MTI Report 99-01

Norman Y. Mineta
International Institute for
Surface Transportation Policy Studies
Created by Congress in 1991

Maintenance and Continued Development of the IISTPS Transportation Information System, TRANSWEB

Mineta Transportation Institute
San José State University
San Jose, CA 95192-0219

IISTPS Report 99-1

Maintenance and Continued Development of the IISTPS Transportation Information System, TRANSWEBÔ

January 1999

Sandra Belanger
Dr. Stephen Kwan

a publication of the
Norman Y. Mineta
International Institute for
Surface Transportation Policy Studies
IISTPS

Created by Congress in 1991

Technical Report Documentation Page

1. Report No.	2. Government Accession No.	3, Recipients Catalog No.
4. Title and Subtitle Maintenance and Continued Development of the IISTPS Transportation Information System, *TransWeb*™		5. Report Date January 1999 6. Performing Organization Code
7. Authors Sandra Belanger & Dr. Stephen Kwan		8. Performing Organization Report No. 99-1
9. Performing Organization Name and Address Norman Y. Mineta International Institute of Surface Transportation Studies College of Business San José State University San José, CA 95129-0219		10. Work Unit No. 11. Contract or Grant No. 65W136
12. Sponsoring Agency Name and Address California Department of Transportation Sacramento, CA 95819		13. Type of Report and Period Covered 14. Sponsoring Agency Code
15. Supplementary Notes		

16. Abstract

The Norman Y. Mineta International Institute for Surface Transportation Policy Studies (IISTPS) at San José State University (SJSU) conducted this project to maintain and continue development of a transportation information system entitled ***TransWebÔ*** .

The project elements included: 1) the maintenance and continued development of a World Wide Web site for IISTPS (*TransWeb*); 2) development and maintenance of a library resource database; and 3) a survey of transportation professionals, primarily in California, regarding their use of the Internet and *TransWeb*.

Site statistics reported here show the extent to which the transportation community uses *TransWeb*. Standard maintenance procedures are employed, including a weekly review and update by student assistants. The report's conclusions and recommendations focus on continued maintenance and updating of equipment, features and content to reflect the growing importance of World Wide Web for transportation professionals, researchers, and students.

17. Key Words	18. Distribution Statement
Information Systems, Information Transfer, Databases, Surface Transportation Information, International Transportation Policy, World Wide Web, Internet	No restrictions. This document is available to the public through the National Technical Information Service, Springfield, VA 22161

19. Security Classif. (of this report)	Security Classif. (of this page)	21. No. of Pages	22. Price
Unclassified	Unclassified	89	$15.00

Form DOT F 1700.7 (8-72)

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ACKNOWLEDGEMENTS

This research project was funded by the California Department of Transportation (Caltrans) and the Research and Special Programs Administration (RSPA) of the U.S. Department of Transportation.

The authors would like to thank the following San José State University undergraduate and graduate students who assisted the project team. Regis Charton programmed the search interface for World Wide Web access to the Library Resource Database. Minnie Lui worked to improve the graphical displays for TransWeb and analyzed the survey results. The Library Resource Database was developed by Jennifer English. The dedication and commitment of these students played a crucial role in the successful completion of the project.

The draft report was reviewed extensively by IISTPS Web Administrator Jeanne Dittman and Research Director Bill Derrick prior to publication, resulting in substantial revisions to the document. The material for this report was edited and prepared for publication by IISTPS Research Associate John Vargo.

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Library of Congress Catalog Card Number: 98-83252

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Fax (408) 924-7565
e-mail: iistps@iistps.sjsu.edu
http://TransWeb.sjsu.edu

EXECUTIVE SUMMARY

The Norman Y. Mineta International Institute for Surface Transportation Policy Studies (IISTPS) at San José State University (SJSU) has been fortunate to receive federal and state for the purchase and development of a state-of-the-art electronic information storage, retrieval, and transfer system, originally known as the International Transportation Information System (ITIS). The project was sponsored by Caltrans as the "Maintenance and Continued Development of a Transportation Information System Utilizing ITIS™."

The first year of development of *TransWeb* is documented in IISTPS Report Number 96-3, "The Development of a Statewide Surface Transportation Network Utilizing the International Transportation Information System." This report covers the second phase of the project from January 1996 through December 1998.

As with all IISTPS projects, this project was carried out by a team of certified research associates. Sandra E. Belanger and Dr. Stephen Kwan served as the project team, assisted by several SJSU undergraduate and graduate students. The students had experience with software, database construction, the Internet, or library-related services.

The project included:

- the maintenance and continuing development of a World Wide Web site for IISTPS, known as *TransWeb*;
- the development and maintenance of a library resource database; and
- a survey of transportation professionals, primarily in California, regarding their use of the Internet and *TransWeb*.

The organizational structure and content of *TransWeb* and the library resource database continue to develop, reflecting the changing needs of IISTPS and the transportation community. Major improvements to the *TransWeb* web site have involved the expansion of international links and information on IISTPS and the addition of creative work by children about transportation.

The surface transportation information network is constantly updated and maintained. Student assistants follow a schedule of daily, weekly, and monthly maintenance of the content of *TransWeb* and the Library Resource Database. New technological developments have permitted enhanced graphics and improved organization.

The Conclusions and Recommendations section of this report focuses on the continuing maintenance and updating of the equipment, features, and content of both the web site and the database. These should reflect both technological advances and the growing importance of the World Wide Web for the transportation professional, researcher, and student.

In addition, it is recommended that the next phase of the project explore a more permanent approach to supporting the *TranWeb* web site by either outsourcing or hiring an in-house webmaster.

INTRODUCTION

This report describes the continuing development of a research project entitled "Development of a Transportation Information Network Utilizing ITIS". The Norman Y. Mineta International Institute for Surface Transportation Policy Studies (IISTPS) conducts this project for the California Department of Transportation (Caltrans). There are three major components in the project.

- *TransWeb*, the World Wide Web site for IISTPS, which supports the administrative, educational, research, and information technology functions of the Institute's Congressional mandate. *TransWeb* is a reference source and a gateway to transportation information for agencies and individuals in California, the nation, and the world.
- The Library Resource Database, the Institute's repository for print resources, which organizes and catalogs the Institute's library.
- The Transportation Internet Use Survey, which was conducted initially in 1995 and again in 1997.

After the initial stage, the project was extended to cover the period of January 1996 through December 1998.

THE PROJECT TEAM

The project team consisted of Sandra E. Belanger, Project Director, and Dr. Stephen Kwan, webmaster. Three student assistants were hired during the course of the project. They were chosen for their database, artistic, or library experience. One student, Regis Charton, was hired specifically to program the search interface for World Wide Web access to the Library Resource Database. Minnie Lui worked to improve the graphical displays for *TransWeb* and analyze the survey results. These two students, under the direction of Stephen Kwan, worked to maintain links to important resources, investigate

potential new resources, improve the appearance and ease of use of the site, and to update the features of *TransWeb*. The Library Resource Database and its collection were developed by Jennifer English, under the direction of Sandra E. Belanger.

The project has exceeded expectations and did so within budget due to the commitment of the project team and the student assistants.

TRANSWEB

TransWeb continues to be IISTPS' primary means of disseminating information about transportation and about the Institute's programs, publications, and events. While the initial phase of the project created the framework, the current phase has focused on improving the site by adding content and links.

MAINTENANCE

TransWeb is maintained by the webmaster and student assistants. A World Wide Web site attracts repeat users only if it functions correctly, offers current information, can be easily navigated, and has links that lead to useful information. Maintenance activities include checking links to other World Wide Web sites, investigating new transportation sites, and adding new material each week, to *Transportation News*. A conscientious effort has been made to improve the information on transportation in California and to expand links to related sites. As new software and new techniques become available, they are evaluated and applied to *TransWeb* if appropriate. For example, frames and Javascript™-based pull-down menus were used to enhance *TransWeb*'s Table of Contents page.

The infrastructure behind the *TransWeb* network requires constant updating and maintenance. The equipment is maintained by the computing personnel of the San José State University College of Business, and upgrades are purchased as needed. Standard procedures include a periodic review and update by the project team and the student assistants.

Part of the maintenance process has involved reorganizing the content and increasing information about the Institute. Announcements of Institute activities such as seminars, conferences, and courses are now available. This information is renewed and updated as required.

IMPROVEMENTS

Major improvements to *TransWeb* have included the addition of *Kids in Transportation* section, and the enhancement of the

International Transportation Information links, and *IISTPS Information*. *Kids in Transportation* is devoted to creative writing, journalistic reporting, drawing, and other creative work by children about transportation. Each report reflects a child's view of a particular mode of transportation. Special links have been added to other Web-based transportation sources that are designed for or of interest to children.

The *International Transportation Information* links page was expanded to offer a clickable world map. International associations, organizations, and other sites can be located through alphabetical, geographical, and topical searches.

The *IISTPS Information* page has been enhanced with information about personnel, activities, publications, and courses.

The site now includes biographical information about the IISTPS staff, Research Associates, and Board of Directors. The format incorporates basic information, such as each person's name and e-mail address, and links to information about their research interests and Institute projects. For example, the guide to the papers of Rod Diridon in the SJSU Legislative Archives is linked to his biographical information. Since the Institute is named in his honor, biographical information on Norman Y. Mineta and related World Wide Web links for the former Congressman were also added.

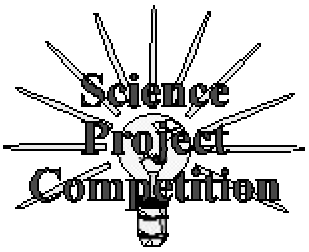
As seminars, symposia, and conferences are offered by the Institute, information and registration forms are added to *TransWeb*. Course listings and other information on the Master of Science degree in Transportation Management, which was recently approved by the California State University system, can be accessed through *TransWeb*. IISTPS project reports and other publications can be ordered by completing and submitting the on-line order form.

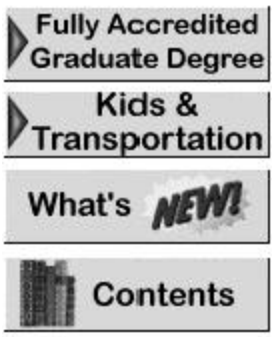
The following pages are representative samples of the *TransWeb* site.

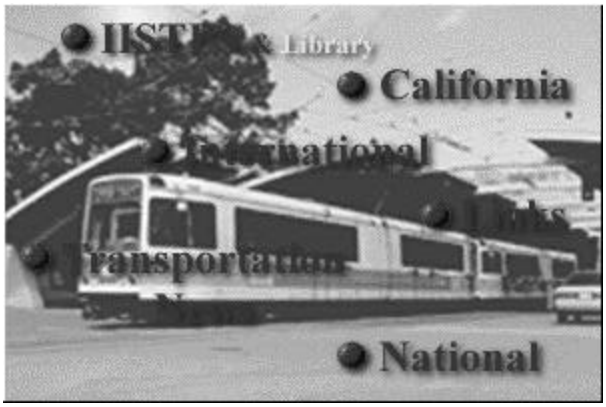
A Transportation Web Site Service
provided by the
Norman Y. Mineta International Institute
for Surface Transportation Policy Studies
(***IISTPS***)

at the College of Business of San José State University

TransWeb was last updated: May 04, 1998.







What's New | IISTPS Library
California | National | International | Links
Contents | Glossary | Statistics | Feedback | Search
Help | New Graduate Level Courses in Transportation Management
Kids & Transportation | IISTPS Information | Transportation News

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- **About IISTPS**

IISTPS Organizational Chart
IISTPS Publications Order Form
Graduate Courses in Transportation Management

- **Additional Information and Course Listings**

Pre-qualification Form

Newsletter: *The World in Motion*

- **July 1996**

February 1996
October 1995

Events
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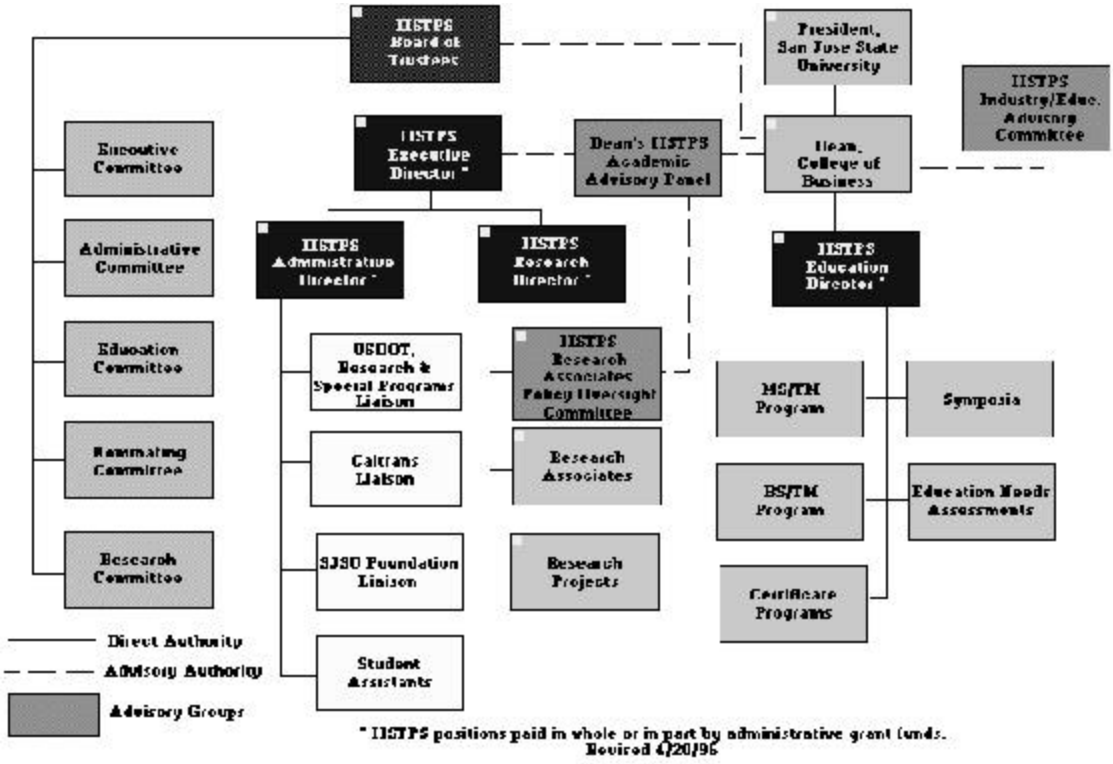
- **Results of Survey of Transportation Professionals Library and Reference Materials**

IISTPS Organizational Chart

- Further information available



The World in Motion

Volume 3, No.1

Winter 1997

An official publication of the International Institute for Surface Transportation Policy Studies

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- Profile of Shirley DeLibero IISTPS Board of Trustees
- Education
- IISTPS Symposium - Toward a Better Future? Labor-Management Relations in Surface Transportation
- Research
- Publications
- A Message from the Executive Director
- Research Profile - Protecting Against Terrorist Attacks on Surface Transporation

Profile of Shirley DeLibero IISTPS Board of Trustees

Shirley DeLibero was elected to the IISTPS Board of Trustees in October 1993. She is Executive Director of New Jersey Transit Corporation, which operates the nation's third largest multi-modal public transit system. Under Ms. DeLibero's leadership, NJ Transit has focused on the customer by improving service quality and safety as well as enhancing the efficiency of operations.

