94.8%	3.2%	2.0%	↗
2012 Surface Transportation Board	87	88.6%	6.2%	5.2%	→
2011 Surface Transportation Board	92	92.0%	5.5%	2.5%	→
2010 Surface Transportation Board	99	89.5%	7.5%	2.9%	

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My Work Experience (continued)

7. When needed I am willing to put in the extra effort to get a job done.

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	404,739	95.7%	2.7%	1.6%	
2016 Surface Transportation Board	71	93.0%	4.4%	2.6%	→
2015 Surface Transportation Board	78	96.1%	1.3%	2.6%	→
2014 Surface Transportation Board	76	95.8%	4.2%	0.0%	→
2013 Surface Transportation Board	98	95.7%	4.3%	0.0%	→
2012 Surface Transportation Board	88	95.8%	2.8%	1.4%	→
2011 Surface Transportation Board	93	97.8%	2.2%	0.0%	→
2010 Surface Transportation Board	99	99.0%	1.0%	0.0%	

8. I am constantly looking for ways to do my job better.

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	405,416	90.9%	7.2%	1.8%	
2016 Surface Transportation Board	71	88.6%	10.1%	1.3%	→
2015 Surface Transportation Board	78	92.2%	5.2%	2.6%	→
2014 Surface Transportation Board	77	88.9%	11.1%	0.0%	↘
2013 Surface Transportation Board	98	95.8%	4.2%	0.0%	→
2012 Surface Transportation Board	88	94.6%	4.0%	1.4%	→
2011 Surface Transportation Board	92	94.7%	5.3%	0.0%	→
2010 Surface Transportation Board	98	93.9%	5.1%	1.0%	

9. I have sufficient resources (for example, people, materials, budget) to get my job done.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	405,568	46.6%	16.0%	37.5%	922	
2016 Surface Transportation Board	71	62.5%	8.3%	29.2%	0	→
2015 Surface Transportation Board	78	64.0%	16.7%	19.3%	0	↘
2014 Surface Transportation Board	78	80.7%	6.3%	13.1%	0	↗
2013 Surface Transportation Board	98	60.7%	17.3%	21.9%	0	→
2012 Surface Transportation Board	88	68.0%	17.7%	14.2%	0	→
2011 Surface Transportation Board	93	67.0%	15.9%	17.1%	0	↘
2010 Surface Transportation Board	99	77.1%	15.5%	7.4%	0	

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My Work Experience (continued)

10. My workload is reasonable.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	403,398	57.5%	16.2%	26.3%	693	
2016 Surface Transportation Board	71	74.5%	16.5%	9.0%	0	↘
2015 Surface Transportation Board	78	85.9%	9.0%	5.1%	0	→
2014 Surface Transportation Board	78	83.2%	7.1%	9.7%	0	↗
2013 Surface Transportation Board	98	70.0%	18.5%	11.5%	0	↘
2012 Surface Transportation Board	87	83.3%	8.2%	8.5%	0	→
2011 Surface Transportation Board	93	89.9%	5.2%	4.9%	0	↗
2010 Surface Transportation Board	99	84.2%	11.4%	4.4%	0	

11. My talents are used well in the workplace.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	394,751	58.4%	16.5%	25.1%	1,759	
2016 Surface Transportation Board	70	64.4%	12.9%	22.7%	1	→
2015 Surface Transportation Board	77	73.9%	14.4%	11.7%	0	↘
2014 Surface Transportation Board	74	81.9%	9.3%	8.8%	0	↗
2013 Surface Transportation Board	94	75.1%	10.6%	14.3%	0	→
2012 Surface Transportation Board	85	73.0%	10.1%	16.9%	0	↘
2011 Surface Transportation Board	92	86.0%	5.4%	8.6%	0	↗
2010 Surface Transportation Board	98	76.6%	7.4%	16.0%	0	

12. I know how my work relates to the agency's goals and priorities.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	402,835	83.1%	9.9%	7.0%	1,337	
2016 Surface Transportation Board	71	79.7%	10.7%	9.5%	0	↘
2015 Surface Transportation Board	77	90.9%	2.6%	6.5%	0	→
2014 Surface Transportation Board	78	92.3%	6.4%	1.2%	0	→
2013 Surface Transportation Board	98	89.8%	7.2%	3.1%	0	→
2012 Surface Transportation Board	87	91.4%	4.9%	3.7%	1	→
2011 Surface Transportation Board	92	94.4%	3.1%	2.5%	0	→
2010 Surface Transportation Board	99	93.0%	5.1%	1.9%	0	

Surface Transportation Board Trend Report

My Work Experience (continued)

13. The work I do is important.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	399,340	90.3%	6.6%	3.2%	1,152	
2016 Surface Transportation Board	71	84.2%	9.4%	6.4%	0	↘
2015 Surface Transportation Board	78	92.2%	1.3%	6.5%	0	→
2014 Surface Transportation Board	74	89.7%	9.0%	1.3%	0	→
2013 Surface Transportation Board	97	89.5%	8.4%	2.1%	1	→
2012 Surface Transportation Board	87	91.4%	7.5%	1.1%	1	→
2011 Surface Transportation Board	91	90.8%	8.1%	1.1%	1	→
2010 Surface Transportation Board	99	89.7%	6.5%	3.8%	0	

14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	403,735	65.7%	14.0%	20.3%	1,775	
2016 Surface Transportation Board	71	92.3%	6.4%	1.3%	0	→
2015 Surface Transportation Board	77	92.1%	5.3%	2.6%	0	→
2014 Surface Transportation Board	78	95.9%	4.1%	0.0%	0	↗
2013 Surface Transportation Board	98	91.8%	6.2%	2.0%	0	→
2012 Surface Transportation Board	87	89.3%	9.7%	1.0%	1	→
2011 Surface Transportation Board	93	92.2%	2.2%	5.6%	0	→
2010 Surface Transportation Board	99	92.3%	3.0%	4.7%	0	

15. My performance appraisal is a fair reflection of my performance.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	399,544	69.6%	14.3%	16.2%	6,003	
2016 Surface Transportation Board	70	77.2%	12.4%	10.4%	1	→
2015 Surface Transportation Board	76	77.5%	13.2%	9.3%	2	↘
2014 Surface Transportation Board	76	89.9%	7.7%	2.4%	1	→
2013 Surface Transportation Board	97	87.6%	9.2%	3.2%	1	→
2012 Surface Transportation Board	86	85.7%	10.6%	3.7%	2	→
2011 Surface Transportation Board	93	90.3%	5.1%	4.5%	0	→
2010 Surface Transportation Board	99	85.1%	7.2%	7.7%	0	

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My Work Experience (continued)

16. I am held accountable for achieving results.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	402,229	81.6%	12.1%	6.3%	1,953	
2016 Surface Transportation Board	71	79.6%	12.8%	7.6%	0	→
2015 Surface Transportation Board	78	85.8%	9.0%	5.2%	0	→
2014 Surface Transportation Board	78	89.0%	7.4%	3.6%	0	→
2013 Surface Transportation Board	95	90.6%	7.3%	2.1%	1	→
2012 Surface Transportation Board	88	86.2%	9.9%	3.9%	0	↘
2011 Surface Transportation Board	93	95.5%	1.1%	3.5%	0	↗
2010 Surface Transportation Board	98	90.3%	4.9%	4.8%	1	

