



# CITY OF ROUND ROCK TRANSIT PLAN

## Existing Conditions Report

June 2015





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# 1 INTRODUCTION

The Round Rock Transit Plan will provide a framework for planning, financing, and implementing transit services over the next ten years. The Existing Conditions Report is the first element of the planning effort and is intended to serve as the foundation for the development of initial service alternatives.

The purpose of this document is to identify the markets that support transit services, evaluate existing transit systems in similar cities, and summarize community and stakeholder feedback obtained during initial outreach efforts.

The Existing Conditions Report consists of six additional chapters, which are summarized below.

- Chapter 2 reviews recently completed and/or adopted planning documents
- Chapter 3 summarizes existing public and private transit services within the City of Round Rock, as well as regional transit services operated by Capital Metro and CARTS
- Chapter 4 includes an analysis of demographics trends, employee travel patterns, and student origins
- Chapter 5 provides an overview of existing land use and infrastructure
- Chapter 6 consists of a review of transit systems operated by peer cities
- Chapter 7 summarizes community and stakeholder feedback

## 2 DOCUMENT REVIEW

The Round Rock Transit Plan will consider relevant information from regional and local transit plans including:

- Round Rock General Plan 2020 (Amended 2013)
- Round Rock Amended Transportation Master Plan (Adopted 2004)
- Capital Metro Transit Authority's Project Connect - Key Themes
- Project Connect - Locally Preferred Alternative
- Commuter Express Bus Plan

The most relevant information from each document is summarized below.

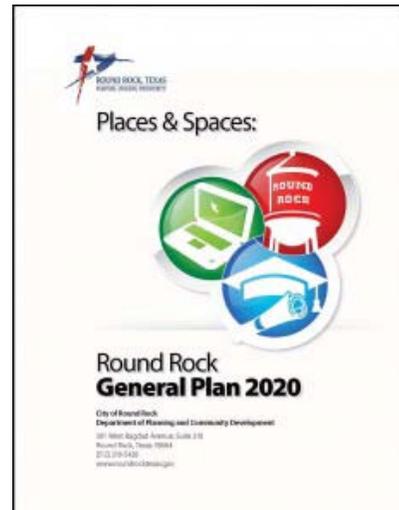
### ROUND ROCK GENERAL PLAN 2020

The Round Rock General Plan was amended in 2013. The plan states that the city wants to be a residence of choice for entrepreneurs, business leaders, researchers, educators, and creative professionals. To reach this goal, the city plans to promote diversity, historic preservation, and a family-friendly environment. The plan has Land Use, Quality of Life, Transportation, Water & Wastewater, Parks & Open Space, Historic Preservation, Community Quality and Implementation sections.

The Strategic Plan outlines strategies to manage the following three major transformations in Round Rock's development:

- Certain areas of the City are aging and are approaching the point where redevelopment will occur and transform these areas;
- Over the next 50 years, the City's population will grow from about 100,000 to approximately 300,000, and this growth will change Round Rock from a suburban-oriented city to a mature city
- The City will need to transition to a more sustainable and energy efficient community, with less impact on the environment, and build on the diverse economic engines that are now emerging.

The plan recognizes that a quality transportation network is essential for economic development. To that end, transportation is an implicit focus of the general plan's land use section. The plan sets future land use goals of: providing housing and employment opportunities that would be suitable for young professionals, college students, and senior citizens; supporting business development; improving aesthetics and sustainability; and planning for future mobility needs.



The plan included an extensive public outreach process, which involved a phone survey contacting residents from all geographic sectors of the city, four focus group meetings with community members, and an open house towards the end of the drafting process. In the phone survey, 81% identified providing alternative modes of transportation to increase travel options as important/very important, 92% identified decreasing traffic congestion as important/very important, and 67% rated the City's traffic congestion as fair/poor. In addition, the public focus meeting groups showed that community members support a comprehensive transportation system that is integrated with the larger regional transit systems and would also like to see more attractive and pedestrian-friendly streetscapes.

As part of the exploratory work for preparing the general plan, the City conducted a transit feasibility study to assess the extension of a commuter rail line from Austin to Round Rock. The study concluded that the service was not feasible because it would not adequately meet the demand generated by the residents of Round Rock. However, the plan asserts that arterial streets should be designed to accommodate bus turnouts necessary for future transit services. The plan recommends a multi-modal transit system that includes public transit options, with a focus on mixed use areas, educational institutions, and health care facilities. The General Plan also recommends studying a public transit loop connecting the Avery Centre mixed-use area to the multimodal transit facility in order to provide better public access to the hospitals and higher education facilities in that area.

## **ROUND ROCK TRANSPORTATION MASTER PLAN**

In 2004, the City of Round Rock adopted an amended Transportation Master Plan as a response to increased levels of residential growth and traffic congestion. The plan aims to ensure that the 0.5% city sales tax fund is efficiently used to provide residents of Round Rock with adequate transportation services. Based on the pace of growth in Round Rock and comparison to other similar communities the Transportation Master Plan assumes that the city land and land in the Extra Territorial Jurisdiction (ETJ) will soon be almost completely developed. Based on an assumption that the land in the planning area will be 95% developed, the ultimate build-out scenario includes 236,000 residents and 129,700 jobs. The City wrote the transportation plan as a way to begin to think about this ultimate build-out scenario.

The Transportation Master Plan study concludes that in 2004, a demand/response transit system or a single fixed line would not adequately relieve congestion based on economic and population forecasting. The plan recommends not investing in a bus system at the current time, but also calls for further analysis when the city is more fully developed.

## **ROUND ROCK DOWNTOWN MASTER PLAN**

In June 2010, the City of Round Rock approved the Downtown Master Plan. The primary goal of the Downtown Master Plan is to expand the mix of uses and activities within the growing town center to enhance the local economy and sense of place. Since adoption of the plan, Downtown Round Rock has experienced new development and increased activity.

The Downtown Master Plan includes the following recommendations that would support future transit access and operations:

- Realignment of Bagdad to pass under Mays to improve pedestrian access and connectivity to the Round Rock Transit Center

- Establishment of a future regional rail station and Transit Oriented Development (TOD) south of the intersection of Bagdad and Sheppard

## PROJECT CONNECT

### Key Themes

Capital Metro Transit Authority's Project Connect was designed to investigate possible transit expansions in the North Corridor of the greater Austin area. This project mainly consisted of a community engagement process that involved open houses, online forums, and smaller "roadshows" that functioned as direct engagement efforts. Capital Metro also formed a Project Advisory Group of community members to solicit detailed community feedback on transportation issues in the region.



The results of the various initiatives were summarized and distilled into key themes. The major theme that emerged from the engagement effort was that people think that transit can improve traffic conditions and the quality of life in the greater Austin area. Survey results supported this claim:

- 85% of survey respondents believe that congestion in the Northern corridor is serious and must be addressed.
- 86% of survey respondents thought that alternative transportation options should be explored.
- 75% thought that high-capacity transit can be a part of the solution.

Participants also identified congestion, lack of transit connectivity, and limited transit options as major barriers for the system. Capital Metro staff asked participants to rank issues they care about in regards to transit. The results of the survey are listed from most important to least:

1. Convenience
2. Reliability
3. Land Use Impacts
4. Connections
5. Travel Demand
6. Environmental Impacts
7. Equity
8. Economic Development

### Locally Preferred Alternatives

As part of Project Connect's 18-month outreach effort, Capital Metro distilled participant comments and feedback into a set of locally preferred alternatives. These options represent feasible and scalable options for extending the public transit system in the greater Austin area.

