

# **John Clayton Thomas, Ph.D.**

## *VITA*

### **Business Address:**

Department of Public Management and Policy  
Andrew Young School of Policy Studies  
P.O. Box 3992  
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Atlanta, Georgia 30302-3992

### **Contact Information:**

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### **Education:**

Northwestern University, Ph.D., Political Science  
  
University of Minnesota, M.A., Mass Communications  
  
University of Minnesota, B.A. (Magna Cum Laude), Journalism

### **Work Experience:**

Professor, Department of Public Management and Policy (formerly Public Administration and Urban Studies)  
Andrew Young School of Policy Studies  
Georgia State University, 1993-present  
and  
Director of Master's Programs, 2012-present  
and  
Michael and Enid Mescon Endowed Chair, 2020-present  
  
Chair, Department of Public Administration and Urban Studies  
Andrew Young School of Policy Studies  
Georgia State University, 1993-2001

Director and Professor of Public Administration  
L.P. Cookingham Institute of Public Affairs  
University of Missouri-Kansas City, 1987-1993

Associate Professor of Public Administration  
L. P. Cookingham Institute of Public Affairs  
University of Missouri-Kansas City, 1981-1987

Director, Graduate Program in Public Affairs and Administration and  
Assistant Professor, Department of Political Science  
Texas Christian University, 1979-81

Assistant Professor, Department of Political Science and  
Research Associate, Institute of Governmental Research  
University of Cincinnati, 1974-79

Urban Affairs Specialist, Institute of Public Affairs  
University of Iowa, 1970-74

**Administrative  
Achievements:**

**Editor, *American Review of Public Administration*, 1987-2017:**

Worked collaboratively with co-editors to more than quadruple manuscript submissions and achieve a top-four Social Science Citation Index Impact Factor ranking among public affairs/public policy journals  
Worked collaboratively to affiliate as the official journal for the 300+-member Section on Public Administration Research of the American Society for Public Administration  
Worked collaboratively to elevate journal to ranking as third best journal in “general public administration”  
Worked with co-editors in negotiating purchase and publication by Sage Publications, Inc.  
Created plan to assume and finance three-campus journal editorship

**Chair, Department of Public Administration and Urban Studies, 1993-2001:**

Designed enrollment strategy that resulted in 62% growth in departmental credit hours over three-year period (1998-2001)  
Created community Nonprofit Advisory Committee to advise on degree programming and research direction for GSU involvement with the nonprofit sector  
Expanded from 14-member faculty in 1993 to 23-member faculty in 2001

Facilitated adoption of new Ph.D. in Public Policy, a joint program with the Georgia Institute of Technology  
Led public administration faculty in developing plan to enhance program quality and national prestige  
Guided department through the transition into new Andrew Young School of Policy Studies  
Developed common vision and collaborative arrangements between public administration and urban studies faculties and programs  
Directed two successful NASPAA reaccreditations of MPA program  
Developed and implemented new faculty workload policy and performance evaluation process  
Assisted in dramatically increasing external research funding to departmental faculty  
Developed Public Affairs Professor positions for former Governor Joe Frank Harris and former United Nations Ambassador Andrew Young

**Director, L.P. Cookingham Institute of Public Affairs, 1987-1993:**

Launched endowment campaign for new Program on Public Service Leadership (raised \$600,000)  
Established Cookingham Institute Endowment Advisory Committee (headed by former mayor)  
Proposed and recruited community-financed Professor of Urban Affairs to spearhead minority leadership development  
Proposed and recruited new community-financed Professor of Nonprofit Leadership  
Directed successful NASPAA reaccreditation of MPA program  
Created system of fellowships and assistantships for fulltime students  
Planned and administered new student recruitment strategies  
Rationalized core curriculum and curriculum scheduling

**Chair, Governing Board, Urban Affairs Association, 1990-1992:**

Directed Governing Board, appointed standing committees, and planned agenda for international organization of academic urban affairs programs and scholars  
Created collegial decision-making system involving all Board officers  
Guided expansion of franchise from institutional members only to both institutional and individual members

**Director, TCU Graduate Program in Public Affairs and Administration, 1979-81:**

Planned successful recruitment of annual cadre of fulltime graduate students  
Developed and directed MPA Faculty Planning Committee

## Teaching Areas:

### Public Administration:

Leadership and Organizational Behavior  
Local Government Management

### Public Policy:

Advanced Topics in Program Evaluation  
Policy Design and Implementation  
The Public Policy Process

## Publications:

(With Laurie DiPadova-Stocks and H. George Frederickson) "The American Review of Public Administration: A Biography." *The American Review of Public Administration* 51 (2021): 579-589. (Lead article in issue.)

