Pictures on page 5 Chapter 1: Introduction

Maintenance Workers

An Office of the Vermont Department of Labor
http://vtlmi.labor.state vt.us/oic3.cfm?occencode=47405100&page=occrupt

Maintenance Equipment

Santa Clara Maintenance Equipment

Maintenance Communication

Federal Highway Administration
http://www.tfhrc.gov/pubrds/04may/07.htm
Adrian Burde

From: Condon, Andrew [Andrew.Condon@state.vt.us]
Sent: Tuesday, October 07, 2008 2:32 PM
To: burde@vt.edu
Subject: FW: Request for reprint picture in doctoral dissertation

You have our permission to reproduce this picture in your dissertation. To my knowledge, this photo is in the public domain.

BTW: My PhD is from Tech. What department are you in and what is the subject of your thesis?

Andy Condon, PhD
Chief, Economic and Labor Market Information
Vermont Department of Labor
5 Green Mountain Drive, Montpelier, VT 05601
Email: andrew.condon@state.vt.us
Phone: 802-828-4153
Cell: 802-498-8549
Fax: 802-828-4050

From: Even, Vicki
Sent: Tuesday, October 07, 2008 2:26 PM
To: Condon, Andrew
Cc: 'burde@vt.edu'
Subject: FW: Request for reprint picture in doctoral dissertation

Hi Andy,

I am forwarding this email to you. Could you please respond to this.

thanks
Viskii Even
Information Specialist
Vermont Department of Labor
Economic & Labor Market Information Unit
Phone: 802-828-4202
Fax: 802-828-4050
Email: labor-Lmi@state.vt.us
 Websites: www.vetmi.info
 www.labor.vermont.gov

From: Adrian Burde [mailto:burde@vt.edu]
Sent: Tuesday, October 07, 2008 11:22 AM
To: LABOR - LMI
Subject: Request for reprint picture in doctoral dissertation

Please I need your help with this request.

I am on the last stage of my doctoral degree. I need to submit my dissertation for distribution and the graduate school will not accept the manuscript without all the reprint permissions. I am using a picture from your website: http://vtmi.labor.state.vt.us/olc3.cfm?occccde=47405100&page=ocrpt. The picture shows two workers fixing a guardrail. I need permission to reprint this picture in my dissertation only. The image will appear in Chapter 1: Introduction.

Please let me know if I need to contact a different person for this request.

Thank you very much for your time.

Adrian Burde
Virginia Tech

10/8/2008
Hi Adrian,

None of those images are the domain of VermontDaily.com. I do not know who you would contact in that regard.

katie/vtweb.com

Adrian Burde wrote:

Hi! I'm a student at Virginia Tech.

I'd like to use a picture of the two workers that appears at the top of the following page: http://vltmi.labor.state.vt.us/oic3.cfm?occcode=47405100&page=occrpt

I read the photo use policy. Is "Vermont Daily" the name of the photographer?

The picture will be reprint in my dissertation for non-commercial used.

Thank you for your time,

Adrian

---

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10/1/2008
Hi, Adrian. You can use that photo in your dissertation. Please give photo credit to Michigan State University for providing us the photo, and cite the source as Public Roads magazine, May/June 2008.

Sincerely,

Martha Soneira
Marketing & Communications
Public Roads, Executive Editor
Office of Corporate Research, Technology
& Innovation Management (HRTM)
Research, Development & Technology, FHWA
202) 493-3468

"Life itself is the proper binge" — Julia Child
From: Kenneth.Petty@dot.gov
Sent: Tuesday, October 07, 2008 10:15 AM
To: burde@vt.edu
Subject: RE: Requesting permission to reprint

Thanks Adrian! The permission is granted for use the image. Let me know if you need anything further.

kp

Kenneth N. Petty, II
Department of Transportation
FHWA, Office of Planning
1200 New Jersey Avenue, SE Room E72-316
Washington, DC 20590
Email: kenneth.petty@dot.gov
Ph 202.366.6654
Fax 202.493.2198

From: Adrian Burde [mailto:burde@vt.edu]
Sent: Tuesday, October 07, 2008 9:44 AM
To: Petty, Kenneth <FHWA>
Subject: RE: Requesting permission to reprint

Mr. Petty,

Please I need your help with this request.

I am on the last stage of my doctoral degree. I need to submit my dissertation for distribution and the graduate school will not accept the manuscript without all the reprint permissions. I am using a picture from your website: http://www.fhwa.dot.gov/hep/tribaltrans/santaclara.htm, “Santa Clara Maintenance Equipment”. I need permission to reprint this picture in my dissertation only. The image will appear in Chapter 1: Introduction.

Please let me know if I need to contact a different person for this request.

Thank you very much for your time.

Adrian Burde
Virginia Tech

----Original Message-----
From: Adrian Burde [mailto:burde@vt.edu]
Sent: Tuesday, September 30, 2008 3:57 PM
To: 'kenneth.petty@dot.gov'
Subject: Requesting permission to reprint

Hi! I’m a student at Virginia Tech.

I’d like to use one of the pictures that appear in your website http://www.fhwa.dot.gov/hep/tribaltrans/santaclara.htm, “Santa Clara Maintenance Equipment”.

I’d like to reprint the picture in my dissertation for non-commercial purposes. Please, can you tell me how do I get permission for that?

