Exploring All Resources for Customer Service
Findings from State Partnership Visits

Also Inside:
Engaging Tomorrow's Researchers
Quiet Pavement in the Netherlands
Closing U.S. Traffic Safety Gaps
The Transportation Research Board is one of six major divisions of the National Research Council, which serves as an independent adviser to the federal government and others on scientific and technical questions of national importance, and which is jointly administered by the National Academy of Sciences, the National Academy of Engineering, and the Institute of Medicine. The mission of the Transportation Research Board is to provide leadership in transportation innovation and progress through research and information exchange, conducted within a setting that is objective, interdisciplinary, and multimodal. The Board’s varied activities annually engage about 7,000 engineers, scientists, and other transportation researchers and practitioners from the public and private sectors and academia, all of whom contribute their expertise in the public interest. The program is supported by state transportation departments, federal agencies including the component administrations of the U.S. Department of Transportation, and other organizations and individuals interested in the development of transportation.

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3 Investing in the Transportation Leaders of Tomorrow: The University Transportation Centers Program
The University Transportation Centers program conducts innovative, multidisciplinary transportation research and trains and educates transportation professionals. Managed by the Research and Innovative Technology Administration, the program works with regional, state, and local agencies to find solutions to transportation issues affecting their communities.

11 Enhancing Customer Service Despite Cutbacks: Findings from the Transportation Research Board's 2010 State Partnership Visits Program
The state partnership visits by TRB staff in 2010 witnessed a transportation workforce determined to provide value and service to their customers, despite diminished resources. Individually and collectively, transportation agency staffers are combining hard work, dedication, and innovation to enhance customer service and are progressing toward key goals, ranging from reducing traffic deaths to improving the environment.

22 Developing Porous Asphalt for Freeways in the Netherlands: Reducing Noise, Improving Safety, Increasing Service Life
J. T. van der Zwan
Since the 1970s, Rijkswaterstaat, which manages the main road network of the Netherlands, has been researching, developing, and applying porous asphalt to improve the safety of the nation's freeways and to reduce road noise. The author reviews the progress and promising developments in durability, skid resistance, comfort, safety, winter maintenance, water run-off, user costs, noise properties, and more.

30 NEW TRB SPECIAL REPORT
Achieving Traffic Safety Goals in the United States: Lessons from Other Nations
Joseph R. Morris
The gap in traffic safety progress between the United States and other high-income countries deserves the attention of U.S. transportation administrators and the public, according to a new TRB report, which reviews the factors that account for other countries' safety improvements and recommends actions that would take advantage of the foreign experiences and fit the U.S. context.

34 TRB CONFERENCE PROCEEDINGS
Research on the Transmission of Disease in Airports and on Aircraft: Summary of a Symposium
Christine L. Gerencher
A 2009 symposium examined research on the transmission of disease on aircraft and in airports, the development of protocols and standards for managing communicable disease incidents in aviation settings, and areas for additional research. TRB has published a summary of the cross-disciplinary presentations and discussions.
TR News features articles on innovative and timely research and development activities in all modes of transportation. Brief news items of interest to the transportation community are also included, along with profiles of transportation professionals, meeting announcements, summaries of new publications, and news of Transportation Research Board activities.

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TRB 2010 Executive Committee Chair Michael R. Morris and Executive Committee member Beverly A. Scott deliver an informal pep talk to students from TransTech Academy, Cardozo Senior High School, Washington, D.C., at the 2011 Annual Meeting.