Some of the proposed projects include:

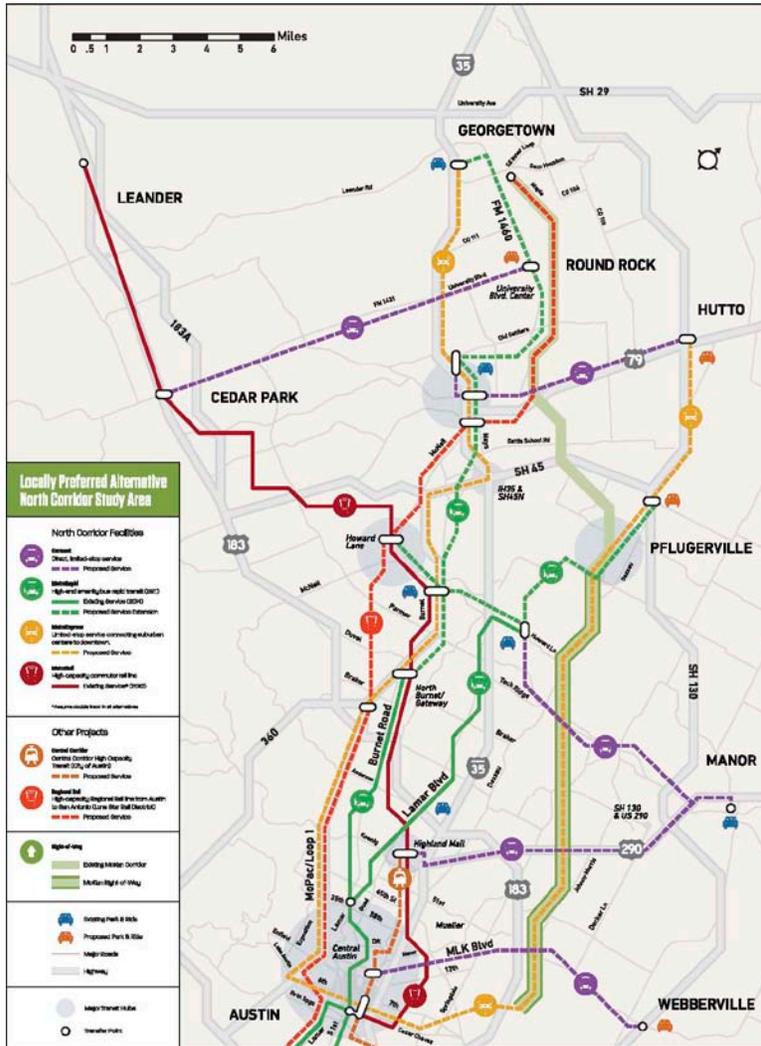
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- Utilizing Capital Metro Express and Connect bus services to provide transit options within the Corridor, like Round Rock's University Boulevard to Cedar Park, Round Rock's downtown Park-and-Ride to Hutto, and linking Georgetown to central Austin;
- Building new Park-and-Ride facilities in strategic locations, such as Pflugerville, Round Rock and Hutto;
- Extending Capital Metro's premium MetroRapid service from Tech Ridge to Pflugerville, and from The Domain to Round Rock and Georgetown;
- Developing new Express routes from Georgetown and Round Rock to leverage investments in new Express Lanes along MoPac;
- Using the MoKan Corridor as a dedicated busway with limited stops from Pflugerville to downtown Austin;
- Upgrading and double-tracking the existing MetroRail Red Line to provide more frequent service, and
- Moving forward with Lone Star Rail District's plans for commuter rail from Georgetown through Austin to San Antonio.

If all proposed options are completed, the final project would cost an estimated \$164 million. The various options are graphically displayed in Figure 1.

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Figure 1 Locally Preferred Alternatives Map



## **COMMUTER EXPRESS BUS PLAN**

In 2008, the City of Round Rock conducted a Commuter Express Bus analysis and produced a plan in which they outlined two different bus services that might be appropriate for the community. The study focuses on a peak hour Express Commuter Service (ECS) and the Reverse Commuter Service (RCS). Express Commuter Service is designed to make commuting to Austin for work easier for residents of Round Rock. The Reverse Commuter Service is designed to make Round Rock businesses accessible to employees from the greater Austin area. The RCS route has been operating between Tech Ridge Park-and-Ride and Sears Teleserv since March 2014.

The study used market demand models to determine what levels of service might best serve the region. The models accounted for major regional employers and the levels of car ownership in the population.

Based on the ridership demand model, the City provided a detailed RCS plan for each major regional employer and also provided the following three options for ECS service:

- An indirect route that would link riders from a Round Rock park-and-ride to Capital Metro Route 935 at the Tech Ridge Park-and-Ride
- An extension of Capital Metro Route 935 to a park-and-ride in Round Rock
- A direct route from the southwest corner of I-35 and to downtown Austin

## 3 REVIEW OF EXISTING SERVICES

There are a number of different transit services currently operating in and near Round Rock. This chapter examines service characteristics, usage patterns, and performance data for the Demand Response and Reverse Commute services provided by the City of Round Rock (contracted to Star Shuttle), Drive a Senior, Capital Metro Rideshare vanpool, and regional connections operated by Capital Metro and Capital Area Rural Transportation System (CARTS).

### DEMAND RESPONSE

Demand Response curb-to-curb service is provided to Round Rock residents as well as those residing within the Round Rock Extraterritorial Jurisdiction (ETJ) on weekdays between 7:00 a.m. and 6:00 p.m. Trips must be scheduled by 4:00 p.m. on the day prior and can be scheduled up to 14 days in advance. Same-day trips are accommodated when space is available. Subscription trips for work, recurring medical appointments, or nutrition may be scheduled for 90 days at a time. As shown in Figure 2 work and school are the most common trip purposes, followed by nutrition. Personal and medical trips comprise 16% and 12% of all trips, respectively.

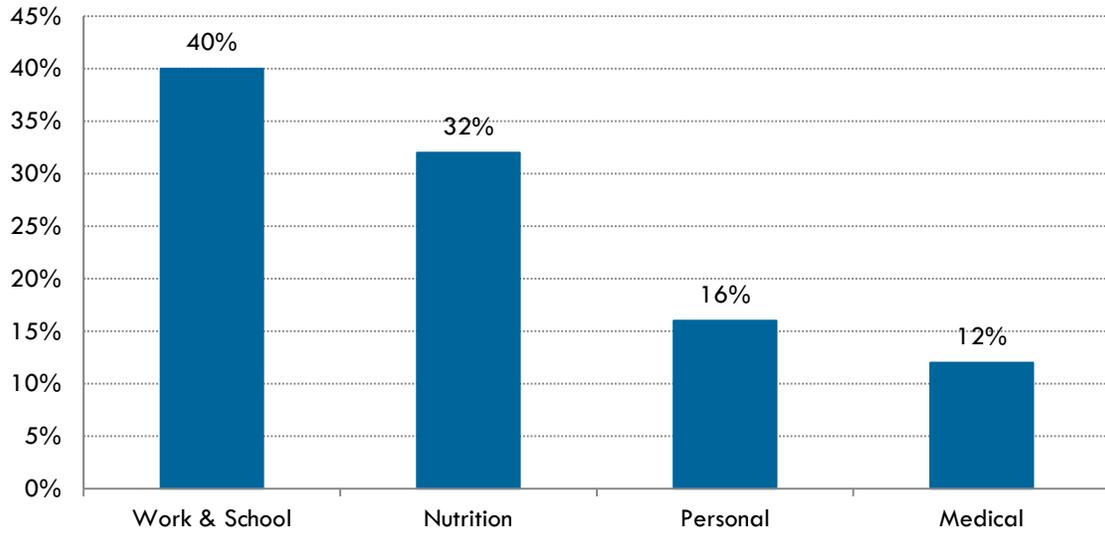
One-way fare is \$5 for those with a home address within the Round Rock city limits and \$7 for those with a home address within the ETJ of Round Rock. Reduced fare for Round Rock and ETJ residents is \$2 and \$3, respectively, for those who are eligible. Persons under 12 years of age, over 60 years of age, with a temporary or permanent disability, or with a qualifying low income are eligible to apply for reduced fare status. Children under 6 years of age ride for free. As shown in Figure 3, half of riders are elderly (60+) and one third have a disability. Only 10% of riders pay the full fare. Just over 1% of riders are from the ETJ.

Currently the demand response service use five vehicles, two owned by the City of Round Rock, and three provided by Star Shuttle, the contractor that operates the service.

City-owned vehicles are 27 foot, 23 passenger Chevy 4500 cutaways. Star Shuttle provided vehicles are 19 passenger low-floor cutaways. All vehicles are gasoline powered and have a low-floor ramp.

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**Figure 2 Demand Response Trip Purpose (FY 2014)**



**Figure 3 Demand Response Fare Type (FY 2014)**

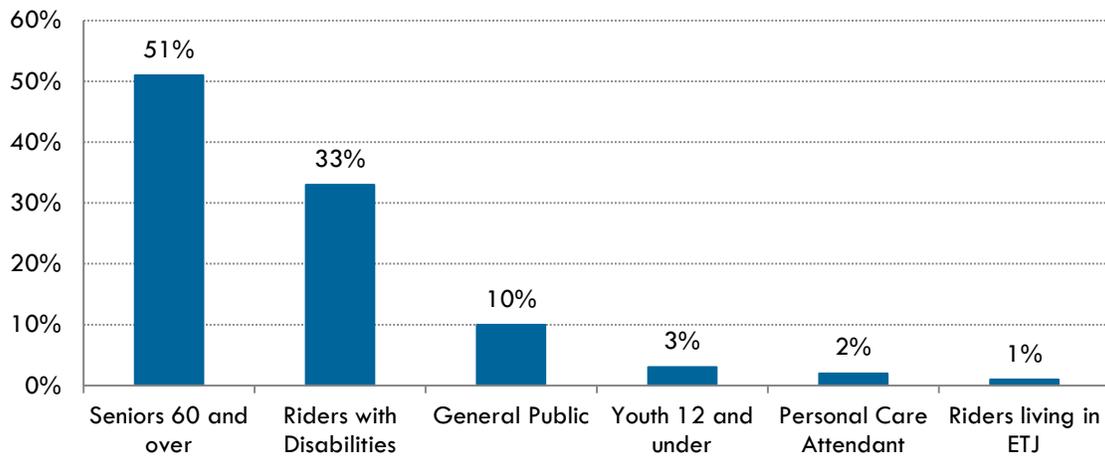


Figure 4 shows the performance of Round Rock’s demand response service over the past five years. In FY 2010 and FY 2011 the service was operated by CARTS, which was able to transport passengers beyond the extraterritorial jurisdiction of Round Rock. CARTS also had access to more vehicles and was therefore able to coordinate regional trips in an efficient manner that reduced deadhead (time spent out of service), resulting in fewer revenue hours.