17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	386,924	62.1%	18.1%	19.8%	17,784	
2016 Surface Transportation Board	66	72.2%	14.7%	13.1%	5	→
2015 Surface Transportation Board	69	78.2%	11.6%	10.2%	7	↘
2014 Surface Transportation Board	70	87.7%	12.3%	0.0%	8	↗
2013 Surface Transportation Board	88	79.5%	13.9%	6.6%	10	→
2012 Surface Transportation Board	79	75.3%	17.8%	6.9%	9	→
2011 Surface Transportation Board	82	81.4%	15.7%	2.8%	10	↗
2010 Surface Transportation Board	86	74.2%	15.2%	10.7%	11	

18. My training needs are assessed.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	401,073	52.9%	22.9%	24.2%	4,002	
2016 Surface Transportation Board	70	48.6%	19.8%	31.6%	1	→
2015 Surface Transportation Board	76	54.3%	18.5%	27.2%	1	↘
2014 Surface Transportation Board	74	78.2%	10.8%	11.0%	2	↗
2013 Surface Transportation Board	95	64.5%	22.6%	13.0%	2	→
2012 Surface Transportation Board	85	61.8%	20.1%	18.0%	3	→
2011 Surface Transportation Board	91	66.3%	20.6%	13.1%	2	→
2010 Surface Transportation Board	93	67.7%	20.3%	12.0%	4	

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My Work Experience (continued)

19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).

	N	Positive	Neutral	Negative	NBJ	Difference from previous year
2016 Governmentwide	396,712	69.0%	13.6%	17.3%	10,380	
2016 Surface Transportation Board	66	70.0%	12.6%	17.4%	4	→
2015 Surface Transportation Board	77	76.5%	9.1%	14.3%	1	↘
2014 Surface Transportation Board	76	89.3%	8.3%	2.4%	2	→
2013 Surface Transportation Board	96	84.7%	6.9%	8.4%	2	↗
2012 Surface Transportation Board	83	75.1%	14.1%	10.8%	5	↘
2011 Surface Transportation Board	92	85.0%	9.4%	5.5%	0	→
2010 Surface Transportation Board	97	84.6%	8.3%	7.0%	2	

My Work Unit

20. The people I work with cooperate to get the job done.

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	406,886	73.3%	13.5%	13.2%	
2016 Surface Transportation Board	71	82.9%	6.8%	10.3%	→
2015 Surface Transportation Board	78	85.9%	10.3%	3.8%	→
2014 Surface Transportation Board	78	90.2%	6.3%	3.5%	→
2013 Surface Transportation Board	98	87.1%	9.9%	3.0%	→
2012 Surface Transportation Board	88	88.2%	9.3%	2.5%	↘
2011 Surface Transportation Board	92	94.0%	4.6%	1.4%	→
2010 Surface Transportation Board	98	90.0%	7.8%	2.2%	

21. My work unit is able to recruit people with the right skills.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	392,412	42.6%	25.2%	32.2%	14,370	
2016 Surface Transportation Board	70	66.0%	18.3%	15.7%	1	→
2015 Surface Transportation Board	78	76.8%	15.5%	7.7%	0	→
2014 Surface Transportation Board	75	77.9%	13.5%	8.6%	3	→
2013 Surface Transportation Board	94	76.0%	9.1%	14.9%	4	→
2012 Surface Transportation Board	86	76.0%	13.2%	10.8%	2	→
2011 Surface Transportation Board	90	75.7%	17.8%	6.6%	3	↘
2010 Surface Transportation Board	96	86.5%	10.4%	3.0%	3	

Surface Transportation Board Trend Report

My Work Unit (continued)

22. Promotions in my work unit are based on merit.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	376,444	34.5%	27.6%	38.0%	27,943	
2016 Surface Transportation Board	68	54.0%	21.3%	24.7%	2	→
2015 Surface Transportation Board	74	66.2%	13.5%	20.3%	4	→
2014 Surface Transportation Board	73	73.8%	15.1%	11.1%	5	→
2013 Surface Transportation Board	85	67.2%	19.8%	13.0%	11	→
2012 Surface Transportation Board	81	63.9%	20.9%	15.3%	7	→
2011 Surface Transportation Board	87	64.3%	30.0%	5.7%	5	→
2010 Surface Transportation Board	90	66.8%	23.4%	9.8%	9	

23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	363,758	29.3%	27.1%	43.6%	41,216	
2016 Surface Transportation Board	64	46.6%	19.9%	33.5%	6	→
2015 Surface Transportation Board	71	48.2%	27.8%	24.1%	6	→
2014 Surface Transportation Board	73	56.2%	28.2%	15.5%	5	→
2013 Surface Transportation Board	83	50.2%	22.9%	26.9%	15	→
2012 Surface Transportation Board	78	47.6%	31.1%	21.3%	10	→
2011 Surface Transportation Board	79	53.2%	36.8%	10.0%	14	→
2010 Surface Transportation Board	86	52.4%	28.2%	19.3%	13	

24. In my work unit, differences in performance are recognized in a meaningful way.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	380,352	34.0%	27.9%	38.1%	25,041	
2016 Surface Transportation Board	70	48.4%	22.6%	28.9%	1	→
2015 Surface Transportation Board	73	51.1%	27.0%	22.0%	5	↘
2014 Surface Transportation Board	72	62.8%	21.5%	15.8%	6	→
2013 Surface Transportation Board	88	55.8%	17.5%	26.7%	9	→
2012 Surface Transportation Board	81	60.2%	21.9%	17.8%	7	→
2011 Surface Transportation Board	85	65.5%	24.6%	9.9%	7	→
2010 Surface Transportation Board	87	58.5%	27.0%	14.5%	11	

Surface Transportation Board Trend Report

My Work Unit (continued)

25. Awards in my work unit depend on how well employees perform their jobs.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	376,070	41.4%	24.9%	33.8%	28,546	
2016 Surface Transportation Board	66	53.6%	20.2%	26.2%	3	→
2015 Surface Transportation Board	72	54.5%	27.4%	18.1%	5	↘
2014 Surface Transportation Board	73	68.1%	20.6%	11.2%	4	↗
2013 Surface Transportation Board	89	60.2%	19.4%	20.4%	9	→
2012 Surface Transportation Board	79	61.9%	22.1%	16.0%	8	↘
2011 Surface Transportation Board	88	74.4%	18.9%	6.8%	3	↗
2010 Surface Transportation Board	90	63.3%	29.1%	7.5%	9	

26. Employees in my work unit share job knowledge with each other.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	403,664	73.3%	13.8%	12.9%	1,739	
2016 Surface Transportation Board	70	80.7%	8.2%	11.0%	0	↘
2015 Surface Transportation Board	78	92.3%	5.2%	2.6%	0	→
2014 Surface Transportation Board	78	90.8%	6.7%	2.5%	0	↗
2013 Surface Transportation Board	98	84.3%	10.7%	5.0%	0	↘
2012 Surface Transportation Board	88	91.3%	6.1%	2.5%	0	→
2011 Surface Transportation Board	93	91.5%	6.2%	2.4%	0	↗
2010 Surface Transportation Board	98	86.7%	9.2%	4.1%	1	

