

Memorandum

TO: Tina Bui, Capital Metro
FROM: Chris Kopp
DATE: January 16, 2008
RE: Peer Review Study
Potential Questions for Stakeholder Interviews

In preparation for an intensive period of stakeholder interviews in the coming weeks, we have developed a preliminary list of potential questions for your review. As described in the study scope of work, we anticipate that each meeting will follow a consistent agenda of general discussion points, with some specific questions tailored to each interviewee. The following list represents a general list of questions that could be common to each interview. We look forward to discussing these with you and the CAMPO Peer Review Committee at the kick-off meeting on Friday. At that time, we would also like to gain some insight into specific questions that we may ask of particular agencies.

1. We have been asked to conduct a study of the Capital Metropolitan Transportation Authority (Capital Metro) as the first in a series of CAMPO-supervised peer review studies of transportation agencies in Central Texas. The objectives of the peer review are to:
 - Address topics related to regional transportation planning, organization, governance, and funding sustainability;
 - Compare Austin with other cities in a similar position, now and in the future, and review relevant best practices in those cities;
 - Review performance indicators and prepare a Quadrennial Performance Audit as required by Texas law; and
 - Make recommendations to ensure that limited resources are being deployed efficiently and effectively to meet the challenges facing the region now and in the future.

Do you have any questions about the study or the process?

2. What is your vision of transportation in Central Texas over the next ten years? Over the next thirty years?

3. What is the role of public transportation in the region's multimodal transportation system?
4. Where does funding for public transportation projects and services fit within other regional mobility priorities? Within broader regional priorities?
5. What is the role of Capital Metro in regional transportation planning? Is it a key participant in strategic regional transportation system planning and decision making? Why or why not? Should it be more involved, should it focus on refinement of its operations, or something in between?
6. How is Capital Metro viewed in the community? What is your personal view of Capital Metro?
7. What are the main challenges facing Capital Metro as a transportation agency?
8. How adequate are Capital Metro's current agency governance and operating arrangements? Are you aware of any issues with its use of an independent contractor to provide bus operators and mechanics to meet conflicting state and federal statutory requirements? Is the Board structured to represent the agency's service area and contribution to regional mobility, now and in the future? If so, how should representation on the Board be changed?
9. What is your understanding of Capital Metro's financial situation? Given that Capital Metro has been experiencing costs that are rising faster than revenues and that are expected to result in operating deficits within a few years, do you have any recommendations on how Capital Metro could resolve its imminent financial problem?
10. Do you have any suggestions of other cities that may be useful for comparison with Austin in our peer review? Any cities that may provide examples of best practices that could be helpful to Central Texas or Capital Metro?