Midway through FY 2012 the City of Round Rock assumed control of the service, contracting with Star Shuttle, a private operator. When demand response services were transitioned over to the City of Round Rock, a service area policy was created that limited trips to within the city limits. In 2013 the service area was expanded to the extraterritorial jurisdiction of Round Rock. Star Shuttle initially operated the demand response service with three vehicles until the City of Round Rock purchased two additional vehicles in 2013.

Between 2010 and 2014 the total number of riders decreased while the total number of revenue hours increased, causing productivity to decline. Costs increased and farebox recovery decreased. Changes in cost are a result of annual incremental increases in the contract with Star Shuttle as well as increase in the total amount of revenue hours operated.

Decrease in productivity may be the result of trip lengths increasing with geographic expansion of the client base and destinations. In addition, it may be the result of fewer trips being grouped together.

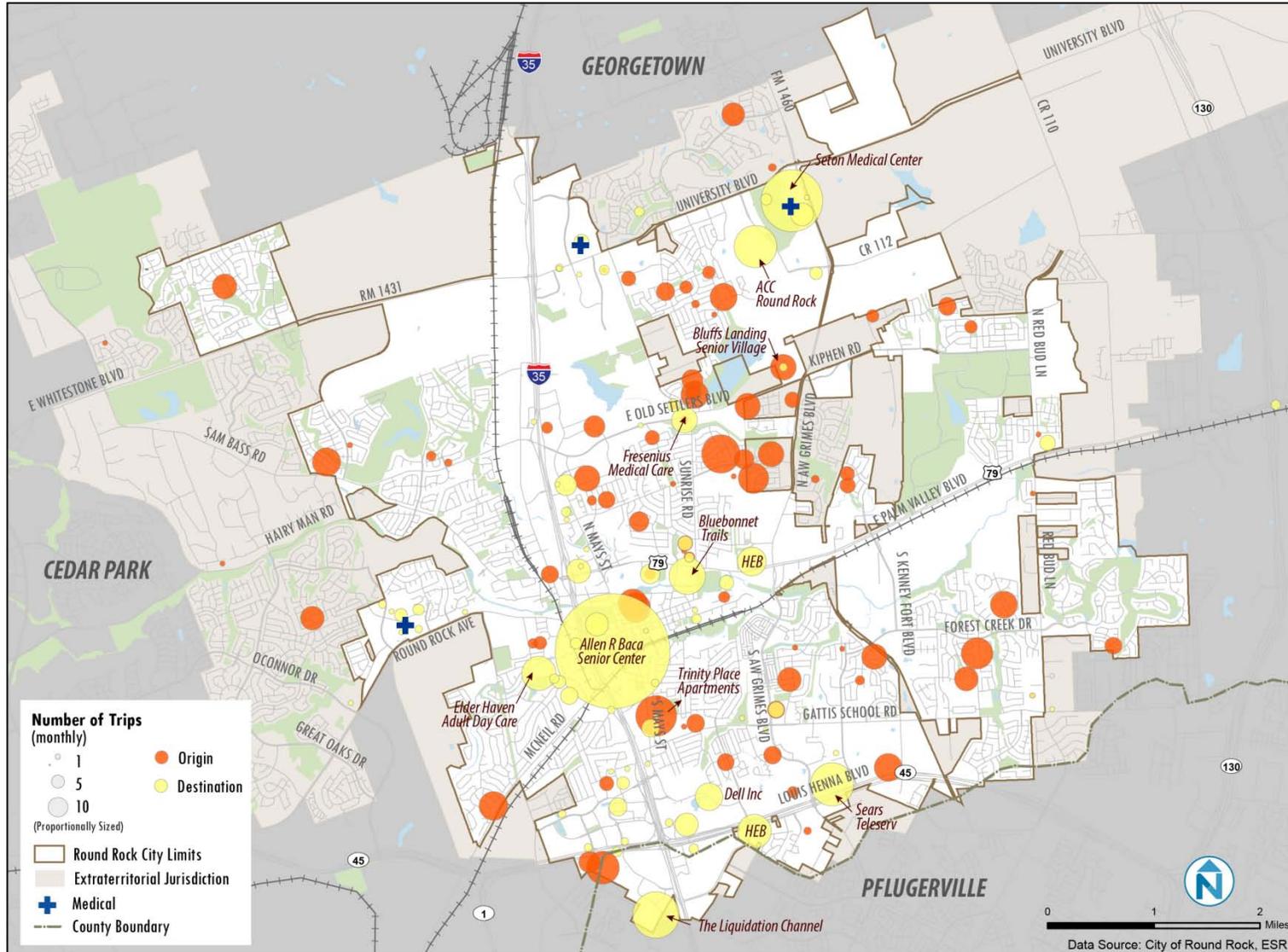
Figure 4 Demand Response Performance (FY 2010 – FY 2014)

Performance Metric	2010	2011	2012	2013	2014	4 year change
Average Daily Boardings	81	63	62	70	59	-37%
Annual Boardings	20,163	15,715	15,431	17,709	14,803	-36%
Annual Revenue Hours	6,148	5,994	6,003	7,177	9,898	+38%
Boardings per Revenue Hour	3.3	2.6	2.6	2.5	1.5	-119%
Cost per Passenger	\$16.36	\$19.07	\$21.72	\$19.68	\$33.40	+51%
Farebox Recovery	7.6%	6.2%	4.8%	4.9%	4.9%	-56%

Figure 5 shows the origins and destinations of demand response riders in October 2014. There were 74 average daily trips in October and 122 individual clients served. About three quarters of clients were female and the average trip length was 4.7 miles. The Allen R. Baca Senior Center is by far the most popular destination, followed by Seton Medical Center, ACC Round Rock, Sears Teleserv, and the Liquidation Channel (formerly Jewelry Channel). Origins are less concentrated, though there is a cluster northeast of downtown off of Tiger Trail near Stony Point High School. There are few riders with origins west of I-35.

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Figure 5 Origins and Destinations of Demand Response Service (October 2014)



## REVERSE COMMUTE

The Reverse Commute route operates three northbound morning and three southbound afternoon trips between Tech Ridge Park-and-Ride and Sears Teleserv, with no stops between. As shown in Figure 6 the Reverse Commute route operates on I-35, Greenlawn Blvd, and Louis Henna Blvd. In order to cross TX-45 to access Sears Teleserv in the northbound direction the route must travel out of direction. Operators may deviate from the shown alignment if traffic conditions present a faster route.

Service operates on weekdays only with trips at 6:30 a.m., 7:00 a.m., 7:30 a.m., 4:15 p.m., 4:45 p.m., and 5:15 p.m. The Reverse Commute route has been in operation for one year, since March 2014, and averages 3.5 passenger boarding per day and 1 passenger boarding per revenue hour. There are two or three riders who use the Reverse Commute route on a regular basis, accounting for the majority of ridership, while several additional people use the service sporadically. One-way fare is the same as the demand response fare for trips serving the ETJ, \$7 full fare and \$3 reduced fare. The majority of trips, 84%, are those that qualify for a discounted fare.