27. The skill level in my work unit has improved in the past year.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	389,303	54.2%	28.2%	17.6%	16,713	
2016 Surface Transportation Board	70	59.8%	23.3%	16.9%	1	↘
2015 Surface Transportation Board	75	81.3%	13.4%	5.3%	3	↗
2014 Surface Transportation Board	77	72.3%	23.2%	4.5%	1	→
2013 Surface Transportation Board	93	69.0%	22.3%	8.7%	5	→
2012 Surface Transportation Board	83	64.8%	24.0%	11.2%	4	↘
2011 Surface Transportation Board	89	76.0%	17.1%	6.9%	1	→
2010 Surface Transportation Board	95	75.9%	22.1%	2.1%	4	

Surface Transportation Board Trend Report

My Work Unit (continued)

28. How would you rate the overall quality of work done by your work unit?

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	406,077	82.3%	14.1%	3.6%	
2016 Surface Transportation Board	71	90.5%	8.2%	1.3%	→
2015 Surface Transportation Board	78	92.2%	6.5%	1.3%	→
2014 Surface Transportation Board	78	95.5%	2.4%	2.0%	→
2013 Surface Transportation Board	97	95.5%	4.5%	0.0%	→
2012 Surface Transportation Board	88	93.6%	3.8%	2.5%	→
2011 Surface Transportation Board	93	95.0%	3.6%	1.4%	→
2010 Surface Transportation Board	99	95.1%	2.9%	2.0%	

29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	393,750	69.4%	17.3%	13.3%	6,753	
2016 Surface Transportation Board	70	72.0%	13.0%	15.0%	0	↘
2015 Surface Transportation Board	77	88.7%	4.8%	6.5%	0	→
2014 Surface Transportation Board	76	86.3%	7.5%	6.2%	0	→
2013 Surface Transportation Board	96	85.8%	9.0%	5.2%	1	→
2012 Surface Transportation Board	87	89.1%	7.4%	3.5%	1	→
2011 Surface Transportation Board	91	88.4%	8.2%	3.4%	2	→
2010 Surface Transportation Board	98	91.2%	6.9%	1.9%	1	

30. Employees have a feeling of personal empowerment with respect to work processes.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	390,805	44.8%	24.6%	30.6%	9,449	
2016 Surface Transportation Board	69	55.3%	14.5%	30.2%	2	↘
2015 Surface Transportation Board	75	69.7%	19.6%	10.6%	1	↘
2014 Surface Transportation Board	75	78.3%	12.1%	9.6%	2	→
2013 Surface Transportation Board	94	77.8%	14.7%	7.5%	3	→
2012 Surface Transportation Board	85	74.8%	15.0%	10.2%	3	↘
2011 Surface Transportation Board	91	84.2%	13.7%	2.1%	2	↗
2010 Surface Transportation Board	96	73.5%	18.4%	8.1%	2	

Surface Transportation Board Trend Report

My Agency (continued)

31. Employees are recognized for providing high quality products and services.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	390,973	48.0%	23.1%	28.9%	8,551	
2016 Surface Transportation Board	70	60.3%	20.2%	19.5%	1	→
2015 Surface Transportation Board	76	68.7%	16.7%	14.6%	0	↘
2014 Surface Transportation Board	77	78.4%	14.5%	7.2%	0	→
2013 Surface Transportation Board	95	81.9%	8.8%	9.3%	2	→
2012 Surface Transportation Board	88	75.4%	16.3%	8.4%	0	↘
2011 Surface Transportation Board	92	86.2%	12.7%	1.1%	1	↗
2010 Surface Transportation Board	98	79.9%	13.5%	6.6%	1	

32. Creativity and innovation are rewarded.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	385,387	38.4%	28.3%	33.3%	13,365	
2016 Surface Transportation Board	70	52.5%	23.0%	24.5%	1	→
2015 Surface Transportation Board	74	61.0%	25.4%	13.6%	1	↘
2014 Surface Transportation Board	74	77.7%	17.6%	4.7%	3	→
2013 Surface Transportation Board	93	75.7%	12.6%	11.7%	3	→
2012 Surface Transportation Board	86	75.0%	13.8%	11.2%	2	↘
2011 Surface Transportation Board	90	81.7%	14.7%	3.6%	2	↗
2010 Surface Transportation Board	95	68.7%	18.0%	13.3%	4	

33. Pay raises depend on how well employees perform their jobs.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	368,966	22.3%	26.9%	50.7%	29,028	
2016 Surface Transportation Board	66	35.1%	27.3%	37.6%	5	↘
2015 Surface Transportation Board	71	45.4%	23.6%	31.0%	6	→
2014 Surface Transportation Board	74	49.3%	32.5%	18.2%	3	↗
2013 Surface Transportation Board	86	37.6%	35.2%	27.2%	10	→
2012 Surface Transportation Board	76	44.8%	31.6%	23.6%	11	↘
2011 Surface Transportation Board	84	62.8%	27.0%	10.2%	9	→
2010 Surface Transportation Board	87	54.0%	33.2%	12.8%	12	

Surface Transportation Board Trend Report

My Agency (continued)

34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	370,140	57.8%	27.4%	14.8%	29,591	
2016 Surface Transportation Board	65	54.6%	30.6%	14.8%	6	→
2015 Surface Transportation Board	71	65.0%	23.6%	11.4%	6	→
2014 Surface Transportation Board	69	69.7%	29.1%	1.2%	7	→
2013 Surface Transportation Board	91	63.1%	30.0%	6.9%	6	→
2012 Surface Transportation Board	81	61.6%	28.1%	10.3%	7	→
2011 Surface Transportation Board	85	69.7%	27.5%	2.8%	8	→
2010 Surface Transportation Board	92	68.8%	20.7%	10.4%	7	

35. Employees are protected from health and safety hazards on the job.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	393,340	76.0%	13.3%	10.7%	6,278	
2016 Surface Transportation Board	68	88.6%	10.0%	1.4%	3	↘
2015 Surface Transportation Board	74	96.4%	3.6%	0.0%	2	→
2014 Surface Transportation Board	75	94.5%	5.5%	0.0%	0	→
2013 Surface Transportation Board	94	91.6%	7.5%	0.9%	3	→
2012 Surface Transportation Board	88	92.7%	5.9%	1.5%	0	→
2011 Surface Transportation Board	93	93.3%	5.3%	1.4%	0	→
2010 Surface Transportation Board	92	93.2%	5.8%	1.0%	6	

36. My organization has prepared employees for potential security threats.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	393,948	77.2%	13.3%	9.5%	4,677	
2016 Surface Transportation Board	68	80.1%	12.0%	7.9%	2	→
2015 Surface Transportation Board	76	82.0%	15.3%	2.6%	0	↘
2014 Surface Transportation Board	75	94.1%	5.9%	0.0%	0	↗
2013 Surface Transportation Board	94	86.6%	10.4%	3.0%	0	→
2012 Surface Transportation Board	87	88.0%	6.9%	5.1%	1	→
2011 Surface Transportation Board	93	90.3%	6.3%	3.4%	0	→
2010 Surface Transportation Board	98	92.2%	4.9%	2.9%	1	

Surface Transportation Board Trend Report

My Agency (continued)

