

Travis County Transit Development Plan

Final Report

October 2023



CapMetro



Table of Contents

Executive Summary	iv
1 Introduction.....	1
1.1 Purpose of the Transit Development Plan.....	1
1.2 Study Area	2
2 Public Involvement	3
2.1 Surveys.....	5
2.2 Virtual Open Houses	6
2.3 Pop-Up Events.....	7
2.4 Project Steering Committee Meetings	7
2.5 Promotion.....	8
3 Goals, Objectives, Service Standards, & Guidelines.....	10
3.1 Goals & Objectives	10
3.2 Service Standards & Guidelines	11
4 Existing Conditions	15
4.1 Review of Relevant Plans	16
4.2 Existing & Future Transit Context	17
4.3 Market Analysis.....	26
4.4 Operations Analysis.....	28
5 Service Alternatives Analysis.....	38
5.1 Near-term Transit Service Alternatives and Enhancements	40
5.2 Long-Term Recommendations	43
5.3 Community-Based Solutions	47
6 Cost Analysis & Implementation Program	50
6.1 Cost Analysis.....	50
6.2 Implementation Program.....	52
Appendix A: Public Involvement	A-1
Appendix B: Service Standards and Guidelines.....	B-1
Appendix C: Review of Relevant Plans	C-1
Appendix D: Market Analysis Maps and Methods	D-1

Table of Figures

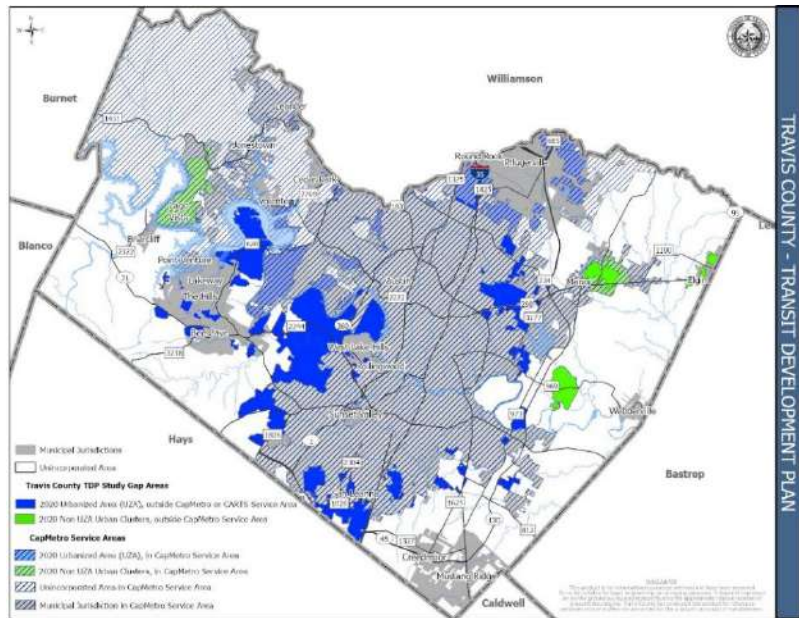
Figure 1: Travis County TDP Study Area	2
Figure 2: Virtual Open House 1 Flyer.....	3
Figure 3: Virtual Open House 2 Survey - Percent of Participants by Zip Code.....	6
Figure 4: Social Media Outreach Examples	8
Figure 5: Virtual Open House 1 Bus Stop Sign.....	9
Figure 6: Existing Conditions Analysis Components	15
Figure 7: Travis County Population Density per Square Mile, 2021	18
Figure 8: Travis County Employment Clusters, 2020.....	19
Figure 9: Travis County Population Growth, 2025 - 2045.....	21
Figure 10: Travis County Employment Growth, 2025 - 2045	22
Figure 11: Travis County Key Destinations.....	24
Figure 12: Travis County Land Use	25
Figure 13: Transit Propensity Sociodemographic Variables (Percent of Population)	26
Figure 14: Market Analysis Results - Transit Propensity and Study Gap Areas.....	27
Figure 15: CapMetro Services Analyzed	28
Figure 16: Annual Total Ridership by Route, 2019 - 2022.....	29
Figure 17: Route 233 - Decker/Daffan Profile.....	30
Figure 18: Route 237 - Northeast Feeder Profile	31
Figure 19: Route 271 - Del Valle Feeder Profile	32
Figure 20: Route 318 - Westgate/Slaughter Profile.....	33
Figure 21: Manor Pickup Service Area & Key Destinations.....	34
Figure 22: Manor Pickup Ridership by Month & Year, 2019 - 2022.....	35
Figure 23: CARTS Existing Travis County Services.....	36
Figure 24: Illustrative Service Alternative Schedule.....	39
Figure 25: Proposed Decker Pickup Concept and Consolidated Route 233/237	41
Figure 26: Route 318 Existing Eastbound Bus Stop Amenities.....	42
Figure 27: Proposed Long-Term Pickup Service Alternatives	44
Figure 28: Manor Pickup Annual Average Ridership, 2019 to 2022.....	45
Figure 29: Proposed Long-Term Service Extension Projects.....	46
Figure 30: Community-Based Solutions.....	48

List of Tables

Table 1: Travis County TDP Outline	1
Table 2: Public Involvement Summary	4
Table 3: Virtual Open House #2 Survey - Key Takeaways.....	6
Table 4: Pop-Up Events Summary.....	7
Table 5: Travis County 2020 Census Snapshot.....	17
Table 6: Travis County Major Employers.....	20
Table 7: Travis County Demographics Summary, ACS 2021.....	23
Table 8: Travis County Population Growth by Race & Ethnicity, 2010 - 2020	23
Table 9: CapMetro Services Analyzed.....	28
Table 10: Fixed-Route Existing Service Levels	29
Table 11: Fixed-Route Service Typologies	38
Table 12: Pickup Operational Service Typologies.....	39
Table 13: Proposed Decker Pickup Concept & Consolidated Route 233/237 - Example Service Levels.....	41
Table 14: Travis County Total Cost before Section 5307 Funding Allocation.....	51
Table 15: Near-Term Implementation Milestone Matrix.....	53
Table 16: Long-Term Implementation Milestone Matrix.....	54

Executive Summary

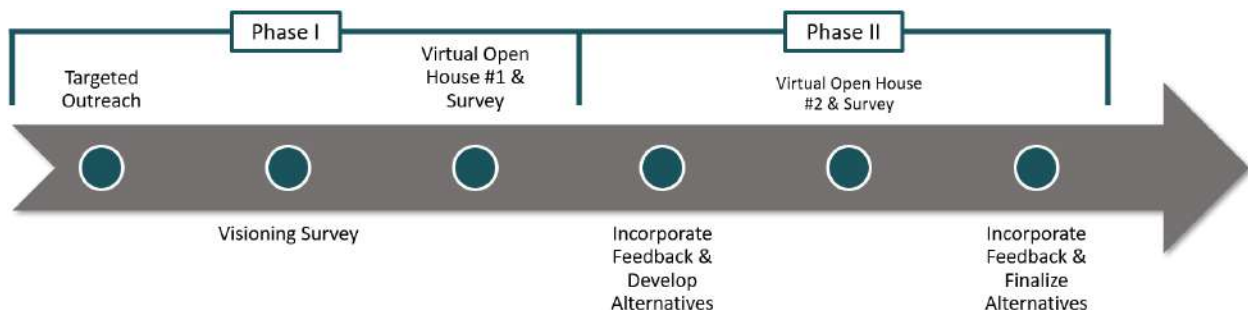
This Transit Development Plan (TDP) update was developed by Travis County, in coordination with Capital Metropolitan Transportation Authority (CapMetro). The plan purpose is to create a roadmap for continued transit operations and viable service enhancement and implementation for urbanized, unincorporated areas within Travis County (displayed to the right in blue) over a three-year timeframe. Adoption of the plan gives the county access to Federal Transit Administration (FTA) Section 5307 Funds through CapMetro's Regional Service Expansion Program.



Existing Conditions and Public Involvement

An existing conditions analysis detailing previous and ongoing regional transit planning efforts, as well as Travis County's existing and future transit context (e.g., population, employment, key destinations, and land use), transit demand, and current transit operations served as the base for transit project recommendations.

Alongside the existing conditions analysis, transit project recommendations were guided by public involvement and stakeholder engagement. Travis County used a two-phased public involvement approach (displayed below) to gain insight from targeted stakeholders and the public regarding the community's transit vision and needs. This approach included a public visioning survey, two project steering committee meetings, two virtual open houses and follow-up surveys, and three pop-up events to promote the TDP effort and public involvement opportunities.



Service Alternatives

The service alternatives analysis focused on existing services operated by CapMetro in partnership with Travis County through an ongoing Interlocal Agreement (ILA), listed in the table below. These services were selected for analysis as a portion of each operates within urbanized, unincorporated Travis County and is therefore partially funded by Travis County and is eligible for Section 5307 Funding.

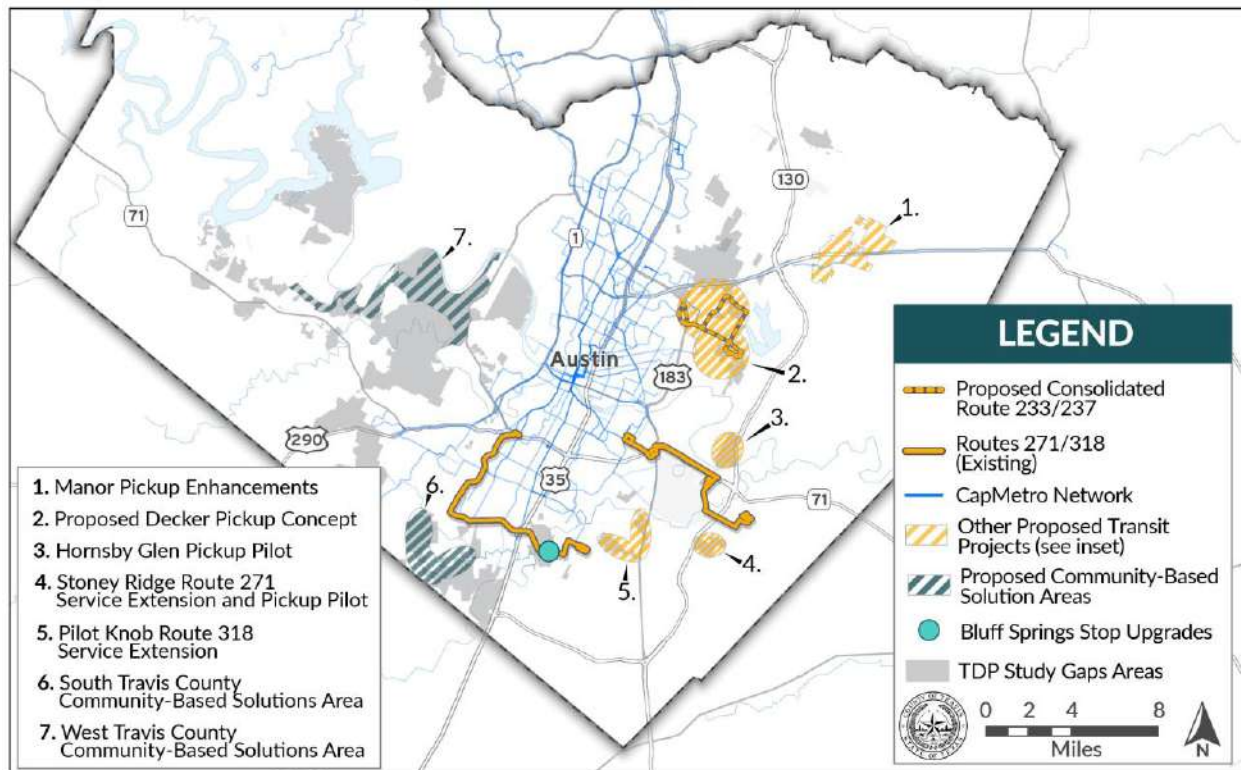
Service	System Type	Service Type
Route 233 – Decker/Daffan	Fixed-Route	Local
Route 237 – Northeast Feeder	Fixed-Route	Local
Route 271 – Del Valle Feeder	Fixed-Route	Local
Route 318 – Westgate/Slaughter	Fixed-Route	Local
Manor Pickup	On-Demand	Pickup

The service alternatives analysis grouped transit project recommendations into three distinct categories based on existing conditions analysis outputs, public involvement findings, and fiscal constraints, and are detailed below.

Project Type	Description	Transit Project Recommendations
Near-Term Service Alternatives and Enhancements	Transit projects identified as high priority with high feasibility for implementation within the TDP's three-year plan horizon.	• Proposed Consolidated Route 233/237 • Proposed Decker Pickup Concept • Route 318 Bluff Springs Stop Upgrades
Long-Term Recommendations	Transit projects focused on areas that do not currently meet optimal criteria for extended and/or new transit service, however, have been identified as areas that most likely will justify transit projects in the future based on TDP findings.	• Manor Pickup Enhancements • Hornsby Glen Pickup Pilot • Stoney Ridge Pickup Pilot • Route 271 Stoney Ridge Extension • Route 318 Pilot Knob Extension
Community-Based Solutions	Transit projects in areas displaying high transit demand where fixed-route bus service would not be productive and/or on-demand service would not be viable.	• CapMetro Vehicle Grant Program • CARTS coordination

Note that recommendations represent additional and/or enhanced services within Travis County; this plan assumes that the county will continue to support remaining active services, including Route 271, Route 318, and Manor Pickup, pending any future service planning efforts related to long-term recommendations.

Near-term transit projects would be planned and implemented within this TDP's three-year plan horizon. Long-term transit projects would require further analysis, potentially within the plan's timeframe, with implementation occurring in the future based on changes in population growth and the built environment. Community-based solutions have potential to be implemented throughout the plan timeframe but are dependent on interagency coordination and program cycles. The figure below displays the location of this TDP's transit project recommendations, by project type.



Cost Analysis

Near-term transit project recommendations and remaining active services were used as inputs to conduct a cost analysis. Cost estimates representing the county's total funding share, not considering Section 5307 Funding offsets, were generated to create an updated three-year financial plan considering the addition of proposed near-term transit projects and remaining active services. This included estimates for the Proposed Decker Pickup Concept, Proposed Consolidated Route 233/237, Route 318 Bluff Springs Stop Upgrades, Route 271, Route 318, and Manor Pickup. All cost estimates consider the percent share of service within study gap areas compared to the CapMetro service area and do not incorporate Section 5307 Funding. A summary of the proposed three-year financial plan is provided on the following page.

	FY25	FY26	FY27	Three-Year Total
Near-Term Transit Projects: Travis County Cost Estimates without Section 5307 Funding				
Capital				
Bluff Springs Stop Upgrades	\$46,539	\$0	\$0	\$46,539
Operating				
Proposed Consolidated Route 233/237*	\$164,083	\$167,556	\$170,929	\$502,568
Proposed Decker Pickup Concept*	\$612,981	\$600,150	\$612,068	\$1,825,199
Remaining Active Services: Travis County Cost Estimates without Section 5307 Funding				
Operating				
Route 271	\$98,582	\$100,666	\$102,695	\$301,943
Route 318	\$98,735	\$100,822	\$102,849	\$302,406
Manor Pickup	\$567,126	\$581,102	\$595,428	\$1,743,656
Total Program: Travis County Cost Estimates without Section 5307 Funding				
TOTAL	\$1,588,046	\$1,550,296	\$1,583,969	\$4,722,311

* Cost estimates represent a full year of proposed service. Any final enhancements and/or additions to the area will be dependent on public feedback, interagency coordination, and future service planning efforts which affect implementation.

Next Steps

Final implementation and costs will be determined through an updated ILA, which is the mechanism used by CapMetro and Travis County to commit FTA Section 5307 Funds and local match and reflect Travis County's decision on Section 5307 Fund apportionment across all active services. To access the FTA Section 5307 Funding, the Updated TDP needs to first be adopted by the Travis County Commissioners Court (Commissioners Court). The TDP does not commit funding but serves as an overall guide for implementation of transit projects. After the TDP is adopted by the Commissioners Court and priorities for implementation are determined, Travis County and CapMetro staff will finalize project service areas and costs for the Fiscal Year 2025 (FY25) ILA. Any final enhancements and/or additions to the area will be dependent on public feedback, interagency coordination, and future service planning efforts. The FY25 ILA will then be presented to the Commissioners Court and the CapMetro Board of Directors (The Board) for approval.

1 Introduction

Travis County, in collaboration with CapMetro, has created an updated three-year TDP to identify transit gaps within the county and develop transit service alternatives (i.e., transit projects) that address the area's updated needs since the last TDP was published in 2018. The updated TDP is separated into several sections, detailed below.

Table 1: Travis County TDP Outline

 Public Involvement	A description of public involvement outreach methods and findings, which provided qualitative, community-informed knowledge to support and validate all technical analyses conducted for this plan.
 Goals, Objectives, Service Standards, and Guidelines	A continuation of the previous TDP's goals and objectives aligning with Travis County's vision and needs, and the incorporation of CapMetro's updated Service Standards and Guidelines, approved by The Board on June 28, 2023.
 Existing Conditions	A summary of relevant local and regional plans and Travis County's existing conditions related to population and employment, demographics, transit demand, and transit operations to inform transit project recommendations.
 Service Alternatives	An outline of the project team's methods for developing transit project recommendations and summaries of each transit project's operations and implementation phase.
 Cost Analysis & Implementation Plan	Cost estimates for near-term transit projects and remaining active services alongside a roadmap for implementation over the three-year plan horizon and beyond.

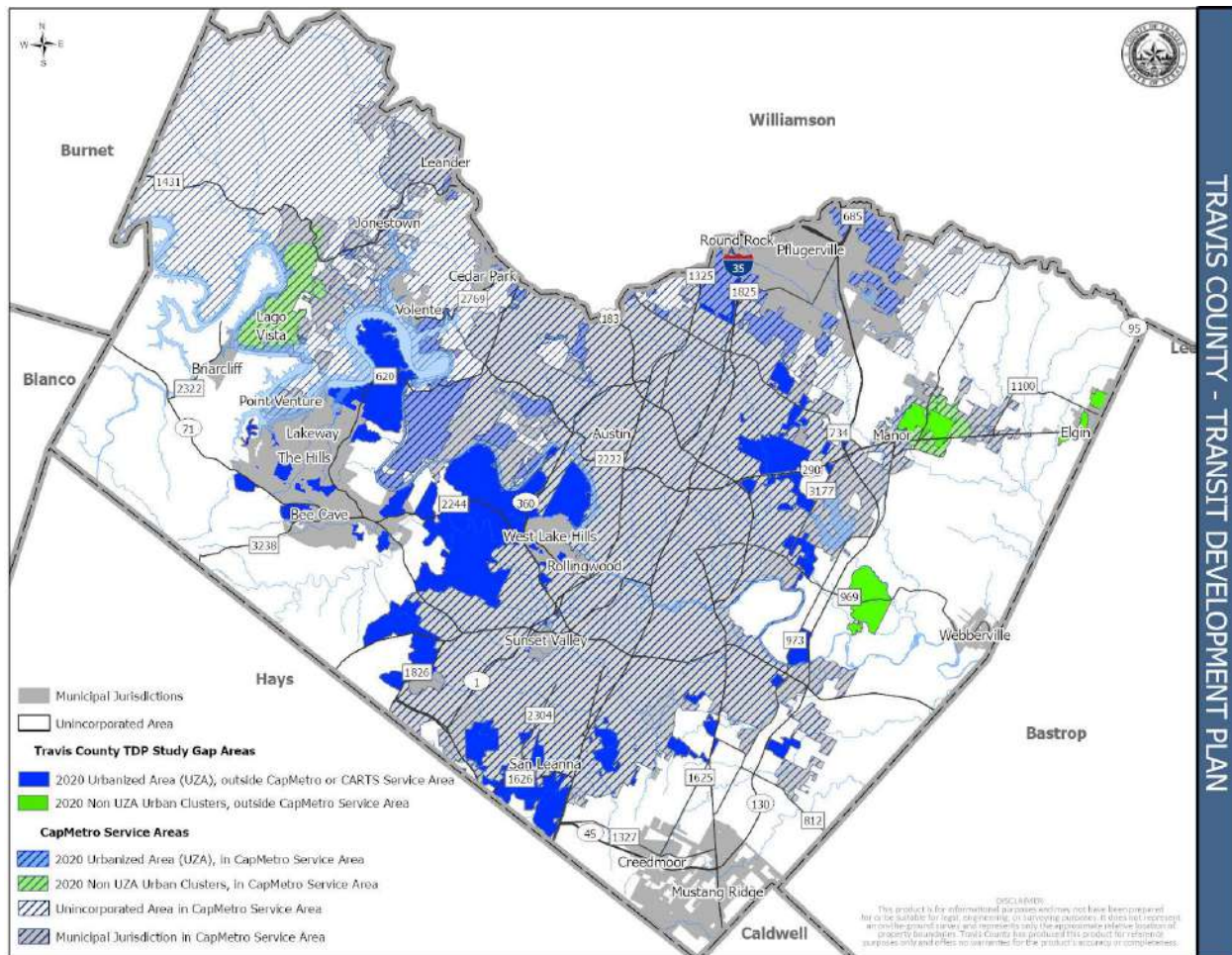
1.1 Purpose of the Transit Development Plan

Travis County seeks continued participation in CapMetro's Regional Service Expansion Program, which allows access to the FTA's Urbanized area Formula Funding Program (i.e., Section 5307 Funds), to go towards transit capital and operating costs to urbanized jurisdictions outside of the existing CapMetro service area. Any jurisdiction that uses Section 5307 Funds through this program must first complete and adopt a TDP to identify existing transit service gaps and prioritize potential transit projects in addition to maintaining active services. This TDP serves as an update to the 2018 Travis County TDP and represents an initial planning stage that does not obligate the County to any new or additional transit funding. Any final decisions related to transit implementation will be dependent on further public feedback, interagency coordination, and future service planning efforts. The overall purpose of this TDP is to qualify Travis County for Section 5307 Funding and produce an updated document that can provide practical guidance to Travis County to facilitate transit service decisions over the next three years and beyond.

1.2 Study Area

The study area for this TDP update is defined as the urbanized, unincorporated areas within Travis County based on the updated 2020 U.S. Census urbanized boundaries released in spring 2023. These urbanized, unincorporated areas (referred to as ‘study gap areas’) are displayed in solid blue in **Figure 1** below. The Section 5307 Funds used for any active services and recommended transit projects identified in this TDP would be limited to the study gap areas. Any transit projects recommended through the TDP that extend into the Capital Area Rural Transportation System (CARTS) rural service area will require coordination with CARTS staff and/or other mobility service providers.

Figure 1: Travis County TDP Study Area



Source: Travis County, 2023

Table 2: Public Involvement Summary

Engagement Activity	Timeframe	# Engaged
Surveys		
Visioning Survey/ Virtual Open House 1 Survey	June 8 – June 30, 2023	309
Virtual Open House 2 Survey	August 30 – September 12, 2023	308
Virtual Open Houses		
Virtual Open House 1	June 8 – June 30, 2023	82
Virtual Open House 2	August 30 – September 12, 2023	59
Steering Committee Meetings		
Steering Committee Meeting 1	March 22, 2023	4
Steering Committee Meeting 2	June 8, 2023	3
Pop-Up Events		
812 Market	June 24, 2023	30-40
Southeast Branch, Austin Public Library	September 11, 2023	5-10
Menchaca Road Branch, Austin Public Library	September 12, 2023	30-35
Email/Web/Social Medi Outreach		
Facebook (3 posts total)	August 31 – September 11, 2023	1,257 impressions
X (3 posts total)	August 31 – September 11, 2023	2,112 impressions
Instagram (1 post total)	August 31 – September 11, 2023	84 accounts reached
Nextdoor (1 post total)	August 31 – September 11, 2023	1,597 impressions
Travis County Email Blasts	September 7, 2023	N/A*
Other Outreach & Promotion		
Bus Stop Sign (4 routes, 10 stops)	June 2023	N/A*
Flyer Distribution (schools, community centers, libraries)	June – September 2023	N/A*

* Engagement totals unavailable

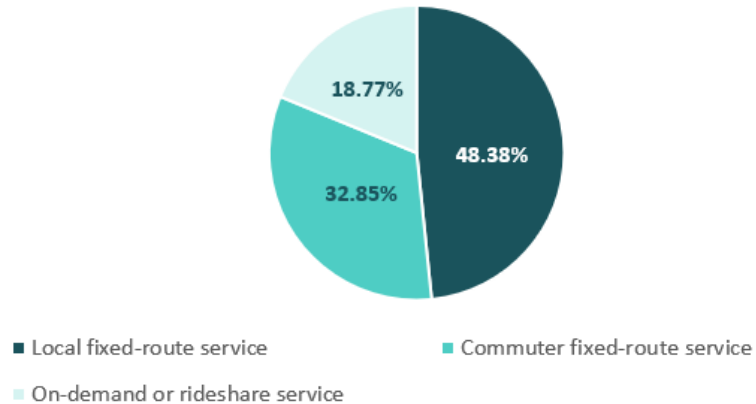
2.1 Surveys

The public involvement process included two online surveys offered in English and Spanish. The first survey (i.e., visioning survey) was developed to build on data collected in the 2018 Travis County TDP Intercept Survey. The visioning survey remained open through Virtual Open House 1 and was used to gather input on travel patterns, transit usage and barriers, and community priorities and preferences. The survey was available online, and the team

held in-person outreach opportunities to promote the survey across urbanized, unincorporated Travis County. The survey included 19 questions and had 309 respondents. Key findings from the visioning survey include the following:

- 89.97% of respondent's primary mode of transportation is automobile, with the second highest response being public transit at 5.69%.
- Approximately 72% of respondents rarely or never use rideshare services such as Lyft and Uber.
- 56.2% of respondents travel to another city outside of their location at least once a week.
- 17.73% of respondents travel outside of their location three to four times a week.
- If additional public transit was available, respondents would favor fixed-route (48.38%) and commuter fixed-route (32.85%) services.
- Existing transit users' most common destinations include their place of employment, the University of Texas, Downtown Austin, Austin-Bergstrom International Airport (AUS), and grocery stores.

If additional public transit was available to the locations I frequently visit, I would use:



A follow-up survey was conducted to gather feedback on transit project recommendations. This survey was accessible online through the conclusion of Virtual Open House 2. It was also disseminated through various channels, including newsletter campaigns, social media promotion, and the project website. This survey included 18 questions and had 308 respondents. **Table 3** summarizes key takeaways from the survey, displaying most respondents supporting or feeling neutral towards the proposed transit projects. Note that many respondents answered neutral as the proposed transit project did not affect their place of living.

Table 3: Virtual Open House #2 Survey - Key Takeaways

Transit Project	Support	Neutral	Oppose
Proposed Consolidated Route 233/237 and Decker Pickup Concept	39.38%	55.44%	5.18%
Route 318 Bluff Springs Stop Upgrades	60.82%	35.57%	3.61%
Hornsby Glen Pickup Concept	60.34%	36.21%	3.45%
Stoney Ridge Pickup Concept	60.47%	35.47%	4.07%
Route 271 Stoney Ridge Extension	62.79%	33.14%	4.07%
Route 318 Pilot Knob Extension	62.57%	33.33%	4.09%
Manor Pickup Enhancements	63.16%	33.33%	3.51%
Community-Based Solutions	64.52%	31.61%	3.87%

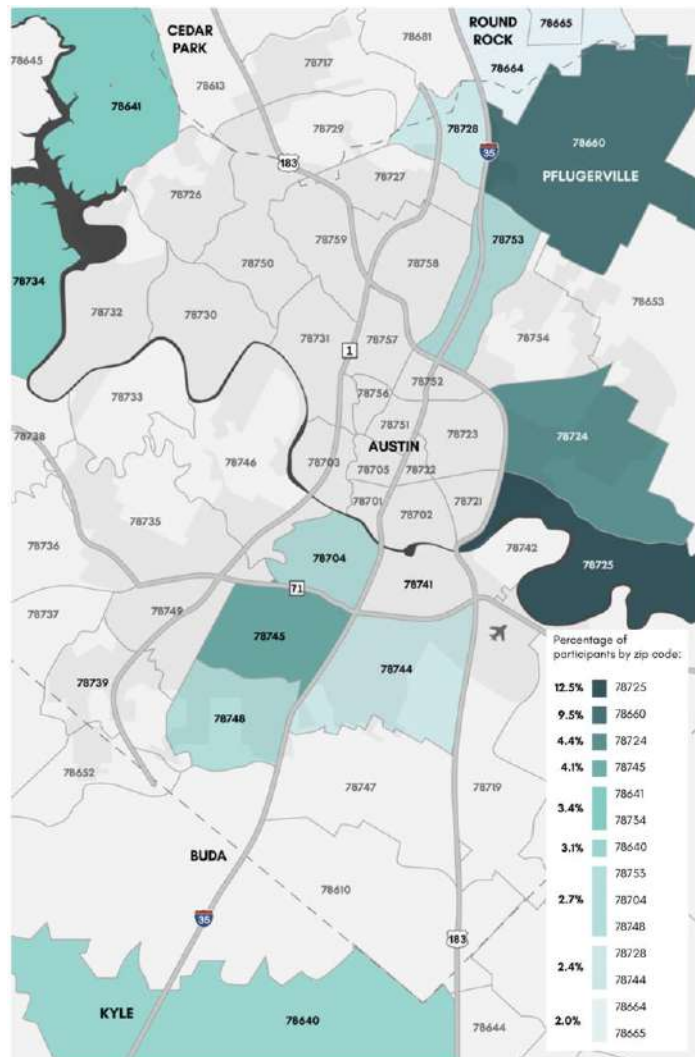
2.2 Virtual Open Houses

Travis County and CapMetro held two virtual open houses available in English and Spanish on the County website at traviscountytx.gov. The meeting materials included a pre-recorded presentation and comment opportunities via survey during both open house periods.

In June 2023, the project team hosted the first virtual open house. During this event, the project team shared information about the purpose, background, and goals of the project. Attendees had an opportunity to provide feedback on initial findings related to TDP goals and objectives, as well as existing conditions. This virtual open house allowed participants to take a survey to provide feedback on the TDP's goals and objectives.

In fall 2023, the second virtual open house presented transit project recommendations that were developed from feedback from the first round of engagement and existing conditions. This session further engaged the attendees, allowing them to contribute their insights and preferences to inform transit projects. Both virtual open houses served as a transparent and inclusive planning process, fostering collaboration between the community on the future of transit in Travis County.

Figure 3: Virtual Open House 2 Survey - Percent of Participants



2.3 Pop-Up Events

The project team organized several pop-up events at targeted locations within urbanized, unincorporated Travis County. Project team representatives were on hand at all pop-up events to build awareness, speak with residents about regional transit initiatives, and share any additional requested information. Pop-ups included flyers with QR codes linked to the survey so respondents could share input. **Table 4** below provides a summary of TDP pop-up events.

Table 4: Pop-Up Events Summary

Location	Date	Notes
Pop-Up #1		
812 Outdoor Market	6/24/2023	• 30 to 40 passersby • 5 engagements • 5 paper surveys completed • Primarily Hispanic market; Spanish speaking representative present
Pop-Up #2		
Southeast Branch Library	9/11/2023	• 5 to 10 passersby • 5 engagements • Key feedback included increased Route 271 service and expansion of CARTS services
Pop-Up #3		
Menchaca Road Branch Library	9/12/2023	• 30 to 35 passersby • 5 engagements • 1 online survey completed • Key feedback included lack of high frequency service in transit gap areas

2.4 Project Steering Committee Meetings

The project team hosted a series of project steering committee meetings with representatives from CapMetro and Travis County. Two project steering committee meetings were hosted to gather more in-depth feedback and help guide the TDP's major milestones. Both project steering committee meetings were hosted virtually and presented an overview of the TDP's process, public involvement approach, goals and objectives, and existing conditions analysis results.

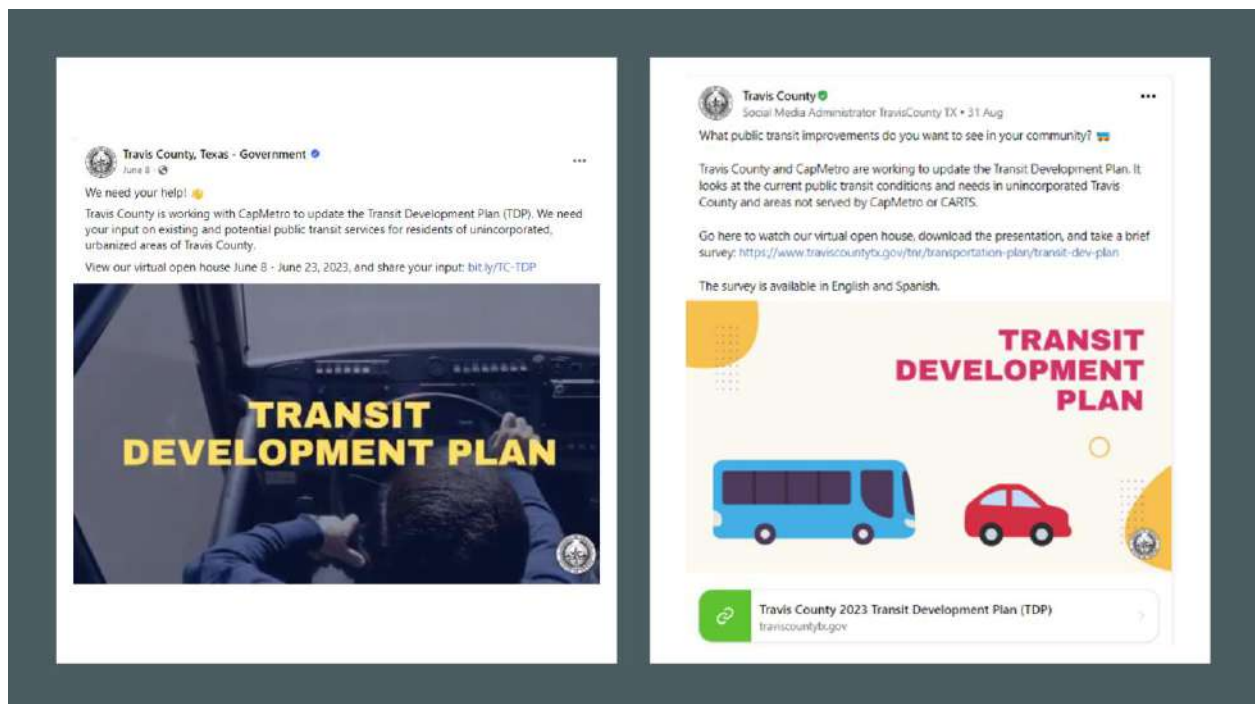
2.5 Promotion

The project team worked closely with local leaders, social service organizations, and key stakeholders to promote the event through a variety of methods to promote the TDP and opportunities to provide feedback.

2.5.1 Social Media

Travis County and CapMetro social media accounts were used to promote survey opportunities and virtual open houses through Facebook, Instagram, Nextdoor, and X (formerly Twitter). Travis County also leveraged their employee database to conduct email blasts to County staff. Overall, social media efforts gained approximately 4,966 impressions across Facebook, Nextdoor, X, alongside an additional 84 accounts reached on Instagram.

Figure 4: Social Media Outreach Examples



2.5.2 Flyers

Flyers were designed to raise awareness about the Travis County TDP and to encourage feedback through an online survey or via email. On both flyers, an illustration of Travis County's study gap areas was highlighted to contrast those areas serviced by CapMetro. A QR code was also provided so individuals could view the virtual open house as it was initially presented and then updated with recommendations from the community and other stakeholders. Organizations in study gap areas were identified so that flyers could be sent and posted. These locations included schools, HOAs, community centers, and libraries. Flyers were also available at pop-up events.

2.5.3 Bus Stop Signage

A bus stop sign was designed in June 2023 to increase general awareness of the TDP and to encourage participation in the first virtual open house. Signs in English and Spanish were posted at 10 bus stop locations along Travis County's four active fixed routes. A QR code was also provided so that individuals could take the survey in English or Spanish.

Figure 5: Virtual Open House 1 Bus Stop Sign

TRAVIS COUNTY TRANSIT DEVELOPMENT PLAN

Travis County is working with CapMetro to update its current Transit Development Plan (TDP), which allows Travis County to leverage Federal transit funds for services outside CapMetro's service area.

Through this process, the County will analyze existing transit service gaps and community needs, then develop recommended public transit services for residents of the unincorporated, urbanized areas of Travis County.

El condado de Travis está trabajando con CapMetro para actualizar su Plan de Desarrollo del Tránsito (TDP) actual.

En este proceso, se busca identificar las áreas en las que existen deficiencias en el servicio de transporte público y evaluar las posibles oportunidades de tránsito para los residentes de las zonas urbanizadas no incorporadas del condado de Travis.

VIRTUAL OPEN HOUSE REUNIÓN COMUNITARIA VIRTUAL



JUNE 8 – 23
8 DE JUNIO A 23 DE JUNIO

Take the Survey!
¡Haz la encuesta!

Scan the QR code or visit bit.ly/TC-TDP to view the virtual open house video, materials, and comment opportunities.



Escanea el código QR o visita bit.ly/TC-TDP para ver el video de la reunión comunitaria virtual y las oportunidades de comentar.

CONTACT
CONTACTO

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🔗 bit.ly/TC-TDP



CapMetro

3 Goals, Objectives, Service Standards, & Guidelines

This section details the purpose and need for the TDP's goals, objectives, service standards, and guidelines. Goals and objectives serve to guide the development, implementation, and maintenance of the County's transit network and must align with community values. Service standards and guidelines provide Travis County with a design framework and enable the use of quantitative targets that are critical for tracking and evaluating the transit system's efficiency, cost effectiveness, productivity, reliability, and quality. To ensure success over this TDP's timeframe, Travis County will need to coordinate with CapMetro and CARTS to continuously monitor and update goals, objectives, service standards, and guidelines as the County's needs, and in turn transit operations, change over time.

3.1 Goals & Objectives

The goals, objectives, and associated strategies outlined in the following sections are a continuation of those provided in the 2018 Travis County TDP and are intended to be monitored and updated based on County needs and priorities. Utilizing CapMetro's Service Standards and Guidelines to monitor achievement will assist the County in accomplishing the TDP's goals and objectives.

Goal 1: Address mobility needs and provide connectivity to destinations throughout Travis County and the Austin metropolitan area.

Objective: Improve access to employment, healthcare, education, recreation, cultural, social service, entertainment, and retail centers.

- **Strategy 1:** Identify needs, major activity centers and key destinations, and define projects that best serve the Travis County TDP study gap areas.
- **Strategy 2:** Implement transit services that maximize access to major destinations for TDP study gap areas.
- **Strategy 3:** Facilitate seamless connections with other transportation modes.

Goal 2: Enhance transit to support the economy and preserve the environment.

Objective: Simultaneously minimize environmental impact while supporting economic development.

- **Strategy 1:** Support the economy by enhancing access to economic opportunities for vulnerable populations and low-income individuals.
- **Strategy 2:** Support workforce initiatives and economic development through enhanced job access.
- **Strategy 3:** Maximize transit interface with non-motorized modes of transportation by encouraging integration through station design and amenities.

Goal 3: Provide a safe, convenient, reliable, and efficient transportation option that is accessible for all Travis County residents and visitors.

Objective: Meet or exceed service standards and improve rider satisfaction.

- **Strategy 1:** Identify CapMetro service standards that correlate with effective service delivery throughout the County and monitor achievement.
- **Strategy 2:** Follow a schedule for ongoing service evaluation.
- **Strategy 3:** Monitor customer satisfaction by tracking customer complaints.

3.2 Service Standards & Guidelines

Service standards and guidelines give transit providers a framework for designing and monitoring transit service and help inform performance-based service changes. Service standards and guidelines in this TDP reference CapMetro's most recently published *Service Standards and Guidelines* and *Pickup Service Framework* and incorporate specific service type (i.e., local bus and Pickup) targets (i.e., quantitative benchmarks to gauge progress) to be consistent with current operations in the region. In general, service standards and guidelines should be:



Refined as service changes and/or enhancements are implemented, and baseline ridership is obtained.



Monitored continuously to ensure alignment with goals, objectives, and strategies.



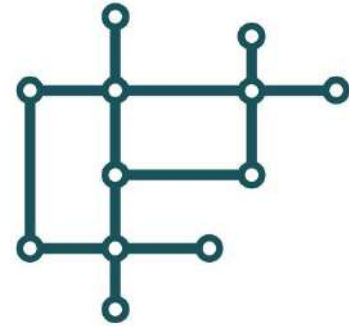
Adjusted as the transit system matures and more service types are implemented.

This TDP acknowledges any use and/or connection to CapMetro or CARTS services will refer to the appropriate set of service standards and guidelines defined by the appropriate service provider. Service Standards and Guidelines recommended in this TDP serve as a reference for the County, and any future transit services operated by Travis County will adapt standards, guidelines, and targets to be appropriate to the context of the service area. The following sections provide an overview of recommended Service Guidelines, Best Practices, and Service Standards. Refer to **Appendix B** for more detail on each subject.

3.2.1 Service Guidelines & Best Practices

This section references CapMetro's Service Guidelines and Best Practices to provide Travis County with a resource for designing and implementing fixed-route and on-demand transit services. Service guidelines and best practices are separated into four distinct categories, detailed in the following sections.

- **System Design Guidelines:** Guidelines to ensure transit services are context-sensitive and support the greater transit system, as detailed below.
 - *Transit and land use are fundamentally connected.* Population and employment density, land use type, key destinations, and the built environment determine the most optimal service type for an area. Fixed-routes generally serve areas with high densities and intense activity, while on-demand service generally covers areas with lower densities and less productive land uses.
 - *Transit should prioritize serving the people who need it most.* Fixed-route and on-demand transit services should prioritize serving demographic groups most likely in need of transit.
 - *Fast service is better than slow for fixed-route transit.* Stop spacing should balance speed and access, and transit priority treatments (e.g., transit priority lanes) can increase the speed of transit.
- **Service Design Guidelines:** Guidelines to ensure specific services serve their purpose efficiently and reliably and enhance the user experience, as detailed below.
 - *Transit services can serve different purposes.* Fixed-route services generally aim to maximize ridership or increase coverage. On-demand services typically aim to replace unproductive fixed-route service, complement the fixed-route system, or cover unserved areas.
 - *Simple routes are better than complex ones.* Simplicity in route and schedule design will attract more riders. Routes should operate along a direct path, be symmetrical and predictable, and have intuitive start and endpoints.
 - *On-demand service should be anchored by destinations and activity centers.* On-demand service boundaries should cover multiple destinations, such as grocery stores, retail centers, employment sites, educational institutions, medical facilities, social service centers, and other community resources.
 - *On-demand service should be designed with size and obstacles in mind.* On-demand zones should range from 3 square miles to 6 square miles depending on density and land use and take no longer than 15 minutes to pick up a rider after a request is made.
 - *Transit service should be planned within the context of the network.* Different services should be well coordinated, appropriately spaced, have intuitive lengths and boundaries, and be coordinated between modes.



- **Schedule Design Guidelines:** Guidelines to ensure service schedules make the user experience easier, as detailed below.
 - *Schedules should be predictable and easy to remember.* Schedules with repeating patterns and consistent streets are easier for users to remember.
 - *Timepoints (e.g., bus stops at major intersections) should be used to keep routes running on time without sacrificing the rider experience.* Timepoints should help ensure buses remain evenly spaced and on schedule and help communicate route schedules to the public.
- **Stop and Station Design Guidelines:** Guidelines to ensure the user experience is safe, comfortable, and equitable, as detailed below.
 - *Stops and stations should be placed and designed to support safety, speed, and access.* Strategies should be used to support faster, more reliable transit service, including far-side bus stops, stop spacing, efficient fare collection locations, and appropriate bus stop configurations.
 - *Amenities (e.g., benches, shelters, signage, etc.) make transit more accessible, comfortable, and convenient.* Amenities should provide a high-quality user experience and be distributed equitably.



