

## Appendix 1: Interview Guide

1. Tell me about your agency and its priorities.
  - a. Boundaries? Whom do you serve?
2. How does your agency fit into the broader water governance system for your city or area?
  - a. Main relationships/connections?
3. Tell me about long-term goals and priorities for water in your city.
  - a. Where do these goals come from?
  - b. Are these the right goals? Would you add anything or make any changes?
4. What are the main challenges/obstacles to achieving the goals?
  - a. Is your agency structured effectively?
  - b. Are broader decision-making processes organized effectively, or are there challenges with that?
  - c. Is politics an obstacle? If so, how?
  - d. Is distribution of resources and power right?
5. In your opinion, are there better and worse ways of responding to the challenges?
  - a. How is your city responding to the challenges and pursuing the goals/priorities?
  - b. What are the bright spots? Are some efforts especially promising? Could they be built up?
  - c. Where is improvement needed? What could be done better? Are additional activities needed? And if so, what are they?
6. Is your agency/city government learning from its experience with regard to the goals? Are the lessons being translated into action?
  - a. Do you look to any other cities as role models? Are other cities making more progress, and if so, how are they doing it?
7. Is it all up to city governments to fix the problems? Who else could or should be involved in finding solutions and pursuing the goals?
  - a. Is your city already partnering with any of these people or organizations? Which ones?
  - b. Tell me about what they are doing together.
  - c. How is it going?
8. What are the main lessons from your city that you would like to share with others facing similar challenges?
9. Academics talk a lot about resilience. Is that a term that your agency uses/your city? What does it mean to you?
10. What have I forgotten to ask you about? What else would you like to add?