37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	375,254	53.1%	21.8%	25.1%	23,720	
2016 Surface Transportation Board	68	57.4%	18.8%	23.8%	2	↘
2015 Surface Transportation Board	73	72.6%	12.3%	15.1%	4	↘
2014 Surface Transportation Board	72	82.0%	12.1%	6.0%	5	↗
2013 Surface Transportation Board	89	72.3%	14.0%	13.6%	8	→
2012 Surface Transportation Board	85	70.0%	19.5%	10.4%	3	→
2011 Surface Transportation Board	89	77.4%	16.8%	5.8%	4	→
2010 Surface Transportation Board	94	77.3%	15.1%	7.6%	5	

38. Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	361,746	66.7%	18.9%	14.4%	35,073	
2016 Surface Transportation Board	66	78.9%	7.7%	13.4%	5	→
2015 Surface Transportation Board	72	83.2%	9.8%	7.0%	5	↘
2014 Surface Transportation Board	71	89.9%	10.1%	0.0%	6	↗
2013 Surface Transportation Board	88	83.5%	9.7%	6.8%	9	→
2012 Surface Transportation Board	82	80.0%	15.0%	5.1%	6	→
2011 Surface Transportation Board	88	85.2%	11.3%	3.6%	5	→
2010 Surface Transportation Board	89	82.0%	12.3%	5.7%	8	

39. My agency is successful at accomplishing its mission.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	392,488	74.0%	17.2%	8.8%	7,188	
2016 Surface Transportation Board	70	72.2%	16.8%	11.0%	1	↘
2015 Surface Transportation Board	76	84.1%	13.2%	2.7%	0	→
2014 Surface Transportation Board	77	87.4%	9.1%	3.5%	0	→
2013 Surface Transportation Board	94	88.2%	8.7%	3.2%	2	→
2012 Surface Transportation Board	86	88.6%	7.2%	4.2%	2	↘
2011 Surface Transportation Board	91	96.5%	3.5%	0.0%	1	→
2010 Surface Transportation Board	95	93.5%	6.5%	0.0%	2	

Surface Transportation Board Trend Report

My Agency (continued)

40. I recommend my organization as a good place to work.

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	400,013	64.0%	20.1%	15.8%	
2016 Surface Transportation Board	71	69.3%	24.9%	5.7%	↘
2015 Surface Transportation Board	76	84.1%	15.9%	0.0%	→
2014 Surface Transportation Board	77	90.0%	7.8%	2.1%	→
2013 Surface Transportation Board	97	90.8%	7.2%	2.0%	→
2012 Surface Transportation Board	88	86.7%	9.6%	3.7%	↘
2011 Surface Transportation Board	93	93.1%	5.5%	1.4%	→
2010 Surface Transportation Board	99	90.8%	8.3%	1.0%	

41. I believe the results of this survey will be used to make my agency a better place to work.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	370,195	40.9%	26.8%	32.3%	30,395	
2016 Surface Transportation Board	65	50.1%	22.9%	27.0%	5	↘
2015 Surface Transportation Board	73	63.3%	24.8%	12.0%	3	↘
2014 Surface Transportation Board	75	80.7%	9.4%	10.0%	1	↗
2013 Surface Transportation Board	95	68.4%	22.3%	9.4%	2	→
2012 Surface Transportation Board	85	71.5%	20.9%	7.6%	3	↘
2011 Surface Transportation Board	88	82.4%	15.3%	2.3%	5	↗
2010 Surface Transportation Board	97	73.8%	16.7%	9.5%	2	

My Supervisor

42. My supervisor supports my need to balance work and other life issues.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	397,533	78.3%	10.8%	10.9%	2,147	
2016 Surface Transportation Board	71	94.3%	1.3%	4.4%	0	→
2015 Surface Transportation Board	77	89.7%	6.5%	3.8%	0	→
2014 Surface Transportation Board	77	90.8%	9.2%	0.0%	0	→
2013 Surface Transportation Board	97	88.2%	8.6%	3.1%	0	→
2012 Surface Transportation Board	88	92.9%	3.8%	3.4%	0	→
2011 Surface Transportation Board	93	95.3%	4.7%	0.0%	0	→
2010 Surface Transportation Board	97	95.9%	2.0%	2.0%	1	

Surface Transportation Board Trend Report

My Supervisor (continued)

43. My supervisor provides me with opportunities to demonstrate my leadership skills.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	396,644	66.2%	16.9%	17.0%	2,033	
2016 Surface Transportation Board	71	68.8%	15.4%	15.9%	0	→
2015 Surface Transportation Board	76	77.6%	6.6%	15.8%	0	↘
2014 Surface Transportation Board	77	87.4%	8.1%	4.5%	0	↗
2013 Surface Transportation Board	97	79.5%	11.3%	9.3%	0	→
2012 Surface Transportation Board	88	75.9%	12.4%	11.7%	0	→
2011 Surface Transportation Board	93	83.0%	12.5%	4.5%	0	→
2010 Surface Transportation Board	99	85.5%	7.1%	7.4%	0	

44. Discussions with my supervisor about my performance are worthwhile.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	391,835	63.4%	18.2%	18.4%	4,496	
2016 Surface Transportation Board	70	67.2%	18.1%	14.8%	1	→
2015 Surface Transportation Board	76	71.0%	13.3%	15.8%	0	↘
2014 Surface Transportation Board	74	84.0%	11.0%	5.0%	0	→
2013 Surface Transportation Board	97	82.0%	7.8%	10.2%	0	→
2012 Surface Transportation Board	87	76.3%	15.4%	8.3%	1	↘
2011 Surface Transportation Board	92	83.8%	11.8%	4.4%	1	→
2010 Surface Transportation Board	98	83.7%	11.4%	4.9%	0	

45. My supervisor is committed to a workforce representative of all segments of society.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	365,376	67.8%	21.7%	10.5%	32,531	
2016 Surface Transportation Board	65	70.2%	26.3%	3.5%	6	→
2015 Surface Transportation Board	72	74.9%	20.9%	4.2%	4	↘
2014 Surface Transportation Board	73	82.1%	16.7%	1.2%	4	→
2013 Surface Transportation Board	87	78.2%	18.3%	3.5%	10	→
2012 Surface Transportation Board	80	73.8%	21.1%	5.1%	8	↘
2011 Surface Transportation Board	86	85.4%	14.6%	0.0%	5	→
2010 Surface Transportation Board	88	86.2%	11.6%	2.2%	10	

Surface Transportation Board Trend Report

My Supervisor (continued)

46. My supervisor provides me with constructive suggestions to improve my job performance.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	395,581	62.5%	19.1%	18.5%	2,285	
2016 Surface Transportation Board	70	67.2%	12.4%	20.5%	1	→
2015 Surface Transportation Board	77	72.7%	13.0%	14.3%	0	↘
2014 Surface Transportation Board	76	85.5%	9.6%	4.9%	0	↗
2013 Surface Transportation Board	95	78.2%	11.7%	10.1%	1	→
2012 Surface Transportation Board	87	74.3%	12.5%	13.2%	1	↘
2011 Surface Transportation Board	93	81.5%	12.3%	6.2%	0	→
2010 Surface Transportation Board	99	83.7%	10.5%	5.8%	0	