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Figure 6 Reverse Commute Route Alignment

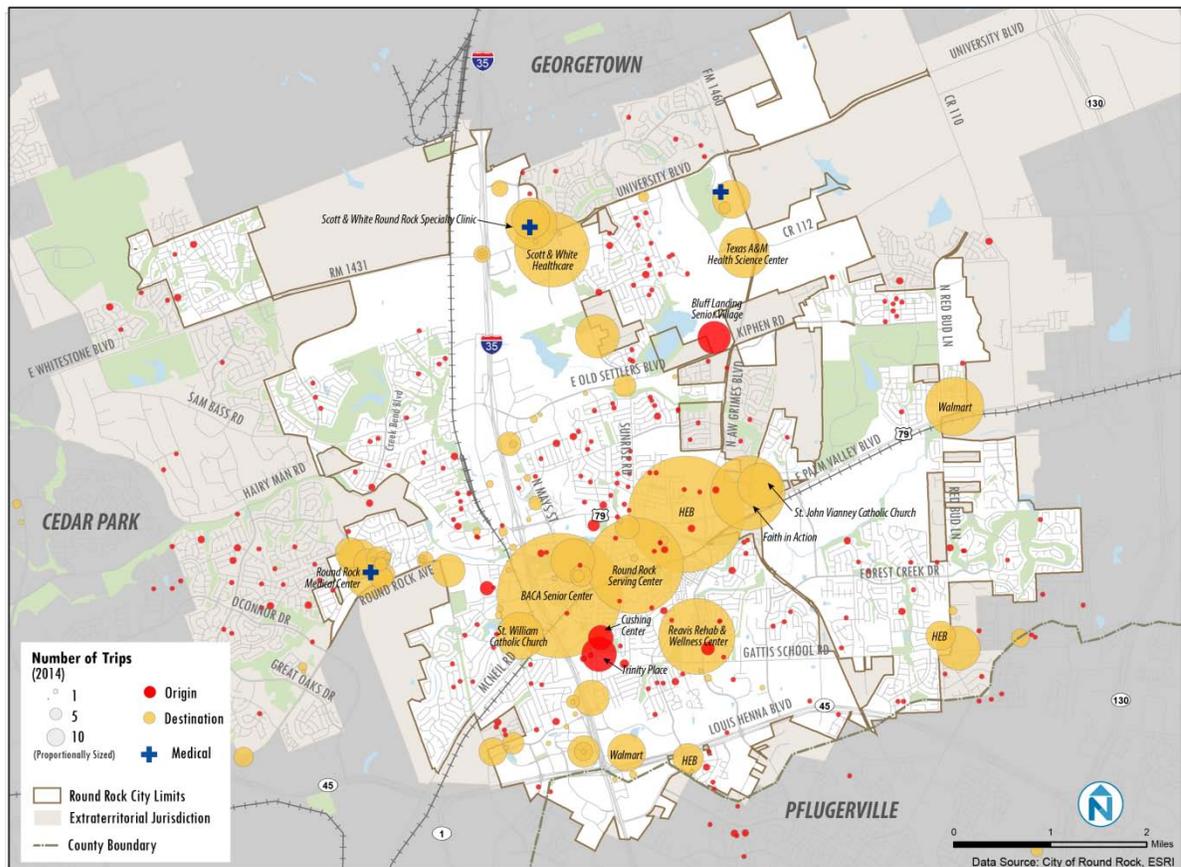


## DRIVE A SENIOR

Drive A Senior is a volunteer-based organization that provides rides to residents of Round Rock, Pflugerville, and North Austin. Drive A Senior offers regularly scheduled trips to Walmart, Baca Senior Center, and the Library in Round Rock on Tuesdays and HEB Plus in Round Rock on Wednesdays. Drive A Senior also provides trips to medical appointments, personal business, and shopping on an individually scheduled basis. In total, Drive A Senior provided over 2,700 rides in 2014. Drive A Senior and the City of Round Rock Transportation Department regularly coordinate trip planning and refer customers to each respective service.

Figure 7 shows origins and destinations of trips in Round Rock during 2014. Bluff Landing Senior Village and Trinity Place were the most common origins. The Baca Senior Center and HEB Plus were the most common destinations, with 292 and 257 rides in 2014, respectively. The majority of other destinations are medical facilities, the Round Rock Serving Center, and churches.

Figure 7 Drive-a-Senior Origin and Destination Locations (2014)



## REGIONAL CONNECTIONS

Capital Metro and CARTS (Capital Area Rural Transportation System) both operate fixed route buses in or within the vicinity of Round Rock.

### Capital Metro

Two facilities, Tech Ridge Park-and-Ride and Howard Station, are at the northern edge of Capital Metro’s service area, closest to Round Rock. These facilities provide local and regional connections, detailed in Figure 8, and are within a relatively short distance of Round Rock. The 135 Dell Limited provides access for those who live in Austin and work near Tech Ridge. The 935 Tech Ridge Express provides direct access to the University of Texas and downtown Austin.

Figure 8 Capital Metro Services at Tech Ridge and Howard

Route	Description	Weekday Span	Weekday Frequency	Facilities Served
Local 1	S. Congress/Metric	4:45 a.m. – 1:45 a.m.	30 minutes	Tech Ridge
Limited 135	Dell Limited	5:15 a.m. – 7:25 a.m. 5:05 p.m. – 7:45 p.m.	15-20 minutes	Tech Ridge
Feeder 243	Wells Branch	5:00 a.m. – 11:00 p.m.	30 minutes	Tech Ridge, Howard
Feeder 275	North Lamar	5:00 a.m. – 1:00 a.m.	30 minutes	Tech Ridge
Crosstown 392	Braker	5:00 a.m. – 11:00 p.m.	45 minutes	Tech Ridge
MetroRapid 801	N Lamar/S Congress	5:00 a.m. – 12:30 a.m.	12-15 minutes	Tech Ridge
Express 935	Downtown - Tech Ridge	5:55 a.m. – 9:15 a.m. 3:20 p.m. – 6:50 p.m.	10-20 minutes	Tech Ridge
MetroRail	Downtown - Leander	6:00 a.m. – 7:30 p.m.	30 minutes	Howard

Figure 9 Capital MetroExpress bus



Photo credit: Fred Reutzel

## Capital Area Rural Transportation System

The Capital Area Rural Transportation System (CARTS) serves Round Rock with two interurban bus routes, Red and Silver, on weekdays. The Red Route operates between Georgetown and Downtown Austin via the I-35 corridor, stopping at University Oaks (IKEA), Round Rock CARTS Station (E Bowman Road & N Mays St), Tech Ridge, Austin Greyhound, and Austin CARTS station. From Round Rock there are four northbound trips to Georgetown and two southbound trips to Austin each day. In addition there is one southbound trip from Georgetown to Round Rock. The Silver Route operates between Round Rock and Taylor, serving the Round Rock CARTS, Downtown Hutto, Taylor CARTS, and Taylor Temple College. The Silver Route operates five round trips each day.

Figure 10 CARTS Interurban bus



Photo credit: Capital Area Rural Transportation System

## CAPITAL METRO RIDESHARE

Capital Metro Rideshare provides a monthly vanpool subsidy for groups of 7 to 12 people who commute to or from the Capital Metro service area. In February 2015 there were 19 registered vanpools traveling from Round Rock into the Capital Metro service area, and one vanpool originating in Austin travelling to Dell Inc. in Round Rock.

Of the 19 vanpools originating in Round Rock one travels to Bastrop, one travels to Taylor, and all others travel to Austin. Four vanpools commute to Applied Materials Inc. located near the interchange of TX-45 and the Manor Expressway. Two vanpools commute to Freescale Semiconductor Inc. located off of Hwy 290 on West William Cannon Drive. All other destinations have only one associated vanpool trip, however several are associated with state government and are located near the capitol in downtown Austin.

Multiple vanpools travelling to the same location can in some cases indicate demand for commuter express type service. The individual employers with multiple vanpools, Applied Materials Inc. and Freescale Semiconductor Inc., are located outside of the central business district and are best served with the existing vanpools, which can be tailored to the specific schedules of small user groups and operated cost effectively. The concentration of employment in Austin's downtown may present an opportunity for commuter bus service, especially given the abundant transit services and other "last mile" connections such as B-cycle (bike share) with which commuters can access their final destination easily.

