

# 2017 Federal Employee Viewpoint Survey Results

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#### U.S. Railroad Retirement Board Annual Employee Survey Results, 2017 (Survey Administration Period 5/4/17-6/15/17)

1. **Interpretation of Results**: Once again, the responses to the employee survey are positive. We were pleased that of the 870 employees invited to participate, 449 completed the survey, for a response rate of 52 percent in 2017, an increase of 14 percent from last year. Fifty five survey items increased since 2016 while only 11 survey items decreased since 2016. Additionally, 41 survey items were identified as strengths (65% positive or higher) while only one survey item was identified as a challenge (35% negative or higher). We are pleased to report that our Engagement Index score met the Office of Personnel Management's (OPM) goal for 2017 (69%) and met or exceeded the governmentwide score in all areas (Overall, Leaders Lead, Supervisors, and Intrinsic Work Experience).

Based on OPM's guideline for determining notable results, we scored especially high (greater than 65% favorable—Strongly Agree/Agree) on the majority of the items for questions measuring personal work experiences. Over 93% of the respondents think the work they do is important (question 13) and about 86% know how their work relates to the agency's goals and priorities (question 12). Seventy-two percent of respondents feel their work gives them a feeling of personal accomplishment (question 4). Almost 80% of respondents like the kind of work they do (question 5) and feel they are held accountable for achieving results (question 16, 84%). Additionally, employees continued to feel supported by their supervisor to balance work and other life issues (question 42, 83%).

On the other hand, the lowest scores were on items measuring performance culture and talent management—although these scores still represent only a minority of the employees that responded. For example, only 37% of the employees surveyed agree that steps are taken to deal with poor performers who do not improve (question 23) and only 39% percent of respondents feel creativity and innovation are rewarded (question 32). Almost 35% of employees feel they do not have sufficient resources to get their job done (question 9), this survey item was the largest decrease since last year's survey (a decrease of 3 percentage points). This is an area we intend to concentrate on improving in the upcoming years.

- 2. **How the survey was conducted:** The survey was conducted online by OPM from May 4<sup>th</sup> to June 15<sup>th</sup>, 2017.
- 3. **Description of the employee sample:** All full-time, permanent employees of the agency as of October 31<sup>st</sup>, 2016 were surveyed.
- 4. Survey items, response choices, and number of respondents for each question: Please refer to the results attached to this report.
- 5. Number of employees surveyed, number who responded, and representation of respondents: of the 870 employees invited to participate, 449 completed the survey, for a response rate of 52 percent. Demographics of the survey respondents can be found beginning on page 9 of the following report.

Response Type	Item	ltem Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge N
Agree -disagree	1	*I am given a real opportunity to improve my skills in my organization.	65.13%	24.61%	40.51%	16.64%	11.87%	6.37%	18.24%	110	182	75	51	29	447	N/A
Agree -disagree	2	I have enough information to do my job well.	73.58%	23.42%	50.16%	15.14%	7.46%	3.82%	11.28%	104	222	67	34	17	444	N/A
Agree -disagree	3	I feel encouraged to come up with new and better ways of doing things.	56.76%	22.38%	34.38%	19.78%	14.42%	9.05%	23.46%	100	155	86	66	38	445	N/A
Agree -disagree	4	My work gives me a feeling of personal accomplishment.	71.79%	33.66%	38.13%	12.40%	8.81%	6.99%	15.80%	147	174	53	40	31	445	N/A
Agree -disagree	5	I like the kind of work I do.	79.56%	39.25%	40.31%	12.10%	5.71%	2.63%	8.35%	173	181	54	24	12	444	N/A
Agree -disagree	6	I know what is expected of me on the job.	80.52%	36.81%	43.71%	9.20%	6.62%	3.66%	10.28%	159	197	43	30	16	445	N/A
Agree -disagree	7	When needed I am willing to put in the extra effort to get a job done.	94.91%	61.83%	33.09%	4.22%	0.21%	0.66%	0.87%	273	150	17	1	2	443	N/A
Agree -disagree	8	I am constantly looking for ways to do my job better.	85.79%	45.48%	40.31%	12.42%	1.27%	0.52%	1.79%	200	182	54	6	2	444	N/A
Agree -disagree	9	I have sufficient resources (for example, people, materials, budget) to get my job done.	51.47%	15.55%	35.92%	13.91%	22.05%	12.56%	34.62%	65	160	62	100	58	445	0
Agree -disagree	10	*My workload is reasonable.	56.40%	16.28%	40.12%	15.92%	17.84%	9.84%	27.68%	68	178	68	81	47	442	1
Agree -disagree	11	*My talents are used well in the workplace.	61.25%	21.73%	39.52%	16.00%	11.98%	10.77%	22.75%	94	176	70	54	46	440	2
Agree -disagree	12	*I know how my work relates to the agency's goals and priorities.	85.63%	38.65%	46.98%	8.52%	4.05%	1.81%	5.86%	169	212	37	20	8	446	2
Agree -disagree	13	The work I do is important.	93.16%	55.34%	37.81%	5.59%	0.95%	0.30%	1.25%	240	167	26	3	1	437	2
Agree -disagree	14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	62.97%	20.22%	42.76%	14.09%	14.03%	8.90%	22.93%	87	193	61	63	39		3
Agree -disagree	15	My performance appraisal is a fair reflection of my performance.	73.30%	27.10%	46.20%	11.35%	7.48%	7.87%	15.35%	121	203	50	32	35		5
Agree -disagree	16	I am held accountable for achieving results.	84.46%	35.67%	48.79%	9.86%	2.05%	3.63%	5.68%	157	218	43		15		1
Agree -disagree	17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	68.74%	33.36%	35.39%	18.80%	5.42%	7.05%	12.46%	136	146	78	23	28	411	33
Agree -disagree	18	My training needs are assessed.	63.18%	21.58%	41.60%	21.76%	7.64%	7.42%	15.06%	93	183	93		31		10