Prior to becoming the chief executive officer of NJ Transit, Ms. DeLibero served as Deputy Executive Director of Dallas Area Rapid Transit (DART) from 1987 to 1990. Previously, she had served as Assistant General Manager for Bus Service for the Washington (D.C.) Metropolitan Area Transit Authority (WMATA), where she was responsible for administration, management and operations of the 1,773 bus fleet. As one of the top executives at WMATA from 1981 to 1987, she also served as Director of Bus Service and Acting Director of Rail Service.

Transportation News

[1996 News] [January to April 1997 News] [May to September 1997 News]

This section of *TransWeb* summarizes transportation news stories from daily and weekly newspapers. The focus is on **surface transportation news from California and beyond**. Transport World is a good source for news from other transportation sectors.

05/11/98 - A Bridge For The 21st Century
More than 60 years after it was erected, the eastern half of the San Francisco-Oakland Bay Bridge is being replaced.
(San Francisco Chronicle - 05/11/98)

05/11/98 - Chrysler To Merge With Benz
The combination will mark the biggest acquisition of any U.S. company by a foreign buyer. Chrysler Corp. and Germany's Daimler-Benz AG have agreed to a $35 billion merger that will reshape the global auto industry, the two companies confirmed early today.
(San José Mercury News - 05/05/98)

04/21/98 - Freeway Plan In Sonoma: Supervisors to discuss widening Highway 101
Sonoma County supervisors are expected to decide tonight whether to offer voters the chance at widening Highway 101 all the way to the Marin County line, as part of a massive transportation plan.
(By Peter Fimrite, Chronicle Staff Writer - 04/21/98)

04/13/98 - $217 billion roads bill wins House OK
The House Wednesday night overwhelmingly approved the biggest public-works bill in the nation's history, a $217 billion transportation plan. "This is legislation to rebuild America so we have a 21st Century transportation system in the 21st Century," said Transportation Committee Chairman Bud Shuster. The measure, which passed 337-80, now goes to a conference committee to be reconciled with the Senate version. Under the House proposal, California would get $2.5 billion through 2003, a $1.8 billion increase and slightly higher than the $2.3 billion included in a $214 billion plan approved by the Senate. However, there is concern that Congress already is slipping back into its old spending days.

Projects at IISTPS

IISTPS Policy Research Projects With Caltrans

The following policy research projects, guided by IISTPS Research Director Pat Piras, are now underway, with assistance from an Interagency Agreement with the California Department of Transportation (Caltrans):

- **Conduct of Background Research and Establishment of an International Surface Transportation Policy Conference In California**
  Project Leader: Gail Murray
- **Development of a Statewide Transportation Information Network Utilizing ITIS (the International Transportation Information System)**
  Project Leader: Sandra Belanger
- **Issues Relating to the Emergence of the "Information Superhighway" and California Societal Changes**
  Project Leader: Dr. Jan Botha
- **Analysis of Federal Budget "Outlay" Rates on Public Transportation Funding, with California as a Case Study**
  Project Leader: Dr. Peter Haas
- **Zoning and Financing of Transportation Interchange-Point Densification**
  Project Leader: Dr. Scott Lefaver
- **Impact of NAFTA on Transportation Systems in California and Other Border States**
  Project Leader: George Gray
- **Maintenance and Continued Development of Statewide Transportation Information Network Utilizing ITIS/*TransWeb***
  Project Leader: Sandra Belanger
  WebMaster: Dr. Stephen Kwan

In addition to these research projects, partial funding has been secured for the development and conduct of the **First International Surface Transportation Policy Conference**, tentatively scheduled to be held in San José in early 1997.

NORMAN Y. MINETA
INTERNATIONAL INSTITUTE FOR
SURFACE TRANSPORTATION
POLICY STUDIES

Created by Congress in 1991

LOCATED IN THE
COLLEGE OF BUSINESS
SAN JOSE STATE UNIVERSITY
SAN JOSE, CALIFORNIA

IISTPS Information

- ABOUT *IISTPS*
- Norman Y. Mineta
- IISTPS ORGANIZATIONAL CHART
- **IISTPS RESEARCH AND IMPLEMENTATION PROJECTS**
- **Public Land With Private Partnerships for Transit Based Development**
    - Project Leader: Dr. Scott Lefaver
    - Published: May 1997
    - Executive Summary
- **Toward a Cooperative Future: Labor-Management Relations in Surface Transportation**
    - Project Leader: Stephen D. Van Beek
    - Published: May 1997
    - Executive Summary
- **Case Studies of "Best Practices" Concerning Terrorist Attacks Against Public Surface Transportation Systems**
    - Project Leader: Brian Jenkins
    - Published: November 1997

Publications Order Form

Publications

(Prices include Postage and Handling within North America. There will be a US$5 Postage and Handling charge for each item sent outside North America.)

Publication Number	Title	Authors	Price (US$)	Quantity
94-1	"An Assessment of Needs for Management Training and Education in Surface Transportation in the United States and Canada", 1994	J. Giglierano R. Vitale	15.00	
95-1	"Planning for Surface Transportation and Land Use - A Symposium", September 1995		15.00	
96-1	"Terrorism in Surface Transportation - A Symposium", March 1996.		Free	
96-2	Conduct of Background Research for the Establishment of an International Surface Transportation Policy Conference in California - "Global Cooperation Through Transportation: Joining Forces Across Borders", June 1996.	G. Murray B. Canziani G. Gray A. Hibshoosh	15.00	
96-3	"Development of a Statewide Surface Transportation Network Utilizing the International Transportation Information System", June 1996.	S. Belanger S. Kwan F. Lockfeld	15.00	
96-4	"Issues Relating to the Emergence of the Information Superhighway and California Societal Changes"	J. Botha R. Salstrom R.B. Knapp S. Chan	15.00	

The College of Business at San José State University, with support from the Mineta Transportation Institute, offers both a

Masters of Science in Transportation Management

and a

Graduate Certificate in Transportation Management

Applications Accepted Year Round!
Start by submitting our database Information form.

[About the Program][Course Schedule]
[Frequently asked questions (how do I apply?)]
[Guide to Transportation Related Scholarships, Fellowships, Grants and Awards]
[Courses Descriptions][Scholarships][More Information]

About the Program

Courses are offered via Interactive Distance Learning Technology at your nearest video conferencing facility. We currently offer classes in San Diego, Sacramento, San José, Santa Ana, Los Angeles, and Oakland.

The Masters of Science in Transportation Management (MSTM) is a 30 unit program consisting of six core courses, three electives and one capstone course. Admission to the AACSB accredited MSTM requires an accredited undergraduate degree, a 3.0 in your last 60 units of accredited course work and a 500 on the GMAT. For students with English as a second language, the TOEFL is also required with a score of 550.

Events

Annual Board of Trustees Dinner

of the

Norman Y. Mineta International Institute for Surface Transportation Policy Studies

Created by Congress in 1991

When:

SATURDAY, May 3, 1997

Social Hour: 6:00 p.m.

Dinner Served: 7:00 p.m.

Where:

SAN JOSÉ STATE UNIVERSITY

Student Union, Loma Prieta Room

Donations:

Organizational Donation: 10-Seat Table $1,500

(With recognition in the evening's program)

Individual Tickets $150.00 each

This tax deductible donation provides you with an annual IISTPS membership.

Special Guests

Rodney Slater

Secretary of Transportation

(Tentative)

Congressman James Oberstar, Ranking Member

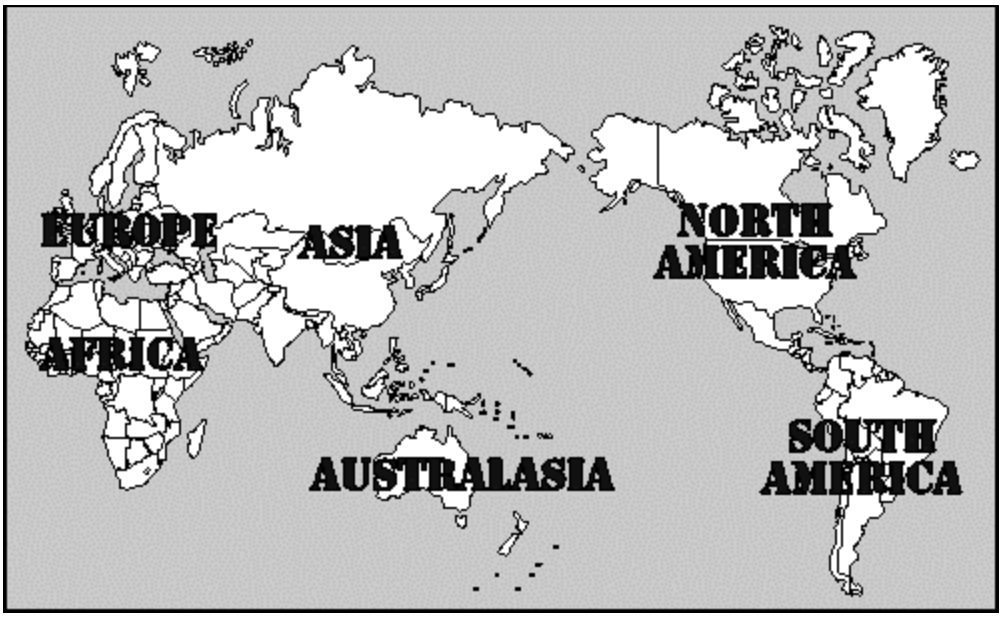
House Transportation and Infrastructure Committee

Hon. Norman Y. Mineta (Retired)

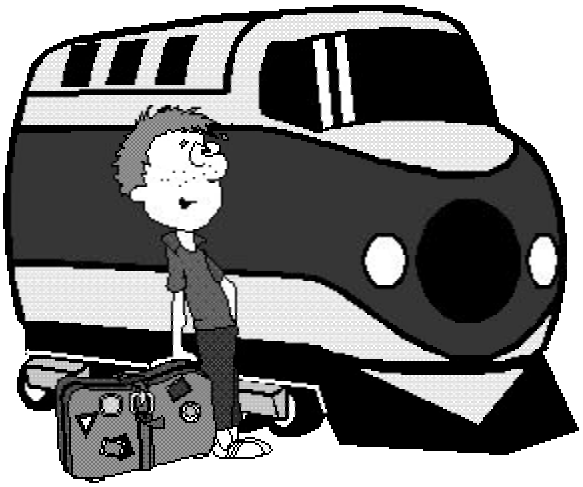
International Transportation Information

This section includes links and information about international transportation agencies and organizations on the Web. It is intended to be a research aid for the location of international transportation information.

[Alphabetical Listing of All Web Sites] [Topic Area/Type of Organization]



[Africa] [Asia] [Australasia] [Europe] [North America] [South America]



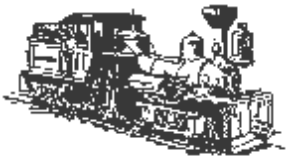
Kids & Transportation

This section of *TransWeb* is devoted to publish writing, journalistic reporting, drawing and other creative work by kids on Transportation. We want to encourage kids to understand and appreciate issues of Transportation and *have fun* at the same time.
We would very much like to work with teachers to develop themes and criteria of acceptance. Occasionally we will solicit submissions that follow a certain theme (e.g., summer vacation travel, trains, light-rail, bikes, environmental concerns, etc.). Questions and submissions should be sent to webmaster@iistps.sjsu.edu.

Bullis-Purissima School Summer Writing Project

Transportation Links for Young People

The following Web sites contained transportation information geared towards young people of *all* ages.



Komoka Railway Museum

The Kid's Corner includes train sound files, crossword puzzles, and a "name that engine" game.

New York City Transit Museum - Workshops for Kids and their Families

Even if you don't live in New York City, this site has some great ideas for transit-related activities for kids: "public transit for animals," "Building the Brooklyn Bridge," bus-side murals, and more.

There's More to Bicycles than You Think

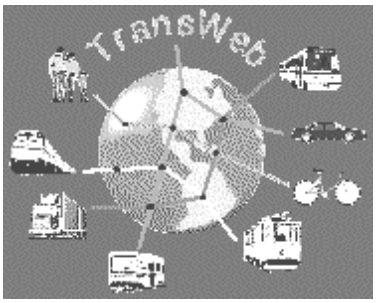
This site, run by the Burgwardt Bicycle Museum, gives a history of bicycles, from the "walking machine to the present." Pictures of various historical bicycles are also included.

Thomas the Tank Engine

Based on the Thomas books, this site includes train history, activity sheets, and stories. Visitors to the site are invited to add their comments to the Thomas Contact Book.

Railroad Games Home Page

This site brings together information about a number of railroad-related board and computer games for a variety of levels and abilities. Also included are train pictures and other game-related links.



Links to Other Transportation Sites

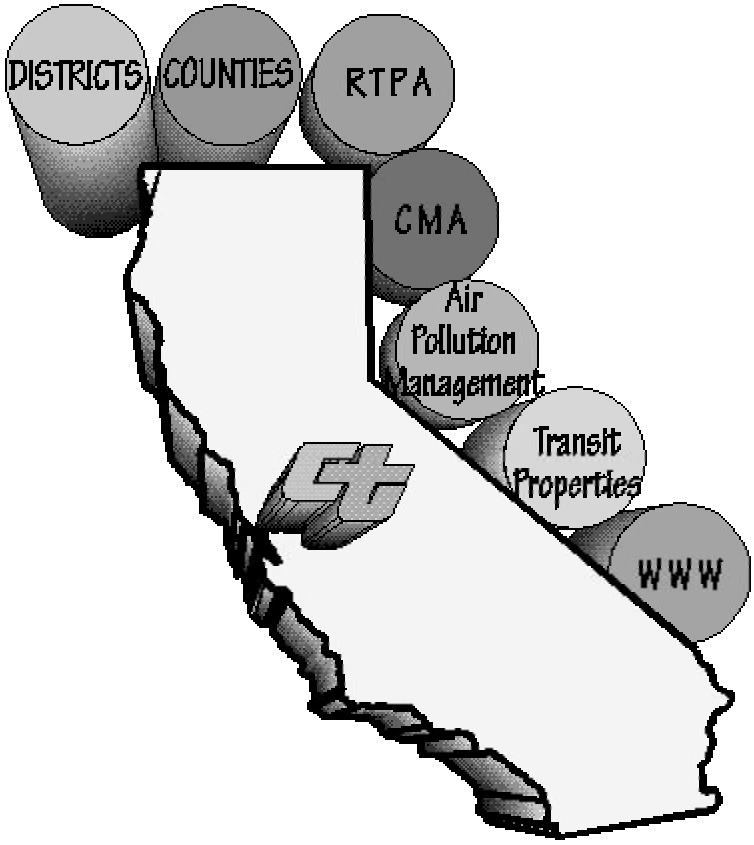
Links to transportation-related Internet sites have been organized into several categories, listed below. If you are looking for something specific and are unsure which section it would fall under, try using *TransWeb* Search.