## 4 MARKET ANALYSIS

### CENSUS DEMOGRAPHICS

#### Population Density

Figure 11 depicts the population density by census block for the Round Rock area. Most areas in the city have a population density of fewer than 10 persons per acre. Notable areas of contiguous high population density include:

- Neighborhoods east and west of Sunrise Road between Old Settlers Boulevard and East Palm Valley Boulevard
- Neighborhoods and apartment complexes along A.W. Grimes Boulevard between East Palm Valley Boulevard and Gattis School Road
- The Chisholm Valley neighborhood located west of I-35, south of McNeil Road, and north of Hesters Crossing Boulevard

#### Young Adult Population

As Figure 12 demonstrates, concentrations of the young adult population (aged 18 to 24) reflect similar patterns of general population density. High concentrations of young adults are particularly evident in the following areas:

- Northwest of Sunrise Road and East Palm Valley Boulevard
- West of A.W. Grimes Boulevard between Old Settlers Boulevard and Gattis School Road
- North of Gattis School Road between I-35 and Double Creek Road
- Hester's Crossing Boulevard and La Frontera Boulevard

#### Senior Population

Figure 13 shows that part of the senior population is heavily concentrated in the following areas:

- East of Round Rock High School and west of I-35
- The Flats neighborhood east of Downtown
- Senior housing along Cushing Drive

## **Low-Income Population**

Low-income was defined as those whose income is below the poverty threshold defined for their specific family type. The poverty threshold is defined by the Census Bureau based on the number of family members and the number of family members under 18 years old. Figure 14 illustrates that the highest concentrations of low-income persons can be found:

- North of East Palm Valley Boulevard and south of Old Settlers Boulevard between I-35 and Sunrise Road
- North of Gattis School Road and south of Logan Street between Mays Street and A.W. Grimes Boulevard
- Within the Chisholm Valley neighborhood and La Frontera
- Between Sam Bass Road and the Union Pacific Railroad

## **Zero Vehicle Population**

Figure 15 shows that there is a strong relationship between low-income households and car-free households. The highest concentrations occur:

- Just south of downtown along Cushing Drive and S A.W. Grimes Boulevard
- Just north of downtown along Sunrise Road
- West of I-35 in La Frontera, Chisholm Valley, and Round Rock West

## **Renter Population**

Figure 16 illustrates a high correlation between high density, multi-family residential complexes and areas where renters live. Concentration patterns of the renter population largely mirror that of low-income households, with the addition of one notable pocket just west St. David's Round Rock Medical Center.

## **Transit Propensity**

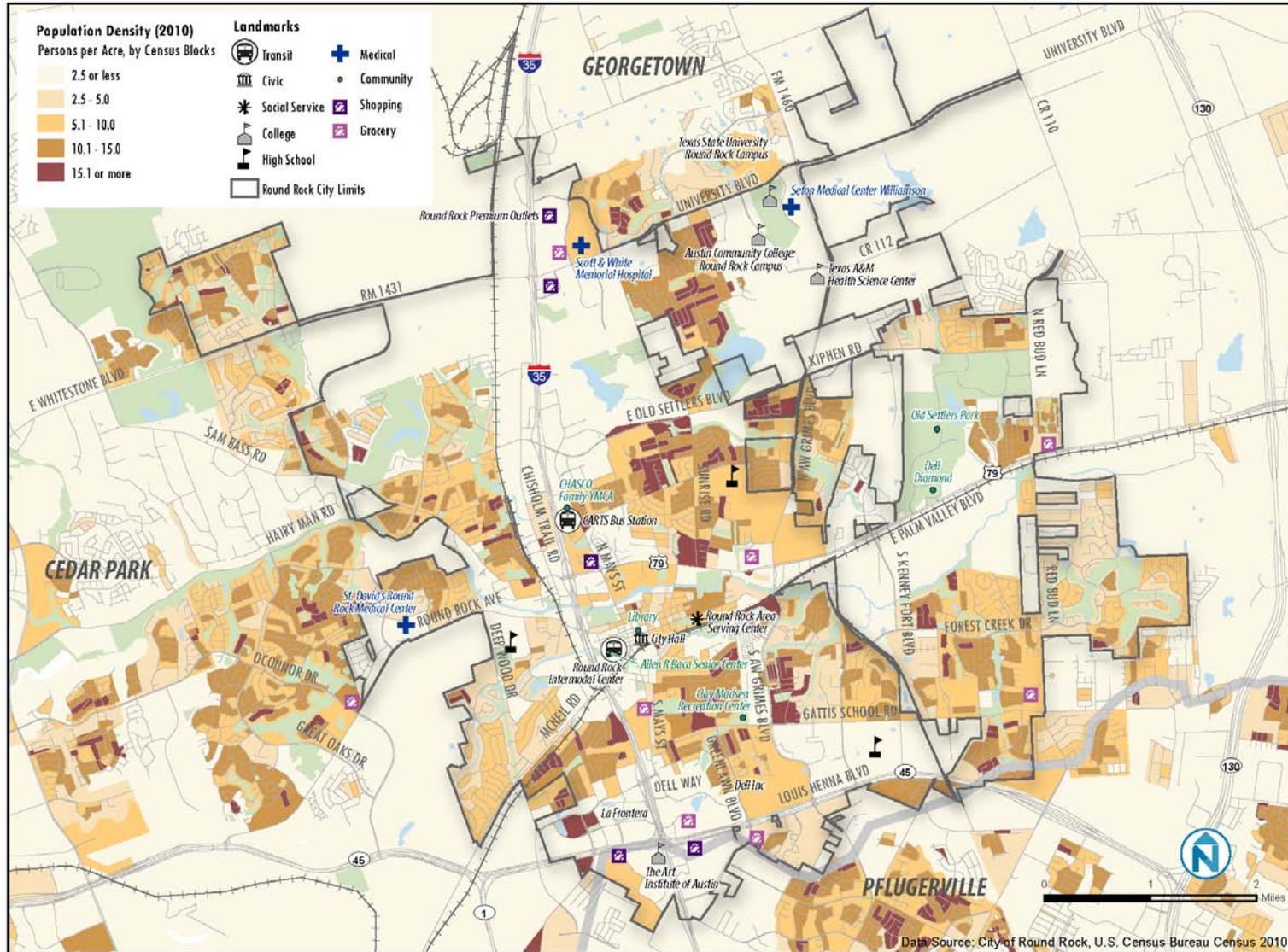
Figure 17 is a Transit Propensity map, which predicts demand for transit based on combined scores that reflect density levels of young adult, seniors, low-income, car-free, and renter populations. Areas that demonstrate the highest likelihood for transit demand mainly include those within close proximity to downtown, including:

- The area bounded by Sunrise Road, Old Settlers Boulevard, and Highway 79
- East of downtown known as The Flats
- South of downtown along Cushing Drive, Gattis School Road, and A.W. Grimes

It should be noted that this map reflects origins that are more likely to drive transit-based trips but does not account for employment density, shopping, education centers, or other trip generators that may attract ridership as popular destinations.

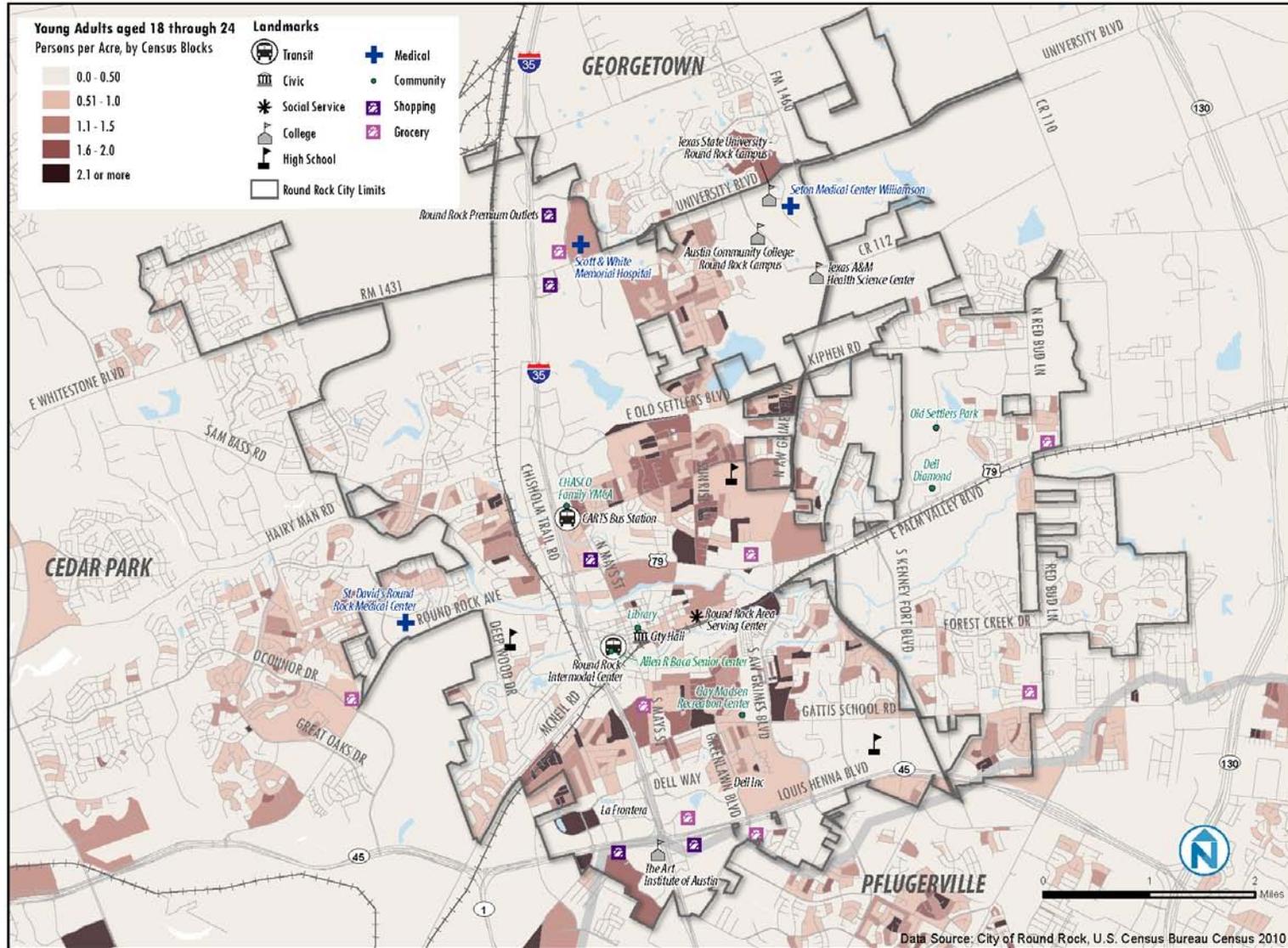
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Figure 11 Population Density



