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Executive Summary

Introduction
The purpose of this study is to develop a local transit plan for the City of Georgetown that would serve transit needs within the city limits and connect to existing and future regional transit options to form a regional transit network that would improve mobility, improve the region’s environmental and economic sustainability, and slow the increase of congestion on roadways. Capital Metro and the city have undertaken this study to assist Georgetown in realizing its public transit goals and to help advance regional goals for transit expansion.

Capital Metro’s Project Connect North Corridor Plan is a driving force behind the transit development plan for the City of Georgetown. Project Connect is a plan to expand transit service outside the existing service area to improve regional mobility. The North Corridor Plan of Project Connect includes express bus service to Georgetown from downtown Austin. It is the intent of this local transit plan to recommend service that serves Georgetown’s transit needs that also complement the regional connections in Project Connect.

The city, as illustrated in Figure ES-1 is a northern suburb of Austin with a 2010 population of 47,400 and a 2013 U.S. Census Bureau estimated population of 54,898. The San Gabriel River goes through the core of the city, forming the northern edge of the downtown area. Although the city is growing, it retains a small-town feel, especially in the central core of the city. The well-maintained and active downtown area and historic square, located just east of IH 35, are a source of pride for the city. Southwestern University, a small, private liberal arts institution established in 1840, forms the eastern boundary of the downtown area and plays a role in the history and culture of the city.

A more recent significant influence on the culture of the city is the growing senior population. With the development of Sun City Texas (originally named Sun City Georgetown) in 1995, as well as other active-adult communities, there is a large senior population in the city. This creates unique circumstances and challenges for the city, especially as the once active seniors age and become less independent, less mobile, and more in need of a variety of social services, including public transportation.

Georgetown has a small number of large employers. The major employers in the city (and number of employees from the spring of 2014) are Southwestern University (514), AirBorn, Inc. (462), and St. David’s Georgetown Hospital (453). While there is a large employment base north of Austin, much of it is located in communities south of Georgetown. It should also be noted that Williamson County Government (1582), Georgetown Independent School District (1550), and the City of Georgetown (532) top the list; however, these employers have employees in multiple locations across the city.
ES.2 Goals of the Plan
Transit system performance must be measured based on goals and standards that reflect the operating environment and values of the community it serves. The goals and objectives recommended for the City of Georgetown were created to establish a baseline. These measures are meant to be a starting point for Georgetown and Capital Metro to build on and further develop in the future. In order to make these goals and objectives successful, Georgetown will need to establish performance measures and begin tracking and monitoring service performance.
The project team developed goals, objectives, and strategies for the transit development plan. Below are the goals of the plan (objectives and strategies of the plan are outlined in Section 2 of the full report).

- **Goal 1**: Provide a safe, reliable, efficient, and accessible transportation option for residents and visitors of Georgetown
- **Goal 2**: Adequately address the mobility needs of Georgetown residents
- **Goal 3**: Maximize resource utilization and operational efficiency with respect to system administration and operations
- **Goal 4**: Develop a local system that operates effectively in the short-term, continues to develop an audience for regional transit options in the mid-term, and will connect the local community to the region in the long-term

**ES.3 Public Involvement and Outreach**

Public input played a prominent role in the development of the Georgetown Transit Development Plan. Capital Metro and the City of Georgetown used a combination of public meetings, public intercept surveys (conducted at a local event and at the public library), an online survey, and stakeholder interviews. In addition, Capital Metro and the City of Georgetown disseminated information through their websites and social media accounts.

**ES.3.1 Public Meetings**

Two public meetings were held for the Georgetown Transit Development Plan. Both meetings were advertised in the *Williamson County Sun* and through the City of Georgetown’s and Capital Metro’s social media outlets.

**Public Meeting #1**

The first meeting, held January 22, 2015, was a combined open house with the Georgetown Sidewalk Master Plan project held at McCoy Elementary School in Georgetown. Twenty-five people attended the open-house, which included several maps and visual aids to introduce the project to the public. The consultant team informally engaged attendees and provided a project overview, answered questions and solicited feedback. A representative from Capital Metro was also in attendance to discuss the project and its relationship to the regional expansion efforts of Capital Metro.

**Public Meeting #2**

The second public meeting was held from 5:30 to 8:00 p.m. at the Georgetown Public Library on April 1, 2015. Thirty-seven people attended the meeting. The meeting consisted of an open house and presentation. During the open house portion of the meeting, attendees had a chance to review project information exhibits, ask questions of project team members and interact with elected officials from the city. The presentation given at the meeting, as well as the sign-in sheet from the meeting, are included in Appendix B of this report.

**ES.3.2 Public Intercept Surveys**

The Project Team developed a written survey to solicit public input regarding transit in Georgetown. Survey questions included current transportation habits and hypothetical future transit use.
**Georgetown Christmas Stroll Intercept Survey**
Capital Metro and the City of Georgetown sponsored a booth at Downtown Georgetown’s annual Christmas Stroll on the evening of December 5 and all day on December 6. The booth included materials from Capital Metro about Project Connect and featured large maps of the local area. Project team members staffing the booth interacted with individuals walking by the booth, which was in a central location. Although most of the “strollers” were from Georgetown, the event also draws people from Austin and other nearby towns and cities (e.g., Round Rock, Pflugerville). This event offered a good opportunity to interact with large crowds of people in a casual setting. Twenty-five people signed in at the booth, 28 people filled out surveys, and a number of other people stopped by to chat over the course of the two-day event. The individuals who completed surveys represented a mix of students, young families, and working and retired individuals ranging in age from their twenties to early sixties.

**Georgetown Public Library Intercept Survey**
An intercept survey was conducted inside the foyer of the Georgetown Public Library on February 11, 2015, from 3:00 p.m. to 5:30 p.m. The late afternoon timing was chosen in order to have the potential to encounter a variety of people, including students, families, working individuals, and retired individuals. Three members of the Project Team engaged with passers-by to request feedback regarding transit in Georgetown. Twenty-five surveys were completed during this intercept survey event.

**ES.3.3 Online Survey**
The Project Team developed an online survey and uploaded the survey to the City of Georgetown website on April 13, 2015. The survey included questions pertaining to the proposed route network, transit priorities, and transit preferences. Results from the survey will be used by the city to help guide transit development decisions during this project and any future planning projects related to the development or expansion of public transportation in the City of Georgetown.

**ES.3.4 Stakeholder Interviews**
Stakeholders were identified by City of Georgetown Planning staff, Capital Metro staff, and consultant staff. The primary purpose of the stakeholder interviews was to identify community transit needs, preferences, and potential markets. Ten organizations were interviewed during the first quarter of 2015 including, Boys & Girls Club of Georgetown, United Way of Williamson County, Southwestern University, Sun City Texas Community Association, Georgetown Main Street, City of Round Rock, City of Georgetown, Wolf Ranch Town Center, Capital Area Rural Transportation System (CARTS), and Georgetown Independent School District.

**ES.4 Existing Conditions**

**ES.4.1 Existing Transit Services in Georgetown**

**CARTS SERVICE**
CARTS buses operate from seven transit stations located throughout the CARTS service area in Central Texas. Fixed-route service is operated between the seven stations, and this service is available to anyone in the service area. CARTS also provides “curb-to-curb” service, also known as demand-response or on-call service, for mobility impaired individuals and individuals in need of special assistance in portions of the CARTS service area. CARTS operates 60 mini-buses and vans to provide fixed-route and on-call services across Central Texas.
• **Fixed-Route Service in Georgetown** – CARTS operates a fixed, interurban bus route between Georgetown and Austin twice daily, Monday through Friday.

• **Curb-to-Curb Service in Georgetown** – The CARTS Community Transit service provides on-call services within the CARTS service area. Passengers reserve rides by telephone or online with a preferred 24-hour advanced notice. The Community Transit service is offered Monday through Friday from 8:00 a.m. to 4:30 p.m. Fares range from $2.00 to $6.00, depending on the zone of the destination.

• **Medical Transit Service in Georgetown** – CARTS provides non-emergency medical transportation services for Logisticare Solutions, LLC, a broker under contract to the Texas Department of Health and Human Services to arrange transportation for eligible persons in the CARTS District.

**Commuter Rail Service**
Capital Metro’s MetroRail provides rail service between Austin and Leander Monday through Friday in the morning and evening peak periods. No mid-day service is provided at Leander Station. On Saturdays, MetroRail northbound service terminates at Lakeline Station, thus no service is available at Leander Station. MetroRail does not operate on Sundays. Although the service does not operate in Georgetown, the Leander Station is approximately 17 minutes west of downtown Georgetown by car.

**ES.4.2 Review of Relevant Plans**
The following plans include information for achieving multi-modal planning objectives. The most relevant plans are the Project Connect: North Corridor Plan, which acts as the system plan for the Central Texas region. The Lone Star Rail Project proposes the implementation of commuter rail between Georgetown, Austin, and San Antonio. The previous Georgetown Transit Development Plan provides a starting point in terms of data and the vision of the city. Finally, the city has conducted biannual surveys that show some of the transportation interests of the greater community.

**Project Connect: North Corridor Plan**
Project Connect was developed by the project partners in the Central Texas region to coordinate transportation options. The Project Connect High-Capacity Transit System Plan provides a framework for moving forward with high-capacity transit in Central Texas, with the goal of including the fiscally constrained portions of the Project Connect System Plan in the Capital Area Metropolitan Planning Organization’s 2040 Regional Transportation Plan (CAMPO 2040) and implementing the components of the plan as fiscally feasible. Project Connect is the vision for Central Texas’s high-capacity transit system. Linking activity centers within the fastest growing region in the country, Project Connect aims to connect people, places, and opportunities in an easy, efficient way. The vision unites efforts to develop the best solutions for getting around Central Texas and addressing regional growth challenges.

For the City of Georgetown, major elements of the plan (illustrated in Figure ES-2) include:

- Extending Capital Metro’s premium MetroRapid service to Round Rock and Georgetown
- New express routes from Georgetown and Round Rock to leverage investments in the new express lanes along MoPac
- Lone Star Rail District’s commuter rail project from Georgetown through Austin to San Antonio
- Using the MoKan Corridor from Pflugerville to downtown Austin as a dedicated busway with limited stops, with future service extended to Georgetown
- Utilizing Capital Metro’s Express and Connect bus services to provide transit options within the Corridor
**CAMPO 2035 (and updated 2040)**
The CAMPO 2035 plan is a long-range plan that specifies a set of investments and strategies to maintain, manage, and improve the surface transportation system in the five-county region of Williamson, Travis, Hays, Caldwell, and Bastrop Counties. CAMPO 2035 was the basis for the Project Connect System Plan. The Project Connect team worked with CAMPO on the development of the Project Connect System Plan to ensure that the fiscally constrained portions of the System Plan would then inform the planning process for CAMPO 2040 which was officially adopted on May 11, 2015.

**Lone Star Rail Project**
The Lone Star Rail Project is the central element of the Lone Star Rail District (LSRD), which is an independent public agency created in 2002. LSRD is governed by a board of directors made up of representatives of member cities and counties, various planning and transit agencies, the business community, and general public. Its planning area covers Williamson, Travis, Hays, Comal, and Bexar Counties.

The Federal Highway Administration (FHWA), Texas Department of Transportation (TxDOT), and the LSRD began an Environmental Impact Statement (EIS) for a proposed passenger rail line that would travel along the IH 35 corridor connecting the greater Austin and San Antonio metropolitan areas. Agency and public scoping meetings were held in January 2015.

The Lone Star Regional Rail Project would provide regional passenger rail service connecting communities along the IH 35 corridor between the metropolitan areas of Austin and San Antonio, including the City of Georgetown. As currently envisioned, the project would span approximately 120 miles across member counties.
Figure ES-2: Project Connect: North Corridor Study LPA

Source: Capital Metro, 2014.
2008 City of Georgetown Transit Plan
The City of Georgetown, in conjunction with the Capital Area Rural Transportation System (CARTS), and the Texas Department of Transportation (TxDOT), completed the Georgetown Fixed-Route Action Plan. The purpose of this effort was to design a fixed-route transit service and implementation plan for the City of Georgetown.

Bus service was proposed to operate using four buses on six routes. This service was to include four half-hour routes interlined (after completing one route, when the vehicle arrives at the transfer center it would become a second route and would alternate between the two routes to reduce the need for transfers). One route would have operated on a half schedule to serve the major shopping areas. This would have served that route exclusively. The Sun City Route would have operated on a one-hour schedule using a single bus.

The six routes were projected to serve a total of about 112,000 annual trips the first year and 180,000 the third year. To operate the service, 9.5 full-time equivalent driver positions were expected to be required, costing about $965,000 to operate annually. Start-up costs were projected at $633,000, including $500,000 for buses and $85,000 for shelters as the two primary cost items. In 2008, it was assumed that there were no federal funds available initially, and that operating costs would be picked up by the City of Georgetown, federal/state funds, advertising/sponsorships, CARTS, and rider fares.

City of Georgetown Overall Transportation Plan (OTP)
The Overall Transportation Plan (OTP) was completed in February 2015 and is critical to the overall development of the city as it guides future roadway improvements, construction of new facilities, and outlines the city’s transportation goals. The adoption of the OTP sets forth long-term capital planning and financing considerations designed to ensure that basic transportation infrastructure needs and right-of-way will be available as the city grows and network needs improvements. The OTP takes a multi-modal approach, including plans and policies for roadways, pedestrian and bicycle mobility, and transit for a horizon year of 2035. Recommendations from the OTP include:

- Development, adoption, and implementation of a bicycle master plan
- Adoption and implementation of the Sidewalk Master Plan in 2015
- Expansion of roadway capacity in the city limits and ETJ by 56 percent
- Initiation of the process to develop a master transit plan
  - Establishment of plan objectives
  - Determination of transit service operation method (partner with adjacent communities or keep service within Georgetown)
  - Determination of funding availability
  - Determination of transit connectivity needs, both locally and regionally
  - Determination of the major transfer points

Other City Plans Evaluated
- City of Georgetown 2030 Comprehensive Plan
- City of Georgetown Sidewalk Master Plan and Public Facility Access Audit
- Downtown Master Plan Update, Chapter 4 – Pedestrian & Bicycle Circulation & Streetscape Design
- City of Round Rock Transit/Transportation Plans
- City of Georgetown Citizen Surveys
ES.5  Service and Operations Plan
Based on input from the public outreach process and the comprehensive data analysis tasks, the project team developed recommendations for service and financial plans. The proposed fixed route transit system would serve many local destinations radiating from a centralized transfer center providing transit service within the City of Georgetown. A five route transit system was identified to provide a foundation of local service for the city. The routes were developed to link as many local origins and destinations as possible while keeping route lengths and running times reasonable. Service operation assumptions include:

- Operating each route on a 60-minute frequency;
- Development of a central transfer center; and
- Complementary demand-response Americans with Disabilities Act (ADA) paratransit service.

ES.5.1  Fixed-Route Recommendations

Service and Operations Plan
The service plan is focused on serving key markets and activity centers while creating a bi-directional network of direct and simple routes that operate with a timed-transfer for most routes in downtown Georgetown. The proposed service will operate 60-minute frequencies (also known as headways) all day on the four core routes and for six hours per day to Sun City. Three buses are needed to operate the fixed-route system. In an effort to create one-seat trips and crosstown routing, the routes will be interlined or paired together. Key components of the plan are as follows:

- Introduces bi-directional linear routing in the north, south, west, and east sectors of the city
- Proposes a Downtown Transfer Center in the vicinity of 9th Street, 8th Street, West Street and Martin Luther King Street near the library and the future City Hall
- Provides one-seat rides from Southwestern University and the neighborhoods in the east to the shopping in the west at Wolf Ranch and the Rivery area
- Provides service from all areas of the city to downtown
- Provides transit connections to the primary shopping centers and medical facilities
- Proposes six day service, Monday to Saturday
- Continues to provide connections to the CARTS Georgetown Station for regional service to Round Rock and Austin
- Provides complementary curb-to-curb paratransit service for seniors and persons with disabilities
- Provide a special events circulator to use as needed for the Christmas Stroll, the Red Poppy Festival, and other events throughout the year

Service Characteristics
Figure ES-3 illustrates the bus routes proposed in this Transit Development Plan. The following routes are proposed for service in Georgetown:

- Route 1 – Eastside/Southwestern University
- Route 2 – Wolf Ranch Parkway
- Route 3 – Hospital/Leander Road
- Route 4 – Austin Avenue/Williams Drive
- Route 5 – Sun City/Williams Drive
- Special Events Circulator (Future)
Figure ES-3: Proposed Georgetown System Map
ES.5.2 Service Plan Operations

Routes 1, 2, 3, and 4 will operate 12 revenue hours on weekdays from 6:30 a.m. to 6:30 p.m. with 60-minute headways on all routes. The round trip travel times on Routes 1, 2, 3, and 4 are between 23 and 25 minutes. Each route will have a minimum of five minutes for a layover at the transfer center. Saturday service will operate 10 service hours from 8:30 a.m. to 6:30 p.m. with 60-minute headways on Routes 1 to 4. Route 5 to Sun City will operate weekdays only from 10:00 a.m. to 4:00 p.m.

Route Interlining and Timed Transfers

The proposed system is designed to pair routes to provide one-seat rides from one side of the service area to the other. For example, Route 1 on the east side is interlined with Route 2 to Wolf Ranch Parkway which connects the residential areas on Quail Valley to shopping at HEB and Wolf Ranch Town Center. In addition, routes will be timed to arrive and depart the Downtown Transfer Center at designated intervals to allow for timed-transfers or a limited pulse. This means that every half hour at least two of the routes will arrive at the transfer center at the same time allowing a five-minute window for transfers to occur. This alleviates the issue of having 30-minute to 60-minute wait times to transfer between buses.

Revenue Hours

Weekday fixed-route operations require 31 daily revenue hours for fixed-route service. The four core routes each operate with a total of 6.5 daily revenue hours and the Route 5 to Sun City operates with six revenue hours. Saturday service requires 21 revenue hours due to the shorter span of service and reduced number of routes. Route 5 only operates on weekdays.

Revenue Miles

The proposed weekday service plan will require 417.6 total daily revenue miles. The four core routes range between 62 and 76 daily revenue miles. Route 5’s 139 daily revenue miles make up about 33 percent of the revenue miles for the system even though it only operates six hours per day. It is recommended to cycle buses between each route in order to balance out the mileage and wear on the vehicles over time.

The total revenue miles for Saturday is reduced by 45 percent (232 revenue miles) from weekday service due to the reduction in revenue hours and that the Sun City route is a weekday only route.

Paratransit Service

The Americans with Disabilities Act requires that all fixed-route transit systems provide complementary demand-response service. ADA only requires that demand response services operate within a ¾ mile service area of a fixed route. It is recommended to continue to operate an ADA-only paratransit service within the boundaries of the city.

The paratransit service will operate with two demand-response buses 12 hours per day on weekdays and 10 hours per day on Saturdays. The demand-response system will operate 24 daily revenue hours on weekdays. Paratransit service will be able to use the Route 5 bus when not in service between 6:30 a.m. and 10:00 a.m. and 4:00 p.m. to 7:00 p.m.

Capital Plan

The primary capital investments for the system will relate to the procurement of vehicles and bus stop infrastructure. Since the system is most likely to be contracted with a turnkey operator, support infrastructure like a maintenance facility will not be necessary to initiate service. To begin the service, an investment in bus stop signage and other amenities will be required and should be implemented in
phases as the system matures. It was assumed that up to 100 signs with poles would be procured as well as 20 benches and two shelters. While it is not expected all of this material would be installed right away, these quantities allow the city to procure the material at a price that will reflect a decent volume. The city may want to approach CMTA or other transit system for the opportunity to purchase shelters since there are only two needed at this time. The shelters would be placed at the transfer center.