(With John Alford) "The Many Publics of Government Organizations," pp. 107-119 in W. Bartley Hildreth, Gerald J. Miller, and Evert Lindquist, eds. *Handbook of Public Administration: Foundations and Variety for a New Era of Governance*. 4<sup>th</sup> ed. London and New York: Routledge Publishing, 2021.

*Leading as a Public-Minded Manager: People, Politics, Purpose*. Irvine, CA: Melvin & Leigh Publishers, 2020.

(With Min Su and Theodore H. Poister) "How Do Legislators Assess Administrative Performance? Georgia's Department of Transportation in the Eyes of the State's General Assembly." *The American Review of Public Administration* 48 (2018): 822-835.

(With Kelechi N. Uzochukwu) "Who Engages in the Coproduction of Local Public Services and Why? The Case of Atlanta, Georgia." *Public Administration Review* 78 (July/August 2018): 514-526.

"Practicing a Virtuous Politics: Bill Bolling and the Atlanta Community Food Bank." *Public Administration Review* 77 (November/December 2017): 933-941.

(With Obed Pasha, Theodore H. Poister, and Bradley E. Wright) "Transformational Leadership and Mission Valence of Employees: Varying Effects by Organizational Level." *Public Performance & Management Review* 40 (Issue 4, 2017): 722-740. (Selected by the Section

on Public Performance and Management as the best article to appear in *Public Performance & Management Review* in 2017.)

“Outcome Assessment and Program Evaluation,” pp. 404-424 in David O. Renz and Robert D. Herman, eds., *The Jossey-Bass Handbook of Nonprofit Leadership and Management*, 4<sup>th</sup> ed. San Francisco: Jossey-Bass, 2016.

(With Min Su and Theodore H. Poister) “In the Eye of the Beholder: Learning from Stakeholder Assessments of Public Value.” In John M. Bryson, Barbara Crosby, and Laura Bloomberg, eds. *Valuing Public Value*. Washington: Georgetown University Press, 2015. (Co-winner of 2015 Best Book Award from the Section on Public Administration Research of the American Society for Public Administration.)

“Theory to Practice: Citizen, Customer, Partner: Re-Thinking the Place of the Public in Public Management.” *Public Administration Review* 73 (November/December 2013): 786-796.

(With Theodore H. Poister and Anita Faust Berryman) “Reaching out to Stakeholders: The Georgia DOT 360 Degree Assessment Model.” *Public Performance and Management Review* 37 (December 2013): 302-328.

“Commentary” on “Toward ‘Strong Democracy’ in Global Cities,” pp. 107-109 in Robert F. Durant and Jennifer R. S. Durant, eds. *Debating Public Administration: Management Challenges, Choices, and Opportunities*. New York: CRC Press, 2013.

*Citizen, Customer, Partner: Engaging the Public in Public Management*. Armonk, NY: M.E. Sharpe Publishing, 2012. (Co-winner of the award for Best Book in Public Administration, Section on Public Administration Research of the American Society of Public Administration, 2013.)

(With Theodore H. Poister) “The Effect of Expectations and Expectancy Confirmation/Disconfirmation on Motorists' Satisfaction with State Highways.” *Journal of Public Administration Research and Theory* 21 (2011): 601-617.

(With Nevbahar Ertas and Theodore H. Poister) “Partnerships in Public Service Provision: The Case of Georgia Department of Transportation,” pp. in Ronald Sims, ed. *Change in Government Organizations*. Charlotte, NC: Information Age Publishing, 2010.

“Outcome Assessment and Program Evaluation,” pp. 401-430 in David Renz ed., *The Jossey-Bass Handbook of Nonprofit Leadership and Management*, 3<sup>rd</sup> ed. San Francisco: Jossey-Bass, 2010.

“When Should the Public Be Involved in Public Management? Design Principles with Case Applications,” pp. 167-176 in Rosemary O’Leary, David Van Slyke, and Soon Hee Kim, eds., *The Future of Public Administration, Public Management and Public Service Around the World: The Minnowbrook Perspective*. Washington, D.C.: Georgetown University Press, 2010.

(With Theodore H. Poister and Nevbahar Ertas) “Customer, Partner, Principal: Local Government Perspectives on State Agency Performance in Georgia.” *Journal of Public Administration Research and Theory* 20 (October 2010): 779-799.

(With Theodore H. Poister) “The Case of GDOT’s Consultant and Contractor Surveys: An Approach to Strengthening Relationships with Government’s Business Partners.” *Public Performance and Management Review* 33 (September 2009): 122-140.