47. Supervisors in my work unit support employee development.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	392,465	65.6%	17.8%	16.6%	6,120	
2016 Surface Transportation Board	69	65.7%	23.1%	11.2%	2	↘
2015 Surface Transportation Board	77	77.9%	13.0%	9.1%	0	↘
2014 Surface Transportation Board	77	92.0%	6.9%	1.1%	0	↗
2013 Surface Transportation Board	95	83.4%	8.6%	8.1%	2	→
2012 Surface Transportation Board	87	77.3%	16.8%	5.9%	0	↘
2011 Surface Transportation Board	92	85.2%	10.7%	4.1%	1	→
2010 Surface Transportation Board	98	89.4%	6.0%	4.6%	0	

48. My supervisor listens to what I have to say.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	398,731	76.1%	12.1%	11.8%		
2016 Surface Transportation Board	71	83.4%	10.9%	5.8%		→
2015 Surface Transportation Board	77	84.4%	7.8%	7.8%		↘
2014 Surface Transportation Board	77	93.2%	3.0%	3.8%		→
2013 Surface Transportation Board	97	90.5%	4.4%	5.1%		→
2012 Surface Transportation Board	88	85.6%	6.5%	8.0%		→
2011 Surface Transportation Board	93	89.0%	10.0%	1.1%		→
2010 Surface Transportation Board	99	88.7%	7.2%	4.1%		

Surface Transportation Board Trend Report

My Supervisor (continued)

49. My supervisor treats me with respect.

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	397,483	81.3%	10.0%	8.7%	
2016 Surface Transportation Board	71	90.5%	2.5%	7.0%	→
2015 Surface Transportation Board	77	87.0%	5.2%	7.8%	↘
2014 Surface Transportation Board	77	93.6%	2.6%	3.8%	→
2013 Surface Transportation Board	97	89.8%	5.4%	4.8%	→
2012 Surface Transportation Board	88	89.5%	3.7%	6.8%	→
2011 Surface Transportation Board	92	90.9%	7.7%	1.4%	→
2010 Surface Transportation Board	99	90.8%	1.9%	7.3%	

50. In the last six months, my supervisor has talked with me about my performance.

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	397,581	77.6%	10.0%	12.4%	
2016 Surface Transportation Board	71	91.0%	3.9%	5.1%	→
2015 Surface Transportation Board	77	88.2%	6.5%	5.3%	↘
2014 Surface Transportation Board	76	94.7%	1.5%	3.8%	↗
2013 Surface Transportation Board	97	88.9%	5.8%	5.3%	→
2012 Surface Transportation Board	88	90.2%	6.0%	3.8%	→
2011 Surface Transportation Board	91	91.5%	4.4%	4.1%	→
2010 Surface Transportation Board	99	91.1%	8.1%	0.8%	

51. I have trust and confidence in my supervisor.

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	398,003	67.4%	16.0%	16.6%	
2016 Surface Transportation Board	71	73.3%	11.4%	15.4%	→
2015 Surface Transportation Board	77	77.9%	14.3%	7.8%	↘
2014 Surface Transportation Board	77	89.6%	5.3%	5.0%	→
2013 Surface Transportation Board	97	83.8%	8.3%	7.9%	→
2012 Surface Transportation Board	88	79.7%	11.0%	9.3%	→
2011 Surface Transportation Board	93	86.6%	11.5%	1.9%	→
2010 Surface Transportation Board	98	83.3%	10.8%	5.9%	

Surface Transportation Board Trend Report

My Supervisor (continued)

52. Overall, how good a job do you feel is being done by your immediate supervisor?

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	398,213	70.5%	17.4%	12.1%	
2016 Surface Transportation Board	71	82.2%	12.1%	5.7%	→
2015 Surface Transportation Board	77	81.9%	11.7%	6.5%	↘
2014 Surface Transportation Board	77	92.2%	7.8%	0.0%	↗
2013 Surface Transportation Board	97	86.8%	7.3%	5.9%	→
2012 Surface Transportation Board	88	84.6%	6.1%	9.3%	→
2011 Surface Transportation Board	93	86.0%	13.0%	0.9%	→
2010 Surface Transportation Board	99	89.7%	8.3%	2.0%	

Leadership

53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	388,819	40.9%	24.1%	35.0%	7,594	
2016 Surface Transportation Board	69	55.2%	22.4%	22.4%	1	↘
2015 Surface Transportation Board	77	71.2%	18.2%	10.5%	0	→
2014 Surface Transportation Board	76	75.8%	16.9%	7.2%	1	→
2013 Surface Transportation Board	97	74.1%	15.5%	10.4%	0	→
2012 Surface Transportation Board	88	74.2%	15.9%	9.9%	0	↘
2011 Surface Transportation Board	92	87.9%	8.6%	3.5%	1	↗
2010 Surface Transportation Board	98	72.9%	19.9%	7.2%	1	

54. My organization's senior leaders maintain high standards of honesty and integrity.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	372,029	51.8%	24.0%	24.3%	23,730	
2016 Surface Transportation Board	68	71.1%	14.8%	14.2%	2	→
2015 Surface Transportation Board	75	74.5%	17.4%	8.0%	2	↘
2014 Surface Transportation Board	75	82.1%	14.5%	3.3%	2	→
2013 Surface Transportation Board	92	81.8%	10.9%	7.3%	5	→
2012 Surface Transportation Board	87	79.7%	14.3%	6.0%	1	→
2011 Surface Transportation Board	92	86.5%	11.0%	2.5%	1	↗
2010 Surface Transportation Board	93	76.7%	20.1%	3.2%	5	

Surface Transportation Board Trend Report

Leadership (continued)

55. Supervisors work well with employees of different backgrounds.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	368,225	64.0%	22.0%	13.9%	25,081	
2016 Surface Transportation Board	67	70.8%	20.3%	8.9%	3	→
2015 Surface Transportation Board	77	76.5%	16.9%	6.6%	0	↘
2014 Surface Transportation Board	76	88.7%	9.8%	1.5%	1	↗
2013 Surface Transportation Board	95	81.6%	12.8%	5.6%	2	→
2012 Surface Transportation Board	87	82.1%	16.4%	1.5%	1	→
2011 Surface Transportation Board	90	87.3%	9.2%	3.5%	2	→
2010 Surface Transportation Board	92	83.7%	15.2%	1.0%	7	

56. Managers communicate the goals and priorities of the organization.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	389,027	60.3%	20.1%	19.6%	5,145	
2016 Surface Transportation Board	66	62.2%	18.0%	19.8%	2	↘
2015 Surface Transportation Board	74	79.7%	9.5%	10.8%	0	→
2014 Surface Transportation Board	77	84.3%	6.9%	8.8%	0	↗
2013 Surface Transportation Board	94	74.4%	15.3%	10.4%	1	→
2012 Surface Transportation Board	88	74.3%	14.9%	10.7%	0	↘
2011 Surface Transportation Board	91	85.2%	9.2%	5.6%	2	→
2010 Surface Transportation Board	96	79.5%	12.3%	8.2%	3	

57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	367,493	60.1%	23.5%	16.4%	26,319	
2016 Surface Transportation Board	66	58.1%	26.7%	15.1%	3	↘
2015 Surface Transportation Board	74	75.6%	14.9%	9.5%	3	→
2014 Surface Transportation Board	69	75.4%	18.1%	6.5%	7	→
2013 Surface Transportation Board	93	72.9%	17.6%	9.5%	4	→
2012 Surface Transportation Board	82	66.8%	22.8%	10.4%	6	↘
2011 Surface Transportation Board	87	81.5%	13.8%	4.7%	6	→
2010 Surface Transportation Board	90	80.2%	13.5%	6.3%	8	