World Wide Web/Gopher

- California Agencies, Organizations, and Information
- Government Publications
- Guides to Resources
- Libraries
- Maps
- Organizations
- Regional Transportation Planning Agencies
- State Government Agencies
- Statistics
- Transit Agencies/Properties
- Traffic Reports/Road Conditions
- Transportation/Transit Information
- Universities
- U.S. Government Agencies
- Other State/Local Government Agencies
- International Government Agencies

California Transportation Information

Click on the map or circles for more information.



[Caltrans Information] [Districts] [Counties]
[Regional Transportation Planning Agencies] [Congestion Management Agencies]
[Air Pollution Management] [Transit Properties] [WWW Links]

Caltrans Information

[Caltrans Headquarters] [Caltrans Districts]
[Caltrans Divisions/Offices] [Caltrans Programs]

Caltrans Headquarters

California Department of Transportation (Caltrans) - Caltrans is responsible for the design, construction, maintenance, and operation of the California State Highway System, as well as that portion of the Interstate Highway System within the state's boundaries. Alone and in partnership with Amtrak, Caltrans is also involved in the support of passenger rail service in California, and is a leader in promoting the use of alternative modes of transportation. This site describes agency and information services, and is beginning to include district information. Caltrans-developed software is available at this site.

Caltrans Districts

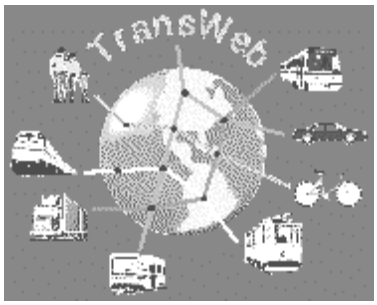
For a detailed map and information about each of our districts, see our Caltrans Districts section.

District 1	District 2	District 3	District 4	District 5	District 6
District 7	District 8	District 9	District 10	District 11	District 12

- **Caltrans Divisions/Offices**

  Division of Traffic Operations

  - Office of Electrical Systems
  - Office of Commercial Vehicle Operations and Permits
  - Engineering Service Center
    - Division of Structures
    - Office of Structures Design
    - Office of Structure Maintenance and Investigations



TransWeb Search

Use the form below to search for documents in this web containing specific words or combinations of words. The text search engine will display a weighted list of matching documents, with better matches shown first. Each list item is a link to a matching document; if the document has a title it will be shown, otherwise only the document's file name is displayed. A brief explanation of the query language is available, along with examples.

Search for:

Start Search Clear

Query Language

The text search engine allows queries to be formed from arbitrary Boolean expressions containing the keywords AND, OR, and NOT, and grouped with parentheses. For example:

`information retrieval`
finds documents containing 'information' or 'retrieval'

`information or retrieval`
same as above

`information and retrieval`
finds documents containing both 'information' and 'retrieval'

`information not retrieval`
finds documents containing 'information' but not 'retrieval'

`(information not retrieval) and WAIS`
finds documents containing 'WAIS', plus 'information' but not 'retrieval'

What's New on *TransWeb*

December 1996 to Present

[August '96 - November '96] [December '96 - Present]

This page focuses on new additions and modifications to *TransWeb*. You will find here announcement of events, new sections, new links, new library materials and more.
Visit our News page for **daily** updates on the latest headlines related with transportation.

October, 1997

★ *TransWeb* received "Best of the Web" award.

September, 1997

TransWeb has been upgraded with a new NT server to improve services. Due to this some services are under renovations and not yet fully functional.

★ "Sustainable Transportation In the 21st Century" symposium will be hapening in November.

June 18, 1997

★ The Graduate Courses in Transportation Management have been updated to reflect the latest changes in the curriculum and the upcoming classes to be offered.

June 16, 1997

★ We have added the Institute of Transportation Engineers (ITE) to our list of national organizations.

★ We have added The Peninsula Rail 2000 to our list of Californian Organizations.

June 13, 1997

★ The IISTPS library is now accessible from the front page, to help you find easily the publications you are looking for.

TransWeb Help

[About *TransWeb*] [About IISTPS]

TransWeb Development Standard

The *TransWeb* pages have been developed with HTML 3.0. They are best viewed with a browser which supports:

- Forms
- Tables
- Alignment of images & texts
- Image maps
- Special charcters such as ® and &COPY.

The *TransWeb* pages contain a lot of images and particularly, image maps which are clickable. At this time, there is no plan to develop a version of these pages for text-based browsers. Please contact IISTPS if there is a demand to support text-based browsers.

How to Get Around *TransWeb*

This button returns you to the previous page within the *TransWeb* links:

This button returns you to the home page of the *TransWeb* site:

Glossary

Sources:
Metropolitan Transportation Commission (MTC)
Citizen's Guide to MTC
American Public Transit Association (APTA)

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

- **AA - Alternative Analysis**

  An analysis of the engineering and financial feasibility of alternatives under consideration for a rail extension or other major transit construction project; required before federal monies can be allocated to a project.

- **AASHTO - American Association of State Highway and Transportation Officials**

  An interest group based in Washington, D.C., whose membership is fairly obvious from the name. Involved in research, advocacy and technical assistance.

- **ABAG - Association of Bay Area Governments**
  A voluntary association of counties and cities (otherwise known as a COG) that is the land-use planning agency for the nine-county San Francisco Bay Area. Also provides demographic, financial, administrative, training and conference services to local governments and businesses. A member sits on MTC.

- **Accessibility**
  The extent to which facilities are barrier free and useable by persons with disabilities, including wheelchair users.

- **ADA - Americans With Disabilities Act**
  Federal civil rights legislation for disabled persons passed in 1990; calls on public transit systems to make their services more fully accessible as well as to underwrite a parallel network of paratransit service.

SITE STATISTICS

The site statistics for *Transweb* are collected and analyzed using the WebTrends™ software. For this report, a week in May 1998 was chosen at random and the site statistics calculated. That week, from May 13th to May 19th, 62% of the 967 visitors to the *TransWeb* site were from the United States, the majority of them from California. 12% were from overseas, and 25% were visitors of unknown origin. While the number of international visitors seems small, these results should change as the number of international resources on the site is increased. A feedback form is available so that users can send in comments on and suggestions for improvements to the site.

The most requested page on the site, and the most frequent entry page, was the *TransWeb* home page. The fact that other pages, such as the European Information page, were used to enter the site, indicates that users have visited *TransWeb* before and bookmarked that page in order to return to it. The average visitor to the most viewed pages did not spend much time on them before moving elsewhere, presumably to the page that they were seeking.

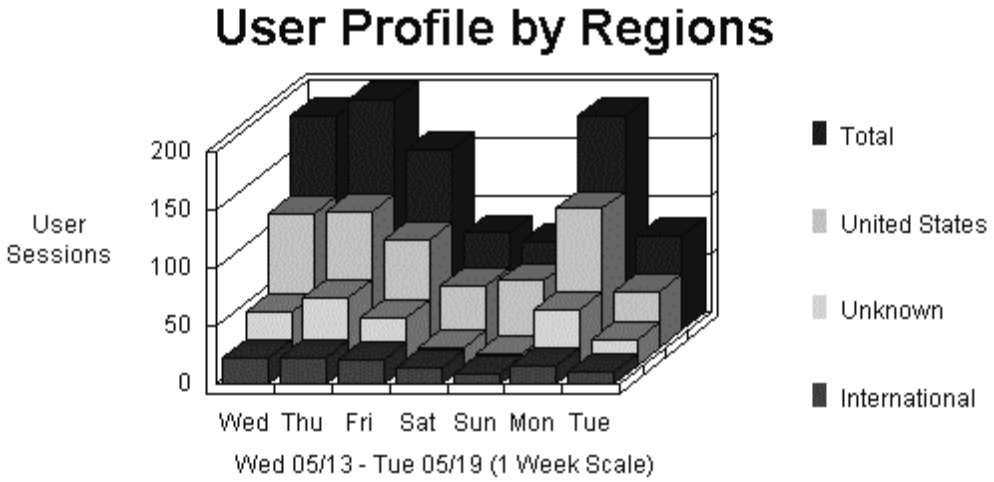
In that week, almost no files were downloaded from the site and few of the scripts were executed. Visitors to *TransWeb* were therefore more interested in reading the information available as html pages and did not need to use the search engine.

The site received over 90% of its visitors during the work week, but only 57% of these visits were made during the hours of 8 a.m. to 5 p.m. local time. As the majority of visitors is from the US, especially California, it would appear that browsing the *TransWeb* site tends to take place at lunchtime, in mid-afternoon, or late at night.

Detailed statistics for the site are shown on the following pages.

TransWeb Statistics

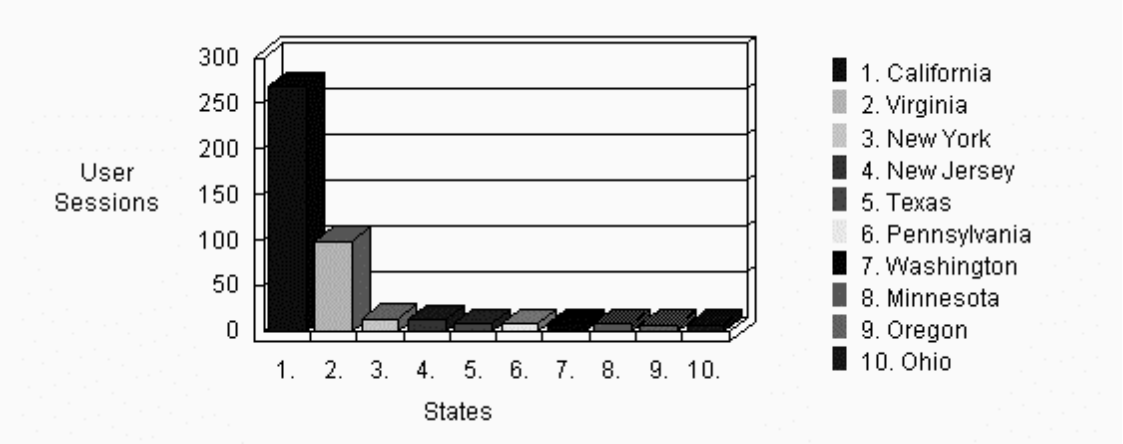
The User Profile by Regions graph identifies the general location of the visitors to your Web site. The General Statistics table includes statistics on the total activity for this server during the designated time frame.



General Statistics	
Date & Time This Report was Generated	Tuesday May 19, 1998 - 11:09:04
Timeframe	05/13/98 00:00:00 - 05/19/98 11:05:44
Number of Hits for Home Page	0
Number of Successful Hits for Entire Site	12668
Number of Page Views (Impressions)	6353
Number of User Sessions	967
User Sessions from (United States)	62.66%
International User Sessions	11.89%
User Sessions of Unknown Origin	25.43%
Average Number of Hits per Day	1809
Average Number of Page Views Per Day	907
Average Number of User Sessions per Day	138
Average User Session Length	00:08:58

North American States and Provinces

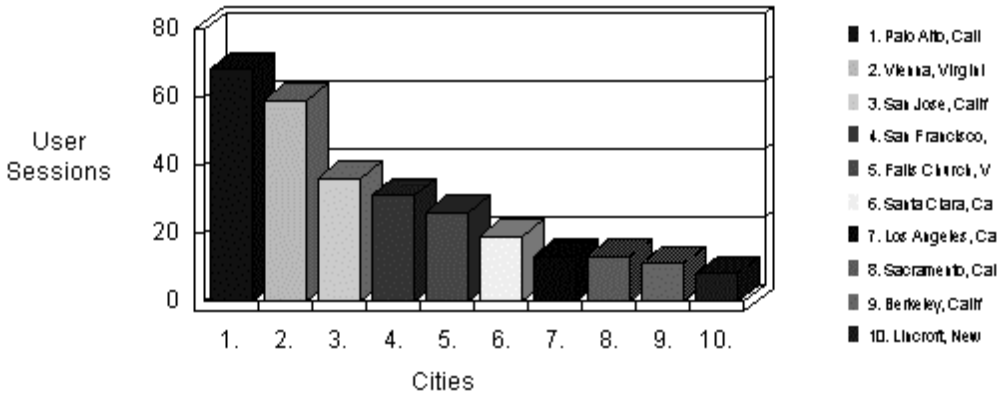
This section breaks down Web site activity to show which of the North American States and Provinces were the most active on your site. This information is based on where the domain name of the visitor is registered, and may not always be an accurate representation of the actual geographic location of this visitor. This information can only be displayed if reverse DNS lookups have been performed.



North American States & Provinces		
	State	**User Sessions**
1	California	268
2	Virginia	99
3	New York	14
4	New Jersey	13
5	Texas	9
6	Pennsylvania	9
7	Washington	8
8	Minnesota	8
9	Oregon	7
10	Ohio	7
	Total For the States Above	**442**

Most Active Cities

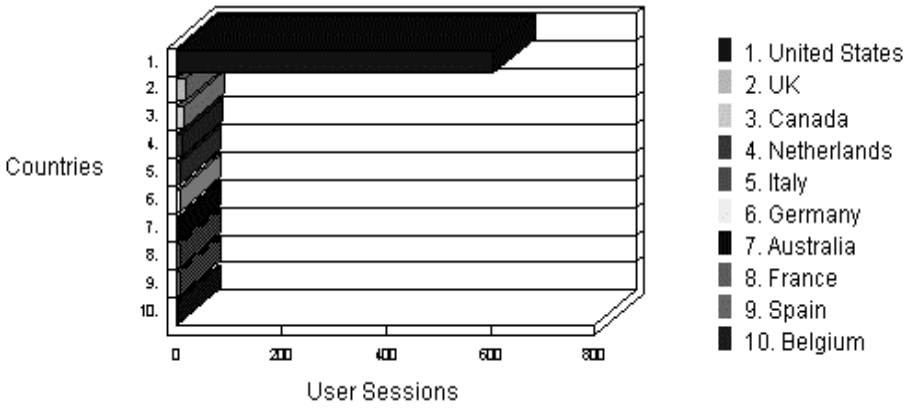
This section further breaks down your Web site's activity to show which cities were the most active on your site. This information is based on where the domain name of the visitor is registered, and may not always be an accurate representation of the actual geographic location of this visitor. This information can only be displayed if reverse DNS lookups have been performed.