(With Theodore H. Poister) “Thinking about Stakeholders of Public Agencies: The Georgia Department of Transportation Stakeholder Audit.” *Public Organization Review* 9 (March 2009): 67-82.

(With Theodore H. Poister) “The ‘Wisdom of Crowds’: Learning from Administrators Predictions of Citizen Perceptions.” *Public Administration Review* 67 (2007): 279-289.

(With David Van Slyke and Christopher Horne) “The Implications of Public Opinion for Public Managers: The Case of Charitable Choice.” *Administration & Society* 37 (July 2005): 321-344.

(With David J. Edwards) “Developing a Municipal Performance Measurement System: Reflections on the *Atlanta Dashboard*.” *Public Administration Review* 65 (May/June 2005): 369-376. Reprinted in David N. Ammons, ed. *Leading Performance Management* (Washington, D.C.: The ICMA Press, 2008), pp. 51-64.

(With Greg Streib) “E-Democracy, E-Commerce, and E-Research: Examining the Electronic Ties Between Citizens and Governments.” *Administration & Society* 37 (July 2005): 259-280.

“Outcome Assessment and Program Evaluation,” pp. 391-416 in Robert D. Herman and Associates, *The Jossey-Bass Handbook of Nonprofit Leadership and Management*, 2<sup>nd</sup> ed. San Francisco: Jossey-Bass, 2005.

(With Judith Ottoson, Greg Streib, Mark Rivera, and Beth Stevenson). "An Evaluation of the National School Health Coordinator Leadership Institute." *Journal of School Health* 74 (May 2004): 170-176.

"Public Involvement in Public Administration in the Information Age: Speculations on the Effects of Technology," pp. 67-84 in Matti Malkia, Ari-Veikko Anttiroiko, and Reijo Savolainen, eds. *eTransformation in Governance: New Directions in Government and Politics*. Hershey, PA: The Idea Group Publishing Company, 2004.

(With Greg Streib) "The New Face of Government: Citizen-Initiated Contacts in the Era of E-Government." *Journal of Public Administration Research and Theory* 13 (January 2003): 83-101.

(With Amy Helling) "Community Dialogue," pp. 135-155 in Nancy Roberts, ed. *The Transformative Power of Dialogue*, Oxford, England: Elsevier Publishers, 2002.

(With Amy Helling) "Encouraging Community Dialog: Approach, Promise, and Tensions." *International Journal of Public Administration* 24 (2001): 749-70. Reprinted in Mordecai Lee, ed. *Government Public Relations: A Reader* (Boca Raton, Florida: CrC Press, Taylor & Francis Group, 2007), pp. 179-193.

(With Julia E. Melkers) "Citizen Contacting of Municipal Officials: Choosing Between Appointed Administrators and Elected Leaders." *Journal of Public Administration Research and Theory* 11 (January 2001): 51-71.

"Review Essay: Bringing the Public into Public Administration: The Struggle Continues." *Public Administration Review* 59 (January/February 1999): 83-88.

(With Julia E. Melkers) "Explaining Citizen-initiated Contacts with Municipal Bureaucrats: Lessons from the Atlanta Experience." *Urban Affairs Review* 34 (May 1999): 667-690.

(With Julia E. Melkers) "What Do Administrators Think Citizens Think? Administrator Predictions As an Adjunct to Citizen Surveys." *Public Administration Review* 58 (July/August 1998): 327-334.

"Urban Governing Regime Theory: Implications for Leaders of Urban Universities," *Metropolitan Universities* 9 (Summer 1998): 91-102.

“Neighborhoods,” pp. 159-69 in Ronald K. Vogel, ed. *Handbook of Research on Urban Politics and Policy in the United States*. Westport, CT: Greenwood Publishing, 1997.

*Public Participation in Public Decisions: New Skills and Strategies for Public Managers*. San Francisco: Jossey-Bass, 1995.

“Program Evaluation and Program Development,” pp. 342-366 in Robert D. Herman and Associates, *The Jossey-Bass Handbook of Nonprofit Leadership and Management*. San Francisco: Jossey-Bass, 1994.

(With Dan H. Hoxworth) “Economic Development in a Fragmented Polity: Convention Center Expansion in Kansas City.” *Journal of Urban Affairs* 15 (1993): 275-93.

“The Coming of Municipal Term Limits--Prepare for the Debate.” *Public Management* 75 (July 1993): 12-14.

“Public Involvement and Governmental Effectiveness: A Decision-Making Model for Public Managers.” *Administration & Society* 24 (February 1993): 444-69.