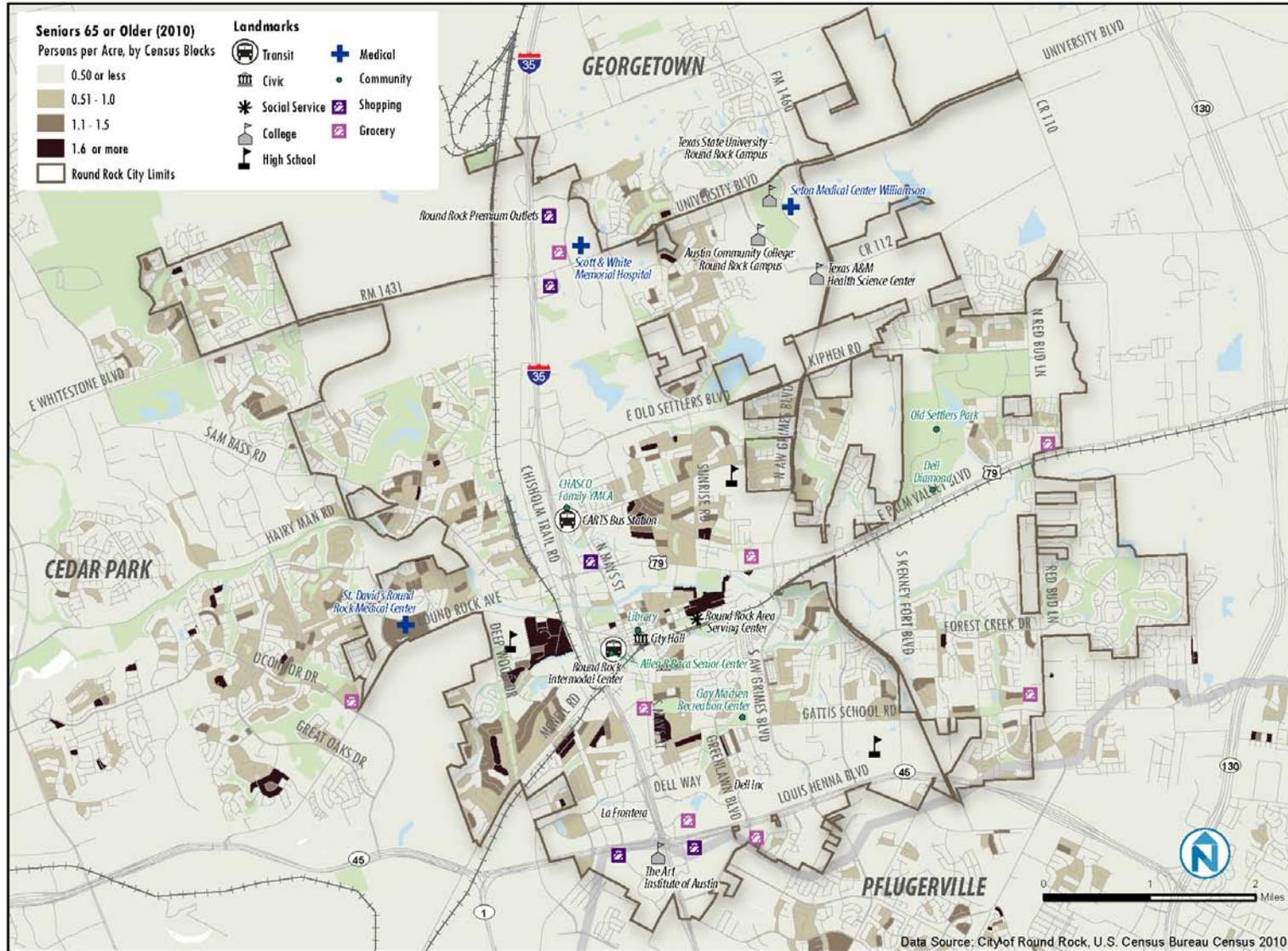
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Figure 12 Young Adult Population



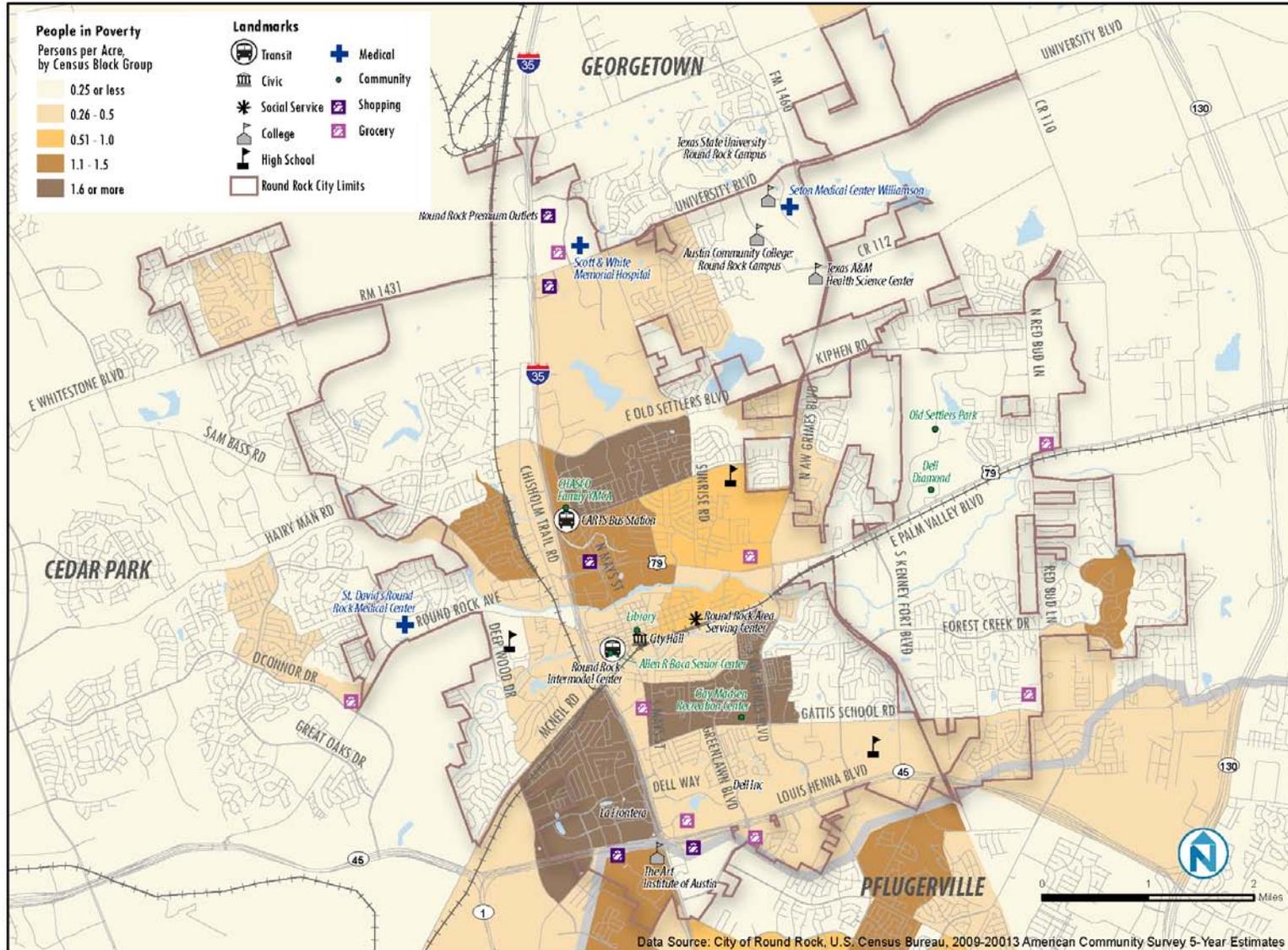
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Figure 13 Senior Population