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).														
20	*The popular uncrease to see a second to the second	75.92%	34.62%	41.30%	10.42%	8.40%	5.26%	13.66%	145	183	46	38	23	435	11
20	get the job done.	77 48%	28 30%	49 18%	11 29%	7 84%	3 39%	11 23%	127	216	52	36	16	447	N/A
21	My work unit is able to recruit people	77.4070	20.3070	43.1070	11.2570	7.0470	3.3370	11.23/0	127	210	32	30	10	447	1,77
	with the right skills.	44.91%	11.92%	33.00%	26.11%	18.77%	10.21%	28.98%	50	139	107	83	41	420	27
22	Promotions in my work unit are based on merit.	47.740/	14.200/	22.400/	25 100/	12.240/	12.040/	27.000/	60	140	104	FC	FC	41.0	22
23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.														32 55
24	*In my work unit, differences in performance are recognized in a meaningful way.	40.91%	12.00%	28.92%	29.21%	16.69%	13.19%	29.88%	49	116	115	69	51	400	45
25	Awards in my work unit depend on how well employees perform their jobs.	52.40%	17.84%	34.56%	24.38%	11.63%	11.59%	23.22%	71	143	100	49	43	406	39
26	Employees in my work unit share job knowledge with each other.	80.00%	33.45%	46.55%	11.79%	6.08%	2.13%	8.21%	147	207	51	29	10	444	3
27	The skill level in my work unit has improved in the past year.	63.79%	23.86%	39.94%	22.21%	7.09%	6.91%	14.00%	96	169	93	29	29	416	29
28	How would you rate the overall quality of work done by your work unit?	85.68%	44.61%	41.07%	12.39%	0.97%	0.96%	1.93%	201	183	56	4	4	448	N/A
29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	68.05%	16.62%	51.43%	17.87%	9.93%	4.15%	14.08%	67	218	76	44	18	423	19
30	Employees have a feeling of personal empowerment with respect to work processes.	47.16%	10.35%	36.81%	25.39%	17.45%	10.00%	27.45%	41	152	101	76	41	411	31
31	Employees are recognized for providing high quality products and services.	52.35%	16.14%	36.21%	23.05%	13.73%	10.87%	24.59%	69	156	94	58	46	423	19
32	Creativity and innovation are rewarded.	38.85%	11.59%	27.26%	30.59%	18.28%	12.28%	30.56%	48	115	121	78	51	413	27
33	Pay raises depend on how well employees perform their jobs.	41.68%	10.17%	31.51%	25.57%	19.35%	13.40%	32.74%	39	127	105	78	55	404	36
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).					3.61%	4.06%		98	188	82	14	17		42
35	Employees are protected from health and safety hazards on the job.												6		13
36	My organization has prepared employees for potential security threats.												121		5
	22 23 24 25 26 27 28 29 30 31 32 33 34	get the job done.  My work unit is able to recruit people with the right skills.  In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.  Awards in my work unit depend on how well employees perform their jobs.  Employees in my work unit has improved in the past year.  How would you rate the overall quality of work done by your work unit?  The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.  Employees are recognized for providing high quality products and services.  Employees are recognized for providing high quality products and services.  Pay raises depend on how well employees perform their jobs.  Employees are form their jobs.  Pay raises depend on how well employees perform their jobs.  Employees are protected from health and safety hazards on the job.  My organization has prepared employees for potential security	20 *The people I work with cooperate to get the job done. 77.48%  21 My work unit is able to recruit people with the right skills. 44.91%  22 Promotions in my work unit are based on merit. 47.74%  23 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. 36.95%  24 *In my work unit, differences in performance are recognized in a meaningful way. 40.91%  25 Awards in my work unit depend on how well employees perform their jobs. 52.40%  26 Employees in my work unit share job knowledge with each other. 80.00%  27 The skill level in my work unit has improved in the past year. 63.79%  48 How would you rate the overall quality of work done by your work unit? 85.68%  29 *The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals. 68.05%  30 Employees have a feeling of personal empowerment with respect to work processes. 47.16%  31 Employees are recognized for providing high quality products and services. 52.35%  32 Creativity and innovation are rewarded. 38.85%  33 Pay raises depend on how well employees perform their jobs. 41.68%  40 Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). 71.06%  Employees are protected from health and safety hazards on the job. 80.66%  My organization has prepared employees for potential security threats	#The people I work with cooperate to get the job done.  77.48% 28.30%  My work unit is able to recruit people with the right skills.  44.91% 11.92%  Promotions in my work unit are based on merit.  31 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.  324 *In my work unit, differences in performance are recognized in a meaningful way.  25 Awards in my work unit depend on how well employees perform their jobs.  26 Employees in my work unit share job knowledge with each other.  27 The skill level in my work unit has improved in the past year.  28 How would you rate the overall quality of work done by your work unit?  30 Employees have a feeling of personal empowerment with respect to work processes.  31 Employees are recognized for providing high quality products and services.  32 Creativity and innovation are rewarded.  33 Pay raises depend on how well employees perform their jobs.  40.91% 12.00%  40.91% 12.00	20 *The people I work with cooperate to get the job done. 77.48% 28.30% 49.18% 28.30% 49.18% Wy work unit is able to recruit people with the right skills. 44.91% 11.92% 33.00% 22 Promotions in my work unit are based on merit. 47.74% 14.26% 33.48% 23.31 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. 36.95% 12.47% 24.49% 24.49% 24.49% 25.40% 17.84% 34.56% 25.40% 17.84% 34.56% 25.40% 17.84% 34.56% 26.25% 27.26% 27.2	20 *The people I work with cooperate to get the job done. 77.48% 28.30% 49.18% 11.29% 21 My work unit is able to recruit people with the right skills. 44.91% 11.92% 33.00% 26.11% 26.11% 27.26% 33.48% 25.18% 11.29% 33.00% 26.11% 27.48% 28.30% 49.18% 11.29% 33.00% 26.11% 27.48% 33.00% 26.11% 27.49% 33.00% 26.11% 27.49% 33.00% 26.11% 27.49% 33.00% 26.11% 27.49% 33.00% 26.11% 27.49% 33.00% 26.11% 27.49% 33.00% 26.11% 27.49% 33.00% 26.11% 27.49% 33.00% 26.11% 27.49% 33.48% 25.18% 33.48% 25.18% 33.48% 25.18% 33.48% 25.18% 33.48% 25.18% 33.48% 25.18% 33.48% 25.18% 33.48% 25.18% 33.48% 25.18% 33.49% 24.49% 29.35% 36.95	20 *The people I work with cooperate to get the job done.	20	20	20	20	20	20	20 *The people I work with cooperate to get the job done. 21 My york unit is able to recruit people with the right salits. 22 Promotions in my work unit are based on ment. 23 Promotions in my work unit are based on ment. 24 Promotions in my work unit are based on ment. 26 In my work unit, steps are taken to deal with a poor performer with cannot or will not improve. 27 In my work unit, steps are taken to deal with a poor performer with cannot or will not improve. 28 Promotions in my work unit, differences in performance are recognized in a meaningful way. 29 Awards in my work unit depend on how well employees perform their jobs. 29 Awards in my work unit stages on how well employees perform their jobs. 20 Employees in my work unit share job knowledge with each other. 20 Round and the past year. 21 Past like eli my work unit has improved in the past year. 22 Past like eli my work unit has improved in the past year. 23 Past like eli my work unit has improved in the past year. 24 Shall like in my work unit has improved in the past year. 25 Past like eli my work unit has improved in the past year. 26 Past like eli my work unit has improved in the past year. 27 The sall like eli my work unit has improved in the past year. 28 Round and the past year. 29 Past like eli my work unit has improved in the past year. 20 Past like eli my work unit has improved in the past year. 20 Past like eli my work unit has improved in the past year. 28 Round and the past year. 29 Past like eli my work unit has improved in the past year. 20 Past like eli my work unit has improved in the past year. 20 Past like eli my work unit has improved in the past year. 21 Past like eli my work unit has improved in the work year work of the past year. 21 Past like eli my work unit has improved in the past year. 22 Past like eli my work unit has improved in the work year work of the past year. 23 Past like eli my work unit has improved in the work year work of the past year. 24 Past like eli my work unit has improved in the past year. 25 Past like eli	20   The people! work with cooperate to get the job door