“The Term Limitations Movement in U.S. Cities.” *National Civic Review* 81 (Spring/Summer 1992): 155-73.

(With Victoria Johnson) “The Urban Public Hospital as Street-level Bureaucracy: The Employee Perspective.” *Public Personnel Management* 20 (Fall 1991): 271-84.

(With Dan H. Hoxworth) “The Limits of Judicial School Desegregation Remedies after *Missouri v. Jenkins*.” *Publius: The Journal of Federalism* 21 (Summer 1991): 93-108.

(Co-editor with H. V. Savitch) *Big City Politics in Transition*. Beverly Hills, CA.: Sage Publications, 1991.

(With H. V. Savitch) “Introduction: Big City Politics, Then and Now,” pp. 1-13 in Savitch and Thomas, eds. *Big City Politics in Transition*. Beverly Hills: Sage, 1991.

(With H. V. Savitch) “Conclusion: End of the Millennium Big City Politics,” pp. 235-51 in Savitch and Thomas, eds. *Big City Politics in Transition*. Beverly Hills: Sage, 1991.

“Public Involvement in Public Management: Adapting and Testing a Borrowed Theory.” *Public Administration Review* 50 (July/August 1990):



435-45. Reprinted in Nancy Roberts, ed. *The Age of Direct Citizen Participation* (Armonk, New York: M.E. Sharpe, Inc, 2008.), pp. 443-457.

“Kansas City: A City in the Middle,” pp. 158-69 in Richard Bernard, ed., *Snowbelt Cities: Metropolitan Politics in the Northeast and Midwest Since World War II*. Bloomington: University of Indiana Press, 1990.

“Public Involvement in Public Management: A Curriculum Module.” Washington, D.C.: National Institute for Dispute Resolution, September 1987.

“Neighborhood Coproduction and Municipal Productivity.” *Public Productivity Review* 10 (Summer 1987): 83-93.

“Citizen Involvement in Public Management: Lessons from Municipal Administration,” pp. 39-53 in Edward Jennings and Robert Denhardt, eds. *Toward a New Public Service*. Columbia: University of Missouri Press, 1987. Reprinted in Robert B. Denhardt and Barry R. Hammond, eds., *Public Administration in Action: Readings, Profiles, and Cases* (Pacific Grove, Cal.: Brooks/Cole Publishing, 1992), pp. 163-73.

(Editor) “Symposium: Planning for Urban Growth.” *Journal of Urban Affairs* 9 (Winter 1987).

“Restructuring the Periphery: The Quasi-Governmental Neighborhood in Cincinnati,” pp. 140-51 in Louis A. Picard and Raphael Zariski, eds. *Sub-National Politics in the 1980s: Organization, Reorganization, and Economic Development*. New York: Praeger, 1987.

*Between Citizen and City: Neighborhood Organizations and Urban Politics in Cincinnati*. Lawrence: The University Press of Kansas, 1986.

“The Personal Side of Street-Level Bureaucracy: Discrimination or Neutral Competence?” *Urban Affairs Quarterly* 22 (September 1986): 84-100.

(Editor) “Symposium: Citizen Participation and Urban Administration.” *Journal of Urban Affairs* 5 (Summer 1983).

“Citizen Participation and Urban Administration: From Enemies to Allies?” *Journal of Urban Affairs* 5 (Summer 1983): 175-82.

(With W. Donald Heisel) “The Modernization of Recruitment and Selection in Local Governments,” pp. 83-97 in Stephen W. Hays and Richard C. Kearney, eds. *Public Personnel Management: Problems and Prospects* (Englewood Cliffs, N.J.: Prentice-Hall, 1983).

