

Recent Developments in Contracted Operations in the U.S.: Austin and New Orleans

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August 2019

Transitcenter.org

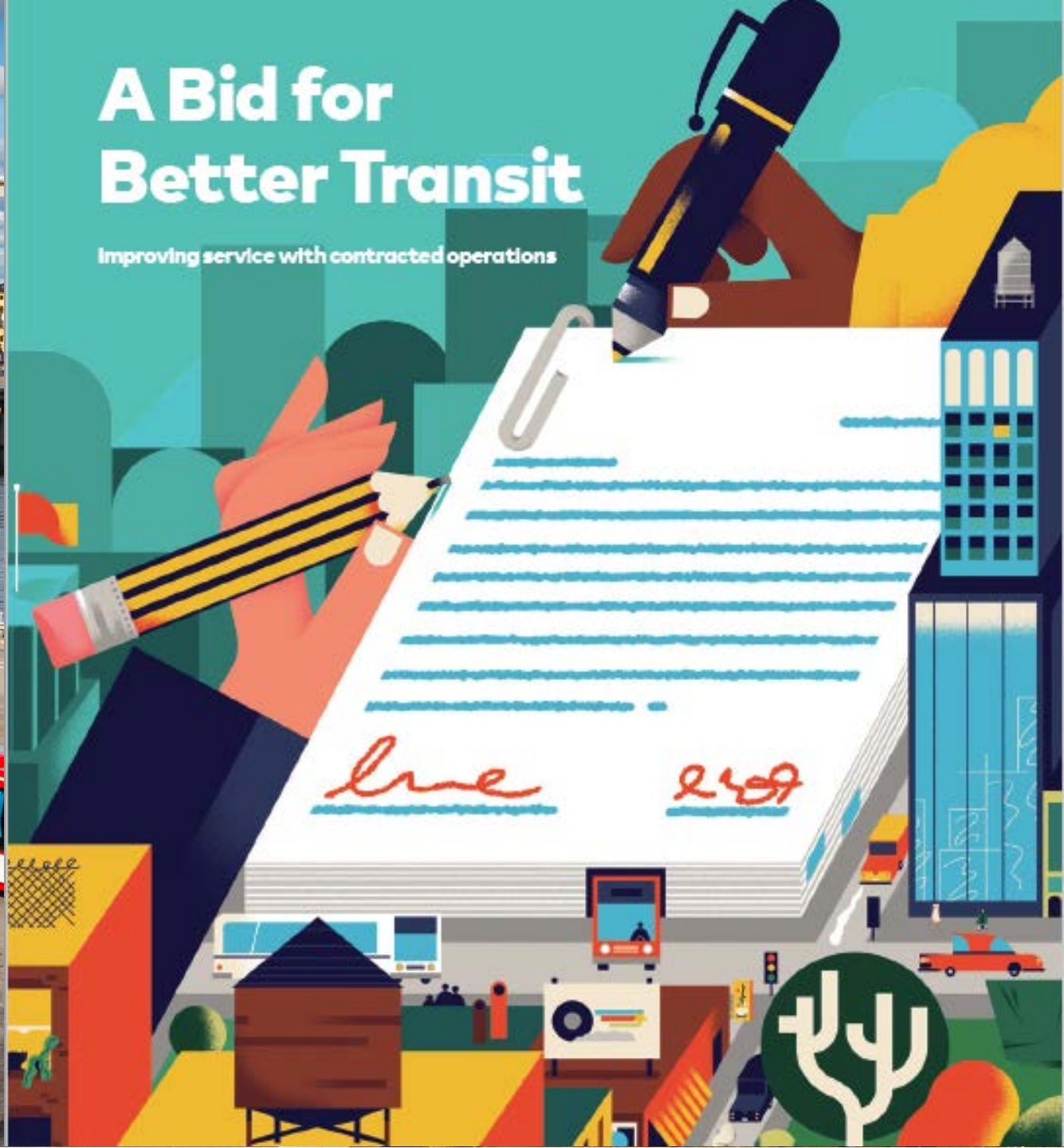
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A Bid for Better Transit

