

References

REFERENCES

We consulted many publications in the course of designing this study. We provide this partial list for those who may wish to do further work in this field.

American Association of State Highway and Transportation Officials Standing Committee on Quality. "AASHTO Quality Survey", American Association of State Highway and Transportation Officials: USA, March, 1995.

American Society for Testing and Materials. "Standard Test Method for Measuring the Longitudinal Profile of Traveled Surfaces with an Accelerometer Established Inertial Profiling Reference", American Society for Testing and Materials: USA.

Baskerville, Jennifer L. "Public Participation for NY Metro. Transportation Council." New York Metropolitan Transportation Council: USA, March, 1992.

Boeing Commercial Airplane Group. "Runway Roughness Measurement, Quantification, and Application – the Boeing Method", Document #: D6-81746, Boeing: USA, November, 1995.

California Healthy Cities Project. "Guide To The Participant's Workbook", Regional Municipality of Hamilton-Wentworth: December, 1993.

---. Regional Municipality of Hamilton-Wentworth. "A Citizen's Guide", Regional Municipality of Hamilton-Wentworth: January, 1995.

City of Chicago. "Chicago Works On Time", City of Chicago: September, 1994.

City of Portland. Office of the City Auditor. "City of Portland Service Efforts and Accomplishments: 1993-94", City of Portland: January, 1995.

---. ---. "City of Portland Service Efforts and Accomplishments: 1994-95", City of Portland: December, 1995.

---. ---. "City of Portland Service Efforts and Accomplishments: 1992-93", City of Portland: December, 1993.

DeBord, Kenneth J. "Basics of Runway Roughness", A Summary of Runway Roughness Measurement Quantification and Application: The Boeing Approach, Boeing: USA.

Fiscal Policy Institute. "New York: Social Conditions Report Card", Fiscal Policy Institute: USA, January, 1996.

Flanagan, Jim. "Results Indicator Project", City of Phoenix: August, 1995.

Gramling, Wade L. "NCHRP Synthesis 203: Current Practices In Determining Pavement Condition", A Synthesis of Highway Practice, National Academy Press: 1994.

- Grayson, Lesley, Margaret Hobson and Kieron Walsh. "Inlogov Informs: On Performance Management", Institute of Local Government Studies: Great Britain, September, 1990.
- Great Britain. Audit Commission. "Consultation on the Local Authority Performance Indicators", HMSO: July, 1994.
- . ---. "Improving Value for Money in Local Government", HMSO: June, 1995.
- . ---. "Performance Indicators for Local Government", December, 1995.
- . ---. "Performance Indicators For The Financial Year 1996/97", Audit Commission: December, 1995.
- . ---. "Quality Counts", HMSO.
- . Birmingham City Council. "Complaints Procedure", City of Birmingham.
- . ---. "Policy Framework 1995/96", Birmingham City Council: December, 1995.
- . Birmingham City Pride. "Moving Forward Together", City of Birmingham: April, 1995.
- . Birmingham Economic Information Center. "Birmingham Economic Review 1995-96", Birmingham Economic Information Center: December, 1995.
- . Citizen's Charter. "Market Testing Bulletin: Opening Public Services to Competition", Business Information Publications Ltd: December, 1995.
- . ---. "Next Steps Review 1994", HMSO: December, 1994.
- . City of Westminster. "Welcome to the City of Westminster & its Highway Service", City of Westminster.
- . ---. "Welcome to Westminster", City of Westminster: December, 1993.
- . ---. "Westminster Reporter", City of Westminster: 1995.
- . Department of Environment. "CCT: The Private Sector Review", Crown: January, 1995.
- . ---. "Competing for Quality", The Scottish Office / Welsh Office: November, 1991.
- . ---. "Competition & Service: Impact of the Local Govt. Act 1988", HMSO.
- . Engineers Department. "Urban Traffic Control", Birmingham City Council.
- . Foreign & Commonwealth Office. "Local Government in Britain: Serving Britain's Local Communities.", HMSO: November, 1992.