- “Communication: Inadequate Measures.” *Public Administration Review* 42 (November/December 1982): 597-98.
- “Citizen-Initiated Contacts with Government Agencies: A Test of Three Theories.” *American Journal of Political Science* 26 (August 1982): 504-22.
- “Ideological Change in Competitive Labor Parties: A Test of Downsian Theory.” *Comparative Political Studies* 15 (July 1982): 223-40.
- “In Defense of the Feds: An Attack on the ‘Devil’ Theory of Intergovernmental Relations.” *South Atlantic Urban Studies* 5 (1981): 88-110.
- “The Class Impacts of Budget Cutbacks: The Process and Outcomes of Retrenchment in Cincinnati.” *The Urban Interest* 3 (Spring 1981): 51-61.
- “‘Patching Up’ Evaluation Designs: The Case for Process Evaluation.” *Policy Studies Journal* 8 (1980): 1145-51. Reprinted in Dennis J. Palumbo and Marvin A. Harder, eds., *Implementing Public Policy* (Lexington, Mass.: Lexington Books, 1981), pp. 91-98.
- “Policy Convergence Among Political Parties and Societies in Developed Nations: A Synthesis and Partial Testing of Two Theories.” *Western Political Quarterly* 33 (June 1980): 233-46.
- “The Growth of American Public Expenditures: Recent Trends and Their Implications.” *Public Administration Review* 40 (March/April 1980): 160-165.
- “Governmental Overload in the United States: A Problem of Distributive Policies?” *Administration & Society* 11 (February 1980): 371-91.
- “Recruitment and Selection in Local Governments: Corrections on the Civil Service Model,” pp. 170-88 in Stephen W. Hays and Richard C. Kearney, eds. *Public Personnel Management: Problems and Prospects*. Columbia, S.C.: Bureau of Governmental Research, University of South Carolina, 1980.
- “Ideological Trends in Western Political Parties,” pp. 347-66 in Peter H. Merkl, ed. *Western European Party Systems: Trends and Prospects*. New York: The Free Press, 1980.
- “The Changing Nature of Partisan Divisions in the West: Trends in Domestic Policy Orientations in Ten Party Systems.” *European Journal of Political Research* 9 (1979): 397-413.

“Budget-Cutting and Minority Employment in City Governments: Lessons from Cincinnati.” *Public Personnel Management* 7 (May/June 1978): 155-61.

“The Decline of Ideology in Western Political Parties: A Study of Changing Policy Orientations.” *Sage Professional Papers in Contemporary Political Sociology* 1 (1975): 1-68.

“The Decline of Ideology in Western Political Parties: An Interpretation and Testing.” *Italian Review of Political Science* 4 (December 1974): 527-59.

### **Other Research:**

(With Cameron D. Jones) “Learning from Other Civic Associations: How Civic Associations Around the U.S. Find Common Ground for the Common Good.” Prepared for The Civic League for Regional Atlanta, April 2011.

(With Tim N. Todd) “School Locational Decisions and Land Use: Addressing a Growing Problem.” Prepared for The Civic League for Regional Atlanta, October 2010.

(With Tara Squitiro) “Mapping the Path to Light Rail: What the Atlanta Region Can Learn from Light Rail Adopters.” Prepared for The Civic League for Regional Atlanta, February 2010.

(With Susan Manikowski) “Best Practices for Multicultural Festivals and Celebrations: Fostering Cultural Understanding in the Atlanta Region.” Prepared for The Civic League for Regional Atlanta, November 2009.

(With Tara Squitiro) “Best Practices in Recycling: How to Cut Costs, Improve Participation, and Reduce Waste to Promote a Greener Atlanta Region.” Prepared for The Civic League for Regional Atlanta, October 2009.

“Enhancing Governmental Performance and Citizen Service: The Practical Value of Local Government Performance Management Systems.” White paper for Cognos, Inc., January 2008.

“Creating a Citizen-Friendly City Hall: An Evaluation of the Chattanooga Initiative.” Community Research Council, August 2005, Chattanooga, Tennessee.

“Reinventing Municipal Governance: Programmatic Innovations from the New Generation of Big-City Mayors.” Research Atlanta, November 2001, Atlanta, Georgia.

“Social Capital in Metropolitan Atlanta: How Connected and Trusting Are We?” Research Atlanta, March 2001, Atlanta, Georgia.

(With Julia Melkers) “Satisfaction with Atlanta’s Municipal Services: Results from a Citizen Survey.” December 1995.

(With Carla Robinson-Barnes and Alvin Glymph) “The Economic Impact of the 1994 National Black Arts Festival on Atlanta.” March 1995.  
“Politics vs. Economics in Urban Economic Development: The Case of Kansas City.” August 1989.

“Special Report: Urban Growth, Decline Spark Research Debate.” *Nation’s Cities Weekly*, April 21, 1986, p. 5-6.

(With Capt. Robert B. Gibson) “Program Evaluation as a Tool in Public Personnel Administration: Combating Discrimination in the Hiring of Forth Worth Firefighters.” One in a series of case studies compiled by the University of Pittsburgh Graduate School of Public and International Affairs. January 1981.

(With Peter A. Shocket) “The Politics of Non-Implementation: The Failure of Minority Employment Policies in Cincinnati.” Institute of Governmental Research, University of Cincinnati, April 1977.

(With W. Donald Heisel) “Organizing the Personnel Function.” Monograph. Institute of Governmental Research, University of Cincinnati, September 1975.

