



FLRA NEWS

FEDERAL LABOR RELATIONS AUTHORITY - WASHINGTON, DC 20424

Contact: Sarah Whittle Spooner
202-218-7791

www.flra.gov

FOR IMMEDIATE RELEASE
November 18, 2011

FLRA RANKS IN THE TOP 10 SMALL AGENCIES OF 2011 DELIVERING ON COMMITMENT TO FLRA EMPLOYEES AND CUSTOMERS

The Federal Labor Relations Authority (FLRA) is pleased to announce that it captured the #7 small agency ranking in the *2011 Best Places to Work in the Federal Government*, making a significant jump from its #20 ranking held in 2010. The FLRA is equally pleased to announce that it again placed among the top of the *Most Improved Small Agencies*, moving from the #1 ranking that it captured in 2010 to the #2 ranking for 2011. The rankings were announced by the Partnership for Public Service, which produces the *Best Places to Work* rankings, and provide the most comprehensive and authoritative ratings and analysis of employee satisfaction and commitment in the Federal government.

As an "agency on the rise," the FLRA built upon its 2010 successes -- where it achieved a dramatic and unprecedented improvement of more than 250 percent -- recording an additional 11.6 percent increase in its *2011 Best Places to Work* score. The FLRA's achievements are particularly noteworthy given that just two years ago the FLRA placed last in the 2009 rankings of small agencies. Most notable for 2011 are the FLRA's rankings for certain of the "Best in Class" categories -- taking 2nd, 3rd and 4th place in Teamwork, Effective Leadership and Employee Skills/Mission Match, respectively.

Chairman Carol Waller Pope celebrates the significant progress the agency made, recognizing that a high level of satisfaction and employee commitment translates into better organizational performance and government effectiveness. This is especially true at the FLRA, where over the last two years the agency has demonstrated significant, marked improvement in the delivery of its services -- including reducing the overall inventory of the Authority's overage cases by close to 90 percent, increasing productivity in the Office of the General Counsel by more than 20 percent, resolving more bargaining impasses by the Federal Service Impasses Panel than had been resolved in three prior years, and delivering training to close to 20,000 customers.

"This is a great honor for all FLRA employees who are deeply committed to the FLRA's mission," Chairman Pope stated. Chairman Pope affirmed that the FLRA is committed to building upon its successes and addressing those areas where work still needs to be done to improve and sustain employee satisfaction.

Details of the survey can be found at: www.bestplacestowork.org. For more information about the FLRA, its programs, and what makes the FLRA one of the top 10 *Best Places to Work* among small agencies in the Federal government, please visit our website at: www.flra.gov.

The FLRA administers the labor-management relations program for 1.6 million non-Postal Federal employees worldwide, approximately 1.1 million of whom are represented in 2,200 bargaining units. It is charged with providing leadership in establishing policies and guidance related to Federal sector labor-management relations and with resolving disputes under, and ensuring compliance with, the Federal Service Labor-Management Relations Statute.

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