10/7/2008
Figure on Page 2 Chapter 1: Introduction

**Figure 1 Measures in Highway Maintenance Management**

(Hyman, 2004, p. 46)
Dear Mr. Burde,

The TRB through the National Academy of Sciences (NAS) grants permission to include in your dissertation the material listed below. NAS warrants that it has the authority to grant permissions with respect to this material.

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Figure 5, Product and Service Delivery Processes, on p. 46 of NCHRP Report 51: Guide for Customer-Driven Benchmarking of Maintenance Activities.

Sincerely,

Ellen Chafee
Assistant Editor
Cooperative Research Programs
Transportation Research Board
echafee@nas.edu
202/334.3262

10/3/2008
Hi--

You have my permission to reprint the diagram on page 46 in NCHRP Report 511. I prepared this diagram with MnDOT when I was at Booz Allen and was working on this NCHRP study. I do not think MnDOT would object, but you can get their permission, too.

Bill

-----Original Message-----
From: Hedges, Christopher
Sent: Friday, September 26, 2008 2:07 PM
To: Chafee, Ellen
Cc: Hyman, William A.
Subject: RE: Permission request--NCHRP Rep. 511

Ha! The PI (Bill Hyman) now works upstairs for SHRP 2. I've copied him on this e-mail.

-----Original Message-----
From: Chafee, Ellen
Sent: Tuesday, September 23, 2008 10:47 AM
To: Hedges, Christopher
Subject: FW: Permission request--NCHRP Rep. 511

Hi Chris,

I just got this permission request to reprint a figure from NCHRP Report 511: Customer-Driven Benchmarking for Highway Maintenance. This was NCHRP Project 14-13, and you (Yes, YOU!) were the SPO. My problem is that it looks like the copyright to the figure may be owned by the Minnesota DOT or Booz Allen Hamilton.

I'm wondering if you can put me in touch with the PI (Is the info in PPM still correct?) or someone else that might be able to shed light on this matter?

Thanks,

Ellen

-----Original Message-----
From: Adrian Burde [mailto:burde@vt.edu]
Sent: Tuesday, September 23, 2008 9:37 AM
To: Chafee, Ellen
Subject: RE: Permission request--NCHRP Rep. 511

Yes Ellen, I just need to reprint the figure. Please, find attached a pdf of the page (in my dissertation) that shows the figure. Adrian

-----Original Message-----
From: Chafee, Ellen [mailto:EChafee@nas.edu]
Sent: Tuesday, September 23, 2008 9:17 AM
To: burde@vt.edu
Subject: RE: Permission request--NCHRP Rep. 511

Hi Mr. Burde,

Reggie Gillum forwarded your email to me because I handle permission requests for NCHRP

1
publications. I have a question for you:

Do you only want to reprint Figure 5 from NCHRP Report 51?

Sincerely,

Ellen Chafee
Assistant Editor
Cooperative Research Programs
Transportation Research Board
202/334-3262
echafee@nas.edu

-----Original Message-----
From: Gillum, Reggie
Sent: Tuesday, September 23, 2008 9:11 AM
To: Chafee, Ellen
Subject: FW: Adrian Burde has sent you a message.

-----Original Message-----
From: burde@vt.edu [mailto:burde@vt.edu]
Sent: Tuesday, September 23, 2008 8:47 AM
To: Gillum, Reggie
Cc: Adrian Burde
Subject: Adrian Burde has sent you a message.

I am a PhD candidate at Virginia Tech.

I would like to request permission to reprint in my dissertation excerpts* from the following work: "NCHRP Report 51-Guide for Customer-Driven Benchmarking of Maintenance Activities".

Please can you tell How do I do that?
Thanks.

*Figure 5 "Product and Service Delivery Processes" on page 46
Figure on page 7 Chapter 1: Introduction

Figure 3 Overall Service Satisfaction
(Maloney, 2002, p.523)
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Figure 10 Combined Cognitive and Affect-Augmented CS/D Model

(Oliver, 1993, p.419)
Hello Adrian,

Thank you for your permission request to reproduce Figure 1 from the article “Cognitive, Affective, and Attribute Bases of the Satisfaction Response”, Journal of Consumer Research, vol 20:3, 1993, p 418, in your dissertation.

In this instance, we are happy to grant permission for you to use the figure under the provisions of Fair Use. We do ask, however, that you give proper credit to the journal, as follows:

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Please feel free to email me at either of the addresses below if you should have any questions.

Best of luck with your dissertation,
Julie

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Hello, I am a PhD student at Virginia Tech. The topic of my research is service quality.

I would like to request your permission to reprint in my dissertation excerpts from the following paper published in your journal: Cognitive, Oliver, R.L., Affective, and Attribute Bases of the Satisfaction Response, Journal of Consumer Research, Dec 1993, 20, 3, pg.418

The excerpts to be reproduced is Figure 1 “Combined Cognitive and Affect-Augmented CS/D Model” on page 419. The figure will appear in Chapter 2 of my dissertation, the literature review. I won’t show the two rectangles at the bottom of the figure (Attribution and Equity/inequity).

This is my first request so please let me know if I need to add any other information to the request.

Regards,
Adrian Burde, MS
Virginia Tech USA
(540) 231 5565

9/23/2008
Figure 9 page 28 Chapter 2: Literature review

![Cognitive Model of Customer Satisfaction](Churchill and Surprenant, 1982, p.492)

Figure 11 page 31 Chapter 2: Literature review

![Perceived Service Quality Diagram](Parasuraman et al., 1985, p.48)
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