Agree -disagree	37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	61.28%	22.26%	39.02%	19.74%	11.26%	7.72%	18.98%	90	157	77	46	32	402	35
Agree -disagree	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.														
			74.42%	30.32%	44.09%	16.96%	4.17%	4.46%	8.63%	118	174	64	16	18	390	51
Agree -disagree	39	My agency is successful at accomplishing its mission.	80.04%	25.82%	54.22%	12.62%	4.38%	2.97%	7.34%	110	232	50	20	13	425	16
Agree -disagree	40	*I recommend my organization as a good place to work.	72.98%	33.06%	39.92%	16.93%	6.23%	3.87%	10.10%	143	179	75	28	18	443	N/A
Agree -disagree	41	*I believe the results of this survey will be used to make my agency a better place to work.	47.85%	23.10%	24.75%	27.16%	12.79%	12.20%	24.99%	81	101	106	51	47	386	57
Agree -disagree	42	My supervisor supports my need to balance work and other life issues.	82.77%	43.87%	38.90%	10.18%	2.48%	4.57%	7.05%	190	171	44	12	20	437	2
Agree -disagree	43	My supervisor provides me with opportunities to demonstrate my leadership skills.	68.43%	34.77%	33.66%	15.91%	10.25%	5.41%	15.66%	150	146	70	45	24	435	3
Agree -disagree	44	Discussions with my supervisor about my performance are worthwhile.	67.63%	33.61%	34.02%	14.60%	9.77%	8.00%	17.77%	143	150	65	42	34	434	2
Agree -disagree	45	My supervisor is committed to a workforce representative of all segments of society.	71.99%	36.74%	35.26%	20.10%	3.79%	4.11%	7.91%	141	138	79	14	16	388	49
Agree -disagree	46	My supervisor provides me with constructive suggestions to improve my job performance.	68.45%	32.70%	35.75%	15.31%	9.71%	6.53%	16.24%	136	155	69	42	27	429	3
Agree -disagree	47	Supervisors in my work unit support employee development.	68.65%	34.23%	34.43%	17.84%	5.75%	7.76%	13.50%	144	149	78	25	33	429	8
Agree -disagree	48	My supervisor listens to what I have to say.	78.42%	43.10%	35.32%	12.13%	5.72%	3.73%	9.45%	187	158	51	24	17	437	N/A
Agree -disagree	49	My supervisor treats me with respect.	84.25%	46.68%	37.57%	8.92%	3.95%	2.88%	6.83%	201	165	38	18	14	436	N/A
Agree -disagree	50	In the last six months, my supervisor has talked with me about my performance.	81.13%	39.33%	41.80%	10.45%	5.40%	3.02%	8.42%	170	184	45	25	12	436	N/A
Agree -disagree	51	I have trust and confidence in my supervisor.	70.86%	38.35%	32.51%	14.21%	8.24%	6.69%	14.93%	166	145	61	35	30	437	N/A
Good -poor	52	Overall, how good a job do you feel is being done by your immediate supervisor?	74.86%	45.95%	28.91%	16.01%	4.64%	4.49%	9.13%	197	132	68	21	20	438	N/A
Agree -disagree	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	48.10%	16.05%	32.05%	27.20%	14.69%	10.01%	24.70%	64	133	107	66	41	411	23