A key factor in understanding the vehicle needs of the system will be the details of the contract with the service provider. These contracts can be structured in a number of ways depending on the full scope of services to be provided. The determination on whether the contractor provides vehicles for the service will dictate if or how many vehicles will be procured for the system. If vehicles are to be provided by the contractor, then the city can expect to pay a higher unit cost for the service contract.

The system will need a total of five vehicles to begin revenue service. Three vehicles will be used for fixed-route service and two vehicles will be used for complementary paratransit. It is recommended that the city’s fleet consist of four cutaway van vehicles (similar to the vehicles used by CARTS) and an MV-1 vehicle. The MV-1 would be used solely for paratransit while the cutaway vehicles can be used for either fixed-route or demand-response service.

Table ES-1 outlines capital needs for the system. It should be noted the vehicle costs may be deferred or even eliminated depending on the service contract implemented.

<table>
<thead>
<tr>
<th>Item</th>
<th>Unit Cost*</th>
<th>Number of Proposed Units</th>
<th>Total Cost</th>
</tr>
</thead>
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<tr>
<td>Flag Stop Signs/Poles</td>
<td>$250</td>
<td>100</td>
<td>$25,000</td>
</tr>
<tr>
<td>Benches</td>
<td>$600</td>
<td>20</td>
<td>$12,000</td>
</tr>
<tr>
<td>Shelters</td>
<td>$2000</td>
<td>2</td>
<td>$4,000</td>
</tr>
<tr>
<td>Cutaway Van</td>
<td>$100,000</td>
<td>0-4</td>
<td>$0-$400,000</td>
</tr>
<tr>
<td>MV-1</td>
<td>$55,000</td>
<td>0-1</td>
<td>$0-$55,000</td>
</tr>
</tbody>
</table>

Source: URS, 2015.
* Bus stop amenity prices are retail prices through web search and may be reduced by purchasing through CMTA or other procurement. Additionally, these prices do not include labor costs of installation.

Service Monitoring and Performance Standards

Service Monitoring
Transit systems have recurrent needs and requirements to collect and report a wide range of information about operations and ridership. The continual compilation of data is essential for the effective planning and management of transit services. Without detailed operations information, the ability to effectively monitor and report system performance and subsequently revise services would be severely impacted. Resource limitations frequently limit comprehensive service monitoring programs. However, the information resulting from service monitoring is very important because fundamental transit functions such as scheduling, service planning, maintenance, finance, and marketing require this data for decision making and reporting.

Key considerations for establishing a service monitoring program include:

- Identification of the data categories to be collected
• Methods and sources to be used in data collection
• Procedures to be used to process and store the data
• Evaluating and reporting the data in a meaningful and ongoing format
• Determining where required reports should be transmitted
• Ensuring required reports are properly transmitted

Program elements must be identified prior to the initiation of service as certain data must be recorded on a daily basis. The City of Georgetown should work with Capital Metro to ensure the data is collected, evaluated, and reported in an accurate and timely manner. In addition to compilation of statistical data, periodic field observations of system operations and contract monitoring must also be regularly undertaken.

Performance Indicators and Standards
Performance measures must be developed to address standards within the following categories of efficiency, service quality, and service design.

These standards will be used to guide future service evaluation; set standards for future service changes, and to ensure compliance with the ADA, Title VI, and other local, state, and federal requirements.

The City of Georgetown service performance indicators that will be used to monitor efficiency, effectiveness, and productivity include:

• **Passengers per Revenue Hour**: Total number of passengers divided by total number of revenue service hours
• **Operating Cost per Revenue Hour**: Calculated by dividing operating costs by the total number of revenue (in service) hours
• **Operating Cost per Passenger**: Total operating costs divided by total passengers (unlinked trips)
• **Cost Recovery prior to Subsidy (Farebox Recovery)**: Calculated by dividing the revenue from the farebox by the total operating costs
• **Revenue to non-revenue hour**: Non-revenue hours that include time for the operator to travel between the bus yard and the scheduled starting point of the service

Specific standards for the above-listed indicators will be agreed upon by the City of Georgetown and Capital Metro during contract negotiations before revenue service is implemented.

Service quality standards help staff evaluate system performance pertaining to reliable and high quality service which encourages ridership. The recommended service quality performance standards include the following:

• **On-time performance**: Buses must arrive at the stop no later than five minutes from the scheduled timepoint 90 percent of the time. To be considered on-time, buses should also not depart a timepoint prior to the time in the schedule.
• **Missed trips per month**: No trips should be missed or cancelled for fixed route or demand response. It is important to schedule appropriate operator spare board and to have adequate vehicle spares to ensure reliable service.
• Service to all ADA eligible customers within ¼ mile of a fixed route.

**Implementation Plan**
The following section outlines the recommended phased approach of the TDP.
**GEORGETOWN TRANSIT DEVELOPMENT PLAN**

**Year 0 – FY 2016 – Contracting and System Start-up**
- Present Plan for adoption to Georgetown City Council.
- City of Georgetown and Capital Metro finalize budget for service based on council priorities.
- Maintain existing CARTS service during Year 0.
- Set system start-up date – Financial Plan (Section 6.4) assumes a start date of October 1, 2016 (beginning of federal fiscal year 2017) which matches the city’s fiscal year. However, service could start as soon as January 1, 2016, depending on contracting terms, but would require substantial changes to the financial plan.
- City of Georgetown and Capital Metro enter into an agreement for service.
- Develop Capital Plan.
- Procure buses for service, if not included in Contractor service.
- Procure bus stop amenities – stops, benches, and shelters.
- Initiate marketing campaign to promote new service.

**90 days before start-up**
- City of Georgetown and Capital Metro coordinate outreach to the public about service and implementation date.
- Begin bus stop placement and transfer center implementation.

**Year 1 – FY 2017 – Implementation**
- Implement new service.
- Develop method for collecting feedback from clients – customer comments should be documented by contractor for analysis by the city.
- Prepare Title VI review to ensure that the level and quality of fixed-route and demand-response services are provided in a non-discriminatory manner.
- Update and establish regular procedures for maintaining system goals, objectives, and strategies based on first six months of service.
- Provide annual TDP update to Capital Metro.

**Year 2 – FY 2018**
- Conduct on-board counts and rider survey – the survey would be most effective in the spring of 2018 to allow for 18 months from initial start-up. Travel patterns and utilization by passengers should be established by then.
- Assess service for potential service improvements or changes for implementation at the beginning of FY 19.
- Begin to implement a more comprehensive passenger amenities program to optimize bus stops and add benches and shelters as necessary.
- Monitor fleet needs to plan for adequate inventory.
- Incorporate any budgetary changes into city budget and service contract for FY 19.
- Provide annual TDP update to Capital Metro.

**90 days before October 1, 2018**
- City of Georgetown and Capital Metro coordinate outreach to the public about service changes, if necessary.

**Year 3 – FY 2019**
- Implement service improvements, if warranted.
- Provide annual TDP update to Capital Metro.
ES.5.3 Management Options

Direct (City Management and Operation)
The City of Georgetown would be responsible for the hiring of a transit management executive and all necessary staff. Vehicles and equipment would be handled through a public procurement process. Advantages associated with the direct option include full continuing control by the local jurisdiction over the quality of transit operations. The city could incorporate standards of administration and performance consistent with standards applicable to city employees. An additional benefit due to the addition of mechanics, technicians, and vehicles would be the enhanced capacity of performing fleet maintenance functions in-house rather than externally. Expenses supporting profit and overhead due to private-sector management or operation would be foregone.

Potential disadvantages with the direct option include the challenges of hiring and retaining expert personnel at satisfactory wage levels to oversee transit operations. Additionally, as public employees, transit staff members such as operators are often unionized. The Direct option will require stringent care to assure conformance with federal labor protection regulations and may pose additional challenges for management when administering labor contracts. Finally, without strong performance measures and guidelines for administration in place, day-to-day service decision making can become highly susceptible to the political processes at the municipal government level.

Contract Management
This scenario involves the competitive selection of a firm/organization to manage the transit service. The city may own and maintain the equipment, facility, and vehicles and would hire the labor to support the transit service. A transit management firm or CARTS would have access to experienced and specialized personnel that is needed often, but may be too expensive for the city to retain directly and sustain year-round. The city and/or Capital Metro would maintain control, but unlike the direct option management expertise can be competitively procured from the contractor as needed on a contract basis. In addition to potential cost-effectiveness gains relative to the direct option, transit management firms can be highly experienced in pooling resources to respond to a host of matters relating to intergovernmental reporting and compliance, service promotion, labor, and operations, and may exceed the responsiveness capacities of city staff.

ES.5.4 Financial Plan
A five-year financial plan was developed for the system based on the capital needs, operating plan, and an assumed start date of October 1, 2016 (beginning of FY 2017). This start date will allow the city adequate time to negotiate a contract with a service provider, procure vehicles (if necessary) and assemble federal funds. Table ES-2 illustrates the funding levels required for the system if the contractor provides the vehicles. Table ES-3 shows a financial plan based on the City providing vehicles. Plans include the continuation of existing CARTS service paid for by the city for FY 16. The system contemplated in this plan is presumed to be replacing the CARTS service in FY 17. Key aspects of the financial plan are:

- The plan assumes 10% farebox recovery.
- Negotiating a contract where the contractor provides the vehicles will allow the city to pool 5307 funds from FY 16 and use them for operating costs in FY 17.
- Conversely, if the city procures the vehicles, then the annual amounts of local funding are more consistent from year to year.
- The unit costs for operating in the proposed financial plan are not negotiated prices.
### Table ES-2: Financial Plan Based on the Contractor Providing Vehicles

<table>
<thead>
<tr>
<th>Operating Plan</th>
<th>Peak Vehicles</th>
<th>Hours/Day</th>
<th>Rev Hours Daily</th>
<th>Annualized</th>
<th>Days</th>
<th>Days</th>
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<td>$244,725</td>
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<tr>
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<td>$45,375</td>
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<tr>
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#### Revenues

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<td>O&amp;M</td>
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<td>$303,482</td>
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#### Other Sources

| Local Funding | $170,900 | $466,113 | $534,464 | $554,103 | $574,233 |

#### Total Revenue

| $356,800 | $782,395 | $785,555 | $805,194 | $825,324 |

#### Expenses

| Buses | $- | $- |
| MV-1  | $- | $- |
| Bus Updates | $- | $- |
| Stop Amenities | $25,000 | $16,000 |
| Capital Total | $25,000 | $16,000 |

| Operating | $331,800 | $851,550 | $872,839 | $894,660 | $917,026 |
| Fares | $(85,155) | $(87,284) | $(89,466) | $(91,703) |

#### Operating Total

| $331,800 | $766,395 | $785,555 | $805,194 | $825,324 |

#### Total Expense

| $356,800 | $782,395 | $785,555 | $805,194 | $825,324 |

Source: URS, 2015.
Table ES-3: Financial Plan Based on the City of Georgetown Providing Vehicles

<table>
<thead>
<tr>
<th>Operating Plan</th>
<th>Peak Vehicles</th>
<th>Hours/Day</th>
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<th>Annualized</th>
<th>Days</th>
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<td>13</td>
<td>3,263</td>
<td>251</td>
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<tr>
<td>Route 1&amp;2 – Saturday</td>
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<td>11</td>
<td>11</td>
<td>605</td>
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<td>Special Event</td>
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<td>6</td>
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<td>22</td>
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<tr>
<td></td>
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<tr>
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<table>
<thead>
<tr>
<th>Operating cost/year</th>
<th>Fixed Route $/Rev hour</th>
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<tr>
<td>Revenues</td>
<td>FY 16</td>
<td>FY 17</td>
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<tr>
<td>5307</td>
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<tr>
<td>Total Expense</td>
<td>$624,160</td>
<td>$680,209</td>
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Source: URS, 2015.
1.0 Introduction

The purpose of this study is to develop a local transit plan for the City of Georgetown that would serve transit needs within the city limits and connect to existing and future regional transit options to form a regional transit network that would improve mobility, improve the region’s environmental and economic sustainability, and slow the increase of congestion on roadways. Capital Metro and the city have undertaken this study to assist Georgetown in realizing its public transit goals and to help advance regional goals for transit expansion.

Capital Metro’s Project Connect North Corridor Plan is a driving force behind the transit development plan for the City of Georgetown. Project Connect is a plan to expand transit service outside the existing service area to improve regional mobility. The North Corridor Plan of Project Connect includes express bus service to Georgetown from downtown Austin. It is the intent of this local transit plan to recommend service that serves Georgetown’s transit needs that also complement the regional connections in Project Connect.

This report provides an assessment of transit needs in the city and the proposed service, implementation and financial plans for transit service. Appendix A contains a fact sheet about this study.

1.1 City of Georgetown Overview

Figure 1 shows the city limits of Georgetown and Figure 2 shows central Georgetown. The city is a northern suburb of Austin with a 2010 population of 47,400 and a 2013 U.S. Census Bureau estimated population of 54,898. The San Gabriel River goes through the core of the city, forming the northern edge of the downtown area. Although the city is growing, it retains a small-town feel, especially in the central core of the city. The well-maintained and active downtown area and historic square, located just east of IH 35, are a source of pride for the city. Southwestern University, a small, private liberal arts institution established in 1840, forms the eastern boundary of the downtown area and plays a role in the history and culture of the city.

A more recent significant influence on the culture of the city is the growing senior population. With the development of Sun City Texas (originally named Sun City Georgetown) in 1995, as well as other active-adult communities, there is a large senior population in the city. This creates unique circumstances and challenges for the city, especially as the once active seniors age and become less independent, less mobile, and more in need of a variety of social services, including public transportation.

Georgetown has a small number of large employers. The major employers in the city (and number of employees from the spring of 2014) are Southwestern University (514), AirBorn, Inc. (462), and St. David’s Georgetown Hospital (453). While there is a large employment base north of Austin, much of it is located in communities south of Georgetown. It should also be noted that Williamson County Government (1582), Georgetown Independent School District (1550), and the City of Georgetown (532) top the list; however, these employers have employees in multiple locations across the city.
Figure 4: Georgetown City Limits (2014)

Source: URS, 2015.
Figure 5: Central Georgetown

Source: URS, 2015.
2.0 Goals, Objectives, and Service Standards

Transit system performance must be measured based on goals and standards that reflect the operating environment and values of the community it serves. The goals and objectives recommended for the City of Georgetown were created to establish a baseline. These measures are meant to be a starting point for Georgetown and Capital Metro to build on and further develop in the future. In order to make these goals and objectives successful Georgetown will need to establish performance measures and begin tracking and monitoring service performance.

2.1 Goals and Objectives

The 2008 plan listed five goals (and supporting objectives) for the initial TDP. Those goals were to 1) Identify and Prioritize the Transit Needs of the City, 2) Conduct Extensive Outreach to the Community, 3) Design Services to Meet the Needs of the City, 4) Develop a Transit Action Plan for Georgetown, and 5) Gain Support for the Transit System from the Community.

For this current study, the project team has developed goals, objectives, and strategies that both expand and refine the goals and objectives of the 2008 study, as shown below. These goals and objectives are guidelines for future evaluation of services.

Goal 1: Provide a safe, reliable, efficient, and accessible transportation option for residents and visitors of Georgetown.

Objective: Improve service efficiency and reliability for existing service by meeting or exceeding established standards of performance.

- **Strategy:** Identify key performance indicators specific to Georgetown; establish standards for these indicators that correlate with effective service delivery.
- **Strategy:** Establish a schedule for service evaluation and follow-up remedial actions.
- **Strategy:** Improve productivity in the service area.

Goal 2: Adequately address the mobility needs of Georgetown residents.

Objective: Improve access to employment, healthcare, shopping, and recreation.

- **Strategy:** Identify locations of employment, healthcare, shopping and recreation locations.
- **Strategy:** Define delivery times for employment, healthcare, shopping and recreation locations.

Goal 3: Maximize resource utilization and operational efficiency with respect to system administration and operations.

Objective: Maintain capital assets (vehicles and maintenance materials) in State of Good Repair.

- **Strategy:** Develop objective standards for measuring conditions of capital assets.
- **Strategy:** Establish performance measures for capital assets.
- **Strategy:** Develop policies and standards for replacement and rehabilitation of capital assets.
Goal 4: Develop a local system that operates effectively in the short-term, continues to develop an audience for regional transit options in the mid-term, and will connect the local community to the region in the long-term.

Objective: Provide access to activity centers today with an understanding of where future regional transit infrastructure is proposed to be located.

- **Strategy**: Submit regional transit projects to the CAMPO Transportation Improvement Plan (TIP).
- **Strategy**: Develop dedicated funding sources for local transit system.
- **Strategy**: Promote Project Connect North through city website and biennial Citizen Survey. Coordinate public awareness of Project Connect through public meetings and open houses.

### 2.2 Service Design and Performance Indicators and Standards

Performance measures must be developed to address standards within the following categories: of efficiency, service quality, and service design.

- Efficiency, effectiveness and productivity
- Service quality
- Service design

These standards will be used to guide future service evaluation; set standards for future service changes, and to ensure compliance with the American with Disabilities Act (ADA), Title VI, and other local, state, and federal requirements.

The City of Georgetown service performance indicators that will be used to monitor efficiency, effectiveness, and productivity include:

- **Passengers per Revenue Hour**: The total number of passengers divided by the total number of revenue service hours provides a data point for monitoring ridership as it relates to total bus hours operated. This key productivity measurement works as an effective tool for future service planning. Improving ridership is often the goal of planning bus service, however it is just as important to plan for additional ridership with a “right sized” route or system.
- **Operating Cost per Revenue Hour**: This is calculated by dividing operating costs by the total number of revenue (in service) hours. Operating cost per revenue hour is one of the key cost effective performance measures to gauge the amount of service provided to the cost to operate that service. The standard should be tracked every six months for the system and by route to identify service areas that are less cost effective compared to other routes within the bus system.
- **Operating Cost per Passenger**: The total operating costs are divided by total passengers (unlinked trips) to calculate the cost for each passenger on the service. This is designed to track the cost effectiveness for the system as it relates to ridership over time.
- **Cost Recovery prior to Subsidy (Farebox Recovery)**: This is calculated by dividing the revenue from the farebox by the total operating costs. Farebox recovery shows the amount of the total revenue that is generated by passenger fares. The goal for most small to medium sized systems should ultimately be 15 to 20 percent farebox recovery after the system has time to mature after one to two years in service.
- **Revenue to non-revenue hour**: Non-revenue hours are deadhead hours that include the time for the operator to travel between the bus yard and the scheduled starting point of the service. This also includes the hours of paid operator time before and after shifts.
Specific standards for the above-listed indicators will be agreed upon by the City of Georgetown and Capital Metro during contract negotiations before revenue service is implemented.

Service quality standards help staff evaluate system performance pertaining to reliable and high quality service which encourages ridership. The recommended service quality performance standards include the following:

- **On-time performance**: Buses must arrive at the stop no later than five minutes from the scheduled timepoint 90 percent of the time. To be considered on-time, buses should also not depart a timepoint prior to the time in the schedule.
- **Missed trips per month**: No trips should be missed or cancelled for fixed route or demand-response. It is important to schedule appropriate operator spare board and to have adequate vehicle spares to ensure reliable service.
- **Service to all ADA eligible customers within ¾ mile of a fixed route**.