Surface Transportation Board Trend Report

Leadership (continued)

58. Managers promote communication among different work units (for example, about projects, goals, needed resources).

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	381,145	52.0%	22.5%	25.5%	13,697	
2016 Surface Transportation Board	67	64.8%	15.0%	20.2%	3	→
2015 Surface Transportation Board	76	67.5%	19.3%	13.2%	1	↘
2014 Surface Transportation Board	76	78.1%	10.0%	11.9%	1	→
2013 Surface Transportation Board	95	81.3%	9.5%	9.3%	2	→
2012 Surface Transportation Board	87	77.0%	14.5%	8.5%	1	↘
2011 Surface Transportation Board	91	84.8%	11.0%	4.1%	2	→
2010 Surface Transportation Board	94	82.2%	6.4%	11.4%	4	

59. Managers support collaboration across work units to accomplish work objectives.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	380,902	55.7%	22.4%	21.8%	14,062	
2016 Surface Transportation Board	68	67.2%	16.1%	16.7%	2	→
2015 Surface Transportation Board	76	76.7%	12.7%	10.6%	0	↘
2014 Surface Transportation Board	77	83.7%	10.6%	5.7%	0	→
2013 Surface Transportation Board	95	84.1%	9.6%	6.3%	2	→
2012 Surface Transportation Board	88	85.4%	7.3%	7.3%	0	→
2011 Surface Transportation Board	90	85.8%	11.0%	3.2%	2	→
2010 Surface Transportation Board	95	80.0%	11.5%	8.5%	4	

60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	373,425	57.9%	23.3%	18.9%	21,965	
2016 Surface Transportation Board	67	68.9%	16.2%	14.9%	3	↘
2015 Surface Transportation Board	73	80.7%	13.8%	5.5%	4	→
2014 Surface Transportation Board	72	85.9%	9.4%	4.7%	5	→
2013 Surface Transportation Board	94	81.0%	10.5%	8.5%	3	→
2012 Surface Transportation Board	80	86.0%	10.0%	4.0%	8	→
2011 Surface Transportation Board	88	88.8%	5.6%	5.6%	4	→
2010 Surface Transportation Board	92	84.5%	8.8%	6.7%	7	

Surface Transportation Board Trend Report

Leadership (continued)

61. I have a high level of respect for my organization's senior leaders.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	390,254	53.1%	23.5%	23.4%	5,078	
2016 Surface Transportation Board	69	61.1%	22.4%	16.5%	1	↘
2015 Surface Transportation Board	76	73.5%	15.9%	10.6%	0	↘
2014 Surface Transportation Board	77	83.7%	12.9%	3.4%	0	↗
2013 Surface Transportation Board	95	76.4%	18.2%	5.4%	1	→
2012 Surface Transportation Board	88	79.7%	14.3%	6.0%	0	↘
2011 Surface Transportation Board	92	91.1%	7.8%	1.1%	1	↗
2010 Surface Transportation Board	97	81.6%	10.1%	8.2%	1	

62. Senior leaders demonstrate support for Work/Life programs.

	N	Positive	Neutral	Negative	DNK	Difference from previous year
2016 Governmentwide	363,124	55.1%	25.8%	19.1%	32,433	
2016 Surface Transportation Board	66	82.8%	11.1%	6.1%	4	→
2015 Surface Transportation Board	76	86.8%	5.3%	7.9%	1	↘
2014 Surface Transportation Board	76	94.4%	4.3%	1.3%	1	→
2013 Surface Transportation Board	95	93.8%	4.0%	2.1%	2	↗
2012 Surface Transportation Board	84	85.2%	13.3%	1.5%	4	↘
2011 Surface Transportation Board	87	94.3%	5.7%	0.0%	6	→
2010 Surface Transportation Board	92	91.6%	7.4%	1.0%	6	

63. How satisfied are you with your involvement in decisions that affect your work?

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	394,068	50.7%	22.7%	26.6%	
2016 Surface Transportation Board	70	64.5%	11.7%	23.8%	→
2015 Surface Transportation Board	77	70.1%	15.6%	14.4%	↘
2014 Surface Transportation Board	77	80.0%	13.9%	6.1%	→
2013 Surface Transportation Board	96	77.9%	9.7%	12.4%	→
2012 Surface Transportation Board	88	78.7%	13.1%	8.3%	→
2011 Surface Transportation Board	93	83.6%	11.0%	5.4%	→
2010 Surface Transportation Board	98	78.1%	13.3%	8.6%	

Surface Transportation Board Trend Report

My Satisfaction (continued)

64. How satisfied are you with the information you receive from management on what's going on in your organization?

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	393,156	48.0%	23.5%	28.5%	
2016 Surface Transportation Board	69	57.7%	20.3%	22.1%	↘
2015 Surface Transportation Board	77	72.7%	13.1%	14.2%	↘
2014 Surface Transportation Board	77	81.7%	11.4%	7.0%	→
2013 Surface Transportation Board	95	80.3%	10.3%	9.5%	→
2012 Surface Transportation Board	88	74.6%	10.2%	15.1%	→
2011 Surface Transportation Board	93	79.6%	16.0%	4.4%	→
2010 Surface Transportation Board	98	74.7%	14.9%	10.4%	

65. How satisfied are you with the recognition you receive for doing a good job?

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	392,389	47.5%	23.8%	28.7%	
2016 Surface Transportation Board	70	56.0%	24.7%	19.3%	→
2015 Surface Transportation Board	77	64.8%	26.1%	9.2%	↘
2014 Surface Transportation Board	77	82.6%	11.1%	6.3%	→
2013 Surface Transportation Board	95	77.8%	10.8%	11.4%	→
2012 Surface Transportation Board	88	81.3%	11.4%	7.2%	→
2011 Surface Transportation Board	93	82.8%	13.6%	3.6%	→
2010 Surface Transportation Board	97	80.0%	10.4%	9.6%	

66. How satisfied are you with the policies and practices of your senior leaders?

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	392,440	42.5%	29.3%	28.3%	
2016 Surface Transportation Board	70	53.5%	29.2%	17.4%	↘
2015 Surface Transportation Board	76	68.2%	23.8%	8.0%	↘
2014 Surface Transportation Board	77	79.2%	13.9%	6.9%	↗
2013 Surface Transportation Board	96	71.8%	14.7%	13.4%	→
2012 Surface Transportation Board	88	74.4%	14.7%	10.9%	→
2011 Surface Transportation Board	92	81.7%	13.8%	4.4%	↗
2010 Surface Transportation Board	98	72.8%	21.0%	6.2%	

Surface Transportation Board Trend Report

My Satisfaction (continued)

67. How satisfied are you with your opportunity to get a better job in your organization?

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	392,739	35.9%	27.3%	36.8%	
2016 Surface Transportation Board	70	48.6%	18.8%	32.7%	→
2015 Surface Transportation Board	76	56.4%	17.1%	26.4%	→
2014 Surface Transportation Board	77	62.8%	24.1%	13.1%	↗
2013 Surface Transportation Board	96	47.8%	32.0%	20.2%	→
2012 Surface Transportation Board	87	50.4%	33.3%	16.3%	→
2011 Surface Transportation Board	91	55.4%	28.6%	16.0%	→
2010 Surface Transportation Board	98	50.0%	28.3%	21.7%	