- . International Center of the Academy for State & Local Government. "Trafficmaster Goes National in U.K.", Public Innovation Abroad, International Center of the Academy for State & Local Government: March, 1995.
- . ---. "Intelligent Vehicle Highway Systems", Public Innovation Abroad, International Center of the Academy for State & Local Government: December, 1993.
- . Planning and Environment Department. "Tender Documentation For the Provision of the Highways ...", Westminster City Council: December, 1993.
- . The Council. "Annual Local Authority Accounts for Services Subject to CCT", March, 1994.
- . Transportation Department. "Customer Relations", Birmingham City Council.
- . Westminster Highways Consultancy Service. "Volume 8: Photographic Achievements", City of Westminster: December, 1993.
- Hajek, J.J. and R.C.G. Haas. "TRB Record 1117: Factor Analysis of Pavement Distresses for Surface Condition in Predictions", Transportation Research Record: USA.
- Hartgen, David T., John J. Shufon, Frank T. Parrella and K.W.P. Koepfel. "TRB record 893: Visual Scales of Pavement Condition: Development, Validation, and Use", Transportation Research Record: USA.
- Hayhoe, Gordon F. "Spectral Characteristics of Longitudinal Highway Profiles as Related to Ride Quality", Vehicle, Tire, Pavement Interface ASTM STP 1164, American Society for Testing Materials: USA, 1992.
- Hayhoe, Gordon F., Mingyao Dong and Roy D. McQueen. "Airport Pavement Roughness with Nighttime Construction", Draft - in review for the third ICPT Conference, Beijing, China: April, 1998.
- Henry, Hubert, Leonard Moser and Frank Cooper. "NCHRP Report 295: Automated Field Survey Data Collection System", Transportation Research Board: USA, September, 1987.
- Howson, Davis. "Accounting Statement 93-94", Solihull Metropolitan Borough Council: Great Britain, March, 1994.
- . "Estimates Booklet 1994-95", Solihull Metropolitan Borough Council: Great Britain, March, 1994.
- Hyman, Horn, Jennings, Hejl and Alexander. "NCHRP Report 334: Improvements in Data Acquisition Technologies For Maintenance Management Systems", Transportation Research Board: USA, December, 1990.
- Hyman, William A., Roemer M. Alfelor and Joan A. Allen. "SEA Reporting: Road Maintenance", Governmental Accounting Standards Board: USA, 1993.

- International Center of the Academy for State & Local Government. “Laser-Based Road Data Collection Down Under Public Innovation Abroad”, International Center of the Academy for State & Local Government: March, 1995.
- International Organization for Standardization. “ISO 2631/1: Evaluation of Human Exposure to Whole-Body Vibration – Part 1: General Requirements”, International Standard, International Organization for Standardization: Switzerland, 1985.
- Janoff, Michael S. “Determining the Level of Rideability at Which a Road Should be Improved”, Transportation Research Board: USA, January, 1988.
- . “NCHRP Report 308: Pavement Roughness & Rideability Field Evaluation”, Transportation Research Board: USA, July, 1988.
- . “Pavement Roughness and Rideability Field Evaluation”, Transportation Research Board: USA, August, 1988.
- . “Pavement Roughness and Rideability: A State-Of-The-Art Review”, Pavement Rideability, National Cooperative Highway Research Program: USA, November, 1982.
- . “Pavement Smoothness”, Achieving Smooth Pavements, National Asphalt Pavement Association: USA, 1991.
- . “TRB Record 1084: Methodology for Computing Pavement Ride Quality From Pavement Roughness Measurements”, Transportation Research Record: USA.
- Janoff, Nick and Davit. “NCHRP Report 275: Pavement Roughness and Rideability”, Transportation Research Board: USA, September, 1985.
- Japan. City of Toyko. International Center of the Academy for State & Local Government. “Tokyo Advanced Traffic Info System In Place”, Public Innovation Abroad, International Center of the Academy for State & Local Government: December, 1993.
- Johnson, Christine, Ed. “The Hole Story: Facts & Fallacies of Potholes”, American Public Works Association: USA, 1983.
- Karan, M.A. and Ralph Haas. “TRB Record 602: Effects of Pavement Roughness on Vehicle Speeds”, Transportation Research Record: USA, 1977.
- Kelling, George. “Measuring What Matters”, City Journal Vol.2, No.2, Manhattan Institute: USA, May, 1992.
- Kulakowski, Bohdan T., John J. Henry and James C. Wambold. “TRB Record 1196: Relative Influence of Accelerometer and Displacement Transducer Signals in Road Roughness Measurements”, Pennsylvania Transportation Institute: USA.
- Local Authority Association's Quality Group. “Quality Initiatives Report 1995”, ACC Publications: Great Britain, December, 1995.