Service design standards help guide decisions for adding new service and making changes to the system. It identifies standards to design the service with a more consistent and uniform approach. The service design standards include the following:

- **Bus stop design**: All bus stops should be clearly marked with bus stop signs. It is preferable that the bus stop signs show the route(s) serving each stop. Route number decals can be added to signs or removed from signs during service changes. Bus stop amenities should be added to stops only when a minimum boarding threshold has been met. These thresholds can be defined after one year of fixed-route service.
- **New service**: Ridership and productivity measures should be defined prior to introducing new service. Service should operate for at least one-year as a pilot program to allow for ridership to develop.
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3.0 Public Involvement and Outreach

Public input played a prominent role in the development of the Georgetown Transit Development Plan. Capital Metro and the City of Georgetown used a combination of public meetings, public intercept surveys (conducted at a local event and at the public library), an online survey, and stakeholder interviews. In addition, Capital Metro and the City of Georgetown disseminated information through their websites and social media accounts.

3.1 Public Meetings

Two public meetings were held for the Georgetown Transit Development Plan. The first meeting occurred on January 22, 2015, at McCoy Elementary School, and the second was held on April 1, 2015, at the Georgetown Public Library. Both meetings were advertised in the *Williamson County Sun* and through the City of Georgetown’s and Capital Metro’s social media outlets.

3.1.1 Public Meeting #1

The first meeting, held January 22, 2015 was a combined open house with the Georgetown Sidewalk Master Plan project held at McCoy Elementary School in Georgetown. Twenty-five people attended the open-house, which included several maps and visual aids to introduce the project to the public. The consultant team informally engaged attendees and provided a project overview, answered questions and solicited feedback. A representative from Capital Metro was also in attendance to discuss the project and its relationship to the regional expansion efforts of Capital Metro. The sign-in sheet for this meeting is included in Appendix B of this report.

Feedback during the first meeting included identification of locations that meeting attendees felt should be served by transit. Attendees drew on a map, included in Appendix B, to indicate important locations. These locations included:

- Sun City
- HEB on Williams Drive
- Single-family residential on Shell Road (Village neighborhood)
- The Oaks (retirement community) on Williams Drive
- Benold Middle School
- Multi-family residential between Lakeway Drive and Golden Oaks Drive (Golden Oaks and Reata East neighborhoods)
- Boys & Girls Club
- Georgetown High School
- Multi-family residential near the hospital
- HEB on IH 35
- St. David’s Georgetown Hospital
- Multi-family residential off of Leader west of IH 35
- Tippitt Middle School
- Round Rock Premium Outlets
- Seton Medical Center Williamson (in Round Rock)
- Southwestern University
- Downtown Square
- Forbes Middle School
Attendees also identified the top priorities for transit in Georgetown by placing dots on a board under one of their top three transit priorities. A photo of the transit priorities board is included in Appendix B. The priority options included access to employment centers, access to retail centers, connections to regional transit services, access to social services (including medical), access to entertainment and recreation, weekday service, weekend service and other. The top three priorities identified at the public meeting were:

- Access to retail centers
- Connections to regional transit services
- Access to social services (including medical)

Five people at the first public meeting took the intercept survey that was developed for the project. All five respondents stated that they would use public transit in Georgetown at least once per month if it were available. Current forms of transportation for the respondents included a personal vehicle, carpool, bicycle and walking. None of the respondents stated that they use CARTS as one of their current forms of transportation. Four respondents identified the convenience to or availability of transit where they live and where they need to go as a reason that would make them more likely to use transit.

### 3.1.2 Public Meeting #2

The second public meeting was held from 5:30 to 8:00 p.m. at the Georgetown Public Library on April 1, 2015. Thirty-seven people attended the meeting. The meeting consisted of an open house and presentation. During the open house portion of the meeting, attendees had a chance to review project information exhibits, ask questions of project team members and interact with elected officials from the city. The presentation given at the meeting, as well as the sign-in sheet from the meeting, are included in Appendix C of this report.

A printed map was provided to allow attendees to mark important locations for the project team to note during the development of the transit plan. A photo of the map is included in Appendix C. The locations identified on the map included:

- Heritage Community Gardens at Mickler Park (entrance on Hutto Road north of Quail Valley Drive)
- Heritage Oaks on Shell Road northeast of Williams Drive (Custom Active Adult Community)
- Georgetown Recreation Center (Three respondents)
- Lake Aire Center (shopping center with various medical facilities, including the Lonestar Circle of Care facility, at River Bend Drive at Williams Drive)
- Single-family residential at Northwest Boulevard and Golden Oaks Drive

Several questions and concerns were shared with the Project Team during the meeting. Some of the topics included:

- The need for commuters to connect to CARTS service and future Project Connect service to Austin
- The need for young people to get from Quail Valley to the recreation center and pool
- The need to serve the local workforce commuting to places of employment within Georgetown
- The cost of implementing the proposed transit plan
- The need for effective marketing to advertise the transit service
- Outreach regarding transit to high schools
- Park-and-ride opportunities for special events
- Weather protection at bus stops
- Weekend service

No formal surveys were provided to attendees at the second public meeting, however all attendees were encouraged to fill out the provided comment form. Three comment forms were received from the public. Additionally, one comment in support of the transit development plan was received via telephone. Written comments from the public included:

- The need to consider practical routes for connecting the southeast and southwest quadrants of the city with the recreation center to allow children of working parents to access the center
- The need for public transit from Georgetown to Austin to Austin Bergstrom Airport
- The need for a bus stop at Austin Avenue at the recreation center (or sidewalk connections)
- The need for a bus stop at Heritage Oaks/Georgetown Village (or sidewalk connections to HEB)
- The need to consider work force cycle times along with active adult cycles

### 3.2 Public Intercept Surveys

The Project Team developed a written survey to solicit public input regarding transit in Georgetown. The survey instrument is provided in Appendix D. Survey questions included demographics, home and work zip codes, current transportation habits, and hypothetical future transit use.

The intercept surveys were administered on two occasions. Additionally a few surveys were completed by attendees at the first public meeting in January. The first intercept survey event occurred at the Georgetown Christmas Stroll on December 5 and 6, 2014. The second intercept survey was conducted on February 11, 2015, at the Georgetown Public Library. Project Team members administered the survey by intercepting people at the two locations and asking them to answer a few questions regarding public transit in Georgetown. Those who agreed to participate answered the questions verbally or filled out the survey on their own and handed it back to one of the team members.

#### 3.2.1 Georgetown Christmas Stroll Intercept Survey

Capital Metro and the City of Georgetown sponsored a booth at Downtown Georgetown’s annual Christmas Stroll on the evening of December 5 and all day on December 6. The booth included materials from Capital Metro about Project Connect and featured large maps of the local area. Project team members staffing the booth interacted with individuals walking by the booth, which was in a central location. Although most of the “strollers” were from Georgetown, the event also draws people from Austin and other nearby towns and cities (e.g., Round Rock, Pflugerville). This event offered a good opportunity to interact with large crowds of people in a casual setting. Twenty-five people signed in at the booth, 28 people filled out surveys, and a number of other people stopped by to chat over the course of the two-day event.

The individuals who completed surveys represented a mix of students, young families, and working and retired individuals ranging in age from their twenties to early sixties. Fifty-eight percent of the respondents were men and 42 percent were women. The largest age groups represented were 41 to 52 and 53 to 64 with only a few individuals (three) in the 17 to 28 age group and three in the 29 to 40 age group. Most of these respondents rely on their personal cars (or a car pool) for transportation with only a handful noting that they use public transit (CARTS or the Capital Metro Express Bus), ride a bicycle, or walk to their destinations.
Nearly 70 percent of those who completed surveys indicated that they would use public transit at least once a month to go to work or to reach an entertainment/recreation destination and a little over 50 percent said that they would use transit at least once a month to do their shopping. Figure 3 illustrates the potential transit use of Christmas Stroll respondents. When asked, “What would make you more likely to begin using public transportation?” the most common response (about 55 percent of the respondents) was that they would use transit if it were convenient to where they live and to their destination. About 28 percent explained that they would use transit if it took less time to get to their destination, and only a few people indicated that they would use public transit to avoid paying higher gas prices or if it made them feel more safe/secure.

Survey respondents were also asked about desired connections for public transportation and their responses varied. The most common request was for transportation from Georgetown to Austin (either the MetroRail Red Line station in Leander, Lakeline Mall, or central Austin) or Austin Bergstrom Airport. Several individuals noted the need for public transit for those without vehicles such as low-income individuals, youth, or the elderly. Other requested connections are as follows:

- Central Georgetown to the education area in Round Rock(TX State, ACC)
- Central Georgetown to the medical area
- Central Georgetown to Wolf Ranch
- Central Georgetown to Lake Georgetown
- Convention Center to downtown Georgetown
- Indian Springs neighborhood to Lake Georgetown, downtown, and medical area
- Sun City to downtown Georgetown and Austin
- Williams Drive to downtown Georgetown and Wolf Ranch
- 2nd Street to the Department of Motor Vehicles
- East Georgetown to ball fields and animal shelter on W.L. Walden Drive at N. College Street
- Access needed to the Federal Qualified Healthcare Center (Lonestar Circle of Care on Williams Drive)
3.2.2  Georgetown Public Library Intercept Survey

An intercept survey was conducted inside the foyer of the Georgetown Public Library on February 11, 2015, from 3:00 p.m. to 5:30 p.m. The late afternoon timing was chosen in order to have the potential to encounter a variety of people, including students, families, working individuals and retired individuals. Three members of the Project Team engaged with passers-by to request feedback regarding transit in Georgetown.

Twenty-five surveys were completed during this intercept survey event, with a nearly even split between male and female respondents. The largest age group of respondents was the “65+” category, at ten individuals. The next largest group was the 41 to 52 category, at eight individuals. As expected, nearly all respondents use a car for the vast majority of their trips. Very few individuals surveyed incorporate walking and biking into their transportation routine on a regular basis. No respondents indicated that they use the CARTS bus service, and only a few indicated that they utilize Austin’s bus and rail services on occasion. Figure 4 illustrates the breakdown of existing transportation habits of respondents at the Georgetown Public Library.

![Figure 7: Existing Transportation Habits of Public Library Respondents](image)

The majority of the senior age group indicated that they would not use transit on a regular basis, but 50 percent of the seniors surveyed said they would use transit once a month for one or more of the following types of activities: entertainment, shopping, social services, medical appointments, library visits, and special events downtown.

Those in the 41 to 52 age category were more varied in their current transportation choices, with carpooling, bicycling, and walking all being well-represented. The individuals surveyed in this age category all indicated that they would use transit for at least one type of trip, except for one respondent who did not answer this question. Figure 5 illustrates the potential transit use of Library Intercept Survey respondents by age group.
3.3 Online Survey
The Project Team developed an online survey and uploaded the survey to the City of Georgetown website on April 13, 2015. The survey included questions pertaining to the proposed route network, transit priorities, and transit preferences. The complete survey instrument is provided in Appendix E. Results from the survey will be used by the city to help guide transit development decisions during this project and any future planning projects related to the development or expansion of public transportation in the City of Georgetown.

3.4 Stakeholder Interviews
This section provides a summary of discussions with local organizations, business groups, and regional transportation agencies. Stakeholders were identified by City of Georgetown Planning staff, Capital Metro staff, and consultant staff. The primary purpose of the stakeholder interviews was to identify community transit needs, preferences, and potential markets. Notes from the stakeholder interviews are provided in Appendix F of this report.

Ten organizations were interviewed during the first quarter of 2015, as identified below.

- Daniel Anstee, Branch Director – Boys & Girls Club of Georgetown
- LeAnn Powers, Chief Professional Officer – United Way of Williamson County
- Craig Erwin, Associate Vice President for Finance – Southwestern University
- Jim Romine, Executive Director – Sun City Texas Community Association
- Shelly Hargrove, Main Street Manager – Georgetown Main Street
- Caren Lee, Transit Coordinator – City of Round Rock
- Matt Synatschk, Senior Planner – City of Georgetown
- Jennifer Bills, Senior Planner – City of Georgetown
- Cari Miller, Tourism/CVB Manager – City of Georgetown
- Rhonda Pritchard, General Manager – Wolf Ranch Town Center
• Jackson Daly, Executive Assistant to the Assistant City Manager – City of Georgetown
• Dave Marsh, General Manager and Lyle Nelson, Chief of Staff – Capital Area Rural Transportation System (CARTS)
• David Biesheuvel, Director, Construction & Facilities and Suzanne Marchman, Director, Community Engagement & Communications – Georgetown Independent School District

Interviews were conducted both in person and over the telephone using an informal, conversational format that was guided by a few key questions, including:

• What role should public transit play in Georgetown and the region?
• Who are the people that most need to be served by transit and what destinations should be targeted?

Their responses to the interview questions are summarized below.

What role should public transit play in Georgetown and the region?

Stakeholders stated that public transit in Georgetown could benefit the members of the community without means of transportation; help reduce some traffic and parking problems; and provide an alternative mode of transportation to travel to shopping centers, the Downtown Square, the Southwestern University campus, medical facilities and jobs. Some stakeholders also pointed out that there is a need to connect to regional transit service to downtown Austin (Project Connect or Lone Star Rail), shopping in Round Rock, Lakeline Mall and the Capital Metro station in Leander. The Williams Road, Austin Avenue and University Avenue corridors were identified as the primary transportation corridors. Overall stakeholders believed that the two primary markets for transit were tourism and life line service for lower income residents to jobs and services.

Who are the people that most need to be served by transit and what destinations should be targeted?

According to the stakeholders, the people that most need to be served by transit include:

• seniors/elderly,
• zero to one vehicle households,
• low to moderate income,
• bicyclists,
• students,
• regional job commuters, and
• tourists.

Destinations that should be targeted by transit include:

• Southwestern University,
• St. David’s Hospital,
• social service organizations including the Caring Place,
• the Downtown Square,
• library,
• parks,
• Sun City,
• the new Rivery Conference Center, and
• shopping (including Wolf Ranch, Walmart and HEB).
Regional service to Round Rock and Austin was also a priority. Lower income residential areas such as the San Jose neighborhood, south Georgetown off Quail Valley and the housing developments north of Williams were identified as specific areas that could benefit from transit service.

Additional comments include:

- Downtown should be the hub of the service
- Transfer location should be on the westside of downtown near the new City Hall and the library
- Limited service from the Social Center on Sun City to Wolf Ranch and downtown should be considered
- Fixed route service should use the smaller buses
- Service should continue to the CARTS Georgetown Station from downtown Georgetown
- Transit can help to alleviate some of the perceived parking constraints in downtown during special events
- Service to HEB on University is very important as some people are currently walking along University with bags of groceries
- Need to connect Wolf Ranch to outlet mall in Round Rock
4.0 Existing Conditions

4.1 City Overview

Georgetown is the county seat of suburban Williamson County, with a population of approximately 47,400 based on the 2010 census. Southwestern University, the oldest university in Texas, which was founded in 1840, is located about one-half mile east from the historic square. Sun City Texas is a large retirement-oriented and age-restricted development that accounts for more than one-third of Georgetown's population.

Georgetown has a sizable number of Victorian examples of commercial and residential architecture. In 1976, a local historic ordinance was passed to protect the significance of the historic central business district, and in 1977, the Williamson County Courthouse Historical District, containing 46 contributing structures, was listed on the National Register of Historic Places. Georgetown is also known as the "Red Poppy" Capital of Texas for the red poppy wildflowers planted throughout the city. Georgetown’s Red Poppy Festival is held each year in April on the historic square and attracts up to 30,000 visitors.

Georgetown is located approximately 25 miles north of Austin's Central Business District and according to the US Census Bureau; the city has a total area of nearly 24.9 square miles. The city is located on the northeastern edge of Texas Hill Country. The North and Middle Forks of the San Gabriel River both run through the city, providing over 30 miles of hike and bike trails and several parks.

4.2 Demographics

4.2.1 Population Density

As shown in Figure 6, Georgetown is not a densely populated city. Moderate densities of three to six people per acre are present in the central portion of the city, a small area to the north, and a lower-income area to the south. With a city population of just over 47,000 in 2010, there are a few small pockets of more densely populated areas are located just to the south of downtown on the south side of University Drive and to the north and west of downtown on the north side of Williams Drive. No areas of population density greater than nine people per acre are present in the City of Georgetown.

4.2.2 Employment Density

Figure 7 illustrates the employment centers in the City of Georgetown. The majority of the city has an employment density of zero to two people per acre. The low employment density in Georgetown is caused by a combination of conditions, including the small number of large employers and the low density of the city, which leads to small businesses being scattered and mixed in with a variety of land uses. The result is a lower concentration of large business parks or employment centers where potential transit ridership would be concentrated.
Figure 9: Population Density (2013)

Source: URS, 2015.
**Figure 10: Employment Density (2013)**

Source: URS, 2015.
4.2.3 Population Over 65 Years of Age

As expected, the highest concentrations of individuals over 65 years of age occur in the Sun City community. Over 60 percent of Sun City’s population is over the age of 65, and as of 2010, approximately 11,500 people live in the 5,300-acre community. Figure 8 illustrates the distribution of the senior population in the city. Just South of Sun City, near the intersection of Williams Drive and Shell Road, Heritage Oaks is another age restricted development with 390 units that recently completed construction of all units. On the other end of the spectrum, the northern tip of the city, bounded by IH 35 to the east, FM 143 to the north, and SH 195 to the west, has a population that is zero to ten percent over the age of 65. Much of the southern portion of the city also falls into that category. The central part of the city is largely in the 11 to 25 percent range, with a few areas of 26 to 40 percent and zero to ten percent.

4.2.4 Population Under 18 Years of Age

Figure 9 illustrates the distribution of the youth population in Georgetown. As expected, the concentrations of the youth population are generally the reverse of the concentrations of the senior population. Sun City has a very low youth population, and the areas in the north tip and the south that had low senior populations are shown to have youth populations of between 26 and 40 percent of the total population. The area just north and east of downtown Georgetown is the only area besides Sun City with a youth population of zero to ten percent.

4.2.5 Zero-Car Households

As shown in Figure 10, the majority of the city has a very low rate of driving-age individuals with no car available to them (zero to one percent). Two percent of the population over 16 in the central eastern arm of the city does not have access to a vehicle, and portions of the center and southern parts of the city have three and four percent, respectively, of the driving-age population without access to a vehicle. The highest rates of four to six percent occur in the north on the west side of IH 35 from SH 195 to the north and Williams Drive to the south.

4.2.6 Median Income

The majority of the City of Georgetown has a median income of between $20,000 and $40,000. As indicated in Figure 11, higher median incomes are present in pockets of the city, mostly to the west and north. A median income of between $40,000 and $60,000 is present in the central west arm of the city, bounded by IH 35 to the east, SH 29 to the north, and FM 2443 to the south. A median income of between $60,000 and $80,000 is present in the northern part of the city near IH 35 on the south side of SH 195.
Figure 11: Percent of Population Age 65 and Older (2013)

Source: URS, 2015.
Figure 12: Percent of Population Under Age 18 (2013)

Source: URS, 2015.
Figure 13: Percent of Driving-Age Population with Zero Car Availability (2013)

Source: URS, 2015.
Figure 14: Median Income (2013)

Source: URS, 2015.
4.3 Land Use

4.3.1 Existing Land Use

Existing land use in Georgetown is primarily public, single-family residential, open space/vacant, and agricultural. There is also a considerable percentage of acreage within the city limits, 14 percent, that was not identified in the city’s current land use data. Table 1 provides a summary of the existing land uses within the city limits of Georgetown. The table does not include the land within the ETJ. A map of the existing land use is provided as Figure 12.