Each category is dependent on one another and is critical for the implementation of a high-quality transit system. Note that many of these service guidelines and best practices may not be relevant to Travis County until additional services or level of service for active routes are implemented. Service guidelines and best practices, as well as recommended targets where applicable, are provided in **Appendix B**.

3.2.2 Service Standards

This section provides recommended CapMetro Service Standards for Travis County to utilize as the County continues to operate and implement transit service. Service Standards are separated into two distinct categories, each containing separate metrics that should be considered for service monitoring.

- **Service Quality:** Metrics to ensure transit service is safe, comfortable, and convenient for riders. Service quality considerations are detailed below.
 - *On-Time Performance (OTP):* Are fixed-route vehicles completing scheduled routes/service on time?
 - *Arrival Time:* Are on-demand services picking up riders within an adequate time following the trip request?
 - *On-Board Time:* Are on-demand trip lengths acceptable?
 - *Travel Time Reliability:* What is the ratio (for a fixed-route segment) of peak period travel time to the time required to make the same trip at free-flow speed?
 - *Vehicle Frequency:* How often does a fixed-route vehicle serve a stop in one hour?



-
- *Vehicle Span:* How many hours in a day is service provided?
 - *Vehicle Load:* What is the ratio of passengers to seating capacity?
 - *Transit Amenities Policy:* How are bus stop amenities distributed and are they at minimum Americans with Disabilities Act (ADA) accessible?
 - *Incidents of Service Disruption:* How often are mechanical failures, vehicle incidents/accidents, or other external variables disrupting service?
 - *Customer Trip Rating:* What feedback are on-demand services receiving from users?
 - *Returning Riders:* How many unique and return riders are using on-demand service?
 - **Service Effectiveness:** Metrics to track transit service success based on productivity, availability, and cost to run. Service effectiveness considerations are detailed below.
 - *Productivity:* Are an adequate number of people using the service compared to hours in service? Are there noticeable ridership trends?
 - *Cost Effectiveness:* Does the cost per rider justify the service being provided? *Service Availability:* What portion of the fixed-route service area has bus stops within 5-minute walking distance? How long does it take for a rider to be picked up by on-demand service following a request?
 - *Vehicle Assignment:* Are vehicles being allocated by service type, ridership, vehicle capacity, and in compliance with grant awards?
 - *Trip Completion:* What percent of on-demand trips are being completed?



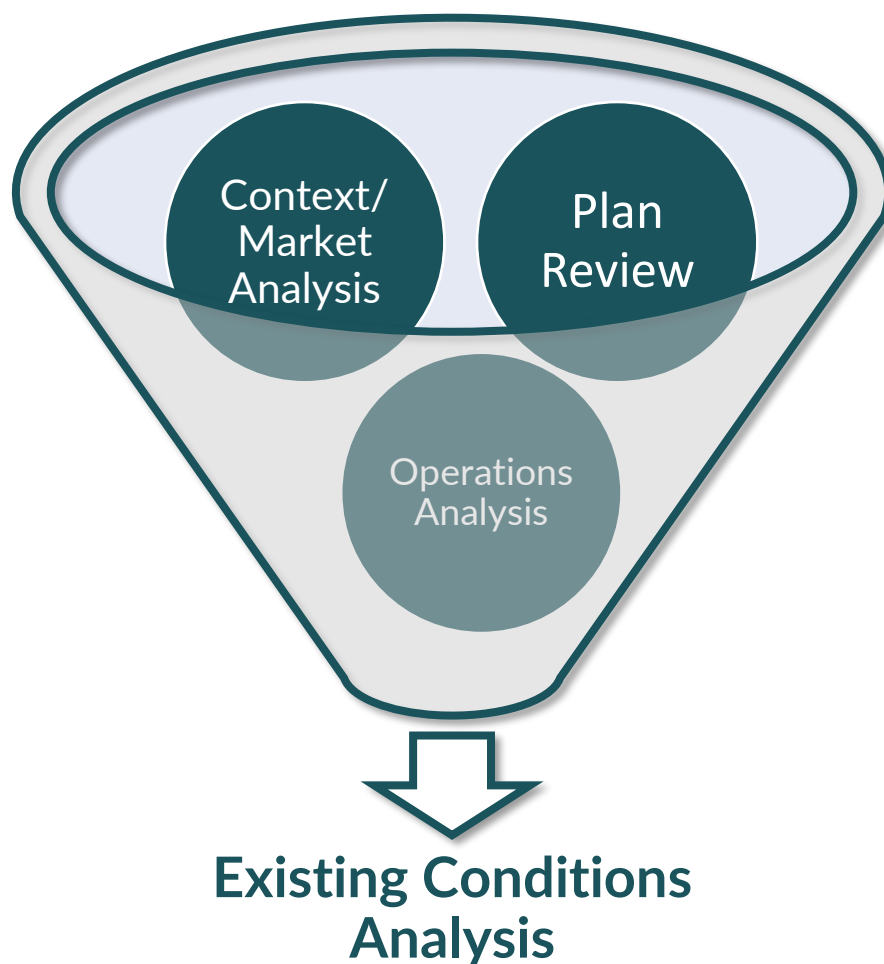
CapMetro's Service Standards are based on historical data and peer agency standards. Service standards and recommended targets, where applicable, are provided in **Appendix B**.

4 Existing Conditions

This section provides a summary of approaches and findings from the plan's existing conditions analysis. The existing conditions analysis created a baseline understanding of previous, existing, and ongoing efforts related to transportation policy and implementation in the region; locations of current and future population and employment clusters, transit-supportive land uses and developments, and other key destinations; potential transit demand; and active service supported by Travis County and other transit agencies in the region.

The analysis consisted of three separate efforts, including a review of relevant plans, market analysis, and operations analysis. Findings from these efforts were paired with feedback from the visioning survey and virtual open houses to generate transit project recommendations.

Figure 6: Existing Conditions Analysis Components



4.1 Review of Relevant Plans

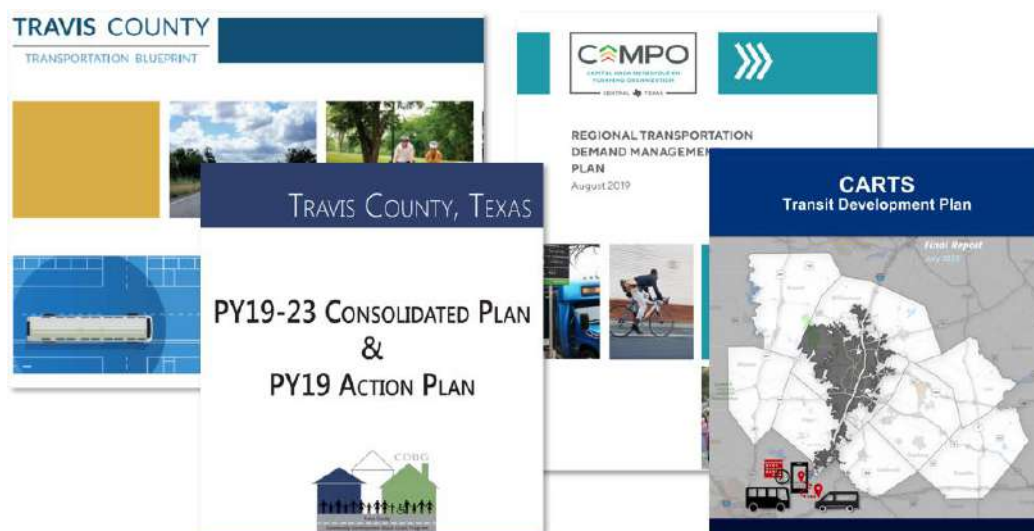
The review of relevant plans focused on previous and ongoing efforts by Travis County, CapMetro, and regional agencies. This review served as the starting point for the existing conditions analysis, and ensured the TDP integrated all pertinent work while avoiding conflicts with local and regional transportation initiatives. The project team reviewed the following plans and initiatives:

- Travis County TDP (2018)
- Travis County Transportation Blueprint (2019)
- Capital Area Metropolitan Planning Organization (CAMPO) Travel Demand Management Plan (2019)
- Travis County Community Development Block Grant Program Plan (2019)
- CapMetro Project Connect (2021)
- Travis County Community Survey Results Summary (2022)
- CARTS Transportation Development Plan & Associated Technical Reports (2023)

Precedence was given to information crucial for gaining insights into the County's population and physical infrastructure. These factors significantly impact transit ridership and the practical design of transportation services. The following list outlines the data that received prioritization for detailed analysis:

- Key destinations and transit generators.
- Existing land use and anticipated growth trends.
- Outputs from the Regional Travel Demand Model (TDM) that pertain to travel patterns.
- Upcoming transportation projects and financial investments.
- Local specifications for roadway design.
- Existing and planned provisions for multimodal transportation.
- Transit-dependent population (e.g., low-income, minority, disabled, non-driving age populations) locations and needs.

For more detail on key plan review findings, refer to **Appendix C**.



4.2 Existing & Future Transit Context

The project team conducted a review of Travis County’s existing and future transit context to inventory baseline conditions with potential to impact transit operations and productivity. This analysis included a review of several factors highlighting opportunities and barriers for transit within Travis County, including population and employment trends, demographic profiles, key destinations, and land use. Understanding where people currently (and will) live, work and travel, and locating high activity land uses is critical to identifying current and future transit-supportive areas within the County and informing transit project recommendations.

4.2.1 Travis County Overview

Travis County is in south central Texas and is the fifth most populous County in the state with a total population of 1,290,188, per the 2020 U.S. Census. The County covers approximately 994 square miles of land and is home to Austin, the state capital and tenth largest city in the U.S., and several other fast-growing communities including Pflugerville, Lakeway, and Manor. The County has experienced rapid growth in recent decades, attracting citizens with its natural features, higher education institutions (e.g., Austin Community College, Huston-Tillotson University, St. Edward’s University, and the University of Texas at Austin (UT)), employment opportunities, and entertainment and recreation venues.

As the city of Austin and its neighboring communities have grown, cost of living has increased and development has expanded into urbanized, unincorporated Travis County. In turn, these areas have experienced sparse, low-density development outpacing the scale of the County’s transportation network. This phenomenon has created an automobile-centric environment with limited connectivity between the County’s primary activity centers. As the region continues to grow, it will be vital for the County to consider enhanced and/or additional public transit to provide its residents with equitable and efficient mobility options.

Table 5: Travis County 2020 Census Snapshot

2020 Census Summary	
Total Population	1,290,188
Population per Sq Mi	1,297.9
Housing Units	620,982
Median Household Income	\$85,043
Total Employment	630,752
Total Employer Establishments	39,991
Mean Travel Time to Work (minutes)	25.9

Source: U.S. Census Quick Facts, 2023

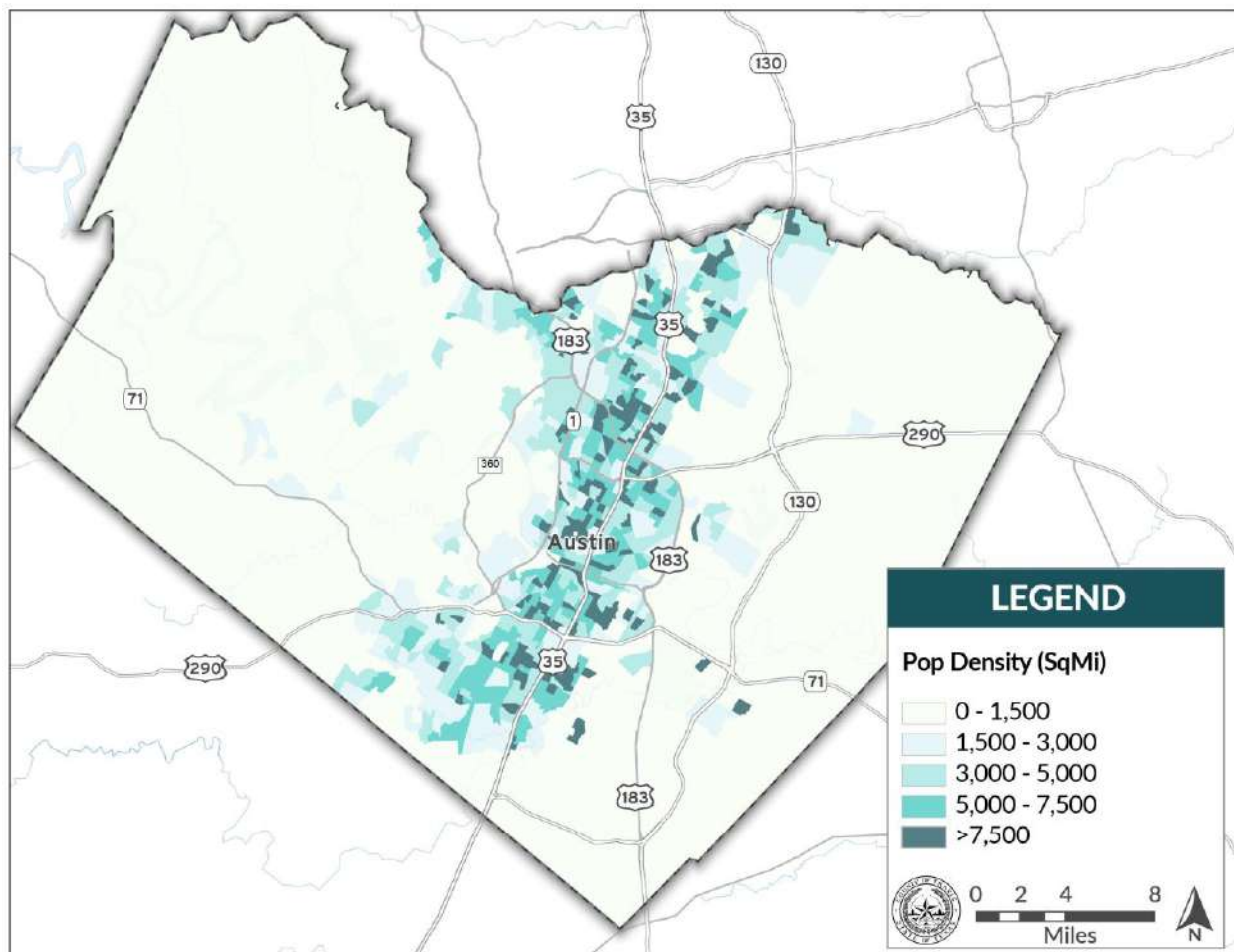


4.2.2 Population & Employment

Data from the U.S. Census Bureau, Greater Austin Chamber, and Capital Area Metropolitan Planning Organization (CAMPO) were leveraged to detail population and employment trends within Travis County. Between 2010 and 2020, the County grew in population by approximately 26%, driven in part by an influx of major employers spurring concurrent employment growth in the region.

Figure 7 displays Travis County population density per square mile based on U.S. Census Bureau American Community Survey (ACS) 2021 estimates. The County experiences the highest concentration of population in areas with high activity land use (e.g., Downtown Austin, the UT, east Austin, etc.) and residential and commercial developments surrounding primary north-south and east-west arterials that feed into controlled access facilities such as I-35, MoPac, SH 71, and US 183. However, pockets of density are also displayed in areas beyond Austin proper, including Manor, Decker/Daffan/Colony Park, Del Valle, Manchaca, Shady Hollow, Bee Cave, and Lakeway.

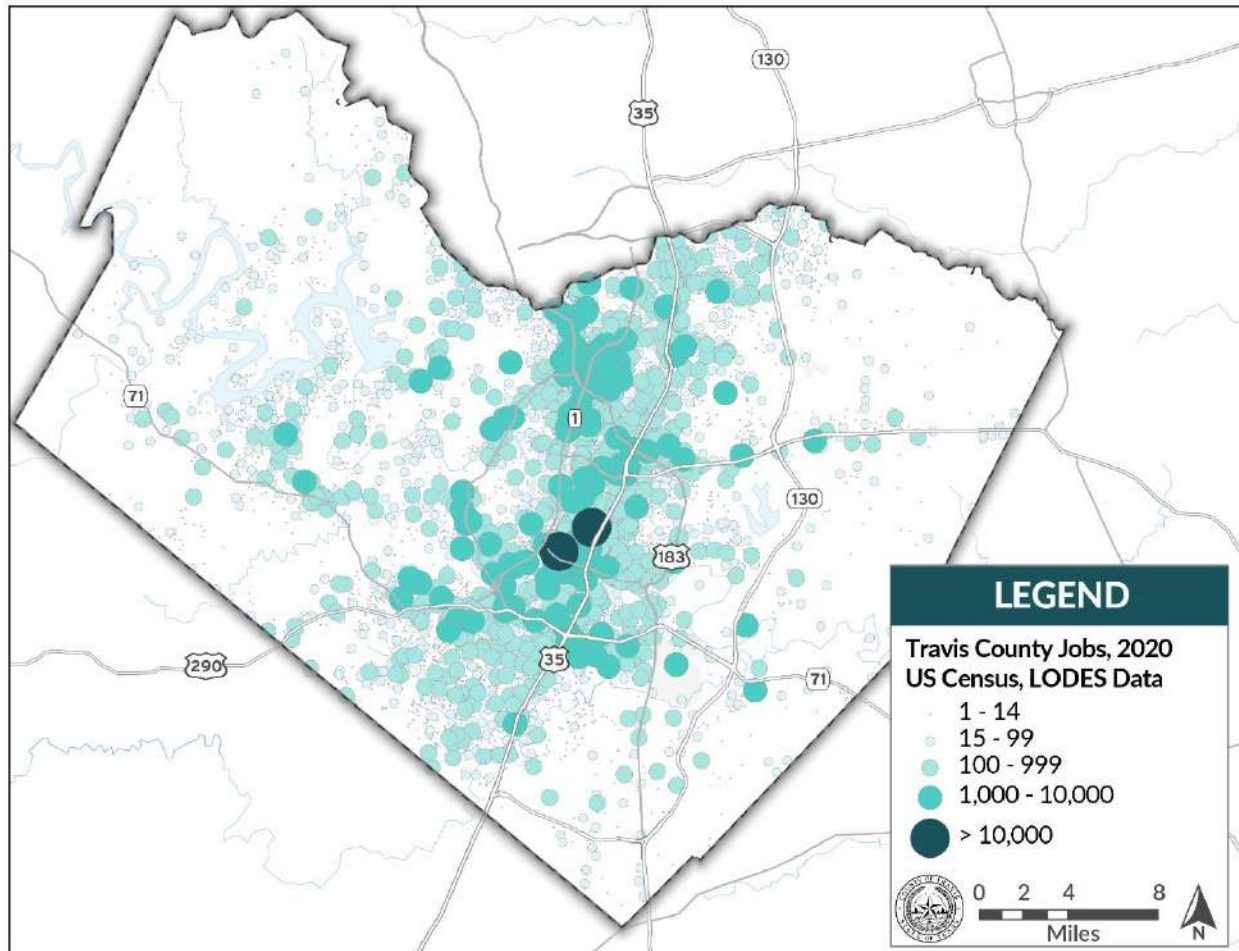
Figure 7: Travis County Population Density per Square Mile, 2021



Source: U.S. Census American Community Survey 5-Year Estimates, 2021

Figure 8 displays Travis County's current employment concentrations based on U.S. Census 2020 Longitudinal Employer-Household Dynamics (LEHD) Origin-Destination Employment Statistics (LODES) data. Like population density, areas with concentrations of employment typically extend north-south along major interstate and highway infrastructure, with other significant clusters surrounding primary arterials throughout the Austin urban area. However, notable employment clusters are displayed in peripheral Travis County. This includes areas along Ranch Road 620 S, FM 2244, and Loop 360 in west Travis County, and US 71 and US 290 in south and east Travis County.

Figure 8: Travis County Employment Clusters, 2020



Source: U.S. Census LEHD LODES, 2020

According to the Austin Chamber of Commerce, Travis County is home to 16 different employers that provide 5,000 or more jobs. Of those employers, several technology and/or manufacturing centers (e.g., Amazon fulfillment centers, Apple Inc., Samsung, and Tesla Inc.) are located within or adjacent to study gap areas and are representative of recent development in the County. Other major employers, including local, state, and federal government offices, the UT, and large medical facilities such as Ascension Seton and St. David's, are located within municipal jurisdictions. **Table 6** provides a snapshot of major employers and job totals within Travis County.

Table 6: Travis County Major Employers

Employer	Category	Job Total
State of Texas	Government	63,850
The University of Texas at Austin	Education	23,925
H-E-B	Grocery retail	19,008
City of Austin	Government	15,427
Federal Government	Government	14,473
Dell Technologies	Tech.\ Mfr.	13,000
Tesla	Tech.\ Mfr.	12,277
Ascension Seton	Healthcare	12,086
Austin Independent School District	Public education	10,943
St. David's HealthCare Partnership	Healthcare	10,854
Samsung Austin Semiconductor	Tech.\ Mfr.	10,000
Amazon Fulfillment Centers	Tech.\ Mfr.	7,039
IBM Corp.	Tech.\ Mfr.	6,000
Accenture	Management Consulting	5,900
Travis County	Government	5,731
Applied Materials	Tech.\ Mfr.	5,434

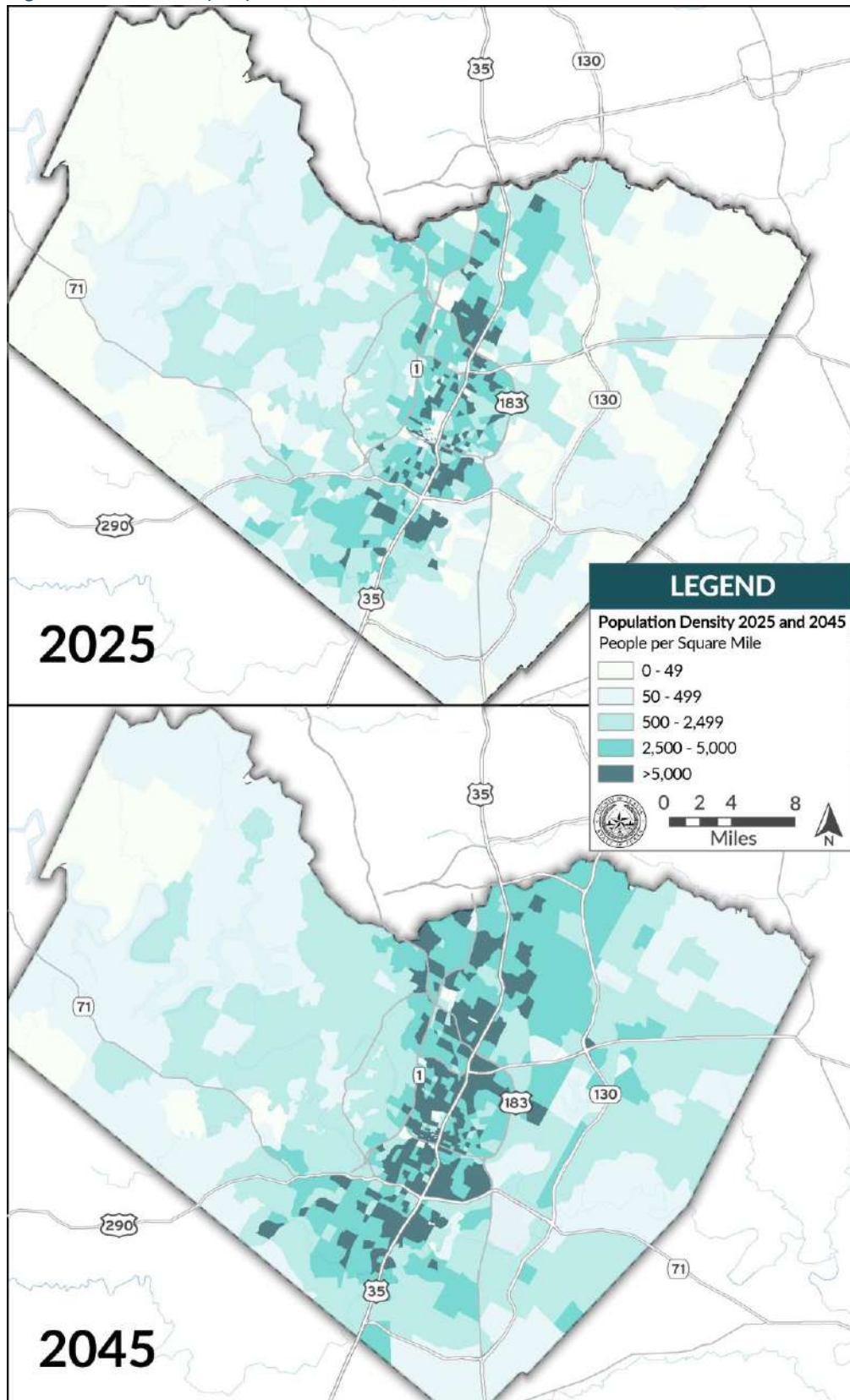
Source: Austin Chamber of Commerce, 2023

To better understand the County's population and employment trends, the project team utilized CAMPO's 2045 Travel Demand Model (TDM) to review future population and employment growth for model years 2025 and 2045. Growth is projected to maintain pace into the future and will create new gaps between existing transit service and newly urbanized areas. Reviewing future growth helps guide planning and investment to the areas where future service gaps are expected to appear.

Between 2025 and 2045, the CAMPO TDM forecasts Travis County's population to double (i.e., 100% growth rate), only to be outpaced by employment growth which displays a 106% growth rate. As seen in **Figure 9**, significant growth (represented by the expansion of dark green from top to bottom) is projected to occur along I-35, US 290, and SH 71 in south Travis County, and between US 183 and SH 130 in eastern Travis County – all areas currently served by Travis County's active transit services.

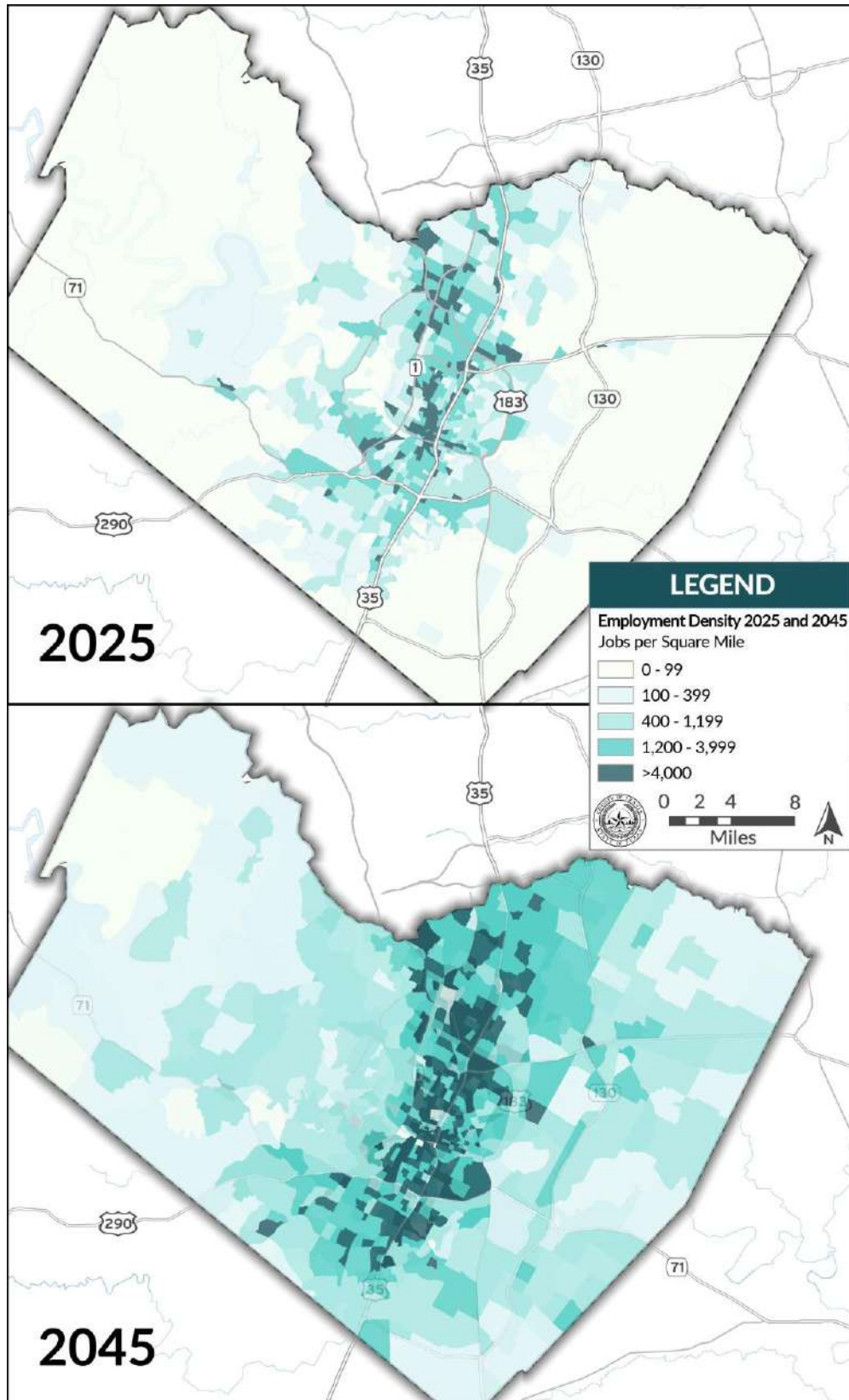
Figure 10 displays employment densities in 2025 and 2045 for comparison, with significant growth also represented by the expansion of dark green from top to bottom. Compared to population, employment growth is forecasted to be more constrained within the Austin urban area in downtown and along major arterials and controlled access roadways, with the most growth experienced in north Austin along US 183. Notable employment growth is also estimated to occur along SH 71 in southeast Travis County, as well as along US 290 extending from I-35 in east Travis County.

Figure 9: Travis County Population Growth, 2025 - 2045



Source: CAMPO Travel Demand Mode, 2023

Figure 10: Travis County Employment Growth, 2025 – 2045



Source: CAMPO Travel Demand Model, 2023

4.2.3 Demographics

Table 7 provides a summary of key sociodemographic variables used to identify potential transit demand (i.e., transit-dependent populations). Compared to state and national statistics, Travis County generally matches or is lower than Texas and U.S. sociodemographic variable population percentages. However, the County does contain higher percentages of limited English proficiency (LEP) population, minority population, and cost burdened households than the U.S.

Table 7: Travis County Demographics Summary, ACS 2021

	Travis County	Texas	United States
% Population 65 years and older	10.63%	13.2%	16.8%
% Population under 18	20.7%	25.3%	22.1%
% Population In-Poverty	11.3%	14.2%	12.8%
% Limited English Proficiency (LEP) Population	9.6%	12.9%	8.3%
% Households No Vehicle Available	5.0%	5.2%	8.0%
% Minority Population	45.0%	52.2	38.9%
% Population with a Disability	9.0%	12.1%	13.0%
Avg. % Households Cost Burdened	39.35%	39.7%	38.3%

Source: U.S. Census ACS Estimates, 2021

While the County's sociodemographic variables do not exceed statewide values, the region has seen significant growth in key transit-dependent populations over the last decade, suggesting an increase in potential transit demand. **Table 8** summarizes growth in population by race/ethnicity from 2010 to 2020, and displays substantial increases in Asian, other/mixed race, and Hispanic or Latino populations.

Table 8: Travis County Population Growth by Race & Ethnicity, 2010 - 2020

Race/Ethnicity	2010 Population	2020 Population	% Growth
White alone	517,644	612,824	18%
Black or African American alone	82,805	96,270	16%
Native American or Alaska Native alone	2,611	2,762	6%
Asian alone	58,404	99,660	71%
Pacific Islander alone	540	774	43%
Some Other Race alone	1,813	6,513	259%
Mixed Race/Multi-Racial	17,683	50,275	184%
Hispanic or Latino (any race)	342,766	421,110	23%
Total	1,024,266	1,290,188	26%

Source: U.S. Census Bureau, 2023

Demographic findings and data were used to inform the market analysis, which combined sociodemographic variables into a transit propensity index to identify areas with potential for high transit demand. Refer to **Section 4.3** for more detail on the transit propensity index, and **Appendix D** for maps of each sociodemographic variable.

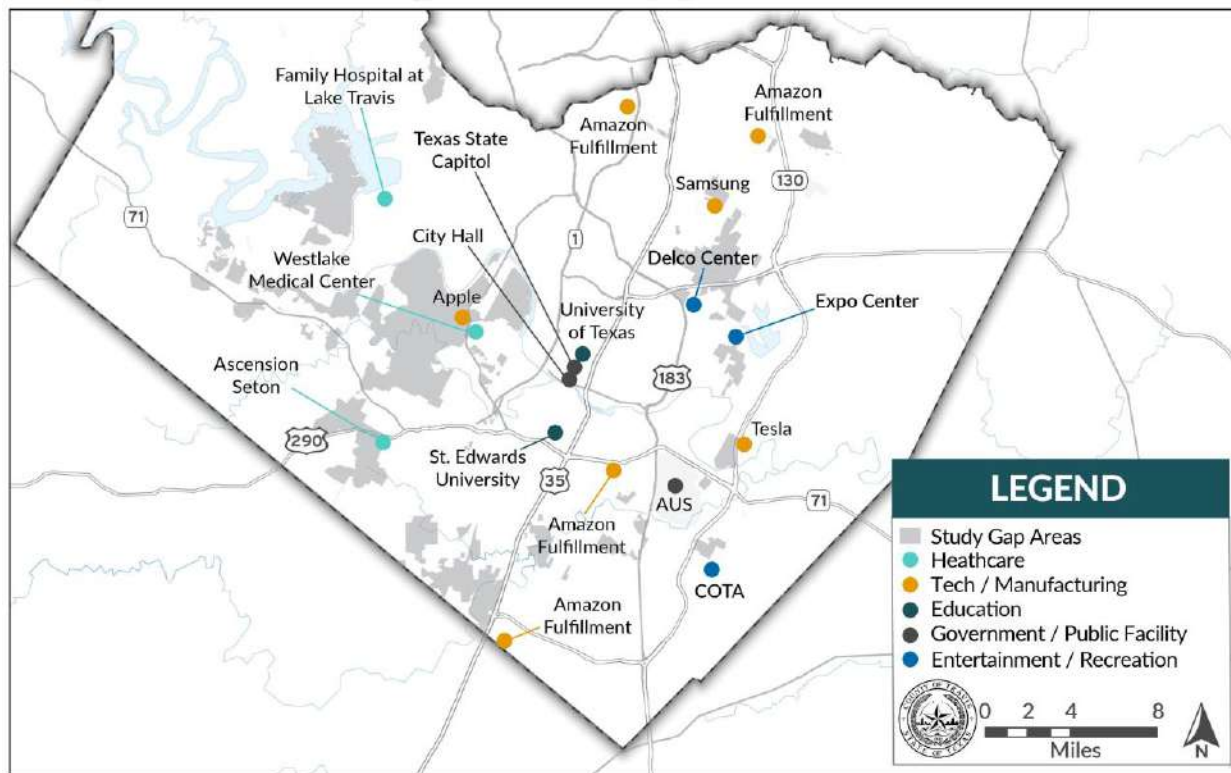
4.2.4 Key Destinations

Key destinations such as major employers, public services, government facilities, schools, healthcare facilities, and recreational destinations influence travel patterns and have the potential to generate transit demand. Therefore, identifying key destinations is critical to understanding the County's existing transit environment.

Figure 11 displays key destinations adjacent to or near study gap areas, as well as other major regional destinations including Austin-Bergstrom International Airport (AUS), Circuit of the Americas (COTA), Austin City Hall, the Texas State Capitol, the University of Texas Austin, and St. Edward's University. These destinations represent those that may influence study gap area travel patterns, and in turn may also represent transit generators.

Note that this is not a comprehensive list of the County's key destinations. Further detail on key destinations within study gap areas related to Travis County's active transit services, such as healthcare facilities, grocery stores, and schools more local in nature, are detailed in the operations analysis in **Section 4.4**. However, analysis suggests many of these local key destinations are within the Austin urbanized area, underscoring the need for reliable public transit in the County's outlying areas to transport residents to these key destinations.

Figure 11: Travis County Key Destinations



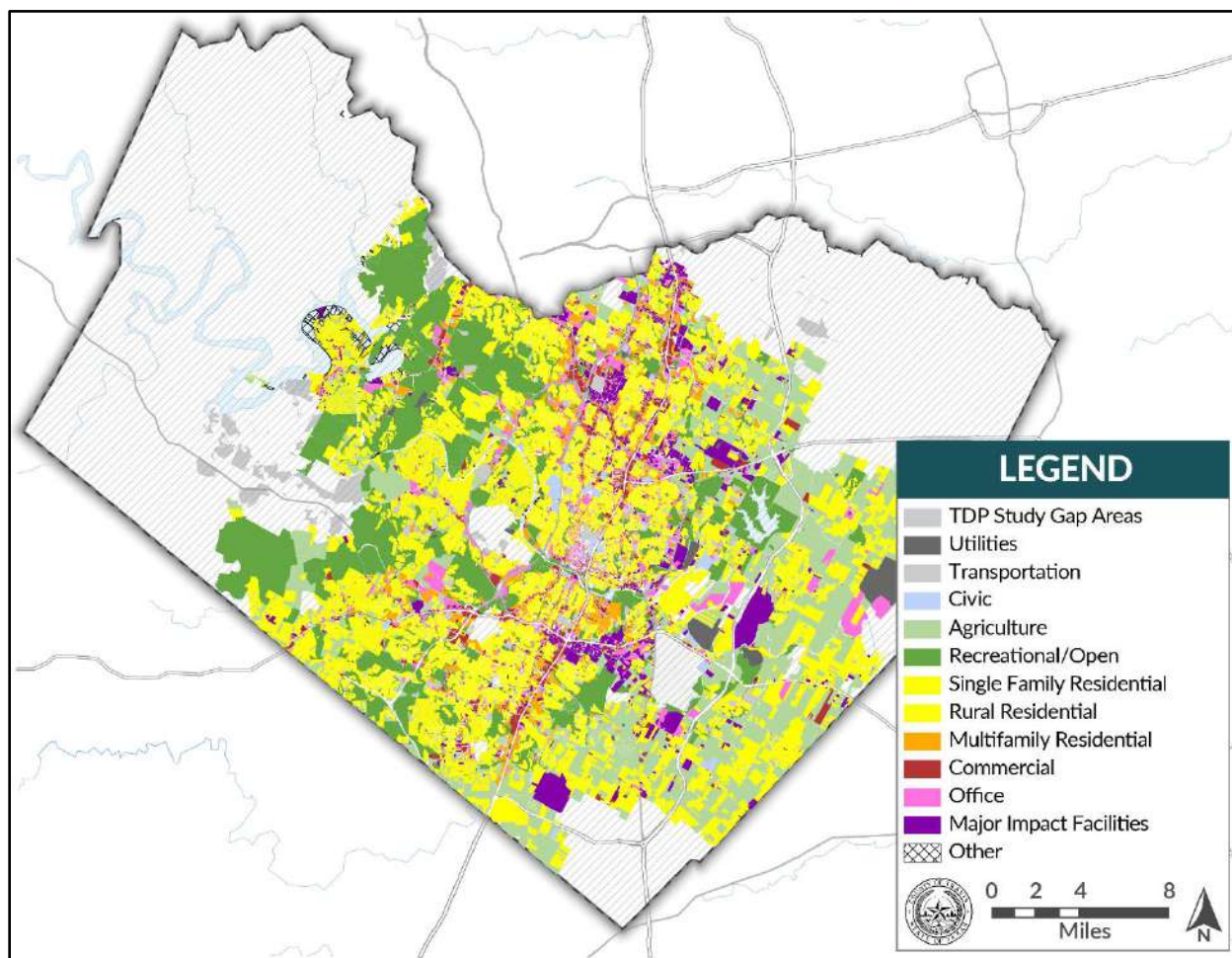
Source: Austin Chamber of Commerce, 2023

4.2.5 Land Use

Land use has a direct impact on travel distance and transit demand, and influences the application of service typologies (e.g., fixed-route and on-demand transit) when considering transit implementation. Mixed use, high-intensity land uses generally produce higher transit demand and are better suited for fixed-route transit service. Conversely, areas with low intensity land uses are generally less dense and more sparsely developed, making on-demand service more viable. Land use data obtained from the City of Austin data portal was used to summarize land use types within study gap areas and help inform transit project recommendations.

Figure 12 displays single-family homes as the predominant land use within the study gap areas, suggesting areas eligible for CapMetro's Regional Service Expansion Program are typically low-intensity land use types which should be considered for future decisions related to transit implementation.

Figure 12: Travis County Land Use



Source: City of Austin Data Land Use Inventory, 2023

4.3 Market Analysis

The market analysis identified existing transit demand within Travis County. Areas with high potential for transit demand refer to census block groups that display sociodemographic characteristics associated with increased transit use. A transit propensity index combining sociodemographic characteristics outlined in **Section 4.2.3** was developed to highlight these areas which were compared with existing transit service to identify transit gaps. All measures were obtained from the U.S. Census Bureau's American Community Survey (ACS) 2021 5-year estimates.

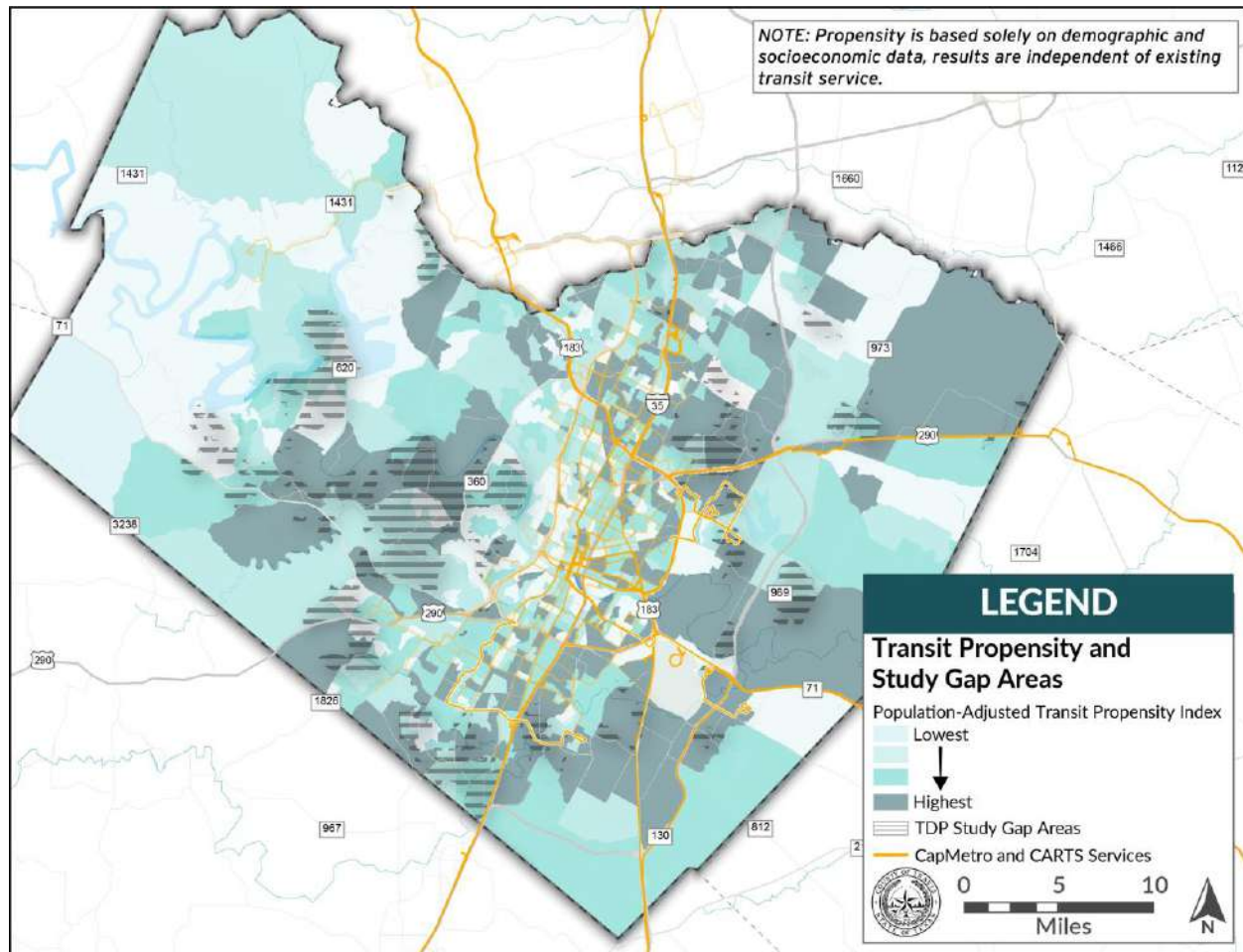
Figure 13: Transit Propensity Sociodemographic Variables (Percent of Population)



Census block groups were given individual scores for each sociodemographic variable to measure transit demand. Each census block group's scores across the eight variables were summed together to create the transit propensity index. These scores were adjusted to account for population density so urban block groups would not be over-represented spatially. Once the population-adjusted transit propensity index was calculated, existing CapMetro and CARTS transit service networks were overlayed onto the map to identify areas with the highest demand for transit and limited or no existing service to identify transit gaps. Refer to **Appendix D** for detailed information on market analysis methods.