“Cincinnati Alcohol Safety Action Program: Roadside Survey.” Institute of Governmental Research, University of Cincinnati, December 1974.

“An Evaluation of Work for Iowa Municipal Governments: City Employees Look at Their Employers.” Institute of Public Affairs, University of Iowa, January 1974.

### **Other Professional Activities:**

Member, Governing Board, International Center for Performance Auditing, 2021-present.

Editorial Board, *Journal of Public Administration Research and Theory*, 2012-2018.

Editor, *American Review of Public Administration*, 1987-2017.

Editorial Board, *Public Administration Review*, 2013-2016.

Chair, Best Book in Public Administration Award Committee, Section on Public Administration Research of the American Society for Public Administration, 2014-2015.

Editorial Board, *Journal of Urban Affairs*, 2003-2011.

Editorial Board, *International Journal of Public Participation*, 2007-2010.

Associate Editor, *Journal of Urban Affairs*, 1986-2003.

Coordinator, Founders Forum, National Conference of the American Society for Public Administration, 2006-2007.

Chair, Governing Board, Section on Public Administration Research, American Society of Public Administration, 2005-2006.

Governing Board, Section on Public Administration Research, American Society of Public Administration, 2002-2005.

Panel organizer and paper presenter, Annual Meetings of the American Society for Public Administration: March 2012, Las Vegas; March 2009, Miami; March 2008, Dallas; March 2007, Washington D.C.; April 2006, Denver, Colorado; April 2005, Milwaukee, Wisconsin; March 2003, Washington, D.C.; July 1996, Atlanta; July 1995, San Antonio; April 1993, Indianapolis; April 1990, Charlotte, N.C.; April 1998, Portland, Oregon; March 1983.

Paper presenter, Public Management Research Conferences: June 2015, University of Minnesota, Minneapolis; June 2013, University of Wisconsin, Madison; June 2011, Syracuse University; October 2009, Ohio State University, Columbus; 2005, University of Southern California, Los Angeles.

Paper presenter and panel organizer, International Research Society on Public Management Conferences: March 2011, Dublin, Ireland; April 2009, Copenhagen, Denmark; Potsdam, Germany, April 2007.

Presented paper, "Involving the Public and Other Stakeholders in Public Management: A Practical Theory with Case Applications," at the Minnowbrook III Conference on "The Future of Public Administration,

Public Management, and Public Service around the World,” Lake Placid, N.Y., September 5-7, 2008.

Presented plenary paper on “Public Involvement in Public Administration in the Information Age: Speculation on the Effects of Technology” at the conference on “Citizens and Public Administration in the Information Age” in Tampere, Finland, August 1999.

Research Committee and Site Selection Committee, National Association of Schools of Public Affairs and Administration (NASPAA), 1998.

Award Committee for Best Book in Urban Politics, Urban Politics Section of the American Political Science Association, 1998.

Research Committee and Site Selection Committee, National Association of Schools of Public Affairs and Administration (NASPAA), 1998.

Award Committee for Best Book in Urban Politics in 1996, Urban Politics Section of the American Political Science Association.  
Program Co-Chair, Conference Management Committee, 1994 Annual Meeting of the American Society for Public Administration.

Editorial Board, *Urban Affairs Quarterly*, 1988-1992.

Chairperson, Governing Board, Urban Affairs Association, 1990-1992.

Vice-Chairperson, Governing Board, Urban Affairs Association, 1989-90.

Chairperson, Committee on Institutional Member Benefits, Urban Affairs Association, 1989-90.

Governing Board, Urban Affairs Association, 1984-1992.

Publications Committee, American Society for Public Administration, 1987-90.

Best Dissertation in Urban Politics Awards Committee, Urban Politics Section of the American Political Science Association, 1989.

Chairperson, Site Selection Committee for Urban Affairs Association Annual Meeting, 1987-1989.

Program Chair, 1986 Annual Meeting of the Urban Affairs Association, Fort Worth, Texas.

Chair, Best Paper Award Committee, 1986 Annual Meeting of the Urban Affairs Association.

Editorial Board, *Journal of Urban Affairs*, 1985-86.

Book reviewer, *Perspective: Reviews of New Books on Government/Politics and International Affairs*, Winter 1988, November/December 1986, September/October 1985, January/February 1985, January/February 1984.

Presented paper, "Restructuring the Periphery: Lessons from Neighborhood Governance in Cincinnati," at the University of Nebraska-Lincoln Ninth Annual Hendricks Symposium on "Sub-National Politics: The Problem of Center-Periphery Relations," November 1984.