	Activity by City	
	City, State	**User Sessions**
1	Palo Alto, California, United States	68
2	Vienna, Virginia, United States	59
3	San José, California, United States	36
4	San Francisco, California, United States	31
5	Falls Church, Virginia, United States	26
6	Santa Clara, California, United States	19
7	Los Angeles, California, United States	13
8	Sacramento, California, United States	13
9	Berkeley, California, United States	11
10	Lincroft, New Jersey, United States	8
	Total For the Cities Above	**284**

Most Active Countries

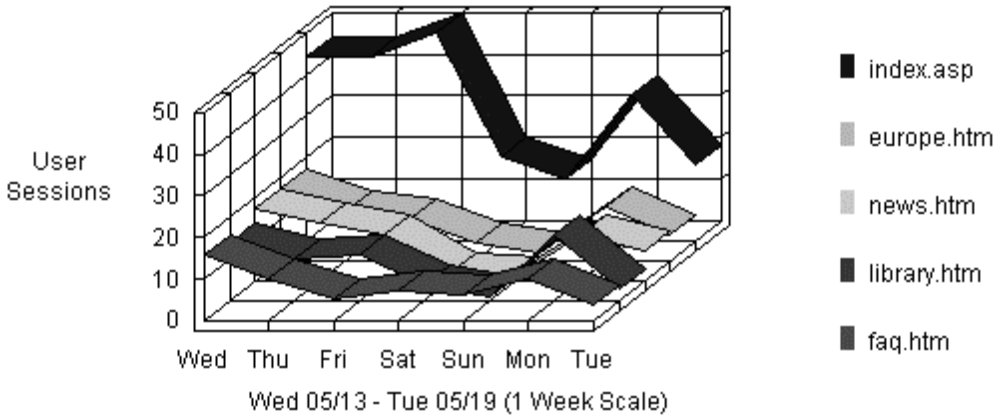
This section identifies the top locations of the users of your site by country. The country of the user is determined by the suffix of their domain name. Use this information carefully because this information is based on where the domain name of the visitor is registered, and may not always be an accurate identifier of the actual geographic location of this visitor (for example, individual visitors will often be seen as coming from the state where their ISP is registered.)



Most Active Countries		
	Countries	**User Sessions**
1	United States	606
2	UK	16
3	Canada	13
4	Netherlands	10
5	Italy	7
6	Germany	7
7	Australia	6
8	France	5
9	Spain	5
10	Belgium	4
11	Israel	4
12	Switzerland	3
13	Singapore	3
14	Japan	3
15	Finland	2
	Total	**694**

Most Requested Pages

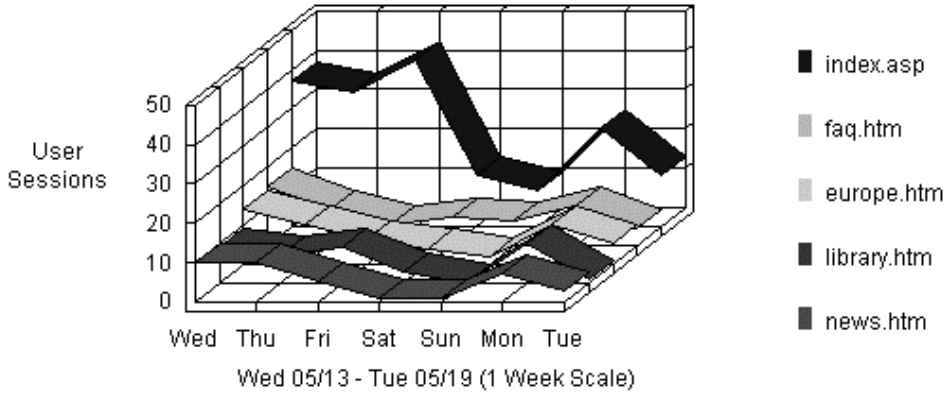
This section identifies the most popular Web Site pages and how often they were accessed. The average time a user spends viewing a page is also indicated in the tab



Most Requested Pages					
	Pages	**Views**	**% of Total Views**	**User Sessions**	**Avg. Time**
1	***TransWeb* - A Transportation Web Site Service provided by the Norman Y. Mineta** http://*TransWeb*.cob.sjsu.edu/index.asp	367	5.77%	226	00:01:46
2	**International Transportation Information – Europe** http://*TransWeb*.cob.sjsu.edu/europe.htm	105	1.65%	64	00:01:25
3	**Transportation News – 1997** http://*TransWeb*.cob.sjsu.edu/europe.htm	94	1.47%	63	00:01:24
4	**IISTPS - Library & Reference Materials** http://*TransWeb*.cob.sjsu.edu/library.htm	79	1.24%	59	00:00:56
5	http://*TransWeb*.cob.sjsu.edu/symposium/faq.htm	69	1.08%	58	00:00:04
6	**IISTPS** http://*TransWeb*.cob.sjsu.edu/iistnews.htm	64	1%	36	00:00:25
7	**Reference Sources on the Internet** http://*TransWeb*.cob.sjsu.edu/refer.htm	63	0.99%	25	00:00:50
8	***TransWeb*: California Transportation Information** http://*TransWeb*.cob.sjsu.edu/calif.htm	58	0.91%	42	00:00:55
9	**International Transportation Information - Alphabetical by Web Site** http://*TransWeb*.cob.sjsu.edu/intalpha.htm	51	0.8%	25	00:00:42
10	**The College of Business at San José State University, with support from the Mine** http://*TransWeb*.cob.sjsu.edu/acad.htm	50	0.78	%31	00:01:49
	Sub Total For the Page Views Above	**1000**	**15.74%**	**N/A**	**N/A**
	Total For the Log File	**6353**	**100%**	**N/A**	**N/A**

Top Entry Pages

This section identifies the first page viewed when a user visits this site. This is most likely your home page but, in some cases, it may also be specific URLs that users enter to access a particular page directly. The percentages refer to the total number of user sessions that started with a valid Document Type. If the session started on a document with a different type (such as a graphic or sound file), the file is not be counted as an Entry Page, and the session is not counted in the total.



Top Entry Pages			
	Pages	**% of Total**	**User Sessions**
1	***TransWeb* - A Transportation Web Site Service provided by the Norman Y. Mineta** http://*TransWeb*.cob.sjsu.edu/index.asp	18.36%	173
2	http://*TransWeb*.cob.sjsu.edu/symposium/faq.htm	5.94%	56
3	**International Transportation Information – Europe** http://*TransWeb*.cob.sjsu.edu/europe.htm	5.41%	51
4	**IISTPS - Library & Reference Materials** http://*TransWeb*.cob.sjsu.edu/library.htm	4.14%	39
5	**Transportation News – 1997** http://*TransWeb*.cob.sjsu.edu/news.htm	3.92%	37
6	**Access DB to Web Demo Query Form** http://*TransWeb*.cob.sjsu.edu/invquer1.htm	3.39%	32
7	**CALTRANS DISTRICT 12** http://*TransWeb*.cob.sjsu.edu/dist12.htm	1.8%	17
8	**IISTPS** http://*TransWeb*.cob.sjsu.edu/iistnews.htm	1.69%	16
9	**What is Telnet?** http://*TransWeb*.cob.sjsu.edu/telnet.htm	1.59%	15
10	**California Agencies, Organizations, and Information** http://*TransWeb*.cob.sjsu.edu/calsites.htm	1.38%	13
	Total For the Pages Above	**47.66%**	**449**

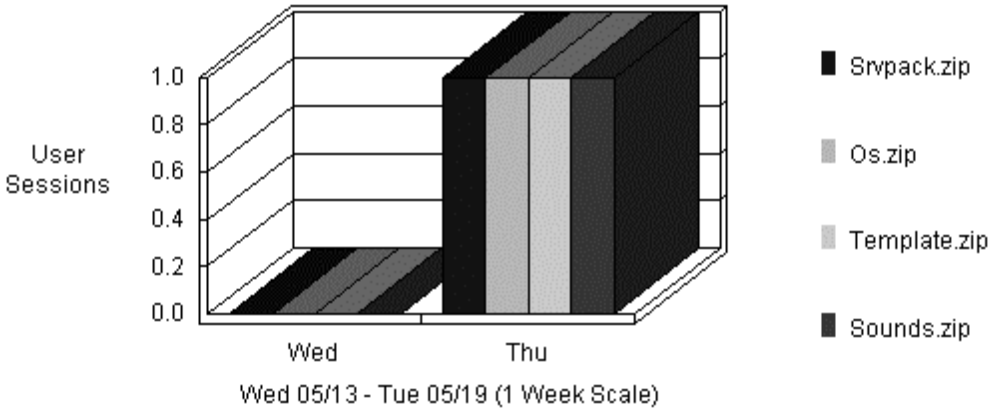
Top Paths Through Site

This section identifies the paths people most often follow when visiting your Web site. The path begins at the page of entry and shows the next six consecutive pages viewed.

Top Paths Through Site			
	Pages	**% of Total**	**User Sessions**
1	**http://*TransWeb*.cob.sjsu.edu/index.asp**	8.81%	82
2	**http://*TransWeb*.cob.sjsu.edu/symposium/faq.htm**	5.69%	53
3	**http://*TransWeb*.cob.sjsu.edu/europe.htm**	5.05%	47
4	**http://*TransWeb*.cob.sjsu.edu/news.htm**	3.65%	34
5	**http://*TransWeb*.cob.sjsu.edu/invquer1.htm**	2.58%	24
6	**http://*TransWeb*.cob.sjsu.edu/telnet.htm**	1.61%	15
7	**http://*TransWeb*.cob.sjsu.edu/intalpha.htm**	1.29%	12
8	**http://*TransWeb*.cob.sjsu.edu/calsites.htm**	1.18%	11
9	**http://*TransWeb*.cob.sjsu.edu/dist12.htm**	1.18%	11
10	**http://*TransWeb*.cob.sjsu.edu/library.htm**	1.18%	11
	Total For the Paths Above	32.25%	300

Most Downloaded Files

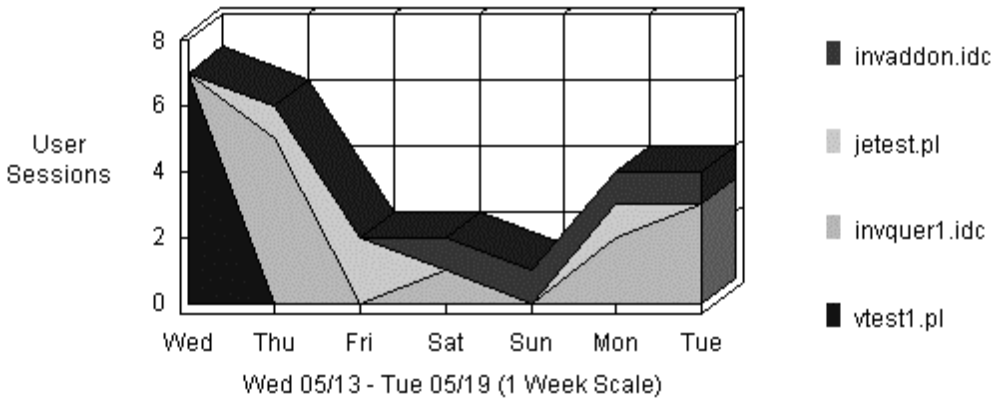
This section identifies the most popular file downloads of your Web site. If an error occurred during the transfer, that transfer is not counted.



Most Downloaded Files				
	File	**No. of Downloads**	**% of Total Downloads**	**User Sessions**
1	http://*TransWeb*.cob.sjsu.edu/off/Srvpack.zip	1	20%	1
2	http://*TransWeb*.cob.sjsu.edu/off/Os.zip	1	20%	1
3	http://*TransWeb*.cob.sjsu.edu/off/Template.zip	1	20%	1
4	http://*TransWeb*.cob.sjsu.edu/off/Sounds.zip	1	20%	1
5	http://*TransWeb*.cob.sjsu.edu/off/Clipart.zip	1	20%	1
	Total For the Files Above	**5**	**100%**	**N/A**

Most Submitted Forms and Scripts

This section identifies the most popular forms or scripts executed by your server. WebTrends counts any line with a Post command or a Get command with a "?" as a form or script, and shows only successful hits.



Most Submitted Forms & Scripts				
	Forms and/or Scripts	**No. of Forms**	**% of Total**	**User Sessions**
1	http://*TransWeb*.cob.sjsu.edu/cgi-bin/vtest1.pl	16	32.65%	7
2	http://*TransWeb*.cob.sjsu.edu/cgi-bin/invquer1.idc	15	30.61%	11
3	http://*TransWeb*.cob.sjsu.edu/cgi-bin/jetest.pl	8	16.32%	4
4	http://*TransWeb*.cob.sjsu.edu/cgi-bin/invaddon.idc	6	12.24%	4
5	http://*TransWeb*.cob.sjsu.edu/_vti_bin/search.htm0.idq	2	4.08%	1
6	http://*TransWeb*.cob.sjsu.edu/cgi-bin/symp.pl	1	2.04%	1
7	http://*TransWeb*.cob.sjsu.edu/canew.map	1	2.04%	1

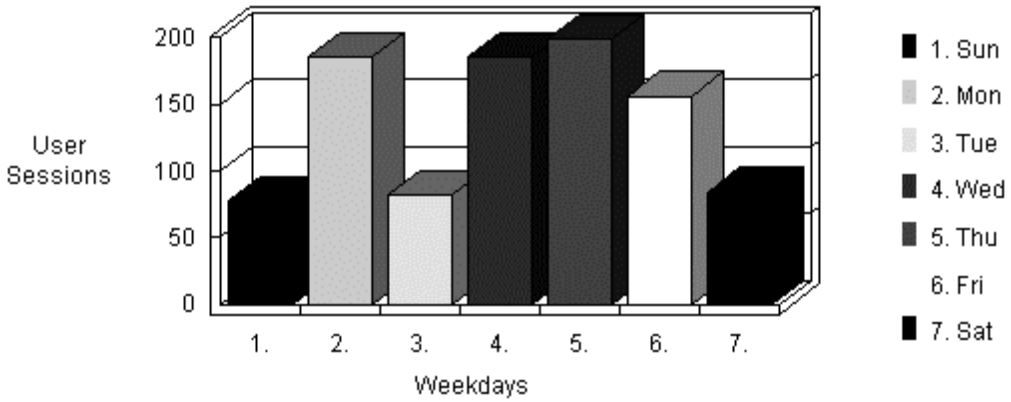
Summary of Activity by Day

This section outlines general server activity, comparing the level of activity on weekdays and weekends. Averages in the table do not include erred hits.

Summary of Activity by Day	
Average Number of Users per day on Weekdays	161
Average Number of Hits per day on Weekdays	2300
Average Number of Users for the entire Weekend	161
Average Number of Hits for the entire Weekend	1168
Most Active Day of the Week	Thu
Least Active Day of the Week	Sun
Most Active Day Ever	May 14, 1998
Number of Hits on Most Active Day	4145
Least Active Day Ever	May 17, 1998
Number of Hits on Least Active Day	535

Activity Level by Day of Week

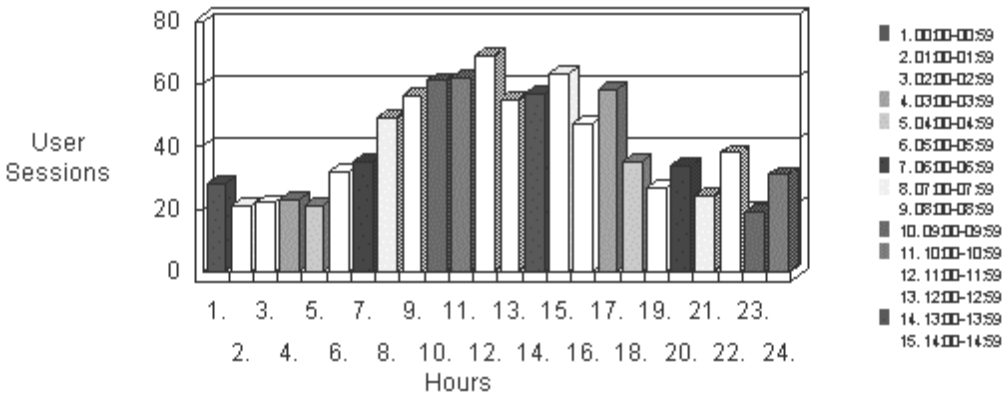
This section shows the activity for each day of the week for the report period (i.e. if there are two Mondays in the report period, the value presented is the sum of all hits for both Mondays.) The Total Weekdays line indicates the number of hits occurring Monday through Friday of the report period. The Total Weekends line indicates the number of hits occurring Saturday and Sunday of the report period. Values in the table do not include erred hits.