Figure 14 displays the results of the market analysis and shows the census block groups with the highest transit propensity in dark green, and the Travis County TDP study gap areas in hatched-gray overlay. These results do not account for existing transit services, but only account for sociodemographic data outlined in **Section 4.2.3**. Significant transit propensity overlaps with study gap areas in eastern/southeastern Travis County along SH 130 and US 71. These corridors have experienced growth in population and employment and are projected to experience rapid growth in the near term. Specific areas identified for further analysis included Manchaca, Pilot Knob, Del Valle, Hornsby Glen, Decker/Daffan, and Manor.

Figure 14: Market Analysis Results - Transit Propensity and Study Gap Areas



4.4 Operations Analysis

The operations analysis is a key component of the TDP as it provides a comprehensive look into existing transit supply within study gap areas. The analysis serves to summarize service level data, as well as other relevant attributes (e.g., key destinations and transit connectivity), to highlight areas where services may be underachieving. This information was used in tandem with transit demand analysis and public involvement findings to identify transit gaps and provide transit project recommendations.

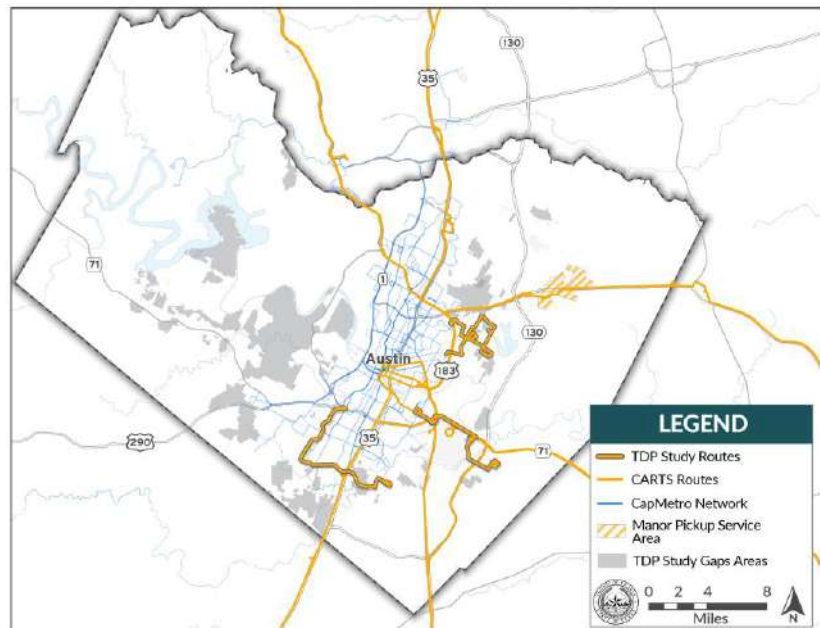
For this TDP, the project team analyzed five services which are summarized in **Table 9** and displayed in **Figure 15** in relation to the greater CapMetro and CARTS transit networks. These services were selected as they represent those borne from the 2018 ILA between the County and CapMetro and reflect Travis County's investment in transit over the past several years. Four of the services analyzed are CapMetro Bus local routes, with the remaining service classified as Pickup by CapMetro. Travis County currently pays a portion of these transit services.

Table 9: CapMetro Services Analyzed

Service	System Type	Service Type
Route 233 – Decker/Daffan	Fixed-Route	Local
Route 237 – Northeast Feeder	Fixed-Route	Local
Route 271 – Del Valle Feeder	Fixed-Route	Local
Route 318 – Westgate/Slaughter	Fixed-Route	Local
Manor Pickup	On-Demand	Pickup

CapMetro Bus is the core offering of CapMetro's transit services and provides fixed-route transit at varying levels of service. CapMetro's Manor Pickup, an on-demand service operated through a partnership with CARTS, was also reviewed due to its intersection with unincorporated, urbanized Travis County. Using ridership and other service level data obtained from CapMetro, the analysis provides a snapshot of existing transit supply for services directly impacted by this plan.

Figure 15: CapMetro Services Analyzed



4.4.1 Fixed-Route Overview

The four local fixed-route services analyzed provide key coverage to study gap areas in south and east Travis County. As detailed in the previous section, each route is categorized by CapMetro as a 'local' service as they focus on serving major destinations including employment centers, recreational destinations, and transit hubs. **Table 10** displays each route's frequency and span for weekday and weekend operations.

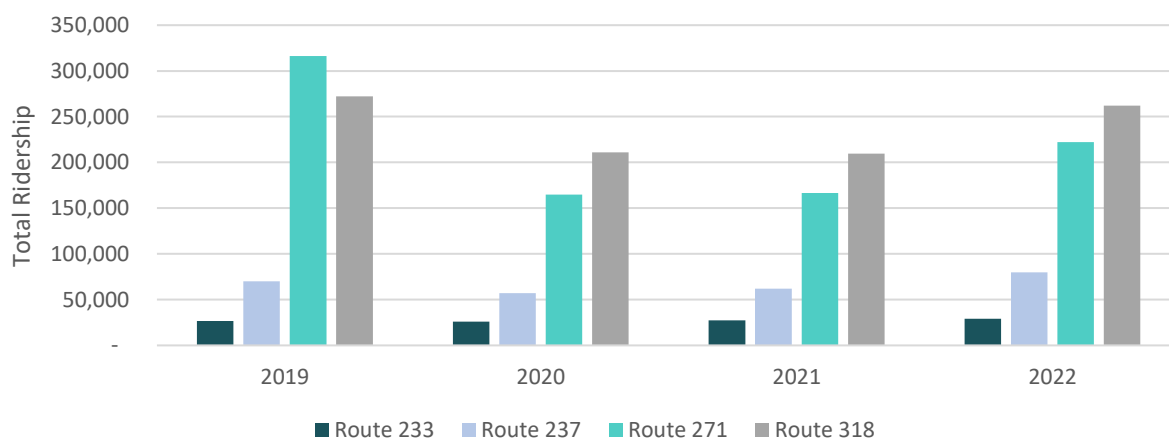
Table 10: Fixed-Route Existing Service Levels

Route	Weekday		Saturday		Sunday	
	Frequency	Span	Frequency	Span	Frequency	Span
233	60 min	7:00 a.m. to 9:52 p.m.	60 min	7:00 a.m. to 6:48 p.m.	60 min	8:00 a.m. to 6:48 p.m.
237	60 min	7:15 a.m. to 10:40 p.m.	60 min	7:05 a.m. to 9:33 p.m.	60 min	8:05 a.m. to 8:33 p.m.
271	30 min	5:05 a.m. to 10:18 p.m.	30 min	6:00 a.m. to 10:22 p.m.	30 min	6:45 a.m. to 10:22 p.m.
318	30 min	5:00 a.m. to 11:20 p.m.	30 min	6:00 a.m. to 11:12 p.m.	30 min	6:00 a.m. to 10:20 p.m.

Source: CapMetro, 2023

Figure 16 displays total calendar year ridership from 2019 to 2022 for the analyzed fixed-route services. Accordingly, ridership for all four services decreased from 2019 to 2020 due to the COVID-19 pandemic, aligning with regional and national trends. Following 2020, ridership across all four services has seen a gradual increase as transit demand trends towards pre-pandemic levels. Further, the graph displays that majority of Travis County's fixed-route ridership is generated by Route 271 and Route 318, which provide users with higher frequencies and increased spans in comparison to Route 233 and Route 237. The following sections provide further detail for each individual route, alongside high-level route profiles detailing existing (i.e., 2022) performance metrics.

Figure 16: Annual Total Ridership by Route, 2019 - 2022



Source: CapMetro, 2023

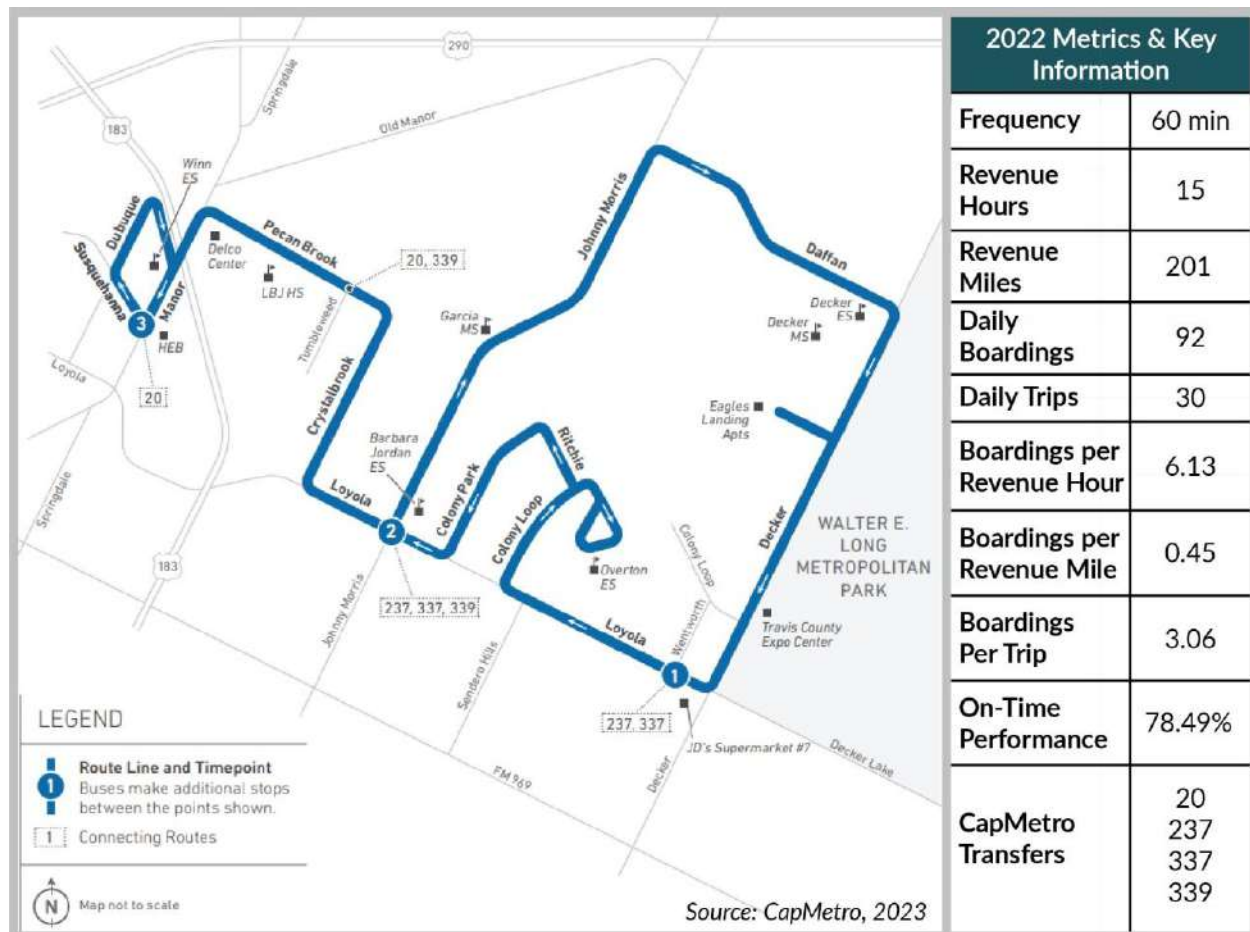
Route 233 – Decker/Daffan

Route 233 currently provides fixed-route transit service to northeast Travis County covering the Las Cimas, Colony Park, North Point, and Daffan residential areas. Stops along the route provide access to several key destinations, including JD's Supermarket #7, Overton Elementary School, Travis County Expo Center, Eagles Landing Apartments, Decker Middle School, Decker Elementary School, Garcia Middle School, Barbara Jordan Elementary School, LBJ High School, Delco Center, HEB, and Winn Elementary School.

Route 233 displays low productivity and quality service standard metrics, partially due to low revenue hour and mile totals, and does not currently meet service productivity standards (i.e., riders per hour) and service quality standards (i.e., frequency and on-time performance). **Figure 17** displays a summary profile for Route 233, displaying the route in reference to its key destinations and key CapMetro connections, and provides a snapshot of 2022 weekday performance.

**Route 233
provides key
connections to
CapMetro Routes
20, 237, 337, &
339.**

Figure 17: Route 233 - Decker/Daffan Profile



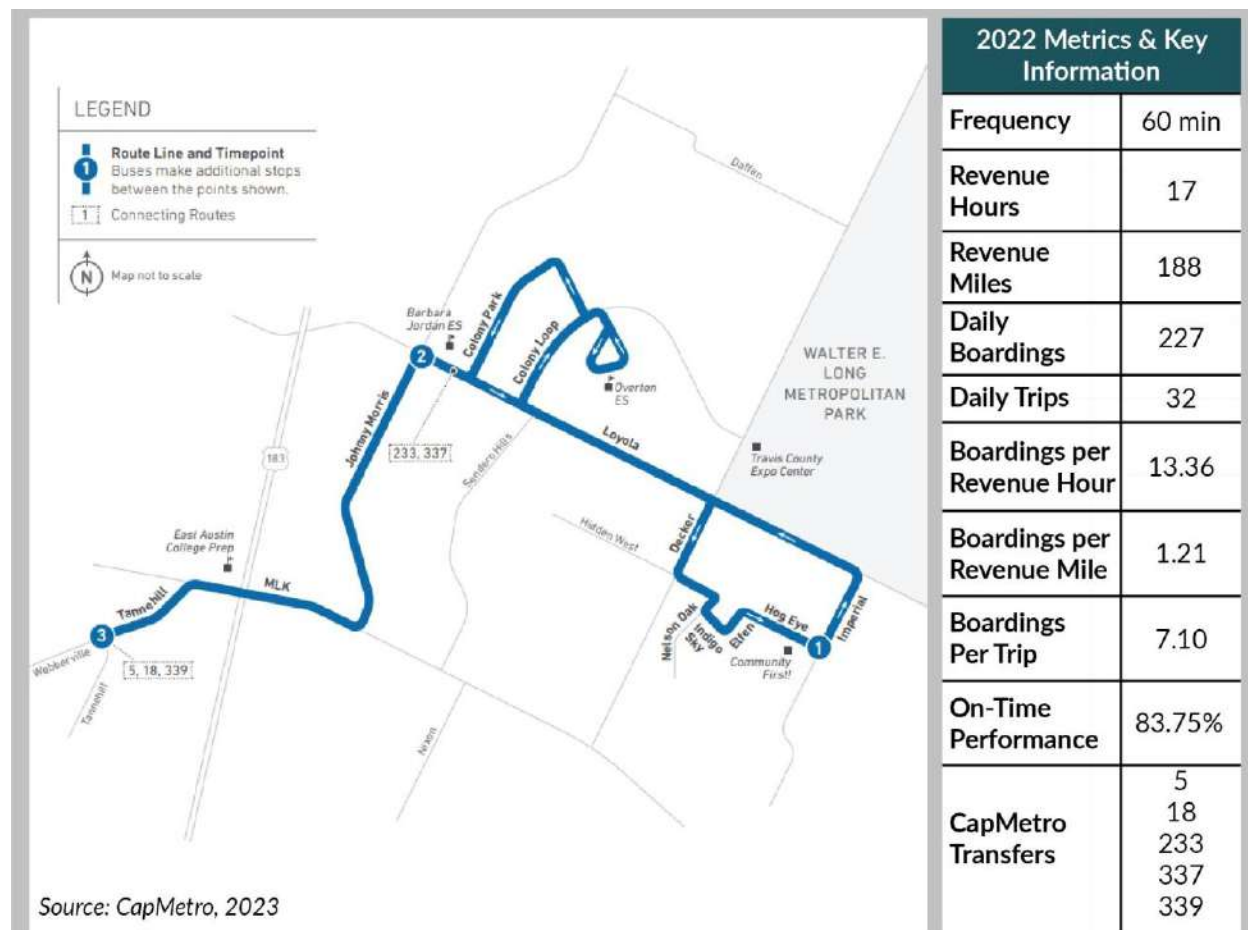
Route 237 – Northeast Feeder

Route 237 currently provides fixed-route transit service to northeast Travis County, supplementing Route 233, and covers the Sendero Hills, Colony Park, and Community First! residential areas. Stops along the route provide access to several key destinations, including Community First!, Travis County Expo Center, Overton Elementary School, Barbara Jordan Elementary School, and East Austin College Prep.

2022 ridership data suggest Route 237 experiences more ridership than its counterpart Route 233 as the route meets productivity service standards (i.e., 13.36 riders an hour). However, Route 237 does not currently meet service quality standards for frequency and on-time performance. **Figure 18** displays a summary profile for Route 237, displaying the route in reference to its key destinations and key CapMetro connections, and provides a snapshot of 2022 weekday performance.

Route 237 provides Community First! residents with connectivity to key regional destinations and the greater CapMetro network.

Figure 18: Route 237 - Northeast Feeder Profile



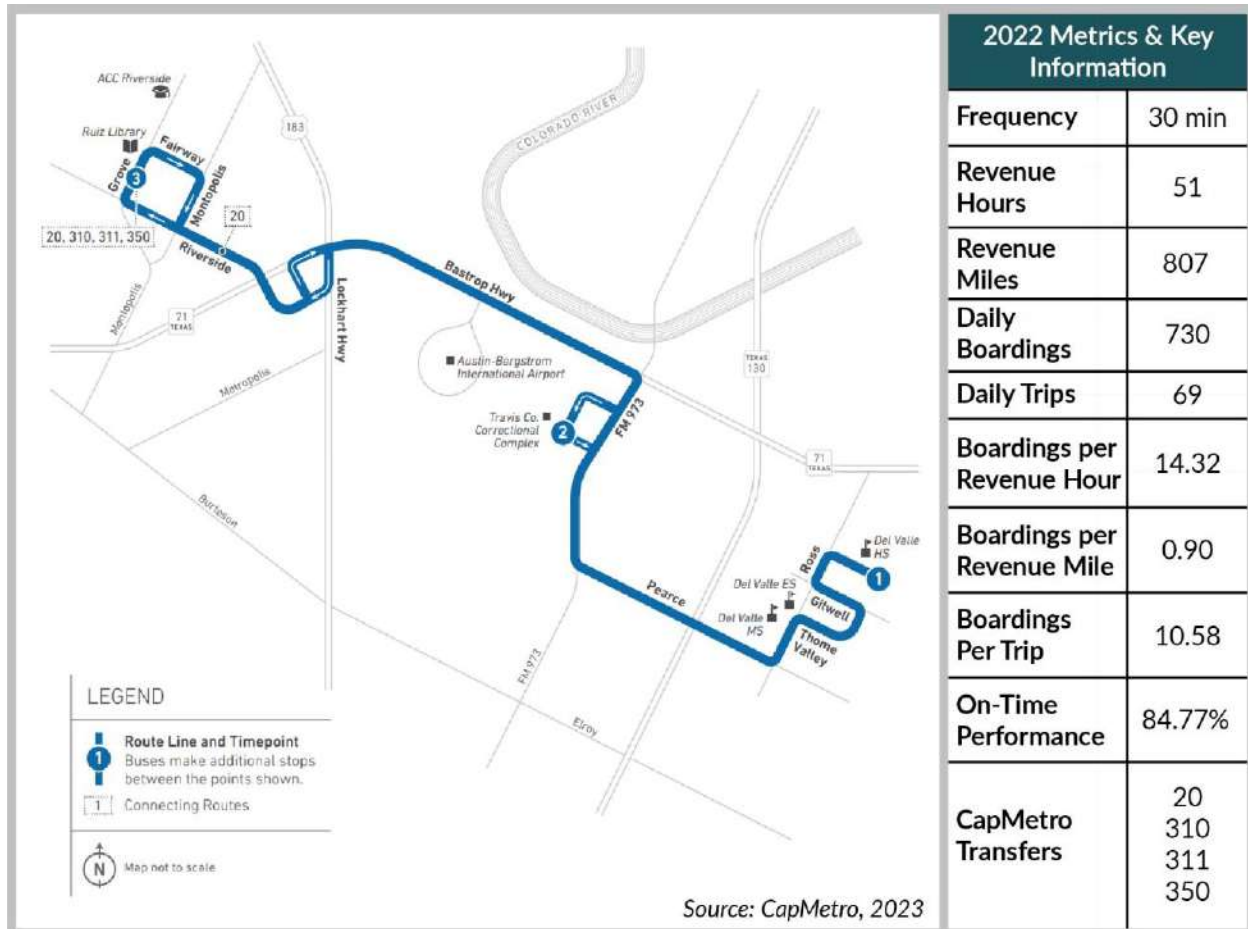
Route 271 – Del Valle Feeder

Route 271 currently provides fixed-route transit service to east Travis County covering Montopolis, Del Valle, Oak Ranch, Meadows at Berdoll, and Berdoll Farms. Stops along the route provide access to several key destinations, including Ruiz Library, Austin Community College (ACC) Riverside, AUS, Travis County Correctional Complex, Travis County Community Center, and Del Valle Elementary, Middle, and High Schools.

Route 271 displays the highest productivity and quality service standard metrics in comparison to the other three analyzed fixed-route services. **Figure 19** displays a summary profile for Route 271, displaying the route spatially in reference to its key destinations and key CapMetro connections, and provides a snapshot of 2022 weekday performance.

Route 271 provides Del Valle residents with critical connections to key destinations east of US 183.

Figure 19: Route 271 - Del Valle Feeder Profile



Route 318 currently provides fixed-route transit service to south Travis County covering Westgate, Cherry Creek, Tanglewood Forest, Slaughter South, Stone Creek Ranch, Bluff Springs, and McKinney Park East. Stops along the route provide access to several key destinations, including Westgate Transit Center, Westgate Shopping Center, Central Market, Target, Randalls, Sunset Valley Elementary School, Cowan Elementary School, Kocurek Elementary School, HEB, Casey Elementary School, Walmart, Southpark Meadows, IDEA Bluff Springs, and Blazier Elementary School.

Route 318 displays similar productivity and quality service standard metrics in comparison to Route 271. **Figure 20** displays a summary profile for Route 318, displaying the route spatially in reference to key destinations and CapMetro connections, and provides a snapshot of 2022 performance.

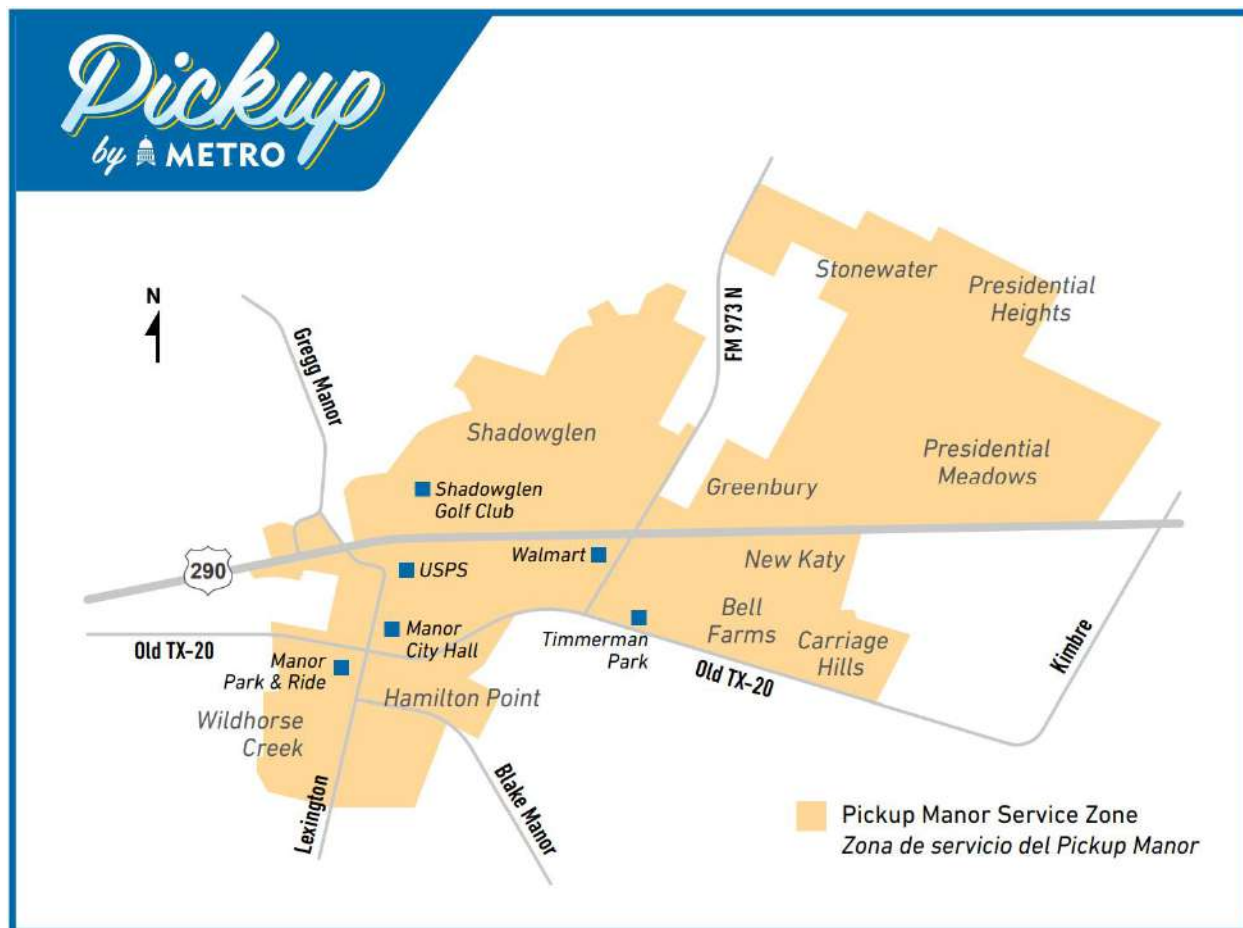
2022 Metrics & Key Information

Frequency	30 min
Revenue Hours	72
Revenue Miles	977
Daily Boardings	763
Daily Trips	72
Boardings per Revenue Hour	10.60
Boardings per Revenue Mile	0.78
Boardings Per Trip	10.60
On-Time Performance	84.34%
CapMetro Transfers	3 311 10 315 30 333 105 803 201 300

4.4.2 Manor Pickup Overview

Pickup is CapMetro's neighborhood on-demand rideshare service and provides limited area shared ride service within a specified boundary, usually four to five square miles in size. Manor Pickup is one of ten active CapMetro Pickup services and provides coverage to several neighborhoods and key destinations surrounding US 290, as displayed in **Figure 21** below. The service also provides a connection to MetroExpress Route 990. The service currently operates on weekdays from 7:00 a.m. to 7:00 p.m. and picks up users within 15 minutes of their request.

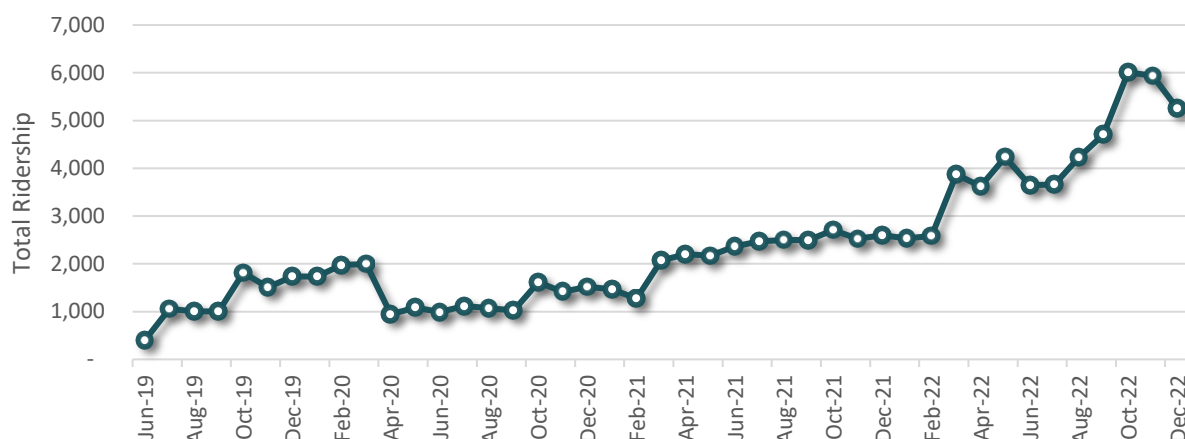
Figure 21: Manor Pickup Service Area & Key Destinations



Source: CapMetro, 2023

Since its launch in 2019, the service has seen a steady increase in ridership. Like the fixed-route services analyzed in **Section 4.4.1**, Manor Pickup experienced a drop in ridership during the 2020 COVID-19 pandemic, in line with regional and national trends. **Figure 22** (proceeding page) displays total ridership by month and year from 2019 to 2022 and shows ridership trending upward following 2020.

Figure 22: Manor Pickup Ridership by Month & Year, 2019 – 2022



Source: CapMetro, 2023

4.4.3 Other Regional Services

The project team reviewed other regional services to understand transit service related to study gap areas at a holistic level. These services were not analyzed at the same detail as the active Travis County fixed-route and Pickup services but were critical to inventory and helped inform transit project recommendations.

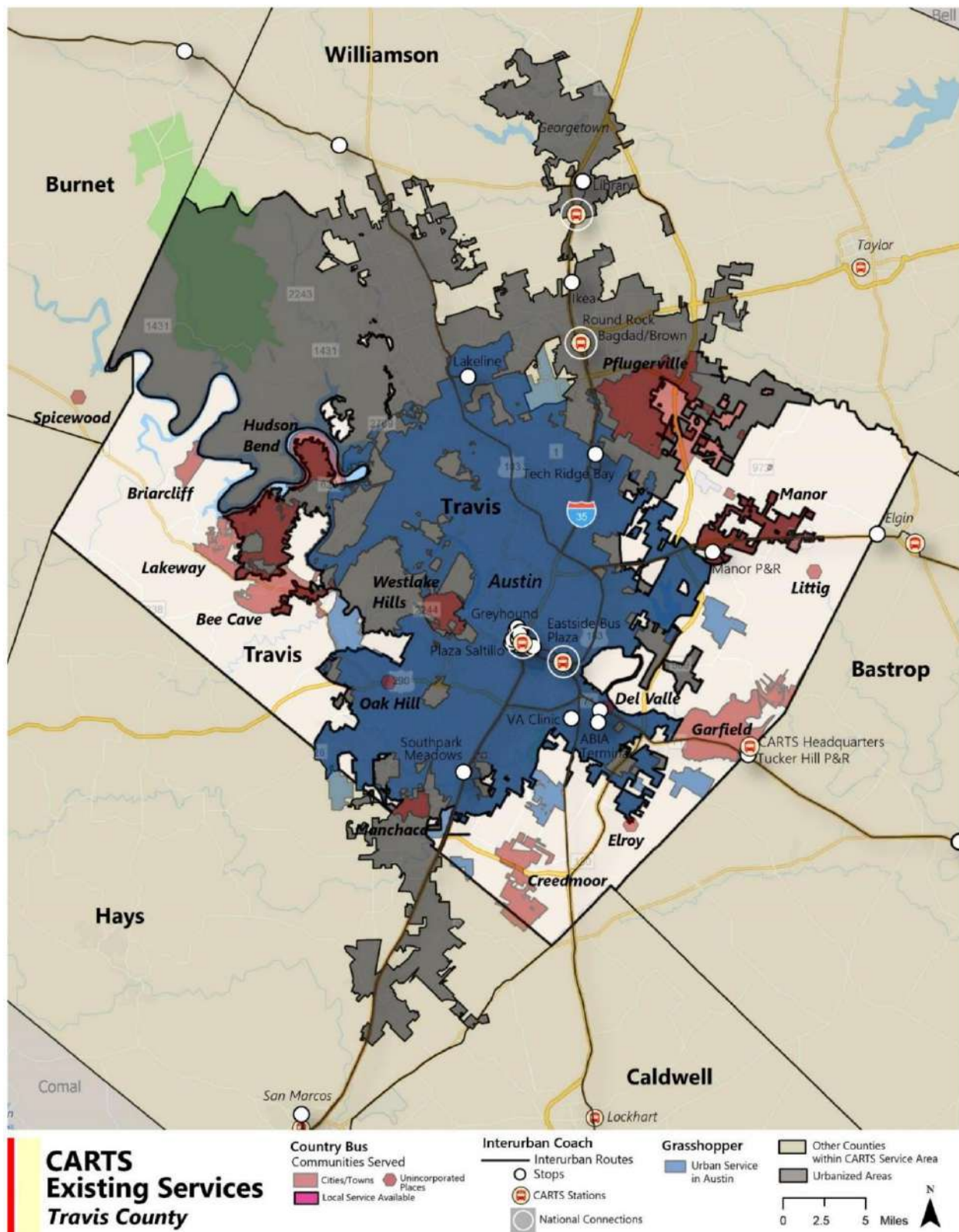
Capital Area Rural Transportation System (CARTS)

CARTS provides public transit services to non-urbanized areas of Hays County and other rural communities within Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Travis, and Williamson counties. Broader national connections are also available through CARTS stations within Central Texas, connecting with Greyhound and Amtrak stops. CARTS services relevant to Travis County include fixed-route and demand-response options, listed as follows:

- **Interurban Coach:** Fixed-route transit for intercity travel within the Central Texas region for communities outside of CapMetro’s service area. The service includes stops at several towns outside urban centers, like Bastrop, Georgetown, Liberty Hill, Lockhart, Round Rock, San Marcos, LaGrange, Giddings, and Elgin.
- **Country Bus:** Curb-to-curb transit for short trips within a town or city, intra-county travel, or inter-county trips with differing pricing structures based on the destination. All riders must schedule the service 24 hours in advance.
- **Grasshopper:** Designed to complement the Interurban Coach service by providing a connecting ride from CARTS stations in the region to local points of interest (e.g., medical services). This curb-to-curb service is limited to registered and pre-approved citizens that qualify against certain eligibility requirements and operates within the city of Austin.

Figure 23 (following page) displays existing CARTS services within Travis County that were considered for this TDP.

Figure 23: CARTS Existing Travis County Services



CapMetro RideShare

CapMetro RideShare provides eligible groups of four to 12 riders with a month-to-month vanpool lease agreement, including insurance, maintenance, 24-hour roadside assistance and an optional fleet card for fuel that is billed monthly with the vanpool invoice.

The RideShare program is sponsored by CapMetro and operated by Enterprise, a national vanpool service provider. Together, CapMetro provides all the services necessary for users to enjoy a comfortable, convenient, and economical commute to work.



CapMetro Access (MetroAccess)

MetroAccess is CapMetro's ADA-compliant transit service, also known as paratransit, provided to those with disabilities who are unable to use fixed-route service, either some or all the time. CapMetro currently provides three MetroAccess levels of service, including:

- **Curb-to-Curb:** Passengers meet the vehicle at the pickup location and receive boarding assistance as needed.
- **Door-to-Door:** Vehicle operators assist the passenger from the pickup location's first doorway to the vehicle.
- **Hand-to-Hand:** Service provided based on the passenger's high degree of dependency on others to achieve basic mobility based on their level of function.

To use MetroAccess, trip origins and destinations are required to be within a $\frac{3}{4}$ -mile corridor surrounding fixed-route service routes, excluding commuter bus, rail, dial-a-ride, limited stop, express, and flex route services. Travis County's active fixed-route services analyzed for this TDP are all eligible for MetroAccess service, and in turn help to provide critical paratransit services to surrounding communities.



5 Service Alternatives Analysis

This section provides an overview of recommended service alternatives and enhancements (i.e., transit projects) to address Travis County’s future mobility needs. An assessment of current plans, existing conditions, and public involvement was used to develop transit project recommendations for Travis County. The service alternatives analysis largely focused on two service types: fixed-route and Pickup transit options.

Fixed-route service represents a reliable and predictable transportation option with scheduled stops along a predetermined route, catering to travel needs within a specific area. Fixed-route transit aims to provide mass transit that can be categorized into three service typologies described in **Table 11** below.

Table 11: Fixed-Route Service Typologies

 Reliable Transportation	By operating on a set schedule and predetermined route, fixed-route service provides a dependable mode of transportation for commuters, students, and other passengers, ensuring they can reach their destinations on time.
 Accessibility	Fixed-route service makes public transportation accessible to a wide range of individuals within a specific area. It serves as an essential mobility option for those without private vehicles, promoting inclusivity and reducing barriers to transportation.
 Cost-Effectiveness	Compared to other individual modes of transport, such as taxis or rideshares, fixed-route service offers a more affordable option for daily commuting or travel.

Pickup is CapMetro’s on-demand service which allows riders to use an app to arrange curb-to-curb transit service from their home to a designation within a defined boundary. Pickup service typically operates in lower density areas that lack transportation infrastructure necessary to support fixed-route bus service. Specifically, Pickup aims to resolve transportation challenges separated into three operational service typologies described **Table 12** below.

Table 12: Pickup Operational Service Typologies

	Alternative to less-used bus routes	Pickup is implemented to replace underperforming fixed-route bus service.
	Transit where service gaps exist	Pickup is implemented in areas without transit supply that displays high need for public transportation.
	Connections to larger transit network	Pickup is implemented to address first-mile/last-mile transportation needs.

Based on the assessment, service alternatives were divided into three categories.

Near-term transit service alternatives and enhancements represent transit projects identified as high priority with high feasibility for implementation within the TDP's three-year plan horizon. These options were further analyzed through cost estimation exercises.

Long-term recommendations represent transit projects that focus on study gap areas that require further analysis to be implemented beyond this TDP's plan horizon. These service alternatives focus on areas that do not currently meet optimal criteria for extended and/or new transit service, however, have been identified as areas that most likely will justify service additions in the future based on analysis findings.

Community-based solutions represent community focused projects in areas where fixed-route bus service would not be productive and/or Pickup transit projects would not be viable but high transit need has been identified based on technical analysis and community feedback. These solutions will require coordination with regional service providers and non-profit organizations.

Figure 24: Illustrative Service Alternative Schedule



5.1 Near-term Transit Service Alternatives and Enhancements

This section describes the TDP's recommended near-term transit projects, primarily focused on CapMetro Routes 233, 237, and 318. These recommended transit projects represent those deemed viable for implementation over the TDP's three-year plan horizon and informed the cost analysis further detailed in **Section 6**.

5.1.1 Proposed Decker Pickup Concept and Consolidated Route 233/237

This recommendation includes the combination of existing CapMetro Route 233 Decker/Daffan and Route 237 Northeast Feeder into one route alongside the implementation of a new Proposed Decker Pickup Concept. This service alternative would expand transit options while minimizing impacts to current users.

Route 233 and Route 237 currently experience challenges related to the built environment that impact service accessibility. Factors such as inefficient road network connections and limited active transportation infrastructure restrict the current routes' coverage and connectivity, resulting in lower productivity compared to other Travis County transit services. However, these fixed routes are critical to residents in the area as they provide a reliable, lower-cost transportation option and serve as an anchor for MetroAccess, a paratransit service covering a $\frac{3}{4}$ -mile buffer surrounding the existing fixed-route service. Further, the current Route 233 and Route 237 service area contains additional characteristics suitable for Pickup service, per CapMetro's Pickup Framework, including:

- Opportunities to complement the existing and future CapMetro fixed-route system.
- Low residential and employment density, as well as other low intensity land uses.
- Opportunities to connect to multiple destinations and activity centers (e.g., East Austin College Prep, Travis County Expo Center, HEB, Delco Center, and JD's Supermarket).
- Areas with significant transit dependent populations (e.g., households without a vehicle, non-driving age population, low-income households, and people with disabilities).

For these reasons, the project team viewed the consolidation of Route 233 and Route 237 as the best option to maintain existing users' coverage, while allowing for increased mobility through the addition of supplemental Pickup service. **Table 13** summarizes conceptualized service levels and **Figure 25** displays potential coverage and connectivity for the Proposed Decker Pickup Concept and Consolidated Route 233/237 service alternative. Proposed Pickup and fixed-route service levels are based on existing Pickup services in the region and existing Route 233 and 237 operations, respectively. The Pickup boundary and proposed hours of operation shown in **Figure 25** serves for illustrative purposes and is contingent on future service planning.

Alternative benefits include:

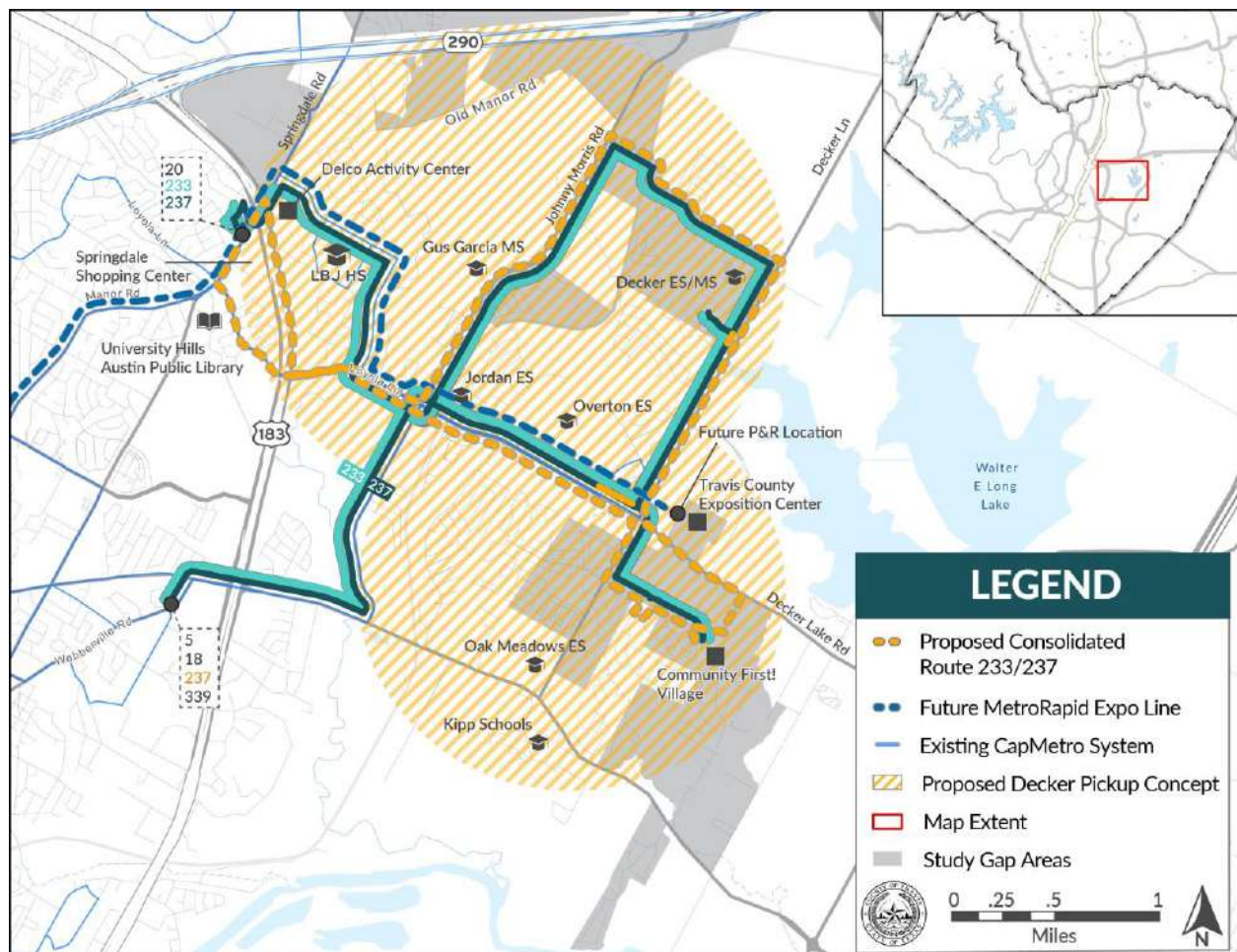
- Continued provision of existing fixed-route and paratransit service.
- Expanded service coverage through new Pickup service.
- Access to higher frequency service.
- Connections to future CapMetro services.

