

REFERENCES

1. Schein, E.H., *Organizational Culture and Leadership*, 2nd ed., Jossey-Bass, San Francisco, Calif., 1992.
2. O'Reilly, C.A., III, J. Chatman, and D.F. Caldwell, "People and Organizational Culture: A Profile Comparison Approach to Assessing Person-Organizational Fit," *Academy of Management Journal*, Vol. 34, No. 3, 1991, pp. 487-516.
3. Deal, T.E. and A.A. Kennedy, *Corporate Cultures: The Rites and Rituals of Corporate Life*, Addison-Wesley, Reading, Mass., 1982.
4. Cummings, T.G. and C.G. Worley, *Organization Development and Change*, South-Western College Publishing, Cincinnati, Ohio, 2001.
5. Goffee, R. and G. Jones, "What Holds the Modern Company Together?" *Harvard Business Review*, Vol. 74, No. 6, November-December 1996, pp. 133-148.
6. Lencioni, P.M., "Make Your Values Mean Something," *Harvard Business Review*, Vol. 80, No. 7, July 2002, pp. 113-117.
7. Cameron, K.S. and R.E. Quinn, *Diagnosing and Changing Organizational Culture*, Addison-Wesley, Reading, Mass., 1999.
8. Yukl, G., *Leadership in Organizations*, 5th ed., Prentice Hall, Upper Saddle River, N.J., 2002.
9. Hagberg, R. and J. Heifetz, "Corporate Culture/Organizational Culture: Understanding and Assessment—Telling the CEO His/Her Baby Is Ugly" [Online]. Available: <http://www.hcgnet.com/html/articles/understanding-culture.html> [2002, February 10].
10. Gittell, J.H., "Investing in Relationships," *Harvard Business Review*, Reprint F0106D, June 2001, pp. 1-2. [Online]. Available: <http://harvardbusinessonline.hbsp.harvard.edu/relay.jhtml?name=itemdetail&id=F0106D> [2003, May 8].
11. Auxillium West, "Corporate Culture" [Online]. Available: <http://www.auxillium.com/culture.shtml> [2002, February 10].
12. Lewis, G.B. and S.A. Frank, "Who Wants to Work for the Government?" *Public Administration Review*, Vol. 62, No. 4, pp. 394-404.
13. Kelman, S., "Bringing Glory to Government Work," *Government Executive*, Vol. 34, No. 9, July 2002, p. 81.
14. "Cultural Evolution," *CIO Enterprise Magazine* [Online]. Available: http://www.cio.com/archive/enterprise/011599_rah_content.html [1999, January 15].
15. *TCRP Research Results Digest 45: Identification of the Critical Workforce Development Issues in the Transit Industry*, Transportation Research Board, National Research Council, Washington, D.C., 2001, 23 pp.
16. McGlothlin Davis, Inc., in association with Corporate Strategies, Inc., *TCRP Report 77: Managing Transit's Workforce in the New Millennium*, Transportation Research Board, National Research Council, Washington, D.C., 2002, 154 pp.
17. Sussman, L., "Managers: On the Defensive," *Business Horizons*, January-February 1991, pp. 81-87.
18. Kotter, J.P., "What Leaders Really Do," *Harvard Business Review*, Vol. 68, No. 3, May-June 1990, pp. 103-111.
19. Charan, R., "Conquering a Culture of Indecision," *Harvard Business Review*, Vol. 79, No. 4, April 2001, pp. 75-82.
20. *2002 Public Transportation Management Transportation Compensation Report*, American Public Transportation Association, Washington, D.C., April 2002.
21. "Citizens on Decision and Policy Bodies, Federal Highway Administration, Washington, D.C. [Online]. Available: <http://www.fhwa.dot.gov/reports/pittd/citizens.htm> [1996, December].
22. *Handbook for Transit Board Members*, American Public Transportation Association, Washington, D.C., nd.
23. Goleman, D., "Leadership That Gets Results," *Harvard Business Review*, Vol. 78, No. 2, March-April 2000, pp. 78-90.
24. Garvin, D.A. and M.A. Roberto, "What You Don't Know About Decision Making," *Harvard Business Review*, Vol. 79, No. 9, September 2001, pp. 108-116.
25. Sorcher, M. and J. Brant, "Are You Picking the Right Leaders?" *Harvard Business Review*, Vol. 80, No. 2, February 2002, pp. 78-85.
26. Finegold, D., M. Robbins, and L. Galway, *TCRP Report 29: Closing the Knowledge Gap for Transit Maintenance Employees—A Systems Approach*, Transportation Research Board, National Research Council, Washington, D.C., 1998, 56 pp.
27. Duffy, J., "Tampa Is Back on Track," *Mass Transit*, Vol. 26, No. 3, May 2000, p. 20.
28. APTREX (The American Public Transit Exams Institute), Point Roberts, Wash. [Online]. Available: <http://www.aptrex.com> [2002, August 29].
29. Santa Clara Valley Transportation Authority, *VTA Strategic Plan: A Special Publication for VTA Employees*, San Jose, Calif., nd.
30. Proposition E, San Francisco Municipal Railway, San Francisco, Calif. [Online]. Available: http://www.sfmuni.com/abm_rpts/srtf023.htm [2002, December 16].
31. RESCUE MUNI, A Transit Rider's Association for San Francisco [Online]. Available: <http://www.rescuemuni.org> [2002, December 16].
32. "Report of Survey of Muni Employees," David Binder Research, San Francisco, Calif., August 29, 2002.
33. "Report of Public Opinion Survey of Muni Service by Riders," David Binder Research, San Francisco, Calif., August 29, 2002.