Table 4: 2014 Land Use within Georgetown City Limits

<table>
<thead>
<tr>
<th>Land Use</th>
<th>Acres</th>
<th>Percent of City Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agricultural</td>
<td>3,330.76</td>
<td>9.40%</td>
</tr>
<tr>
<td>Industrial</td>
<td>221.94</td>
<td>0.63%</td>
</tr>
<tr>
<td>Commercial</td>
<td>2,178.63</td>
<td>6.15%</td>
</tr>
<tr>
<td>Public</td>
<td>8,219.02</td>
<td>23.19%</td>
</tr>
<tr>
<td>Semi-Public</td>
<td>13.92</td>
<td>0.04%</td>
</tr>
<tr>
<td>Multi-Family</td>
<td>140.00</td>
<td>0.40%</td>
</tr>
<tr>
<td>Triplex/Quadplex</td>
<td>22.53</td>
<td>0.06%</td>
</tr>
<tr>
<td>Two-Family</td>
<td>123.63</td>
<td>0.35%</td>
</tr>
<tr>
<td>Condominium</td>
<td>230.38</td>
<td>0.65%</td>
</tr>
<tr>
<td>Manufactured Housing</td>
<td>103.51</td>
<td>0.29%</td>
</tr>
<tr>
<td>Residential</td>
<td>4,580.41</td>
<td>12.93%</td>
</tr>
<tr>
<td>Park</td>
<td>1,033.17</td>
<td>2.92%</td>
</tr>
<tr>
<td>Open Space</td>
<td>10,264.59</td>
<td>28.97%</td>
</tr>
<tr>
<td>Unidentified</td>
<td>4,974.18</td>
<td>14.04%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>35,436.66</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>
Figure 15: Existing Land Uses in the City of Georgetown
4.3.2 Future Land Use

Georgetown’s plan for future land use includes the land in the ETJ in addition to the land within the city limits. The land within the ETJ is approximately double the amount of acres within the city limits at the end of 2014. The city’s plan for future land use includes a wider mix of housing types and densities than exists in the current land use. The future land use also introduces an “Employment Center” designation that is not part of the current land use, indicating the city’s intent to encourage development of employment centers and attract major employers to the city. Table 2 summarizes the future land use plan for the City of Georgetown and its ETJ. The future land use plan is illustrated in Figure 13.

Table 5: Future Land Use within Georgetown City Limits and ETJ

<table>
<thead>
<tr>
<th>Land Use</th>
<th>LU</th>
<th>Acres</th>
<th>Percent of City Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional Commercial</td>
<td>RC</td>
<td>2,155.58</td>
<td>1.87%</td>
</tr>
<tr>
<td>Special Area Mixed Use</td>
<td>SMUA</td>
<td>1,207.81</td>
<td>1.05%</td>
</tr>
<tr>
<td>Institutional</td>
<td>INST</td>
<td>2,055.87</td>
<td>1.78%</td>
</tr>
<tr>
<td>Moderate Density Residential</td>
<td>MDR</td>
<td>17,407.45</td>
<td>15.10%</td>
</tr>
<tr>
<td>Community Commercial</td>
<td>CC</td>
<td>1,582.68</td>
<td>1.37%</td>
</tr>
<tr>
<td>Employment Center</td>
<td>EC</td>
<td>4,883.24</td>
<td>4.24%</td>
</tr>
<tr>
<td>Mixed Use Neighborhood Center</td>
<td>MUNC</td>
<td>1,259.61</td>
<td>1.09%</td>
</tr>
<tr>
<td>High Density Residential</td>
<td>HDR</td>
<td>600.29</td>
<td>0.52%</td>
</tr>
<tr>
<td>Mining</td>
<td>M</td>
<td>5,203.18</td>
<td>4.51%</td>
</tr>
<tr>
<td>Low Density Residential</td>
<td>LDR</td>
<td>26,036.95</td>
<td>22.58%</td>
</tr>
<tr>
<td>Agricultural Rural Residential</td>
<td>ARR</td>
<td>29,688.08</td>
<td>25.75%</td>
</tr>
<tr>
<td>Mixed Use Community</td>
<td>MUC</td>
<td>6,448.09</td>
<td>5.59%</td>
</tr>
<tr>
<td>Parks, Recreation, Open Space</td>
<td>OS</td>
<td>16,769.22</td>
<td>14.54%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>115,298.00</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>
Figure 16: Future Land Use Plan for the City of Georgetown
4.4 Existing Transit Services in Georgetown

4.4.1 CARTS SERVICE

CARTS buses operate from seven transit stations located throughout the CARTS service area in Central Texas. Fixed-route service is operated between the seven stations, and this service is available to anyone in the service area. CARTS also provides “curb-to-curb” service, also known as demand-response or on-call service, for mobility impaired individuals and individuals in need of special assistance in the CARTS service area. CARTS operates 60 mini-buses and vans to provide fixed-route and on-call services across Central Texas.

Fixed Route Service in Georgetown

CARTS operates a fixed, interurban bus route between Georgetown and Austin twice daily, Monday through Friday. Passengers in Georgetown are picked up by the interurban bus at two locations: Downtown Georgetown Bus Stop at 9th and Main Streets and the CARTS Georgetown Station at 3620 South Austin Avenue. From Georgetown, the Red Route 1511 stops at University Oaks (IKEA), CARTS Round Rock, Tech Ridge Park & Ride, Austin Greyhound, and CARTS Austin. In Austin, CARTS passengers have the option of utilizing the Grasshopper, a special CARTS on-call service that is only available to those transferring from another CARTS service in Austin, to reach their final destinations.

Curb-to-Curb Service in Georgetown

The CARTS Community Transit service provides on-call services within CARTS service area. Passengers reserve rides by telephone or online with a preferred 24-hour advanced notice. This type of service is called paratransit service by many transit agencies. The Community Transit service is offered Monday through Friday from 8:00 a.m. to 4:30 p.m. The fare for the service ranges from $2.00 to $6.00, depending on the zone of the destination. The Community Transit service also makes several scheduled trips from Georgetown to select locations. On Monday, Wednesday, and Friday a bus departs Georgetown for Austin at 8:00 a.m. and returns at 2:00 p.m. On Tuesday and Thursday a bus travels to Round Rock, leaving at 8:00 a.m. and returns at 12:00 p.m. On the 1st and 3rd Wednesday of the month, a bus travels to Temple from Georgetown at 8:30 a.m. and returns at 2:00 p.m.

Medical Transit Service in Georgetown

CARTS provides non-emergency medical transportation services for Logisticare Solutions, LLC, a broker under contract to the Texas Department of Health and Human Services to arrange transportation for eligible persons in the CARTS District. These services are free and can be arranged through HHS call centers. People using Texas Health Steps and other Medicaid programs are eligible for the service. The service is called the HHSC Medical Transportation Program.

4.4.2 Commuter Rail Service

Capital Metro’s MetroRail provides rail service between Austin and Leander Monday through Friday in the morning and evening peak periods. No mid-day service is provided at Leander Station. On Saturdays, MetroRail northbound service terminates at Lakeline Station, thus no service is available at Leander Station. MetroRail does not operate on Sundays.

Although the service does not operate in Georgetown, the Leander Station is approximately 17 minutes west of downtown Georgetown by car. Figure 14 shows the location of the Leander MetroRail Station (on the left edge of the map) relative to the City of Georgetown.
Figure 17: Georgetown’s Relative Location to Capital Metro Leander MetroRail Station

Source: URS, 2015.

4.4.3 Greyhound Bus Service

Georgetown has a Greyhound bus service at the CARTS Georgetown Station at 3260 South Austin Avenue. The route serving Georgetown provides connection to the Austin Bus Station where passengers then transfer to routes heading to cities such as Dallas, Houston, and San Antonio.

4.4.4 Amtrak Rail Service

Georgetown does not have Amtrak service in the city limits. The nearest Amtrak station to Georgetown is in Taylor, approximately 20 miles east of the city. There are also stations to the south of Georgetown in Austin and to the north in Temple.

4.4.5 Non-Profit Services

Faith in Action Georgetown provides rides for the elderly who are unable to drive. Faith in Action drivers are volunteers who utilize their personal vehicles free of charge to help seniors get to medical appointments and run errands. Clients who have enrolled in the program are allowed two one-way trips per week and must be over the age of 65 and unable to drive. Volunteer drivers are not able to accommodate people in wheelchairs; however, they can provide assistance to clients from their home to the vehicle and then from the vehicle into the destination (known as door-to-door service).
Volunteers can also provide door-through-door service, which means that the volunteer would stay with the client to assist during the trip.

Faith in Action Georgetown is a partner of Drive a Senior, another non-profit program that utilizes volunteer drivers to assist those in need of transportation assistance by offering curb-to-curb, door-to-door, and door-through-door service. Drive a Senior has several service areas in the region, including five Austin service areas, an Elgin service area, and a Pflugerville/Round Rock service area. Another Faith in Action partner operates the Northwest Austin service area.

4.4.6 Taxi and Other Demand-Response Car Services

Flash Transportation Services provides shuttle service from Austin-Bergstrom International Airport to Georgetown. Flash also provides service in shuttles, limousines, Lincoln Town Cars, and vans for special occasions, tourist day trips, and daily local trips.

Georgetown Taxi provides taxi and limousine services in Georgetown for local and out-of-town service. Services include private airport transportation to the Austin-Bergstrom International Airport and late night/early morning services by appointment.

4.4.7 Agency/Facility-Specific Shuttle Services

Many agencies provide targeted service for their clients to access the services of the agency. Scott & White Healthcare System has a shuttle service that transports people among the four Scott & White facilities in the area. The Boys & Girls Club of Georgetown provides its own transportation for children from area schools to the Boys & Girls Club sites. It also coordinates with the GISD school bus system to facilitate its targeted transportation system.

4.5 Review of Relevant Plans

The following plans include information for achieving multi-modal planning objectives. The most directly relevant plans are the Project Connect: North Corridor Plan, which acts as the system plan for the Central Texas region. The Lone Star Rail Project proposes the implementation of commuter rail between Georgetown, Austin, and San Antonio. The previous Georgetown Transit Development Plan provides a starting point in terms of data, as well as the vision of the city. Finally, the city has conducted biannual surveys that show some of the transportation interests of the greater community, which is important to consider in the event of any potential future ballot initiatives to fund transportation improvements.

While the service areas in these plans are different than that of the City of Georgetown, having a clear understanding of regional and neighboring services allows the city to develop transit options that are complementary to regional and other local services both in the short- and long-term.

4.5.1 Regional Plans

Project Connect: North Corridor Plan

Project Connect was developed by the project partners in the Central Texas region to coordinate transportation options. The Project Connect High-Capacity Transit System Plan provides a framework for moving forward with high-capacity transit in Central Texas, with the goal of including the fiscally constrained portions of the Project Connect System Plan in the Capital Area Metropolitan Planning Organization’s 2040 Regional Transportation Plan (CAMPO 2040) and implementing the components of the plan as fiscally feasible. Project Connect is the vision for Central Texas’ high-capacity transit system. Linking activity centers within the fastest growing region in the country, Project Connect aims to connect
people, places, and opportunities in an easy, efficient way. The vision unites efforts to develop the best solutions for getting around Central Texas and addressing regional growth challenges.

From 2005 to 2035, the region’s population is forecasted to increase by 123 percent, with employment increasing by 135 percent. Half the population of Williamson and Travis counties are projected to reside in the North Corridor by 2035 and 55 percent of all jobs in the five-county region will be located in the North Corridor. The North Corridor extends north from approximately US 290 north of Downtown Austin, and generally follows IH 35 north of the City of Georgetown, as shown in Figure 15. Additionally, 14 of the 38 regional growth centers (areas with a dense mix of employment, housing, and retail) identified in the CAMPO 2035 plan are located in the North Corridor. With this significant population and employment projected to reside in the North Corridor by 2035, the Project Connect: North Corridor Study was initiated as one of the first projects to advance elements of the regional plan. High-Capacity transit improvements are expected to:

- Provide direct and frequent service between Austin’s core and the North Corridor
- Link activity centers in the North Corridor with Connect and Rapid service
- Serve both traditional and new target transit markets
- Maximize both existing vacant and planned future land use opportunities
- Offer a scalable and expandable transit network

Capital Metro, CAMPO, the Lone Star Rail District, and the cities of Austin, Pflugerville, Round Rock, Georgetown, and other partners are working together to improve long-term mobility and accessibility in the North Corridor. The North Corridor team began an alternatives analysis in June 2012 by collecting public input on the issues facing the corridor. The project identified transportation problems within the corridor (“purpose and need”); determined feasible alternatives to address those problems; analyzed, evaluated, and refined alternatives; and selected a locally preferred alternative (LPA). Options considered included both roadway and transit projects, and while not all projects will connect to Georgetown initially, extensions are expected to bring additional travel options to the city. For the City of Georgetown, major elements of the plan include the following, and are illustrated in Figure 16.

- Extending Capital Metro’s premium MetroRapid service from The Domain to Round Rock and Georgetown.
- New express routes from Georgetown and Round Rock to leverage investments in the new express lanes along MoPac.
- Moving forward with Lone Star Rail District’s plans for commuter rail from Georgetown through Austin to San Antonio.
- Initially using the MoKan Corridor from Pflugerville to downtown Austin as a dedicated busway with limited stops. Corridor preservation would allow the bus way to be extended to Georgetown in the future.
- Utilizing Capital Metro’s Express and Connect bus services to provide transit options within the Corridor, like Round Rock’s University Boulevard Center to Cedar Park and Round Rock’s established Park & Ride center to Hutto, and linking the centers from Georgetown to central Austin.
Figure 18: Extent of Project Connect North Corridor

Source: URS, 2011.
Figure 19: Project Connect: North Corridor Study LPA

Source: Capital Metro, 2014.
**CAMPO 2035 (and updated 2040)**

The **CAMPO 2035** plan is a long-range plan that specifies a set of investments and strategies to maintain, manage, and improve the surface transportation system in the five-county region of Williamson, Travis, Hays, Caldwell, and Bastrop Counties in Central Texas. Major transit projects recommended in the plan include:

- Urban commuter rail (MetroRail)
- Urban Rail
- Intercity passenger rail (LSTAR)
- Intercity bus service
- Express bus and commuter bus
- Rapid bus (MetroRapid)

Based on the 2035 plan’s fiscally constrained analysis, approximately $28.4 billion would be available to construct, operate, and maintain the regional transportation system over the 25-year timeframe (2010-2035), with $2.9 billion dedicated to transit capital expenditures and $10.3 billion dedicated to operations and maintenance (O&M).

**CAMPO 2035** was the basis for the Project Connect System Plan. The Project Connect team worked with CAMPO on the development of the Project Connect System Plan to ensure that the fiscally constrained portions of the System Plan would then inform the planning process for **CAMPO 2040**.

The process to update the regional transportation plan, **CAMPO 2040**, began in May 2013, and was officially adopted on May 11, 2015.

**Lone Star Rail Project**

The Lone Star Rail Project, shown in Figure 17, is the central element of the Lone Star Rail District (LSRD), which is an independent public agency authorized by the Texas Legislature in 1997 and created in 2002. LSRD is governed by a board of directors made up of representatives of member cities and counties, various planning and transit agencies, the business community, and general public. Its planning area covers Williamson, Travis, Hays, Comal, and Bexar Counties.

The Federal Highway Administration (FHWA), Texas Department of Transportation (TxDOT), and the LSRD began an Environmental Impact Statement (EIS) for a proposed passenger rail line that would travel along the IH 35 corridor connecting the greater Austin and San Antonio metropolitan areas. Agency and public scoping meetings were held in January 2015.

The LSRD has worked closely with the Union Pacific Railroad (UPRR), as a major stakeholder, to evaluate operational scenarios for joint freight and passenger operations within UPRR's existing system. A potential alternative to be evaluated in the EIS includes development and operation of passenger rail service within the abandoned MoKan railroad right-of-way between Georgetown and Round Rock, and along the existing UPRR corridor between Round Rock and San Antonio. A branch route providing passenger rail service between Round Rock and Taylor along the existing UPRR corridor could also be evaluated.

A potential alternative could include development of a freight bypass to accommodate some existing freight rail traffic that could be displaced by the proposed passenger rail operations. The proposed freight rail bypass could extend from near Taylor along a greenfield alignment to Seguin. From Seguin, the proposed freight rail bypass could follow existing UPRR right-of-way and terminate near downtown San Antonio.
The need for the proposed project stems from the rapid growth occurring in Central Texas. Congestion within the IH 35 corridor has resulted in decreased mobility and travel time reliability for both travelers and freight transporters. The deficiencies of the existing transportation network, including lack of modal transportation options and limited roadway capacity, contribute to decreased regional air quality, increased crash rates, and diminished quality of life for residents living in proximity to IH 35.

The Lone Star Regional Rail Project would provide regional passenger rail service connecting communities along the IH 35 corridor between the metropolitan areas of Austin and San Antonio, including the City of Georgetown. As currently envisioned, the project would span approximately 120 miles across Williamson, Travis, Bastrop, Hays, Caldwell, Comal, Guadalupe, and Bexar counties. Based upon previous studies, the purpose of the proposed project is to improve mobility, accessibility, transportation reliability, modal choice, safety, and facilitate economic development along the IH 35 corridor in Central and South Texas.
4.5.2 Local Plans

City of Georgetown Overall Transportation Plan (OTP)

Development of the Plan
The Overall Transportation Plan (OTP) was completed in February 2015 and is critical to the overall development of the city as it guides future roadway improvements, construction of new facilities, and outlines the city’s transportation goals. The adoption of the OTP, sets forth long term capital planning and financing considerations designed to ensure that basic transportation infrastructure needs and right-of-way will be available as the city grows and network needs improvements.
The updated plan is a continuation of the effort that the city completed in 2004 with the adoption of the initial OTP, which provided an analysis of existing conditions and travel characteristics, a travel demand model, review of the city’s roadway functional classification system, and a revised Transportation Improvement Program (TIP). The 2004 OTP assisted the city in defining cross-sectional needs as well as access management and detailed intersection needs.

Since the 2004 OTP, the city has experienced tremendous growth, including several major retail and residential developments. Additionally, Georgetown’s 2030 Comprehensive Plan adopted in 2008 includes a revised Future Land Use Plan. While the Comprehensive Plan serves as a guide for physical growth and land use within the city, the OTP provides guidelines for transportation management and development. These documents should be used in coordination with one another, not as separate competing documents. The update provides a review of the existing sidewalk and pedestrian/bicycle infrastructure and outlines the requirements for future analysis and planning studies.

The transportation improvement recommendations are based on the projected 2035 travel demands. The implementation program will categorize improvements through short-term and long-term prioritization recommendations. The improvements already chosen for funding are identified as “near term” and those where funding, routing, and right-of-way have not been identified are considered “long term”. Potential improvements offered for consideration include roadway widening and/or extensions, bicycle and pedestrian infrastructure, and transit programming. The study involves an evaluation of various transportation improvements and considers the impacts related to traffic/mobility, anticipated construction, and right-of-way costs as well as environmental/land use criteria.

The study area for the OTP includes the City of Georgetown city limits as well as the Extra Territorial Jurisdictional (ETJ) area, which typically extends one to two miles beyond the city's limits. This area includes added roadways of which the city has sole control, including Williams Drive, Shell Road, D B Wood Road, and Inner Loop. These facilities provide critical connectivity for the residents within the city and, while there are some limitations, there are opportunities for roadway expansion.

