

Interpretation of Results

In 2024, the Surface Transportation Board (STB) sustained high overall scores on the Federal Employee Viewpoint Survey (FEVS). The Office of Personnel Management (OPM) evaluated 90 survey items within STB, designating 85 as “Strengths,” with positive response rates at or above 65%. Notably, no items were identified as “Challenges,” which would indicate a negative response rate of 35% or higher.

Employees throughout the agency expressed positive perceptions, as shown by an 80% favorable rating on the Global Satisfaction Index—an increase of nine percentage points from the previous year. This improvement highlights employees' overall satisfaction with their work units' success in achieving agency goals and delivering high-quality work products and services. Other FEVS indices also reflect an overall positive trend for the agency, with scores remaining stable within a narrow margin of plus or minus three percentage points (+/-3%) from last year.

Federal Employee Viewpoint Survey (FEVS) Indices			
Index	% Positive		Difference
	2023	2024	
Employee Engagement	79%	82%	+3%
Global Satisfaction	71%	80%	+9%
Performance Confidence Index	99%	96%	-3%
Diversity, Equity, Inclusion, and Accessibility (DEIA) Index	78%	81%	+3%
Employee Experience Index	76%	76%	0%

Significant progress was also evident in individual survey items related to STB employees' personal commitment to positively contribute to the agency's performance and satisfaction with their supervisors' support for positive work-life balance.

The STB acknowledges and deeply values its employees for their unwavering commitment, hard work, and adaptability in successfully fulfilling the Board's mission. The Board remains resolute in its commitment to enhancing the work environment and promoting employee satisfaction and engagement.

Item	Item Text	Response Type	Percent Positive	Strongly Agree/ Always/ Very Good/ Very Satisfied %	Agree/ Most of the time/ Good/ Satisfied %	Neither Agree nor Disagree/ Sometimes/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Rarely/ Poor/ Dissatisfied %	Strongly Disagree/ Never/ Very Poor/ Very Dissatisfied %	Percent Negative	Strongly Agree/ Always/ Very Good/ Very Satisfied N	Agree/ Most of the time/ Good/ Satisfied N	Neither Agree nor Disagree/ Sometimes/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Rarely/ Poor/ Dissatisfied N	Strongly Disagree/ Never/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge/ There have been no recent hires in my work unit / I do not have any accessibility needs N
1	*I am given a real opportunity to improve my skills in my organization.	Agree-disagree	76%	46%	30%	16%	8%	0%	8%	6	4	2	1	0	13	N/A
2	I feel encouraged to come up with new and better ways of doing things.	Agree-disagree	92%	32%	61%	8%	0%	0%	0%	4	8	1	0	0	13	N/A
3	My work gives me a feeling of personal accomplishment.	Agree-disagree	77%	31%	46%	15%	8%	0%	8%	4	6	2	1	0	13	N/A
4	I know what is expected of me on the job.	Agree-disagree	92%	47%	45%	8%	0%	0%	0%	6	6	1	0	0	13	N/A
5	*My workload is reasonable.	Agree-disagree	68%	30%	38%	15%	8%	9%	17%	4	5	2	1	1	13	N/A
6	*My talents are used well in the workplace.	Agree-disagree	93%	39%	54%	7%	0%	0%	0%	5	7	1	0	0	13	N/A
7	*I know how my work relates to the agency's goals.	Agree-disagree	93%	47%	46%	7%	0%	0%	0%	6	6	1	0	0	13	N/A
8	*I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	Agree-disagree	91%	61%	30%	9%	0%	0%	0%	7	3	1	0	0	11	2
9	I have enough information to do my job well.	Agree-disagree	100%	23%	77%	0%	0%	0%	0%	3	10	0	0	0	13	N/A
10	I receive the training I need to do my job well.	Agree-disagree	69%	17%	52%	24%	7%	0%	7%	2	7	3	1	0	13	N/A
11	I am held accountable for the quality of work I produce.	Agree-disagree	100%	40%	60%	0%	0%	0%	0%	5	8	0	0	0	13	N/A
12	I have a clear idea of how well I am doing my job.	Agree-disagree	93%	32%	61%	7%	0%	0%	0%	4	8	1	0	0	13	N/A
13	I have the autonomy to decide how I do my job.	Agree-disagree	78%	32%	46%	22%	0%	0%	0%	4	6	3	0	0	13	N/A
14	I can make decisions about my work without getting permission first.	Agree-disagree	84%	7%	77%	16%	0%	0%	0%	1	10	2	0	0	13	N/A
15	*The people I work with cooperate to get the job done.	Agree-disagree	92%	61%	31%	8%	0%	0%	0%	8	4	1	0	0	13	N/A
17	*In my work unit, differences in performance are recognized in a meaningful way.	Agree-disagree	56%	10%	46%	32%	11%	0%	11%	1	4	3	1	0	9	4
18	Employees in my work unit share job knowledge.	Agree-disagree	92%	55%	37%	0%	0%	8%	8%	7	5	0	0	1	13	0
19	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Agree-disagree	92%	55%	37%	8%	0%	0%	0%	7	5	1	0	0	13	0
20	Employees in my work unit meet the needs of our customers.	Always-never	91%	41%	51%	9%	0%	0%	0%	5	6	1	0	0	12	1
21	Employees in my work unit contribute positively to my agency's performance.	Always-never	92%	62%	30%	8%	0%	0%	0%	8	4	1	0	0	13	0
22	Employees in my work unit produce high-quality work.	Always-never	92%	62%	30%	0%	8%	0%	8%	8	4	0	1	0	13	0