Presented paper, "Citizen Involvement in Public Management: Lessons from Municipal Administration," at the University of Missouri-Columbia conference on "The Revitalization of the Public Service," October 1984.

Occasional manuscript reviewer, *Public Administration Review*, *Journal of Politics*, *Public Administration*, *Administration and Society*, *Governance*, *Public Management Review*, *American Journal of Political Science*, *American Political Science Review*, *Journal of Voluntary Action Research*, *Nonprofit and Voluntary Sector Quarterly*, *Journal of Policy Analysis and Management*, *World Development*, *Comparative Political Studies*, *Policy Studies Review*, *Western Political Quarterly*, *Urban Affairs Review*, *Journal of Urban Affairs*, *State and Local Government Review*, *Evaluation Review*, *Economic Development Quarterly*.

Panel organizer and paper presenter, Annual Meetings of the Urban Affairs Association: Boston, March 2003; Toronto, March 1997; Indianapolis, April 1993; Charlotte, N.C., April 1990; Akron, Ohio, April 1987; Portland, Oregon, April 1984; Flint, Michigan, March 1983; Philadelphia, March 1982; Omaha, Nebraska, March 1981; Washington, D.C., March 1980.

Paper presenter, Annual Meetings of the American Political Science Association: August 1997, Atlanta; August 1991, Washington, D.C.; August 1989, Atlanta; August 1985, New Orleans; September 1983, Chicago; September 1982, Denver; September 1980, Washington, D.C.; September 1977, Washington, D.C.

Paper presenter, Annual Meeting of the International Association for Conflict Management, June 1989, Athens, Georgia.

Paper presenter, Annual Meetings of the Midwest Political Science Association: April 1983, Chicago; April 1982, Milwaukee; April 1980, Chicago; April 1977, Chicago.

Paper presenter, Annual Meeting of the Southern Political Science Association, November 1979, Gatlinburg, Tennessee.

Paper presenter, Annual Meeting of the Southwestern Political Science Association, April 1978, Houston, Texas.

Paper presenter, Annual Meeting of the International Studies Association, March 1974, St. Louis, Missouri.

Member, American Society for Public Administration.

Member, Public Management Research Association.

### **Grants and Consulting Experience:**

Co-principal investigator (with Theodore Poister). "Piloting Stakeholder Surveys for the Georgia Department of Transportation. Georgia Department of Transportation, 2005-2009, ~\$1.4 million. Funded. Principal Investigator. "Achieving Open Government in Gwinnett County." Gwinnett County Government, 2006-2008, \$24,818. Funded.

Co-grantee (with Community Research Council of Chattanooga). "chattanooga-CITIZEN," Alfred P. Sloan Foundation, 2005, \$100,000. Funded.

Co-principal investigator (with Theodore Poister). "Enhancing Strategic Management and Related Survey and Performance Measurement," Georgia Department of Transportation, 2003-2005, \$221,259.

Faculty Associate (with Judith Ottoson, Principal Investigator, and Gregory Streib). "National Evaluation Study of the American Cancer Society National School Health Coordinator Leadership Institute." American Cancer Society, \$359,783 (five-year grant). Awarded July 2000.

Co-Principal Investigator (with Theodore Poister and James Wolk). "Development and Assessment of a Child Support Customer Service and Problem Resolution Unit for Georgia." Georgia Department of Human Resources, Family and Children Services, Child Support Enforcement, \$1,048,451 (two-year grant with GSU cost-sharing). Awarded November 1995.



Principal Investigator. "Quality Surveys for the City of Atlanta." City of Atlanta, March 1995, \$61,125 (one-year grant with GSU cost-sharing).

Awarded grant (as co-applicant) for an economic impact analysis of the National Black Arts Festival, July 1994.

Awarded contract for survey of citizen contacting of Solid Waste Division, Department of Public Works, City of Kansas City, Missouri, November 1991.

Awarded contract by Greater Kansas City Chamber of Commerce to evaluate "Entrepreneurial Training Program," February 1990.

Awarded grants (as co-applicant) for "Program on Nonprofit and Public Service Leadership":

Hall Family Foundation, July 1988

Boatmen's Bank, October 1988

Dunn Family Foundation, December 1988

Kansas City Life Insurance, May 1989

Awarded grant by National Institute for Dispute Resolution to prepare curriculum module on "Public Management and Decision Making with Citizen Participation," May 1986.

Performed contract survey of 1200-member workforce of Truman Medical Center, Kansas City, Missouri, 1985-86.

Performed contract evaluation of the Center for Management Assistance, Kansas City, Missouri, 1982-83.