54	My organization's senior leaders maintain high standards of honesty and integrity.														
		60.80%	23.17%	37.63%	26.38%	6.74%	6.07%	12.82%	88	147	99	27	24	385	49
	of different backgrounds.	74.66%	27.63%	47.03%	16.70%	5.52%	3.12%	8.64%	116	192	69	22	14	413	18
56	*Managers communicate the goals and priorities of the organization.	71.08%	22.97%	48.10%	14.48%	8.18%	6.27%	14.44%	95	204	61	36	27	423	10
57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	71.93%	23.30%	48.63%	16.69%	6.67%	4.71%	11.38%	88	189	67	27	19	390	35
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	50 750	20.5004		40.070/		0.000	40.000							
59	Managers support collaboration across work units to accomplish work	60.75%	20.63%	40.12%	19.27%	11.16%	8.82%	19.98%	82	165	80	47	35	409	20
	,	63.82%	22.44%	41.37%	19.14%	9.35%	7.70%	17.05%	89	171	82	38	33	413	21
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	68 43%	31 05%	37 38%	17 63%	4 98%	8 97%	13 95%	122	156	74	21	35	408	25
61	I have a high level of respect for my organization's senior leaders.														13
62	Senior leaders demonstrate support for Work/Life programs.														40
63	*How satisfied are you with your involvement in decisions that affect your work?	54.34%			22.30%	14.66%	8.70%	23.36%	81	153	96	65	37		N/A
64	*How satisfied are you with the information you receive from management on what's going on in your organization?	57.71%	19.23%	38.48%	18.78%	15.34%	8.17%	23.51%	81	166	81	69	34	431	N/A
65	*How satisfied are you with the recognition you receive for doing a good job?														
66	How satisfied are you with the policies and practices of your senior leaders?	56.84%	22.97%	33.87%	21.44%	13.31%	8.41%	21.72%	97	147	90	59	34	427	N/A
		52.71%	16.21%	36.50%	27.68%	11.54%	8.08%	19.61%	69	157	118	50	33	427	N/A
67	How satisfied are you with your opportunity to get a better job in your organization?	42 50%	14 470/	20.129/	26.169/	15 500/	14 600/	20.25%	61	120	112	60	F0	420	N/A
68	How satisfied are you with the training you receive for your present job?	43.59%	14.4/%	23.12%	20.10%	15.58%	14.08%	30.25%	ρ1	128	113	59	59	430	N/A
69	*Considering everything, how satisfied are you with your job?	62.20%	20.46%	41.74%	18.01%	12.86%	6.92%	19.78%	85	182	76	55	30	428	N/A
	, ,	72.67%	28.39%	44.28%	11.23%	11.38%	4.72%	16.10%	118	191	47	50	21	427	N/A
70	Considering everything, how satisfied are you with your pay?	63.00%	18.00%	44.99%	15.59%	14.85%	6.56%	21.41%	79	195	66	62	28	430	N/A
	55 56 57 58 59 60 61 62 63 64 65 66 67 68	maintain high standards of honesty and integrity.  55 Supervisors work well with employees of different backgrounds.  56 *Managers communicate the goals and priorities of the organization.  57 Managers review and evaluate the organization's progress toward meeting its goals and objectives.  58 Managers promote communication among different work units (for example, about projects, goals, needed resources).  59 Managers support collaboration across work units to accomplish work objectives.  60 Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?  61 I have a high level of respect for my organization's senior leaders.  62 Senior leaders demonstrate support for Work/Life programs.  63 *How satisfied are you with your involvement in decisions that affect your work?  64 *How satisfied are you with the information you receive from management on what's going on in your organization?  65 *How satisfied are you with the recognition you receive for doing a good job?  66 How satisfied are you with the policies and practices of your senior leaders?  67 How satisfied are you with the training you receive for your present job?  68 How satisfied are you with the training you receive for your present job?  69 *Considering everything, how satisfied are you with your job?	maintain high standards of honesty and integrity.  55 Supervisors work well with employees of different backgrounds.  56 *Managers communicate the goals and priorities of the organization.  57 Managers review and evaluate the organization's progress toward meeting its goals and objectives.  58 Managers promote communication among different work units (for example, about projects, goals, needed resources).  59 Managers support collaboration across work units to accomplish work objectives.  60 Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?  61 I have a high level of respect for my organization's senior leaders.  62 Senior leaders demonstrate support for Work/Life programs.  63 *How satisfied are you with your involvement in decisions that affect your work?  64 *How satisfied are you with the information you receive from management on what's going on in your organization?  65 *How satisfied are you with the recognition you receive for doing a good job?  66 How satisfied are you with the policies and practices of your senior leaders?  67 How satisfied are you with your opportunity to get a better job in your organization?  68 How satisfied are you with the training you receive for your present job?  69 *Considering everything, how satisfied are you with your organization?  70 Considering everything, how satisfied  71.08%  71.08%  71.08%  71.08%  71.08%  71.08%  71.08%  71.08%  71.08%  71.08%  71.08%  71.08%  71.08%  71.08%  71.08%  71.08%  71.08%  71.08%	maintain high standards of honesty and integrity.  55 Supervisors work well with employees of different backgrounds.  56 *Managers communicate the goals and priorities of the organization.  57 Managers review and evaluate the organization's progress toward meeting its goals and objectives.  58 Managers promote communication among different work units (for example, about projects, goals, needed resources).  59 Managers support collaboration across work units to accomplish work objectives.  60 Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?  61 I have a high level of respect for my organization's senior leaders.  62 Senior leaders demonstrate support for Work/Life programs.  63 *How satisfied are you with your involvement in decisions that affect your work?  64 *How satisfied are you with the information you receive from management on what's going on in your organization?  65 *How satisfied are you with the recognition you receive for doing a good job?  66 How satisfied are you with the recognition you receive for doing a good job?  67 How satisfied are you with the recognition your seeive for doing a good job?  68 How satisfied are you with the policies and practices of your senior leaders?  69 *How satisfied are you with the training you receive for your present job?  60 *Considering everything, how satisfied are you with your opportunity to get a better job in your organization?  70 Considering everything, how satisfied	maintain high standards of honesty and integrity.  Supervisors work well with employees of different backgrounds.  56 *Managers communicate the goals and priorities of the organization.  71.08% 22.97% 48.10%  78.08% 22.97% 48.10%  79.08% 22.97% 48.10%  70.08% 22.97% 48.10%  71.08% 22.97% 48.10%  71.08% 22.97% 48.10%  71.08% 22.97% 48.10%  71.08% 22.97% 48.10%  71.08% 22.97% 48.10%  71.08% 22.97% 48.10%  71.08% 22.97% 48.10%  71.08% 22.97% 48.10%  71.08% 22.97% 48.10%  71.08% 22.97% 48.10%  71.08% 22.97% 48.10%  70.08% 23.30% 48.63%  71.08% 23.30% 48.63%  71.08% 23.30% 48.63%  71.08% 23.30% 48.63%  71.08% 23.30% 48.63%  71.08% 23.30% 48.63%  71.08% 23.30% 48.63%  71.08% 23.30% 48.63%  71.08% 23.30% 48.63%  71.08% 23.30% 48.63%  71.08% 22.97% 48.10%  70.088% 22.97% 48.10%  70.088% 22.97% 48.10%  70.088% 22.97% 48.10%  70.088% 22.97% 37.68%  70.088% 22.97% 38.48%  70.088% 22.97% 33.87%  70.088% 22.97% 28.39% 44.28%  70.088% 22.09% 20.46% 41.74%  70.088% 22.97% 28.39% 44.28%  70.088% 22.09% 20.46% 41.74%  70.088% 22.09% 20.46% 41.74%  70.088% 22.97% 28.39% 44.28%  70.088% 22.09% 20.46% 41.74%  70.088% 22.97% 28.39% 44.28%  70.088% 22.97% 28.39% 44.28%	maintain high standards of honesty and integrity.  