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23	Employees in my work unit adapt to changing priorities.	Always-never	85%	62%	23%	15%	0%	0%	0%	8	3	2	0	0	13	0
24	New hires in my work unit (i.e., hired in the past year) have the right skills to do their jobs.	Agree-disagree	100%	60%	40%	0%	0%	0%	0%	6	4	0	0	0	10	3
25	I can influence decisions in my work unit.	Agree-disagree	85%	39%	46%	15%	0%	0%	0%	5	6	2	0	0	13	N/A
26	I know what my work unit's goals are.	Agree-disagree	100%	47%	53%	0%	0%	0%	0%	6	7	0	0	0	13	N/A
27	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	Agree-disagree	73%	18%	55%	27%	0%	0%	0%	2	6	3	0	0	11	2
28	My work unit successfully manages disruptions to our work.	Agree-disagree	84%	16%	67%	16%	0%	0%	0%	2	8	2	0	0	12	1
29	Employees in my work unit consistently look for new ways to improve how they do their work.	Agree-disagree	51%	16%	36%	40%	9%	0%	9%	2	4	5	1	0	12	1
30	Employees in my work unit incorporate new ideas into their work.	Agree-disagree	75%	34%	41%	25%	0%	0%	0%	4	5	3	0	0	12	1
31	Employees in my work unit approach change as an opportunity.	Agree-disagree	53%	14%	38%	38%	9%	0%	9%	2	5	5	1	0	13	0
32	Employees in my work unit consider customer needs a top priority.	Agree-disagree	84%	50%	33%	16%	0%	0%	0%	6	4	2	0	0	12	1
33	Employees in my work unit consistently look for ways to improve customer service.	Agree-disagree	73%	28%	45%	18%	9%	0%	9%	3	5	2	1	0	11	2
34	Employees in my work unit support my need to balance my work and personal responsibilities.	Agree-disagree	92%	50%	42%	8%	0%	0%	0%	6	5	1	0	0	12	0
35	Employees are recognized for providing high quality products and services.	Agree-disagree	91%	56%	35%	9%	0%	0%	0%	6	4	1	0	0	11	2
36	Employees are protected from health and safety hazards on the job.	Agree-disagree	84%	54%	30%	8%	8%	0%	8%	7	4	1	1	0	13	0
37	My organization is successful at accomplishing its mission.	Agree-disagree	93%	30%	63%	7%	0%	0%	0%	4	8	1	0	0	13	0
38	I have a good understanding of my organization's priorities.	Agree-disagree	70%	39%	30%	30%	0%	0%	0%	5	4	4	0	0	13	N/A
39	My organization shares results (for example, town halls, email, distribution of reports) from the Federal Employee Viewpoint Survey (FEVS).	Agree-disagree	92%	62%	30%	8%	0%	0%	0%	8	4	1	0	0	13	0
40	Information is openly shared in my organization.	Agree-disagree	75%	24%	51%	25%	0%	0%	0%	3	6	3	0	0	12	1
41	The approval process in my organization allows timely delivery of my work.	Agree-disagree	77%	15%	62%	23%	0%	0%	0%	2	8	3	0	0	13	0
42	My organization effectively adapts to changing government priorities.	Agree-disagree	84%	22%	62%	16%	0%	0%	0%	3	8	2	0	0	13	0
43	My organization has prepared me for potential physical security threats.	Agree-disagree	75%	50%	25%	9%	16%	0%	16%	6	3	1	2	0	12	1