The goals and objectives of the OTP are:

- Implement improvements to the local road and traffic control system, including new thoroughfare linkages to enhance connectivity, improved and coordinated traffic signalization, standards for access management to enhance traffic flow and safety.
- Progress toward a functional, well-integrated, multi-modal transportation system that provides a variety of choices – bicycle, public transportation, and pedestrian – on a local and regional level.
- Reduce reliance on single-occupant automobile traffic by retrofitting bicycle lanes and sidewalks in underserved areas to enhance bicycle and pedestrian mobility; incorporating these facilities in new developments; and encouraging compact mixed-use and other “walkable” development types.
- Guide the future growth and development of the city toward a more balanced approach between employment and commercial centers, schools and other high traffic generators.

Transit Service Pilot Program
The City of Georgetown does not independently provide or support transit services. The city is not in the Capital Metro service area and does not have direct access to Capital Metro bus or rail services. In order for residents to use the Capital Metro transit system, they currently must travel to Round Rock or Leander to ride the existing bus and rail lines. Limited transit service (Community and Connector Transit
services) is provided by CARTS; however, the routes are limited with regard to drop-off points and service times.

During November of 2008, the City of Georgetown partnered with CARTS and TxDOT to develop a transit pilot program. The Georgetown Fixed-Route Action Plan was funded using $75,000 from CARTS and was anticipated to last for seven months. The stated purpose of the service was to design a fixed-route transit service and implementation plan that would provide services from selected locations within the city. The program consisted of two separately-funded phases. The two-phase pilot project included four buses serving six routes for seven months of service. The initial startup-up costs included completion of full bus shelters – including shelter, signage, hub, and bicycle racks – at a total of 5 stops.

Phase 1 began on November 28, 2008 and continued through February 7, 2009, completing the 600 service hours as stated in the Notice to Proceed. The buses operated two fixed routes, Monday through Saturday between 11:00 a.m. and 8:15 p.m. for a total of 9.5 service hours a day. Phase 1 ended with a total of 598.5 hours of transit service, serving 1,475 trips (or 34.3 riders per day). Phase 1 of the pilot program cost the city $21,850, not including the $813 recouped from farebox revenue.

After reviewing the metrics from Phase 1, CARTS and the city began Phase 2 of the pilot program. Lessons learned from Phase 1 (including the need for additional stops and expanded operating times) were incorporated into new operating characteristics for Phase 2, which began on March 2, 2009 and continued through April 11, 2009. During Phase 2, CARTS operated the same two fixed routes, adding several additional stops. The days of service were limited to weekdays and the hours of service were extended to 8:00 a.m. and 8:00 p.m.

The pilot program was in service for a total of 1,486.5 hours. While the project allowed city staff to gain some preliminary insight into the need and desire for transit service, it was ultimately not cost effective for the city to develop self-contained (local, within the city service) transit service, so the city opted to discontinue the program until either funding or demand warrant it.

**Lessons Learned from 2008-09 Pilot Program**

The city was hopeful that it would reach the 50,000 residential population threshold during the 2010 United States Census, which would have significant implications on both state and local levels. With a population over 50,000, the city would qualify for more funding opportunities for transportation improvements.

According to the 2010 Census, the City of Georgetown has a population of 47,400. This represents a 67% increase between 2000 and 2010. If the city continues to grow at this rate, it is possible that the City’s population could reach 100,000 residents by 2020. However, the city’s Planning and Development department estimates the population to be 79,000 by 2020 and exceed 125,000 by 2030. These estimates are consistent with the CAMPO population model and the updated TDM. This rapid growth and development indicates that the city should begin considering transit options in its future transportation planning efforts.

Once Georgetown reaches the 50,000 population figure, it may be classified as a Small Urbanized Area, which would mean the city would not be tied to the City of Austin and it would become a separate Metropolitan Statistical Area (MSA). This designation has significant implications in terms of transit funding. The city will become eligible to receive separate funding from the Federal Transit Administration (FTA) and will not be combined with Capital Metro. The city is currently not part of Capital Metro’s service area, and being in the same MSA as Capital Metro does not allow for separate funding (the funding of multiple transit agencies within one MSA). The FTA typically funds up to 50% of
operating expenses and potentially 80% of capital expenses. The newly established areas are not expected to have the ability to allocate the funds immediately; thus, they may become eligible for transit funds of approximately $200,000. In addition, the designation does not guarantee the city will receive the funds, but it does allow them to apply for the funds once a transit district is authorized.

Under this new designation, the city would develop its own transit system or connect to existing Capital Metro system. The city needs good transit service — locally and regionally — to provide its citizens with mobility choices. There are on-going discussions taking place that would make the City of Georgetown the northern terminus of the proposed Austin-San Antonio Commuter Rail Line — Lone Star Rail District (LSRD). The location currently under consideration is near the intersection of FM 1460 and SE Inner Loop; however, the completion date and funding mechanisms are yet to be determined and the city could potentially have its own bus system prior to this date.

**2008 City of Georgetown Transit Plan**

The City of Georgetown, in conjunction with the Capital Area Rural Transportation System (CARTS), and the Texas Department of Transportation (TxDOT), has completed the *Georgetown Fixed-Route Action Plan*. The purpose of this effort was to design a fixed-route transit service and implementation plan for the City of Georgetown.

Bus service was proposed to operate using four buses on six routes. This service was to include four half-hour routes interlined (after completing one route, when the vehicle arrives at the transfer center it would become a second route and would alternate between the two routes to reduce the need for transfers). One route would have operated on a half schedule to serve the major shopping areas. This would have served that route exclusively. The Sun City Route would have operated on a one-hour schedule using a single bus.

The six routes were projected to serve a total of about 112,000 annual trips the first year and 180,000 the third year. The service was to rely on cut-away buses supplied by CARTS initially, with bigger buses being an option as ridership warranted. To operate the service, 9.5 full-time equivalent driver positions were expected to be required, costing about $965,000 to operate annually. Start-up costs were projected at $633,000, including $500,000 for buses and $85,000 for shelters as the two primary cost items.

In 2008, it was assumed that there were no federal funds available initially, and that operating costs would be picked up by the City of Georgetown, federal/state funds, advertising/sponsorships, CARTS, and rider fares.

**City of Georgetown 2030 Comprehensive Plan**

The *2030 Comprehensive Plan* was adopted by the City of Georgetown in 2004. Since that time, some elements of the plan have been updated or added. The Transportation Plan is in the process of being updated, and the Housing Element was added to the *2030 Comprehensive Plan* in 2012.

**Housing Element**

The Housing Element of the *2030 Comprehensive Plan* studies housing needs of the city with an emphasis on affordable housing. This document was developed in 2012, well after the *2030 Comprehensive Plan* was adopted; thus, its research and findings are recent and relevant to the city’s existing conditions in 2015.

The document focused on affordability for households at or below 80 percent of the median income for the Georgetown area, which translated to an income of $48,734 or less at the time the document was...
developed. The Housing Element definition of “at or below 80 percent of median income” is always calculated with the most current available data for median income. Two high priority actions are recommended to be initiated within five years:

- Provide incentives to workforce housing developers (affordable housing developers) to construct new affordable housing units in Georgetown to bridge the gap between affordable housing demand and affordable housing supply
- Identify suitable multi-family zoning locations to create an appropriate mix of housing variety in the city.

**Land Use Element**
The Land Use Element of the 2030 Comprehensive Plan outlines a two-pronged approach to the city’s development by implementing a growth management plan and a future land use plan. The document includes land use goals, policies, and actions to help make the city’s vision a reality. Factors that will influence future development, found in the Land Use Element include soils, floodplains, Edwards Aquifer protection zones (Recharge, Contributing, and Transition Zones), active limestone quarries, runway protection zones around Georgetown Municipal Airport, and the Courthouse View Protection Overlay District, which protects view sheds toward the historic Williamson County Courthouse in downtown Georgetown.

The document establishes a tiered growth framework, which allows the city to concentrate development in rings or tiers around the developed core of the city and thus achieve more compact future development. Tier 1 is the focus for approximately the first ten years, then Tier 2 for the next ten years, and Tier 3 for 20 years and beyond. This more deliberate pattern to new development will reduce the potential for “leap-frog” communities that pop up far away from current development on the edges of the city limits or ETJ. This in turn will make infrastructure and utility service expansion less costly for the city.

Four goals are identified in the Land Use Element of the 2030 Comprehensive Plan:

1. Promote sound, sustainable, and compact development patterns with balanced land uses, a variety of housing choices, and well-integrated transportation, public facilities, and open space amenities.
2. Promote sound investment in Georgetown’s older developed areas, including downtown, aging commercial and industrial areas, in-town neighborhoods, and other areas expected to experience land use change or obsolescence.
3. Provide a development framework for the fringe that guides sound, sustainable patterns of land use, limits sprawl, protects community character, demonstrates sound stewardship of the environment, and provides for efficient provision of public services and facilities as the city expands.
4. Maintain and strengthen viable land uses and land use patterns (e.g., stable neighborhoods, economically sound commercial and employment areas, etc.).

**City of Georgetown Sidewalk Master Plan and Public Facility Access Audit**
The 2014 Sidewalk Master Plan was adopted on March 10, 2015. The Transit Development Plan process will coordinate and collaborate with the Sidewalk Master Plan process as both processes move forward.

The 2014 Sidewalk Master Plan prioritizes the implementation and/or replacement of sidewalks within the City of Georgetown. There are 144 miles of roadways in the city that have sidewalks, and another
387 miles of roadways where sidewalks are not present. Additionally, 13 percent of existing sidewalks are in poor condition. The first task was to work with the community to determine the location preferences for upgrades to take place. Pedestrian attractors, pedestrian safety, demographics, and special considerations were used to prioritize proposed improvements. Identified projects were prioritized into three levels of priority, with Priority 1, 2, and 3 projects costing $10.1, $7.0, and $7.8 million, respectively.

Currently, sidewalks are implemented or replaced using $75,000 annually from the general fund. The city also created a City Residential Sidewalk Fund; however, this is currently unfunded. The study has identified potential funding partners that include Special Revenue Districts (Downtown, Rivery, Williams Drive Gateway Tax Increment Reinvestment Zones [TIRZ]), Federal, State, County and Independent School District, Public Improvement Districts (PIDs), Municipal Utility Districts (MUDs), and Bonded funds. The Master Plan recommends that the city adopt an operations and maintenance program of $4,980,000 (or $480,000 annually) over a ten-year period.

The study recommends that the city enforce the unified development code (UDC) sidewalk installation requirements, monitor and manage the residential sidewalk fund, develop minor rewording of the UDC, and update the Sidewalks Management Plan (SWMP) every 10 years. The study also makes the following recommendations for the design and maintenance of sidewalks.

- Sidewalk Design
  - Locate sidewalks on one side of every roadway
  - Separate sidewalks from traffic
  - Develop clear sidewalk design guidelines
  - Focus on crosswalks at signalized intersections
  - Consider additional pedestrian safety designs above current design

- Sidewalk Installation and Maintenance
  - Implement Priority 1 projects before 2025
  - Formalize public request tracking system
  - Complete sidewalk “gaps”
  - Initiate an annual review process
  - Adopt operations and maintenance (O&M) standards
  - Adopt annual funding recommendations that support O&M

_Downtown Master Plan Update, Chapter 4 – Pedestrian & Bicycle Circulation & Streetscape Design_

This document, updated in January 2014, provides proposed ways to improve pedestrian and bicycle circulation in the downtown historic core. Implementation of some pedestrian circulation and accessibility projects will be aided by the 2014 Sidewalk Master Plan and annual Capital Improvement Projects (CIP). Proposed signalized intersections for pedestrians, bike trail connections, and open space will be considered during downtown routing efforts for the Transit Development Plan.

_City of Round Rock Transit/Transportation Plans_

The City of Round Rock currently operates a demand-response service in its city limits and extra-territorial jurisdiction (ETJ). The service, operated by Star Shuttle, is a reservation-based, curb-to-curb service. Fares are $5 for residents within city limits and $7 for residents of the ETJ. Discounted fares are $2 for youth (under 12) and senior (over 60) riders and $3 for low-income and disabled riders.
Round Rock also participates in the following services: CARTS Interurban Bus Service, Drive a Senior, Veteran Transportation Service – United for the People, and Medicaid Transportation Services.

Round Rock is currently in the process of developing a Transit Plan for local bus service. Initial discussions with city staff indicate that they are likely to provide their own transit service outside of the Capital Metro umbrella of services.

City of Georgetown Citizen Surveys
Beginning in 1998, the City of Georgetown began conducting biennial citizen and employee surveys. The results of these surveys have been used to gain valuable input into the needs, operations, and priorities of the city. The last three city surveys (2008, 2010, and 2012) were evaluated for this study.

Prior to the 2012 survey, no information was included about how the survey was administered. The 2012 survey noted that of the 20,965 household addresses that reside in the city, based on the Williamson Central Appraisal District’s property tax land parcel database and then compared to the local 911 address database, a sample of 2,400 addresses were sent surveys. The survey was mailed to households, and it contained a web-link to allow respondents to submit surveys via the internet. There was a response rate of 44 percent, with 34 percent responding on-line and 66 percent responding via mail.

During the 2008 survey, when asked about the top three issues that Georgetown will face in next five years, “Managing Growth/Development” was first with 65 percent, “Traffic/Transportation” was second with 60 percent. Both of these concerns are related as new residents and employees must be accommodated largely on the existing roadway network. When asked if residents would be willing to fund public transportation such as a fixed route bus system or commuter rail at a cost of up to $25 annually per family in taxes and fees, nearly sixty percent were supportive (with 32 percent strongly supportive). When asked about expanding sidewalks and bike paths, approximately 55 percent were supportive (with 28 percent strongly supportive). The final transportation question asked respondents to rank transportation options. Commuter rail service between Georgetown, Austin, and San Antonio received 34.5 percent, High-Occupancy Vehicle (HOV) lanes between Georgetown and Austin received 26.3 percent, developing a fixed bus route system within Georgetown and developing bus rapid transit between Georgetown and Austin each received 16.3 percent with “none” (4.5 percent) and “don’t know” (2.3 percent) rounding out the responses.

In 2010, residents were asked what changes would make Georgetown a better place to live. Approximately 50 percent answered as either a transportation issue (“improve traffic situation” at about 20 percent, or “implement public transportation” at about 16 percent) or a development issue (“manage growth/development” at 14 percent). When asked how supportive respondents would be to developing a public transportation system that would cost the city $900,000 per year (or about $58 per household), about 53 percent were supportive. When asked about developing a passenger rail system at a cost to the city of $1 million per year (or about $64 per household), about 46 percent were supportive. Expanding sidewalks or adding on-street bike lanes, each with a cost to the city of $5 million (or about $25 per household), resulted in 42 percent and 41 percent, respectively, of respondents being supportive. The final transportation question asked respondents what their top transportation priority would be. Improvements to existing roadway system received 30.1 percent, passenger rail service between Georgetown, Austin and San Antonio received 23.2 percent, developing a fixed bus route system within Georgetown received 16.1 percent, developing bus rapid transit between Georgetown and Austin each received 13.4 percent, developing HOV lanes between Georgetown and Austin received 9.3 percent, with “none” (4.6 percent) and “don’t know” (2.6 percent) rounding out the responses.
For the 2012 survey, residents were again asked what changes would make Georgetown a better place to live. About 20 percent replied “improve traffic situation,” and only 11 percent replied “implement public transportation.” About 18 percent responded “manage growth/development.” Again, citizens were asked if they would support a tax increase for several transportation-related items. Approximately 46 percent of citizens would support a tax increase to extend sidewalks to new locations, making this the most supported item. Approximately 36 percent of residents would support a commuter rail system to Austin and San Antonio, and 33 percent of residents support added bicycle lanes. Finally, only about 27 percent of citizens support increased taxes to add a fixed route bus system. The 2012 survey did not ask respondents to identify their top transportation.

2010 Census and the Impact on Transit Funding
The Impact on Transit Funding study prepared by Texas Transportation Institute (TTI) outlines a scenario for implementing and funding transit service in Georgetown if the city were to be categorized by the U.S. Census Bureau after the 2010 Census as a “small urbanized area.” Georgetown did not receive this designation, however, and instead was categorized as part of the Austin large urbanized area. This designation by the U.S. Census Bureau has transit funding implications for Georgetown, most of which are not covered in detail in this report. Further, transportation funding mechanisms have changed since this report was prepared; MAP 21 replaced SAFETEA-LU in 2012 as the funding mechanism for federal surface transportation programs.
5.0 Transit Service Performance

5.1 CARTS Demand-Response Service Statistics

5.1.1 Overview

CARTS operates with a fiscal year (FY) that begins on September 1 of each calendar year. Demand-response, or curb-to-curb, service is the only type of transit service offered within the City of Georgetown. Fixed-route intercity service provided by CARTS (to Austin) also stops at a commuter lot in Georgetown, but these fixed-route services do not provide local bus service. CARTS fares are $2.00 for a one-way trip within Williamson County and $4.00 for a one-way trip outside the county. Half-priced fares are offered for elderly and disabled passengers.

General operating statistics for the demand-response routes running in Georgetown were reviewed for FY2011 through FY2014; a summary of these statistics is provided in Tables 3 and 4. Route 904 and Route 911 signify the two buses that are used for the service. The buses do not have different service areas or routes. Table 3 provides a summary of key service statistics for the total demand-response service in Georgetown (both routes). Total passengers have generally increased from FY2011 through FY2014. Total revenue miles and revenue hours have both nearly doubled between FY2011 and FY2014. Passengers per trip have stayed relatively constant across the board at just over one person per trip.

<table>
<thead>
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<th>Table 6: CARTS Georgetown Service Characteristics</th>
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<tr>
<td>Total Passengers</td>
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<td>Passengers Per Trip</td>
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<tr>
<td>Total No Shows</td>
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<td>Total Revenue Hours</td>
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<td>Total Revenue Miles</td>
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Source: CARTS, 2015.

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<th>Table 7: Productivity Report for CARTS Demand-Response Service</th>
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<tr>
<td>Total Passengers</td>
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<tr>
<td>Passengers Per Trip</td>
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<td>Average Trip Length</td>
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<td>Average Trip Distance</td>
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<td>Total No Shows</td>
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<td>Total Revenue Hours</td>
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<td>Total Revenue Miles</td>
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Note: In FY 2012, a second bus was added to the system.
Source: CARTS, 2015.
As shown in Figure 18, total passengers reached a high in FY2013, and then dipped down again in FY2014 to a level that is still higher than the totals for FY2011 and FY2012.

**Figure 21: CARTS Passengers for Georgetown Demand-Response Service (2011-2014)**

Figure 19 shows significant increases in revenue miles from FY2011 through FY2013, and then leveling off for only a slight increase in FY2014. Trip lengths have been generally increasing over the past four years, which provides an explanation for the revenue miles increasing at a higher rate than trips provided.

**Figure 22: Annual Revenue Miles for Georgetown Demand-Response Service (2011-2014)**

Figure 20 shows a nearly identical trend to that shown in Figure 19. The revenue hours increased sharply from FY2011 through FY2013 and then decreased very slightly from FY2013 to FY2014. The similar nature of the trending of revenue miles and revenue hours indicates that operational parameters have likely not changed much over the past four years. The amount of time it takes to provide a mile of service remained relatively constant as the mileage increased. It can thus be inferred from these trends that road conditions and congestion have not significantly degraded over the past four years.
5.1.2 Performance Indicators

This section characterizes the performance of the CARTS Georgetown demand-response service using standard transit performance measures.

As noted above, the number of passenger trips has increased between 2011 and 2014, but the second route that was initiated in 2012 has not doubled the passenger trips, so the passengers per mile and per hour have decreased compared to 2011 numbers. These figures are shown in Table 5.

