

Semi-Structured Interview Guide [Template]

Introduction and Consent

1. Introduction:
 - a. The purpose of this study is to explore the ability of rail and public transit agencies to respond to changes through a series of interviews with practitioners and scholars.
 - b. We will be referring to *adaptation*.
 - i. “Adaptation” here is defined as: a strategy or intervention intended to enhance a system, agency, or individual’s ability to adjust to change.
2. Consent: Confirm that you consent to a recording and transcription this interview. (All data will be kept confidential and no quotation will be attributed to you without your consent.)

Background and Experience

3. Please describe your background and your role at your agency.
 - a. What are your primary responsibilities?
 - b. How does your role relate to implementation of changes or adaptations to the rail or public transit system? / Have you been involved in any resilience initiatives?

Adaptations and Adaptive Capacity

4. What are the major challenges or threats faced by your agency/rail or public transit system?
 - a. How would you characterize these challenges? (Are these challenges mainly technical, financial, environmental, organizational, or institutional?)
 - i. How do these challenges affect your agency’s ability to plan or invest in system changes or improvements?
 - b. How does your agency currently address these challenges?
5. What are the most important factors that help your agency adapt to changing conditions?
 - a. How flexible is your agency in reallocating resources or piloting new approaches (or adaptations)? What helps or hinders flexibility in your organization?
6. From your experience, what funding mechanisms are available to support implementing adaptations or building resilience?
 - a. How predictable or stable is this funding?
 - b. Have funding uncertainties delayed or prevented implementation of adaptations or other initiatives to build resilience?
 - c. Does your agency invest in workforce training or capacity building for adaptation initiatives?

7. How would you describe your agency's approach to handling disruptions/threats/hazards (e.g., proactive or reactive)?
 - a. Can you share an example of a recent disruption or extreme event, and how your agency responded?
 - i. How does your agency promote organizational learning after such events?
 - ii. Has your agency made any changes as a result of past disruptions?
 - b. How does your agency engage with stakeholders and community members before, during, and after potential disruptions or extreme events?
8. Has your agency successfully implemented an adaptation or other resilience-building intervention?
 - a. What prompted the adaptation or intervention?
 - b. What were the costs associated with implementing said intervention? How was it funded?
 - c. Were there challenges to implementing the intervention?
 - d. How do you assess whether adaptations or interventions are successful? Are there any performance metrics to assess the effectiveness of these interventions?

Institutions (Formal and Informal)

9. What are some of the rules, policies, or regulations that impact your agency's ability to implement changes to its system?
10. What are some of the norms, unspoken agreements, or cultural expectations that impact your agency's ability to implement changes to its system?

Knowledge Sharing and Best Practices

11. Has your agency ever implemented or adapted an approach, strategy, and/or technology from another agency? How do you learn about best practices?

Lessons Learned and Reflections

12. Based on your experience, what are some opportunities for improving the resilience of rail or public transit systems?
13. What recommendations would you offer to policymakers or other agencies seeking to improve their ability to adapt or build resilience within their rail or public transit systems?

Concluding

Would you like a copy of the study's findings when completed? [Yes/No]