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44	My organization has prepared me for potential cybersecurity threats.	Agree-disagree	100%	46%	54%	0%	0%	0%	0%	6	7	0	0	0	13	0
45	In my organization, arbitrary action, personal favoritism, and/or political coercion are not tolerated.	Agree-disagree	92%	42%	50%	8%	0%	0%	0%	5	6	1	0	0	12	1
46	*I recommend my organization as a good place to work.	Agree-disagree	84%	50%	34%	16%	0%	0%	0%	6	4	2	0	0	12	N/A
47	*I believe the results of this survey will be used to make my agency a better place to work.	Agree-disagree	66%	32%	34%	34%	0%	0%	0%	3	3	3	0	0	9	3
48	Supervisors in my work unit support employee development.	Agree-disagree	91%	50%	41%	0%	9%	0%	9%	6	5	0	1	0	12	0
49	My supervisor supports my need to balance work and other life issues.	Agree-disagree	100%	67%	33%	0%	0%	0%	0%	8	4	0	0	0	12	N/A
50	My supervisor listens to what I have to say.	Agree-disagree	100%	75%	25%	0%	0%	0%	0%	9	3	0	0	0	12	N/A
51	My supervisor treats me with respect.	Agree-disagree	100%	75%	25%	0%	0%	0%	0%	9	3	0	0	0	12	N/A
52	I have trust and confidence in my supervisor.	Agree-disagree	100%	66%	34%	0%	0%	0%	0%	8	4	0	0	0	12	N/A
53	My supervisor holds me accountable for achieving results.	Agree-disagree	100%	75%	25%	0%	0%	0%	0%	9	3	0	0	0	12	N/A
54	Overall, how good a job do you feel is being done by your immediate supervisor?	Good-poor	100%	83%	17%	0%	0%	0%	0%	10	2	0	0	0	12	N/A
55	My supervisor provides me with constructive suggestions to improve my job performance.	Agree-disagree	100%	50%	50%	0%	0%	0%	0%	6	6	0	0	0	12	N/A
56	My supervisor provides me with performance feedback throughout the year.	Agree-disagree	84%	50%	33%	16%	0%	0%	0%	6	4	2	0	0	12	0
57	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Agree-disagree	70%	51%	20%	30%	0%	0%	0%	5	2	3	0	0	10	2
58	My organization's senior leaders maintain high standards of honesty and integrity.	Agree-disagree	90%	61%	29%	10%	0%	0%	0%	6	3	1	0	0	10	2
59	*Managers communicate the goals of the organization.	Agree-disagree	82%	54%	28%	18%	0%	0%	0%	6	3	2	0	0	11	1
60	Managers promote communication among different work units (for example, about projects, goals, needed resources).	Agree-disagree	91%	54%	36%	9%	0%	0%	0%	6	4	1	0	0	11	1
61	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	Good-poor	100%	61%	39%	0%	0%	0%	0%	5	3	0	0	0	8	4
62	I have a high level of respect for my organization's senior leaders.	Agree-disagree	100%	46%	54%	0%	0%	0%	0%	5	6	0	0	0	11	1
63	Senior leaders demonstrate support for Work-Life programs.	Agree-disagree	82%	55%	27%	18%	0%	0%	0%	6	3	2	0	0	11	1
64	Management encourages innovation.	Agree-disagree	90%	30%	59%	10%	0%	0%	0%	3	6	1	0	0	10	2