55 Supervisors work well with employees of different backgrounds.  56 *Managers communicate the goals and priorities of the organization.  57 Managers review and evaluate the organization's progress toward meeting its goals and objectives.  58 Managers promote communication among different work units (for example, about projects, goals, needed resources).  59 Managers support collaboration across work units to accomplish work objectives.  60 Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?  61 I have a high level of respect for my organization's senior leaders.  62 Senior leaders demonstrate support for Work/Life programs.  63 *How satisfied are you with the information your organization?  64 *How satisfied are you with the recognition your organization?  65 *How satisfied are you with the recognition your receive for doing a good job?  66 How satisfied are you with the policies and practices of your senior leaders?  67 How satisfied are you with the proportunity to get a better job in your organization?  68 How satisfied are you with the training you receive for your present job?  69 *Considering everything, how satisfied are you with your inportunity to get a better job in your organization?  69 *Considering everything, how satisfied are you with your job?  70 Considering everything, how satisfied	maintain high standards of honesty and integrity.  55 Supervisors work well with employees of different backgrounds.  74.66% 27.63% 47.03% 16.70% 5.52% 48.00% 22.97% 48.10% 14.48% 8.18% 71.08% 22.97% 48.10% 14.48% 8.18% 71.08% 22.97% 48.10% 14.48% 8.18% 71.08% 22.97% 48.10% 14.48% 8.18% 71.08% 22.97% 48.10% 14.48% 8.18% 71.08% 22.97% 48.10% 14.48% 8.18% 71.08% 71.08% 22.97% 48.10% 14.48% 8.18% 71.0	maintain high standards of honesty and integrity.  55 Supervisors work well with employees of different backgrounds.  56 **Managers communicate the goals and priorities of the organization.  57 Managers review and evaluate the organization's progress toward meeting its goals and objectives.  58 Managers promote communication among different work units (for example, about projects, goals, needed resources).  60 Assignment of the manager directly above your immediate supervisor?  61 I have a high level of respect for my organization's senior leaders.  62 Senior leaders demonstrate support for Work-Uife programs.  63 **How satisfied are you with your management on what's going on in your organization?  64 **How satisfied are you with the recognition you receive for doing good job?  68 **How satisfied are you with the recognition your seel or for doing good job?  69 **Considering everything, how satisfied are you with your organization?  60 **June 10 **Jun	maintain high standards of honesty and integrity.  55 Supervisors work well with employees of different backgrounds.  74.66% 27.63% 47.03% 16.70% 5.52% 3.12% 8.64% 71.08% 22.97% 48.10% 14.48% 8.18% 6.27% 14.44% 17.09% 15.70% 15.70% 14.44% 15.00% 16.67% 14.44% 15.00% 16.67% 14.44% 15.51% 16.10% 1	maintain high standards of honesty and integrity.  55 Supervisors work well with employees of different backgrounds.  56 *Managers communicate the goals and priorities of the organization.  57 Managers review and evaluate the goals and priorities of the organization.  58 Managers steward meeting its goals and objectives.  59 Managers steward meeting its goals and objectives.  50 Managers steward meeting its goals and objectives.  51 Managers steward meeting its goals and objectives.  52 Managers promote communication among different work units (for example, about projects, goals, needed resources).  50 Managers support collaboration across work units to accomplish work objectives.  51 Managers support collaboration across work units to accomplish work objectives.  52 Managers support collaboration across work units to accomplish work objectives.  53 Managers support collaboration across work units to accomplish work objectives.  54 Managers support collaboration across work units to accomplish work objectives.  55 Managers support collaboration across work units to accomplish work objectives.  56 Managers support collaboration across work units to accomplish work objectives.  57 Managers support collaboration across work units to accomplish work objectives.  58 Managers support collaboration across work units to accomplish work objectives.  59 Managers support collaboration across work units to accomplish work objectives.  50 Overall, how goad a job do you feel is being done by the manager directly above your immediates support for work/Life programs.  50 Semior leaders.  50 Semior leaders.  50 Semior leaders.  51 Managers support for work/Life programs.  61 Nave a high level of respect for my organization?  52 Semior leaders are you with the micromation your receive from done a good job?  54 Managers of the complex of	maintain high standards of honesty and integrity.  55 Supervisors work well with employees of different backgrounds.  56 of Managers communicate the goals and priorities of the organization.  57 Managers rowine and evaluate the organization spread of the organization.  58 Managers promote communication among different work units (for example, about projects, goals, needed resources).  59 Managers support collaboration across work work units to accomplish work objectives.  60 Overall, how good a job do you feel is being done by the manager directly above your immediate support for Work/Life programs.  60 Overall, flow good a job do you feel is being done by the manager directly above your immediate support for Work/Life programs.  62 Semior leaders.  59 Semior leaders demonstrate support for Work/Life programs.  68 Jess 22.44% 41.37% 19.14% 9.35% 7.70% 13.95% 89 171  68 How satisfied are you with the information you receive fror doing a good job?  50 How satisfied are you with the engineer on what \$2 ging on in your organization?  50 Semior leaders are you with the information you receive fror doing a good job?  69 Semior leaders are you with the information you receive fror doing a good job?  60 How satisfied are you with the information you receive for doing a good job?  60 How satisfied are you with the policies and practices of your senior leaders?  50 Semior leaders are you with the policies and practices of your senior leaders?  51 Semior leaders are you with the policies and practices of your senior leaders?  52.73% 18.24% 22.97% 33.87% 21.44% 13.31% 8.41% 21.72% 97 14.75% 14.75% 14.75% 15.84% 15.3	marketin high standards of honesty and integrity.  55 Supervisors work well with employes of offerent backgrounds.  74,66% 23.17% 37.65% 26.38% 6.74% 6.07% 31.28% 88 147 99 6 6.00% 6.00% 6.00% 12.82% 88 147 99 6 6.00% 6.00	maintain high standards of honesty and integrity   50,80%   23,17%   37,63%   26,38%   6,7%   6,07%   12,82%   58   147   99   27	Paramatan high standards of honesty and meter   10 most   10 mos	maintain high standards of honesty and minegrins of minegrins and minegrins of minegrins with employers of different belong much services. Page 14 of 19 of