Activity Level by Day of the Week				
	Day	**Hits**	**% of Total Hits**	**User Sessions**
1	Sun	535	4.22%	77
2	Mon	1620	12.78%	185
3	Tue	925	7.3%	82
4	Wed	3306	26.09%	185
5	Thu	4145	32.72%	198
6	Fri	1504	11.87%	156
7	Sat	633	4.99%	84
	Total Weekdays	**11500**	**90.77%**	**806**
	Total Weekend	**1168**	**9.22%**	**161**

Activity Level by Hour of the Day

This section shows the most and the least active hour of the day for the report period. The second table breaks down activity for the given report period to show the average activity for each individual hour of the day.



Activity Level by Hours Details			
Hour	**Avg # of Hits**	**% of Total Hits**	**Avg # of Sessions**
00:00-00:59	1914	15.1%	28
01:00-01:59	82	0.64%	21
02:00-02:59	264	2.08%	22
03:00-03:59	220	1.73%	23
04:00-04:59	190	1.49%	21
05:00-05:59	391	3.08%	32
06:00-06:59	289	2.28%	35
07:00-07:59	424	3.34%	49
08:00-08:59	427	3.37%	56
09:00-09:59	497	3.92%	61
10:00-10:59	414	3.26%	62
11:00-11:59	662	5.22%	69
12:00-12:59	1623	12.81%	55
13:00-13:59	543	4.28%	57
14:00-14:59	1954	15.42%	63
15:00-15:59	528	4.16%	47
16:00-16:59	576	4.54%	58
17:00-17:59	382	3.01%	35
18:00-18:59	132	1.04%	27
19:00-19:59	174	1.37%	34
20:00-20:59	179	1.41%	24
21:00-21:59	299	2.36%	38
22:00-22:59	146	1.15%	19
23:00-23:59	358	2.82%	31

Total Users during Work Hours (8:00am-5:00pm)	**7224**	**57.02%**	**528**
Total Users during After Hours (5:01pm-7:59am)	**5444**	**42.97%**	**439**

Activity Level by Hour of the Day	
Most Active Hour of the Day	14:00-14:59
Least Active Hour of the Day	01:00-01:59

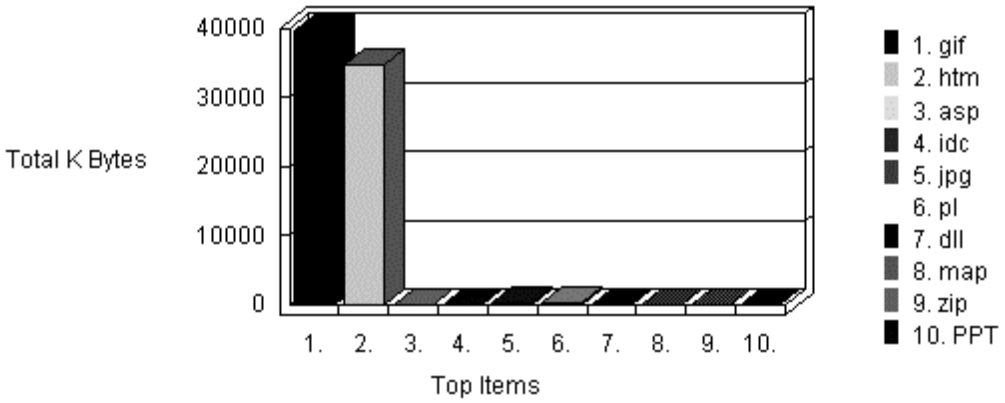
Technical Statistics and Analysis

This table shows the total number of hits for the site, how many were successful, how many failed, and calculates the percentage of hits that failed. It may help you in determining the reliability of your site.

Technical Statistics and Analysis	
Total Hits	12850
Successful Hits	12668
Failed Hits	182
Failed Hits as Percent	1.41%
Cached Hits	1228
Cached Hits as Percent	9.55%

Most Downloaded File Types and Sizes

This section identifies the download file types and the total kilobytes downloaded for each file type. Cached requests and erred hits are excluded from the totals.



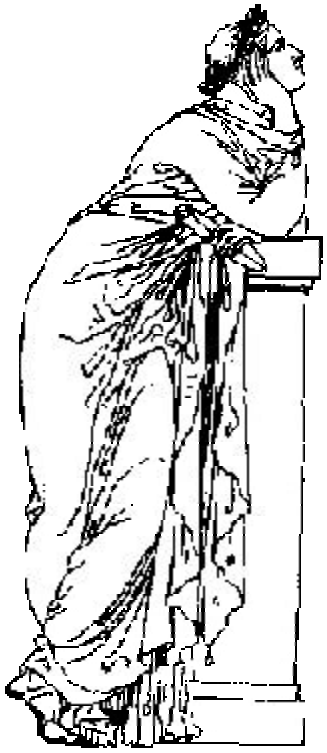
Most downloaded File Types			
	File type	**No. of Files**	**K Bytes Transferred**
1	gif	5496	39,726K
2	htm	5297	34,857K
3	asp	440	4K
4	idc	51	76K
5	jpg	50	259K
6	Pl	47	295K
7	Dll	29	26K
8	Map	13	4K
9	Zip	5	2K
10	PPT	5	137K
	Total Files & K Bytes Transferred	**11433**	**75,380K**

LIBRARY RESOURCES

The latest phase of the Library Resource Database implementation has focused on maintenance and the acquisition of new resources. A total of 728 books, reports, and other publications have been acquired through purchase or gifts and added to the IISTPS collection. The database, *Transport*, was purchased on CD/ROM from SilverPlatter Information, Inc. and made available to research associates and students through the Clark Library, San José State University. This database indexes important federal and international transportation documents, reports, and journal articles. All the material has been purchased to support the needs of IISTPS research projects and program courses. A student assistant, working under the Project Director, organized and cataloged the Institute's resources.

Information on available library resources has been shared with transportation organizations and individuals through *TransWeb*. A regular feature on the site lists new acquisitions to the collection. Transportation periodicals that are available in the Institute or at the SJSU campus libraries are also listed on the site. The site's database and search form allow researchers to locate material in the IISTPS library.

The following pages are representative samples of the library resources portion of the *TransWeb* site.



Library and Reference Materials

- About the IISTPS Library
- Library Search Form
- Periodicals in the IISTPS Library and on the Internet
- Recent Additions to the IISTPS Library Collection
- IISTPS Publications Order Form
- A Guide to the Papers of Rod Diridon
- Reference Sources on the Internet
- Transportation Libraries on the Internet

About the IISTPS Library

Mission: The mission of the library is to support the administrative, academic and research functions of the Institute.The library seeks to provide access to information for research, education and technology transfer in various aspects of surface transportation issues and policies

TransWeb shall be used to link to relevant transportation sites, listservs, databases of some available printed resources, IISTPS publications and other information.

The library's clientele consists of the Institute's faculty, research associates, students, and other authorized individuals and agencies. Research associates working on projects and students have borrowing privileges. Other individuals may use materials in the library.

Hours: 9 a.m. - 4:30 p.m. Monday - Friday

About the Collection

Subject Area of the Collection: The theme of the institute, as established by Congress in ISTEA, is "Transportation Policy Research" and "Transportation Management Education." The subjects represented by the library collection will be on both national and international surface transportation policy studies and transportation management education.

Relationship to the SJSU library: Collections in the San José State University Library support the undergraduate and graduate curriculum of the university. Materials required for the successful completion of a Masters in Transportation Policy Program will be purchased and housed in the SJSU libraries. Materials purchased by or donated to IISTPS may be housed in SJSU libraries or its departments (e.g. Special Collections, Reserve Book Room) for preservation, access or other concerns.

Kind of Materials Collected:

i. ***Materials Included:*** Materials generally included are monographs, periodicals, reports, serials, handbooks, dictionaries, directories, encyclopedias, bibliographies, case-studies, audio-visual materials, dissertations, theses, technical reports, pamphlets, prints, professional level materials, programmed materials, unpublished reports, working papers, publications of the Institute itself, electronic resources like electronically mounted files and bibliographies, in-house and/or on-line databases, and access to resources available through the Internet.

ii. ***Materials excluded:*** Materials not collected by the library are artifacts, books below college level, clippings, globes, laboratory manuals, language manuals, manuscripts, study guides, and newspapers.

Periodicals

Periodicals with links can be read or downloaded from an Internet site. All other periodicals listed here are available in the IISTPS library.

AASHTO Journal and Regs Report
Weekly coverage of legislative and regulatory news and U.S. Federal Regulations on transportation.

Access
The University of California Transportation Center, founded in 1988, facilitates research, education, and public service for the entire UC system.
Holdings: Fall 1994 - Fall 1996

Alternative Fuels in Trucking
News concerning important developments in the use of alternative fuels in heavy-duty trucks from the National Renewable Energy Laboratory, Department of Energy.

BusRide
A source of information on all that's new and newsworthy in the total bus market...transit, intercity charter, school, airport ground service, tour and special service.
Holdings: September, 1993 - May, 1995

Business Journal
San José and Silicon Valley Business News.
Holdings: Latest three months

CATF Review
Research information and news from the Center for Alternative Transportation Fuels.

California Rail News
News about trains in California.
Holdings: April/May 1995 - Present

City Rail International
Addresses new technology developments, projects, and news in the urban and suburban rail industry, worldwide.
Holdings: Jan./Feb. 1996 – present

Community Transportation - partial
Publication of the Community Transportation Association of America. Includes information of concern to the community transportation industry.

Recent Additions to the IISTPS Library Collection

The following items were added to the IISTPS Library collection during **May 1997.**

TITLE	Access for Persons with Disabilities to Passenger Vessels and Shore Facilities
SUBTITLE	The Impact of the Americans with Disabilities Act of 1990
AUTHOR	Environmental Engineering Division, Volpe National Transportation Systems Center
PUBLISHER	Office of Environment, Energy and Safety
REPORT NUMBER	DOT-T-96-20
DATE	1996
SUBJECTS	Americans with Disabilities Act Passenger Vessels and Shore Facilities
CALL NO.	HE5773.A3

TITLE	How to Keep America Moving
SUBTITLE	Report on the U.S. Department of Transportation's Outreach on Reauthorization of the Intermodal Surface Transportation Efficiency Act
AUTHORS	Donald H. Camph, Sarah Siwek and Francesca Forestieri
PUBLISHER	U.S. Office of Governmental Affairs
DATE	1997
SUBJECTS	Public Transportation Intermodal Surface Transportation Efficiency Act
CALL NO.	HE193.U55

TITLE	How to Keep America Moving
SUBTITLE	Report on the U.S. Department of Transportation's Outreach on Reauthorization of the Intermodal Surface Transportation Efficiency Act
AUTHORS	Donald H. Camph, Sarah Siwek and Francesca Forestieri
PUBLISHER	U.S. Office of Governmental Affairs
DATE	1997
SUBJECTS	Public Transportation Intermodal Surface Transportation Efficiency Act
CALL NO.	HE193.U55

Library Search Form

The IISTPS Library Database contains materials found in the IISTPS Library collection. The subjects represented by the library collection include materials concerning both national and international surface transportation policy studies and transportation management education. For more information about the library and its policies and procedures, see About the IISTPS Library.

Enter search values in any field of this form. You can enter values in more than one field. For example, entering "transit" in the Title field and "Smith" in the Author field will retrieve all records that contain both terms, but will also retrieve items that *only* include "transit" in the Title field or *only* include "Smith" in the author field.

Searching Tips

Total number of records in the database: 850
Last updated: 6/19/98

Title:	
Author:	
Corporate Author:	
Publisher:	
Publication Year:	
Subject:	
ISBN:	
ISSN:	
Govt. Document No.:	
Govt. Report No.:	
Library of Congress No.:	

Search Clear

A Guide to the Papers of Rod Diridon

Rod Diridon served on the Santa Clara County Board of Supervisors from 1974-1994. One of his chief areas of expertise was surface transportation planning.
This collection can be found in the Legislators' Archives, which is part of the San José State University Library's Special Collections Department, Walquist Library North, Rm. 315. The collection is non-circulating
This finding aid will help provide access to the collection, which is stored in file folders and boxes. Once you click on/select a box, you will see indented under the box number the numbers and headings for each file folder in that box.

Box. No.

1. Biographical File, 1967- (chron.)
2. Biographical File, 1990- (chron.)
3. Biographical File, 1988-1994 (chron.)
4. Speeches and Writings, 1972-1994 (chron.)
5. Charities and Volunteer Activities (alpha.)
6. Santa Clara County Board of Supervisors (alpha.)
7. Santa Clara County (SCC) (alpha.)
8. Correspondence (alpha.)
9. Transportation Agency (TA) (alpha.)
10. Transportation Agency (TA) (alpha.)
11. Transportation Agency (TA) (alpha.)
12. Transportation Agency (TA) (alpha.)
13. Transportation Agency (TA) (alpha.)
14. Transportation Agency (TA) (alpha.)
15. Rail (alpha.)
16. Rail (alpha.)
17. Rail (alpha.)
18. Rail (alpha.)
19. Light Rail Transit (LRT) (alpha.)
20. Light Rail Transit (LRT) (alpha.)
21. Light Rail Transit (LRT) (alpha.)
22. Light Rail Transit (LRT) (alpha.)
23. Bay Area Rapid Transit (BART) (alpha.)

Reference Sources on the Internet

[Bibliographies] [Directories] [Glossaries] [Government Publications/Information] [Maps] [Statistics] [Surface Transportation-Related FAQs]

Bibliographies

- Bicycle Helmets
  Dynamic Transportation Systems Analysis
  General Infrastructure
  Highways
  Hybrid Electric Vehicles
  Infrastructure
  Intelligent Transportation Systems (PATH Database)
  LTAP Resources
  Includes resources relating to bridges, drainage/roadside equipment, management, operations, and roads.
  New York City Subway Bibliography
  Personal/Group Rapid Transit
  Rails-to-Trails
  Technology Transfer
  Transportation and the Environment
  Transportation Science (INFORMS)
  Truck and Transit Research
  Urban Design
  Includes highways, pedestrian, streets, traffic

Directories

- netAddress Book of Transportation Professionals
  A searchable directory of e-mail addresses and URLs of transportation professionals. From this site you can also connect to a variety of general and special purpose directories on the Web.

Glossaries

- CALSTART Advanced Transportation Glossary
  Terms, abbreviations, and acronyms related to the advanced transportation industry.

Transportation Libraries

CALIFORNIA

- IISTPS Library - San José State University.
- Clark Library - San José State University. Transportation Collection.
- Telnet to SJSU Library Catalog – Login as "lib"

What is Telnet?

