

Surface Transportation Board

Index Score: 91.1 (Ranked #1 out of varied totals)

To resolve railroad rate and service disputes and review proposed railroad mergers. The STB serves as both an adjudicatory and a regulatory body. The agency has jurisdiction over railroad rate and service issues and rail restructuring transactions (mergers, line sales, line construction, and line abandonments); certain trucking company, moving van, and non-contiguous ocean shipping company rate matters; certain intercity passenger bus company structure, financial, and operational matters; and rates and services of certain pipelines not regulated by the Federal Energy Regulatory Commission.

Scores and Rankings by Class

Class	2011 Score	Rank (out of varied totals)
Employee Skills/Mission Match	88.9	1
Strategic Management	77.2	1
Teamwork	89.3	1
Effective Leadership	82.5	1
Effective Leadership - Empowerment	82.7	1
Effective Leadership - Fairness	72.8	2
Effective Leadership - Senior Leaders	85.7	1
Effective Leadership - Supervisors	84.2	1
Performance Based Rewards and Advancement	75.3	1
Training and Development	76.5	2
Support for Diversity	75.2	1
Pay	75.4	2
Family Friendly Culture and Benefits	51.5	3
Work/Life Balance	84.1	2

Scores by Class	2010	2009	2007	2005	2003
Employee Skills/Mission Match	86.3	80.4			
Strategic Management	80.3	74.1			
Teamwork	84.5	83.1			
Effective Leadership	77.5	70.8			
Performance Based Rewards and Advancement	69.8	63.6			
Training and Development	75.7	75.3			
Support for Diversity	72.9	70.4			
Pay	80.8	75.8			
Family Friendly Culture and Benefits	46.2				
Work/Life Balance	85.3	85.9			

Index Scores

Year	Score
2011	91.1
2010	86.8
2009	80.4
2007	
2005	
2003	

Scores and Rankings by Demographic

Demographic	Score	Rank (out of varied totals)
Female		
Male		
40 and over		
Under 40		
Asian		
Black or African-American		
Hispanic or Latino		
Multi-racial		
White		
American Indian or Native American		

Scores by Demographic	2010	2009	2007	2005	2003
Female					
Male					
40 and over					
Under 40					
Asian					
Black or African-American					
Hispanic or Latino					
Multi-racial					
White					
American Indian or Native American					

Staff/Manager Alignment

Score: 0

Less Aligned / More Satisfied:

Agencies in this group have *Best Places* Index scores that exceed government-wide norms, but less-than-normal alignment between staff and managers on key workforce issues. Despite good scores on the *Best Places* index, agencies in this group should therefore examine the areas of high disconnect between staff and managers.

Workforce Size and Trends

Number of Employees in:	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
			138	127	127	129	129	131	138	139

Employees joined (2009): 12

Percentage joined (2009): 8.60%

Average joined (2004-2009): 11

Employees left (2009): 9

Percentage left (2009): 6.50%

Average left (2004-2009): 9

Rookie ratio (percentage of workforce with less than three years of service): 10.80%

More About the Agency

Headquartered in Washington, D.C.

<http://www.stb.dot.gov/>