<table>
<thead>
<tr>
<th></th>
<th>FY2011</th>
<th>FY2012</th>
<th>FY2013</th>
<th>FY2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Passenger Trips</td>
<td>7,219</td>
<td>8,136</td>
<td>10,361</td>
<td>8,942</td>
</tr>
<tr>
<td>Passengers per Revenue Mile</td>
<td>0.33</td>
<td>0.27</td>
<td>0.23</td>
<td>0.20</td>
</tr>
<tr>
<td>Passengers per Revenue Hour</td>
<td>3.63</td>
<td>2.87</td>
<td>2.45</td>
<td>2.12</td>
</tr>
</tbody>
</table>

Source: CARTS, 2015

Service Effectiveness

The number of passengers who are served per hour of revenue service and per mile of revenue service are indications of the productivity, or effectiveness, of the service. Figure 21 shows that passengers per revenue mile have steadily decreased since FY2011. Total passengers have increased over time, while passengers per trip have remained relatively constant across the past four years at approximately one passenger per trip. During this same time period, trip distances have risen. Despite the increase in total passengers, trip distances are increasing at a higher rate than total passengers. This means that a given passenger is in a vehicle for a longer distance now than in FY2011, so fewer passengers are now served per mile of service. Longer trip distances could mean that clients are choosing CARTS for their longer trip needs and finding alternatives for their shorter trip needs.
Figure 24: Passengers per Revenue Mile for Georgetown Demand-Response Service (2011-2014)

Figure 25: Passengers per Revenue Hour for Georgetown Demand-Response Service (2011-2014)

Figure 22 also shows a similar declining trend for passengers per revenue hour. If trip distances are longer, total passengers are not increasing as fast as trip distances are, and passengers per trip is remaining constant, then fewer passengers can be served in a given hour.
6.0 Service and Operations Plan

Based on input from the public outreach process and the comprehensive data analysis tasks, the project team developed recommendations for service and financial plans. The proposed fixed route transit system would serve many local destinations radiating from a centralized transfer center providing transit service within the City of Georgetown. A five route transit system was identified to provide a foundation of local service for the city. The routes were developed to link as many local origins and destinations as possible while keeping route lengths and running times reasonable.

Service operation assumptions include:

- Operating each route on a 60-minute frequency;
- Development of a central transfer center; and
- Complementary demand-response ADA paratransit service.

6.1 Fixed Route Recommendations

6.1.1 Service and Operations Plan

The service plan is focused on serving key markets and activity centers while creating a bi-directional network of direct and simple routes that operate with a timed-transfer for most routes in downtown Georgetown. The proposed service will operate 60-minute frequencies (also known as headways) all day on the four core routes and for six hours per day to Sun City. Three buses are needed to operate the fixed-route system. In an effort to create one-seat trips and crosstown routing, the routes will be interlined or paired together. Although no travel demand modeling was done as part of this TDP effort, the 2008 TDP included ridership projections. Based on the 2008 projections similar routing patterns are expected to generate about 19,000 to 22,000 trips per year per route for Monday to Saturday service.

The route structure proposed in the service plan provides a base structure for service growth. The service, guided by public input throughout the development of this Transit Development Plan, is recommended for implementation in January 2016. Key components of the plan are as follows:

- Introduces bi-directional linear routing in the north, south, west, and east sectors of the city
- Proposes a downtown transfer center in the vicinity of 9th Street, 8th Street, West Street and Martin Luther King Street near the library and the future City Hall
- Provides one-seat rides from Southwestern University and the neighborhoods in the east to the shopping in the west at Wolf Ranch and the Rivery area
- Provides service from all areas of the city to downtown
- Provides transit connections to the primary shopping centers and medical facilities
- Proposes six day service Monday to Saturday
- Continues to provide connections to the CARTS Georgetown Station for regional service to Round Rock and Austin
- Provides complementary curb-to-curb paratransit service for seniors and persons with disabilities
- Provide a special events circulator to use as needed for the Christmas Stroll, the Red Poppy Festival, and other events throughout the year

6.1.2 Service Characteristics

Figure 23 illustrates the bus routes proposed in this Transit Development Plan.
Figure 26: Proposed Georgetown System Map

GEORGETOWN TRANSIT DEVELOPMENT PLAN

Source: National Agriculture Imagery Program, DNAP 2014 Aerial Imagery, CARTS, Google Maps

Potential Transfer Center Location
Transit Stop
Roads

- Route 1: Eastside/Southwestern University
- Route 2: Wolf Ranch Pkwy
- Route 3: Hospital/Leander Rd
- Route 4: Austin Ave/Williams
- Route 5: Sun City/Williams Drive
- Special Events Circulator (Future)
- Regional Service (CARTS)
The following sections present a detailed summary for each proposed weekday route.

6.1.3 Route by Route Overview

Route 1 – Eastside/Southwestern University
The proposed Route 1 Eastside/Southwestern University connects Quail Valley Drive in the south to Southwestern University and downtown via Maple Street and 7th Street. The route makes a round trip in approximately 25 minutes and is interlined with Route 2. A round trip is a trip to a given location and back again, typically along the same route.

A turn-by-turn description of the proposed route is as follows:

Outbound from proposed transfer center – North on Martin Luther King Street, East on W. 7th Street, South on Maple Street, West on Quail Valley Drive, South on Texstar Drive, East on High Tech Drive, North on Tower Drive, East on Quail Valley Drive, South on Creekside Lane, East on Southwalk Street, North on Smith Branch Boulevard, East on Quail Valley Drive, as illustrated on Figure 24.

Inbound from Quail Valley Drive (beginning from end of loop) – North on Maple Street, West on 7th Street, South on Martin Luther King Street.

Proposed bus stops for the route include:

- Downtown transfer center near 9th Street and Martin Luther King Street
- 7th Street and Main Street
- Maple Street and Southwestern Boulevard
- Maple Street and Soule Drive (Southwestern University)
- Maple Street and 13th Street
- Maple Street and 18th Street
- Maple Street and Quail Valley Drive
- Smith Branch Boulevard and Britannia Boulevard
- Quail Valley Drive and Texstar Drive
- High Tech Drive and Tower Drive

The same bus stop locations are recommended for both the outbound and inbound directions.
Figure 27: Proposed Route 1 – Eastside/Southwestern University
Route 2 – Wolf Ranch Parkway

The proposed Route 2 Wolf Ranch Parkway connects downtown to the shopping areas of Wolf Ranch Town Center, Walmart and the future conference center on Rivery Boulevard. The route makes a round trip in approximately 23 minutes and is interlined with Route 1.

A turn-by-turn description of the proposed route is as follows:

Outbound from proposed transfer center – South on Martin Luther King Street, East on W. 9th Street, South on Scenic Drive, West on W. University Avenue, North on Wolf Ranch Parkway, East on Rivery Driveway, Northeast on Rivery Driveway, North on Rivery Boulevard, as illustrated on Figure 25.

Inbound from Rivery Park Conference Center and Hotel (Future) – North on Rivery Boulevard, Southwest on Wolf Ranch Parkway, East on W. University Avenue, North on Scenic Drive, West on W. 9th Street, North on Martin Luther King Street.

Proposed outbound bus stop locations for the route include:

- Downtown transfer center near 9th Street and Martin Luther King Street
- Scenic Drive and 10th Street
- HEB (near University Avenue and IH 35)
- Wolf Ranch Town Center (University Avenue and Simon Road)
- University Avenue and Wolf Ranch Parkway
- Walmart (Rivery Driveway)
- Rivery Driveway and Rivery Boulevard
- Rivery Park Conference Center and Hotel (future)

The same bus stop locations are recommended for both the outbound and inbound directions.
Figure 28: Proposed Route 2 – Wolf Ranch Parkway
Route 3 – Hospital/Leander Road
The proposed Route 3 Hospital/Leander Road connects downtown to the San Jose neighborhood, St. David’s Hospital, and the multi-family residential area in southwest Georgetown. Route 3 also provides service within one block of the Caring Place on Railroad Avenue. The route makes a round trip in approximately 25 minutes and is interlined with Route 4.

A turn-by-turn description of the proposed route is as follows:

Outbound from proposed transfer center – South on Martin Luther King Street, East on W. 9th Street, South on S. Austin Avenue, West on W. 17th Street, South on Railroad Avenue, West on 19th Street, North on Bridge Street, West on W. 17th Street (turns into Scenic Drive), South on Scenic Drive, Southwest on Leander Road, South on Luther Drive, Northwest on Rockmoor Drive, Northeast on Thousand Oaks Boulevard, as illustrated on Figure 26.

Inbound from Thousand Oaks Boulevard – North on Luther Drive, Northeast on Leander Road, North on Scenic Drive (turns into W. 17th Street), South on Bridge Street, East on 19th Street, North on Railroad Avenue, East on W. 17th Street, North on S. Austin Avenue, West on W. 9th Street, North on Martin Luther King Street.

Proposed outbound bus stop locations for the route include:

- Downtown transfer center near 9th Street and Martin Luther King Street
- 9th Street and Austin Avenue
- Austin Avenue and 17th Street
- 17th Street and Hart Street
- 19th Street and Railroad
- St. David’s Hospital (Scenic Drive)
- Wesleyan at Scenic (Scenic Drive)
- Leander Road and Luther Drive
- Georgetown Park Apartments (Luther Drive)
- Luther Drive and Rockmoor Drive
- Rockmoor Drive and Thousand Oaks Boulevard

The same bus stop locations are recommended for both the outbound and inbound directions.
Figure 29: Proposed Route 3 – Hospital/Leander Road
**Route 4 – Austin Avenue/Williams Drive**

The proposed Route 4 Austin Avenue/Williams Drive connects the downtown transfer center to Downtown Square, the Austin Avenue corridor and to the multi-family residential area north of Williams Drive. The route makes a round trip in approximately 24 minutes and it interlined with Route 3.

A turn-by-turn description of the proposed route is as follows:

Outbound from proposed transfer center – East on W. 8th Street, North on S. Austin Avenue, Northwest on Williams Drive, East on Rivery Boulevard (Future), North on Rivery Boulevard (Future), Northwest on Northwest Boulevard, Southwest on River Bend Drive, Southeast on Dawn Drive, Northeast on Golden Oaks Drive, as illustrated on Figure 27.

Inbound from Golden Oaks Drive – Southeast on Northwest Boulevard, Southwest on Rivery Boulevard (Future), West on Rivery Boulevard (Future), Southeast on Williams Drive, South on S. Austin Avenue, West on W. 8th Street.

Proposed outbound bus stop locations for the route include:

- Downtown transfer center near 9th Street and Martin Luther King Street
- Austin Avenue and 7th Street
- Austin Avenue and 2nd Street
- Austin Avenue and Williams Drive
- Williams Drive and Rivery Boulevard
- Northwest Boulevard and Janis Drive
- Northwest Boulevard and River Bend Drive
- Dawn Drive and Golden Oaks Drive

The same bus stop locations are recommended for both the outbound and inbound directions.
Figure 30: Proposed Route 4 – Austin Avenue/Williams Drive
Route 5 – Sun City/Williams Drive
The proposed Route 5 Sun City/Williams Drive is a mid-day only service providing connections from the downtown transfer center to the HEB on University Avenue, Wolf Ranch Town Center, Walmart on Rivery Driveway, the Williams Drive corridor, and the Sun City Activity Center. The route makes a round trip in approximately 50 minutes.

A turn-by-turn description of the proposed route is as follows:

Outbound from proposed transfer center – West on W. 8th Street, South on Scenic Drive, West on University Avenue, North on Wolf Ranch Parkway, Northwest on Rivery Boulevard, Northwest on Williams Drive, Northeast on Del Webb Boulevard, Northeast on Sun City Boulevard, as illustrated on Figure 28.

Inbound from Sun City Boulevard – Southwest on Del Webb Boulevard, Southeast on Williams Drive, Southwest on Rivery Boulevard, Southwest on Wolf Ranch Parkway, East on University Avenue, North on Scenic Drive, East on W. 8th Street.

Proposed outbound bus stop locations for the route include:

- Downtown transfer center near 9th Street and Martin Luther King Street
- Scenic Drive and 10th Street
- HEB (near University Avenue and IH 35)
- Wolf Ranch Town Center (University Avenue and Simon Road)
- University Avenue and Wolf Ranch Parkway
- Walmart (Rivery Driveway)
- Rivery Boulevard and Williams Drive
- Williams Drive and River Bend Drive
- Williams Drive and Lakeway Drive
- Williams Drive and Estrella Crossing
- HEB (Williams Drive and Shell Road)
- Scott & White Clinic (Williams Drive and Del Webb Boulevard)
- Sun City Activity Center

The same bus stop locations are recommended for both the outbound and inbound directions.
Figure 31: Proposed Route 5 – Sun City/Williams Drive
**Special Events Circulator (Future)**

The Special Events Circulator is designed to provide direct service between the Rivery Park Conference Center and the Downtown Square during special events and festivals. The proposed route will also provide service to the hotels along IH 35 frontage roads. The route will allow for park and ride options to relieve some of the perceived parking constraints in downtown during the events.

A turn-by-turn description of the proposed route is as follows:

**Outbound from proposed transfer center** – East on W. 8th Street, North on S. Austin Avenue, Northwest on Williams Drive, North on IH 35 Frontage Road, Northwest on Northwest Boulevard (Future bridge), Southwest on Rivery Boulevard (Future), West on Rivery Boulevard (Future), Southwest on Rivery Boulevard to Rivery Park Conference Center and Hotel (Future), as illustrated on Figure 29.

**Inbound from Rivery Park Conference Center and Hotel (Future)** – Northwest on Rivery Boulevard, East on Rivery Boulevard (Future), Northeast on Rivery Boulevard (Future), Southeast on Northwest Boulevard, South on IH 35 Frontage Road, Southeast on Williams Drive, South on S. Austin Avenue, West on W. 8th Street.

This route is not designed to include fixed stops however the general routing of the bus is to provide service from hotels, shopping centers, and residential areas to downtown Georgetown and the Rivery Park Conference Center.

For the purposes of the financial plan, 282 hours were added to cover at least a portion of the cost associated with special events. This accounts for 22 event days for 12 hours of bus service. It is expected that the city may recover some of the costs associated with these services through agreements with event sponsors.
Figure 32: Proposed Special Event Circulator (Future)
6.2 Service Plan Operations

Routes 1, 2, 3, and 4 will operate 12 revenue hours on weekdays from 6:30 am to 6:30 pm with 60-minute headways on all routes. The round trip travel times on Routes 1, 2, 3, and 4 are between 23 and 25 minutes. Each route will have a minimum of five minutes for a layover at the transfer center.

Saturday service will operate 10 service hours from 8:30 am to 6:30 pm with 60-minute headways on Routes 1 to 4. Route 5 Sun City will operate weekdays only from 10:00 am to 4:00 pm. Table 6, below, illustrates the proposed schedule of service for fixed route service.

Table 9: Route Characteristics

<table>
<thead>
<tr>
<th>Route</th>
<th>AM Peak (6:30 – 9:00 a.m.)</th>
<th>Base</th>
<th>PM Off-peak (4:00 – 6:30 p.m.)</th>
<th>Span of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Weekday</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>6:30 am to 6:30 pm</td>
</tr>
<tr>
<td>2</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>7:00 am to 7:00 pm</td>
</tr>
<tr>
<td>3</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>6:30 am to 6:30 pm</td>
</tr>
<tr>
<td>4</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>7:00 am to 7:00 pm</td>
</tr>
<tr>
<td>5</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>10:00 am to 4:00 pm</td>
</tr>
<tr>
<td><strong>Saturday</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>8:00 am to 6:00 pm</td>
</tr>
<tr>
<td>2</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>8:30 am to 6:30 pm</td>
</tr>
<tr>
<td>3</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>8:00 am to 6:00 pm</td>
</tr>
<tr>
<td>4</td>
<td>60</td>
<td>60</td>
<td>60</td>
<td>8:30 am to 6:30 pm</td>
</tr>
</tbody>
</table>

Source: URS, 2015.

6.2.1 Route Interlining and Timed Transfers

The proposed system is designed to pair routes to provide one-seat rides from one side of the service area to the other. For example, Route 1 on the east side is interlined with Route 2 to Wolf Ranch Parkway which connects the residential areas on Quail Valley to shopping at HEB and Wolf Ranch Town Center. In addition, routes will be timed to arrive and depart the downtown transfer center at designated intervals to allow for timed-transfers or a limited pulse. This means that every half hour at least two of the routes will arrive at the transfer center at the same time allowing a five-minute window for transfers to occur. This alleviates the issue of having 30-minute to 60-minute wait times to transfer between buses. As shown in Table 7 not all routes will pulse at the same time at the transfer center. For example, passengers on Route 1 have the option of staying on the bus to travel on Route 2 or they can transfer within the five minute window to Route 4. Since Route 1 and Route 3 arrive at the transfer center at the same time the transfers between the routes are not timed. Transfers are also not timed between routes 2 and 4.
Table 10: Route Interlining and Transfers at the Downtown Transfer Center – Weekdays

<table>
<thead>
<tr>
<th>Starting Route</th>
<th>Departs Transfer Center</th>
<th>Arrives Transfer Center</th>
<th>Layover at Transfer Center</th>
<th>Paired Route</th>
<th>Departs Transfer Center</th>
<th>Arrives Transfer Center</th>
<th>Layover at Transfer Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route 1</td>
<td>:30</td>
<td>:55</td>
<td>5 minutes</td>
<td>Route 2</td>
<td>:00</td>
<td>:25</td>
<td>5 minutes</td>
</tr>
<tr>
<td>Route 3</td>
<td>:30</td>
<td>:55</td>
<td>5 minutes</td>
<td>Route 4</td>
<td>:00</td>
<td>:25</td>
<td>5 minutes</td>
</tr>
</tbody>
</table>

Source: URS, 2015.

Revenue Hours
Weekday fixed-route operations require 31 daily revenue hours for fixed-route service. The four core routes each operate with a total of 6.5 daily revenue hours and the Route 5 to Sun City operates with six revenue hours. Saturday service requires 21 revenue hours due to the shorter span of service and reduced number of routes. Route 5 only operates on weekdays.

Revenue Miles
The proposed weekday service plan will require 417.6 total daily revenue miles. The four core routes range between 62 and 76 daily revenue miles. Route 5’s 139 daily revenue miles make up about 33 percent of the revenue miles for the system even though it only operates six hours per day. It is recommended to cycle buses between each route in order to balance out the mileage and wear on the vehicles over time.

The total revenue miles for Saturday is reduced by 45 percent (232 revenue miles) from weekday service due to the reduction in revenue hours and that the Sun City route is a weekday only route.

Tables 8 and 9 present the operations plan for the proposed Weekday and Saturday services.

Table 11: Proposed Fixed Route Operations Plan – Weekday

<table>
<thead>
<tr>
<th>Route No.</th>
<th>Proposed Route Name (Corridor)</th>
<th>Weekday Revenue Hours</th>
<th>Weekday Revenue Miles</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Eastside/Southwestern University</td>
<td>6.25</td>
<td>62.4</td>
</tr>
<tr>
<td>2</td>
<td>Wolf Ranch Parkway</td>
<td>6.25</td>
<td>76.8</td>
</tr>
<tr>
<td>3</td>
<td>Hospital/Leander Road</td>
<td>6.25</td>
<td>67.2</td>
</tr>
<tr>
<td>4</td>
<td>Austin Avenue/Williams Drive</td>
<td>6.25</td>
<td>72.0</td>
</tr>
<tr>
<td>5</td>
<td>Sun City</td>
<td>6.00</td>
<td>139.2</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>31.00</td>
<td>417.6</td>
</tr>
</tbody>
</table>

Source: URS, 2015.