- Harmer E. Davis Transportation Library, Institute of Transportation Studies - University of California, Berkeley.

- The Harmer E. Davis Library serves the research needs of the Institute of Transportation Studies and the University of California statewide. The Library collects intensively in all transportation-related subjects and includes both foreign and U.S. publications on technical, environmental, socio-economic and policy aspects of transportation. Related collections in business, engineering, government studies and environmental design are identified.
  Transportation materials are included in Melvyl, The University of California's union catalog, which can be accessed at telnet://melvyl.ucop.edu. The library also maintains the PATH (Partners for Advanced Transit and Highways) Database, a bibliographic database pertaining to Intelligent Transportation Systems (ITS).

- Telnet to Melvyl - Includes Transportation Library holdings.

UNITED STATES

- Infrastructure Technology Institute, Northwestern University
  The ITI homepage identifies research projects and research associates of the Infrastructure Technology Institute. Institute publishing and clearinghouse activities are noted. It publishes Current Literature in Traffic and Tranportation.

  The transportation library concentrates on socioeconomic aspects of transportation with an emphasis on management, operations, safety, regulation and planning. The library has substantial holdings of federal environmental impact statements. Document delivery is available for a fee.

TRANSPORTATION INTERNET USE SURVEY

SURVEYS

The *International Transportation Information System Survey* was originally conducted in 1995 and later revised to further investigate the importance and use of web-based transportation information for transportation professionals. The new survey, distributed in 1997, was renamed the *Transportation Internet Use Survey.* The questions in the follow-up survey were reordered, and some were removed or added. The revised survey included several questions on familiarity with TransWeb, frequency of visits to TransWeb, the usefulness of its features, and favorite World Wide Web sites.

Approximately 1,500 copies of the *Transportation Internet Use Survey* (see Appendix A) were distributed by mail, primarily in California. They were sent to IISTPS Research Associates and members of several transportation organizations such as the California Transit Association, public works directors, planning staffs, and Caltrans District offices. Responses (n = 139) were returned by mail and fax. A different version of the survey (see Appendix B) was added to TransWeb to elicit responses from visitors to the World Wide Web site. The web responses were not included in the results for this study.

RESULTS FROM MAIL SURVEY RESPONDENTS

The survey results indicate that:

- 61% of the respondents have access to the Internet.
- 94% of those without access are familiar with the Internet or have plans to implement access.
- Those with access have been using the Internet for an average of 1.66 years.
- Users access the internet an average of 12.16 hours per month.

The data show that transportation professionals use the Internet primarily for e-mail (23%), the acquisition of

government reports (19%), and statistics (14%). The low use of electronic journals (7%) and paid-subscription databases (1%) reflects both the recent introduction of these products and services through the World Wide Web and the greater appeal of free information available on the web.

Several questions addressed the respondents' knowledge and use of TransWeb. The results indicate that only 5% are familiar with TransWeb. This 5% visits the *TransWeb* site an average of eight times per month. Almost two thirds of those respondents learned about TransWeb and its contents through the Institute's quarterly newsletter *The World in Motion* (see Figure 4-1).

Twenty percent of the respondents use TransWeb primarily for news and California transportation information, while another 15% focus on national transportation information and links to other transportation sites. Less utilized are the *What's New* and international features (10%) and the *IISTPS Information* section (see Figure 4-2).

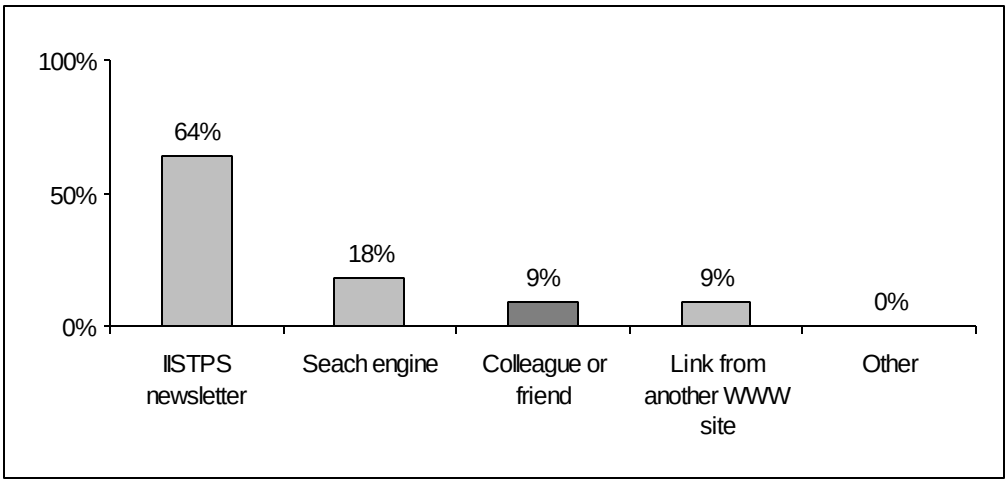


Figure 4-1 How did you learn about TransWeb?

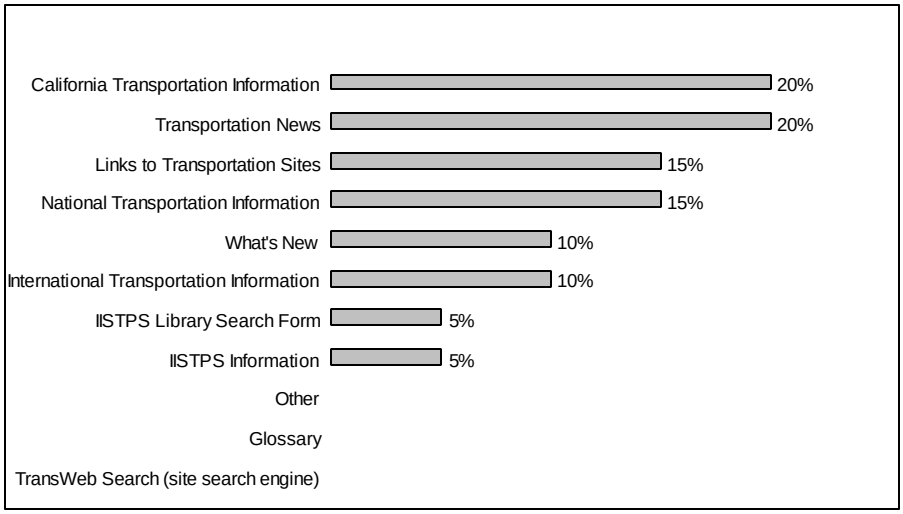
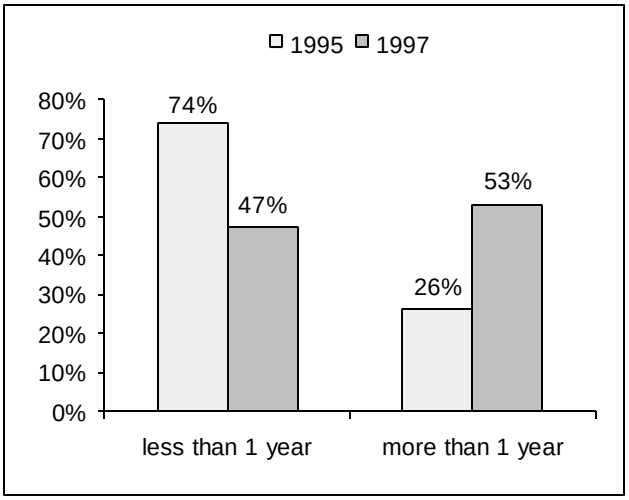


Figure 4-2 Which TransWeb features do you use most?

COMPARISONS

A number of questions were repeated from the previous survey. A comparison of the results from the 1995 and 1997 surveys indicates increased familiarity with and use of the web, the adoption of new search methods, and minor changes in patterns of use. The number of individuals with access to the Internet has risen. The 1995 study showed that 74% of the respondents had internet access for less than a year and only 26% for more than a year (see Figure 4-3). In 1997, the survey indicates that 47% have had internet access for less than a



year, while 53% have had access for more than a year.

Figure 4-3 Length of Time with Internet Access

For the transportation professionals and planners who use the Internet, average use has increased from 11.25 hours per month in 1995 to 12.16 hours per month in 1997. Both surveys indicate that the number of hours users access the internet each month is not great (see Figure 4-4).

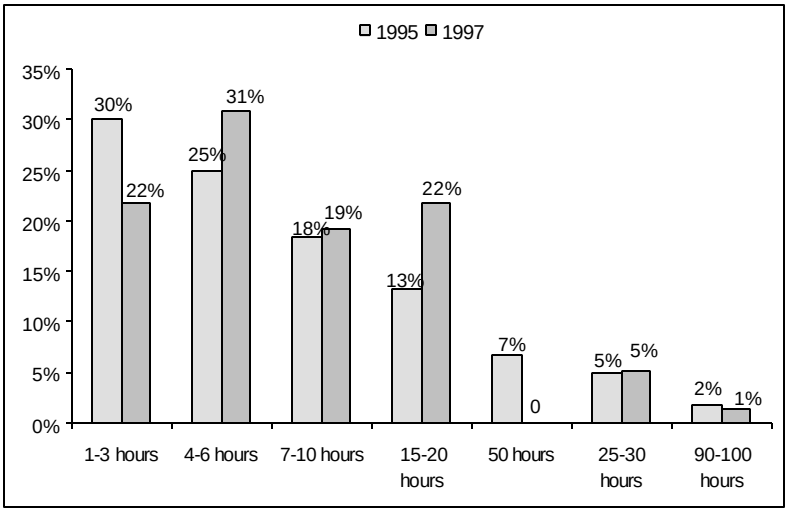


Figure 4-4 Hours of Internet Use
(per month, by percentage of users in each category)

Since 1995, the activities respondents carried out on the Internet have changed slightly. While e-mail and government reports remain the highest rated activities, the use of Bulletin Boards has dropped from 11% to 5% (see Figure 4-5). As expected, changing technologies are being quickly adopted by Internet users.

The 1997 survey responses showed that the Internet tools employed by most respondents are search engines (51%) and the browser most used is Netscape (62%). As shown in Table 4-1, the new search engines and graphical browsers have become more popular than Gopher or Veronica. The File Transfer Protocol (FTP), a method of uploading and downloading files on the net, is still popular with a small number of users.

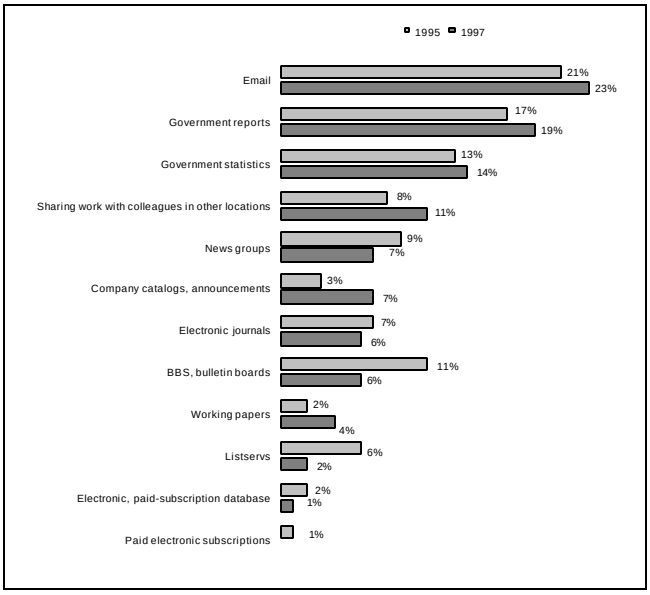


Figure 4-5 Internet activities

Table 4-1–Internet Tools Usage*

1997	
Search engines	51.0%
FTP	20.0%
Gopher	12.0%
Other	8.0%
Telnet	6.0%
Veronica, Archie, and/or Jughead	2.0%
Wais	1.0%
1995	
WWW Browsers (such as Mosaic, Netscape)	29.7%
Gopher	22.8%
FTP	21.6%
Telnet	11.5%
Veronica, Archie, and/or Jughead	8.8%
Wais	2.8%
Lynx (non-graphical)	2.8%

*Survey questions differed slightly between the 1995 and 1997 surveys.

The kinds of materials used in research and the individuals likely to use the Internet were explored in both surveys (see Table 4-2).

Table 4-2–Information Needed for Work or Research*

Type of Information	1995	1997
State government publications	11%	13%
Federal agency publications	10%	12%
Local or regional agency reports	10%	12%
Published research	9%	7%
Internal reports and documents	8%	7%
Statistical information	8%	9%
Reference materials	5%	6%
Information by and about professional organizations	5%	6%
Current calendar of upcoming events, meetings, and conferences	7%	6%
Requests for proposals, announcements, submission dates, and requirements	5%	5%
Highway Performance Management System (HPMS) reports	6%	4%
International transportation agency reports	2%	3%
Bibliographic databases	4%	3%
Internally collected statistics	6%	3%
Online economic statistics	3%	3%
Other	1%	1%

*Survey questions differed slightly between the 1995 and 1997 surveys.

The types of material deemed most useful by respondents in 1995 and in 1997 are publications from state, federal, and local, agencies. Some differences exist in how the choices were ranked but these remain the top three. Statistical information, reference materials, and current events are considered more useful than requests for proposals (RFP) or international and bibliographical information.

Figure 4-6 identifies the individuals likely to use Internet-based information, categorized by type of position held. In 1997 the largest groups of potential users were engineers (19%), planners (17%), managers (15%), and administrators (13%). The 1997 survey indicates a higher level of interest from planners than from managers compared to the 1995 survey.