Table 13: Proposed Decker Pickup Concept & Consolidated Route 233/237 - Example Service Levels

Proposed Decker Pickup Concept			
Day	Span	Frequency	Peak Buses
Weekday	7 a.m. to 7 p.m.	15-minute pickup	4 to 7
Saturday	10 a.m. to 6 p.m.	15-minute pickup	4 to 7
Sunday	-	-	-
Proposed Consolidated Route 233/237			
Day	Span	Frequency	Peak Buses
Weekday	7:00 a.m. to 10:00 p.m.	60-minutes	1
Saturday	7:00 a.m. to 7:00 p.m.	60-minutes	1
Sunday	8:00 a.m. to 7:00 p.m.	60-minutes	1

Source: CapMetro, 2023

Figure 25: Proposed Decker Pickup Concept and Consolidated Route 233/237



5.1.2 Route 318 Bluff Springs Stop Upgrades

This transit project proposes upgraded bus stop amenities to the existing eastbound/westbound stops located in Bluff Springs serving IDEA Bluff Springs north of Slaughter Lane and River Ridge Estates south of Slaughter Lane. This recommendation does not include any changes to the existing Route 318 service. Currently, bus stop infrastructure includes bus pads, ADA ramps, trash receptacles, and stop signage. This project proposes the addition of bus stop shelters and benches to enhance rider experience along Route 318. Coordination between CapMetro and Travis County, with emphasis on expediting permitting processes for standard bus stop infrastructure, would be required to implement bus stop improvements as these are existing Travis County partnership stops.

This transit project would not affect existing Route 318 operations (e.g., schedule, frequency, etc.).

Figure 26: Route 318 Existing Eastbound Bus Stop Amenities



Source: CapMetro, 2023

5.2 Long-Term Recommendations

This section describes long-term recommendations for transit service within Travis County study gap areas. Like the near-term transit projects discussed in the previous section, long-term recommendations were based on prior analyses, stakeholder feedback and public engagement, CapMetro and Travis County coordination, and funding feasibility. Long-term recommendations focus on study gap areas with high potential transit demand and were separated into two categories.

Pickup service alternatives are transit projects that would improve existing Pickup service or launch Pickup pilots in study gap areas identified as containing high transit need. These solutions represent convenient and flexible transit service that allow the user to schedule rides within a designated zone (i.e., four to five square miles) through an app or by phone. Designated zones are designed to provide access to CapMetro fixed-route service and key destinations within the zone. The services aim to pick up users within 15 minutes of scheduling the ride and operate ADA accessible vehicles.



Service extension projects are transit project recommendations to extend existing CapMetro fixed-route bus service into study gap areas to provide more transit coverage to transit dependent populations in the County. The viability of service extension projects will be determined by the forthcoming implementation of Project Connect, future growth, and infrastructure improvements and/or additions.

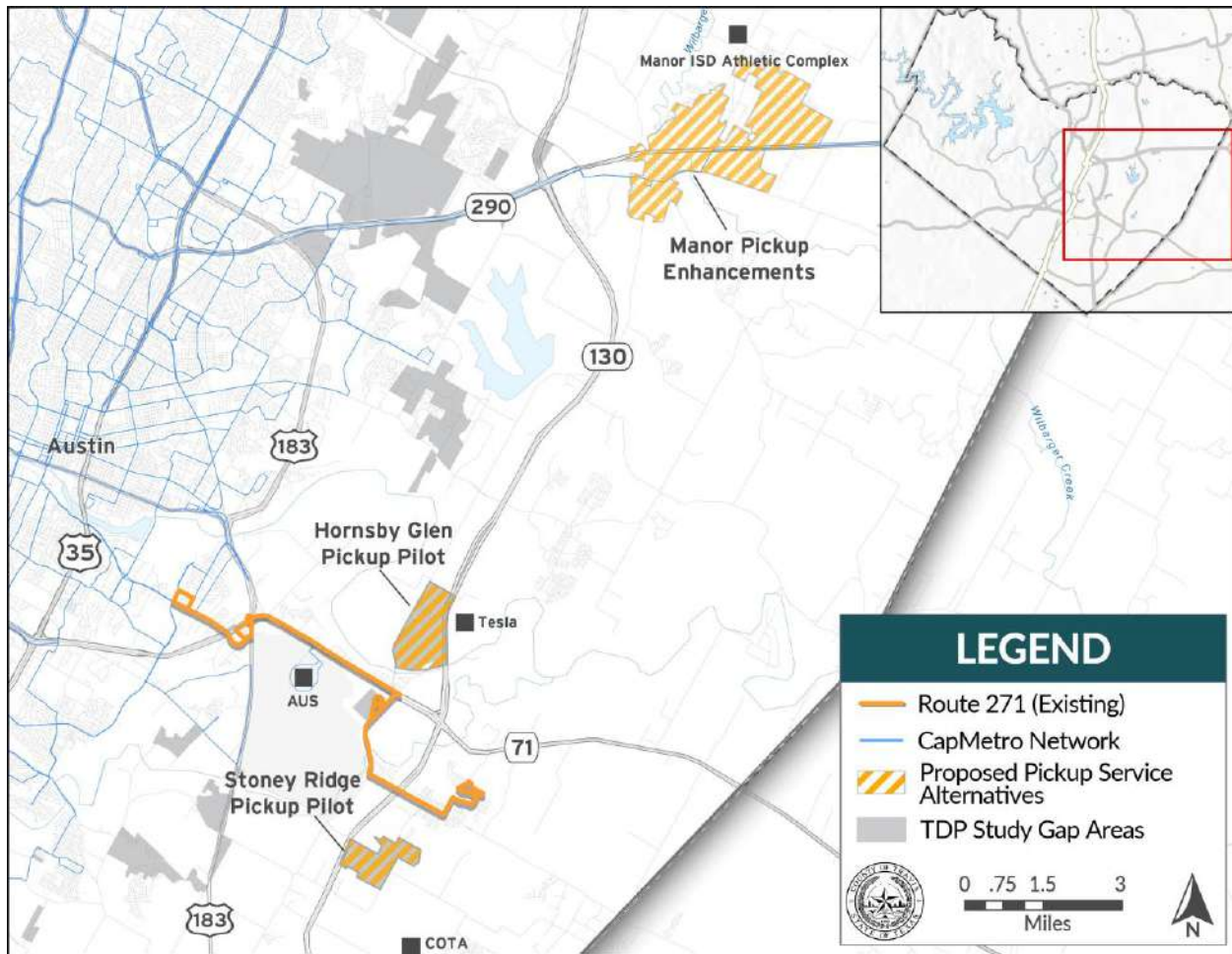
Long-term recommendations serve as considerations for future service planning efforts. Initial planning efforts would be required to occur within the near-term, and implementation would take place beyond this TDP's plan horizon. These recommendations are viewed as critical to the continued enhancement of public transportation within Travis County; however, due to current population and employment densities, land uses, and fiscal constraints, these recommendations are not seen as optimal for near-term implementation.

5.2.1 Pickup Service Alternatives

The assessment considered previous technical and qualitative findings in concurrence with CapMetro's operational service typologies and Pickup Service Framework to recommend three Pickup service alternatives. **Figure 27** displays the three conceptualized Pickup service alternatives in relation to the existing CapMetro fixed-route bus service and key destinations.

Pickup service alternatives displayed as orange and gray (i.e., Hornsby Glen and Stoney Ridge) represent those that directly overlap with study gap areas. The boundaries shown below serve for illustrative purposes and are contingent on future service planning. Each transit project is further detailed in the following sections.

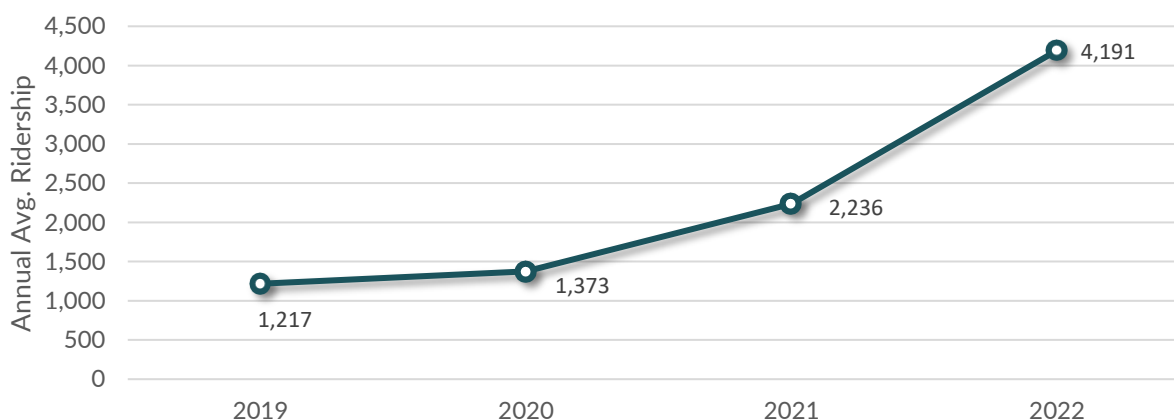
Figure 27: Proposed Long-Term Pickup Service Alternatives



Manor Pickup Enhancements

Manor Pickup service has experienced a steady increase in ridership since 2019 (**Figure 28**). Manor Pickup's increased ridership suggests increasing service in the area; however, due to the 2020 Census' designation of Manor as an urban area, further coordination between CapMetro, CARTS, and Travis County is necessary. Pending coordination findings, advancing implementation of expanded Manor Pickup service could include the addition peak buses, expanding the Manor zone to align with recent and future growth in the area, extending weekday evening hours, and adding Saturday service.

Figure 28: Manor Pickup Annual Average Ridership, 2019 to 2022



Source: CapMetro, 2023

Hornsby Glen Pickup Pilot

The Hornsby Glen area is entirely within a study gap area and adjacent to the US 71/SH 130 junction, just west of the Tesla Gigafactory. Hornsby Glen displays potential for Pickup service as it contains transit dependent populations and low-density residential land use and is bypassed by Route 271 Del Valle Feeder. Implementing Pickup service would address existing service gaps and connect transit dependent populations to CapMetro's service network. Further analysis on the viability of pilot Pickup service in the area is recommended and will be dependent on future development and funding opportunities.

Stoney Ridge Pickup Pilot

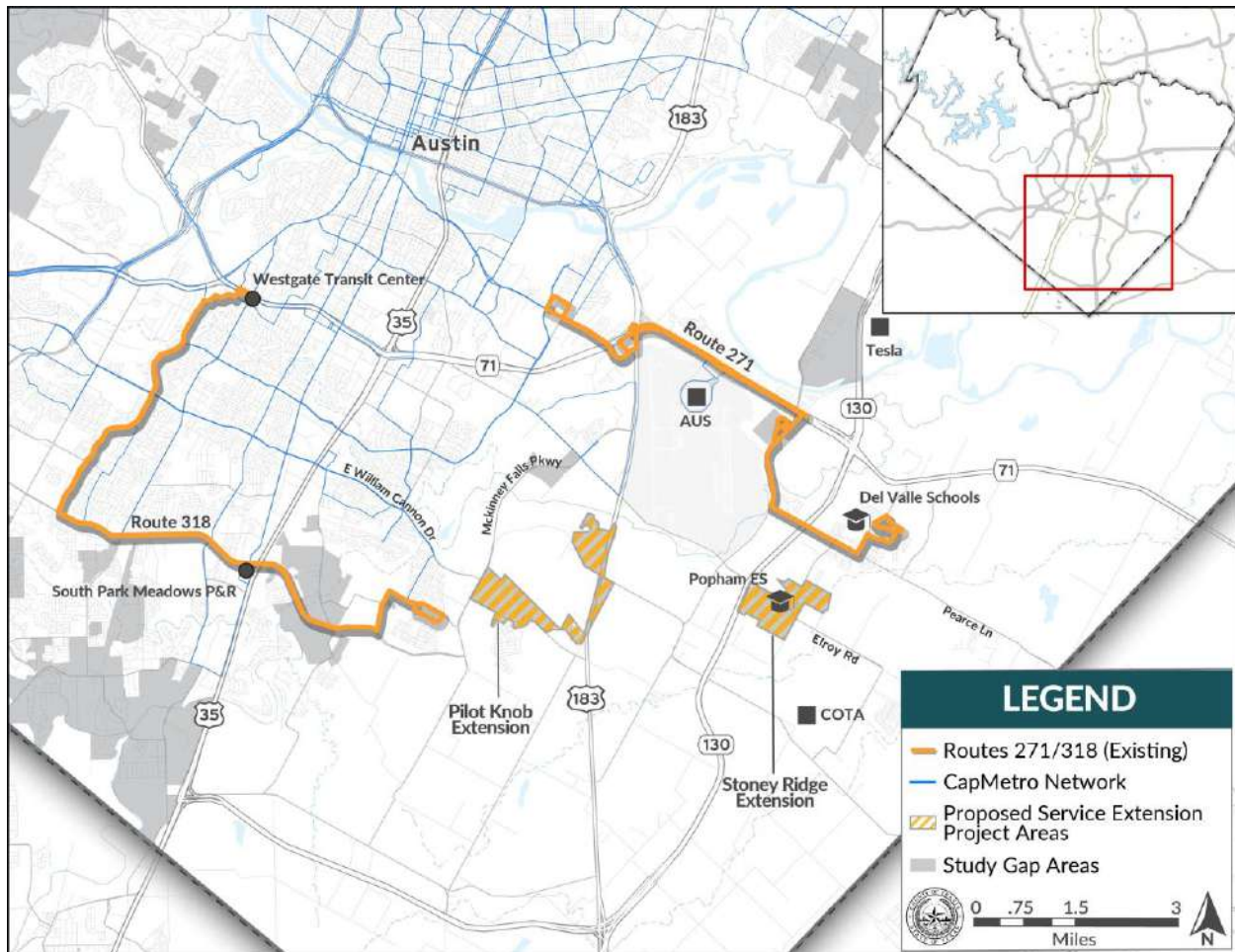
The Stoney Ridge neighborhood is entirely within a study gap area adjacent to SH 130 and Elroy Road in the southeastern portion of the County. The neighborhood is located between existing CapMetro service areas covering Del Valle (served by Route 271) and Circuit of the Americas (COTA), resulting in a gap in transit coverage. The area is currently anchored by Popham Elementary School and is experiencing low- to medium-density residential development along Elroy Road. Further analysis on the viability of pilot Pickup service in the area is recommended and will be dependent on future development and funding opportunities.

5.2.2 Service Extension Projects

Service extension projects represent recommendations for CapMetro bus route extensions to add fixed-route coverage in currently unserved areas within Travis County study gap areas. Service extension projects for Pilot Knob and Stoney Ridge were identified through technical analysis and stakeholder feedback. Planning and implementation for these projects will be driven by ongoing infrastructure development and future growth. **Figure 29** displays service extension project areas in relation to the existing CapMetro service area, fixed-route bus service, and key destinations.

Service extension project areas displayed as orange and gray represent those that directly overlap with study gap areas. The boundaries shown below serve illustrative purposes and are contingent on future service planning. Each transit project is further detailed in the following sections.

Figure 29: Proposed Long-Term Service Extension Projects



271 Del Valle Feeder - Stoney Ridge Extension

As detailed in **Section 5.2.1**, the Stoney Ridge neighborhood represents a gap in service and has been an area of focus since the 2018 Travis County TDP. The neighborhood is located between existing CapMetro service which extends along Ross Road to the northern border of the study gap area, and along McAngus Road connecting to COTA just south of the study gap area border. An extension of Route 271 would supplement the recommended Stoney Ridge Pickup pilot and provide fixed-route bus service to the community, connecting users to the larger CapMetro transit network. Further analysis on the viability of an extension using Ross Road, Apperson Street, and Elroy Road to connect to Popham Elementary School is recommended. This service extension may require reconfiguration of Route 271, bypassing FM 973 and utilizing US 71 and Ross Road to connect to Del Valle Highschool and the Stoney Ridge neighborhood. Limited trips during defined hours to the Travis County Correctional Complex and Travis County Community Center may also be considered.

Route 318 Westgate/Slaughter - Pilot Knob Extension

Route 318 is currently anchored by the Westgate Transit Center to the northwest and Grand Meadows to the east. While there are no immediate needs for reconfiguration, study gap areas exist to the east of Grand Meadows along William Cannon Drive and US 183 in Pilot Knob. These study gap areas are currently experiencing residential growth. Upon completion of the city of Austin's Slaughter Lane and William Cannon Drive corridor improvement projects, there will be increased opportunity to implement fixed-route bus service in this area. Further analysis would be required on the viability of an extension of Route 318.

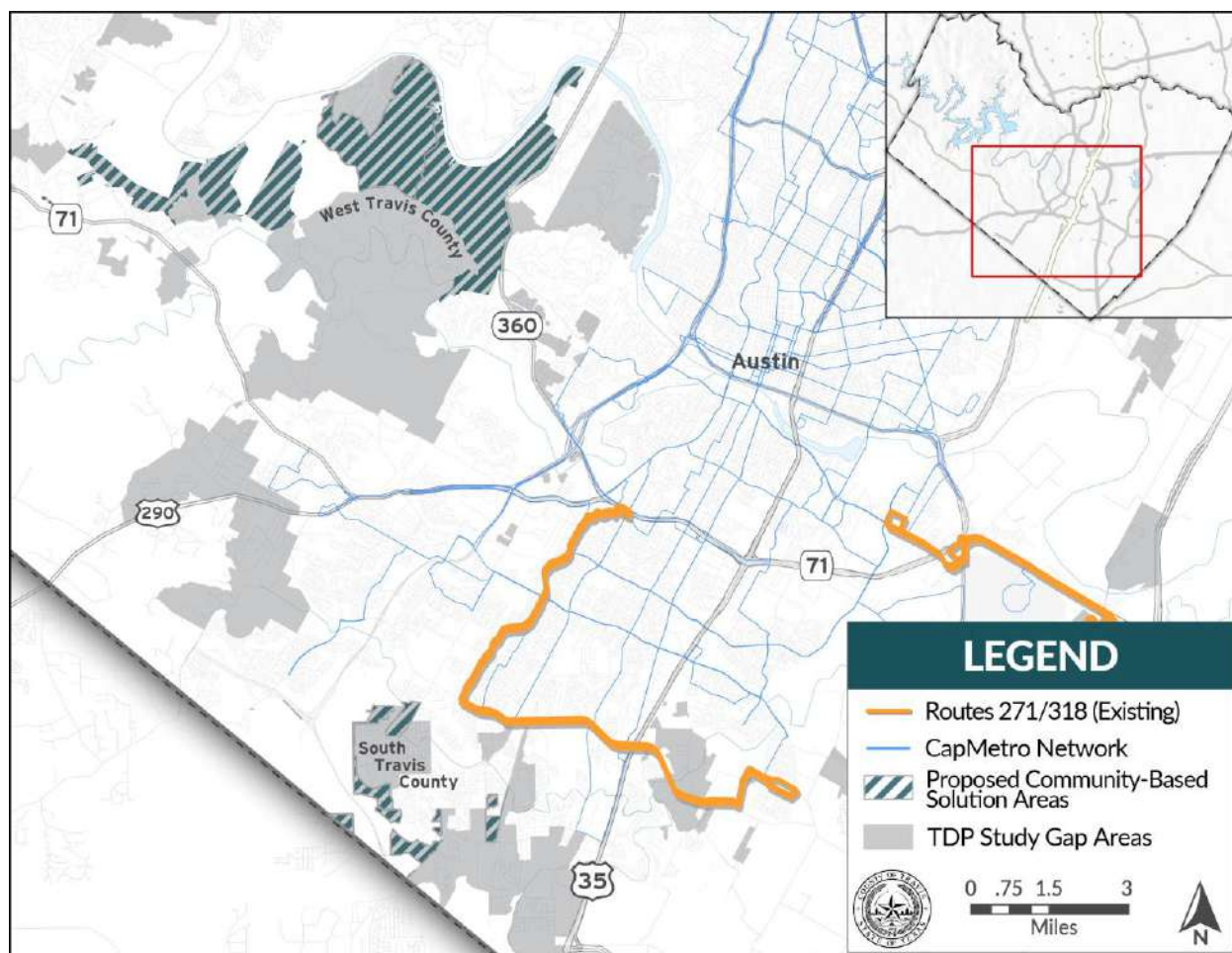
5.3 Community-Based Solutions

This section describes solutions aimed to serve communities that have displayed a need for public transportation where Pickup solutions and service extensions may not generate ridership and/or meet community needs. Community-based solutions for two distinct areas within Travis County were identified as follows:

- **West Travis County** including study gap areas immediately west of Loop 360, generally bounded by Bee Cave Road to the south and the Colorado River/Lake Austin to the north. Census block groups (**Figure 30**) received high transit propensity scores, in turn displaying potential demand for transit service.
- **South Travis County** including study gap areas just south of CapMetro service and along the Travis County/Hays County border, such as Shady Hollow and Manchaca. Specific neighborhoods here show diversity in income and non-driving populations. Community solutions that provide connection to the nearby Southpark Meadows transit center would firmly integrate these neighborhoods into the CapMetro fixed-route system.

Figure 30 displays the location of recommended community-based solutions areas. Areas displayed as hatched green and gray represent those that directly overlap with study gap areas. The boundaries shown below serve for illustrative purposes and are contingent on future service planning.

Figure 30: Community-Based Solutions



These solutions represent lower cost projects that are not eligible for Section 5307 Funding, with some requiring no funding and others potentially requiring funding from Travis County and project partners. Community-based solutions proposed for further analysis are described in the following sections.

CapMetro Vehicle Grant Program

In 2014, CapMetro introduced the Vehicle Grant Program to support critical community needs and increase ADA accessible transportation options in service gap areas. Through the program, non-profit organizations can apply to receive retired, ADA accessible CapMetro Access vehicles for the provision of transportation services in their communities. Any organization that meets an unmet community need for accessible transportation or supports innovative solutions is eligible for the Vehicle Grant Program. Unmet



community needs include providing services to veterans, seniors, individual with disabilities, low-income persons, and LEP populations. Solutions may include service such as trips to grocery stores and healthcare facilities. Coordination and collaboration are required with these organizations to understand the feasibility of their participation in the Vehicle Grant Program.

Coordination with Existing Providers and Public Entities

CARTS currently operates transit service in the non-urbanized areas of Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Travis, and Williamson counties. While the community-based solution areas are not within the CARTS service area, collaboration between Travis County and CARTS may result in solutions or identifying partner agencies that can deliver transit service to these areas. Accordingly, as both Travis County and the city of Buda work to expand transit options within their jurisdictions, continued coordination efforts have the potential of developing transportation solutions to serve community-based solution areas.

6 Cost Analysis & Implementation Program

This section summarizes assumptions and outputs from the cost analysis and provides a phased implementation program for recommended service alternatives and enhancements. The cost analysis and phased implementation program work in tandem to provide Travis County with a roadmap for transit implementation over near-, medium-, and long-term phases.

6.1 Cost Analysis

This TDP update allows Travis County to continue participation in CapMetro's Regional Service Expansion Program, which grants the County access to FTA Section 5307 Funds for transit implementation within study gap areas. Therefore, a primary purpose of this plan is to provide total capital and operating cost estimates associated with recommended service alternatives and remaining active services to assist the County in planning for future allocation of Section 5307 Funds. To accomplish this, total cost estimates were developed for near-term service alternatives and enhancements, as well as remaining active services, listed below:

- Route 318 Bluff Springs Stop Upgrades
- Proposed Consolidated Route 233/237
- Proposed Decker Pickup Concept
- Route 271 – Del Valle Feeder
- Route 318 – Westgate/Slaughter
- Manor Pickup

All cost estimates represent the county's operating and capital costs based on the portion of service within urbanized, unincorporated Travis County before Section 5307 Funds are applied.

Long-term recommendations were not included in the cost analysis as they were not deemed viable for implementation and take place beyond the TDP's three-year timeframe. To provide the most accurate cost estimates to guide future transit implementation, the analysis included the following base assumptions:

- 3.50% of Route 271, 2.44% of Route 318, and 27.60% of Manor Pickup service fall within study gap areas; total cost estimates for the County reflect these percentages.
- 27.50% of the Proposed Decker Pickup Concept and 18.40% of the Proposed Consolidated Route 233/237 service fall within study gap areas; total cost estimates for the County reflect these percentages. Any final Travis County portion is determined by future service planning efforts.
- Transit project implementation begins in FY25, with all capital costs expended in the first year.
- As the owner and operator of these services, CapMetro will pay for and provide all vehicles.

Key assumptions to guide the County's future allocation decisions are listed as follows:

- Regional Service Expansion Program funding is distributed annually and assumes Travis County's FY24 Section 5307 Funds total, approximately \$319,976; however, this value will be updated on an annual basis.
- 80% of capital project costs are covered by FTA Section 5307 Funds, and the remaining 20% is covered by local funds.
- 40% of transit operating costs are covered by FTA Section 5307 Funds, and the remaining 60% is covered by local funds.
- Travis County will be responsible for 100% of the costs after the FY allocation of Section 5307 Funds expenditure balance is exhausted.

Table 14 displays the three-year financial plan for near-term transit projects and active services which provides a total estimate for Travis County's transit capital and operating costs, prior to Section 5307 Funding, over the FY25 to FY27 period. All capital cost estimates are associated with the Proposed Route 318 Bluff Springs Stop Upgrades, which includes the procurement and installation of shelters, benches, and solar lighting for the route's eastbound and westbound stops. As displayed in the table, these costs were only assumed to be incurred during the first year of the TDP timeframe (i.e., FY25). To estimate operating costs associated with the Proposed Consolidated Route 233/237 and Proposed Decker Pickup Concept, existing CapMetro operating unit costs by service type were applied to the total operating hours for the respective transit project. Subject to the Regional Service Expansion Program's total contribution limit of \$319,976 for this agreement, Travis County will be responsible for 100% of the costs for services after the Section 5307 Funds expenditure balance is exhausted.

Table 14: Travis County Total Cost before Section 5307 Funding Allocation

	FY25	FY26	FY27	Three-Year Total
Near-Term Transit Projects: Travis County Cost Estimates without Section 5307 Funding				
Capital				
Bluff Springs Stop Upgrades	\$46,539	\$0	\$0	\$46,539
Operating				
Proposed Consolidated Route 233/237*	\$164,083	\$167,556	\$170,929	\$502,568
Proposed Decker Pickup Concept*	\$612,981	\$600,150	\$612,068	\$1,825,199
Remaining Active Services: Travis County Cost Estimates without Section 5307 Funding				
Operating				
Route 271	\$98,582	\$100,666	\$102,695	\$301,943
Route 318	\$98,735	\$100,822	\$102,849	\$302,406
Manor Pickup	\$567,126	\$581,102	\$595,428	\$1,743,656
Total Program: Travis County Cost Estimates without Section 5307 Funding				
TOTAL	\$1,588,046	\$1,550,296	\$1,583,969	\$4,722,311

** Cost estimates represent a full year of proposed service. Any final enhancements and/or additions to the area will be dependent on public feedback, interagency coordination, and future service planning efforts which affect implementation.*

The project costs provided in this TDP are estimates based on current rates and planned service areas. Final costs will be determined through an ILA, which is the mechanism used by CapMetro and Travis County to commit FTA Section 5307 Funds and local match and reflect Travis County's decision on Section 5307 Fund apportionment across all active services. To access the FTA Section 5307 Funding, the TDP needs to first be adopted by the Commissioners Court. The TDP does not commit funding but serves as an overall guide for implementing transit projects. After the TDP is adopted by the Commissioners Court and priorities for implementation are determined, Travis County and CapMetro staff will finalize project service areas and costs for the FY25 ILA. The FY25 ILA will then be presented for approval by the Commissioners Court and by the CapMetro Board of Directors.

6.2 Implementation Program

The implementation program considers findings from technical analysis, stakeholder and public engagement feedback, and the cost analysis to generate a process to assist CapMetro and Travis County in transit implementation over the TDP's plan horizon. The implementation program is separated into the following two phases:

1. **Near-Term (Year 0 through 3):** Detailed implementation steps for near-term projects within the TDP's plan horizon and planning for long-term recommendations.
2. **Long-Term (Year 4 through 10):** Steps to incorporate long-term recommendations and other planning considerations and create an updated TDP to achieve Travis County's future transit vision.

During each phase, CapMetro and Travis County will identify, monitor, and evaluate data and other decision-making metrics to determine the appropriate level of service and financial commitment to best meet the County's transit needs and identify potential gaps in transit supply and program funding.

Table 15 details the proposed near-term implementation phase over the TDP plan horizon. Implementation milestones are broken down by year; however, these years and milestones serve as initial guidance for the County and will require further analysis and coordination to create a final program schedule. Note that active services including Route 271, Route 318, and Manor Pickup will continue normal operations pending any enhancements related to long-term recommendations.

Table 15: Near-Term Implementation Milestone Matrix

Year/Quarter	Milestone
Year 0: FY24	• Present plan to Commissioners Court and adopt TDP updates. • Finalize capital and operations budget and assess program costs against budgeted costs. • Promote new and updated transit service through coordination with CapMetro. • Maintain existing Route 233 and 237 service through FY24. • Complete County permitting process for Route 318 Bluff Springs stop upgrades. • Coordinate with CapMetro to identify non-profit organizations and promote the Vehicle Grant Program to eligible recipients in study gap areas. • Coordinate with CapMetro to identify upcoming MetroAccess vehicle disposal and Vehicle Grant Program request for applications. • Coordinate with CARTS on opportunities for expanded service and/or identifying partner agencies to deliver transit in study gap areas. • Finalize FY25 ILA to contract service operations.
Year 1: FY25	• Coordinate with CapMetro to launch Proposed Decker Pickup Concept and Consolidated Route 233/237. • Continue marketing outreach and collect user feedback on new and updated services. • Coordinate with CapMetro to implement Route 318 Bluff Springs stop upgrades. • If applicable, work with identified non-profit organizations to respond to CapMetro Vehicle Grant Program requests. • Finalize FY26 ILA.
Year 2: FY26	• Conduct a public survey to evaluate Proposed Decker Pickup and Consolidated Route 233/237 to inform future service planning efforts. • Monitor service ridership and evaluate service against CapMetro's performance standards and metrics. • If applicable, work with identified non-profit organizations to respond to CapMetro Vehicle Grant Program requests. • Coordinate with CARTS on opportunities for expanded service and/or identifying partner agencies to deliver transit in study gap areas. • Begin to evaluate the appropriateness and feasibility of long-term recommendations if deemed viable based on Travis County needs and Commissioners Court priorities. • Finalize FY27 ILA.
Year 3: FY27	• Evaluate updated and active services for potential enhancements and need for additional stop upgrades if necessary. ○ Define service enhancements and/or stop upgrades for the next planning phase. ○ Identify funding source(s) for service enhancements and/or stop upgrades in the next phase. • If applicable, work with identified non-profit organizations to respond to CapMetro Vehicle Grant Program requests. • Coordinate with CARTS on opportunities for expanded service and/or identifying partner agencies to deliver transit in study gap areas. • Finalize FY28 ILA & develop/finalize TDP Update.

Table 16 summarizes the proposed long-term implementation phase beyond the TDP’s three-year plan horizon. Like the previous table, the milestones are assigned implementation years which serve as initial guidance for the County and will require further analysis and coordination to create a final program schedule. Long-term implementation milestones are also subject to change based on the near-term phase rollout.

Table 16: Long-Term Implementation Milestone Matrix

Phase	Milestone
Long-Term Year 4 - 10	• Implement service enhancements if identified as necessary in the near-term phase. ◦ If not, re-evaluate service enhancements based on public feedback and performance monitoring and plan future enhancements accordingly. • Finalize evaluation of appropriateness and feasibility of long-term recommendations and re-evaluate other existing Travis County funded fixed-route and Pickup services for potential service alternatives. • Incorporate long-term recommendations and updated service alternatives into relevant planning efforts (e.g., TDP update) based on existing market conditions, CapMetro and CARTS operations, community needs, and Commissioners Court priorities. • Monitor service ridership and evaluate service against performance standards and metrics. • Identify additional service adjustments or enhancements to align with long-term TDP goals.

Appendix A: Public Involvement

Phase 1

Promotional Flyer

Travis County

Transit Development Plan



CapMetro

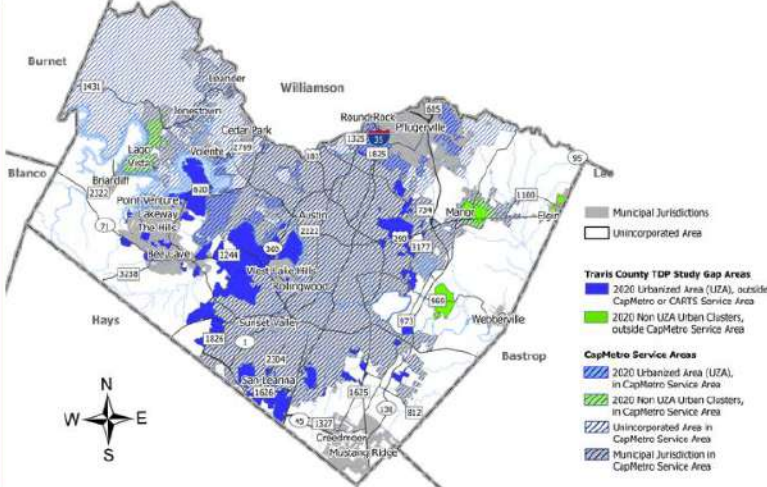
Travis County is working with CapMetro to update its current Transit Development Plan (TDP), which allows Travis County to leverage Federal transit funds for services outside CapMetro's service area. Through this process, the County will analyze existing transit service gaps and community needs, then develop recommended public transit services for residents of the unincorporated, urbanized areas of Travis County. The map below shows these service gap areas.

VIRTUAL OPEN HOUSE

JUNE 8 – 30, 2023



Scan the QR code to visit open house



Travis County TDP Study Gap Areas

- 2020 Urbanized Area (UZA), outside CapMetro or CARTS Service Area
- 2020 Non UZA Urban Clusters, outside CapMetro Service Area

CapMetro Service Areas

- 2020 Urbanized Area (UZA), in CapMetro Service Area
- 2020 Non UZA Urban Clusters, in CapMetro Service Area
- Unincorporated Area in CapMetro Service Area
- Municipal Jurisdiction in CapMetro Service Area

SPRING 2023

Initial Data Collection and Analysis

SPRING 2023

Virtual Public Meeting #1
Review Data Collection and Feedback

FALL 2023

Virtual Public Meeting #2
Present Improvement Concepts

FALL 2023

Revision and Adoption
Approval by Commissioners Court

CONTACT:

 tctranplan@traviscountytx.gov

 bit.ly/TC-TDP

TRAVIS COUNTY TRANSIT DEVELOPMENT PLAN

Travis County is working with CapMetro to update its current Transit Development Plan (TDP), which allows Travis County to leverage Federal transit funds for services outside CapMetro's service area.

Through this process, the County will analyze existing transit service gaps and community needs, then develop recommended public transit services for residents of the unincorporated, urbanized areas of Travis County.

El condado de Travis está trabajando con CapMetro para actualizar su Plan de Desarrollo del Tránsito (TDP) actual.

En este proceso, se busca identificar las áreas en las que existen deficiencias en el servicio de transporte público y evaluar las posibles oportunidades de tránsito para los residentes de las zonas urbanizadas no incorporadas del condado de Travis.

VIRTUAL OPEN HOUSE REUNIÓN COMUNITARIA VIRTUAL



JUNE 8 – 30
8 DE JUNIO A 30 DE JUNIO

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Escanea el código QR o visita bit.ly/TC-TDP para ver el video de la reunión comunitaria virtual y las oportunidades de comentar.

CONTACT CONTACTO

✉ tctranplan@traviscountytx.gov

🔗 bit.ly/TC-TDP

CapMetro

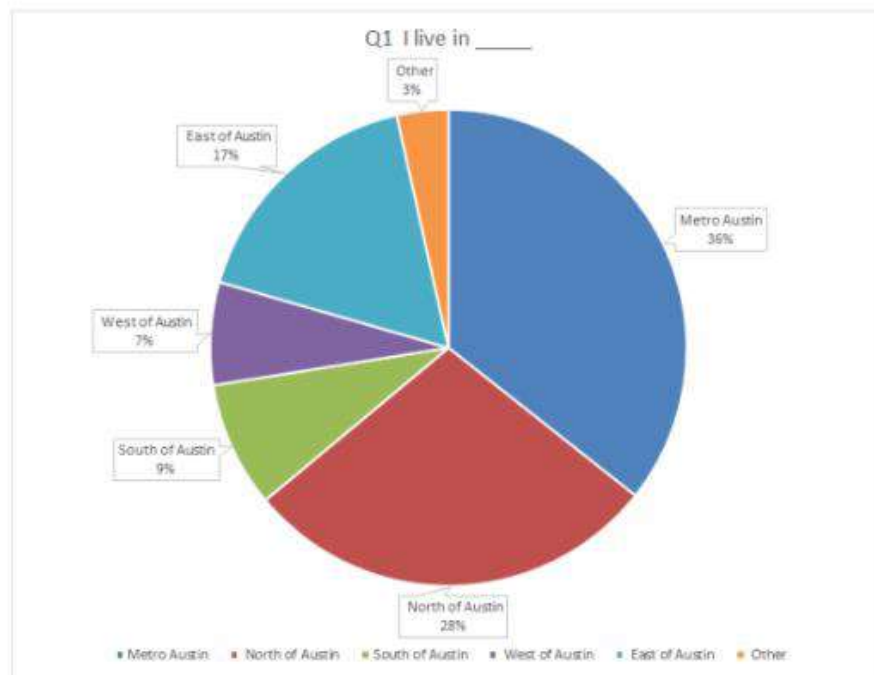


Visioning Survey

Travis County | CapMetro Visioning Survey Travis County Transit Development Plan

Q1 I live in _____ (e.g. Del Valle, Lakeway, Manor, etc.)

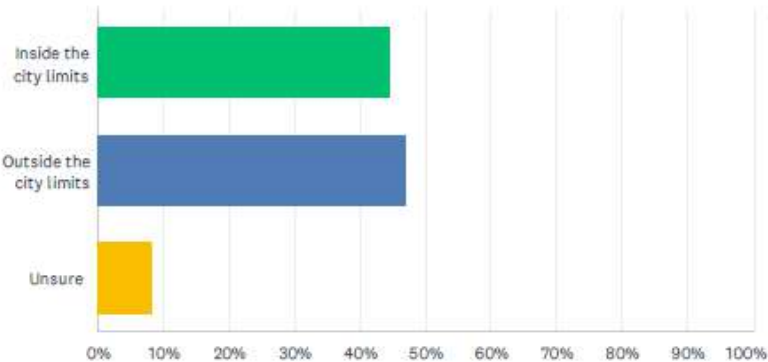
Answered: 298 Skipped: 3



North of Austin:	Cedar Park, Georgetown, Hutto, Leander, Liberty Hill, Pflugerville, Round Rock, Seguin, Wells Branch
South of Austin:	Buda, Bastrop, Kyle, Luling, Manchaca, <u>Niederwald</u> , San Marcos
West of Austin:	Bee Cave, Lago Vista, Lakeway, Steiner Ranch,
East of Austin:	Austin's Colony, Del Valle, Elgin, Hornsby Bend, Lockhart, Manor
Other:	Addison, Hays County, Taylor, Unincorporated Travis County, Unhoused, Williamson County

Q2 I live

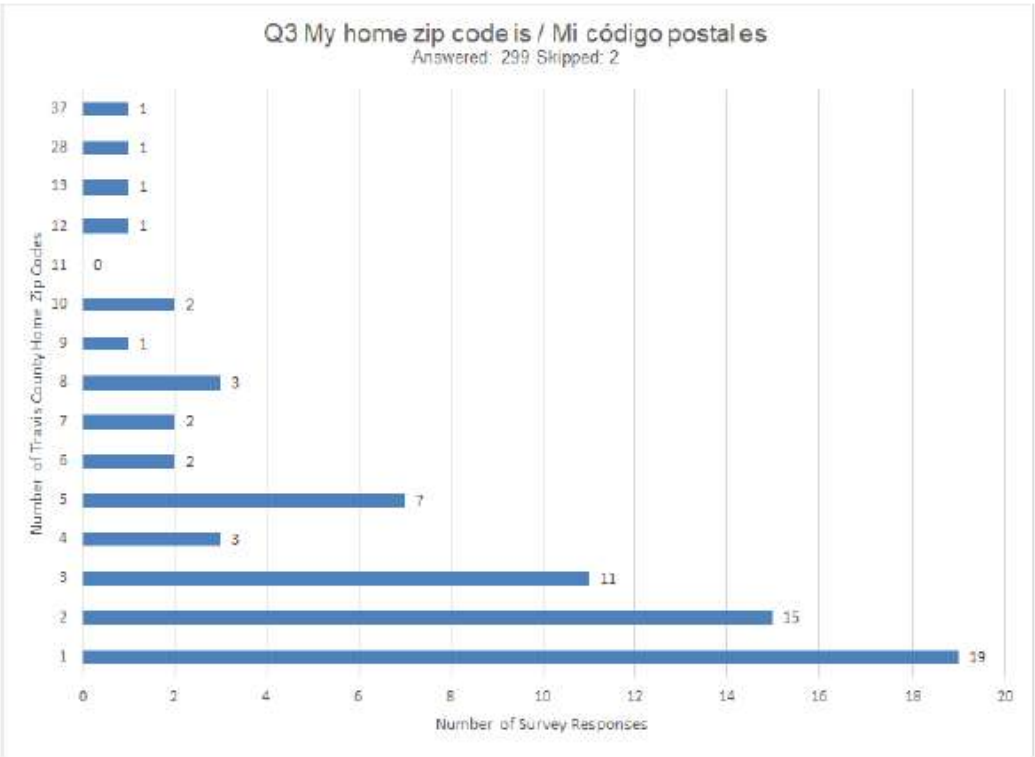
Answered: 300 Skipped: 1



ANSWER CHOICES		RESPONSES	
Inside the city limits		44.67%	134
Outside the city limits		47.00%	141
Unsure		8.33%	25
TOTAL			300

Q3 My home zip code is

Answered: 299 Skipped: 2

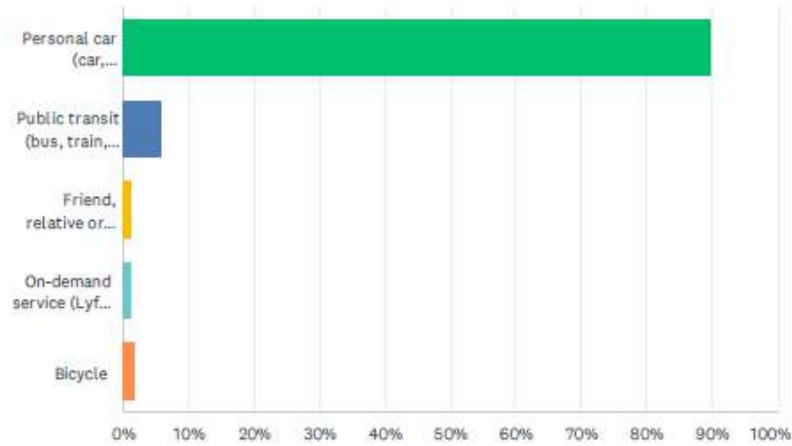


Number of home zip codes represented: 71

Top 10 home zip codes by responses: 78725 (37), 78660 (28), 78724 (13), 78745 (12),
78734 (10), 78641 (10), 78640 (9), 78653 (8), 78665 (8), 78704 (8)

Q4 My primary mode of transportation is

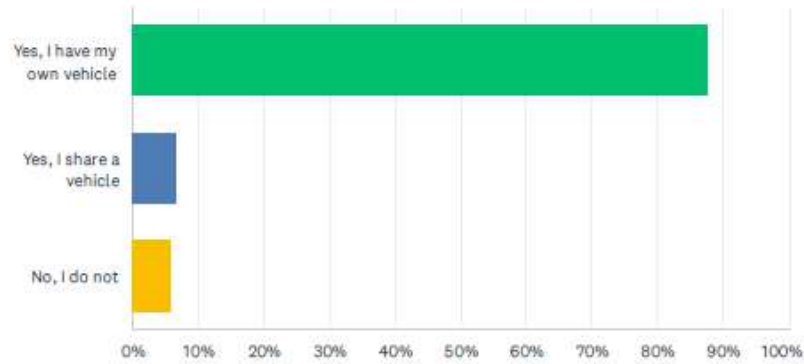
Answered: 299 Skipped: 2



ANSWER CHOICES	RESPONSES	
Personal car (car, motorcycle, moped)	89.97%	269
Public transit (bus, train, rideshare service)	5.69%	17
Friend, relative or neighbor	1.34%	4
On-demand service (Lyft, Uber, etc.)	1.34%	4
Bicycle	1.67%	5
TOTAL		299

Q5 Do you have an operating motorized vehicle (car, motorcycle, truck, other)?