Improving service with contracted operations

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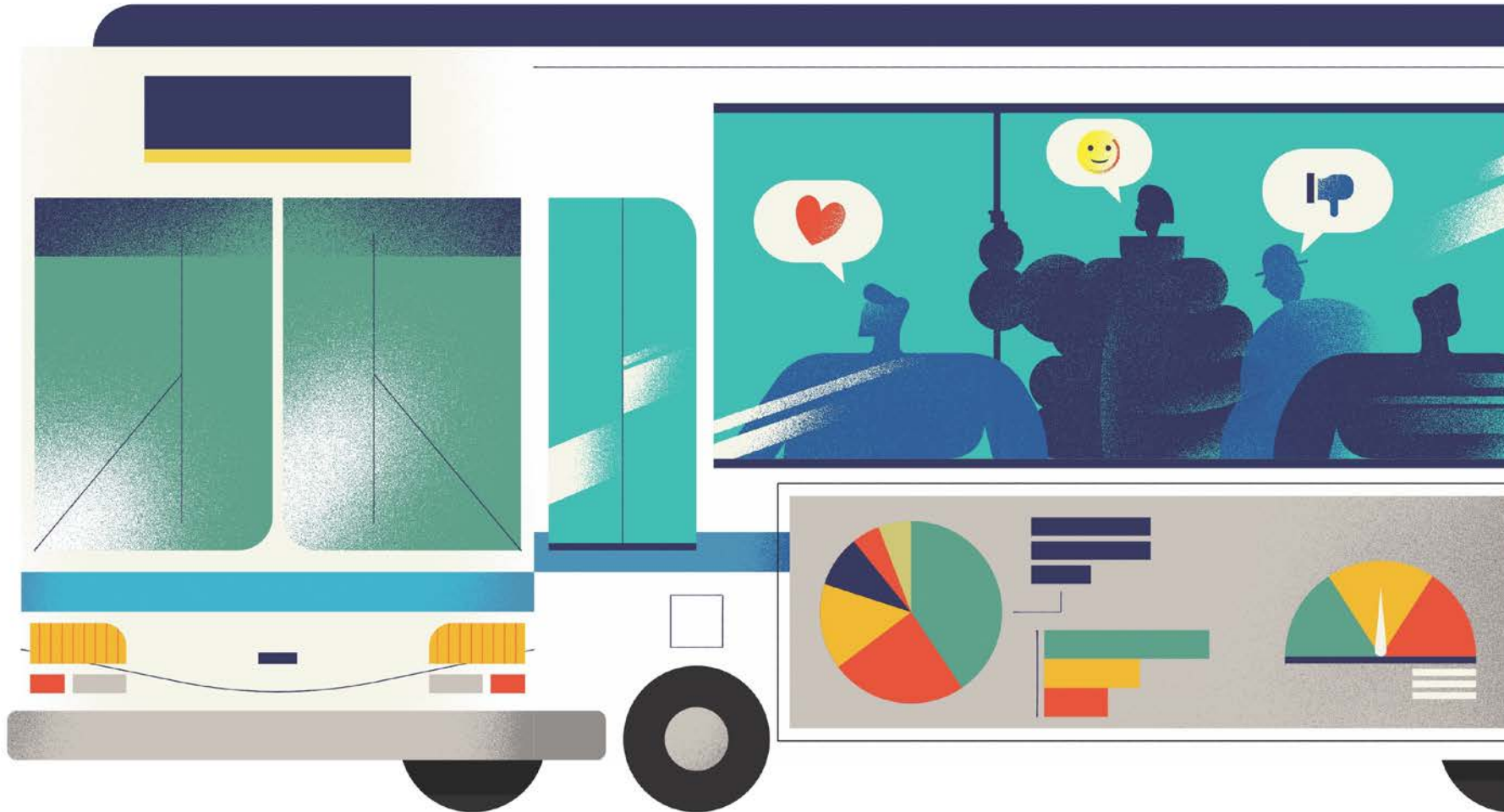
Lessons Learned

1. Transit agencies must protect the public interest – the one thing that can't be “contracted out”
2. Clear contracts align contractors' profit motive with agency goals
3. Symbiotic agency-contractor relationships can improve operations and foster innovation

1. Government should not “contract out” the public interest



2. Clear contracts align contractors' profit motive with agency goals



3. Symbiotic agency-contractor relationships can improve operations and foster innovation



New Orleans Update in 2019

1. Thorough RFP for new operator yielded few bids
2. Award was made to incumbent, despite agency board's prior dissatisfaction
3. Agency significantly strengthened oversight



A photograph of a city skyline at dusk or dawn. In the foreground, a large concrete bridge with multiple arches spans a river. The bridge is crowded with people. In the background, several tall buildings are visible, including a prominent one with a grid-like facade. The sky is a mix of blue and orange, reflecting on the water.