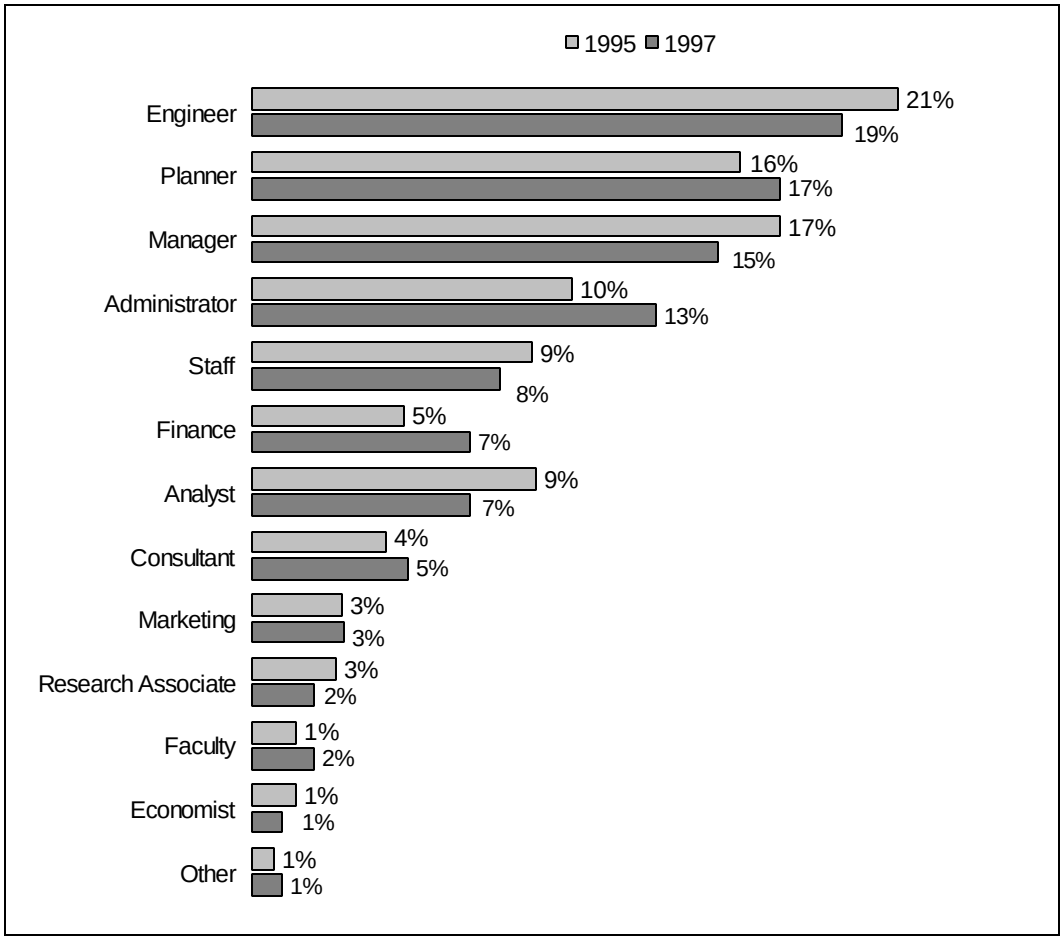


Figure 4-6–Internet-Based Information Users

CONCLUSIONS AND RECOMMENDATIONS

This project provided an opportunity to explore the importance of the Internet for transportation professionals and planners in California and to further develop a World Wide Web presence. It also serves to continue the implementation of two parts of an enhanced transportation information network: the *TransWeb* site and the Library Resource Database.

The use of knowledgeable, experienced graduate and undergraduate students significantly added to the quality of the project. The students programmed databases, produced graphics, created HTML files, searched for transportation-related resources and news, and catalogued and processed materials for the Library Resource Database. The Institute gained from the varied skills of the students and the students acquired practical experience through a directed learning experience. They produced excellent results and helped to keep project expenses down.

TRANSWEB

In response to suggestions and comments from site visitors, *TransWeb* continues to improve both its visual display and content and to add links to relevant resources. Suggestions for improvement include:

- the continued use of students in the development of the web site;
- the addition of a permanent webmaster to manage the overall appearance and content of the site and to direct the student efforts; and
- the adoption of new interactive features, such as using the JAVA™. Programming language

To undertake these improvements, permanent monthly funding should be established for computer services and maintenance and hiring a webmaster and a librarian as permanent staff.

Future phases of this project should focus on maintaining and improving existing features, exploring and adding other relevant transportation sites, developing other unique

resources (e.g., adding a glossary and enhancing *Kids in Transportation*), and adding more links to Caltrans, U.S. Department of Transportation (USDOT), and other surface transportation agencies.

LIBRARY RESOURCES

The next phase of the project should include adding an easier link to the library and its resources from the *TransWeb* homepage, expanding the *Ask a Librarian* feature, and providing a method for locating materials on a specific topic.

A long-term recommendation is to explore alternative staffing options. A permanent librarian, initially part-time, could support several of the development activities. These include the acquisition and maintenance of the materials collection, support for the *Ask a Librarian* feature, and development of instructional aids for the educational program. An alternative approach is to outsource some functions, such as acquisitions and cataloging, and to create a closer relationship with another library (e.g., San José State University library).

The Institute's newsletter, *The World in Motion*, should be produced in a format that can easily be transferred to HyperText Markup Language (HTML). This change would simplify the conversion process and decrease the time it takes for the newsletter to appear on *TransWeb*.

SURVEY OF TRANSPORTATION PROFESSIONALS

The survey of surface transportation professionals was developed in an attempt to garner information from more individuals working in surface transportation. Future surveys should be broadened to solicit more responses from non-California groups and associations. Transportation Listservs and other publications could be used to attract more individuals to the *TransWeb* version of the survey. More comments and suggestions regarding use of the national and international features of *TransWeb* will be elicited. Additional questions should address web sites developed by those organizations who complete the survey.

APPENDIX A

SURVEY QUESTIONNAIRE – MAILED VERSION

Transportation Internet Use Survey

PURPOSE OF SURVEY: The International Institute for Surface Transportation Policy Studies at San José State University and the California Department of Transportation (CALTRANS) are continuing to investigate the importance of the Internet to transportation professionals for work and research. A World Wide Web site was created last year as a gateway to transportation resources. This survey addresses your use of *TransWeb* and the Internet in transportation research.

1. Do you have access to the Internet? YES NO

IF NO: (a) Are you familiar with the Internet? YES NO

(b) Do you or your organization have plans to implement access in the future? YES NO

IF YES: (a) How long have you been using the Internet?
_____ Days _____ Months _____ Weeks _____ Years

(b) What do you use the Internet for? Please check all items that apply.
___ E-mail
___ Sharing work with colleagues in other locations
___ Listservs
___ Company catalogs, announcements, etc.
___ Electronic journals
___ News groups
___ Working papers
___ BBS, bulletin boards
___ Government reports
___ Electronic, paid-subscription databases
___ Government statistics (Lexis/Nexis, Dow Jones, Dialog)

(c) On average how many hours per month do you use the Internet?
_____hours

(d) Which Internet tools do you use?
Please check all items that apply.

___ Gopher
___ Telnet
___ Veronica, Archie and/or Jughead
___ WAIS
___ FTP (file transfer protocol)
___ Search engines (e.g., Yahoo, Infoseek)
___ Other:_____

(e) Which World Wide Web browser do you use most often?
___ Mosaic ___ Netscape ___ MS Internet Explorer
___ Lynx ___ Netcruiser ___ Other:_____ _____

2. Who among the people in your organization are likely to use an Internet-based information system? Please check all positions that apply.
___ Faculty, Teacher ___ Administrator ___ Manager
___ Staff ___ Planner ___ Analyst
___ Student ___ Economist ___ Engineer
___ Marketing ___ Finance ___ Consultants
___ Research associates
___ Other, please specify:_____

3. Are you familiar with the *TransWeb* World Wide Web site (http://*TransWeb*.sjsu.edu)? ___ YES ___ NO

IF NO: Skip to Question 4.

IF YES:
(a) How did you learn about *TransWeb*? Please check all items that apply.

___ Search engine (e.g. Yahoo, Infoseek)
___ Colleague or friend
___ Link from another WWW site
___ Other:_____
___ IISTPS newsletter

(b) How often do you visit the *TransWeb* site?
___ Times per day ___ Times per week___ Times per month

(c) Which *TransWeb* features do you use most. Please check all items that apply.
___ Transportation news
___ What's new
___ California transportation information
___ Glossary
___ National transportation information
___ IISTPS information
___ Links to transportation sites
___ International transportation information
___ *TransWeb* Search (site search engine)
___ Other:_____
___ IISTPS Library search form

(d) What information and features would you like to see available through *TransWeb*™?

4. What are some of your favorite transportation World Wide Web sites?

5. What kinds of information/materials do you use or need to access in your work or research? Please check all items that apply.

___ Internal reports and documents
___ Nongovernmental published research (papers, journals,reports, etc.)
___ State government publicat ions
___ Federal agency publications
___ Local or regional agency reports
___ International transportation agency reports
___ Highway Performance Management System (HPMS) reports, summaries
___ Reference materials like directories or dictionaries
___ Bibliographic databases, such as the Transportation Research Information System (TRIS)
___ Statistical information (demographics, usage, etc)
___ Internally collected statistics
___ Online economic statistics
___ Information by and about prof essional organizations
___ Current calendar of upcoming events, meetings, conferences
___ Requests for proposals (RFPs), announcements, submission dates, requirements
___ Other, please specify: _____

6. Do you use materials in languages other than English? YES NO
If YES, which languages:_____

7. Where do you get your information now? Please check all items that apply.

___ Visit and use company/organization library
___ Request materials from dep artments or agencies
___ Hire consultants
___ Use librarians, information providers or information professionals
___ Request materials from company/organization library
___ Use assistant to search for information
___ Have contract with outside agency or information provider to locate and provide data
___ Use electronic means (Internet, World Wide Web)

8. How frequently is an abstract or annotation useful in determining the value of a report or other source?

___ Often ___ Sometimes ___ Rarely ___ Never

APPENDIX B

SURVEY QUESTIONNAIRE – WORLD WIDE WEB VERSION

Transportation Internet Use Survey

PURPOSE OF SURVEY: The International Institute for Surface Transportation Policy Studies at San José State University and the California Department of Transportation (CALTRANS) are continuing to investigate the importance of the Internet to transportation professionals for work and research. The *TransWeb*™ World Wide Web site was created last year as a gateway to transportation resources. This survey addresses your use of *TransWeb* and the Internet in transportation research.
Feel free to browse. Results of Survey of Internet Professionals for information about last year's survey. To participate in our second annual survey, please fill in the following form and press the submit button.

If you would like to be notified when the survey results are ready, please enter your name and mailing address or e-mail address:

How did you find out about this survey?

1. Internet use:
(a) How long have you been using the Internet?

☐ Days

☐ Weeks

☐ Months

☐ Years

b) What do you use the Internet for? Please check all items that apply.

☐ E-mail

☐ Sharing work with colleagues in other locations

☐ Listservs

☐ Company catalogs, announcements, etc.

☐ Electronic journals

☐ News groups

☐ Working papers

☐ BBS, bulletin boards

☐ Government reports

(c) On average how many hours per month do you use the Internet?

☐ hours

(d) Which Internet tools do you use? Please check all positions that apply.

☐ Gopher
☐ Telnet
☐ Veronica, Archie and/or Jughead
☐ WAIS
☐ FTP (file transfer protocol)
☐ Search engines (e.g., Lycos, Infoseek)

(e) Which World Wide Web browser do you use most often?

☐ Netscape
☐ MS Internet Explorer
☐ Lynx
☐ Mosiac
☐ Netcruiser
☐ Other

2. Who among the people in your organization are likely to use an Internet-based information system? Please check all items that apply.

☐ Faculty, Teacher
☐ Manager
☐ Staff
☐ Analyst
☐ Student
☐ Economist
☐ Administrator
☐ Engineer
☐ Planner
☐ Marketing
☐ Finance
☐ Consultants
☐ Research associates
☐ Other, please specify:

3. Are you familiar with the *TransWeb*Ô World Wide Web site?

☐ YES ☐

IF NO: Skip to Question 4.
IF YES:

(a) How did you learn about TransWeb? Please check all items that apply.

☐ Search engine (e.g. Yahoo)
☐ Link from another WWW site
☐ IISTPS newsletter
☐ Colleague or friend
☐ Other:

(b) How often do you visit the TransWeb site?

☐ Times per day
☐ Times per week
☐ Times per month

(c) Which TransWeb features do you use most. Please check all items that apply.

☐ Transportation news
☐ California transportation information
☐ Glossary
☐ National transportation information
☐ Links to transportation sites
☐ International transportation information
☐ *TransWeb* Search (site search engine)
☐ IISTPS information
☐ IISTPS Library search form
☐ Other:

(d) What information and features would you like to see available through TransWeb?

4. What are some of your favorite transportation World Wide Web sites?

5. What kinds of information/materials do you use or need to access in your work or research? Please check all items that apply.

- ☐ Internal reports and documents
- ☐ Nongovernmental published research (papers, journals, reports, etc.)
- ☐ State government publications
- ☐ Federal agency publications
- ☐ Local or regional agency reports
- ☐ International transportation agency reports
- ☐ Highway Performance Management System (HPMS) reports, summaries
- ☐ Reference materials like directories or dictionaries
- ☐ Bibliographic databases , such as the Transportation Research Information System (TRIS)
- ☐ Statistical information (demographics, usage, etc.)
- ☐ Internally collected statistics
- ☐ Online economic statistics
- ☐ Information by and about professional organizations
- ☐ Current calendar of upcoming events, meetings, conferences
- ☐ Requests for proposals (RFPs), announcements, submission dates, requirements
- ☐ Other, please specify: _____

6. Do you use materials in languages other than English?

☐ YES ☐ NO

If YES, which languages: _____

7. Where do you get your information now? Please check all items that apply.

- ☐ Visit and use company/organization library
- ☐ Request materials from departments or agencies
- ☐ Hire consultants
- ☐ Use librarians, information providers or information professionals
- ☐ Request materials from company/organization library
- ☐ Use assistant to search for information
- ☐ Have contract with outside agency or information provider to locate and provide data
- ☐ Use electronic means (Internet, World Wide Web)

8. How frequently is an abstract or annotation useful in determining the value of a report or other source?

☐ Often

☐ Sometimes

☐ Rarely

☐ Never

9. Additional comments:

APPENDIX C

TRANSPORTATION INTERNET USE SURVEY RESULTS

1995-1996

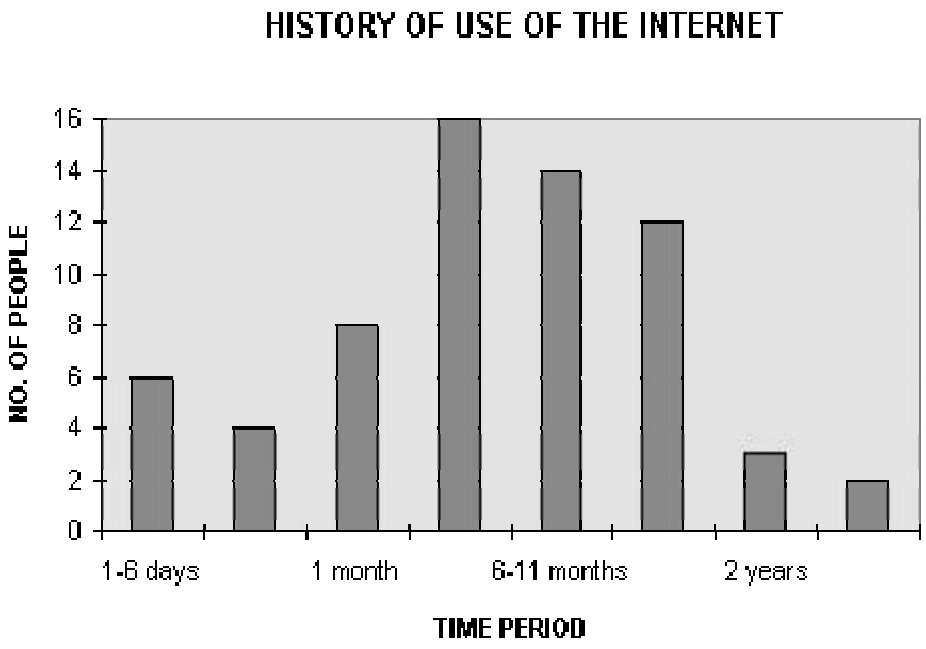
from IISTPS Report 96-3

People who have access to Internet.

History of use.