Table 12: Proposed Fixed Route Operations Plan – Saturday

<table>
<thead>
<tr>
<th>Route No.</th>
<th>Proposed Route Name (Corridor)</th>
<th>Saturday Revenue Hours</th>
<th>Saturday Revenue Miles</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Eastside/Southwestern University</td>
<td>5.25</td>
<td>52.0</td>
</tr>
<tr>
<td>2</td>
<td>Wolf Ranch Parkway</td>
<td>5.25</td>
<td>64.0</td>
</tr>
<tr>
<td>3</td>
<td>Hospital/Leander Road</td>
<td>5.25</td>
<td>56.0</td>
</tr>
<tr>
<td>4</td>
<td>Austin Avenue/Williams Drive</td>
<td>5.25</td>
<td>60.0</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>21.00</td>
<td>232.0</td>
</tr>
</tbody>
</table>

Source: URS, 2015.
**Intermodal Connectivity**
A key factor in the success of a transit system is intermodal connectivity. The ability of transit users to connect to local transit services via pedestrian and bicycle facilities and to use local transit to reach regional transit connections impacts the ridership of a local system. A system that includes regional connections and safe pedestrian and bicycle access to its facilities will be more successful than a system that does not offer intermodal connectivity. The City of Georgetown plans to complement the future local bus system with connections to other transportation modes. Intermodal connectivity considerations will help transit riders get to the bus stop at the beginning of their trip and reach their final destination at the end of the trip (often referred to as first-mile and last-mile connections). The city has completed an audit of the existing sidewalk infrastructure and has developed a master plan for improving its sidewalk network, including both refurbishment/replacement of existing sidewalk infrastructure and construction of new sidewalk facilities. Additionally, a bike share program is already in place in downtown Georgetown. There are currently two locations, the Georgetown Public Library and the Georgetown Visitors Center, where bicycles can be checked out. Transit riders can also use their personal bicycles to begin and end their transit trips, as bike racks will be available on all Georgetown buses.

The future local bus system will also connect with regional transit services. CARTS will continue to operate trips from downtown Georgetown to the CARTS Georgetown Station on South Austin Avenue north of the SE Inner Loop; the future route of these trips would change slightly to connect with the future transfer center in downtown Georgetown. Connections to future regional services implemented by Capital Metro (Project Connect) and Lone Star Rail District would also be provided by Georgetown’s local bus service.

**Paratransit Service**
The Americans with Disabilities Act (ADA) requires that all fixed-route transit systems provide complementary demand-response service. ADA only requires that demand-response services operate within a ¼ mile service area of a fixed route. Currently CARTS operates a curb-to-curb general public demand-response system throughout the Georgetown city limits. It is recommended to continue to operate an ADA-only paratransit service within the boundaries of the city instead of the ¼ mile catchment area.

The paratransit service will operate with two demand-response buses 12 hours per day on weekdays and 10 hours per day on Saturdays. The demand-response system will operate 24 daily revenue hours on weekdays. Paratransit service will be able to use the Route 5 Sun City bus when is not in service between 6:30 a.m. and 10:00 a.m. and 4:00 p.m. to 7:00 p.m.

**Fare Policy**
Determining a fare policy for the system is a local decision. It is very difficult to project ridership, but the target for revenues should be close to 10-12 percent of operating costs. Figures from peer city farebox revenues are shown in Table 10. A 10-12 percent farebox recovery rate should be used as a goal for Georgetown, and as data shows, there are few autonomous peer cities with both a similar population and without the presence of a major college campus. San Marcos, Killeen/Temple (which are now served by the same transit agency), San Angelo, and Tyler are all central Texas communities that do not have major college campuses, are relatively geographically separated from other municipalities, and have populations that provide reasonable comparisons. While Georgetown has a smaller population than most of the peer cities, it is expected to see a growth pattern that will put it within this range in the coming years.
Table 13: Peer City Farebox Recovery Rates

<table>
<thead>
<tr>
<th>Peer System</th>
<th>Year 2010 Population</th>
<th>Operating Expense</th>
<th>Farebox Revenue</th>
<th>Farebox Recovery Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>San Marcos</td>
<td>45,000</td>
<td>$717,069</td>
<td>$29,431</td>
<td>4.1%</td>
</tr>
<tr>
<td>Hill Country (Killeen/Temple)</td>
<td>194,000</td>
<td>$2,858,387</td>
<td>$371,526</td>
<td>13.0%</td>
</tr>
<tr>
<td>San Angelo</td>
<td>93,000</td>
<td>$1,227,050</td>
<td>$110,902</td>
<td>9.0%</td>
</tr>
<tr>
<td>Tyler</td>
<td>97,000</td>
<td>$1,059,543</td>
<td>$109,725</td>
<td>10.4%</td>
</tr>
<tr>
<td>Average of All Four Peer Cities</td>
<td>$5,862,049</td>
<td>$621,584</td>
<td></td>
<td>10.6%</td>
</tr>
</tbody>
</table>

Source: National Transit Database, Year 2013 Figures.

Until the system is initiated and the city gains a full understanding of how the system will be utilized, the base fare should be set for a year with an adjustment planned for year 2. CMTA base fare is $1.25 and CARTS requires $2 for intra-county trips. Since the Georgetown system is limited to the city limits it is recommended that the city implement a base fare of $1.50. This is based on what seems to be the market for the trip lengths in the system (less distance than the full county fare at CARTS) but higher than CMTA which is more of a volume-based fare. It should be widely publicized by the city that fare structure will be re-examined for year 2 and potentially adjusted based on ridership and desired revenue recovery percentage (10%).

CARTS utilized a stored-value card system for fares on its system. If CARTS is selected to operate the service, that fare system is customer friendly and reduces cash handling. Most systems do offer a reduced or half-fare for the elderly, disabled, and school-aged children. The city should consider adding this type of fare at the outset of service but this would negatively impact the revenue recovery rate. Other structural changes to the fare policy like adding weekly passes and other discounted fares should be reserved for a future fare analysis based on actual understanding of system utilization.

6.2.2 Capital Plan

The primary capital investments for the system will relate to the procurement of vehicles and bus stop infrastructure. Since the system is most likely to be contracted with a turnkey operator, support infrastructure like a maintenance facility will not be necessary to initiate service. To begin the service, an investment in bus stop signage and other amenities will be required and should be implemented in phases as the system matures. It was assumed that up to 100 signs with poles would be procured as well as 20 benches and two shelters. While it is not expected all of this material would be installed right away, these quantities allow the city to procure the material at a price that will reflect a decent volume. The city may want to approach CMTA or other transit system for the opportunity to purchase shelters since there are only two needed at this time. The shelters would be placed at the transfer center.

A key factor in understanding the vehicle needs of the system will be the details of the contract with the service provider. These contracts can be structured in a number of ways depending on the full scope of services to be provided. The determination on whether the contractor provides vehicles for the service will dictate if or how many vehicles will be procured for the system. If vehicles are to be provided by the contractor, then the city can expect to pay a higher unit cost for the service contract.

The system will need a total of five vehicles to begin revenue service. Three vehicles will be used for fixed route service and two vehicles will be used for complementary paratransit. It is recommended that the city’s fleet consist of four cutaway van vehicles (similar to the vehicles used by CARTS) and an MV-1
vehicle (pictured in Figure 30). The MV-1 would be used solely for paratransit while the cut-away vehicles can be used for either fixed-route or demand-response service.

**Figure 33: MV-1 Vehicle**

Table 11 outlines capital needs for the system. It should be noted the vehicle costs may be deferred or even eliminated depending on the service contract implemented.

<table>
<thead>
<tr>
<th>Item</th>
<th>Unit Cost*</th>
<th>Number of Proposed Units</th>
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<tr>
<td>Flag Stop Signs/Poles</td>
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</table>

Source: URS, 2015.
* Bus stop amenity prices are retail prices through web search and may be reduced by purchasing through CMTA or other procurement. Additionally, these prices do not include labor costs of installation.

6.2.3 Marketing Plan

A comprehensive marketing plan for the recommended system should be developed to assist in implementing the new system. This can be done through a partnership between the city and Capital Metro staff. A strong marketing plan is crucial for establishing the foundation for future marketing strategies once the implementation is completed.

Items to be addressed could include:

- Overall system image/brand
- Graphics/maps/schedules
- Community outreach
- Advertising
- Coordination techniques with other organizations
It is essential that a distinctive system logo, vehicle paint scheme, signage, and theme for the new services be developed to generate a unique and positive image for the transit program. A key recommendation is that the image (logo/graphics) created be unique to the service area and avoid the more conventional or institutional look often utilized by new transit systems.

Customer Service is closely linked with marketing as this function typically:

- Provides transit service information through various methods including internet, printed media and telephone
- Coordinates the sale of fare media
- Handles customer complaints, commendations, inquiries, requests, and suggestions
- Responsible for “Lost and Found”

6.2.4 Service Monitoring

Transit systems have recurrent needs and requirements to collect and report a wide range of information about operations and ridership. The continual compilation of data is essential for the effective planning and management of transit services. Without detailed operations information, the ability to effectively monitor and report system performance and subsequently revise services would be severely impacted. Resource limitations frequently limit comprehensive service monitoring programs. However, the information resulting from service monitoring is very important because fundamental transit functions such as scheduling, service planning, maintenance, finance, and marketing require this data for decision making and reporting.

Key considerations for establishing a service monitoring program include:

- Identification of the data categories to be collected
- Methods and sources to be used in data collection
- Procedures to be used to process and store the data
- Evaluating and reporting the data in a meaningful and ongoing format
- Determining where required reports should be transmitted
- Ensuring required reports are properly transmitted

Program elements must be identified prior to the initiation of service as certain data must be recorded on a daily basis. The City of Georgetown should work with Capital Metro to ensure the data is collected, evaluated, and reported in an accurate and timely manner. In addition to compilation of statistical data, periodic field observations of system operations and contract monitoring must also be regularly undertaken.

Implementation Plan
The following section outlines the recommended phased approach of the TDP.

Year 0 – FY 2016 – Contracting and System Start-up
- Present Plan for adoption to Georgetown City Council
- City of Georgetown and Capital Metro finalize budget for service based on council priorities
- Maintain existing CARTS service during Year 0.
- Set system start-up date – Financial Plan (Section 6.4) assumes a start date of October 1, 2016 (beginning of federal fiscal year 2017) which matches the city’s fiscal year. However, service could start as soon as January 1, 2016, depending on contracting terms, but would require substantial changes to the financial plan.
• City of Georgetown and Capital Metro enter into an agreement for service.
• Develop Capital Plan.
• Procure buses for service, if not included in Contractor service.
• Procure bus stop amenities – stops, benches, and shelters.
• Initiate marketing campaign to promote new service.

90 days before start-up
• City of Georgetown and Capital Metro coordinate outreach to the public about service and implementation date
• Begin bus stop placement and transfer center implementation

Year 1 – FY 2017 – Implementation
• Implement new service.
• Develop method for collecting feedback from clients – customer comments should be documented by contractor for analysis by the city.
• Prepare Title VI review to ensure that the level and quality of fixed-route and demand-response services are provided in a non-discriminatory manner. The City of Georgetown and Capital Metro will need to provide equitable service that meets the requirements of the Title VI Civil Rights Act of 1964 (Title VI). Title VI ensures that no person shall be excluded from participation in, denied benefits of or be subjected to discrimination on the basis of race, color, or national origin under any program receiving federal financial assistance. This process may best be incorporated into the Capital Metro plan.
• Update and establish regular procedures for maintaining system goals, objectives, and strategies based on first six months of service.
• Provide annual TDP update to Capital Metro.

Year 2 – FY 2018
• Conduct on-board counts and rider survey – the survey would be most effective in the spring of 2018 to allow for 18 months from initial start-up. Travel patterns and utilization by passengers should be established by then.
• Assess service for potential service improvements or changes for implementation at the beginning of FY 19.
• Begin to implement a more comprehensive passenger amenities program to optimize bus stops and add benches and shelters as necessary.
• Monitor fleet needs to plan for adequate inventory.
• Incorporate any budgetary changes into city budget and service contract for FY 19.
• Provide annual TDP update to Capital Metro.

90 days before October 1, 2018
• City of Georgetown and Capital Metro coordinate outreach to the public about service changes, if necessary.

Year 3 – FY 2019
• Implement service improvements, if warranted.
• Provide annual TDP update to Capital Metro.
6.3  Management Options

6.3.1  Direct (City Management and Operation)

The City of Georgetown would be responsible for the hiring of a transit management executive and all necessary staff. Vehicles and equipment would be handled through a public procurement process. Advantages associated with the direct option include full continuing control by the local jurisdiction over the quality of transit operations. The city could incorporate standards of administration and performance consistent with standards applicable to city employees. An additional benefit due to the addition of mechanics, technicians, and vehicles would be the enhanced capacity of performing fleet maintenance functions in-house rather than externally. Expenses supporting profit and overhead due to private-sector management or operation would be foregone.

Potential disadvantages with the direct option include the challenges of hiring and retaining expert personnel at satisfactory wage levels to oversee transit operations. Additionally, as public employees, transit staff members such as operators are often unionized. The Direct option will require stringent care to assure conformance with federal labor protection regulations and may pose additional challenges for management when administering labor contracts. Finally, without strong performance measures and guidelines for administration in place, day-to-day service decision making can become highly susceptible to the political processes at the municipal government level.

6.3.2  Contract Management

This scenario involves the competitive selection of a firm/organization to manage the transit service. The city may own and maintain the equipment, facility, and vehicles and would hire the labor to support the transit service. A transit management firm or CARTS would have access to experienced and specialized personnel that is needed often, but may be too expensive for the city to retain directly and sustain year-round. The city and/or Capital Metro would maintain control, but unlike the direct option management expertise can be competitively procured from the contractor as needed on a contract basis. In addition to potential cost-effectiveness gains relative to the direct option, transit management firms can be highly experienced in pooling resources to respond to a host of matters relating to intergovernmental reporting and compliance, service promotion, labor, and operations, and may exceed the responsiveness capacities of city staff.

6.4  Financial Plan

A five-year financial plan was developed for the system based on the capital needs, operating plan, and an assumed start date of October 1, 2016 (beginning of FY 2017). This start date will allow the city adequate time to negotiate a contract with a service provider, procure vehicles (if necessary) and assemble federal funds.

6.4.1  FTA Section 5307 Funding

The urbanized formula funding program (Section 5307) provides dollars for capital and operating assistance in urbanized areas (UZA) as well as transportation-related planning. The formula is based on the UZA’s population, population density, and transit service statistics. Based on the formula, the revenue coming to the region should increase as more service is introduced and as the population continues to grow. It is difficult to estimate the future §5307 revenue because it is highly dependent on the amount authorized at the federal level. The current level of FTA §5307 funding allocated to the City of Georgetown is approximately $256,000 annually. These funds can be used for both operating and capital expenditures with 50% and 20% non-federal funding match requirements, respectively.
urbanized formula is also broken down into three categories based on population that have different regulations governing eligible expenditures and the formula itself.

6.4.2 Operating Costs

As mentioned in the operating plan, the overall cost of the system will be different depending on whether or not the vehicles are included in the service contract. If the city chooses to have the service contractor to provide vehicles then a major capital outlay in FY 16 can be avoided, however, the city can expect to pay a higher unit cost for service. Table 12 illustrates the funding levels required for the system if the contractor provides the vehicles. Table 13 shows a financial plan based on the city providing vehicles. Plans include the continuation of existing CARTS service paid for by the city for FY 16. The system contemplated in this plan is presumed to be replacing the CARTS service in FY 17.

As the Tables 12 and 13 illustrate, total operating costs for the system will be between $740,000 and $850,000 depending on the negotiated unit cost for service. The plans are structured to use the 5307 funding for capital first and then the remainder is used to subsidize operations. Since the service costs will utilize the entire allocation of federal funds, more complicated funding structures are not necessary. The city will need to commit $420,000 to $530,000 annually to cover costs for the system. Key aspects of the financial plan are:

- The plan assumes 10% farebox recovery. The city should reserve a contingency to cover net operating cost, in case; the system utilization does not generate this percentage of fare revenue. It may take several years for the system to mature and a revised fare structure in order to generate a level of ridership necessary for that farebox recovery rate.
- Negotiating a contract where the contractor provides the vehicles will allow the city to pool 5307 funds from FY 16 and use them for operating costs in FY 17. While long term operating costs will be higher, the city can reduce short-term outlay of local funds; $170,000 in FY 16 and $466,000 in FY 17. Typically, the contractor will want a longer period of performance (up to 5 years or more) in order to amortize the cost of vehicles across more years of service.
- Conversely, if the city procures the vehicles, then the annual amounts of local funding are more consistent from year to year. Long-term operating costs will be lower and potential save the city $100,000 per year in operating costs. This method will, however, require $373,000 in FY 16, double that of the provided-vehicles scenario.
- The unit costs for operating in the proposed financial plan are not negotiated prices. The cost and subsequent local funding amounts are subject to change based on the agreed pricing in a service contract.
Table 15: Financial Plan Based on the Contractor Providing Vehicles

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<th>Operating Plan</th>
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<td>Bus Updates</td>
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Source: URS, 2015.
Table 16: Financial Plan Based on the City of Georgetown Providing Vehicles

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| Expenses                | Buses $200,000         |               |              |            |            |
| MV-1                    | $55,000                |               |              |            |            |
| Bus Updates             | $15,000                |               |              |            |            |
| Stop Amenities          | $25,000 $16,000        |               |              |            |            |
| Capital Total           | $295,000 $16,000       |               | $ -          | $ -      | $ -          |
| Operating               | $329,160               | $738,010 $756,460 | $775,372 | $794,756 |
| Fares                   | $(73,801) $(75,646)    | $(77,537) $(79,476) |
| Operating Total         | $329,160               | $664,209 $680,814 | $697,835 | $715,280 |
| Total Expense           | $624,160               | $680,209 $680,814 | $697,835 | $715,280 |

Source: URS, 2015.
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Appendix A: Georgetown Transit Development Plan Fact Sheet
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STUDY OVERVIEW
City of Georgetown Transit Development Plan

Study Purpose
The City of Georgetown and Capital Metro have initiated a Transit Development Plan to determine the opportunities and the associated requirements for providing public transit service. This study will identify and design transit alternatives that will take into account the varied needs of the area’s population and employment markets and support the City of Georgetown’s commitment to enhancing mobility options.

Georgetown has grown by 67 percent since 2000. In 2010 the City became part of the Austin Urbanized area allowing for partnering with Capital Metro to provide transit. Georgetown, through this study, will be prepared with a comprehensive understanding of its transit needs and options for proceeding towards implementation.

Project Elements
Key study components include:

- Reviewing relevant area studies and collect additional data as required;
- Assessing transit needs and identifying potential transit markets;
- Evaluating and selecting transit alternatives for implementation;
- Developing appropriate transit service and system alternatives;
- Conducting public and agency outreach activities;
- Preparing short-term service and financial plans.

Bus Service Plan Goals
Through technical analysis and public outreach effort, transit opportunities have been identified.

- Provide lifeline service to shopping, jobs, medical appointments, and social services
- Connect tourists locations including the Downtown Square, Wolf Ranch Shopping Center, and the future Rivery conference center and hotel
- Provide service to transit dependent populations
- Provide service to Southwestern University and Sun City
- Create a cost-effective, useful and user-friendly transit system
- Establish a solid foundation for transit to build on over time
- Meet future regional services – Project Connect

Next Steps
- Present Plan for adoption by City Council;
- City of Georgetown and Capital Metro finalize budget based on City Council priorities;
- Set implementation date;
- City of Georgetown and Capital Metro enter into an agreement for service;
- Include proposed service in the Capital Metro service change process;
- City of Georgetown and Capital Metro coordinate outreach to the public about service and implementation date;
- Implement bus service.
Appendix B:  Public Meeting 1: January 22, 2015

Sign-In Sheets (Christmas Stroll, December 5-6, 2014; Public Meeting 1)

Display Boards
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What is Important to **YOU**?