68. How satisfied are you with the training you receive for your present job?

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	392,659	52.5%	23.5%	23.9%	
2016 Surface Transportation Board	69	53.8%	22.3%	23.8%	→
2015 Surface Transportation Board	77	61.5%	14.3%	24.3%	↘
2014 Surface Transportation Board	77	72.1%	17.1%	10.8%	↗
2013 Surface Transportation Board	94	62.3%	24.8%	13.0%	→
2012 Surface Transportation Board	88	60.8%	25.0%	14.3%	↘
2011 Surface Transportation Board	93	67.8%	21.3%	11.0%	→
2010 Surface Transportation Board	98	71.8%	16.3%	11.9%	

69. Considering everything, how satisfied are you with your job?

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	392,826	66.2%	17.4%	16.4%	
2016 Surface Transportation Board	70	66.4%	23.2%	10.4%	↘
2015 Surface Transportation Board	77	76.5%	17.0%	6.5%	↘
2014 Surface Transportation Board	77	88.5%	7.8%	3.6%	→
2013 Surface Transportation Board	95	87.2%	7.6%	5.1%	→
2012 Surface Transportation Board	87	84.5%	10.3%	5.2%	→
2011 Surface Transportation Board	93	87.7%	10.9%	1.4%	→
2010 Surface Transportation Board	98	85.3%	8.5%	6.2%	

Surface Transportation Board Trend Report

My Satisfaction (continued)

70. Considering everything, how satisfied are you with your pay?

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	393,242	58.2%	16.9%	24.9%	
2016 Surface Transportation Board	70	65.2%	18.7%	16.1%	→
2015 Surface Transportation Board	77	63.5%	18.2%	18.3%	→
2014 Surface Transportation Board	77	72.4%	15.6%	12.0%	↗
2013 Surface Transportation Board	96	57.9%	15.8%	26.4%	↘
2012 Surface Transportation Board	88	74.1%	10.7%	15.2%	→
2011 Surface Transportation Board	93	75.8%	15.7%	8.6%	→
2010 Surface Transportation Board	98	80.7%	7.7%	11.6%	

71. Considering everything, how satisfied are you with your organization?

	N	Positive	Neutral	Negative	Difference from previous year
2016 Governmentwide	393,451	56.9%	21.4%	21.7%	
2016 Surface Transportation Board	70	61.2%	22.0%	16.8%	↘
2015 Surface Transportation Board	77	83.1%	11.7%	5.2%	→
2014 Surface Transportation Board	77	86.3%	9.2%	4.5%	→
2013 Surface Transportation Board	96	83.1%	7.4%	9.5%	→
2012 Surface Transportation Board	88	82.2%	9.2%	8.6%	↘
2011 Surface Transportation Board	93	91.8%	5.8%	2.4%	↗
2010 Surface Transportation Board	98	85.4%	9.4%	5.1%	

Work/Life

72. Have you been notified whether or not you are eligible to telework?

	N	Notified eligible	Notified not eligible	Not notified	Not sure notified
2016 Governmentwide	392,364	40.3%	21.6%	29.1%	9.1%
2016 Surface Transportation Board	70	84.8%	9.3%	1.9%	3.9%
2015 Surface Transportation Board	77	83.0%	14.4%	0.0%	2.6%
2014 Surface Transportation Board	77	81.5%	17.0%	1.5%	0.0%
2013 Surface Transportation Board	--	--	--	--	--
2012 Surface Transportation Board	--	--	--	--	--
2011 Surface Transportation Board	--	--	--	--	--
2010 Surface Transportation Board	--	--	--	--	--

*This item was added to the survey in 2014. It is on a different response scale and is not included in the significance testing.

Surface Transportation Board Trend Report

Work/Life (continued)

73. Please select the response below that BEST describes your current teleworking situation.

	Telework				
	N	3+ Days Per Week	1-2 Days Per Week	No More Than 1-2 Days Per Month	Infrequently
2016 Governmentwide	389,999	5.7%	11.8%	4.7%	11.8%
2016 Surface Transportation Board	69	1.3%	57.8%	15.0%	13.3%
2015 Surface Transportation Board	77	0.0%	54.3%	10.3%	14.4%
2014 Surface Transportation Board	75	0.0%	48.3%	14.2%	13.8%
2013 Surface Transportation Board	97	2.3%	52.3%	13.4%	10.2%
2012 Surface Transportation Board	88	1.3%	43.7%	15.5%	10.0%
2011 Surface Transportation Board	93	0.0%	43.6%	14.1%	12.2%
2010 Surface Transportation Board	--	--	--	--	--

**This item was added to the survey in 2011. It is on a different response scale and is not included in the significance testing.*

(continued)

73. Please select the response below that BEST describes your current teleworking situation. (continued)

	Do Not Telework				
	N	Must Be Physically Present	Technical Issues	Not Allowed To Telework	Choose Not To Telework
2016 Governmentwide	389,999	30.4%	4.2%	19.2%	12.2%
2016 Surface Transportation Board	69	2.1%	1.3%	5.3%	3.9%
2015 Surface Transportation Board	77	6.6%	2.6%	5.2%	6.6%
2014 Surface Transportation Board	75	5.6%	1.5%	8.7%	7.9%
2013 Surface Transportation Board	97	5.6%	2.3%	5.6%	8.3%
2012 Surface Transportation Board	88	10.2%	2.7%	5.7%	10.7%
2011 Surface Transportation Board	93	11.1%	4.4%	4.4%	10.3%
2010 Surface Transportation Board	--	--	--	--	--

**This item was added to the survey in 2011. It is on a different response scale and is not included in the significance testing.*

Surface Transportation Board Trend Report

Work/Life (continued)

74. Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)

	N	Yes	No	Not Available To Me
2016 Governmentwide	391,178	33.4%	45.8%	20.8%
2016 Surface Transportation Board	70	25.9%	69.0%	5.2%
2015 Surface Transportation Board	77	13.0%	79.2%	7.8%
2014 Surface Transportation Board	77	16.5%	78.6%	4.9%
2013 Surface Transportation Board	97	16.9%	71.1%	12.0%
2012 Surface Transportation Board	88	12.9%	77.0%	10.1%
2011 Surface Transportation Board	93	10.8%	83.4%	5.8%
2010 Surface Transportation Board	--	--	--	--

*This item was added to the survey in 2011. It is on a different response scale and is not included in the significance testing.

75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)

	N	Yes	No	Not Available To Me
2016 Governmentwide	390,233	26.8%	61.0%	12.1%
2016 Surface Transportation Board	70	30.7%	53.2%	16.1%
2015 Surface Transportation Board	77	24.8%	62.2%	13.0%
2014 Surface Transportation Board	74	33.6%	58.4%	7.9%
2013 Surface Transportation Board	95	37.7%	58.4%	3.9%
2012 Surface Transportation Board	86	20.8%	70.5%	8.6%
2011 Surface Transportation Board	93	25.0%	71.7%	3.3%
2010 Surface Transportation Board	--	--	--	--

*This item was added to the survey in 2011. It is on a different response scale and is not included in the significance testing.

76. Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)

	N	Yes	No	Not Available To Me
2016 Governmentwide	387,376	13.6%	81.0%	5.3%
2016 Surface Transportation Board	65	16.7%	75.0%	8.3%
2015 Surface Transportation Board	76	10.6%	82.8%	6.6%
2014 Surface Transportation Board	72	11.6%	84.5%	3.9%
2013 Surface Transportation Board	93	11.3%	86.5%	2.2%
2012 Surface Transportation Board	88	4.8%	90.0%	5.2%
2011 Surface Transportation Board	93	10.6%	86.0%	3.4%
2010 Surface Transportation Board	--	--	--	--

*This item was added to the survey in 2011. It is on a different response scale and is not included in the significance testing.

Surface Transportation Board Trend Report

Work/Life (continued)

77. Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)

	N	Yes	No	Not Available To Me
2016 Governmentwide	390,848	3.7%	79.1%	17.2%
2016 Surface Transportation Board	70	1.3%	54.4%	44.3%
2015 Surface Transportation Board	76	1.3%	70.9%	27.8%
2014 Surface Transportation Board	76	1.1%	72.1%	26.8%
2013 Surface Transportation Board	96	5.7%	68.7%	25.6%
2012 Surface Transportation Board	87	0.0%	80.0%	20.0%
2011 Surface Transportation Board	93	0.0%	87.2%	12.8%
2010 Surface Transportation Board	--	--	--	--

**This item was added to the survey in 2011. It is on a different response scale and is not included in the significance testing.*

78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)

	N	Yes	No	Not Available To Me
2016 Governmentwide	391,248	2.3%	80.4%	17.2%
2016 Surface Transportation Board	70	1.3%	62.6%	36.1%
2015 Surface Transportation Board	77	0.0%	76.5%	23.5%
2014 Surface Transportation Board	76	1.6%	73.7%	24.7%
2013 Surface Transportation Board	97	5.7%	71.3%	22.9%
2012 Surface Transportation Board	88	0.0%	82.3%	17.7%
2011 Surface Transportation Board	93	0.0%	88.1%	11.9%
2010 Surface Transportation Board	--	--	--	--

**This item was added to the survey in 2011. It is on a different response scale and is not included in the significance testing.*

79. How satisfied are you with the following Work/Life programs in your agency? Telework

	N	Positive	Neutral	Negative	NBJ	Difference from previous year
2016 Governmentwide	204,775	78.9%	12.0%	9.1%	6,007	
2016 Surface Transportation Board	60	73.7%	11.3%	15.0%	0	→
2015 Surface Transportation Board	61	77.0%	13.2%	9.8%	0	→
2014 Surface Transportation Board	59	81.0%	9.3%	9.7%	0	→
2013 Surface Transportation Board	75	85.6%	8.1%	6.3%	1	→
2012 Surface Transportation Board	61	88.3%	3.7%	8.0%	0	→
2011 Surface Transportation Board	65	94.0%	4.7%	1.3%	0	--
2010 Surface Transportation Board	--	--	--	--	--	

**This item was added to the survey in 2011. The results for this item only include employees who indicated that they participated in this program.*

Surface Transportation Board Trend Report

Work/Life (continued)

80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)

	N	Positive	Neutral	Negative	NBJ	Difference from previous year
2016 Governmentwide	148,859	89.7%	7.0%	3.3%	3,222	
2016 Surface Transportation Board	16	84.9%	7.6%	7.5%	0	--
2015 Surface Transportation Board	10	89.9%	10.1%	0.0%	0	--
2014 Surface Transportation Board	12	84.0%	16.0%	0.0%	0	--
2013 Surface Transportation Board	15	81.9%	12.3%	5.8%	0	--
2012 Surface Transportation Board	11	82.5%	9.2%	8.3%	0	--
2011 Surface Transportation Board	8	75.3%	24.7%	0.0%	1	--
2010 Surface Transportation Board	--	--	--	--	--	

*This item was added to the survey in 2011. The results for this item only include employees who indicated that they participated in this program.

81. How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)

	N	Positive	Neutral	Negative	NBJ	Difference from previous year
2016 Governmentwide	102,282	80.5%	15.7%	3.8%	7,335	
2016 Surface Transportation Board	22	87.9%	4.0%	8.1%	0	--
2015 Surface Transportation Board	17	82.4%	11.8%	5.8%	2	--
2014 Surface Transportation Board	22	85.7%	14.3%	0.0%	4	--
2013 Surface Transportation Board	34	79.1%	17.8%	3.2%	3	--
2012 Surface Transportation Board	16	74.6%	19.1%	6.3%	3	--
2011 Surface Transportation Board	22	86.2%	13.8%	0.0%	1	--
2010 Surface Transportation Board	--	--	--	--	--	

*This item was added to the survey in 2011. The results for this item only include employees who indicated that they participated in this program.

82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)

	N	Positive	Neutral	Negative	NBJ	Difference from previous year
2016 Governmentwide	51,991	75.5%	20.1%	4.4%	8,067	
2016 Surface Transportation Board	11	54.3%	38.4%	7.4%	4	--
2015 Surface Transportation Board	8	75.2%	24.8%	0.0%	1	--
2014 Surface Transportation Board	11	92.1%	7.9%	0.0%	2	--
2013 Surface Transportation Board	6	100.0%	0.0%	0.0%	7	--
2012 Surface Transportation Board	2	100.0%	0.0%	0.0%	2	--
2011 Surface Transportation Board	8	86.9%	13.1%	0.0%	2	--
2010 Surface Transportation Board	--	--	--	--	--	

*This item was added to the survey in 2011. The results for this item only include employees who indicated that they participated in this program.

Surface Transportation Board Trend Report

Work/Life (continued)

83. How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)

	N	Positive	Neutral	Negative	NBJ	Difference from previous year
2016 Governmentwide	10,701	72.2%	23.5%	4.3%	4,380	
2016 Surface Transportation Board	1	100.0%	0.0%	0.0%	0	--
2015 Surface Transportation Board	2	50.0%	50.0%	0.0%	0	--
2014 Surface Transportation Board	1	100.0%	0.0%	0.0%	1	--
2013 Surface Transportation Board	4	77.3%	22.7%	0.0%	1	--
2012 Surface Transportation Board	1	0.0%	0.0%	100.0%	0	--
2011 Surface Transportation Board	0	--	--	--	0	--
2010 Surface Transportation Board	--	--	--	--	--	

**This item was added to the survey in 2011. The results for this item only include employees who indicated that they participated in this program.*

84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)

	N	Positive	Neutral	Negative	NBJ	Difference from previous year
2016 Governmentwide	7,399	67.6%	30.2%	2.2%	3,730	
2016 Surface Transportation Board	1	100.0%	0.0%	0.0%	0	--
2015 Surface Transportation Board	0	--	--	--	0	--
2014 Surface Transportation Board	1	100.0%	0.0%	0.0%	1	--
2013 Surface Transportation Board	3	68.0%	32.0%	0.0%	2	--
2012 Surface Transportation Board	0	--	--	--	0	--
2011 Surface Transportation Board	0	--	--	--	0	--
2010 Surface Transportation Board	--	--	--	--	--	

**This item was added to the survey in 2011. The results for this item only include employees who indicated that they participated in this program.*