227 respondents

Time Period	Count
1-6 days	6
1-3 weeks	4
1 month	8
2-5 months	16
6-11 month	14
1 year	12
2 years	3
3 years	2

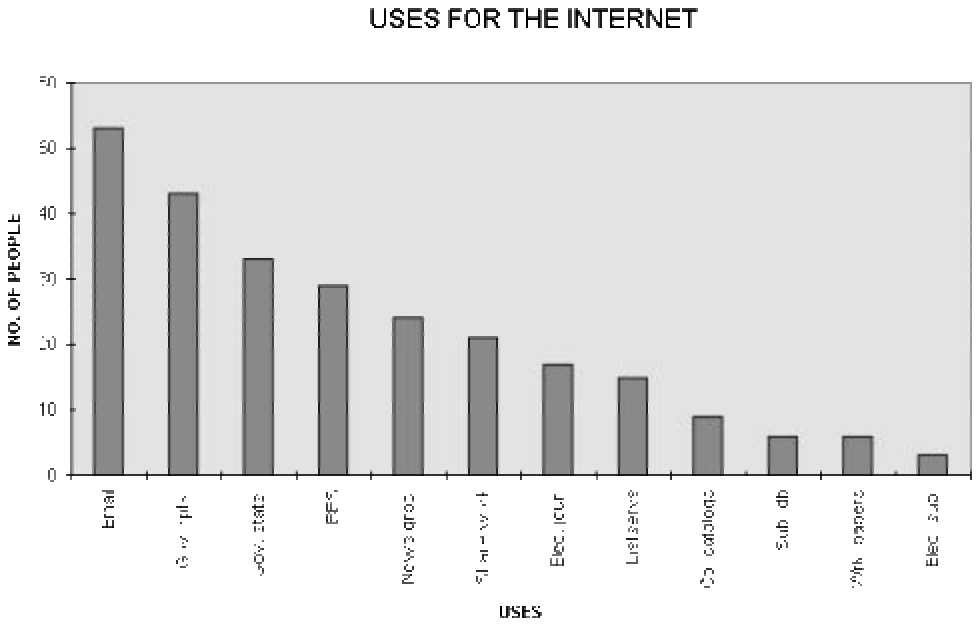


People who have access to Internet.

What do you use Internet for?

227 respondents

Uses for the Internet	Abbrev.	Count
Email	Email	53
Government reports	Gov. rpts.	43
Government statistics	Gov. stats.	33
BBS, bulletin boards	BBS	29
News groups	News grps.	24
Sharing work with colleagues in other locations	Share work	21
Electronic journals	Elec. jour.	17
Listservs	Listservs	15
Company catalogs, announcements	Co. catalogs	9
Electronic, paid subscription databases (Lexis/Nexis, Dow Jones, Dialog)	Sub. db	6
Working papers	Wrk. papers	6
Paid electronic subscriptions	Elec. sub.	3

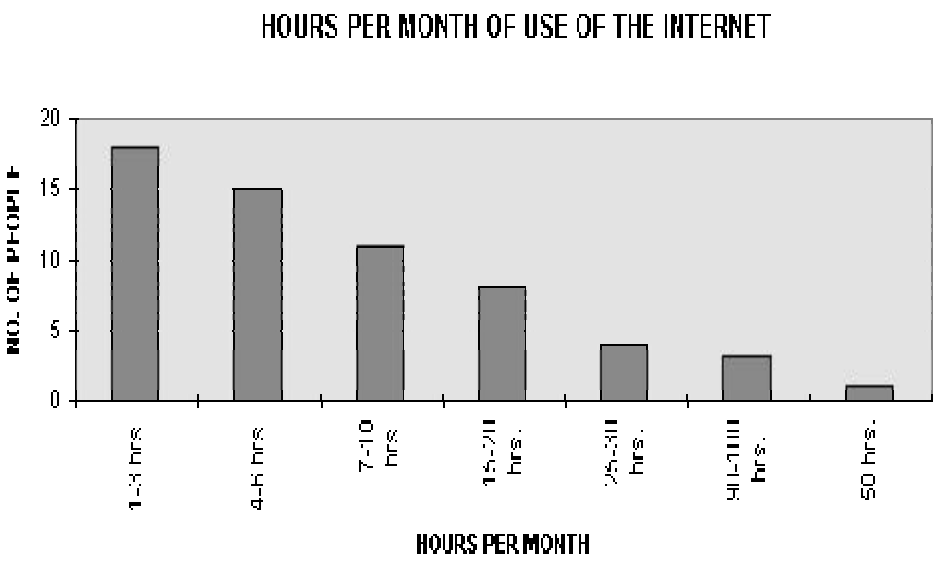


People who have access to Internet.

Number of hours used per month.

227 respondents

Hours per month	Count
1-3 hrs.	18
4-6 hrs.	15
7-10 hrs.	11
15-20 hrs.	8
25-30 hrs.	4
90-100 hrs.	3
50 hrs.	1

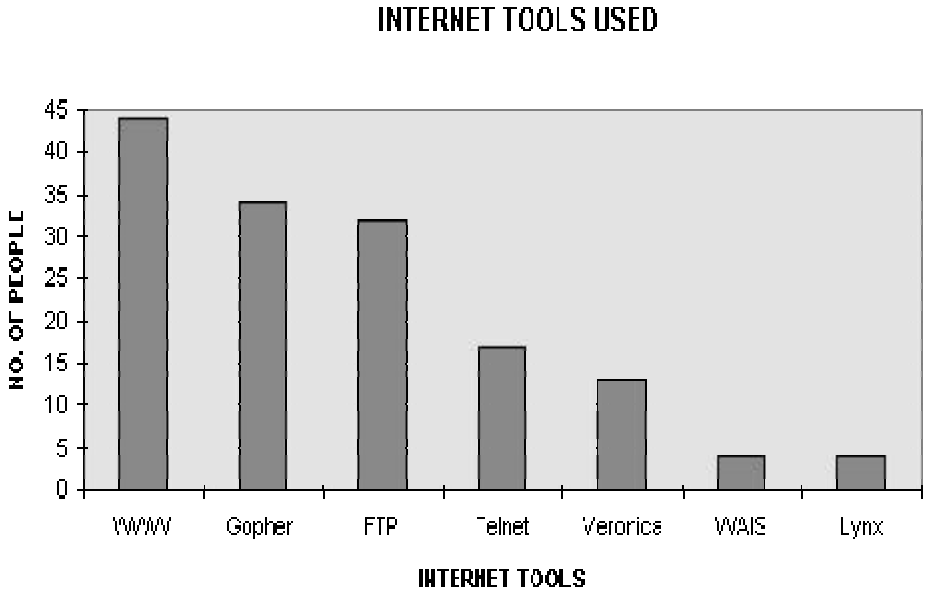


People who have access to the Internet.

Which Internet tool do you use?

227 respondents

Internet Tools Used	Abbr.	Count
World Wide Web browsers such as Mosaic, Netscape	WWW	44
Gopher	Gopher	34
FTP (File Transfer Protocol)	FTP	32
Telnet	Telnet	17
Veronica, Archie and/or Jughead	Veronica	13
WAIS	WAIS	4
Lynx (non graphical)	Lynx	4

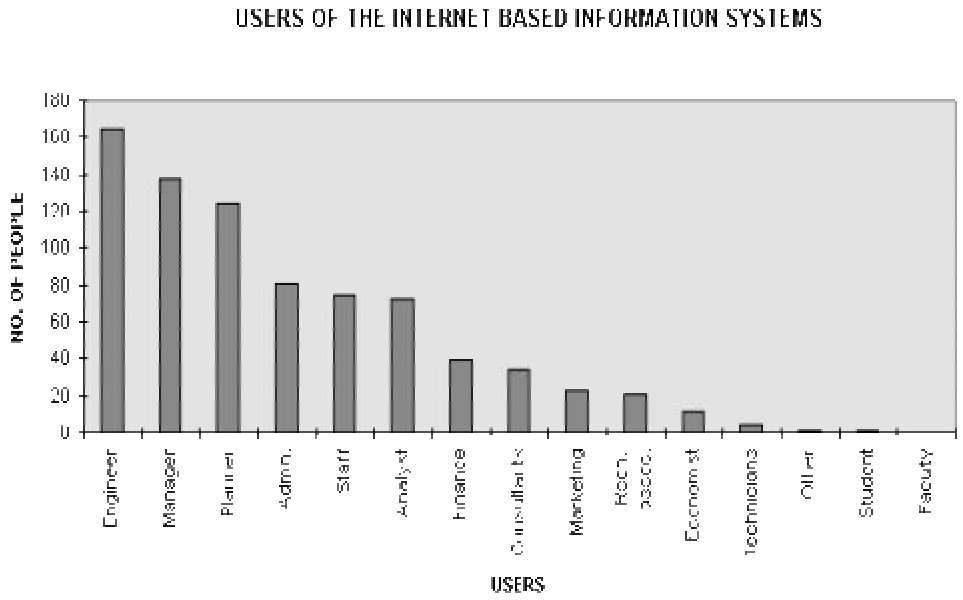


Who among the people in your organization are likely to use an Internet-based information system?

227 respondents

Users of Internet-based Information Systems	Abbr.	Count
Engineer	Engineer	164
Manager	Manager	138
Planner	Planner	124
Administrator	Admin.	81
Staff	Staff	75
Analyst	Analyst	72
Finance	Finance	39
Consultants	Consultants	34
Marketing	Marketing	23
Research associates	Rsch. assoc	21
Economist	Economist	11
Technicians	Technicians	4
*Others:	Other	1
Student	Student	1
Faculty, Teacher	Faculty	0

*Regional Census Data Center; Maintenance Director and Supervisor; Interns PC support; HR person, computer programmer; auditors



APPENDIX D

LIBRARY AND *TRANSWEB* PROCEDURES MANUALS

LIBRARY AND *TRANSWEB* PROCEDURES MANUALS

The procedures below have been developed, and revised in 1996, for this project in order to document and standardize use of the IISTPS Library and the *TransWeb* World Wide Web page.

A. Library Procedures
The Library is an integral part of the Institute.

Mission
The mission of the library is to support the administrative, educational, research and information technology functions of the Institute.

Goals
1. To develop and maintain a state-of-the art electronic information storage and retrieval system. This database will identify all print, nonprint and multimedia resources acquired by the Institute.

To organize and make available all publication of the Institute and all materials published under its auspices.

Clientele Served
Institute personnel, Board of Trustees, faculty, Research Associates, Masters Degree program students, and other authorized individuals and agencies.

Cooperative Relationships
Collections in San José State University's Clark and Wahlquist Libraries support the undergraduate and graduate curricula of the University.

Library Collection
Subject Area
The focus is on surface transportation policy at local, state, regional, national and international levels.

Materials Collected

Materials generally included are monographs, periodicals, reports and Institute publications. Materials may be in print, nonprint, multimedia, electronic, and other formats.

Collection Levels

1. Research Level: basically designed to support new and ongoing research projects of the Institute.

2. Advanced Study Level: supporting the Masters Degree program.

Gifts
The acquisition and acceptance of gifts will be determined by Institute staff, with the assistance of SJSU librarians.

Circulation
Library materials are for library use only. Research Associates and their assistants may check out materials for project use. Special permission and prior arrangement is required for circulation outside the Institute.

Interlibrary Loan
SJSU faculty and students may request materials through the Interlibrary Loan Department, Clark Library. Research Associates not affiliated with SJSU should request material through Institute staff.

Requests for loans of Institute materials will be granted on a case-by-case basis. The Institute maintains some interlibrary loan agreements.

Hours
Monday-Friday, 9:00 a.m. to 4:30 p.m.

Sorting and Handling
Periodicals
Issues of periodicals for which a labeled storage box exists should be property stamped and filed immediately.

If no storage box exists, issues should be set aside for cataloging and box labeling.

Books, Reports, Other Materials
The library database (Inmagic™) should be checked for previously assigned call numbers.

Items not found in the database should be set aside for cataloging, stamping and labeling.

Institute Publications

Publications should be in the accepted format, with publication series and publication number identified. New items should be set aside for cataloging, stamping and labeling.

Cataloging

Shared Cataloging

All materials except Institute publications will be searched for existing cataloging information.

See the list of recommended Telnet and World Wide Web sites in the Library procedures binder.

Original Cataloging

Materials not located should be set aside for further action if Library of Congress cataloging is anticipated.

Items Without Library of Congress Call Numbers

For other printed materials, a call number using the agency's acronym, year published and sequential number should be used. For example, an American Public Transit Association book published in 1996, the fourth addition to the library's collection should be labeled and shelved as: APTA9604. See the list of agency acronyms and accession numbers in the Library's procedures binder.

A similar numbering scheme should be used for CD-ROMs preceded by "CD", as in CD-APTA9604. CDs follow a separate numbering sequence from printed materials from the same agency.

Stamping and Labeling

Stamping

All materials should be stamped, clearly identifying Institute property and library use only status.

Labeling

All materials should have a label, with clearly identified call number, publication number or location.

B. *TransWeb* Procedures

A world wide web presence is an integral part of the Institute.

Mission

The mission of *TransWeb* is to support the administrative, educational, research and information transfer functions of the Institute.

Goals

1. To develop and maintain a World Wide Web site (*TransWeb*) with regional, national and international information for the surface transportation community.

2. To provide information on the Institute and its activities and publications.

3. To provide descriptive narratives and links to other Web sites from all over the world that are of interest to the surface transportation community.

Clientele Served

The California transportation community and surface transportation professionals worldwide. Anyone with access to the world wide web is an authorized user of *TransWeb*.

Hours

Twenty-four hours a day, seven days per week.

Cooperative Relationships

Referrals are made from *TransWeb* to all relevant transportation sites.

TransWeb

Changes, Additions, Corrections

All changes, additions and corrections should be addressed to the webmaster, Jeanne Dittman.

Institute Information

Information provided by Institute staff and Executive Director, Rod Diridon.

Research Information

Informational content under direction of Bill Derrick, Research Director.

Educational Program Information
Informational content under direction of Rob Vitale, Education Director.

LIST OF ACRONYMS

Caltrans	California Department of Transportation
CD	Compact Disc
CD-ROM	Compact Disc-Read Only Memory
CSU	California State University
FTP	File Transfer Protocol
HTML	Hypertext Mark-up Language
IISTPS	International Institute for Surface Transportation Policy Studies
ISTEA	International Surface Transportation Efficiency Act
ITIS	International Transportation Information System
RFP	Request for Proposal
RSPA	Research and Special Projects Administration
SJSU	San José State University
USDOT	United State Department of Transportation

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THE AUTHORS

Sandra Belanger is a reference librarian on the staff of the San José State University Library. She holds an MS degree in Library Science from Syracuse University, and an MA in Education (Instructional Technology) from SJSU. With over 25 years of experience as a reference librarian, Ms. Belanger has published extensively on a wide variety of research, library science and education topics.

Dr. Stephen Kwan is an Associate Professor in the Management Information Systems Department of the San José State University College of Business. He holds an MS in Computer Science from the University of Oregon, and a PhD in Management from the University of California at Los Angeles. Dr. Kwan has done extensive research and consulting work in management information systems, particularly in the area of database management systems. He served as Webmaster for IISTPS from 1994 to 1998, and was responsible for the initial design and implementation of TransWeb.