Satisfied -dissatisfi ed	71	*Considering everything, how satisfied are you with your organization?														
			70.39%	25.58%	44.81%	15.93%	7.95%	5.73%	13.68%	108	192	68	35	26	429	N/A
Satisfied -dissatisfi ed	79	How satisfied are you with the following Work/Life programs in your agency? Telework	84.67%	43.28%	41.39%	7.99%	5.97%	1.37%	7.33%	80	84	15	12	3	194	7
Satisfied -dissatisfi ed	80	How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	90.79%	50.62%	40.17%	4.78%	3.72%	0.71%	4.43%	74	62	7	6	1	150	4
Satisfied -dissatisfi ed	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)	94.45%	45.10%	49.35%	4.53%	1.02%	0.00%	1.02%	84	94	8	2	0	188	3
Satisfied -dissatisfi ed	82	How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	83.58%	32.11%	51.47%	16.42%	0.00%	0.00%	0.00%	17	29	8	0	0	54	12
Satisfied -dissatisfi ed	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)	70.90%	0.00%	70.90%	29.10%	0.00%	0.00%	0.00%	0	2	1	0	0	3,7	3
Satisfied -dissatisfi ed	84	How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	83.33%	21.95%	61.38%	16.67%	0.00%	0.00%	0.00%	3	10	3	0	0	16	3