**Rank your Top 3 Transit Priorities**

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<td>Access to Retail Centers</td>
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<td>Access to Entertainment and Recreation</td>
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- Access to Employment Centers: No specific notes.
- Access to Retail Centers: No specific notes.
- Connections to Regional Transit Services: No specific notes.
- Access to Social Services (including Medical): No specific notes.
- Access to Entertainment and Recreation: No specific notes.
- Weekday Service: No specific notes.
- Weekend Service: No specific notes.
- Other: No specific notes.
Appendix C: Public Meeting 2: April 1, 2015

Sign-In Sheets
Display Boards
Presentation
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Georgetown Transit Development Plan

Georgetown Public Library

April 1, 2015
Agenda

- What is a Transit Development Plan?
- Why a Transit Plan Now?
- Project Tasks and Schedule
- Existing Conditions and Public Outreach
- Project Goals
- Proposed Route Network and Characteristics
- Next Steps
What is a Transit Development Plan?

• Provides an assessment of transit opportunities and the associated requirements for providing public transit service to the City of Georgetown.

• Identifies and designs transit alternatives that consider the varied needs of the area’s growing population and employment markets.

• Develop service and financial plans for future transit options
Why a Transit Plan Now?

• Georgetown has grown by 67 percent since 2000 and population is projected to double by 2030

• Increased regional roadway congestion with limited travel options in the area

• Opportunity to coordinate with other multi-modal plans including the Georgetown Sidewalk Master Plan, Project Connect North Corridor Plan and the City’s Overall Transportation Plan

• In 2010 the City became part of the Austin Urbanized Area allowing for partnering with Capital Metro to provide transit service

• Availability of federal funds
Tasks

- Public Involvement and Outreach
- Existing Conditions
- Mission and Goals
- Evaluate Course of Action/Transit Needs Assessment
- Three-Year Implementation Plan
  - Service and operations plan
  - Financial plan
  - Phases of implementation
- Draft and Final Transit Development Plan
# Project Schedule

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<td>5 Develop and Evaluate Alternative Courses of Action</td>
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<td>8 TDP Report and Executive Summary</td>
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- **Monthly Project Meetings/Calls**
- **Steering Committee Meetings**
- **Final Report**
- **Public Meeting**
Existing Conditions

• Evaluation of Existing Conditions
  – Existing and future demographic analysis
  – Land use
  – Review of relevant Georgetown planning documents
  – Analysis of multi-modal accommodations

• Assessment of CARTS Service in Georgetown

• Field Observations

• Public Outreach
  – Christmas Stroll Survey
  – Intercept Survey at Library
  – Public Meeting in January
  – Stakeholder Interviews
Existing Conditions – Employment Density
Existing Conditions – Zero Car Availability
Existing Conditions – CARTS Bus Service

• Operates general public demand response service throughout the city

• Major destinations on demand-response service; HEB, Walmart, Madella Hilliard Neighborhood Center, Davita Dialysis Center, The Caring Place

• Operates the Red Route with three southbound/two northbound trips on weekdays between Georgetown, Round Rock, Tech Ridge (Austin), and central Austin
Public Outreach

What we heard we head from the public?

• Bus service to activity centers including Southwestern University, Downtown Square, and Wolf Ranch Shopping Center

• Connections to future high capacity transit service to Austin

• Service to future conference center and hotel off Rivery

• Provide service to Sun City, hospital, medical offices, social service agencies, and shopping including HEB and Walmart

• Service to transit dependent populations and tourists
Proposed Service Plan Goals

- Provide lifeline service to shopping, jobs, medical appointments, and social services
- Connect tourists locations including the Downtown Square and the future Rivery Conference Center and hotel
- Provide service to transit dependent populations
- Provide service to Southwestern University
- Create a cost effective, useful and user-friendly transit plan
- Establish a solid foundation for transit to build on over time
- Meet future regional services – Project Connect
Proposed Transit Plan

- **Route 1** – service to high density housing off Quail Valley to Southwestern University and downtown
- **Route 2** – service from downtown to HEB, Wolf Ranch and Rivery area (paired with Route 1)
- **Route 3** – service from downtown to Stonehaven Apartments, St. Davids Hospital and southwest Georgetown
- **Route 4** – service through downtown on Austin Avenue and west on Williams (paired with Route 3)
- **Tripper service** from downtown Georgetown to meet CARTS buses to/from Austin
- **Sun City Route** to Rivery, Wolf Ranch and downtown
- **Special Events Circulator** connecting Rivery and downtown
Recommended Service Characteristics

• Begin service with small buses

• Operate Core System with four primary routes with a timed-transfer at a downtown transfer location (in vicinity of 8th and MLK)
  – Interline (pair) routes that allow for a one-seat ride east/west and north/south
  – Routes operate every 30 minutes or 60 minutes depending on service scenario
  – Hub and spoke system from downtown transfer location

• Other services include:
  – Service from downtown timed to meet CARTS service to/from Austin
  – Sun City service with scheduled trips throughout the day connecting to HEB (Williams Dr.), Rivery, Wolf Ranch, and downtown
  – Special event service for downtown events and access to new conference center

• Provide complementary paratransit service

• Phase in new service over time to meet demand including connections to regional services
Implementation Planning

- Identify bus stop locations
- Identify Transfer Center location in downtown
- Select a service plan option
  - Service hours – hours bus service operates each day
  - Service days – weekdays, Saturdays, Sundays
  - Frequency of service – every 30 minutes or every 60 minutes
- Identify a contract and management process to deliver service
- Other important steps include bus procurement, marketing and branding service, developing fare structure
Next Steps

• Present plan for adoption by City Council

• City of Georgetown and Capital Metro finalize budget for service based on City Council priorities

• Set implementation date

• City of Georgetown and Capital Metro enter into an agreement for service

• Include proposed service in Capital Metro service change process

• City of Georgetown and Capital Metro coordinate outreach to the public about service and implementation date

• Implement service
Appendix D: City of Georgetown Public Intercept Survey
This page intentionally left blank.
Capital Metro wants to get your ideas about public transit service in our area. Please take a few minutes and share your opinions with us. We truly appreciate your time and input.

1. Gender: □ M □ F

2. Home Zip Code: __________

3. Work/School Zip Code: __________

4. Ethnicity: □ Caucasian □ Hispanic □ African-American □ Asian-American □ Other, please specify __________

5. Age: □ (under 16) □ (17-28) □ (29-40) □ (41-52) □ (53-64) □ (65+)

6. If available, would you use public transportation for the following types of trips? (Please check all that apply)
   □ Work – □ Never □ Once or twice a month □ 1-3 times a week □ 4-7 times a week □ More
   □ School – □ Never □ Once or twice a month □ 1-3 times a week □ 4-7 times a week □ More
   □ Entertainment/Recreation – □ Never □ Once or twice a month □ 1-3 times a week □ 4-7 times a week □ More
   □ Shop/Run Errands – □ Never □ Once or twice a month □ 1-3 times a week □ 4-7 times a week □ More
   □ Social Services – □ Never □ Once or twice a month □ 1-3 times a week □ 4-7 times a week □ More
   □ Medical appointments – □ Never □ Once or twice a month □ 1-3 times a week □ 4-7 times a week □ More
   □ Other/How often? ________________

7. Which types of transportation do you currently use and how often? (Please check all that apply)
   □ Automobile – □ Never □ Once or twice a month □ 1-3 times a week □ 4-7 times a week □ More
   □ Carpool - □ Never □ Once or twice a month □ 1-3 times a week □ 4-7 times a week □ More
   □ Bicycle - □ Never □ Once or twice a month □ 1-3 times a week □ 4-7 times a week □ More
   □ Walk - □ Never □ Once or twice a month □ 1-3 times a week □ 4-7 times a week □ More
   □ Capital Area Rural Transportation Services (CARTS) □ Once or twice a month □ 1-3 times a week □ 4-7 times a week □ More
   □ Other/How often? ________________

8. What would make you more likely to begin using public transportation? (Please select your top 3 reasons)
   □ If it were convenient to where I live and where I’m going
   □ If I felt safe/secure when using public transit
   □ If it took less time to get where I am going
   □ To avoid paying for gas
   □ Other______________________________
Georgetown Transit Plan – Survey on Transit Needs

Capital Metro necesita sus ideas sobre el sistema de transportación público. Por favor tome un momento para compartir sus pensamientos. Muchas gracias por sus sugerencias.

1. Sexo: □ Hombre □ Mujer

2. Código Postal de su Casa: ________________________________

3. Código Postal de su Trabajo/Escuela: ____________

4. Raza: □ Caucásico □ Afro-América no □ Asiático-América no □ Otro, favor de especificar ____________

5. Edad: □ (menos de 16) □ (17-28) □ (29-40) □ (41-52) □ (53-64) □ (65+)

6. De ser posible, usaria transporte público para los siguientes tipos de viajes? (Favor de marcar los que apliquen)
   □ Trabajo – □ Nunca □ 1-2 veces al mes □ 1-3 veces a la semana □ 4-7 veces a la semana □ Mas
   □ Escuela – □ Nunca □ 1-2 veces al mes □ 1-3 veces a la semana □ 4-7 veces a la semana □ Mas
   □ Entretenimiento □ Nunca □ 1-2 veces al mes □ 1-3 veces a la semana □ 4-7 veces a la semana □ Mas
   □ De Compras/Mandados □ Nunca □ 1-2 veces al mes □ 1-3 veces a la semana □ 4-7 veces a la semana □ Mas
   □ Servicios Sociales □ Nunca □ 1-2 veces al mes □ 1-3 veces a la semana □ 4-7 veces a la semana □ Mas
   □ Citas Medicas □ Nunca □ 1-2 veces al mes □ 1-3 veces a la semana □ 4-7 veces a la semana □ Mas
   □ Otros/Que tan seguido?

7. Que tipo de transporte usa usted actualmente y que tan seguido? (Favor de marcar los que apliquen)
   □ Automóvil – □ Nunca □ 1-2 veces al mes □ 1-3 veces a la semana □ 4-7 veces a la semana □ Mas
   □ Carpool/Comparte coche □ Nunca □ 1-2 veces al mes □ 1-3 veces a la semana □ 4-7 veces a la semana □ Mas
   □ Bicicleta □ Nunca □ 1-2 veces al mes □ 1-3 veces a la semana □ 4-7 veces a la semana □ Mas
   □ Camino □ Nunca □ 1-2 veces al mes □ 1-3 veces a la semana □ 4-7 veces a la semana □ Mas
   □ Servicios de Transporte Rural de Capital (CARTS) □ Nunca □ 1-2 veces al mes □ 1-3 veces a la semana □ 4-7 veces a la semana □ Mas
   □ Otros/Que tan seguido

8. Que te haría empezar a usar el transporte público? (Por favor seleccione las 3 razones que mas apliquen)
   □ Si estuviera mas cerca de donde vivo y a donde voy
   □ Si me sintiera mas seguro usando el transporte público
   □ Si tomaría menos tiempo llegar a mi destino
   □ Para evitar pagar precios de gasolina más altos
   □ Otro ____________________________________________
Appendix E: City of Georgetown On-Line Survey
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1. Have you used transit in the last month?
   - Yes
   - No

2. If yes, how many times in the last month?
   - 1-2 times
   - 3-5 times
   - More than 5 times
   - Not applicable

3. If you used transit in the past month, which service(s) did you use? (Select all that apply.)
   - CARTS Demand-Response (curb-to-curb)
   - CARTS Red Route to Round Rock/Austin
   - Capital Metro Bus
   - Capital Metro MetroRail
   - Not applicable
   - Other (please specify)

4. What should be the primary purposes of transit in Georgetown? Please rank the below choices in order of importance. (1 being the most important purpose of transit and 7 being the least)
   - Employment trips within Georgetown
   - Shopping
   - Recreation
   - Medical
   - School/University
   - Tourism/Special Event
   - Regional connections to Austin
   - Regional connections to Round Rock
5. If fixed-route bus service were available in Georgetown, how often would you ride it?

- 1-2 times per month
- 1-2 times per week
- 3-4 times per week
- 5 or more times per week
- Never
- Only if I were to become physically unable to drive
- I don't know if I would ride it.

The Project Team has developed a proposed route network for local bus service in Georgetown. Please refer to the map below for Questions 5 through 8.
6. In your opinion, when should the local bus service operate?
   - Weekdays only
   - Weekdays and Saturdays
   - Seven days a week
   - Other (please specify)

7. What are your thoughts about the proposed transit route network pictured above?

8. Where should bus stops be located along proposed routes? Please provide a place name and/or a street intersection for each suggested bus stop location.

9. For future phases of service expansion, what other locations should the local routes serve?

10. Please provide any additional comments regarding local or regional transit.
Appendix F: Stakeholder Comments
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Daniel Anstee, Branch Director – Boys & Girls Club of Georgetown

- Most of the kids at the club are younger and it may not be ready to ride public transportation on their own.
- In most cases the club is neighborhood based and kids don’t have to go too far.
- 70% of kids are on the lunch program.
- Boys and Girls Club is a low cost after school program for the underserved community.
- The primary club is located at Old McCoy School but looking at relocating to a larger facility in the southeast area of the city.
- 150 to 200 kids at the Stonehaven Club.
- 840 kids total – 70% from Georgetown.
- Transportation maybe linked with school bus use.
- Need for transit to lower income communities in the San Jose neighborhood and along Quail Valley.
- Need transportation to HEB, San Gabriel Park and Rec Center, hospital and City pools.

LeAnn Powers, Chief Professional Officer – United Way of Williamson County

- Regional transit connections to Georgetown are important.
- There is also a need to go east and west to Cedar Park and Leander from Georgetown and Round Rock.
- County wide transit service is needed to serve medical and transit dependent trips.
- Faith in Action is doing some of these trips in Georgetown.
- Looking for TxDOT grant to start a consolidated program with other social agencies in Williamson County.
- Have had some conversations with CARTS about Williamson County regional service but nothing has progressed.
- Integrated Core Collaborative is currently providing transit for frequent medical users.

Jim Romine, Executive Director – Sun City Texas Community Association

- The Sun City route in 2008 was not well utilized.
- A lot of residents don’t like to drive to Round Rock and Austin and may use transit for regional trips.
- Social Center on Sun City would be a good central bus stop.
- Sun City residents would most likely want to go to Wolf Ranch, downtown Georgetown and HEB.
- Most residents can still drive or are able to get a ride from spouse or friend.
- The average home price in 2014 at Sun City was $270,000.
- A stop at Scott & White off of Del Webb and Williams might be useful for transit service.
- Most residents have access to a car of golf cart to get around the community.
- Collin Creek Community Center has large parking lot and room for a bus to stop.
- Flex service might also work in Sun City to circulate and provide trips to medical and grocery destinations.
- 12,000 to 13,000 residents live in Sun City and the average age is 72.

Craig Irwin, Associate Vice President for Finance – Southwestern University

- Transit service needs to tie the university to downtown, HEB and Wolf Ranch.
• The university currently operates the Pirate shuttle 2 to 3 times per week to downtown, HEB and Wolf Ranch.
• There is a demand to go to downtown Austin on weekends and also to Round Rock.
• The preferred bus route would circulate into the campus to the Campus Center. This routing would get more exposure to students, faculty and staff.
• A lot of student housing is on Maple but there are others off of University.
• Currently the university has 1,500 students.

Shelly Hargrove, Main Street Manager – Georgetown Main Street

• A future transfer center should be located downtown, preferably on the westside near the library and new City Hall.
• Downtown is the core of the community.
• Southwestern University is key – students want to go to downtown to eat and shop.
• Rivery Conference Center needs to be considered in the future for transit service.
• Connection between Sun City and downtown is needed, especially at night.
• Parking is perceived as a problem in downtown and transit could help during special events.
• As more residential is developed in downtown, transit will play a more important role.

Caren Lee, Transit Coordinator – City of Round Rock

• The City of Round Rock is in the process of completing a 10-Year Transit Master Plan.
• Looking at associated costs with different operating options (operated by third party, city operates with contractor, city operates everything).
• Master plan will have operations and service plan and will be completed by August 2015.
• Round Rock is considering flex routes and fixed routes.
• Wolf Ranch is a destination for Round Rock, there could be a connection between the Round Rock Outlets and Wolf Ranch.
• Today they have general public demand response with 5 buses and reverse commute to Tech Ridge and Sears Call Center.
• Current transit markets in Round Rock are work, school, medical, senior center and shopping.

Cari Miller, Tourism/CVB Manager – Georgetown Chamber of Commerce

• Rivery Conference Center and the surrounding development is an important part of the future transit service.
• Service is needed along University to HEB and Wolf Ranch.
• Consider a route connecting Sun City to downtown.
• There may be a market for service to Round Rock including Ikea and the outlets.
• Retirement communities other than Sun City could benefit from transit service.
• Southwestern University route may need to be seasonal since not as many students stay in town during the summer.

Rhonda Pritchard, General Manager – Wolf Ranch Town Center

• Transit is very useful near Lakeline Mall (another Simon property).
• Transit could benefit the community but buses should not operate on the Wolf Ranch property at this time since there is too much traffic on weekends and it is not set up for buses.
• Most people drive from store to store – not a lot of pedestrian traffic.
• Wolf Ranch Road behind Target could be an option for a bus stop.
• Looking at a new mall north of Wolf Ranch with more shops.
• There may be a need for a connection to Round Rock Outlet Mall – mall to mall route.

Jackson Daly, Executive Assistant to the Assistant City Manager – City of Georgetown

• Service is needed to the apartments in southwest Georgetown south of Leander.
• In addition to routes connecting the shopping to downtown, transit should also serve lower income areas in the south.
• Southwestern University needs weekday service, the university currently operates the Pirate Shuttle to Wolf Ranch a few days per week.

CARTS – Dave Marsh and Lyle

• CARTS opened the Georgetown Transit Center in 2009.
• In 2009 they provided service between Georgetown and Leander that did not have much ridership.
• CARTS completed a service plan for Georgetown in 2007 and 2008 however the City Council only agreed to implement a limited Sun City Pilot Program route.
• In 2012 Georgetown became part of Austin Urbanized Area.
• October 2014 – CARTS began operations of Georgetown service through a contract with Cap Metro.
• CARTS currently uses 2 buses for demand response service in Georgetown.
• All CARTS stations are shared with Greyhound.
• Focused on rural and interurban service – connecting cities in the region – there is a pulse at the CARTS Transit Center in Austin in the AM and PM and Grasshopper service for last mile service to medical facilities.
• CARTS would like to see similar routes as the 2008 recommendations.
• CARTS would suggest using smaller buses on the fixed route service.
• Keep the downtown Georgetown connection to the CARTS Transit Center.
• Currently CARTS serves mostly medical and social service trips in Georgetown.

David Biesheuvel, Director, Construction & Facilities and Suzanne Marchman, Director of Community Engagement & Communications – Georgetown Independent School District

• School bus service goes to all schools.
• Shuttle currently operates between the two high schools for shared classes.
• Local bus service may be used for Career and Technical internships in the future.
• Need service to San Gabriel Park in the summer.
• Summer Meal Program could benefit from transit service.
• Shopping centers and the movie theater may be other destinations for transit.