The Austin Evolution: Contracting Perfected through Practice

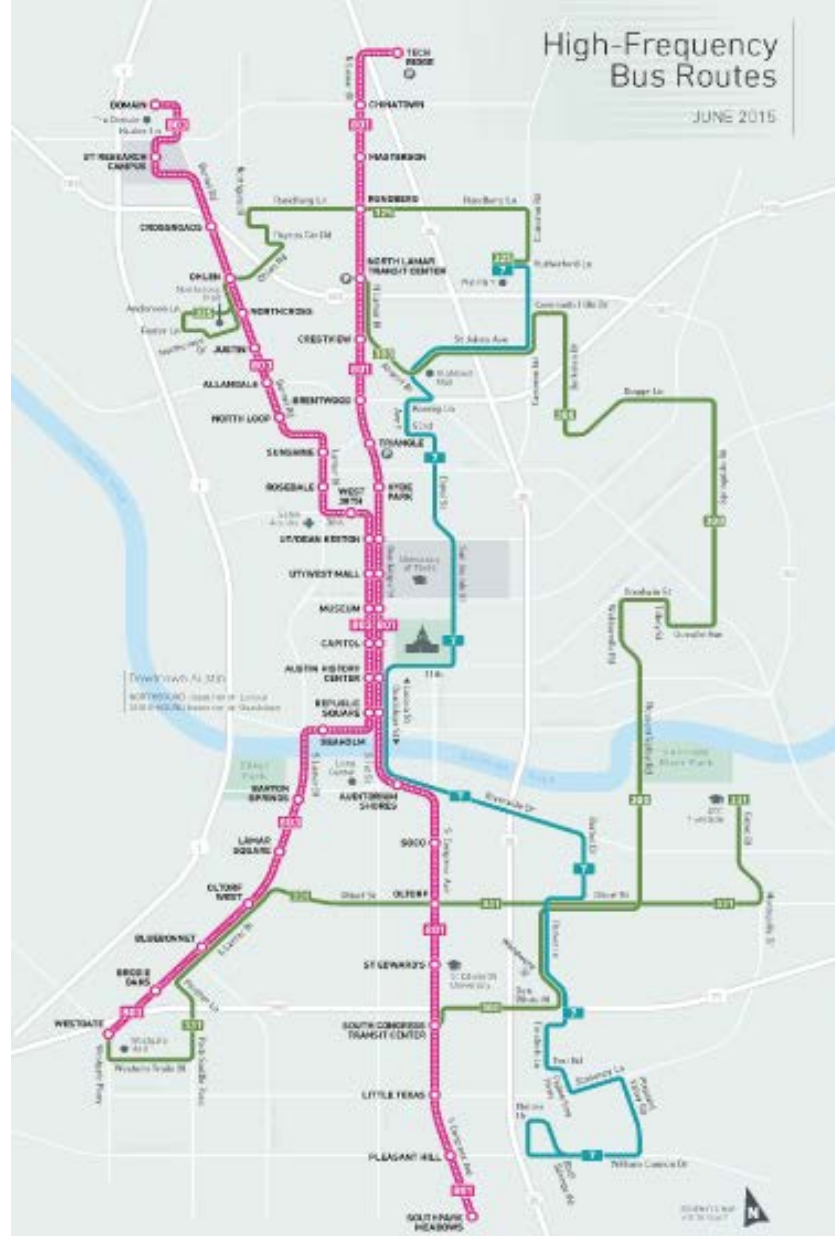
Austin

1. Progressive pro-transit city in an anti-transit state
2. Anti-labor politicians control state legislature
3. State government power pre-empts local control
4. Public employee labor unions overplayed their hand in 2011



Austin's Evolution: from experimentation in 2011 to experience today





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