Consulted with the City of Prairie Village, Kansas, on the construction, administration, and analysis of a random sample survey of city residents, 1982-83.

Director, Federal Department of Housing and Urban Development Title VIII Grant Project, "Iowa Housing and Redevelopment Association Training Programs," Institute of Public Affairs, University of Iowa, 1970-74.

### **Training Experience:**

"Governmental Leadership: Politics, Communication and Influence," Center for State and Local Finance, Andrew Young School of Policy Studies, July 17-19, 2019; August 15-17, 2018; July 19-21, 2017; May 11-13, 2016; February 6-8, 2017, Atlanta, Georgia.

“Planning for Public Involvement: Strategies for Survival and Success,” Annual Conference, Western Association of Fish & Wildlife Agencies, July 13, 1999, Durango, Colorado.

“Planning for Public Involvement in Decision Making: Strategies for Survival and Success,” Marine Resources Division of the South Carolina Department of Natural Resources, March 12 and 13, 1998, Charleston, South Carolina.

“Recognizing the Potential for Takeover of an Issue by a Citizen Group: Strategies for Survival,” Pennsylvania Municipal Managers, June 12 and 13, 1997, Philadelphia and Pittsburgh.

“The Challenge of Public Involvement,” Texas Department of Mental Health and Retardation, March 25, 1997, Dallas.

“Surviving Public Scrutiny: A Workshop for Private and Public Benefit,” Water and Wastewater Officials, September 12, 1996, New York City.

#### **Awards and Fellowships:**

Co-winner of the award for Best Book in Public Administration (*Citizen, Customer, Partner: Engaging the Public in Public Management*), Section on Public Administration Research of the American Society of Public Administration, 2013.

Urban Affairs Association Service Honor Roll, 2013.

Regional Leadership Institute, Atlanta Metropolitan Area, 2000.

*Who's Who in the South and Southwest*, 1995-1996.

*International Authors and Writers Who's Who*, 1995.

*Contemporary Authors*, 1993.

*Who's Who in the Midwest*, 1992.

Bloch School Kemper Summer Stipend, 1992.

Best Paper Award in Public Sector Track, Biannual Conference of the International Association for Conflict Management, June 1989.

Phi Kappa Phi Honorary Society, 1987.

UMKC Trustees Faculty Fellowship, 1984-85.

Pi Alpha Alpha Honorary Society, 1981.

TCU Faculty Summer Stipend for Research, 1980.

Departmental Fellowship, Northwestern University, 1969-70.

University Fellowship, Northwestern University, 1968-69.

Phi Beta Kappa, 1966.

**Community and University Service:**

Member, Affordable Housing Task Force, City of Decatur, 2019-2021.

AYSPS Representative, Triennial Review Committee for GSU President Mark Becker, 2015-2016.

AYSPS Representative, Governing Board, The Civic League of Regional Atlanta, 2006-2011.

Gubernatorial appointee, Child Support Commission of Georgia, 2005-2007, 2001-2002, 1997-1998.

Admissions and Coordinating Committee, Joint Ph. D. Program in Public Policy, 2001-present.

Member, Atlanta Regional Commission CREATE Community Award Committee, 2004.

University Faculty Senate, 1996-2001, 2003-2005.

Chairperson, Triennial Review Committee for GSU President Carl Patterson, 2001.

Triennial Review Committee for GSU President Carl Patton, 1998.

Presidential Appointee, GSU University Senate, 1996-1999.

GSU Research Office Review Committee and Associate Vice-President for Research Search Committee, 1995-1996.

GSU Collegial Strategic Planning Committee, 1995-1996.

Provost's Policy Studies Group Planning Committee, 1995.

Research Council, Georgia Future Communities Commission, 1995-1996.

Executive Board, Kansas City Area Chapter of the American Society for Public Administration, 1983-84, 1991-1993.

Planning Committee for UM System, 1987-90.

Search Committee, UMKC Dean of Graduate Faculties and Research, 1989-90.

Advisor, Mayor's Commission on Charter Reform, Kansas City, Missouri, 1988.

Henry W. Bloch School of Business and Public Administration Planning Task Force, 1987-88.

UMKC Faculty Fellowships and Visiting Professorships Review Committee, 1985-1992.

Chancellor's Enhancement of Research Committee, UMKC, 1985.

School of Business and Public Administration Representative and Chair, Social Sciences Subcommittee, UMKC Faculty Research Council, 1984-89.

Planning Committee for New School of Business and Public Administration Building, 1982-83, 1985-86.

TCU Representative, Committee on the Future of Fort Worth, City of Fort Worth Planning Commission, 1980-81.

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