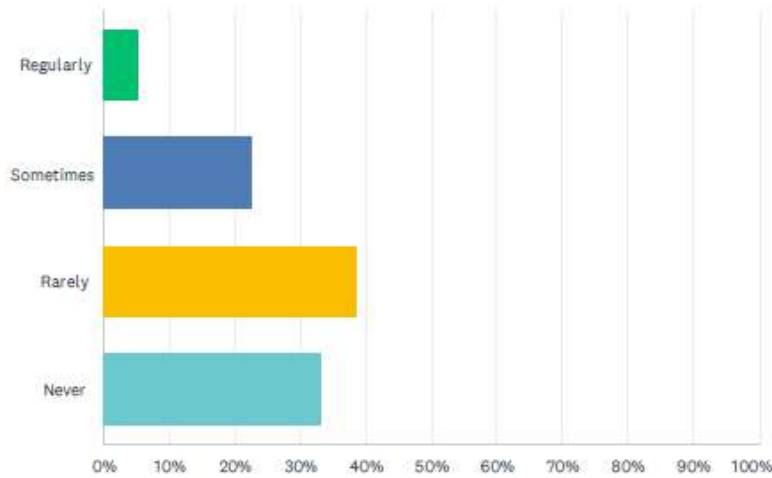
Answered: 300 Skipped: 1



ANSWER CHOICES		RESPONSES	
Yes, I have my own vehicle		87.67%	263
Yes, I share a vehicle		6.67%	20
No, I do not		5.67%	17
TOTAL			300

Q6 How often do you use on-demand services (e.g. Lyft, Uber, etc.)?

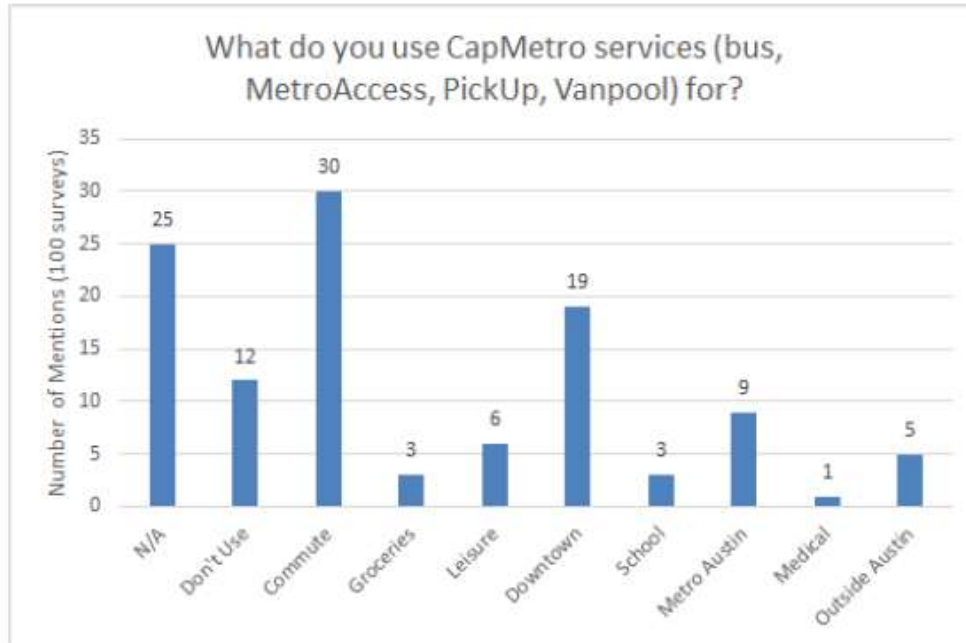
Answered: 300 Skipped: 1



ANSWER CHOICES	RESPONSES	
Regularly	5.33%	16
Sometimes	22.67%	68
Rarely	38.67%	116
Never	33.33%	100
TOTAL		300

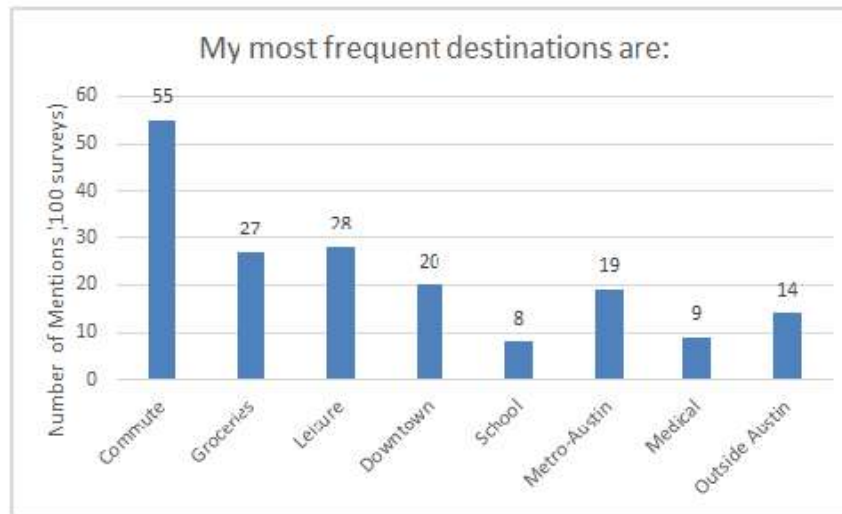
Q7 If you do use CapMetro services (such as bus, Pickup, MetroAccess, Vanpool, etc.) where do you go and what do you use it for?

Answered: 212 Skipped: 89



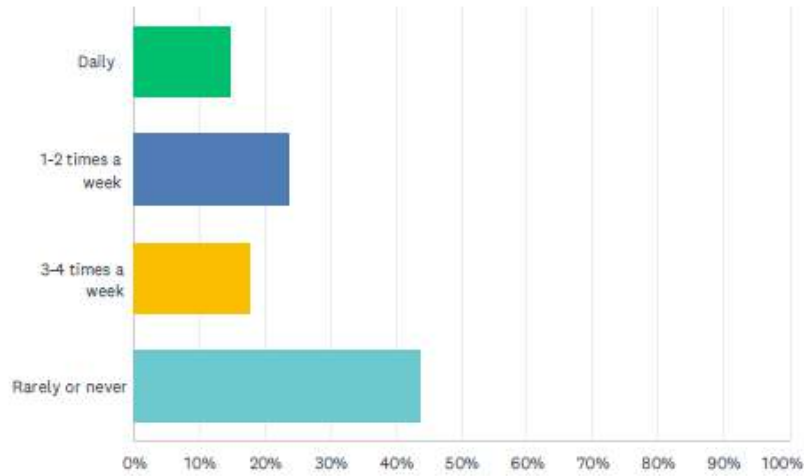
Q8 My most frequent travel destinations are

Answered: 282 Skipped: 19



Q9 I travel to another city outside of my location approximately

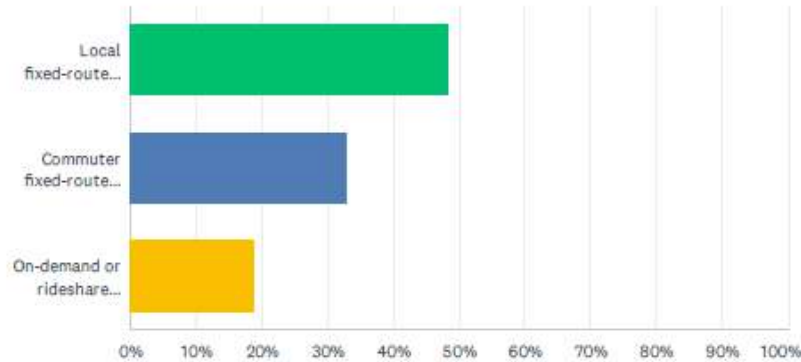
Answered: 299 Skipped: 2



ANSWER CHOICES		RESPONSES	
Daily		14.72%	44
1-2 times a week		23.75%	71
3-4 times a week		17.73%	53
Rarely or never		43.81%	131
TOTAL			299

Q10 If additional public transit was available to the locations I frequently visit, I would use

Answered: 277 Skipped: 24



ANSWER CHOICES	RESPONSES	
Local fixed-route service (i.e., public transportation using predetermined routes/schedules to serve local destinations)	48.38%	134
Commuter fixed-route service (i.e. public transportation using predetermined routes/schedules to serve regional destinations)	32.85%	91
On-demand or rideshare service (i.e., transport that enables passengers to book their trip at the most convenient time during service operating hours, and to be picked up from an agreed location)	18.77%	52
TOTAL		277

Q11 Is there anything else you would like for Travis County to consider in the Transit Development Plan?

Answered: 160 Skipped: 141

Three consistent themes emerge:

1) Route extensions

- Would you please extend the route so we don't have to use CapMetro along with taxi to get to the destination... since the bus don't go everywhere we have to use both of the services to get to our destinations.
- We have a population out here that could really benefit from services in the city, from getting jobs in the city, but so many of us just can't because of the lack of buses.
- Bus routes from Del Valle and Manor to the airport.
- Extend the places where the CART program can take people, so that they can get access to more options for services.
- Currently the bus only goes as far as the "Y" in Oak Hill. It would be great if it could run up to the Community Center/JP Court / Tax Office at 8656 West Hwy 71
- Go into Williamson County destinations: Pflugerville, Round Rock, Cedar Park, Leander, Georgetown.
- Metro bus line that runs on Menchaca Road south of Slaughter.

2) More frequent service

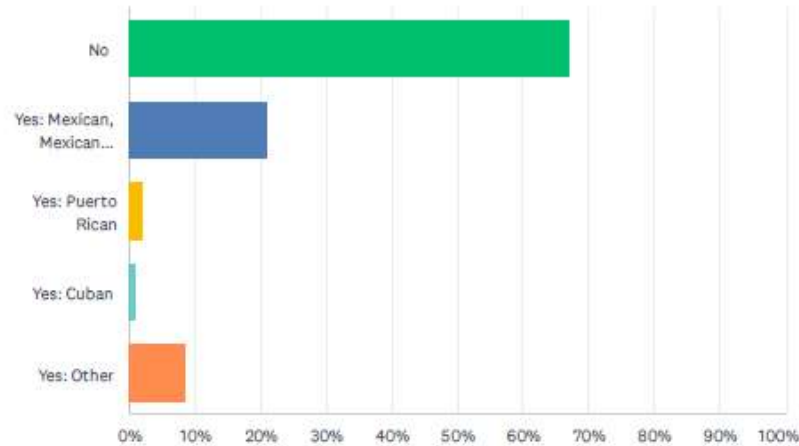
- I would just like CapMetro to reinstate the nightly hours of the 985 route, even to extending the pickup times to, say, 10:00 PM.
- Better service to the Pleasant Valley/William Cannon area. We have one bus #7 and no express routes.
- Some areas are hard to access at off-peak times. For example, the bus to the Correctional Complex, the 271, does not run before 0600 or after 2200 on weekdays and less on the weekends which has required special dispensation from my SGTs.
- I would use rail service to travel throughout the city if it had better hours and stops
- Rail line from Round Rock & Pflugerville to Austin we'd be more likely to get us to places like Downtown, The Domain, Austin FC games, etc. Lack of rail lines hold us back from traveling downtown.

3) Safety

- More pedestrian friendly infrastructure on the east side. Sidewalks and bike lanes in Del Valle, Manor, etc.
- The development of sidewalks and crosswalks around stops to facilitate getting to the bus. Currently I have no safe way to get from my house to the nearest stop (2-3 blocks) on the other side of a highly trafficked road and intersection.
- Walking is a human right. Cars are already convenient; making roads easier for cars is backwards thinking. If people can't walk, it's not right.
- Road safety

Q12 I identify as Hispanic, Latino or of Spanish origin

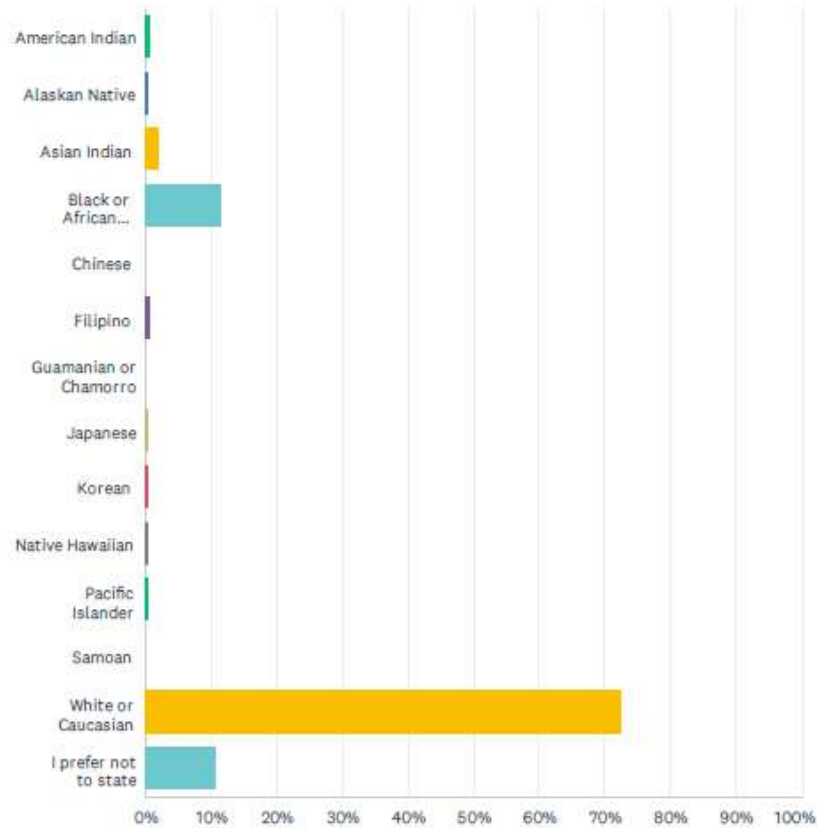
Answered: 293 Skipped: 8



ANSWER CHOICES	RESPONSES	
No	67.24%	197
Yes: Mexican, Mexican American, Chicano	21.16%	62
Yes: Puerto Rican	2.05%	6
Yes: Cuban	1.02%	3
Yes: Other	8.53%	25
TOTAL		293

Q13 The race that describes me best is

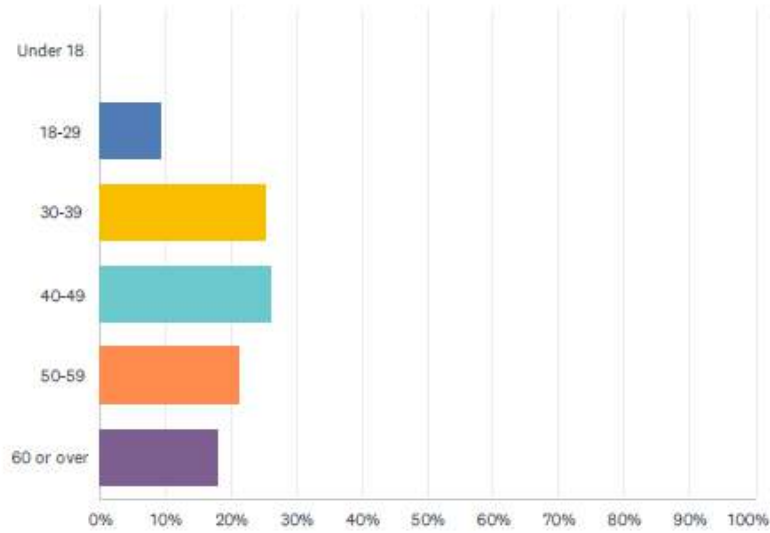
Answered: 279 Skipped: 22



ANSWER CHOICES	RESPONSES	
American Indian	0.72%	2
Alaskan Native	0.36%	1
Asian Indian	2.15%	6
Black or African American	11.47%	32
Chinese	0.00%	0
Filipino	0.72%	2
Guamanian or Chamorro	0.00%	0
Japanese	0.36%	1
Korean	0.36%	1
Native Hawaiian	0.36%	1
Pacific Islander	0.36%	1
Samoan	0.00%	0
White or Caucasian	72.40%	202
I prefer not to state	10.79%	30
TOTAL		279

Q14 My age range is

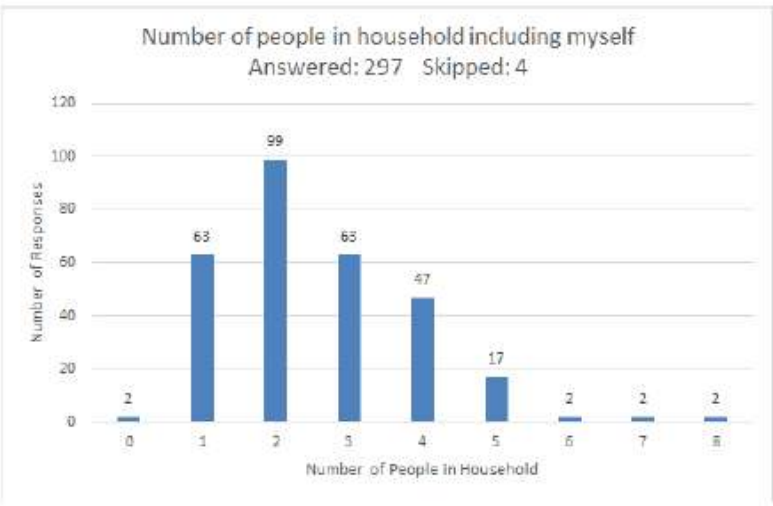
Answered: 300 Skipped: 1



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-29	9.33%	28
30-39	25.33%	76
40-49	26.00%	78
50-59	21.33%	64
60 or over	18.00%	54
TOTAL		300

Q15 Number of people in my household including myself

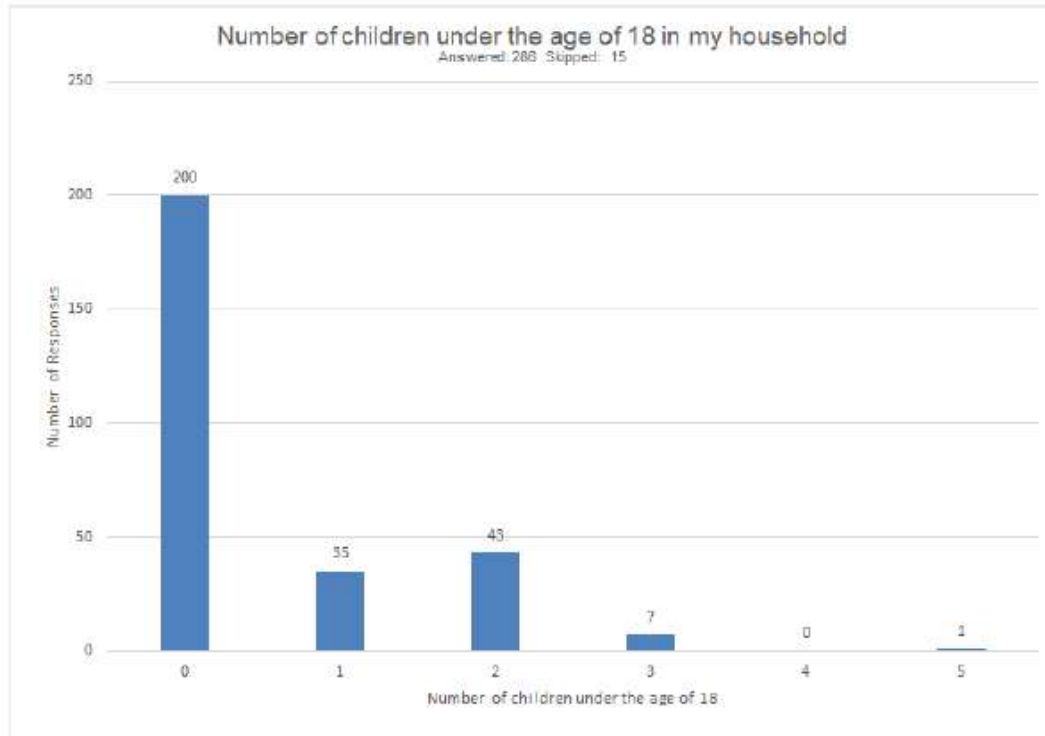
Answered: 297 Skipped: 4



ANSWER CHOICES	RESPONSES	
0	< 1%	2
1	21.21%	63
2	33.33%	99
3	21.21%	63
4	15.82%	47
5	5.72%	17
6	< 1%	2
7	< 1%	2
8	< 1%	2
TOTAL		297

Q16 Number of children under the age of 18 in my household

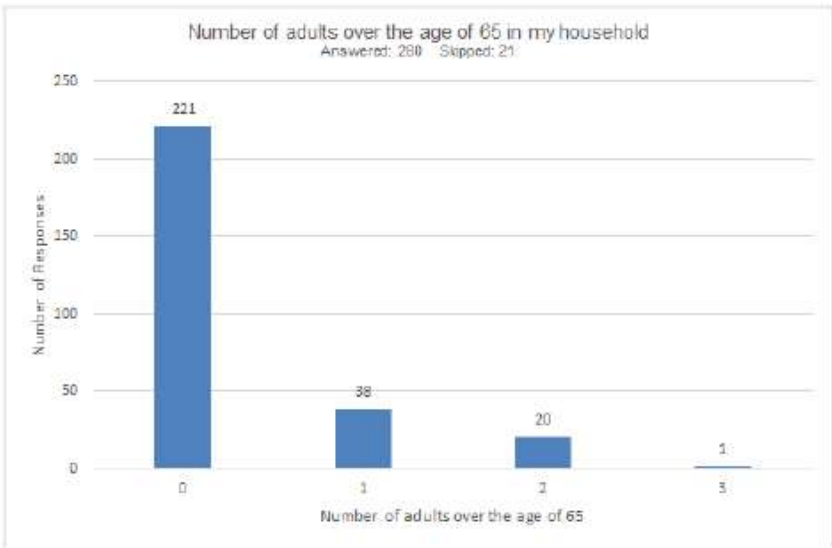
Answered: 286 Skipped: 15



ANSWER CHOICES	RESPONSES	
0	70.00%	200
1	12.24%	35
2	15.03%	43
3	2.44%	7
4	00.00%	0
5	< 1%	1
TOTAL		286

Q17 Number of adults over the age of 65 in my household

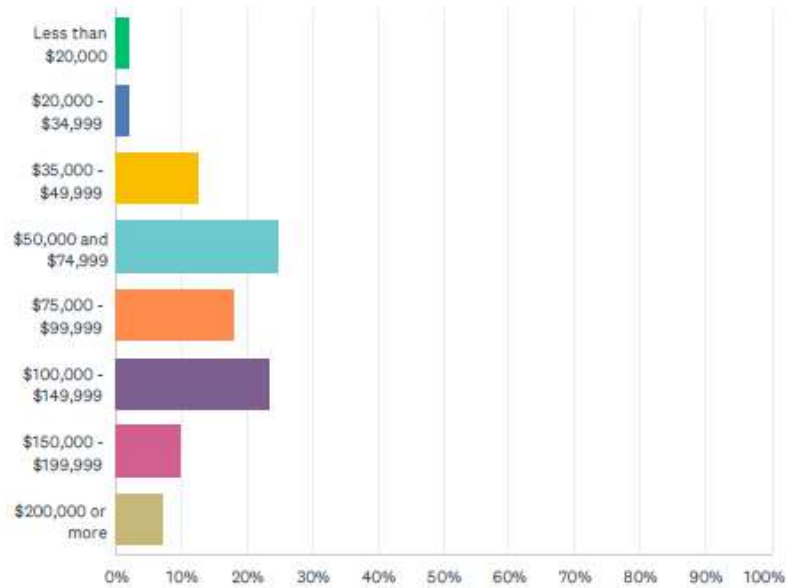
Answered: 280 Skipped: 21



ANSWER CHOICES	RESPONSES	
0	78.93%	221
1	13.57%	38
2	7.14%	20
3	< 1%	1
TOTAL		280

Q18 My household income for 2022 was

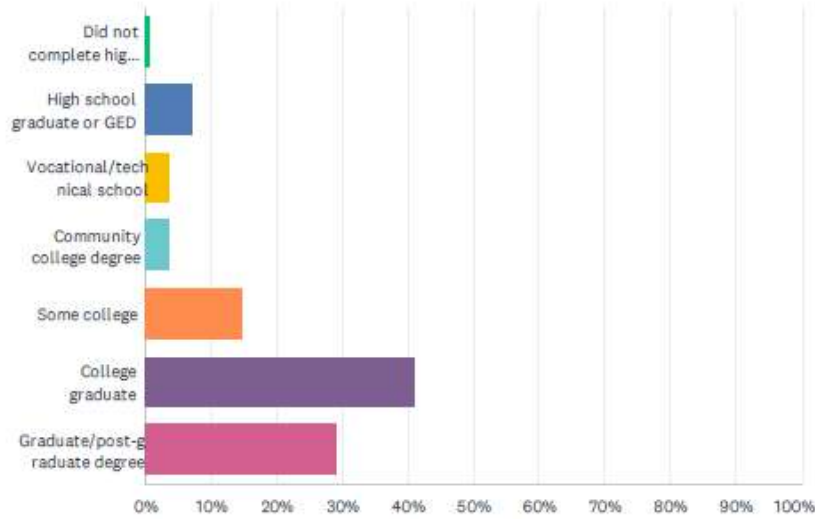
Answered: 286 Skipped: 15



ANSWER CHOICES	RESPONSES	
Less than \$20,000	2.10%	6
\$20,000 - \$34,999	2.10%	6
\$35,000 - \$49,999	12.59%	36
\$50,000 and \$74,999	24.83%	71
\$75,000 - \$99,999	17.83%	51
\$100,000 - \$149,999	23.43%	67
\$150,000 - \$199,999	9.79%	28
\$200,000 or more	7.34%	21
TOTAL		286

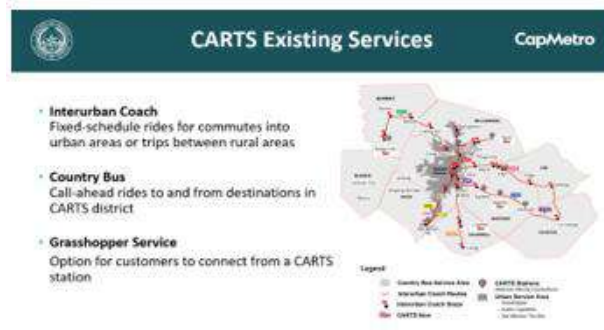
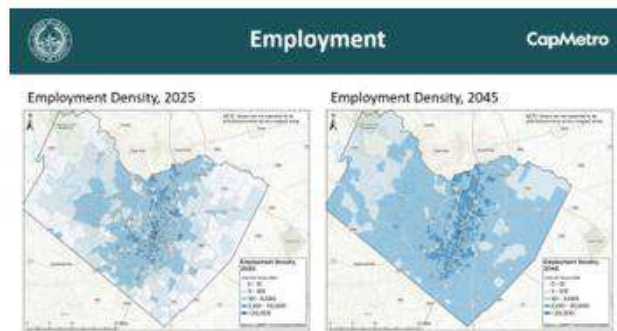
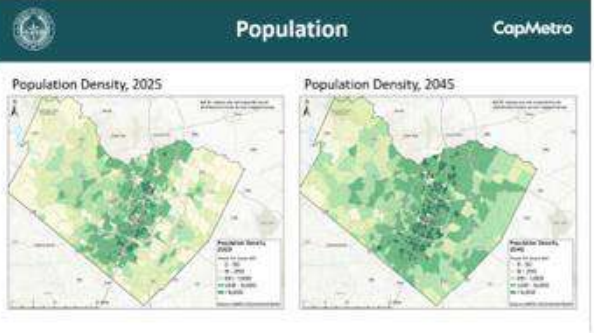
Q19 My educational level is

Answered: 298 Skipped: 3



ANSWER CHOICES	RESPONSES	
Did not complete high school	0.67%	2
High school graduate or GED	7.05%	21
Vocational/technical school	3.69%	11
Community college degree	3.69%	11
Some college	14.77%	44
College graduate	40.94%	122
Graduate/post-graduate degree	29.19%	87
TOTAL		298

Background



Goals & Process



Goals of the TDP

CapMetro

- Identify and address mobility needs and provide connectivity
- Provide safe, convenient and efficient transportation options
- Enhance service options

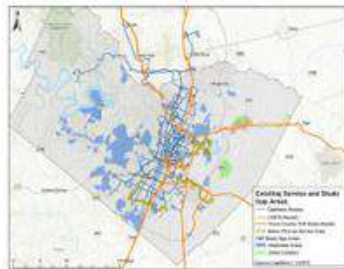


Process

CapMetro

The existing conditions analysis included:

- Existing Plan Review
- Marketing Analysis
- Operation Analysis
- Identification of high-need, low-service areas

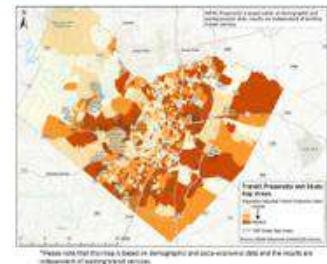


Summary of Outcomes Process

CapMetro

Analysis highlights:

- Identification of existing routes for analysis and evaluation of route productivity
- Identification of areas without existing service for analysis
- Identification of areas with high transit need



Public Engagement & Outreach



Outreach Opportunities

CapMetro

- Visioning Survey
- Two Virtual Open Houses
- Pop-up events



Next Steps



Share Your Comments

CapMetro



We welcome your comments!

To be included in the meeting summary all comments must be submitted by:
Thursday, June 23, 2023

Comments can be shared through the website link or by email.

tcranplan@traviscourtytx.gov bit.ly/TC-TDP

Phase 2

Promotional Flyer

Travis County Transit Development Plan



CapMetro

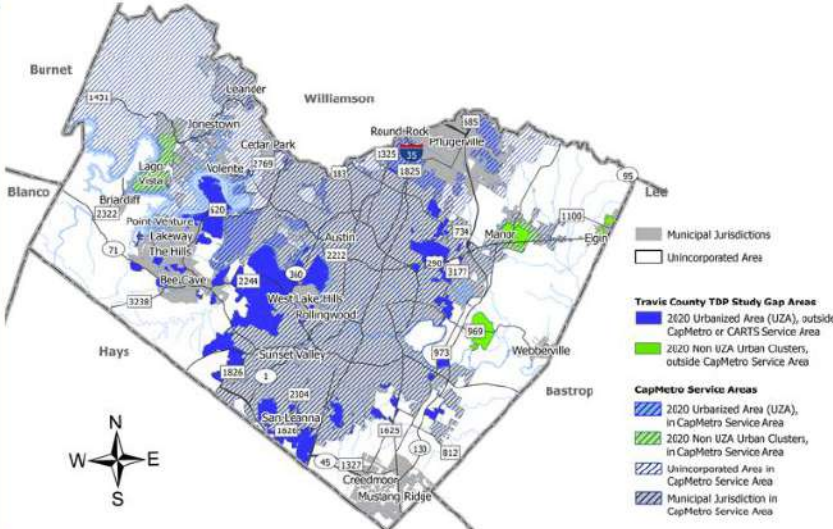
Travis County is working with CapMetro to update its current Transit Development Plan (TDP), which allows Travis County to leverage Federal transit funds for services outside CapMetro's service area. Through this process, the County will analyze existing transit service gaps and community needs, then develop recommended public transit services for residents of the unincorporated, urbanized areas of Travis County. The map below shows these service gap areas.

VIRTUAL OPEN HOUSE

AUGUST 30 – SEPTEMBER 12



Scan the QR code to visit open house



Please visit the project webpage at bit.ly/TC-TDP to view the virtual open house video, materials, and comment on the proposed service alternatives. Share comments by September 12, 2023, to be included in the open house summary. Comments may be submitted through the website or by email.

ANTICIPATED TIMELINE

Steering Committee Meetings and Community Engagement

SPRING 2023	SPRING 2023	SUMMER 2023	FALL 2023
Initial Data Collection and Analysis	Virtual Public Meeting #1 Review Data Collection and Feedback	Virtual Public Meeting #2 Present Service Alternatives	Revision and Adoption Approval by Commissioners Court

CONTACT:  tctranplan@traviscountytx.gov  bit.ly/TC-TDP

Virtual Open House 2 Presentation

Travis County Transit Development Plan

Virtual Open House #2
Summer 2023

**CapMetro**

**Virtual Open House & Comment Period** **CapMetro**

Share Your Feedback!

August 30 – September 12, 2023

Visit bit.ly/TC-TDP to take the survey.

For more information:
Email: tctransplan@traviscountytx.gov

Purpose

**Purpose** **CapMetro**

The purpose of updating Travis County's TDP is to **analyze the current transit service gaps** and determine where enhancements can be made to **improve its efficiency and effectiveness**.

Goals



Identify and address mobility needs and provide connectivity



Provide safe, convenient and efficient transportation options



Enhance service options

**Study Gap Areas** **CapMetro**

 Municipal Jurisdiction

 Unincorporated Area

Travis County TDP Study Gap Areas

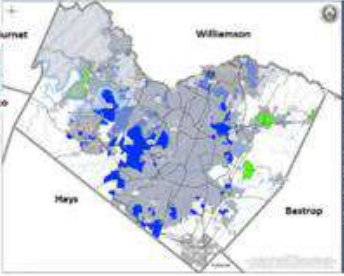
-  2020 Unincorporated Area (UDA), outside CapMetro or CMRTS Service Area
-  2020 Non UDA Urban Clusters, outside CapMetro Service Area

CapMetro Service Areas

-  2020 Unincorporated Area (UDA), in CapMetro Service Area
-  2020 Non UDA Urban Clusters, in CapMetro Service Area
-  Unincorporated Area in CapMetro Service Area
-  Municipal Jurisdiction in CapMetro Service Area

View the interactive map and search your address online by visiting:

bit.ly/TDPmap



Community Engagement

Activities to Date

Steering Committee Meetings

2 meetings held

Virtual Open House 1 & Visioning Survey

300 participants

Pop-up Event

30 – 40 people in attendance

Survey Highlights

Preferences on types of public transit:
If additional public transit was available in the locations I frequently visit, I would use:

Most common transit trips from survey participants:

- To and from work
- UT Campus
- Downtown
- Airport
- Grocery Shopping

300 survey participants
Percentage of participants by zip code:

Service Alternatives

Near- and Long-Term

Near-Term Service Alternatives

Near-term recommendations represent transit improvements that are **feasible to implement** within the TDP three-year timeline. These recommendations meet the criteria to receive funding and have been identified as priority improvements.

Proposed Decker Pickup & Consolidated 233/237

Route 318 Bluff Springs Amenity Enhancements

Proposed Decker Pickup Concept & Consolidated Route 233/237

☒
Combination of existing CapMetro Route 233 Decker/Daffan and Route 237 Northeast Feeder into one route

☒
Implementation of a proposed Decker Pickup zone

☒
Expand transit options while minimizing impacts on current users

Proposed Decker Pickup Concept

Decker Pickup		
Day	Start	Frequency
Weekday	7 a.m. to 7 p.m.	15-minute pickup
Saturday	8 a.m. to 8 p.m.	15-minute pickup
Sunday		

Consolidated 233/237		
Day	Start	Frequency
Weekday	7:00 a.m. to 9:00 p.m.	45-minute
Saturday	7:00 a.m. to 7:00 p.m.	45-minute
Sunday	9:00 a.m. to 7:00 p.m.	45-minute

*Travis County currently partners with CapMetro on Routes 233 and 237. Any local enhancements and/or additions to the area will be dependent on public feedback, interagency coordination, and future service planning efforts.

Proposed Decker Pickup Concept & Consolidated Route 233/237

Alternative Benefits

- More convenient and flexible transportation options
- Extended transit coverage
- Better connections

318 Bluff Springs Amenity Enhancements

- Proposed upgrade to bus stops serving IDEA Bluff Springs and River Ridge Estates
- Improvements would include the addition of bus stop shelters and benches
- No proposed changes to existing Route 318 services

Route 318 Existing Eastbound Bus Stop Amenities

Long-Term Service Alternatives

Long-term recommendations serve as **considerations for future services** and would take place beyond this TDP's three-year plan horizon. These recommendations are critical to the continued enhancement of public transportation within Travis County.

Pickup Service Alternatives

Service Extension Projects

Pickup Service Alternatives

The TDP analysis process considered previous studies, demographic and socioeconomic data, and feedback from transit users to produce **two considerations for new Pickup services and one consideration for enhanced Pickup service:**

- Hornby Glen/Garden Valley Pickup
- Stoney Ridge Pickup
- Minor Pickup Enhancements

Service Extension Projects

Service extension projects recommend expanding existing CapMetro bus routes to reach study gap areas in Travis County currently unserved by public transportation.

Proposed service extension projects:

- Route 271 Del Valle Feeder – Stoney Ridge Extension
- Route 318 Westgate/Slaughter – Pilot Knob Extension

Service Alternatives

Community-Based Solutions



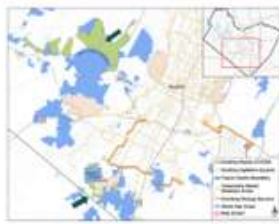
Community-Based Solutions

CapMetro

- Solutions for communities that need mobility options but may not benefit from fixed-route and/or pickup services.
- Designed to address transportation needs through cost effective and innovative coordination.

Proposed solutions include:

- CapMetro Vehicle Grant Program
- Coordination with Existing Providers and Public Entities



Community-Based Solutions

Next Steps





Share Your Comments

CapMetro

We welcome your comments. All comments must be submitted by **Tuesday, September 12, 2023**, to be included in the meeting summary.

Comments can be shared through the website link, survey or by email.

Email: tctranplan@traviscountytx.gov



Travis County Transit Development Plan

Virtual Open House #2
Summer 2023



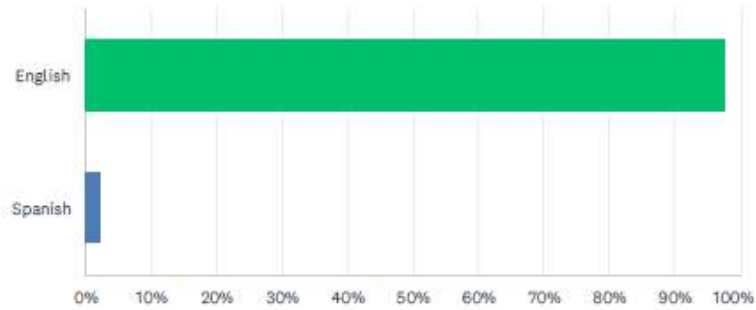
CapMetro

Virtual Open House 2 Survey

Travis County | CapMetro Virtual Open House 2 Survey Travis County Transit Development Plan

Q1 Please select your language / Por favor seleccione su idioma

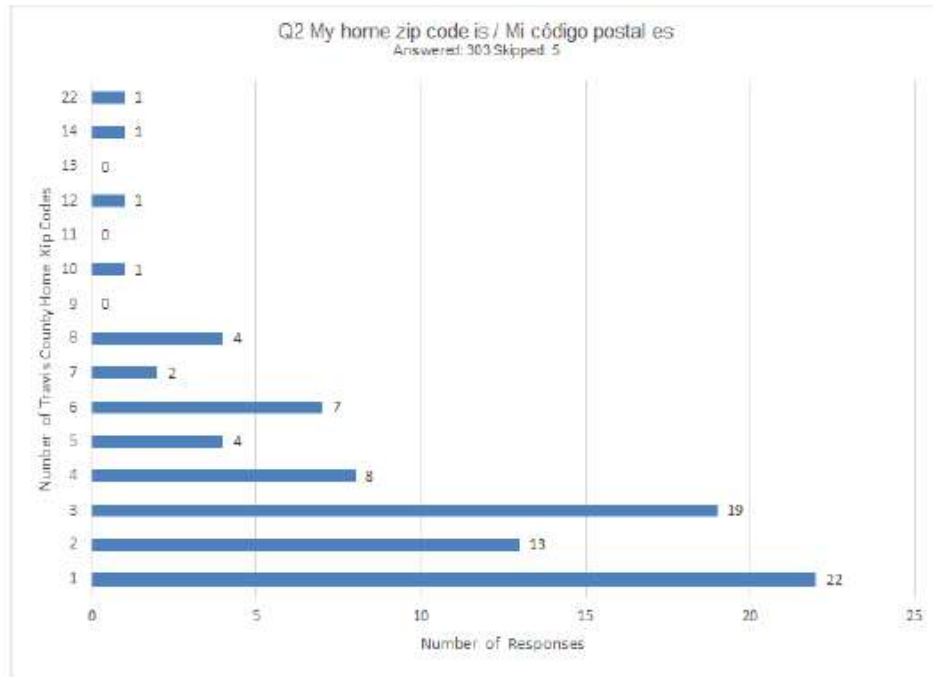
Answered: 307 Skipped: 1



ANSWER CHOICES	RESPONSES	
English	97.72%	300
Spanish	2.28%	7
TOTAL		307

Q2 My home zip code is / Mi código postal es

Answered: 303 Skipped: 5

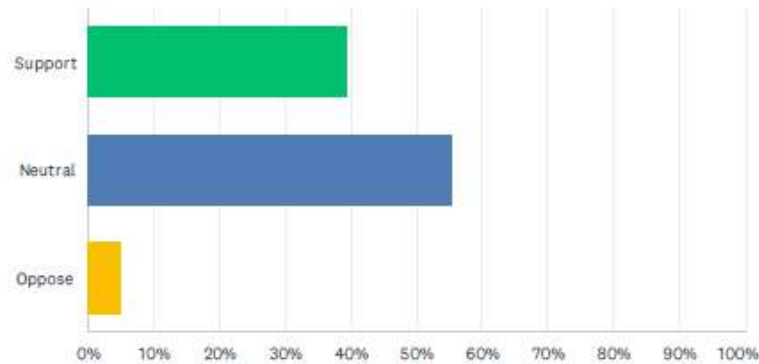


Number of home zip codes represented: 83

Top 10 home zip codes by responses: 78660 (22), 78640 (14), 78610 (12), 78745 (10), 78665 (8)
78725 (8), 78744 (8), 78748 (8), 78653 (7), 78724 (7)

Q3 Do you support or oppose the Proposed Decker Pickup & Consolidated 233/237?