<sup>\*</sup> AES prescribed items as of 2017 (5 CFR Part 250, Subpart C

The Dashboard only includes items 1-71.

Percentages are weighted to represent the Agency's population.

<sup>\*\*</sup> Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

#### Work Life-Telework

72. Howe you been natified whether or not you are eligible to telework?       256       59.62%         Yes, I was notified that I was eligible to telework.       90       20.64%         No, I was not notified of my telework eligibility.       62       14.77%         Not sure if I was notified of my telework eligibility.       21       4.97%         Total       429       100.00%         73. Please select the response below that BEST describes your current teleworking situation.       N       %         I telework 3 or more days per week.       151       35.86%         I telework 1 or 2 days per week.       151       35.86%         I telework by but no more than 1 or 2 days per month.       11       2.93%         I telework because I have to be physically present on the job.       61       14.34%         I do not telework because I have to be physically present on the job.       61       14.34%         I do not telework because I did not receive approval to do so.       95       22.83%         I do not telework because I have technical issues.       11       2.49%         I do not telework because I did not receive approval to do so.       95       22.83%         I do not telework because I choose not to telework.       62       14.41%         Total       422       100.00%         75. Do you p			
Yes, I was notified that I was not eligible to telework.       90       20.64%         No, I was not notified of my telework eligibility.       62       14.77%         Not sure if I was notified of my telework eligibility.       21       4.97%         Total       429       100.00%         73. Please select the response below that BEST describes your current teleworking situation.       N       %         I telework 3 or more days per week.       151       35.86%         I telework 1 or 2 days per week.       151       35.86%         I telework, but no more than 1 or 2 days per month.       11       2.93%         I telework wery infrequently.       27       6.04%         I do not telework because I have to be physically present on the job.       61       14.34%         I do not telework because I have technical issues.       11       2.49%         I do not telework because I have technical issues.       11       2.49%         I do not telework because I choose not to telework.       62       14.41%         Total       42       10.00%         74. Do you participate in the following Work/Life programs? Alternative Work Schedules       N       %         Yes       153       35.91%         No       426       100.00%         75. Do you participate in the	72. Have you been notified whether or not you are eligible to telework?	N	%
No, I was not notified of my telework eligibility.         62         14.77% Not sure if I was notified of my telework eligibility.         21         4.97% Aug.           Total         429         100.00%           73. Please select the response below that BEST describes your current teleworking situation.         N         %           I telework 1 or 2 days per week.         4         1.10%           I telework 1 or 2 days per week.         151         35.86%           I telework but no more than 1 or 2 days per month.         11         2.93%           I do not telework because I have to be physically present on the job.         61         14.34%           I do not telework because I have technical issues.         11         2.93%           I do not telework because I did not receive approval to do so.         95         22.83%           I do not telework because I choose not to telework.         62         14.41%           Total         42         100.00%           74. Do you participate in the following Work/Life programs? Alternative Work Schedules         N         %           Yes         153         35.91%           No         426         100.00%           75. Do you participate in the following Work/Life programs? Health and Wellness Programs         N         %           Yes         151         1	Yes, I was notified that I was eligible to telework.	256	59.62%
Not sure if I was notified of my telework eligibility.	Yes, I was notified that I was not eligible to telework.	90	20.64%
Total   429 100.00%   73. Please select the response below that BEST describes your current teleworking situation.   N	No, I was not notified of my telework eligibility.	62	14.77%
1   1   1   1   1   1   1   1   1   1	Not sure if I was notified of my telework eligibility.	21	4.97%
Itelework 3 or more days per week.	Total	429	100.00%
Itelework 3 or more days per week.	73. Please select the response helow that REST describes your current teleworking situation	N	%
Itelework 1 or 2 days per week.   151   35.86%   Itelework, but no more than 1 or 2 days per month.   11   2.93%   Itelework, but no more than 1 or 2 days per month.   11   2.93%   Itelework very infrequently.   27   6.04%   1do not telework because I have to be physically present on the job.   61   14.34%   Ido not telework because I have technical issues.   11   2.49%   1do not telework because I did not receive approval to do so.   95   22.83%   1do not telework because I did not receive approval to do so.   62   14.41%   70tal   422   100.00%   74. Do you participate in the following Work/Life programs? Alternative Work Schedules   N   %   %   %   %   %   %   %   %   %			
Itelework, but no more than 1 or 2 days per month.	·	-	
Itelework very infrequently.			
I do not telework because I have to be physically present on the job.			
I do not telework because I have technical issues.   11   2.49%     I do not telework because I did not receive approval to do so.   95   22.83%     I do not telework because I choose not to telework.   62   14.41%     Total		_,	
I do not telework because I did not receive approval to do so.   95   22.83%   1 do not telework because I choose not to telework.   62   14.41%   70tal   422   100.00%   74. Do you participate in the following Work/Life programs? Alternative Work Schedules   N   %   74. Do you participate in the following Work/Life programs? Alternative Work Schedules   N   %   75. Do you participate in the following Work/Life programs? Health and Wellness Programs   N   %   75. Do you participate in the following Work/Life programs? Health and Wellness Programs   N   %   75. Do you participate in the following Work/Life programs? Health and Wellness Programs   N   %   75. Do you participate in the following Work/Life programs? Employee Assistance Program   N   %   76. Do you participate in the following Work/Life programs? Employee Assistance Program   N   %   76. Do you participate in the following Work/Life programs? Employee Assistance Program   N   %   76. Do you participate in the following Work/Life programs? Employee Assistance Program   N   %   76. Do you participate in the following Work/Life programs? Employee Assistance Program   N   %   76. Do you participate in the following Work/Life programs? Employee Assistance Program   N   %   76. Do you participate in the following Work/Life programs? Employee Assistance Program   N   %   76. Do you participate in the following Work/Life programs? Employee Assistance Program   N   %   76. Do you participate in the following Work/Life programs? Employee Assistance Program   N   %   76. Do you participate in the following Work/Life programs? Employee Assistance Program   N   76. Do you participate in the following Work/Life programs? Employee Assistance Program   N   76. Do you participate in the following Work/Life programs? Employee Assistance Program   N   76. Do you participate in the following Work/Life programs? Employee Assistance Program   N   76. Do you participate in the following Work/Life programs? Employee Assistance Program   N   76. Do you participate in the			
I do not telework because I choose not to telework.         62         14.41%           Total         422         100.00%           74. Do you participate in the following Work/Life programs? Alternative Work Schedules         N         %           Yes         153         35.91%           No         148         35.37%           Not available to me         125         28.72%           Total         426         100.00%           75. Do you participate in the following Work/Life programs? Health and Wellness Programs         N         %           Yes         181         42.66%           No         188         45.47%           Total         420         100.00%           76. Do you participate in the following Work/Life programs? Employee Assistance Program         N         %           Yes         59         13.69%           No         342         81.28%			
Total	• • • • • • • • • • • • • • • • • • • •		
74. Do you participate in the following Work/Life programs? Alternative Work Schedules       N       %         Yes       153       35.91%         No       148       35.37%         Not available to me       125       28.72%         Total       426       100.00%         75. Do you participate in the following Work/Life programs? Health and Wellness Programs       N       %         Yes       181       42.66%         No       188       45.47%         Not available to me       51       11.87%         Total       420       100.00%         76. Do you participate in the following Work/Life programs? Employee Assistance Program       N       %         Yes       59       13.69%         No       342       81.28%			
Yes       153       35.91%         No       148       35.37%         Not available to me       125       28.72%         Total       426       100.00%         75. Do you participate in the following Work/Life programs? Health and Wellness Programs       N       %         Yes       181       42.66%         No       188       45.47%         Not available to me       51       11.87%         Total       420       100.00%         76. Do you participate in the following Work/Life programs? Employee Assistance Program       N       %         Yes       59       13.69%         No       342       81.28%		.==	
No       148 35.37%         Not available to me       125 28.72%         Total       426 100.00%         75. Do you participate in the following Work/Life programs? Health and Wellness Programs       N       %         Yes       181 42.66%       No       188 45.47%         Not available to me       51 11.87%       420 100.00%         76. Do you participate in the following Work/Life programs? Employee Assistance Program       N       %         Yes       59 13.69%         No       342 81.28%	74. Do you participate in the following Work/Life programs? Alternative Work Schedules	N	%
Not available to me         125         28.72%           Total         426         100.00%           75. Do you participate in the following Work/Life programs? Health and Wellness Programs         N         %           Yes         181         42.66%           No         188         45.47%           Not available to me         51         11.87%           Total         420         100.00%           76. Do you participate in the following Work/Life programs? Employee Assistance Program         N         %           Yes         59         13.69%           No         342         81.28%	Yes	153	35.91%
Total       426       100.00%         75. Do you participate in the following Work/Life programs? Health and Wellness Programs       N       %         Yes       181       42.66%         No       188       45.47%         Not available to me       51       11.87%         Total       420       100.00%         76. Do you participate in the following Work/Life programs? Employee Assistance Program       N       %         Yes       59       13.69%         No       342       81.28%	No	148	35.37%
75. Do you participate in the following Work/Life programs? Health and Wellness Programs       N       %         Yes       181 42.66%         No       188 45.47%         Not available to me       51 11.87%         Total       420 100.00%         76. Do you participate in the following Work/Life programs? Employee Assistance Program       N       %         Yes       59 13.69%         No       342 81.28%	Not available to me	125	28.72%
Yes       181 42.66%         No       188 45.47%         Not available to me       51 11.87%         Total       420 100.00%         76. Do you participate in the following Work/Life programs? Employee Assistance Program       N %         Yes       59 13.69%         No       342 81.28%	Total	426	100.00%
No       188       45.47%         Not available to me       51       11.87%         Total       420       100.00%         76. Do you participate in the following Work/Life programs? Employee Assistance Program       N       %         Yes       59       13.69%         No       342       81.28%	75. Do you participate in the following Work/Life programs? Health and Wellness Programs	N	%
Not available to me  Total  76. Do you participate in the following Work/Life programs? Employee Assistance Program  Yes No  No  342 81.28%	Yes	181	42.66%
Total  76. Do you participate in the following Work/Life programs? Employee Assistance Program  Yes No 342 81.28%	No	188	45.47%
76. Do you participate in the following Work/Life programs? Employee Assistance Program  Yes No 342 81.28%	Not available to me	51	11.87%
Yes 59 13.69% No 342 81.28%	Total	420	100.00%
No 342 81.28%	76. Do you participate in the following Work/Life programs? Employee Assistance Program	N	%
	Yes	59	13.69%
Not available to me	No	342	81.28%
	Not available to me	21	5.03%