- Lytton, Robert L. and Joe P. Mahoney. "Condition Surveys for Pavement Structural Evaluation", Texas Transportation Institute: USA.
- McCullough, B. Frank and Phil Smith. "Use of Condition Surveys in Pavement Distress and Performance Relationship", Center for Highway Research: USA.
- McGarigle, Bill. "Electronic Mapping Speeds Crime & Traffic Investigations", Government Technology, Government Technology: USA, February, 1996.
- Moynihan, Daniel Patrick. "Getting Around New York", City Journal, Vol 3, #3, Manhattan Institute: USA, July, 1993.
- Murdie, Robert, Darla Rhyne and Judy Bates. "Modelling Quality of Life Indicators in Canada", CMHC-SCHL: Canada, October, 1992.
- National Academy of Public Administration. "Survey of State & Local Govt. Use of Benchmarking for Public Works Infrastructure", National Academy of Public Administration: USA, February, 1996.
- Netzer, Dick. "Congestion By Default", City Journal, Vol 2, #2, Manhattan Institute: USA, May, 1992.
- New York City. Department of Transportation. "Street Smart: A Plan to Improve & Equalize Street Smoothness Conditions in New York City", City of New York: March, 1988.
- New York State. Department of Transportation. "Urban Pavement Condition Rating Manual", New York State Department of Transportation.
- New Zealand. International Center of the Academy for State & Local Government. "Moveable Barrier Copes With Auckland Bridge Flow", Public Innovation Abroad, International Center of the Academy for State & Local Government: June, 1994.
- NGA's Office of Public Affairs. "NGA's Ideas That Works: First of a Series", The Public Innovator-Issue #63, National Academy of Public Administration: USA, October, 1996.
- Nick, J.B. and M.S. Janoff. "Transportation Research Record 946: Evaluation of Panel Rating Methods for Assessing Pavement Ride Quality", Transportation Research Board: USA.
- Pearson, Don. "Missouri State Highway Patrol Case Management Mobility", Don Pearson: USA, June, 1996.
- Rappaport, Joseph G. and Gene Russianoff. "1995 Pedestrian Advocacy Campaign", Tri-State Transportation Campaign: USA, April, 1995.
- Rasmussen, G. "Human Body Vibration Exposure and its Measurement", Technical Review, Bruel & Kjaer Instruments, Inc.: Denmark.

- Regional Plan Association. "Keeping Tabs On Our Quality of Life: Indicators of Progress", USA, January, 1996.
- Regional Plan Association/Quinnipiac College Polling Institute. "Comparative Quality of Life Poll", Regional Plan Association/Quinnipiac College Polling Institute: USA.
- Richter, M.J. "Technology On The Front Lines", Governing, Congressional Quarterly Inc.: USA, May, 1996.
- Rivers, Mary C. and William Warner. "NYC Tomorrow: Public Participation in the Planning Process", Regional Plan Association: USA, October, 1992.
- Sayers, Michael W. and Steven M. Karamihas. "The Little Book of Profiling", USA, November, 1995.
- Sayers, Michael W., Thomas D. Gillespie and William D.O. Paterson. "World Bank Technical Paper #46: Guidelines for Conducting and Calibrating Road Roughness Measurements", The World Bank: USA, 1986.
- Smith, Wilbur C., III. "Residential Street Improvement Program", Web site, City of Fort Myers, USA.
- Spencer, Ken. "Lessons from Competition in British Local Government", University of Birmingham: Great Britain. January, 1995.
- State of Massachusetts. Department of Transportation. "Taming the Beast: Keeping Our Commitment To Do More With Less", State of Massachusetts.
- State of Oregon. Oregon Department of Transportation. Oregon Transportation Initiative Web site, "www.state.or.us", October, 1996.
- Stoner, Leigh. "Managing The Work", Governing, Congressional Quarterly Inc.: USA, July, 1995.
- Sustainable Seattle. "Indicators of Sustainable Community", Sustainable Seattle: USA, December, 1995.
- Taylor, Alex, III. "Cars That Beat Traffic", Fortune, Fortune: USA, February, 1995.
- Templeton, J., R.L. Lytton and A. Garcia-Diaz. "TRB Record 1048: Network Sampling to Estimate Distribution of Pavement Condition and Costs", Transportation Research Record: USA.
- Tomalty, Ray and David Pell. "Sustainable Development & Canadian Cities: Current Initiative", CMHC-SCHL: Canada.

- Transportation Research Board. "Transportation Research Record #1505: Pavement Monitoring and Evaluation Issues", Pavement Design, Management and Performance, National Academy Press: USA, 1995.
- Trosa, Sylvie. "Making The Most Of Next Steps", HMSO: Great Britain. May, 1991.
- . "Next Steps: Moving On", HMSO: Great Britain. February, 1994.
- University of Michigan Transportation Research Institute, Engineering Research Division Road Roughness Home Page, "www.umtri.umich.edu/umtri", September, 1996.
- Urban Quality Communications. "Sustainable Seattle: Creating A City of Lasting Value", Urban Quality Indicators, #2, Urban Quality Communications: USA, June, 1996.
- . "Urban Quality Indicators: Pioneer Jacksonville Aims for 2000", Urban Quality Communications: USA, June, 1996.
- Walters, Jonathon. "The Benchmarking Craze", Governing, Congressional Quarterly Inc.: USA, April, 1994.
- . "The Highway Revolution That Wasn't", Governing, Congressional Quarterly Inc.: USA, May, 1995.
- Witthford, David K. "NCHRP Synthesis 216: Implementation of Technology From Abroad", A Synthesis of Highway Practice, National Academy Press: USA, 1995.
- Woodstrom, James H. "NCHRP Synthesis of Highway Practice 167: Measurement, Specifications, & Achievement of Smoothness For Pavements Construction", Transportation Research Board: USA, November, 1990.
- Yaro, Robert D. and Tony Hiss. "A Region At Risk", Regional Plan Association: USA, June, 1996.