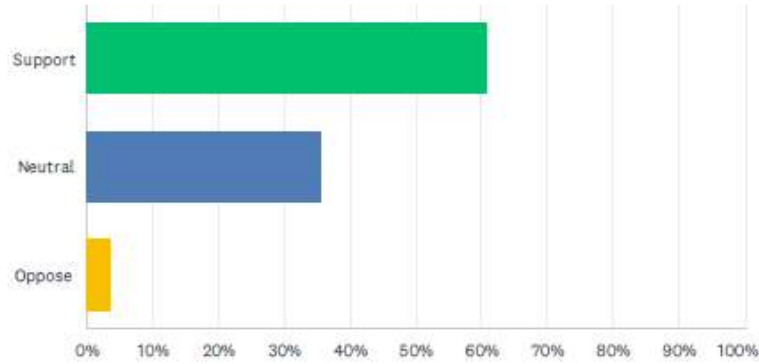
Answered: 193 Skipped: 115



ANSWER CHOICES	RESPONSES	
Support	39.38%	76
Neutral	55.44%	107
Oppose	5.18%	10
TOTAL		193

Q4 Do you support or oppose Route 318 Bluff Springs Amenity Enhancements?

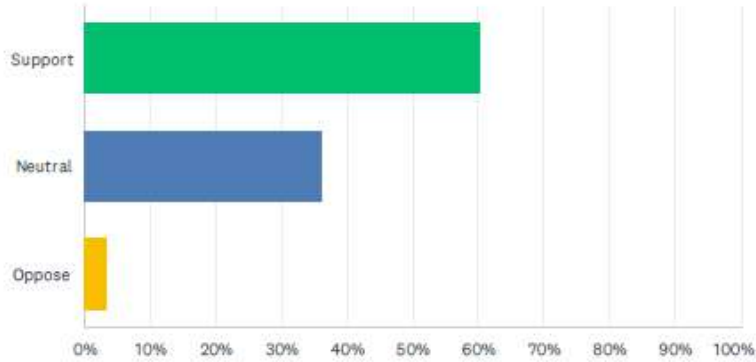
Answered: 194 Skipped: 114



ANSWER CHOICES	RESPONSES	
Support	60.82%	118
Neutral	35.57%	69
Oppose	3.61%	7
TOTAL		194

Q5 Do you support or oppose the new Hornsby Glen/Garden Valley Pickup? Refer to map above to locate service area.

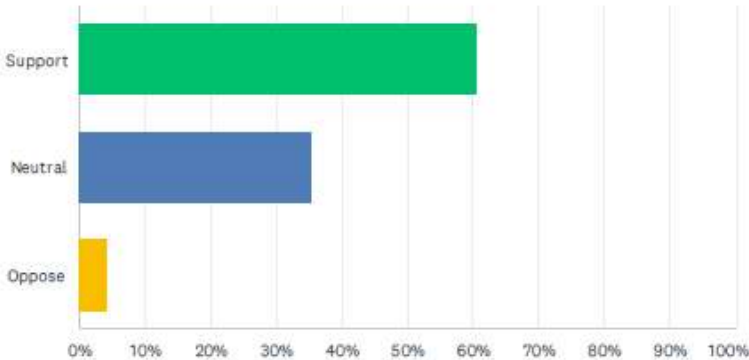
Answered: 174 Skipped: 134



ANSWER CHOICES		RESPONSES	
Support		60.34%	105
Neutral		36.21%	63
Oppose		3.45%	6
TOTAL			174

Q6 Do you support or oppose the new Stoney Ridge Pickup? Refer to map above to locate service area.

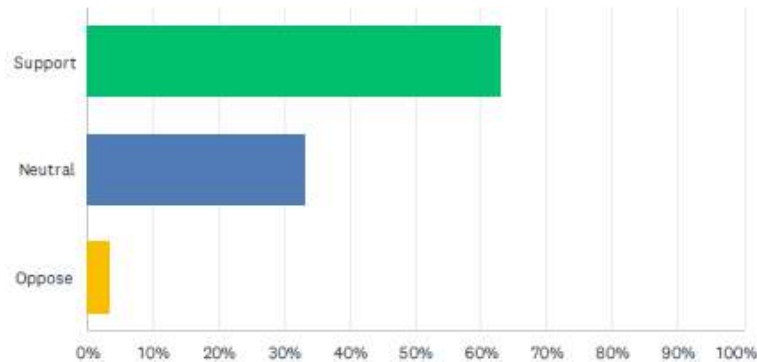
Answered: 172 Skipped: 136



ANSWER CHOICES	RESPONSES	
Support	60.47%	104
Neutral	35.47%	61
Oppose	4.07%	7
TOTAL		172

Q7 Do you support or oppose the Manor Pickup Enhancements? Refer to map above to locate service area.

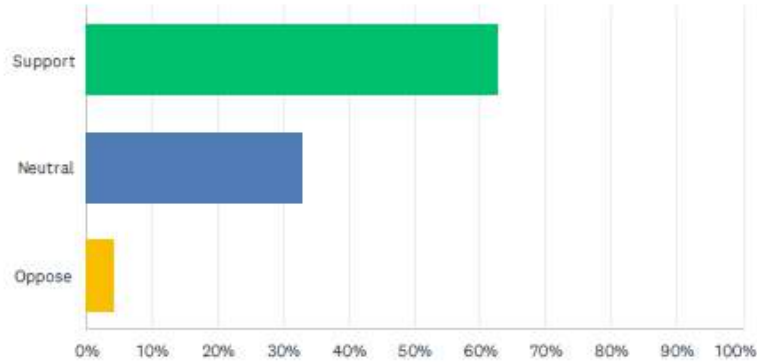
Answered: 171 Skipped: 137



ANSWER CHOICES	RESPONSES	
Support	63.16%	108
Neutral	33.33%	57
Oppose	3.51%	6
TOTAL		171

Q8 Do you support or oppose the Route 271 Del Valle Feeder – Stoney Ridge Extension? Refer to map above to locate service area.

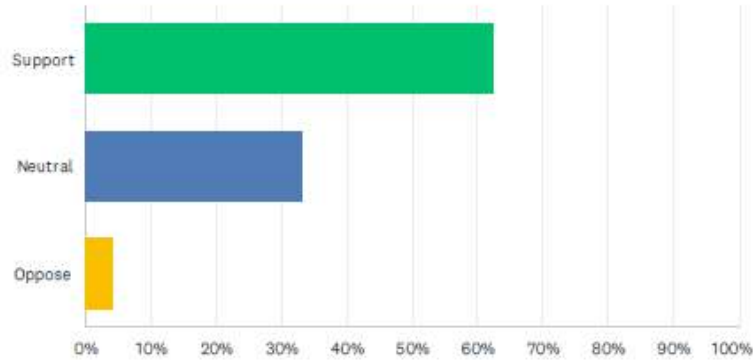
Answered: 172 Skipped: 136



ANSWER CHOICES	RESPONSES	
Support	62.79%	108
Neutral	33.14%	57
Oppose	4.07%	7
TOTAL		172

Q9 Do you support or oppose the Route 318 Westgate/Slaughter – Pilot Knob Extension? Refer to map above to locate service area.

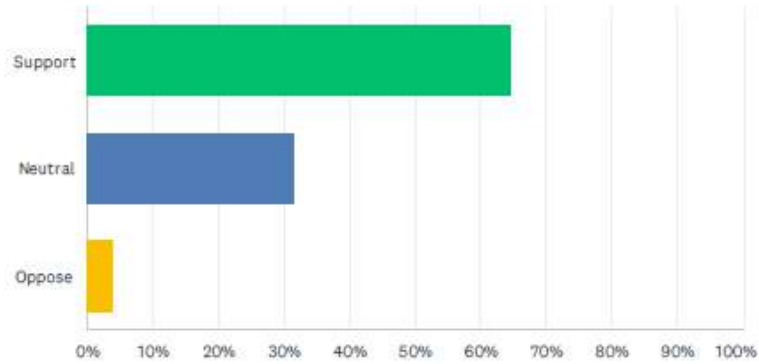
Answered: 171 Skipped: 137



ANSWER CHOICES		RESPONSES	
Support		62.57%	107
Neutral		33.33%	57
Oppose		4.09%	7
TOTAL			171

Q10 Do you support or oppose the Community Based Solutions? Refer to map above to locate service area.

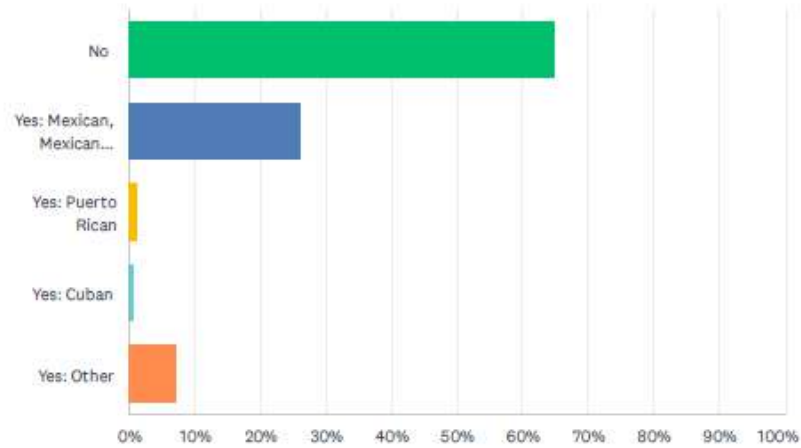
Answered: 155 Skipped: 153



ANSWER CHOICES	RESPONSES	
Support	64.52%	100
Neutral	31.61%	49
Oppose	3.87%	6
TOTAL		155

Q11 I identify as Hispanic, Latino or of Spanish origin

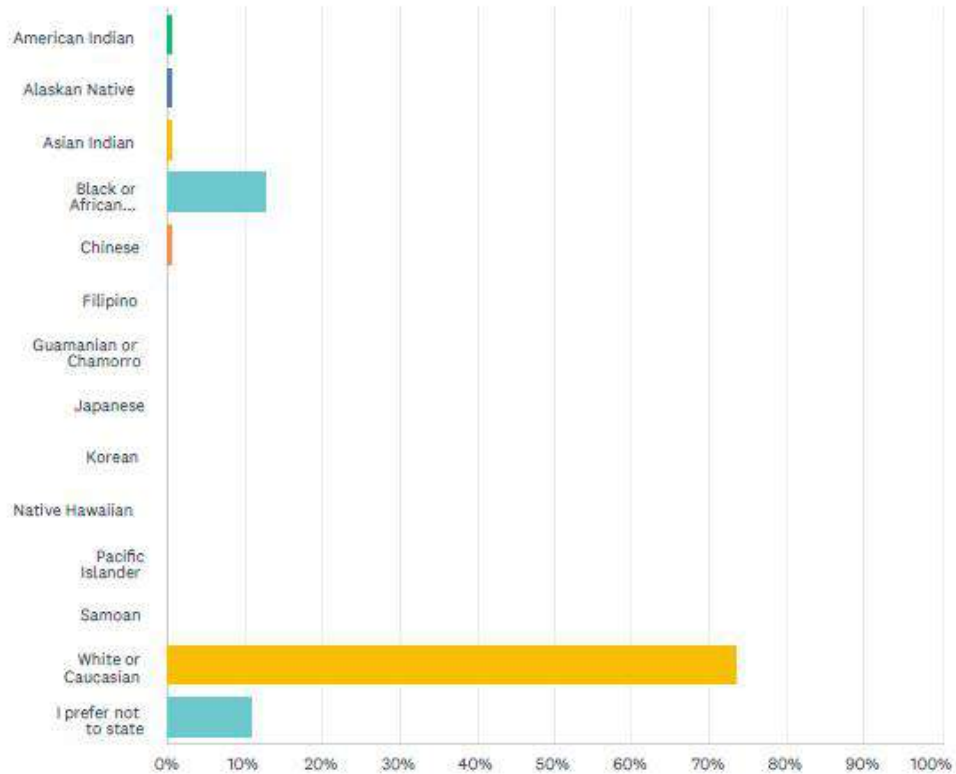
Answered: 154 Skipped: 154



ANSWER CHOICES	RESPONSES	
No	64.94%	100
Yes: Mexican, Mexican American, Chicano	25.97%	40
Yes: Puerto Rican	1.30%	2
Yes: Cuban	0.65%	1
Yes: Other	7.14%	11
TOTAL		154

Q12 The race that describes me best is

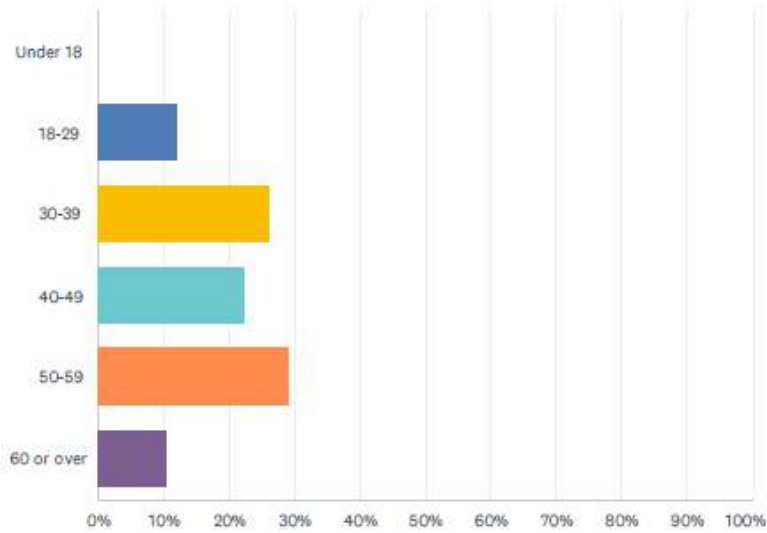
Answered: 148 Skipped: 160



ANSWER CHOICES	RESPONSES	
American Indian	0.68%	1
Alaskan Native	0.68%	1
Asian Indian	0.68%	1
Black or African American	12.84%	19
Chinese	0.68%	1
Filipino	0.00%	0
Guamanian or Chamorro	0.00%	0
Japanese	0.00%	0
Korean	0.00%	0
Native Hawaiian	0.00%	0
Pacific Islander	0.00%	0
Samoan	0.00%	0
White or Caucasian	73.65%	109
I prefer not to state	10.81%	16
TOTAL		148

Q13 My age range is

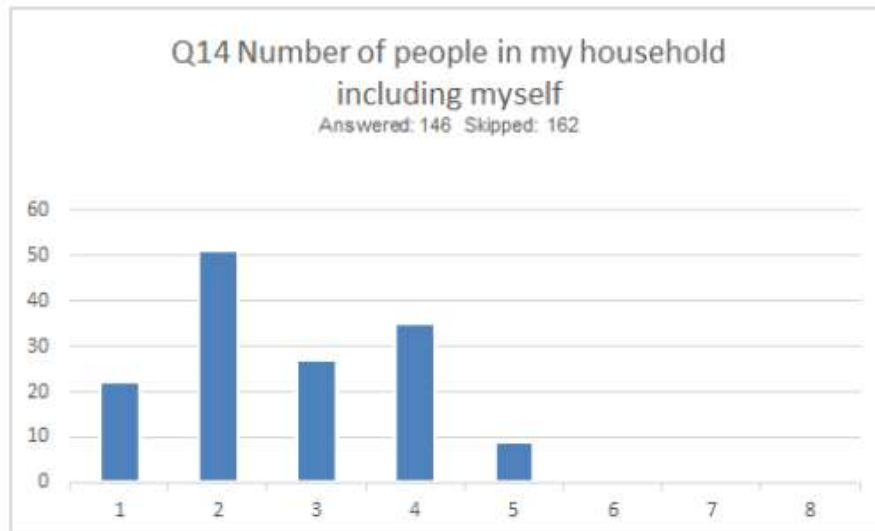
Answered: 152 Skipped: 156



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-29	11.84%	18
30-39	26.32%	40
40-49	22.37%	34
50-59	28.95%	44
60 or over	10.53%	16
TOTAL		152

Q14 Number of people in my household including myself

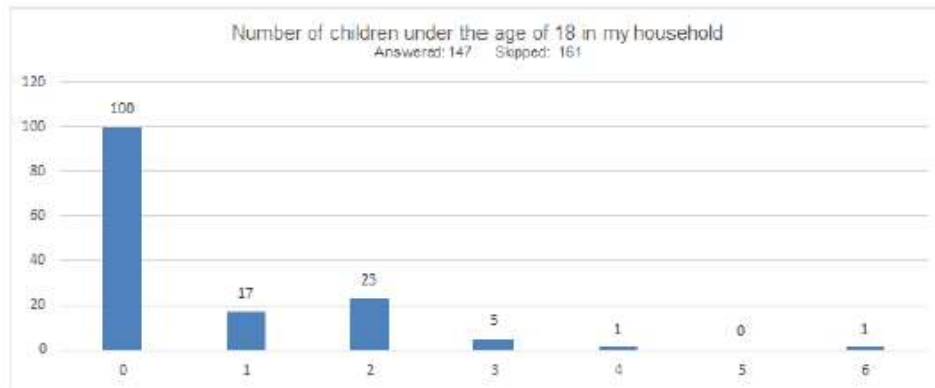
Answered: 152 Skipped: 156



ANSWER CHOICES	RESPONSES	
One	15.07%	22
Two	34.93%	51
Three	18.49%	27
Four	23.97%	35
Five	6.16%	9
Six	0.68%	1
Seven	0.00%	0
Eight	0.68%	1
TOTAL		146

Q15 Number of children under the age of 18 in my household

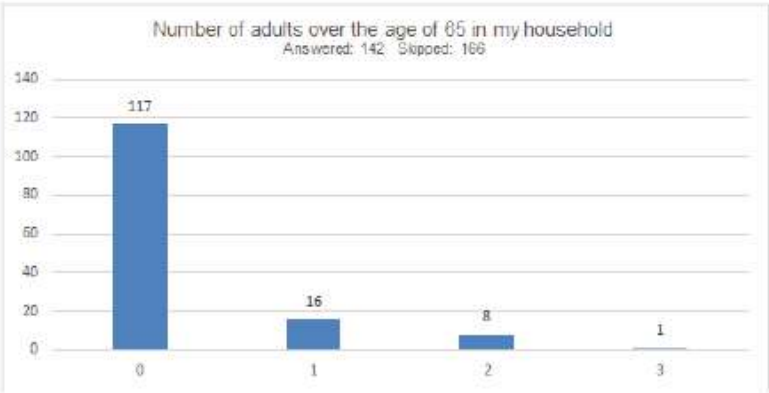
Answered: 147 Skipped: 161



ANSWER CHOICES	RESPONSES	
Zero	68.03%	100
One	11.56%	17
Two	15.65%	23
Three	3.40%	5
Four	0.68%	1
Five	0.00%	0
Six	0.68%	1
TOTAL		147

Q16 Number of adults over the age of 65 in my household

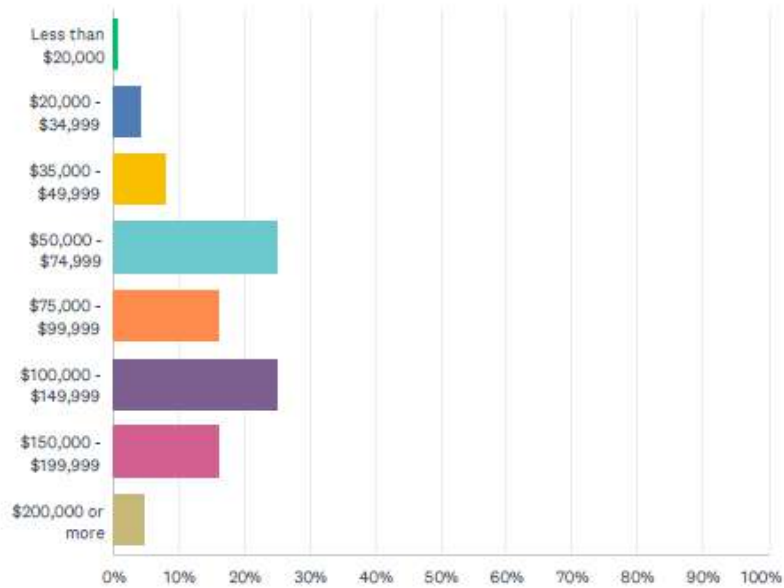
Answered: 142 Skipped: 166



ANSWER CHOICES	RESPONSES	
Zero	82.39%	117
One	11.27%	16
Two	5.63%	8
Three	0.70%	1
TOTAL		142

Q17 My household income for 2022 was

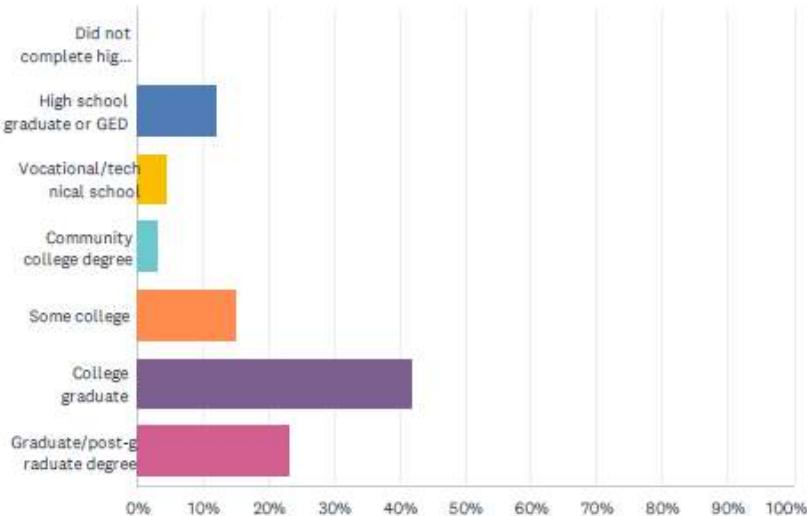
Answered: 148 Skipped: 160



ANSWER CHOICES	RESPONSES	
Less than \$20,000	0.68%	1
\$20,000 - \$34,999	4.05%	6
\$35,000 - \$49,999	8.11%	12
\$50,000 - \$74,999	25.00%	37
\$75,000 - \$99,999	16.22%	24
\$100,000 - \$149,999	25.00%	37
\$150,000 - \$199,999	16.22%	24
\$200,000 or more	4.73%	7
TOTAL		148

Q18 My educational level is

Answered: 155 Skipped: 153



ANSWER CHOICES	RESPONSES	
Did not complete high school	0.00%	0
High school graduate or GED	12.26%	19
Vocational/technical school	4.52%	7
Community college degree	3.23%	5
Some college	14.84%	23
College graduate	41.94%	65
Graduate/post-graduate degree	23.23%	36
TOTAL		155

Appendix B: Service Standards and Guidelines

All information provided in Appendix A is referenced from CapMetro's *Service Standards and Guidelines* and *Pickup Service Framework* documents and serve as a reference.

System Design Guidelines

Transit and land use are fundamentally connected.	
Guideline	Key Points
Fixed-route transit is best supported by mixed uses and density.	• Routes are more efficient service high demand areas (i.e., high population and or employment density). • Mixed land use in high density areas can increase demand throughout the day. • Other transit supportive land uses include commercial and institutional areas .
On-demand transit can serve urban areas outside of fixed-route coverage, or lower density areas.	• On-demand service can compliment and connect to fixed-route transit and is more viable to serve lower density areas with less intense land uses.
Fixed-route transit should serve well-defined markets.	• Effective routes are designed to serve areas with intense activity throughout the day. • Suitable for connection points to other transit services.
The transit network should be supported by infrastructure.	• Well-designed routes utilize well-connected streets and active transportation infrastructure as it increases safety, ridership, and efficiency.
Transit should prioritize serving the people who need it most.	
Guideline	Key Points
Transit network design should be informed by data to cover transit-dependent demographic groups.	• Transit-dependent demographic groups include people who do not own a car, people with disabilities, students, youth, seniors, limited-English speaking populations, low-income populations, and Black, Indigenous, People of Color (BIPOC) populations.
Fast service is better than slow.	
Guideline	Key Points
Stop spacing should balance speed and access.	• Consistent spacing (i.e., ¼ to ½ mile) can maintain access and service speed. • Stop spacing should align with service type (e.g., Express service connecting major destinations should have farther spacing than local service).
Transit priority treatments can increase the speed of transit.	• Dedicated bus lanes and intersection treatments can help buses bypass congestions and increase quality of service. • Treatments should be prioritized by high-ridership route segments. • Usually requires interagency coordination.

Route Design Guidelines

Routes can serve different purposes and should be balanced throughout the transit network.	
Guideline	Key Points
High ridership routes should serve accessible, high-density areas.	- High density and walkable areas with mixed land uses can support simple and direct routes. - These routes should prioritize direct corridors (e.g., major arterials), contain fewer route deviations, and have farther stop spacing thresholds. - High ridership routes should generally have higher average speeds and experience less delay.
Increased coverage routes should serve specific destinations with lower densities.	- Coverage routes should serve populations or destinations in lower density areas that need alternative transportation options. - These routes typically are less direct, contain more stops spaced closer together, and travel on local roads to expand reach. - Coverage routes are expected to have higher travel times, and in turn, require higher operator and vehicle resources.
On-demand service should enhance or complement fixed-route service.	On-demand services typically aim to replace unproductive fixed-route services, complement the fixed-route system, or cover unserved areas.
On-demand service should be anchored by destinations and activity centers.	On-demand service boundaries should cover multiple key destinations, including grocery stores, medical facilities, community centers, etc.
On-demand service should be designed with size and obstacles in mind.	- On-demand service boundaries should range from three to six square miles depending on density and land use. - Riders should have to wait no longer than 15 minutes to be picked up following a trip request.
Simple routes are better than complex ones.	
Guideline	Key Points
Routes should operate along a direct path.	- Direct routes generally reduce travel time and maintain access to key destinations. - Route directness increases the users understanding of the service. - Route deviations should only occur if there is a compelling reason (e.g., major activity center in proximity to route).
Routes should be symmetrical and predictable.	- Routes should operate bi-directionally as much as possible. - In the case of one-way streets, stop pairs should be spaced as closely as possible.
Routes should have appropriate start and end points.	- Start and end points should utilize major activity centers. - In the absence of major activity centers, route termini should utilize anchors such as terminals (e.g., charging facilities, transfer points) or key destinations capable of generating ridership (e.g., grocery stores).
Routes should be planned within the context of the network.	
Guideline	Key Points
Services should be well coordinated.	Areas with route connections or overlap should coordinate schedules to minimize wait time between transfers.
Routes should be appropriately spaced.	- Route spacing should balance the tradeoff between how far one must travel to reach the transit service and the efficiency of the service. - Close spacing of parallel routes can confuse riders. - Special conditions may justify closer route spacing (e.g., geographical constraints/barriers, street network, etc.).
Routes should be appropriate in length.	- Route length should be designed to maximize ridership and minimize operational issues and be based on service type. - Special conditions may justify inadequate length (e.g., geographical constraints/barriers, street network, etc.).
Service should be coordinated between modes.	Service should be designed to feed into other services.

Route Schedule Design Guidelines

Schedules should be predictable and easy.

Guideline	Key Points
Schedules should be based on repeating patterns.	• Routes traveling on consistent streets and at regular intervals are typically more productive. • Schedules should aim to have frequencies on round numbers (e.g., 15, 30, 60 minutes).

Timepoints should be used to keep routes running on time without sacrificing rider experience.

Guideline	Key Points
Bus stops along a route should be determined to be noted in the schedule with departure times.	• Timepoints help ensure a bus remains on schedule and evenly spaced with other buses operating along the route. • Timepoints are typically spaced every 8-12 minutes and are located at bus stops with high ridership, near major intersections, and are major transfer points.

Stop & Station Design Guidelines

Stops and stations should be placed and designed to support safety, speed, and access.

Guideline	Key Points
Strategies should be used to support faster, more reliable transit services	• Stops should be placed on the far-side of the intersection to reduce conflicts. • Stops should not be placed too close together. • Fare collection should be placed in ways to speed up boarding and alighting times. • High ridership stops should be longer to allow for multiple buses to stop. • Stop design should consider appropriate configuration by location (i.e., in-lane vs. bus pullouts).

Amenities make transit more accessible, comfortable, and convenient.

Guideline	Key Points
Amenities are critical to the customer experience and should be designed based on stop context.	• Important amenities include benches, route maps, schedules, lighting, shelter, and trash and recycling bins. • Amenities should be implemented equitably across the service area, with emphasis on benefitting demographic groups most in need of transit. • Stops should comply with ADA regulations at minimum.

Service Quality Service Standards

Transit should be convenient and reliable for riders.	
Metric	Key Points
On-Time Performance (OTP)	- Travel time is one of the most important factors when evaluating fixed-route service. - OTP expectations are lower for lower frequency routes. - Initial routes should have an “On-Time Window” of 0 to 6 minutes. - The “On-Time Standard” should be 85%.
Arrival Time	- Timeliness is critical to measuring on-demand service effectiveness. - On-demand vehicles should arrive within 15 minutes of the trip request at least 92% of the time.
On-Board Time	- On-board time evaluates on-demand service boundary size. - Trip ride times should not exceed 20 minutes 98% of the time.
Travel Time Reliability	- Travel time standards determine scheduled speed which is used to build route schedules. - Travel speed can be affected by inefficient boarding/alighting and traffic congestion. - A travel time ratio (i.e., how different the travel time across a section of a route can be at a given time of any day, relative to the minimum variability seen) can be adopted to measure efficiency.
Customer Trip Rating	- On-demand customers can rate trips and leave feedback on a 1 to 5 scale (5 most favorable, 1 least favorable). - Average ratings for all on-demand zones should be 4 or higher.
Returning Riders	- Repeat riders can indicate on-demand service quality. - Repeat riders are those who take at least 4 trips per month.
Frequency & Span	- Frequency and span should match community needs (i.e., increased frequency/span in areas with high ridership). - Limited Routes should have a three-hour AM peak and four-hour PM peak span (e.g., 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m.). - On-demand services should have a minimum 12-hour span. - Limited Routes should have 20-minute AM peak and PM peak frequency.
Taking transit should be a comfortable experience.	
Metric	Key Points
Overcrowding & Load Maximums	- Managing passenger load helps ensure a comfortable user experience. - Limited Routes should have peak max loads ranging from 60 to 80 people based on 35' and 40' bus sizes, respectively.
Transit Amenities	Level of investment towards bus stop amenities should be relative to stop productivity (i.e., higher ridership stops should have more amenities).

All stops should meet ADA regulations at minimum.	
People should feel safe using transit.	
Metric	Key Points
Incidents of Service Disruption	Service disruptions (e.g., mechanical failures) should be recorded and monitored to understand maintenance trends.

Service Effectiveness Service Standards

Transit providers should be good stewards of their limited resources.	
Metric	Key Points
Productivity	- Productivity should be measured by riders per revenue hour, or the number of boardings divided by the total number of hours the vehicles on a route are in service. - Limited Routes should have a productivity standard of 6 riders per hour. - On-demand service should achieve a minimum average of greater than 2 passengers per revenue hour.
Trip Completion	- On-demand service is negatively impacted when trips are canceled, no-showed, not accepted, at capacity, or customers receive an app error. - Service should aim to complete 85% or more of total trips.
Cost Effectiveness	- Number of vehicles, hours of operation, operator wages, vehicle maintenance and repairs, and fuel all influence transit service cost. - Cost per rider should be measured to show how many people are using a service compared to how much it costs to run.
Transit resources should be allocated equitably and accurately.	
Metric	Key Points
Service Availability	- Service availability should be measured to identify population densities adequate for service type. - A transit supportive area should be defined as one with 16 people per acre, with 95% of the population being within a 5-minute walk/roll to a stop. - On-demand service should reach users within 15 minutes of a trip request.
Vehicle Assignment	- Related to the process of allocated vehicles to services. - Service type, ridership and vehicle capacity, and compliance with grant awards are factors that should be considered when allocating vehicles. - Limited Routes should utilize 40' to 60' buses with 80% appropriate assignment rates.

Appendix C: Review of Relevant Plans

Introduction

The purpose of the plan review is to create a detailed inventory of previous and ongoing initiatives conducted by CapMetro, Travis County, and other relevant regional agencies to serve as a starting point for the existing conditions analysis. The plan review is necessary to ensure the 2023 Travis County Transit Development Plan (TDP) incorporates all relevant work into the design of service alternatives and does not conflict with any local and regional public transportation initiatives. The project team reviewed the following plans and initiatives:

- Travis County Transportation Blueprint (2019)
- Travis County Transit Development Plan (2019)
- Capital Area Metropolitan Planning Organization (CAMPO) Regional Transit Study (2021)
- CAMPO Regional Transportation Demand Management Plan (2019)
- Regional Transportation Coordination Committee (RTCC) Regionally Coordinated Transportation Plan (RCTP) (2022)
- Community Development Block Group (CDBG) Program Plan (2019)
- Capital Area Rural Transportation System (CARTS) Transportation Development Plan (2023)
- Travis County Community Survey – Economic Development and Strategic Investment (EDSI) (2022)

The project team prioritized information and data critical to understanding Travis County's population (e.g., demographic/socioeconomic factors) and built environment (e.g., existing land use, roadway infrastructure, key destinations) with a high propensity for transit ridership and effective service design. The following list details data/factors prioritized for this plan review:

- Transit generators such as major employers, educational institutions, and residential developments.
- Existing land use and future growth patterns in Travis County.
- Regional Travel Demand Model (TDM) outputs related to travel patterns.
- Future transportation projects and investments.
- Local roadway design criteria.
- Existing and planned multimodal accommodations.
- Transit-dependent population (e.g., low-income, minority, disabled, non-driving age, etc. populations) locations and needs.

Plan Review

The individual plan reviews compiled in this section provide valuable information which will inform TDP service alternatives, implementation recommendations, and will help Travis County meet its transit planning objectives.

Travis County Transportation Blueprint (2019)

Travis County's 2019 Transportation Blueprint (Blueprint) is a long-range transportation element within the Travis County Land, Water, and Transportation Plan (LWTP) and will guide transportation planning through 2045. The Blueprint serves to:

- Identify transportation needs and solutions.
- Incorporate future transportation options and choices.
- Prioritize improvements in the unincorporated areas of Travis County.

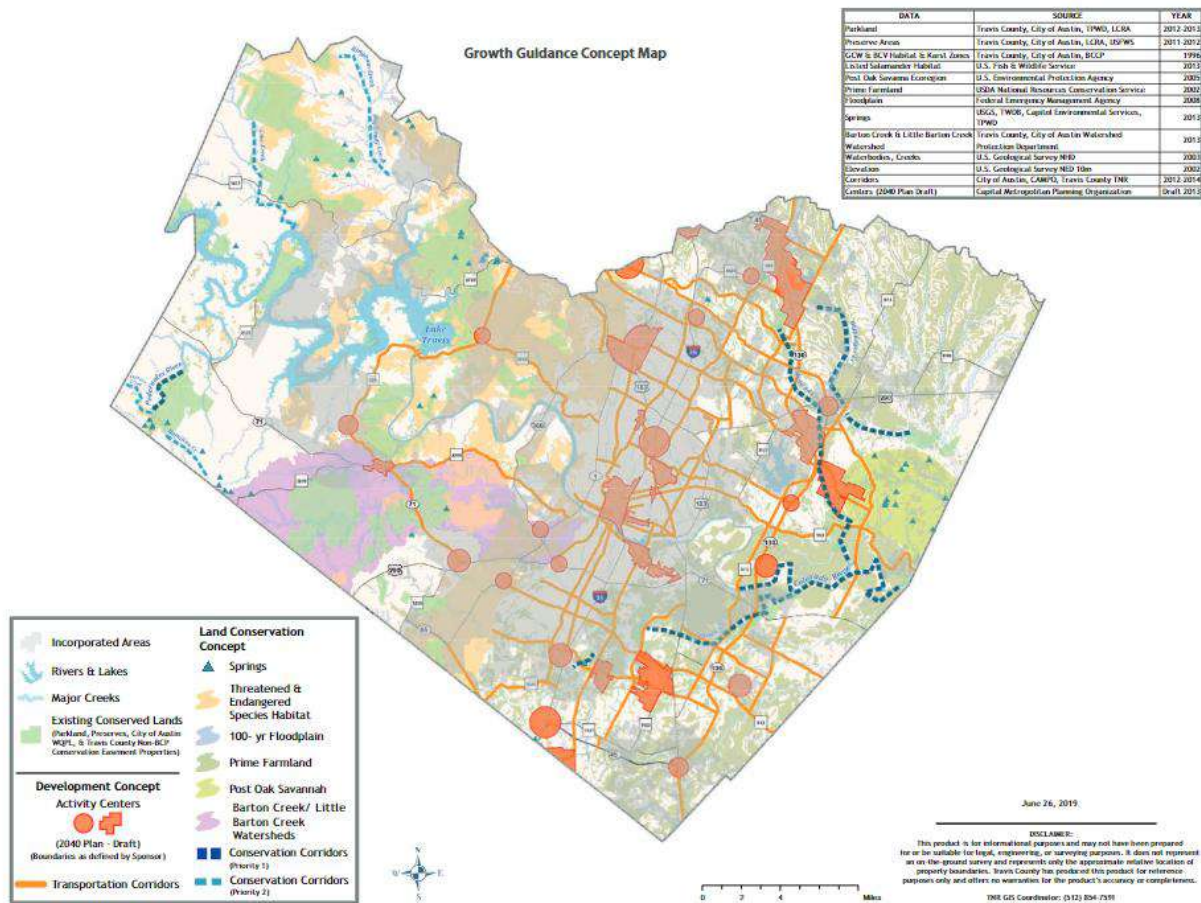
The Blueprint focuses on 8 transportation-related activities and recommends guiding principles that articulate Travis County's 30-year transportation needs.



Source: Travis County Transportation Blueprint (2019); pg. 2

Key takeaways from the Blueprint's guiding principles are listed below, organized by principle.

- **Manage Cost and Funding**
 - Primary funding sources for Travis County include the road and bridge fund, general obligation fund, certificates of obligation, federal/state transportation grants, private partnerships, and subdivision development processes.
 - The funding forecast through 2045 is \$1.934 billion, with transit funding equating to \$22.36 million.
- **Balance Growth and Environment**
 - Incorporates the LWTP Growth Guidance Concept (GGC), a defined path for balancing land conservation with development and transportation, by:
 - Supporting and connecting activity centers.
 - Prioritizing eastern corridors.
 - Extending LWTP Transportation Corridors.



Source: Travis County Transportation Blueprint (2019), pg. 15

- Foster a Reliable and Equitable System**

- The Blueprint aims to ensure mobility access for people in underserved and lower income areas, and for special needs communities by:
 - Placing emphasis on increased access to opportunities for lower income areas and improving mobility options for all ages and levels of mobility.

Further, the Blueprint generated the following vision statement to help create and achieve a set of 6 goals: "Provide Travis County with a transportation system that is safe, reliable, resilient, efficient, and equitable." Blueprint goals include:

1. Prioritize safety and resiliency.
2. Maintain and improve the existing transportation system.
3. Increase system capacity through effective management and new or expanded facilities.
4. Reduce barriers to mobility.
5. Balance growth and environmental concerns.
6. Develop a multimodal system that accommodates new technology.

Public Engagement

The Blueprint obtained feedback from stakeholders and the public through two phases of engagement. Results guided Blueprint priorities and informed recommendations for projects, programs, and studies. Key findings relevant to this TDP update from the Blueprint's engagement include the following:

- The public's second highest concern was the current lack of bus/train options.
- One of the highest rated "top solutions" was "increase options" (e.g., bus service, shared use paths, etc.).
- The highest ranking "top future options" included commuter rail, high speed rail, and new and frequent bus routes.

Strategies

The Blueprint provides several strategies for transportation management that specifically involve transit. Demand management strategies include:

- Increased mobility options.
- Last mile solutions (e.g., mobility on demand).
- Employer programs (e.g., Travis County Commute Connections program).

Transit specific strategies include:

- Reducing mobility barriers, focusing on transit gap areas.
- Improving access to medical trips, partnering with non-profits, Department of Health and Human Services (HHS), and CARTS.
- Providing last mile solutions and using park and ride lots and mobility on demand programs.
- Expanding transit and using and reducing system demand on the transportation system.

To accomplish these strategies, the Blueprint references the 2019 Travis County TDP, as well as regional partnerships. This includes the level of funding participation that is determined by the Commissioners Court.

Programs

The Blueprint details programs (i.e., ongoing and planned initiatives) that monitor, analyze, and evaluate different aspects of the Travis County transportation network. Two of the listed programs pertain to transit and are detailed below:

- The TDP, summarized in the following section, is a strategic guide for improving public transportation in Travis County.
- The Travis County Commute Connections Program which offers employees multiple options to commute in ways that reduce vehicle-generated air pollution and decrease traffic congestion on local roads. This includes free transit passes (including MetroRail, all transit buses and Round Rock transit services, and vanpooling (e.g., on demand service).

Travis County Transit Development Plan (2018)

The Travis County TDP is a three-year planning effort coordinated by Travis County, CapMetro, and CARTS. The purpose of the TDP is to:

- Allow Travis County to participate in the regional Service Expansion Program and access FTA Section 5307 funds for transit implementation.
- Identify and address transit gaps (i.e., areas not served by CapMetro or CARTS) within the urbanized, unincorporated parts of Travis County to ensure residents have public transportation options to connect to work, school, medical care, shopping, and recreation.

The TDP generated three major goals, detailed as follows:

- **Goal 1:** Address mobility needs and provide connectivity to destinations throughout Travis County and the Austin metropolitan area.
- **Goal 2:** Enhance transit to support the economy and preserve the environment.
- **Goal 3:** Provide a safe, convenient, reliable, and efficient transportation option that is accessible for all Travis County residents and visitors.

Performance Standards

The TDP recommended a set of performance standards to help Travis County monitor service, plan for the future of the County's transit network, and ensure compliancy with Americans with Disabilities Act (ADA), Title VI, and other local, state, and federal requirements. These standards aim to assist Travis County in determining if goals are being met, exceeded, or need improvement and/or prioritization. The TDP performance standard recommendations, listed below, were designed to address service design, quality, effectiveness, reliability, and productivity.