#### Work Life-Telework

Total	422	100.00%
7. Do you participate in the following Work/Life programs? Child Care Programs	N	%
Yes	3	0.72%
No	320	75.40%
Not available to me	104	23.89%
Total	427	100.00%
8. Do you participate in the following Work/Life programs? Elder Care Programs	N	%
Yes	15	3.50%
••	303	71.37%
No		25 420/
Not available to me	107	25.13%

Where do you work?	%
Headquarters 312	72.73%
Field 117	27.27%
Total 429	100.00%
Mile and the contract of the c	0/
What is your supervisory status?	<b>%</b>
Non-Supervisor 294	69.34%
Team Leader 43	10.14%
Supervisor 50	11.79%
Manager 28	6.60%
Senior Leader 9	2.12%
Total 424	100.00%
Are you:	%
Male 160	38.28%
Female 258	61.72%
Total 418	100.00%
Are you Hispanic or Latino?	%
Yes 38	9.03%
No 383	90.97%
Total 421	100.00%
Please select the racial category or categories with which you most closely identify.	%
American Indian or Alaska Native	1.21%
Asian 10	2.43%
Black or African American 138	33.50%
Native Hawaiian or Other Pacific Islander	0.49%
White 241	58.50%
Two or more races	3.88%
Total 412	100.00%
What is the highest degree or level of education you have completed?	%
Less than High School 0	0.00%

High School Diploma/GED or equivalent	23	5.45%
Trade or Technical Certificate	12	2.84%
Some College (no degree)	64	15.17%
Associate's Degree (e.g., AA, AS)	27	6.40%
Bachelor's Degree (e.g., BA, BS)	211	50.00%
Master's Degree (e.g., MA, MS, MBA)	72	17.06%
Doctoral/Professional Degree (e.g., Ph.D., MD, JD)	13	3.08%
Total	422	100.00%
What is your pay category/grade?	N	%
Federal Wage System	1	0.24%
GS 1-6	24	5.65%
GS 7-12	282	66.35%
GS 13-15	114	26.82%
Senior Executive Service	3	0.71%
Senior Level (SL) or Scientific or Professional (ST)	1	0.24%
Other	0	0.00%
Total	425	100.00%
How long have you been with the Federal Government (excluding military service)?	N	%
Less than 1 year	17	3.98%
1 to 3 years	37	8.67%
4 to 5 years	21	4.92%
6 to 10 years	95	22.25%
11 to 14 years	19	4.45%
15 to 20 years	25	5.85%
More than 20 years	213	49.88%
Total	427	100.00%
How long have you been with your current agency (for example, Department of Justice, Environmental Protection		
Agency)?	N	%
Less than 1 year	32	7.51%
1 to 3 years	63	14.79%

4 to 5 years	33	7.75%
6 to 10 years	83	19.48%
11 to 20 years	37	8.69%
More than 20 years	178	41.78%
Total	426	100.00%
Are you considering leaving your organization within the next year, and if so, why?	N	%
No	310	72.60%
Yes, to retire	35	8.20%
Yes, to take another job within the Federal Government	53	12.41%
Yes, to take another job outside the Federal Government	14	3.28%
Yes, other	15	3.51%
Total	427	100.00%
I am planning to retire:	N	%
Within one year	17	4.00%
Between one and three years	68	16.00%
Between three and five years	49	11.53%
Five or more years	291	68.47%
Total	425	100.00%
Self-Identify as:	N	%
Heterosexual or Straight	351	86.88%
Gay, Lesbian, Bisexual, or Transgender	8	1.98%
I prefer not to say	45	11.14%
Total	404	100.00%
What is your US military service status?	N	%
No Prior Military Service	334	78.96%
Currently in National Guard or Reserves	3	0.71%
Retired	18	4.26%
Separated or Discharged	68	16.08%
Total	423	100.00%

Are you an individual with a disability?	N	%
Yes	58	13.65%
No No	367	86.35%
Total	425	100.00%
What is your age group?	N	%
25 and under	2	0.45%
26-29	6	1.34%
30-39	74	16.48%
40-49	97	21.60%
50-59	189	42.09%
60 or older	81	18.04%
Total	449	100.00%

Percentages for demographic questions are unweighted.