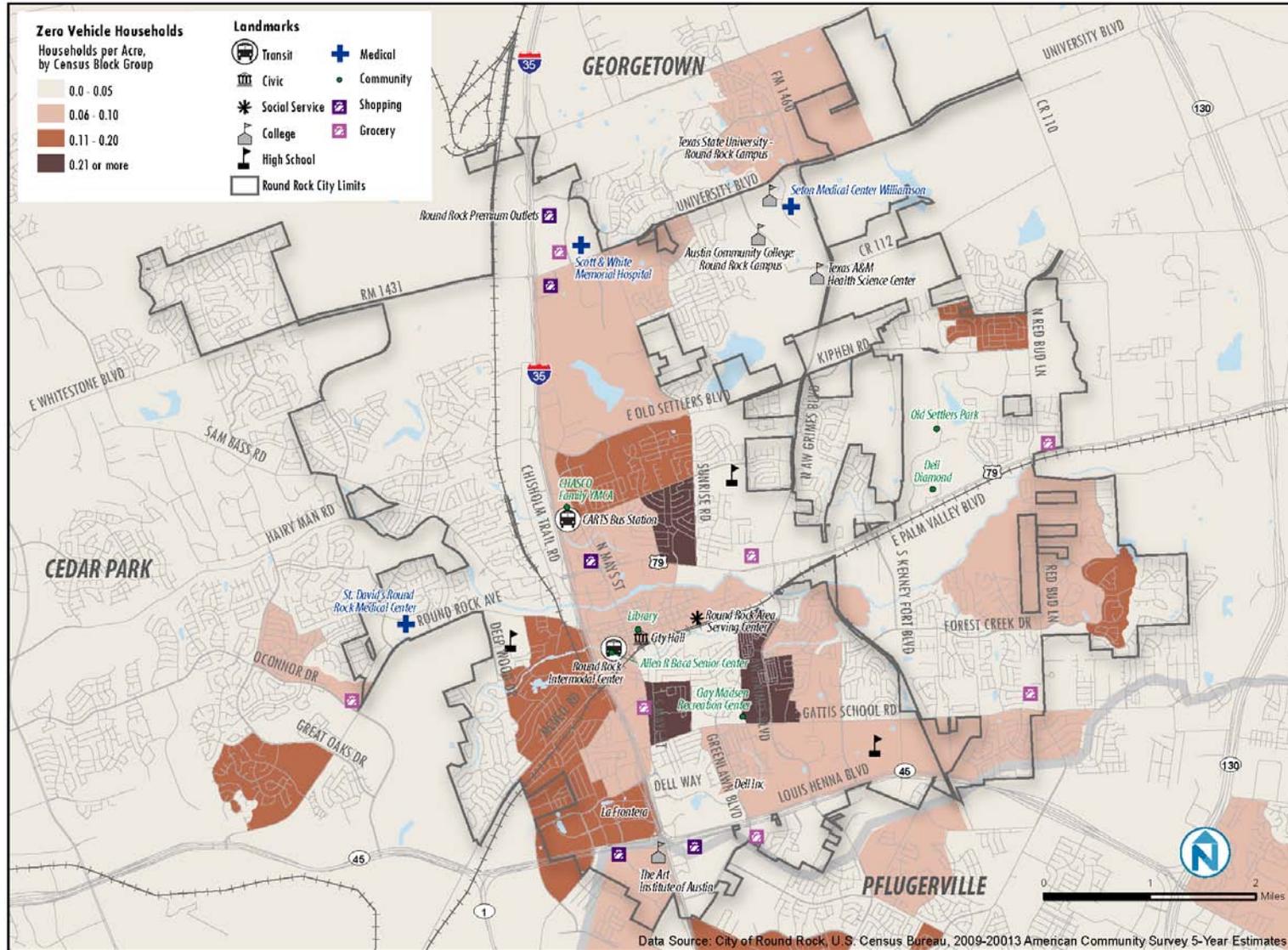
## Round Rock Transit Plan - Existing Conditions Report City of Round Rock

Figure 14 Low-Income Population



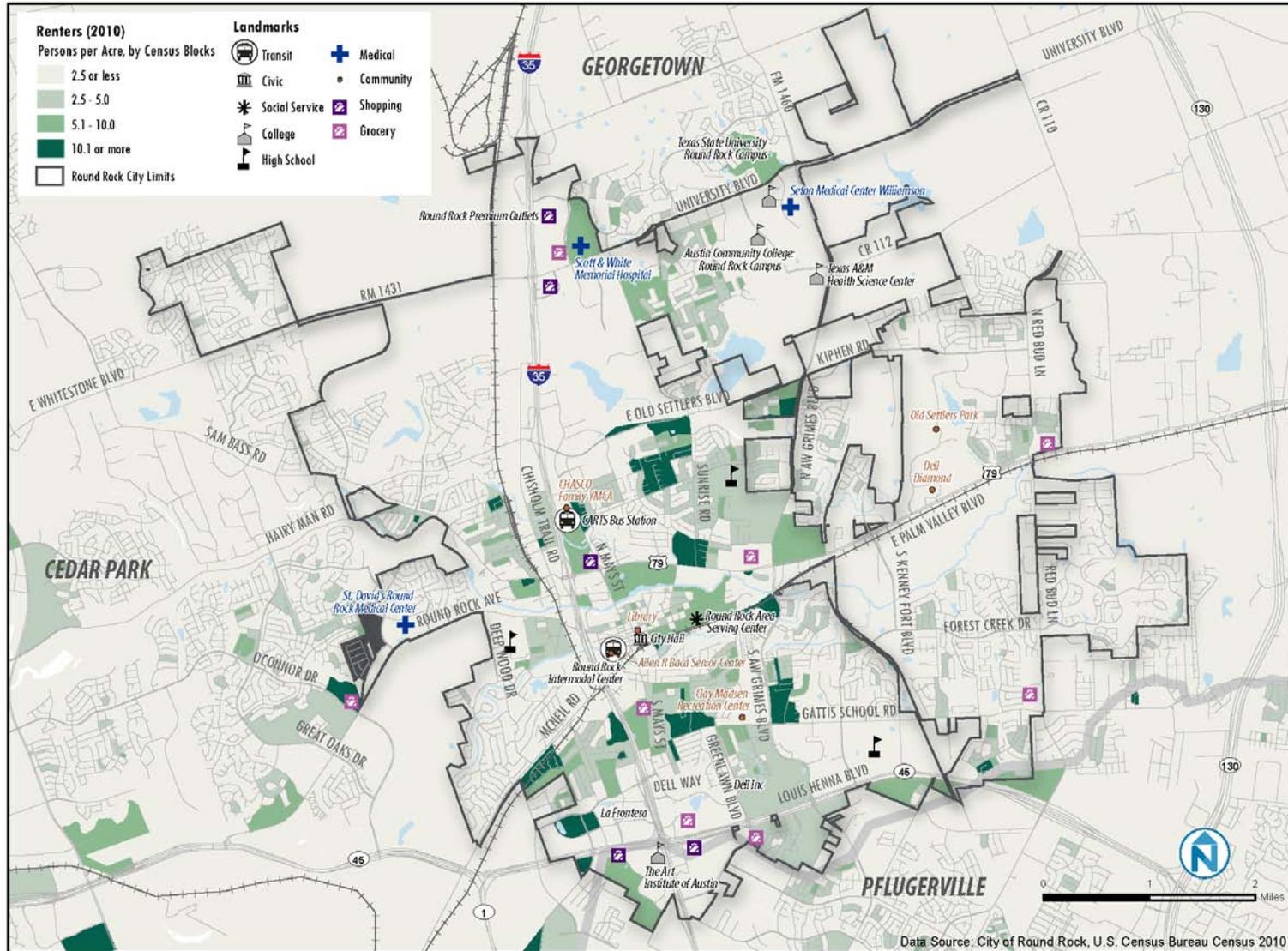
## Round Rock Transit Plan - Existing Conditions Report City of Round Rock