- Total Passengers
- Average Weekday Passengers
- Passenger Complaints/Compliments
- Passengers per Revenue Hour
- Operating Cost per Revenue Hour
- Operating Cost per Passenger
- On-time Performance
- Missed Trips per Month

Public Engagement

Public engagement played a significant role in the TDP's final recommendations and included a Public Involvement Plan (PIP), Citizens Advisory Committee (CAC), stakeholder meetings, transit needs survey, service planning workshops, Travis County Commissioners Court presentation, and plan recommendations survey. Key findings from the TDP public engagement effort include the following needs:

- More transit options throughout the county, with specific needs identified in unincorporated eastern areas of Travis County, including access to work, social services, and medical appointments.
- Provision of transit services closer to where respondents live/work, more frequent service, more park and rides, and more late-night weekend service.
- Transit connectivity to medical appointments and educational facilities in western Travis County.
- Medical transportation in the Jonestown and Lago Vista portions of Travis County, with a focus on accessing medical services in Cedar Park.
- Coordination with Central Health and the potential of entering a partnership for medical transportation to clinics in unincorporated areas of the county.
- Additional knowledge of CARTS services in rural portions of western Travis County and access to medical care.
- Expansion/continuation of the Transit Empowerment Fund (TEF).
- Continued coordination with the Central Texas Regional Mobility Authority (CTRMA), specifically related to regional park and ride partnership.

Existing Conditions

The TDP analyzed existing transit markets to inform service alternative recommendations. Key findings from the transit market analysis are detailed as follows:

- **Population:** The highest population densities are in downtown Austin near the University of Texas and in the East Riverside area. Moderate densities are adjacent to these areas. Surrounding suburbs are growing and will continue to do so as Austin residents expand into unincorporated areas of the county.
- **Employment/Major Employers:** High employment densities follow similar patterns as population densities; however, major employers are also located outside of Austin proper throughout the county. One of the highest needs for Travis County is to connect unincorporated areas to employment dense areas.
- **Zero Car Households:** Most rural areas within Travis County have fewer than 5 percent of households with no access to a car. Exceptions include areas near Elroy and Mustang Ridge; the northwestern area of the county near the Colorado River and Balcones Canyonlands National Wildlife Refuge; The Hills; and the area near Norman's Crossing, Cele, and New Sweden east of SH 130.
- **Households in Poverty:** Urban households in poverty are well served by CapMetro's high frequency network. However, suburban and rural communities are more difficult to serve via transit and are left with a low quality of service or no transit service at all.
- **Population Over 65 Years of Age:** The unincorporated County generally has population over the age of 65 in the 10.2 percent to 20.3 percent range. The 65 and over population is mostly concentrated in the western part of the County, with some areas exceeding this range.

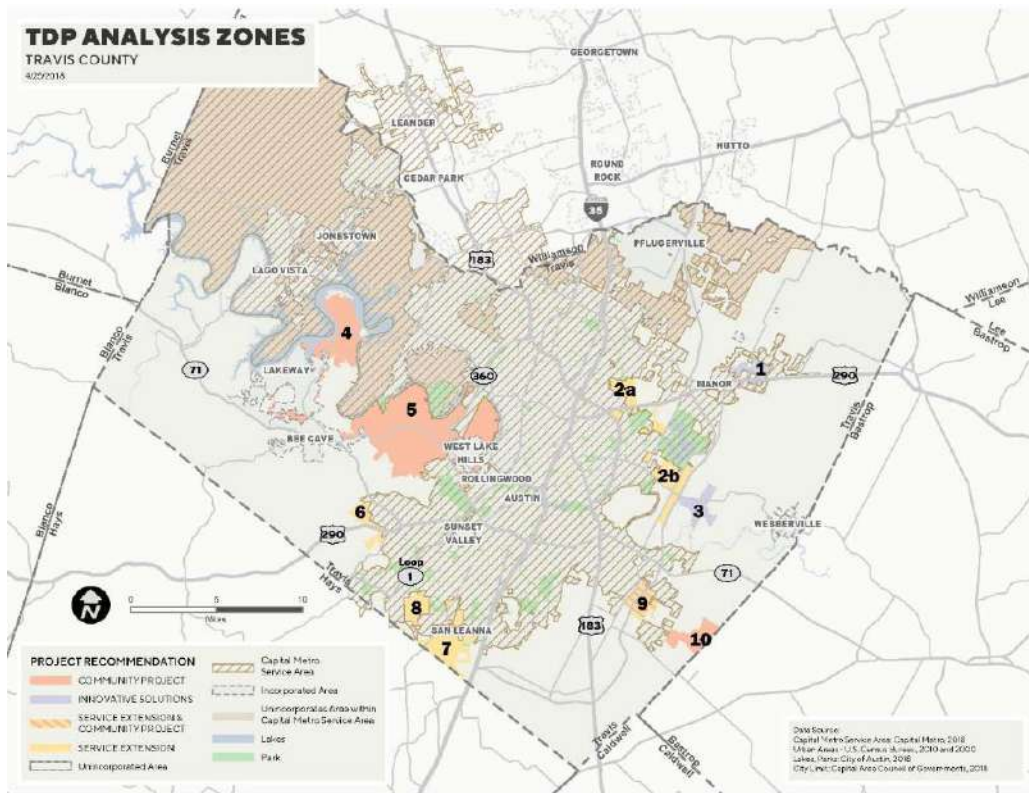
The TDP also analyzed existing transit supply within Travis County, with a focus on local and feeder service routes (i.e., multiple stop service to and from downtown Austin, transit centers, and park and ride lots), on-demand service including MetroAccess and MetroRideShare, and CARTS services. Key findings include the following:

-
- CapMetro and Travis County partner to provide Metrobus service in unincorporated urbanized Travis County on Routes 233 and 237. At the time of plan development, Route 233 had an average weekday ridership of 103 and Route 237 had an average weekday ridership of 129.
 - During FY 2014 MetroAccess service carried 653,000 passengers.
 - Under an inter-local governmental agreement (ILA) with CapMetro, CARTS provides transit services to Georgetown, Manor, and Jonestown/Lago Vista. The agencies also collaborated on the Manor/Elgin Express Metro Connector Route and the Del Valle Route. CARTS also provides human services transportation, including Medicaid transportation throughout the CARTS service area and City of Georgetown.

Project Recommendations & Implementation

Project recommendations for Travis County were based on the TDP's market analysis, evaluation of trip generators, gap analysis, and public engagement feedback. Project recommendations were generated to create more public transportation options within unincorporated urbanized Travis County and to provide enhanced connectivity to existing CapMetro and CARTS services. Project recommendations were categorized as follows:

- **Mobility on Demand Pilots:** User-focused services that allow the user to schedule rides within a designated zone through an app or by phone. Users are picked up within 15 minutes of scheduling the ride. The vehicles used are vans or small buses and are wheelchair accessible. Zones are designed to provide access to CapMetro bus routes and destinations within the zone.
- **Community Based Solutions:** These projects are community focused and involve a variety of solutions to improve service. These include outreach and coordination with CARTS and non-profits, the CapMetro vanpool program MetroRideShare, and the CapMetro Vehicle Grant Program that provides vehicles to non-profits and faith-based organizations to use to provide needed transportation services in their community.
- **Service Extension Projects:** These are potential CapMetro bus route extensions to reach more people in specific areas. The viability of the extensions will be determined after CapMetro implements the "Cap Remap," a more frequent, more reliable, and better-connected bus network scheduled for implementation in June 2018.



Source: Travis County Development Plan (2019), pg. 7

The TDP also generated a three-year implementation plan for fiscal years 2019, 2020, and 2021. The table below displays the TDP's recommended path for implementing projects over the three-year period.

Year	Zone	Project	Funding Sponsor
FY19	1	Manor Area Mobility on Demand Pilot	FTA/Travis County
	2b, 3, 9, 10	Central Health Clinic Pilot	Central Health/Travis County
	4, 5	Vehicle Grant Program Distribution	Non-Profit sponsored
	9	Del Valle Route Extension Analysis	Incorporate into CapMetro service analysis
	4, 5	Western Travis County CARTS Outreach	Incorporate into existing outreach program
	9	School Bus Analysis	Travis County
	All	Metro Rideshare Outreach	CapMetro
FY20	3	Hornsby Bend Mobility on Demand Pilot	FTA/Travis County
	9	Del Valle Route Extension	FTA/Travis County
	2a, 2b, 6, 7, 8	Additional Route Extension Analysis	Incorporate into CapMetro service analysis
FY21	2b	Community 1st Bus Stop Analysis	Incorporate into CapMetro service analysis

Year	Zone	Project	Funding Sponsor
	2a, 2b, 6, 7, 8	Implement Next Priority Route Extension, if viable	FTA/Travis County

Source: Travis County Transit Development Plan (2019); pg. 50

CAMPO Regional Transit Study (2021)

CAMPO's 2045 Regional Transit Study was developed to address the long-term needs among the metropolitan planning organization's (MPO's) study area of Bastrop, Burnet, Caldwell, Hays, Travis, and Williamson Counties. As an integral part of CAMPO's Long-Range Transportation Plan (LRTP), the Regional Transit Study's purpose is as follows:

- Review existing and future transit plans from local governments and agencies to identify gaps in the region and absorb feedback from service providers, stakeholders, and the public on future transit demands.
- Audit the region's transit options, transit agencies, and the accessibility of these services outside of the CapMetro Service area.
- Compile a robust summarization of transit connections for local governments and the public, including preparing implementation of these future regional plans.

Within the 2021 study, several goals emerged as follows:

- To inform and advise how regional transit service providers and local municipalities can address the current and future public transit demands.
- Supply an in-depth analysis of current travel demands and patterns within the region, including population trends, housing development growth, and changes in employment centers.

Existing Conditions

Within the first section of the Regional Transit Study, several key findings were found on the status of the region's existing transit service and demographics in Travis County:

- There are pockets of communities with higher-than-average rates of households without ownership of an automobile, usually found in the exurban areas of the region, including central and northern Travis County. These same areas include higher than regional average of households in poverty, minorities, and persons over age 65, all indicators of high transit propensity.
- Projected traffic patterns show by 2040 much of the intra-regional travel will be focused between Travis and the counties along the I-35 corridor, including Bastrop, Hays, and Williamson Counties.
- Through CapMetro's Office of Mobility Management, increased expansion of their transit service, via pick up services, have improved access from unincorporated areas in Travis County.
- Interviews with the agency and local government representatives have pointed out that western Travis County has been identified as part of the region that requires more transit services for specific members of the communities, including low-wage earners and medical transportation.

Transit Toolkit

CAMPO's Regional Transit Toolkit is designed to serve as an instrument for considering transit options and providing a basis for local communities to examine and address fiscal constraints, transit needs, and what transit best fits the context of the area. Alternative mobility options and supporting services include the following:

- Flexible Services
 - Ride Share / Taxi
 - Microtransit
 - Vanpool
 - Micromobility (e.g., scooters, mopeds, and bicycles)
 - Door-to-door
- Fixed Route Service
 - Local Bus
 - Commuter Bus
 - Commuter Rail
- Operational Improvements
 - Park and Rides
 - Policy, Marketing, and Coordination

Performance Measures

Performance measures are a significant component of the Regional Transit Study which, together with the regional transit toolkit, provide decision-makers an evaluative framework for transit programs. Agencies like the FTA, TxDOT, and CAMPO utilize the data from performance measures to inform financial and operational decisions regarding transit programs.

To meet the State of Texas and federal funding requirements for funding, CAMPO focuses on specific performance-based metrics to build a more competitive application for CAMPO Transportation Improvement Program (TIP) projects. Guidance on these performance metrics are built from the following State and Federal funding programs:

- Texas House Bill 20
- Fixing America's Surface Transportation Act (FAST Act)
- FTA Urbanized Area Formula Grants (Section 5307)
- Enhanced Mobility of Seniors & Individuals with Disabilities (Section 5310)

Additionally, CAMPO developed criteria to grade eligible transit projects for funding. Evaluating and awarding points per criteria point allows CAMPO to distinguish applications that would best meet current and future needs for improving regional transit access in the region.

Criteria	Value	Performance Measure
Planning	10	The project has undergone a comprehensive planning process or is identified as a priority in a local or regional transportation plan.
Interagency Coordination	5	The project has been coordinated with other agencies maintaining roadways and connecting transit services.
Connections	10	The project provides connections to other transit services and/or modes of transportation.
ITS	5	The project includes an Intelligent Transportation System (ITS) component and enhances the system through technology.
Safety	10	The project enhances transit vehicle safety.
	5	The project includes safety and security measures that will provide safe connections and facilities.
Service	10	The project fills a service gap, expands coverage, or increases frequency of a route.
Innovation	5	The project demonstrates innovative design, technology or service.
Land Use	5	The project integrates existing or planned transit-supportive land use and infrastructure.
Economic Development	5	The project supports local, regional, or state economic development plans and strategies.
Ridership	10	The project has documentation showing anticipated ridership and potential growth.
State of Good Repair	5	The project meets the life expectancy thresholds established by the FTA, preventative maintenance schedules, or an existing maintenance plan.
	5	The project addresses maintenance needs to maintain FTA State of Good of Repair requirements.
Social Impact	5	The project serves traditionally underserved populations including low-income, minority, elderly, disabled, and limited English proficiency households.
Funding	1-5	The project's local cost share is overmatched. (5% = 1 point)
TOTAL	100	

Source: CAMPO Regional Transit Study (2021), pg. 62

Public Involvement

A PIP was included in this transit study. Interviews were conducted with staff, elected officials, and those who work in transit, transportation, planning, and human service industries. Additionally, open houses were conducted for the general public's input, allowing citizens to learn more about this study, ask questions, and share their experiences.

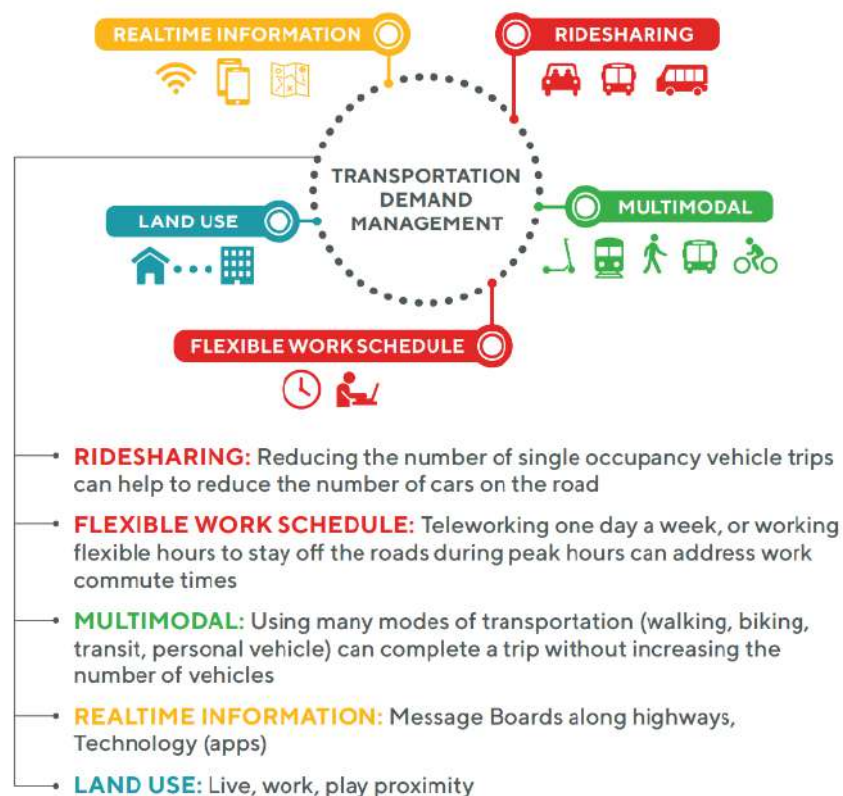
Key takeaways from these engagement efforts include:

- Criticism that existing transit routes providing access to key destinations are lacking and service is infrequent or irregular. Additionally, the length of the transit trips plays a large role in usage.
- Additional services needed, as called out by the interviewees, include more frequent service, expansion of the service area, and improvements to amenities related to the bus stops.
- Preferred transit mode options, in order from least, were commuter rail, commuter bus route, and local buses.

CAMPO Regional Transportation Demand Management Plan (2019)

CAMPO published the Regional Transportation Demand Management (TDM) Plan in 2019 to address increased traffic congestion and diminished mobility, safety, and reliability of the region's roadway system caused by rapid population growth. The plan specifically aims to:

- Foster TDM concepts within the CAMPO planning process.
- Promote a regional view that advances safer mobility, increased choice, and improved system reliability by defining a vision and goals for the region.
- Support the CAMPO 2045 planning effort with actionable steps to advance TDM in the region.



Source: CAMPO Regional Transportation Demand Management Plan (2019); pg. 2

The CAMPO TDM provides a vision statement to capture the aspirational goals of the CAMPO TDM and is stated below.

“The Regional Transportation Demand Management Plan provides a regional framework of priorities that identify projects, programs, policies, and strategies to manage congestion as population and employment growth put additional pressure on the regional transportation network. These projects, programs, policies, and strategies focus on travel behavior, along with strategic investments in transportation programs and infrastructure, where appropriate. Additionally, these efforts provide travelers with more information and options for deciding how, where, and when to travel within the CAMPO region.” (CAMPO Regional TDM; pg. 7)

Further, the CAMPO TDM provides the following five primary goals, with supporting objectives, to support the plan’s vision.

1. **Regional Coordination:** Document a collaborative plan where all TDM stakeholders have ownership and contribute to developing and maintaining a regional TDM system that benefits the entire CAMPO region.
 - a. Develop and implement regional solutions to transportation system congestion that cross jurisdictional lines.
 - b. Establish protocols for sharing transportation data and TDM options between agencies.
 - c. Develop and maintain a unified information source where travelers can access all elements of TDM in the region.
 - d. Promote greater regionalism and cooperation in the CAMPO region by working toward shared TDM goals.
 - e. Promote a quality of life that will attract new businesses and residents to the region.
 - f. Establish a TDM Subcommittee of CAMPO’s Technical Advisory Committee, with regular meetings to monitor and ensure the implementation of regional TDM programs.
2. **Incorporate TDM into the Transportation Planning Process:** Develop CAMPO policies with its partner agencies that promote and prioritize both programmatic and infrastructure investments in TDM projects and strategies.
 - a. Identify and support TDM projects and strategies before capacity projects when developing corridor studies, long range plans, and other planning documents.
 - b. Incorporate TDM measures into capacity expansion projects; examples may include transit use on managed lanes, high-occupant vehicle lanes, and expanded intelligent transportation systems (ITS).
 - c. Incentivize cities and counties to update development codes that better incorporate TDM elements.
 - d. Establish a targeted amount or percentage of specific funding categories of the transportation Improvement Program and Regional Transportation Plan to TDM measures.
3. **Provide Education and Outreach:** Expand outreach and education to travelers, providing the transportation options available to them for getting from point A to point B.

-
- a. Communicate directly to travelers about regional programs and options that already exist.
 - b. Promote the development of tailored TDM programs across the region.
 - c. Educate interested employers and trip generators on options, including flex schedules and teleworking.
 - d. Market TDM programs through mechanisms such as advertising and dynamic message signs.
 - e. Have regional agencies be more proactively involved in generating more participation in promoting multimodal transportation options and encourage employers to provide incentives to their employees who practice TDM strategies.
4. **Improve the Transportation System:** Enhance the performance of the region's multimodal transportation system, especially during peak period.
- a. Reduce the number of single-occupant vehicles to ensure efficient use of the roadway network.
 - b. Support greater use of transit, shared rides, and active transportation modes.
 - c. Incentivize all traditional roadway projects to have coordinated TDM education and outreach plans during construction phases.
 - d. Improve the reliability of the transportation network through improved incident management.
 - e. Enhance the reliability of travel times by shifting trips to off-peak periods.
 - f. Provide travelers with incident information and alternate route options through ITS and other outreach.
 - g. Work with agencies, private companies, and employers to improve connectivity and first/last mile trip segments.
 - h. Target congested corridors of regional importance for strategic infrastructure investment, such as managed lanes.
 - i. Document and evaluate performance measures over time to identify effective strategies.
5. **Increase Mobility Choices for Travelers:** Provide a range of transportation options throughout the region.
- a. Optimize transit services throughout the region that provide alternatives to driving alone.
 - b. Implement projects that encourage everyday use of active transportation for commuting or other trips.
 - c. Provide information to travelers about joining carpools or vanpools.
 - d. Partner with transportation providers to expand first/last mile connections to reduce the need for driving.
 - e. Improve safety by providing transportation options to travelers with mobility challenges.

Steering Committee Feedback

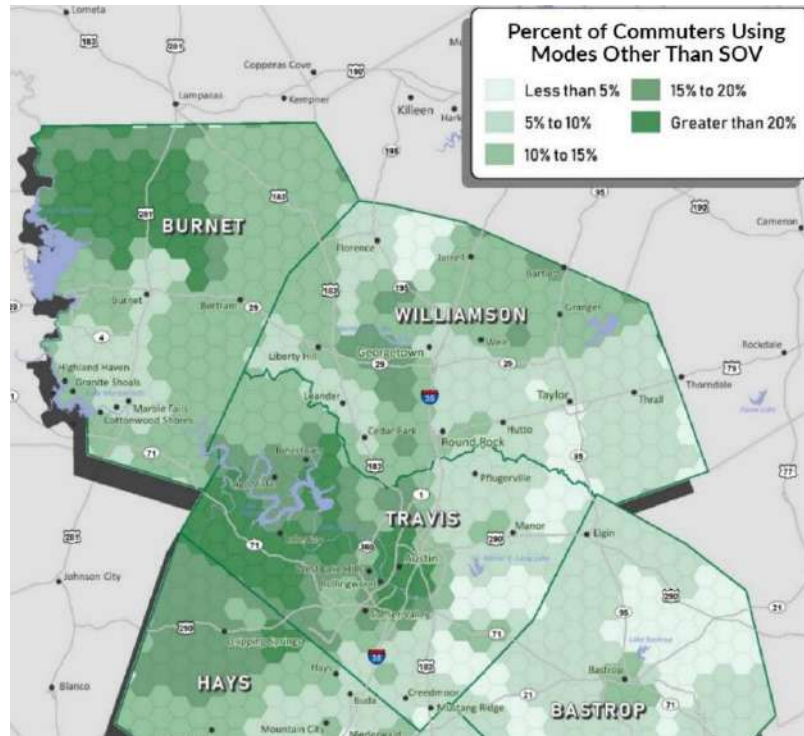
Stakeholder interviews were conducted with private and public sector entities to understand what TDM means to the CAMPO region. Over the course of the plan's stakeholder engagement, high-level themes emerged as organizations identified TDM needs and priorities, including:

- Incorporation of transit features into future roadway projects.
- Expanded transit service.
- Addition of managed lanes.
- Increased availability of micromobility options.
- Strategies to mitigate transportation demand during construction.
- Outreach and education initiatives to motivate mode shift.

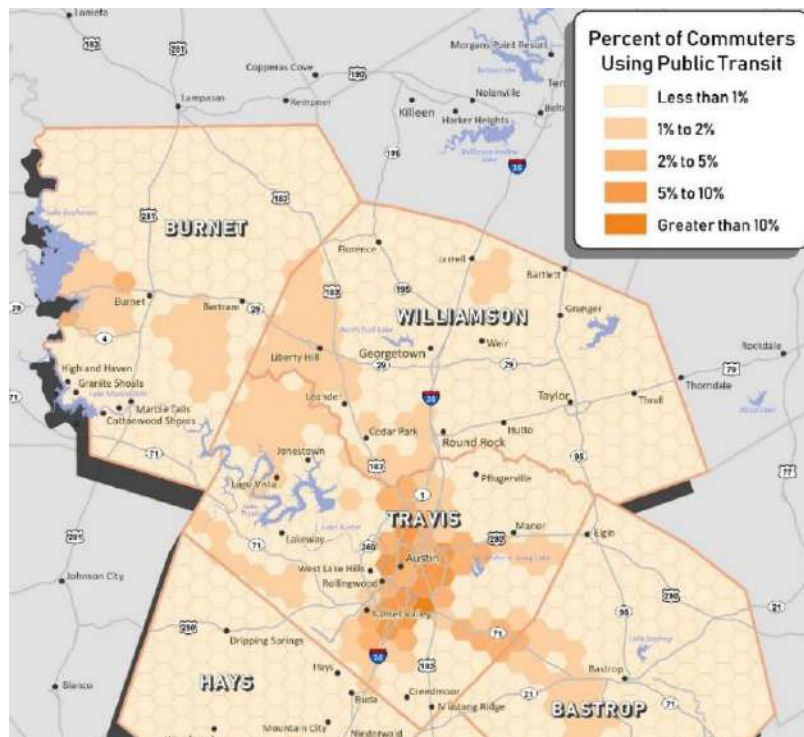
Existing Conditions

The plan detailed existing conditions within the CAMPO region. Key findings relevant to the Travis County TDP update are listed as follows.

- Several TDM programs and strategies existing within the CAMPO region, including the following:
 - CapMetro and CARTS fixed-route and on-demand transit services.
 - Shuttle services provided by employers (e.g., City of Austin, Cirrus Logic, Google).
 - CapMetro and CARTS park-and-ride services in conjunction with their Express, MetroRail, and regular route services.
 - CAPCOG and CapMetro Guaranteed Ride Home services.
 - Commute planning and incentives provided by Smart Trip Austin, a partnership between the City of Austin and CapMetro.
 - Subsidized/reduced transit fares and shared mobility costs through employers such as CapMetro (i.e., MetroWorks), Google, Whole Foods Market, and Samsung.
- Areas in west Travis County experience greater than 20 percent of commuters using modes other than single-occupancy vehicle (SOV). East Travis County experiences less mode split, ranging from less than 5 percent to 10 percent of commuters using modes other than SOV.
- Areas in west Travis County experience moderate transit mode split, specifically near Lago Vista and Jonestown. Areas in east Travis County experienced moderate transit mode split, specifically along the SH 71 and I-35 corridors and near Manor.



Source: CAMPO Regional Transportation Demand Management Plan (2019); pg. 37



Source: CAMPO Regional Transportation Demand Management Plan (2019); pg. 39

TDM Opportunities

The plan also provides opportunities for the CAMPO region incorporate, based on peer reviews and TDM best practices. Opportunities related to this TDP update are listed below.

- Increase transit centers to provide connections to suburban Travis County areas (e.g., connecting CARTS services to CapMetro in Austin).
- First and last mile partnerships with transit agencies focused on those traveling to and from low density urban areas.
- Increasing bike access to transit stations and terminals to increase mobility and fill the first and last mile gap in low density areas.
- Carpool and vanpool programs.

RTCC Regionally Coordinated Transportation Plan (2022)

The Capital Area Regional Transportation Coordination Committee (RTCC) published the fourth update of the Regionally Coordinated Transportation Plan (RCTP) in April 2022. The purpose of the RCTP update was to identify gaps and opportunities in regional coordination and advocate for the efficient use of resources to meet certain transportation goals within the Capital Area. The plan developed five goals to guide RTCC strategy implementation and activities. Goals are as follows:

- Sustain communication, education, and awareness regionally,
- Strengthen and sustain financial opportunities,
- Define and address regional transportation needs,
- Support ongoing coordination, collaboration, and partnerships, and
- Enhance access to healthcare and human services.

To pursue these goals set by the RCTP, Capital Area RTCC recommends several actions for local decision makers to progress regional transportation objectives:

- Consider service expansion planning agreements with agencies like CapMetro as strategic regional mobility implementation moves forward.
- Improve communication with stakeholders by updating communities annually on the progress of the coordinated plan for the Capital Area.
- Emphasize tracking the changes to Texas Department of Health and Human Services' Non-Emergency Medical Transportation Program (NEMT). Providing accurate information on changes to services that can improve citizens' abilities to reach medical services for which NEMT will cover certain public transit, taxi service, or commercial transit costs.
- Develop the organization of lead and support roles for strategy development regarding the specific needs of the region. This will include measuring performances with CAMPO oversight for final reporting on the region's mobility plans.

Key findings from the Capital Area RTCC's transportation plan related to these goals and objectives are detailed in the following sections.

Mobility and Access Conditions

The plan focused on several target populations (e.g., older adults, youth populations, individuals living in poverty, limited English speakers) in relation to existing transit services and needs, and estimates that target populations represent 5 to 11 percent of the regional population. Mobility and access highlights from the plan, related to Travis County are listed below.

- Unincorporated Travis County has a relatively lower transit propensity compared to the cities of Austin and Pflugerville. However, specific transit- dependent communities like senior citizens, the youth population (ages 10-17), and individuals living below the federal poverty line face significant transportation access barriers.
- The communities near Lakeway and West Lake Hills in western Travis County are identified as “transit deserts”; areas of a region that are not served by traditional transit services or on-demand service.
- Accessibility to transit generators varies between west and east Travis County. Communities in the west of the county lack colleges, human services agencies, and veterans’ facilities. The east portion of the county lack colleges, medical services, and veterans’ facility access.

Coordination & Collaboration

Stakeholders identified a need for more coordination and collaboration within the region. Key points from the plan include:

- Gaps in transportation service were a common outreach theme. Fixed-route transit and ADA paratransit do not serve several outlying areas of the region.
- The plan found that it was difficult to provide affordable transportation in the region because many volunteer-led groups have issues with staffing, education, outreach, and funding.

Regional Transportation Needs

The RCTP’s major takeaway regarding regional transportation needs was that needs of urban and rural areas are different and be solved through context sensitive solutions. Further, the plan found:

- Rapid growth can make it hard for transportation services to meet increasing demand. This can have implications on opportunities for federal funding.
- Some agencies noted geographic barriers to service such as rail lines and rivers that can cause major transportation disruptions and increase unreliability.
- Stakeholders noted specific gaps in service. This reflects the need to provide cost-effective transportation service to low-density areas.
- Stakeholders mentioned the need for a seamless regional transit system that is efficient, affordable, dependable, and safe.

Education & Awareness

Providing education and enabling community feedback was identified as potential gaps to bringing awareness of needs for targeted population groups. Additional concerns include:

- Providing the necessary education on mobility options within the region, including active transportation, shared mobility, and micro transit.
- Working with stakeholders in the area to develop a cohesive strategy to provide information regarding transportation and mobility needs.
- When disseminating educational pieces, information should be tailored to specific groups such as students, healthcare sector, and the local workforce.

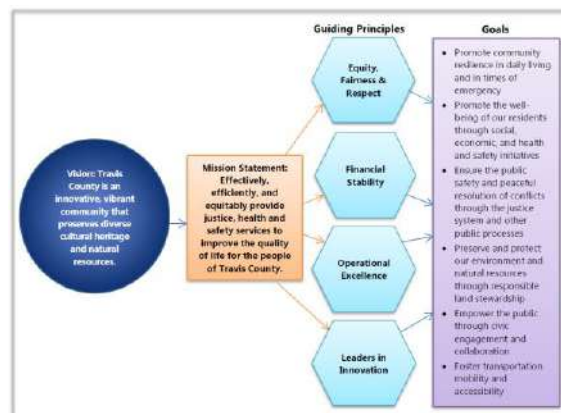
Funding Needs

A concern from stakeholders was the issue of funding with varying scale of needs for different localities. Specifically in mind the needs of rural mobility projects, considering the unique needs these communities seek. Several key takeaways include:

- Regarding community needs, it is imperative to identify whether such action can be fulfilled through existing services. Otherwise, the new service will require funding through TxDOT's 5310 formula.
- Reviewing internally the strategy for addressing needs and becoming more strategic with available resources.
- Developing a system to seek potential funding opportunities created by regional partners and promoting regional programs.
- Working with national programs to meet the needs of specific groups like handicapped and elderly. Including partnerships with the National Aging and Disability Transportation Center (NADTC), National Center for Mobility Management (NCMM), and utilizing programs from the Federal Government (E.g., American Rescue Plan Act, etc.).

Travis County CDBG Consolidated Plan (2019 to 2023)

The U.S. Department of Housing and Urban Development, under the Title 1 provision of the Housing and Community Development ACT of 1974, sponsors programs that aid development in urban communities through Community Development Block Grants. In 2019 Travis County submitted a Consolidated Plan for Programs 2019 to 2023, addressing the development needs of for the next five years through various guidelines and goals.



Source: Travis County PY19-23 Consolidated Plan (2019); pg. 1

Existing Conditions

To improve transportation and provide mobility options set out by the goals of the CDGB, Travis County identified several gaps in fostering a better quality of life for residents. Findings from the research include the following:

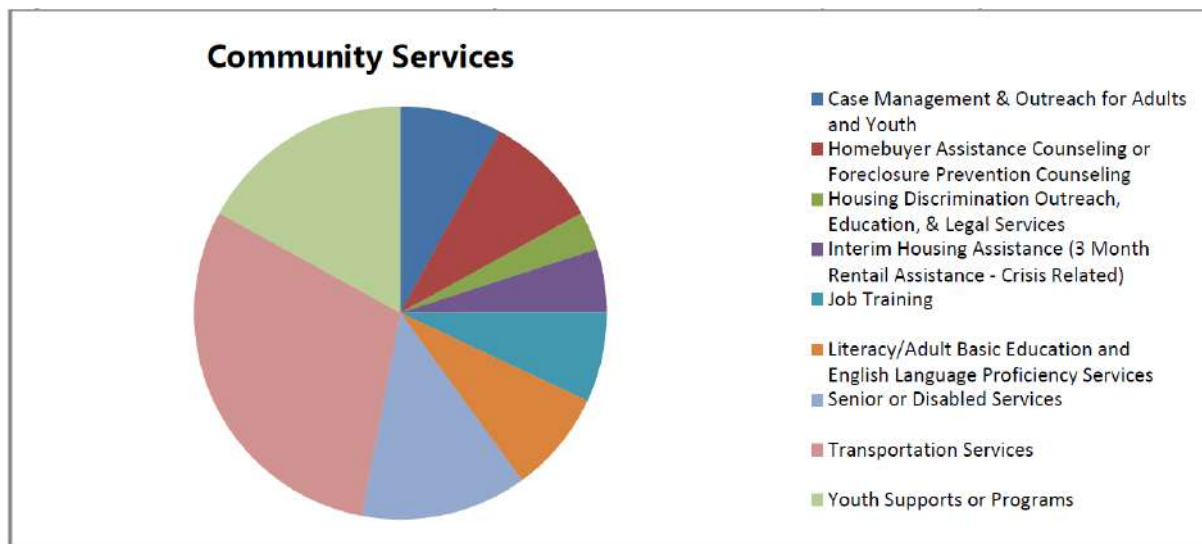
- Compared to the Central Texas region, Travis County citizens are more than likely to be residing in neighborhoods without a grocery store or transit access to reach job opportunities within the region.
- Travis County's Transportation and Natural Resources (TNR) Department predicts funding for roadways, active transportation infrastructure, and Transit for period of the plan will require more than \$76 million in gap funding.

The plan also found service gaps between the two transit service providers in the county (CapMetro and CARTS). While CapMetro services predominantly urbanized areas, CARTS service to rural areas is dependent on interlocal agreements, leaving some areas without transit options. The costs of these gaps are most evident in unincorporated areas of Travis County, where the lack of transportation is an ongoing issue for low-income residents. As compared to the more densely developed areas of the county, accessibility to public services are usually less of an issue.

Population Growth

Exponential growth has strained existing infrastructure throughout the county, but especially in outlying cities and towns. 63 percent of Travis County is unincorporated land, relying on the County Transportation and Natural Resources Department for infrastructure investment and maintenance. TNR staff have identified transit as a high priority unmet need.

Travis County residents were asked to select and prioritize their top choices for county service investment in the survey below. Based on weighted responses, "Transportation Services" were identified as their highest need in the area.



Source: Travis County Community Development Block Grant Program - Consolidated Plan (2019); Appendix B-2 pg. 2

According to CapMetro, as people are pushed to outlying areas of the county, families and individuals experiencing financial hardship are especially vulnerable to transit barriers. In these areas where transit options are underserved, the related costs of vehicle ownership and maintenance become a financial strain. Additionally, much of the services needed by these groups, including low-cost healthcare, employment services, afterschool care and other services are usually located within city centers like Austin.

2020 US Census results show urbanized areas of unincorporated Travis County experiencing significant growth, leading to a reduction in CARTS (rural) service. With more urbanization happening outside of CapMetro's service area, this shift will leave even more residents without access to public transportation access.

Community Outreach

The plan incorporates interview responses from the HHS on a regional questionnaire known as Regional AI. Respondents reported several concerns related to property taxes, housing costs, and transportation:

- Two-in-five single-person households within Travis County report difficulty accessing necessities/services.
- One-in-five single-person households have trouble finding employment opportunities near their community.
- Low-quality infrastructure in their community, including sidewalks and street lighting, was reported by 16 percent of single-person households.

As a result of an additional survey conducted for the purpose of the CDGB, both residents and social service providers were engaged to provide feedback on the needs of the communities by rank. Transportation services were the highest priority reported by respondents – the same result from discussions with single-person households conducted within the Regional AI survey. Low-income residents are emphasized as the most vulnerable, experiencing barriers in reaching public services and basic needs.

Growth & Development Centers

Transportation agencies within the region have been developing plans to improve the efficiency of land-uses along major corridors with the belief that well-organized and planned transportation hubs can be a cost-effective solution to transportation gaps. CapMetro has expressed a desire to concentrate development growth along key-corridors and existing population centers to include mixed-use centers to better support livable communities with transit supportive densities. These plans include the following:

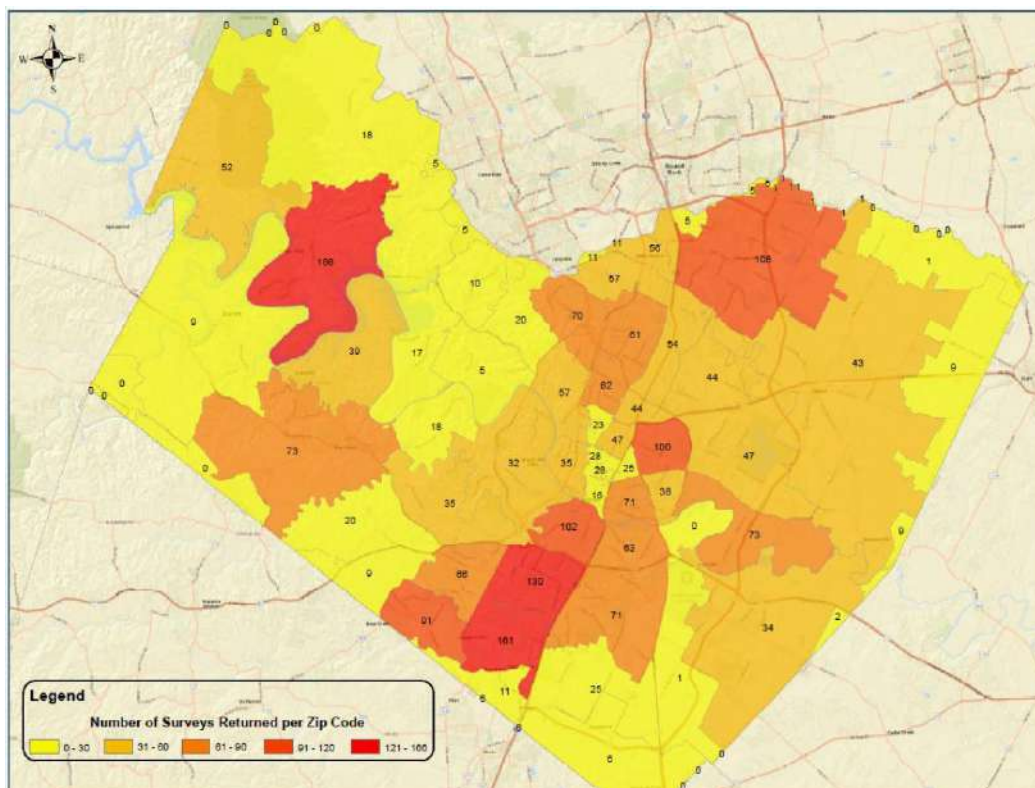
- CAMPO Centers are local planning districts that are designed to support mixed-use development while also focusing on density and design that can attribute to lower vehicle-miles traveled and support multiple transportation modes (designated in CAMPO 2040 Regional Transportation Plan).
- City of Austin Activity Centers are the centerpiece of a plan developed within the Imagine Austin 2012 Comprehensive Plan, a 30-year plan to guide growth and development in the region. The plan features a Growth Concept Map showing areas

within the City and Travis County that enable compact and walkable and transit accessible corridors, job centers, and higher-density communities. This vision for the region is meant to promote lifestyles that allow residents to work, shop, enjoy entertainment, and access services without the need to travel long distances.

- Travis County's Growth Guidance plan envisions centers in unincorporated areas that align and connect to both CAMPO and the City of Austin's designs for high-activity corridors. Like previous plans, this concept emphasizes compact and regionally connected growth in unincorporated areas. The goal is to offer residents more options to housing and transportation services by supporting alternatives to single-family only land development patterns and encouraging multimodal options beyond the private vehicle for all residents.

Travis County EDSI Survey (2022)

A community survey was conducted in Travis County in early 2022, with the goal of helping guide actions regarding investments, planning, and development. The survey covered several themes that could influence funding from the Local Recovery fund (LFRF), which is received through the American Rescue Plan Act (ARPA). The themes from the survey included infrastructure, emergency services, accessibility, and other quality of life subjects. Much of the responses came from zip codes west of I-35.



Source: 2022 Travis County Community Survey: Results (2022); pg. 11

Over 2,400 residents across Travis County participated in the survey between March and April 2022. From a list of answers, respondents were asked to rank their concerns by level of

importance. From the top five priorities listed from the respondents, of the total population, the following issue areas were emphasized:

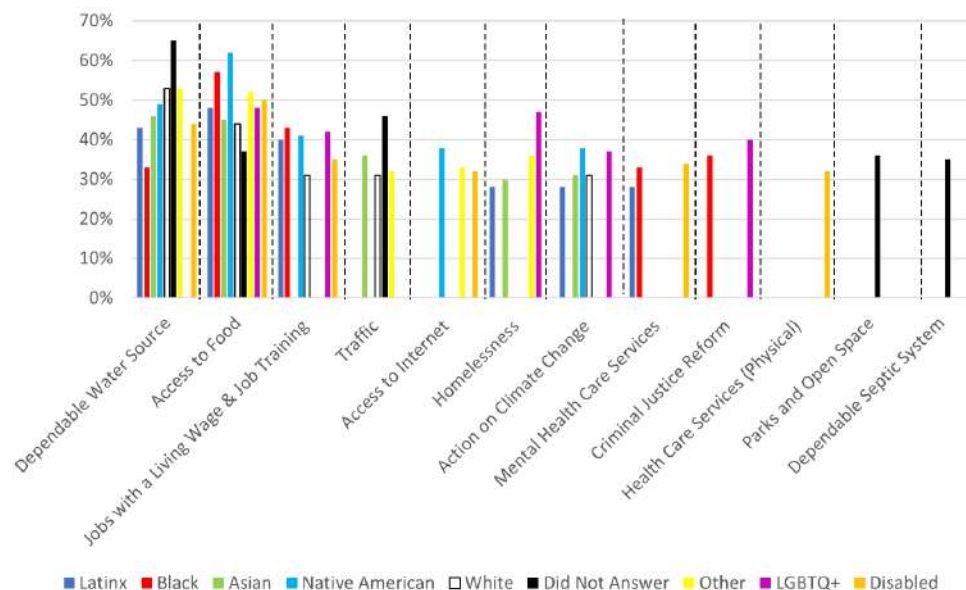
1. Dependable water source (51%)
2. Access to food (45%)
3. Jobs with a living wage & job training (32%)
4. Traffic (32%)
5. Access to the internet (29%)

The results of the survey by respondent location are detailed below.