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65	Management makes effective changes to address challenges facing our organization.	Agree-disagree	100%	31%	69%	0%	0%	0%	0%	3	7	0	0	0	10	2
66	Management involves employees in decisions that affect their work.	Agree-disagree	73%	28%	45%	27%	0%	0%	0%	3	5	3	0	0	11	1
67	*How satisfied are you with your involvement in decisions that affect your work?	Satisfied-dissatisfied	91%	34%	57%	9%	0%	0%	0%	4	7	1	0	0	12	N/A
68	*How satisfied are you with the information you receive from management on what's going on in your organization?	Satisfied-dissatisfied	67%	34%	33%	33%	0%	0%	0%	4	4	4	0	0	12	N/A
69	*How satisfied are you with the recognition you receive for doing a good job?	Satisfied-dissatisfied	100%	34%	66%	0%	0%	0%	0%	4	8	0	0	0	12	N/A
70	*Considering everything, how satisfied are you with your job?	Satisfied-dissatisfied	84%	40%	44%	16%	0%	0%	0%	5	5	2	0	0	12	N/A
71	Considering everything, how satisfied are you with your pay?	Satisfied-dissatisfied	84%	25%	59%	8%	9%	0%	9%	3	7	1	1	0	12	N/A
72	*Considering everything, how satisfied are you with your organization?	Satisfied-dissatisfied	92%	40%	52%	8%	0%	0%	0%	5	6	1	0	0	12	N/A
73	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	Agree-disagree	79%	45%	34%	21%	0%	0%	0%	4	3	2	0	0	9	2
74	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	Agree-disagree	90%	41%	49%	0%	10%	0%	10%	4	5	0	1	0	10	1
75	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	Agree-disagree	59%	50%	9%	10%	31%	0%	31%	5	1	1	3	0	10	2
76	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	Agree-disagree	77%	56%	21%	12%	11%	0%	11%	5	2	1	1	0	9	3
77	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	Agree-disagree	79%	51%	29%	21%	0%	0%	0%	5	3	2	0	0	10	2
78	Employees in my work unit make me feel I belong.	Agree-disagree	91%	42%	50%	9%	0%	0%	0%	5	6	1	0	0	12	0
79	Employees in my work unit care about me as a person.	Agree-disagree	84%	42%	42%	16%	0%	0%	0%	5	5	2	0	0	12	0
80	I am comfortable expressing opinions that are different from other employees in my work unit.	Agree-disagree	66%	25%	41%	34%	0%	0%	0%	3	5	4	0	0	12	0
81	In my work unit, people's differences are respected.	Agree-disagree	100%	50%	50%	0%	0%	0%	0%	5	5	0	0	0	10	2
82	I can be successful in my organization being myself.	Agree-disagree	84%	49%	34%	16%	0%	0%	0%	6	4	2	0	0	12	0
83	I can easily make a request of my organization to meet my accessibility needs.	Agree-disagree	83%	67%	17%	0%	17%	0%	17%	4	1	0	1	0	6	6
84	My organization responds to my accessibility needs in a timely manner.	Agree-disagree	74%	47%	26%	0%	26%	0%	26%	2	1	0	1	0	4	8
85	My organization meets my accessibility needs.	Agree-disagree	74%	47%	26%	0%	26%	0%	26%	2	1	0	1	0	4	8

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86	My job inspires me.	Agree-disagree	50%	18%	32%	34%	16%	0%	16%	2	4	4	2	0	12	N/A
87	The work I do gives me a sense of accomplishment.	Agree-disagree	75%	25%	50%	16%	9%	0%	9%	3	6	2	1	0	12	N/A
88	I feel a strong personal attachment to my organization.	Agree-disagree	76%	25%	51%	0%	24%	0%	24%	3	6	0	3	0	12	N/A
89	I identify with the mission of my organization.	Agree-disagree	76%	33%	43%	15%	9%	0%	9%	4	5	2	1	0	12	N/A
90	It is important to me that my work contribute to the common good.	Agree-disagree	84%	33%	50%	16%	0%	0%	0%	4	6	2	0	0	12	N/A
<p>* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)</p> <p>** Unweighted count of responses excluding "Do Not Know", "No Basis to Judge", "There have been no recent hires in my work unit", or "I do not have any accessibility needs.</p> <p>Percentages are weighted to represent the Agency's population.</p> <p>For confidentiality purposes, a "⁵" indicates that there are fewer than 4 responses to Questions 83, 84, or 85 and results are therefore suppressed.</p> <p>Source: Office of the General Counsel AES Report, 2024 Federal Employee Viewpoint Survey</p>																