Top 5 Priorities West of I-35	Top 5 Priorities East of I-35
Dependable Water Source (56%)	Access to Food (51%)
Access to Food (42%)	Dependable Water Source (42%)
Traffic (33%)	Jobs with a Living Wage & Job Training (38%)
Access to Internet (30%)	Traffic (29%)
Action on Climate Change (30%)	Access to Internet (27%)
Parks & Open Spaces (30%)	

Source: 2022 Travis County Community Survey: Results (2022); pg. 20

When separated by groups, that is race, ethnicity, and other identifying characteristics, the survey was able to identify which of the community groups identified transportation and accessibility related issues as their top concerns in Travis County. For traffic, over 30 percent of the White, Asian, and those listed as “Other” communities identified it as their top five priorities to address; the other group, those who are reported as “Did Not Answer” cannot be attributed to a specific community. Transportation related accessibility issues, like access to food, includes a wide variety of groups. Those who identify as Native American, Black, disabled, and those listed as “Other” found this to be a priority issue, all reaching over or at 50 percent in the total responses.



Source: Source: 2022 Travis County Community Survey: Results (2022); pg. 19

In addition to the survey responses, participants were offered the opportunity to input comments to the survey. Of the over 2,400 participants, 32 percent responded with a comment. Of the widely varying comments submitted, several included transportation related issues. These included traffic (some particularly called out Farm to Market 1431), public transportation, infrastructure (roads), and bike lanes.

CARTS Transit Development Plan

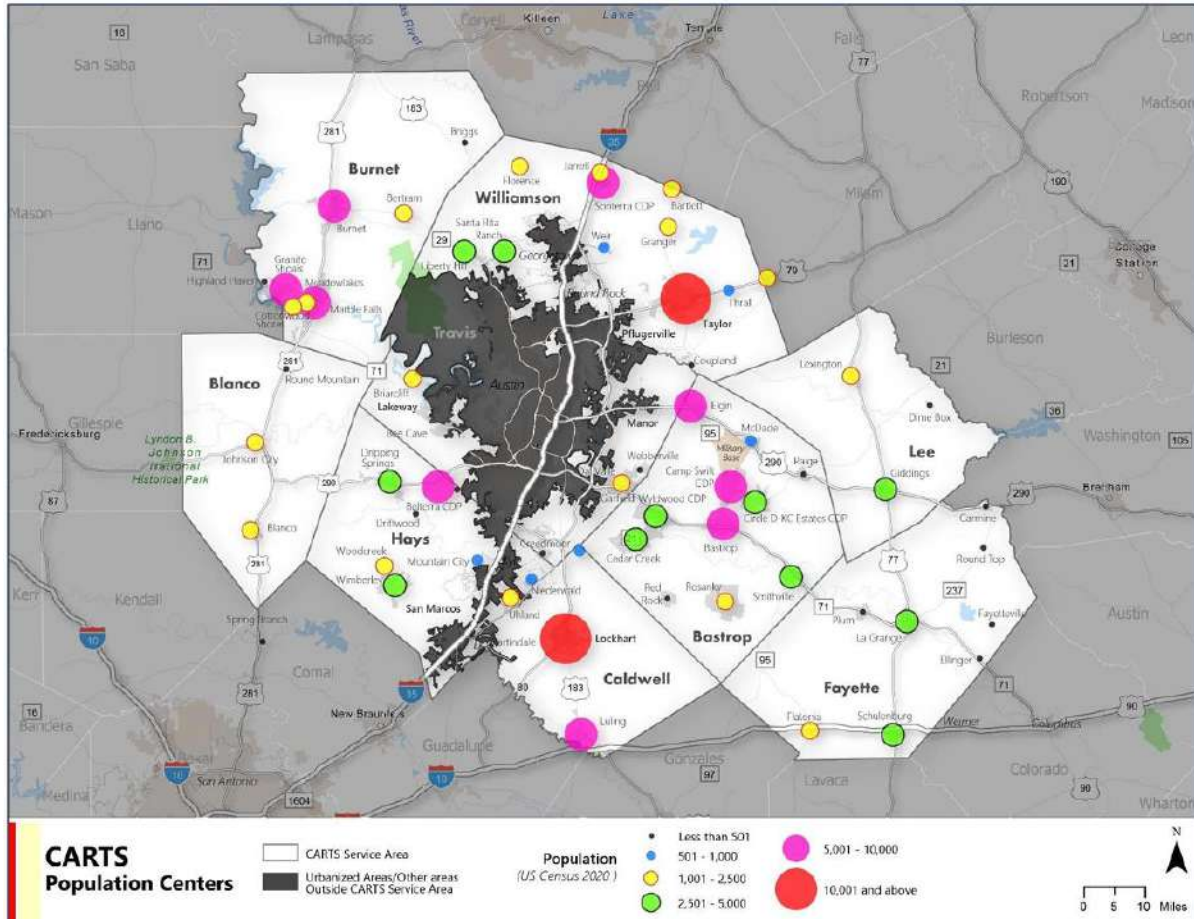
In late 2022, CARTS began work on a Transportation Development Plan to identify possible solutions to improve accessibility, efficiency, and reliability for rural transit in Central Texas. Results of the study will provide a framework to address community concerns regarding services and infrastructure by 2045. This includes anticipating changes to demographics, population shifts, and emerging technologies. Several guiding factors are set to influence the overall design of the plan:

- Expectation of population growth within the rural areas of nine counties
- Diverse cultural backgrounds and language barriers
- Economic opportunities and challenges
- Housing and development patterns

Demographics, Land Use, & Travel Patterns

An analysis of the social environment and planning efforts within the nine counties was conducted to assess the need for transit options in the CARTS service area. Several key takeaways were identified by their review:

- **Trip Generators**
 - Overall, the city of Austin remains the prime trip destination for the entirety of the CARTS service area.
 - Large hospital systems, dialysis centers, shopping centers, education facilities, public buildings, senior centers, major employers, and multi-family housing are some of the major trip generators found the CARTS service area.
 - These facilities are usually found in major population centers within each county. In Travis County, this includes Briarcliff (2,062 residents) and Garfield (1,852 residents).



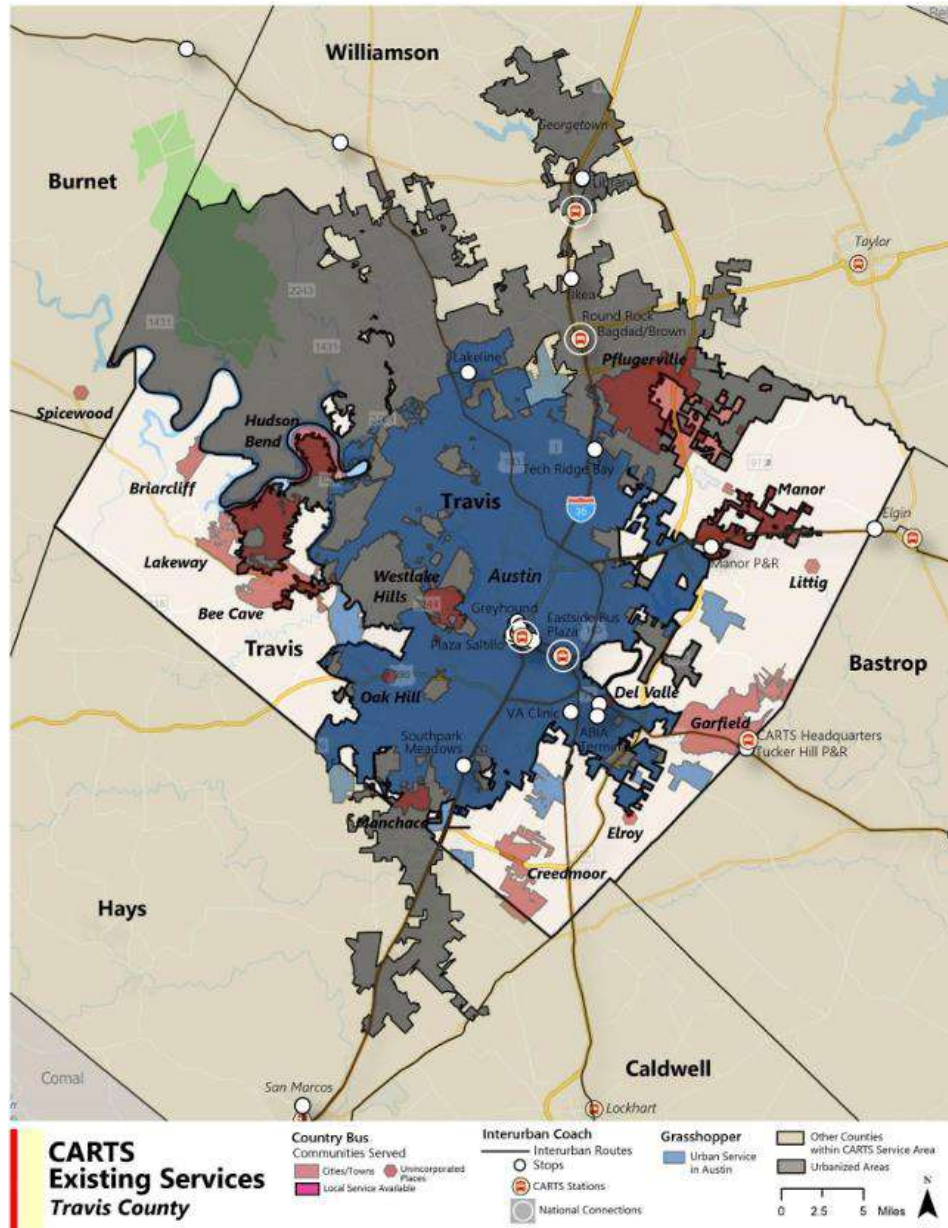
Source: CARTS Transit Development Plan: Demographics, Land Uses and Travel Patterns (2022); pg. 2A-4

- **Travel Patterns**
 - Per 2020 ACS 5-year estimates, only 9.8 percent of Travis County residents worked outside of the county.
 - Per 2020 ACS 5-year estimates, 70.4 percent of residents drove their vehicles alone; comparable to the state average of 80.5 percent.
- **Demographics**
 - Population change in the region has seen very high growth in the past decade, especially in Williamson, Hays, Caldwell, and Bastrop counties. Projections show similar growth for the next three decades.
 - CARTS rural service areas are expected to decrease (pending results from 2020 Decennial Census), affecting changes in urban-rural classification within urbanized areas.

Existing Services

Additional reviews centered around the existing services provided by CARTS within the nine-county region, resulting in several key takeaways on the successes and performance gaps need to be addressed:

- CARTS Now, the newest curb-to-curb service offered by the agency, has been a resounding success in its limited service in Bastrop and Taylor, while other services have lost ridership since the pandemic.
- Bastrop County was the only county whose ridership has rebounded and have surpassed pre-pandemic levels. The result of the Interurban Coach and Country Bus regaining service levels with the addition of CARTS Now.
- Few riders who use CARTS Country Bus regularly accounted for a substantial share of trips, in the end the service was found to be supporting just three or four riders in most of the counties.



Source: CARTS Transit Development Plan: Existing Services (2022); pg. 2-69

Conclusions and Key Takeaways

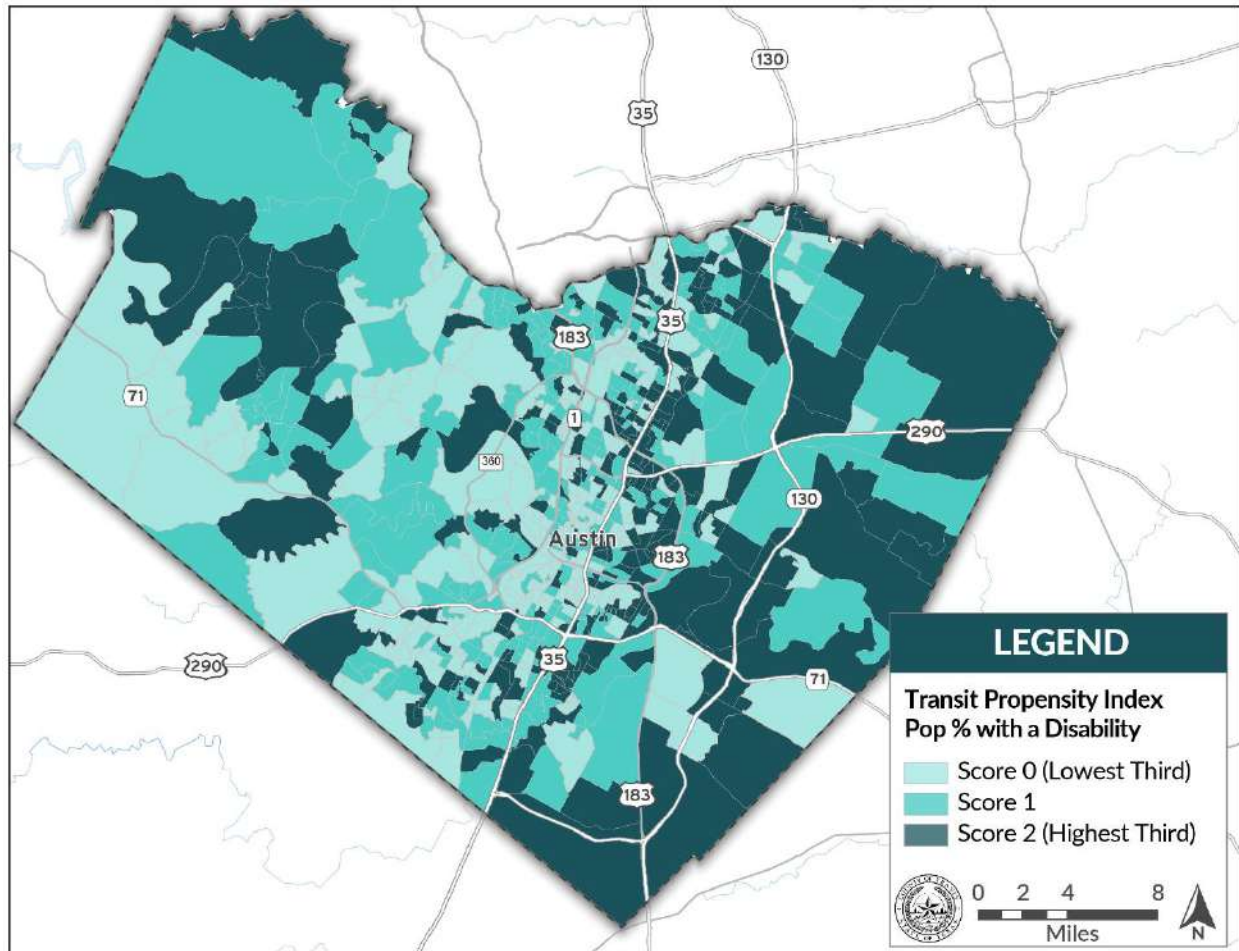
In all, these plans placed emphasis on responding to community comments and addressing stakeholder concerns regarding both the funding improvements of existing infrastructure and removing accessibility barriers to quality-of-life needs. Key takeaways from the plans include the following:

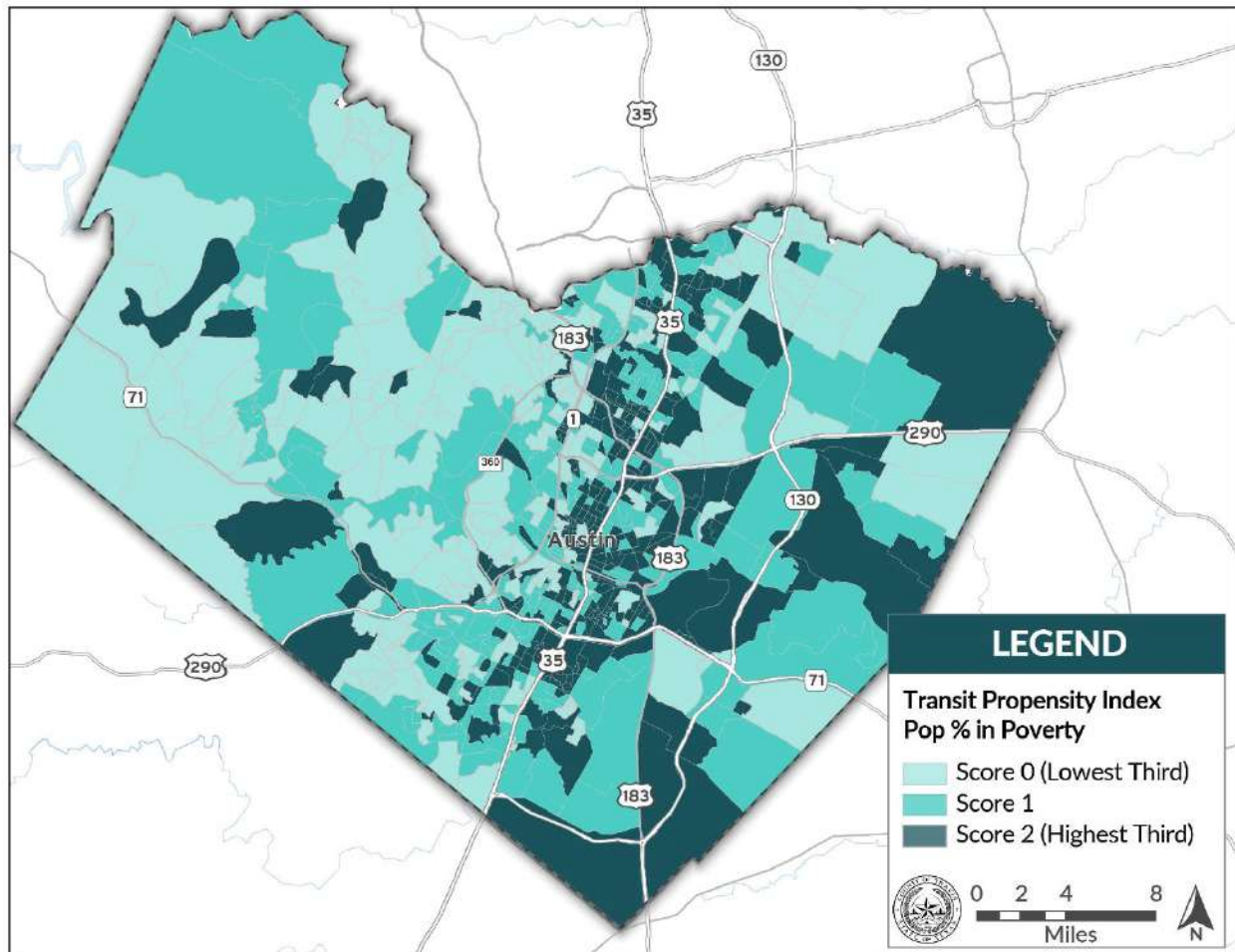
- The expansion and growth of population centers and urbanized areas are developing outside of CapMetro's service area. This presents a significant gap between CARTS' rural service and CapMetro's urban transit.
- Residents in unincorporated Travis County face accessibility barriers to important services, including healthcare, food, human services, and employment opportunities.
- Projected travel patterns developed by CAMPO claim that by 2045 much of the regional movement within Central Texas will be focused along Interstate 35 between Hays, Travis, and Williamson counties.
- East Travis County experiences less mode split, ranging from five to 10 percent of commuters using single-occupancy vehicles, per the Census Bureau's ACS 5-year estimates. Compared to West Travis County which experiences in some areas greater than 20 percent of mode split other than SOV.
- Volunteer-led transit groups (i.e., non-profit transit providers) within the region find it difficult to serve communities in need due to issues related with staffing, education, outreach, and funding.
- Emphasis to closely work with regional partners and focusing on regional programs that meet the needs of transit-sensitive groups like the disabled and elderly. Also, the need to promote partnerships with national organizations like the National Aging and Disability Transportation Center (NADTC), National Center for Mobility Management (NCMM), and utilizing programs from the Federal Government (E.g., American Rescue Plan Act, etc.).

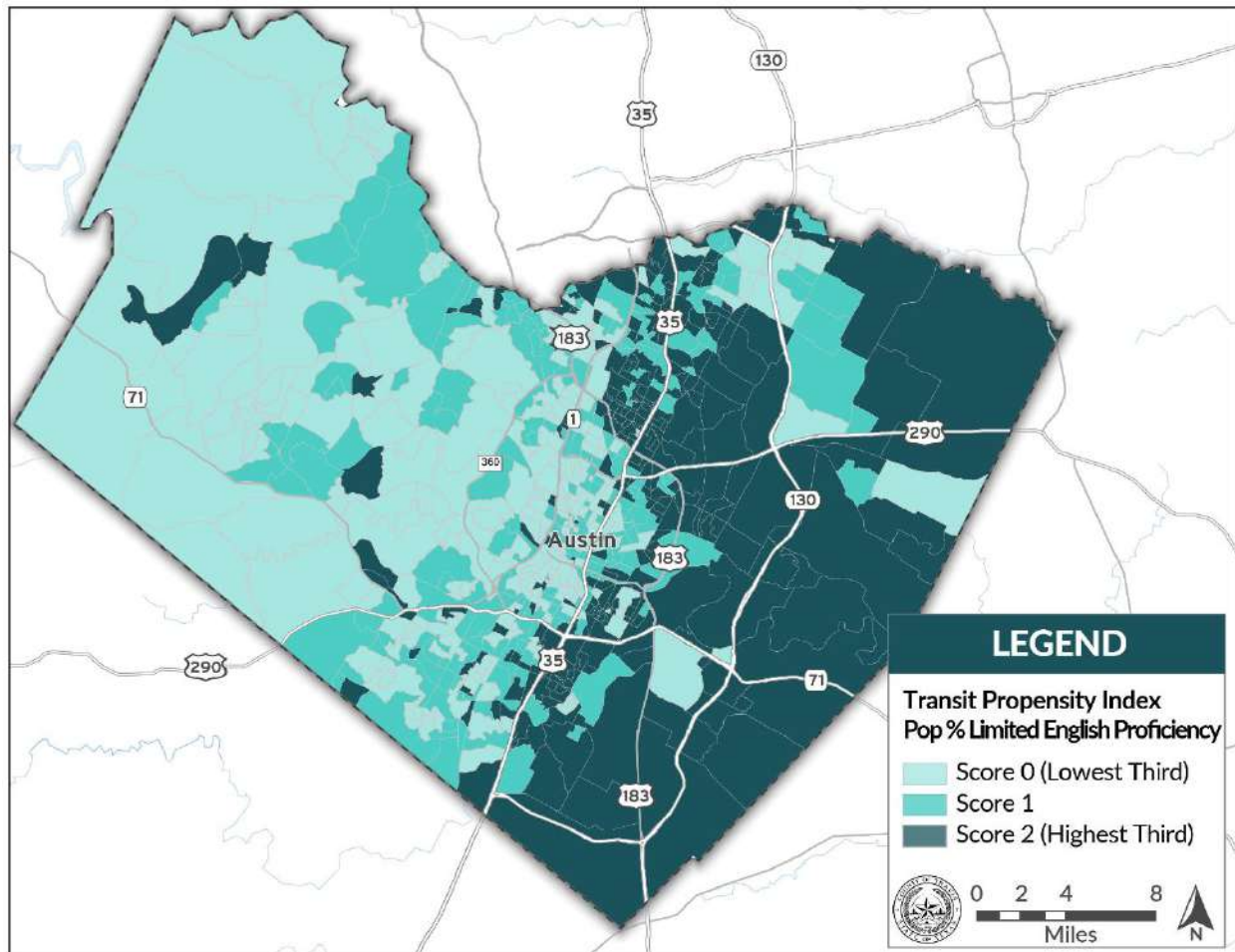
Appendix D: Market Analysis Maps and Methods

Demographic Maps

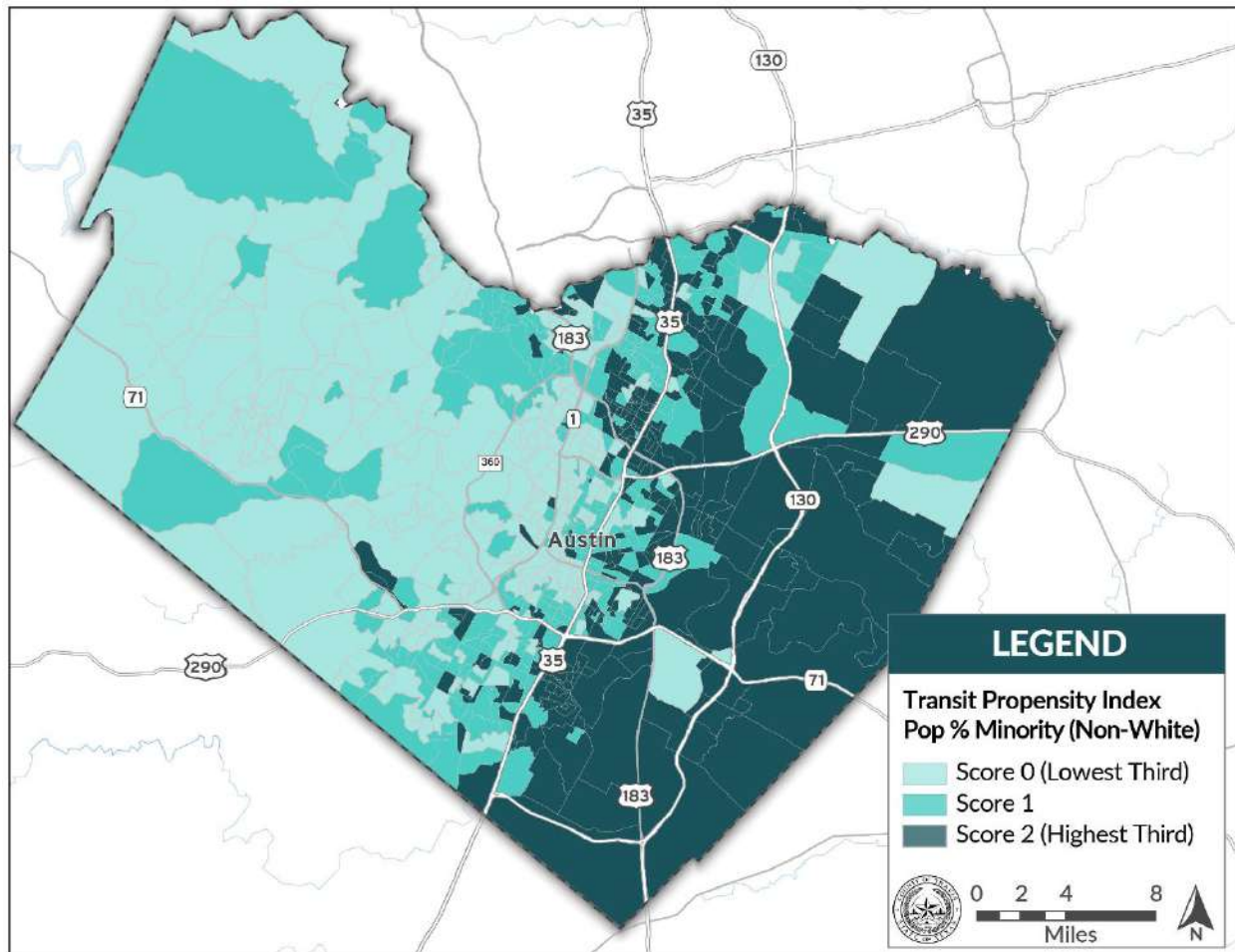
Population Living with a Disability, Transit Market Analysis

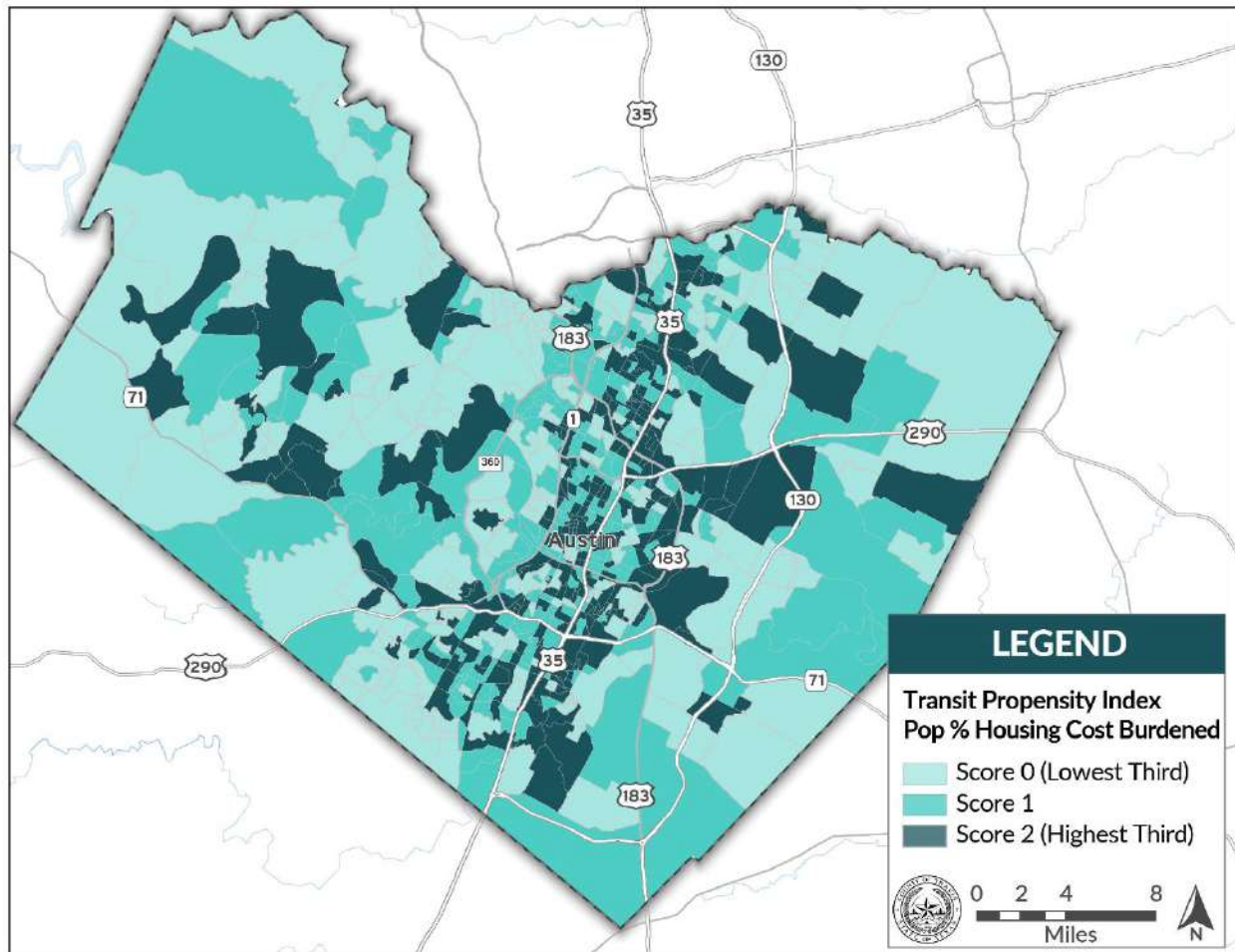


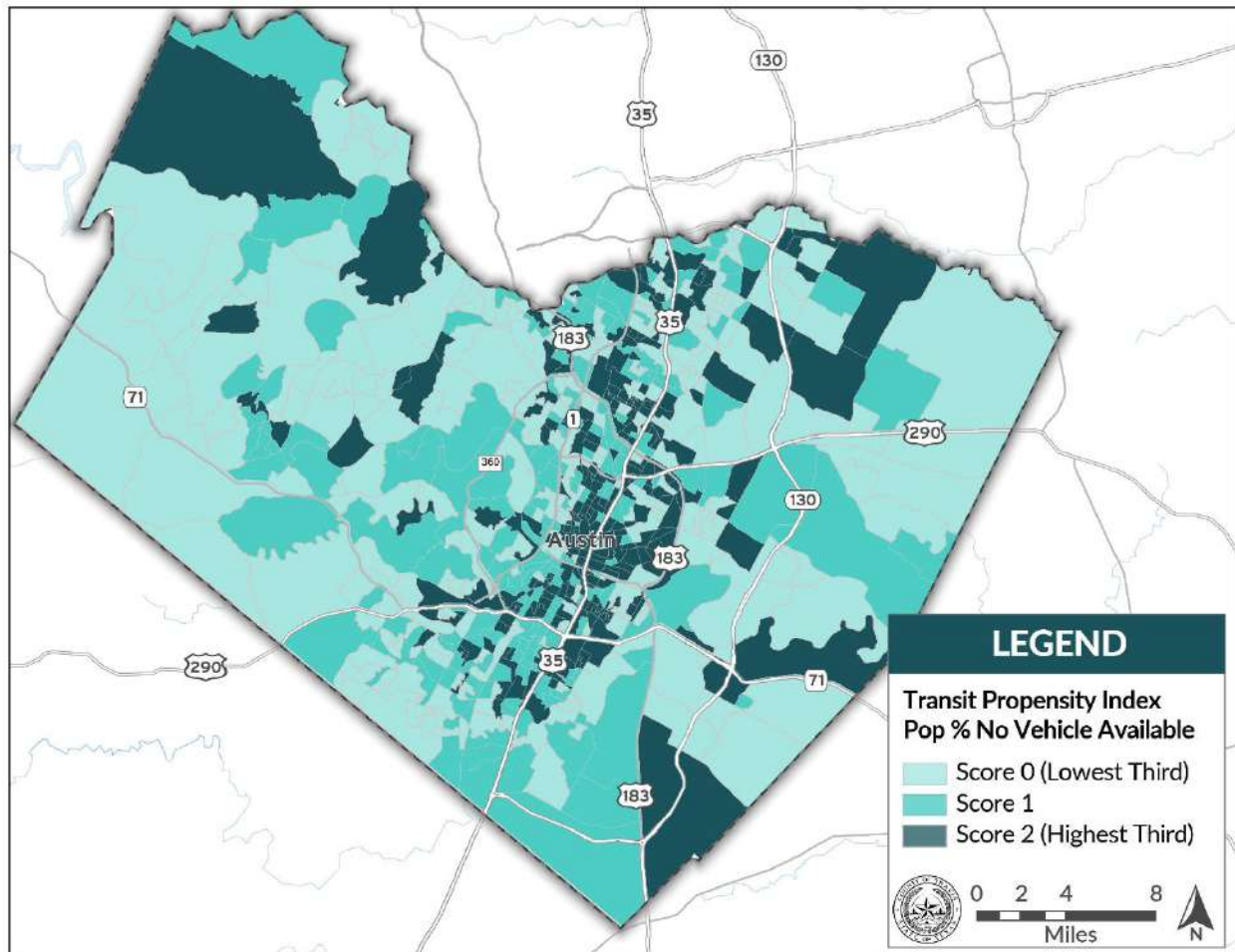


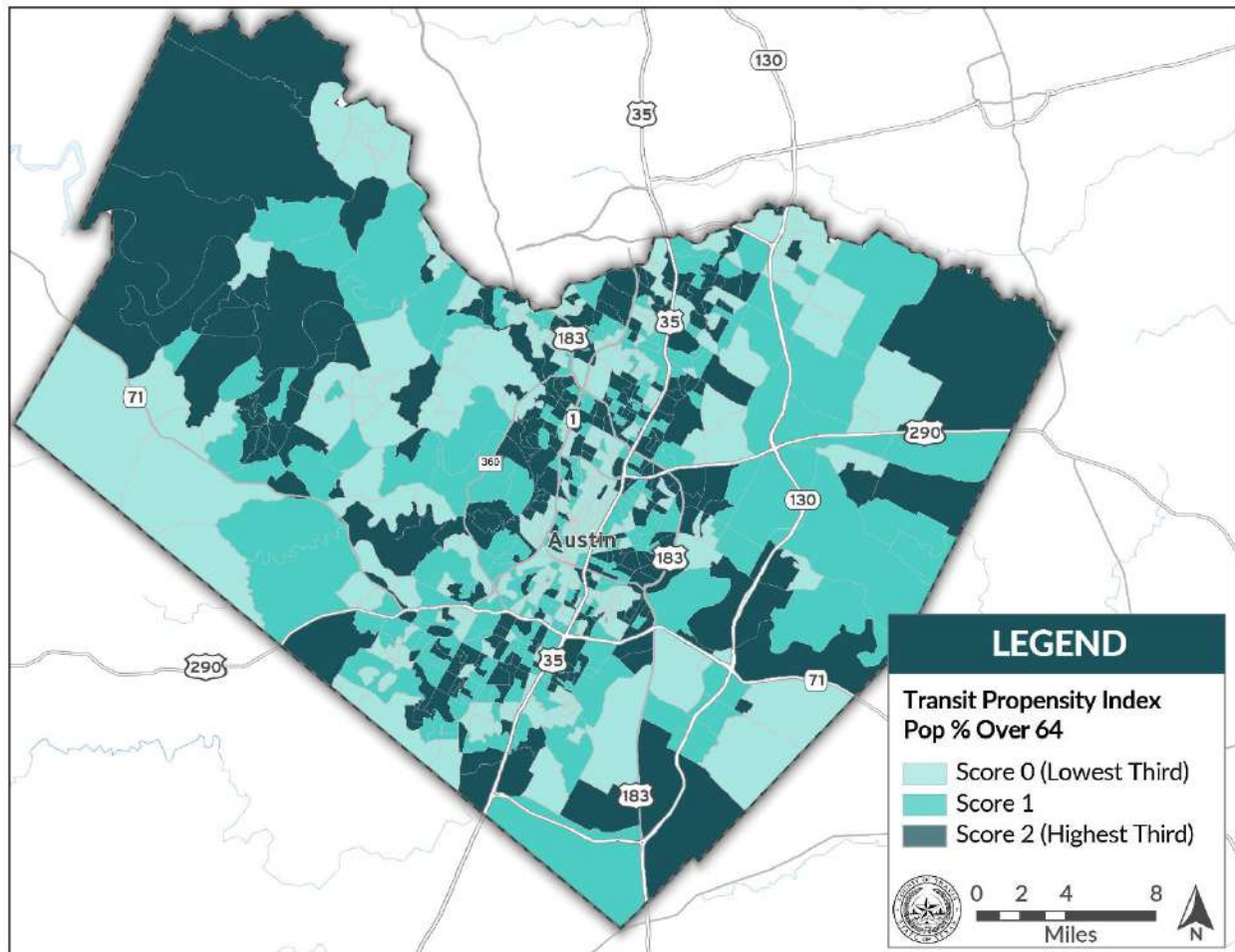


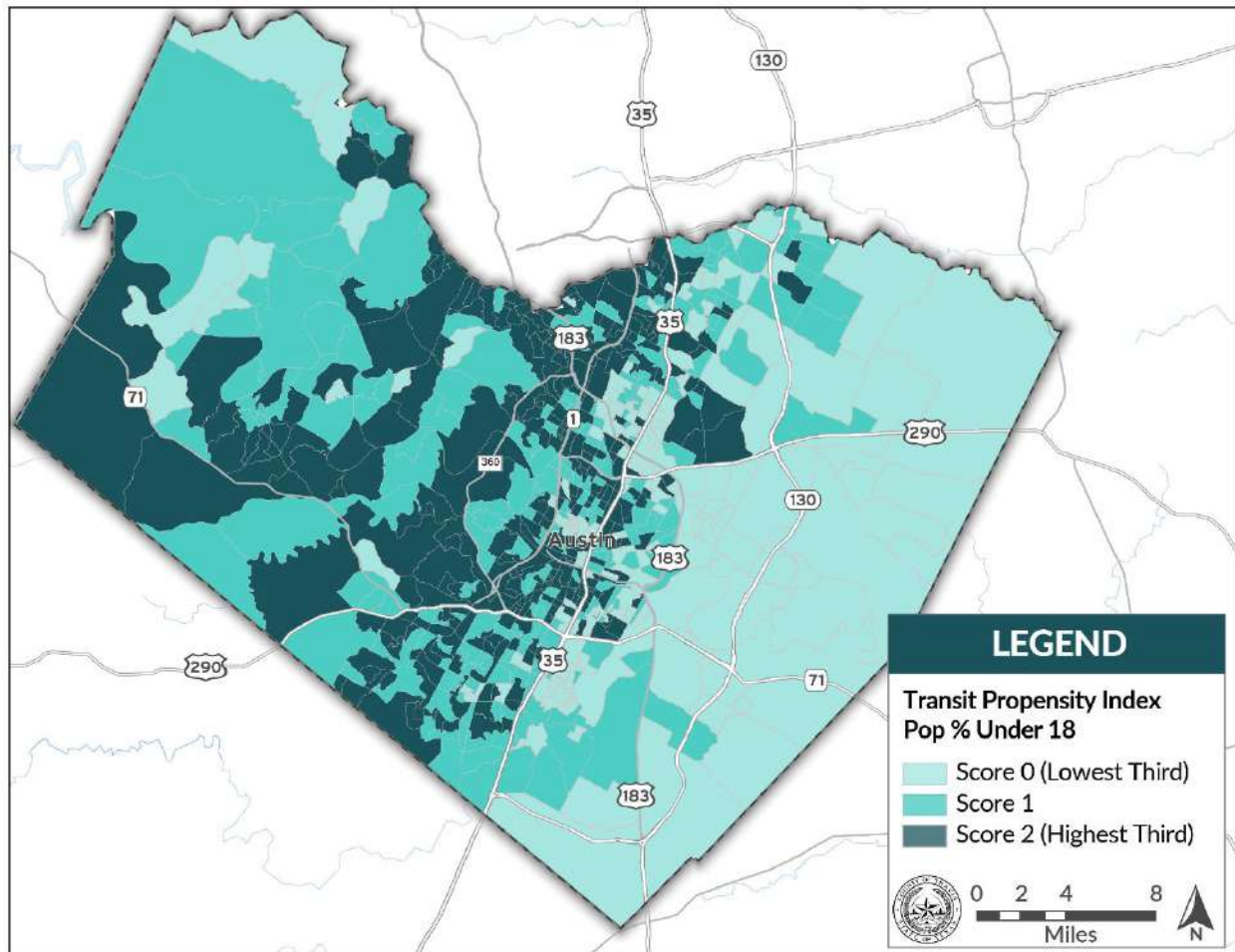
Minority (Non-White) Population, Transit Market Analysis











Transit Propensity Index Methods

The transit propensity index combined eight demographic/socio-economic measures (measures) at the census block group level to display areas with high potential for transit demand. All measures were obtained from the United States (US) Census Bureau's American Community Survey (ACS) 2020 5-year estimates (2016 – 2020). Measures used for the Travis County TDP transit propensity index include:

- Percent of population over 64
- Percent of population under 18
- Percent of population living in poverty
- Percent of limited English proficiency (LEP) population
- Percent of households with no vehicles available
- Percent of non-white population
- Percent of disabled population
- Percent of cost burdened households (i.e., spending greater than 30 percent of gross income on housing)

Once downloaded and joined to ArcGIS Pro, the individual measures were mapped and organized into three equal sized mapping breaks (i.e., quantiles) and scored as displayed by the example in the table below.

Measure	Quantile	Score
% Population over 65	High	2
	Medium	1
	Low	0

The scores for each measure, per block group, were then calculated to create the unadjusted transit propensity index, with the highest potential score being 16 (i.e., all eight measures being in the highest quantile break and scoring as two) and the lowest potential score being zero (i.e., all eight measures being in the lowest quantile break and scoring as zero).

In addition, a population-adjusted transit propensity index was created to more accurately depict scoring based on the total population of census block groups. To do so, the county-wide median census block group population was used to create a population ratio for each census block group. Population-adjusted transit propensity index scores were calculated using the formula below:

- Adjusted Score = Original Score * (BG Tot Pop / County-wide BG Tot Pop Average)
 - “BG” means census block group
 - “Tot Pop” means total population of census block group

High-need, low-service areas were initially identified by conducting an overlay analysis using findings from the plan review, market analysis, and operations analysis. Specific census block groups were identified as high-need, low-service areas based on the following criteria:

- Block group intersected or was adjacent to study gap areas
- Block group scored high in population-adjusted transit propensity index exercise
- Block group was largely unserved by existing CARTS and/or scoped CapMetro MetroBus/Pickup services
- Block group contained major employers/key destinations