Figure 15 Zero Vehicle Households



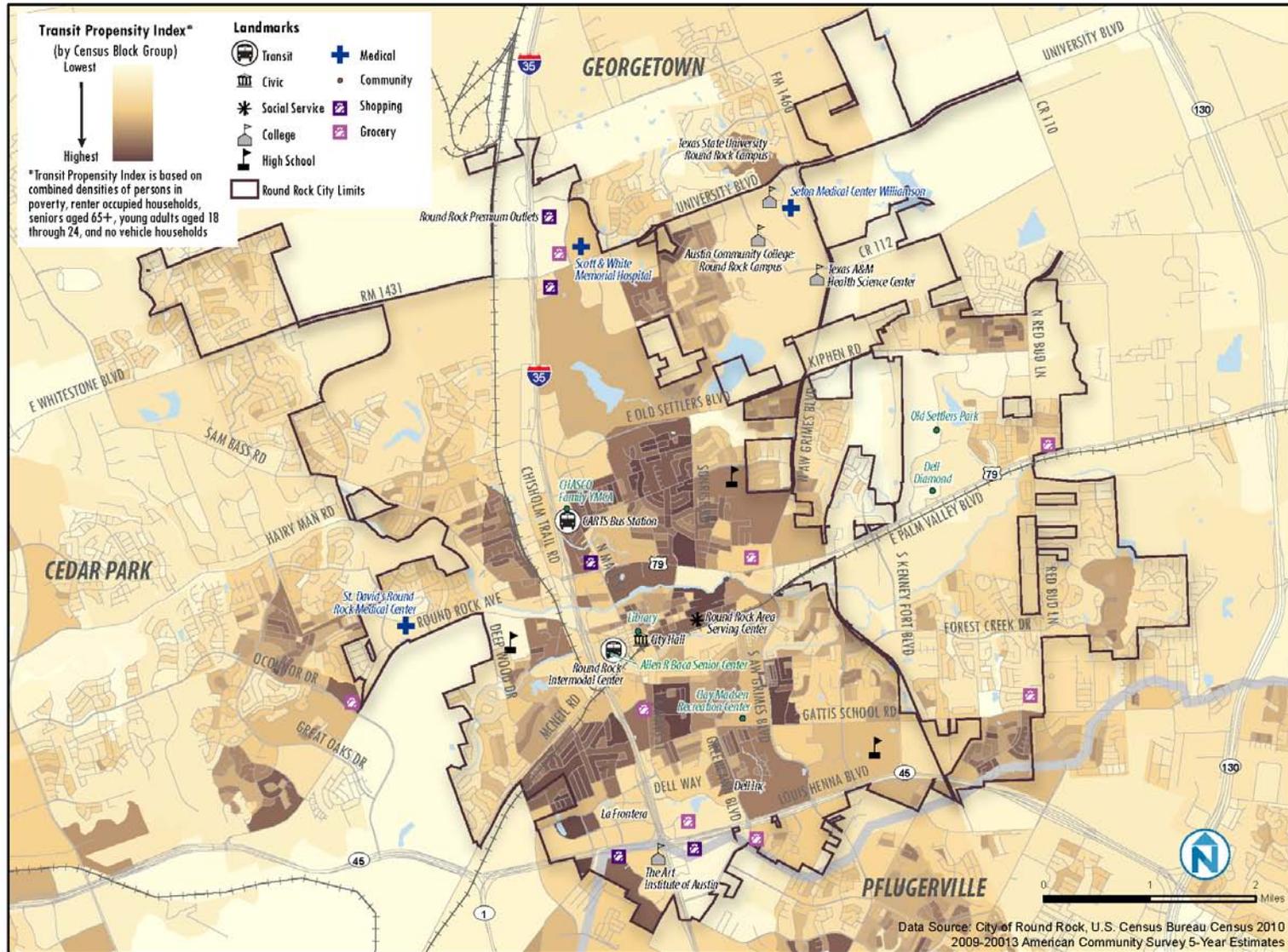
**Round Rock Transit Plan - Existing Conditions Report**  
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Figure 16 Renter Population



## Round Rock Transit Plan - Existing Conditions Report City of Round Rock

Figure 17 Transit Propensity Index



## EMPLOYMENT PATTERNS

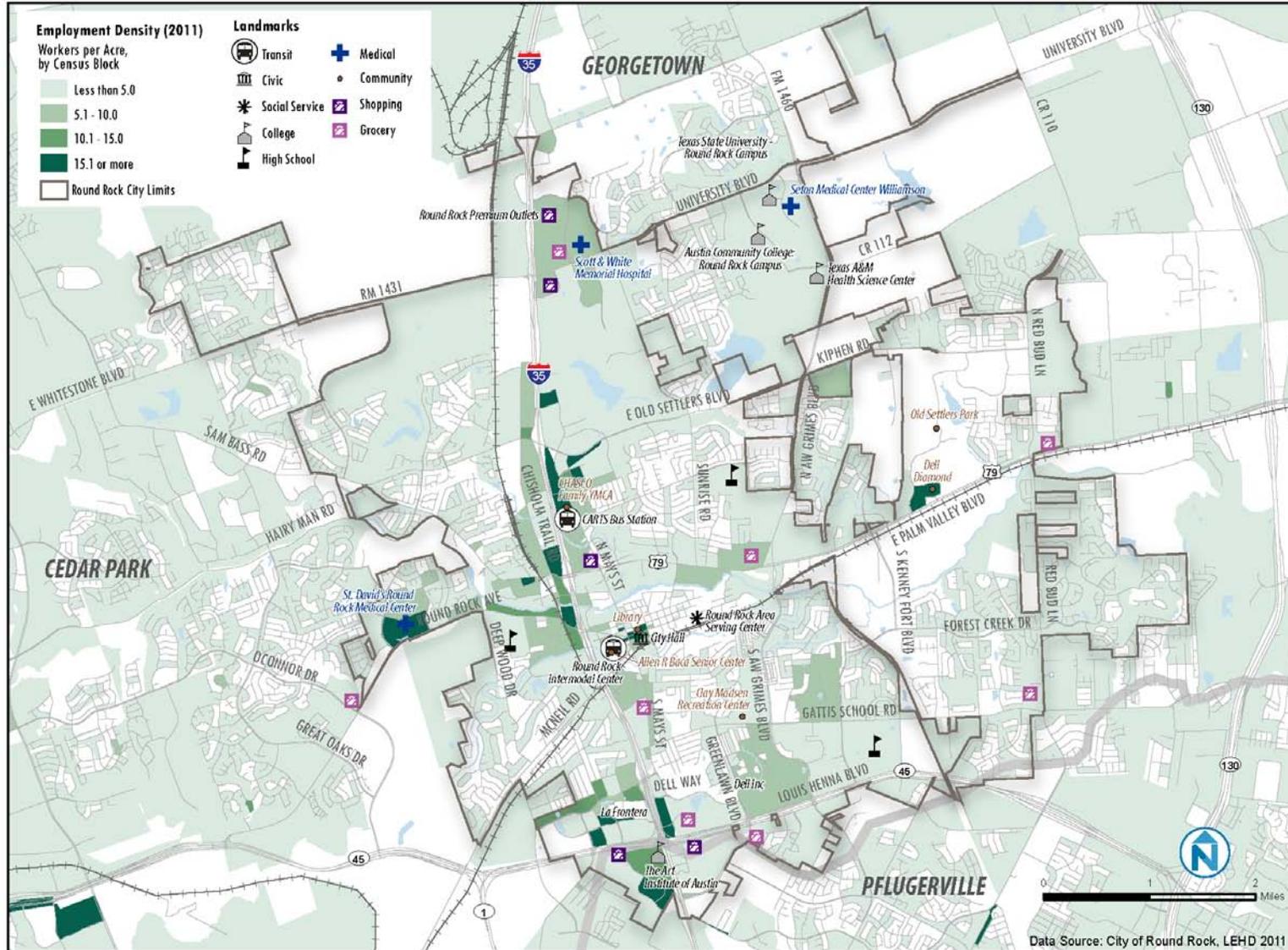
Employment density within Round Rock is concentrated along the I-35 corridor, as shown in Figure 18. At the southern edge of the city limits Dell Inc. and La Frontera show up as areas with 15 or more employees per acre. St. David's Medical Center and downtown Round Rock are the other areas with clusters of employment density.

Figure 19 and Figure 20 show the home locations of people who work in Round Rock and the work locations of people who are residents of Round Rock, respectively. The majority of persons employed in Round Rock also live in Round Rock. There are also many people commuting to Round Rock from parts of unincorporated Williamson County east of Round Rock, Hutto, and North Austin. There are few people living north of Round Rock who work in Round Rock. Employment locations of Round Rock residents are highly concentrated in the southern corner of Round Rock where Dell, Inc. is located, as well as several other large employers such as Emerson Process Management. Employment concentrations south of Round Rock include the North Burnet/Gateway area (Domain/IBM/ Pickle Research Center), state offices along North Lamar the University of Texas at Austin, and downtown Austin.

Figure 21 and Figure 22 display patterns of people who live and work in Round Rock, focusing specifically on those with a monthly income below \$1,250 (\$15,000 annually). This set of characteristics can often be associated with people who benefit from transit services, especially for job access. In Round Rock, the employment locations of low income people are concentrated along the I-35 corridor, however residential locations are more spread out. The most prominent cluster of residents is in the area northeast of downtown, roughly bordered by Old Settlers Blvd, E Palm Valley Blvd, N May St, and Sunrise Rd.

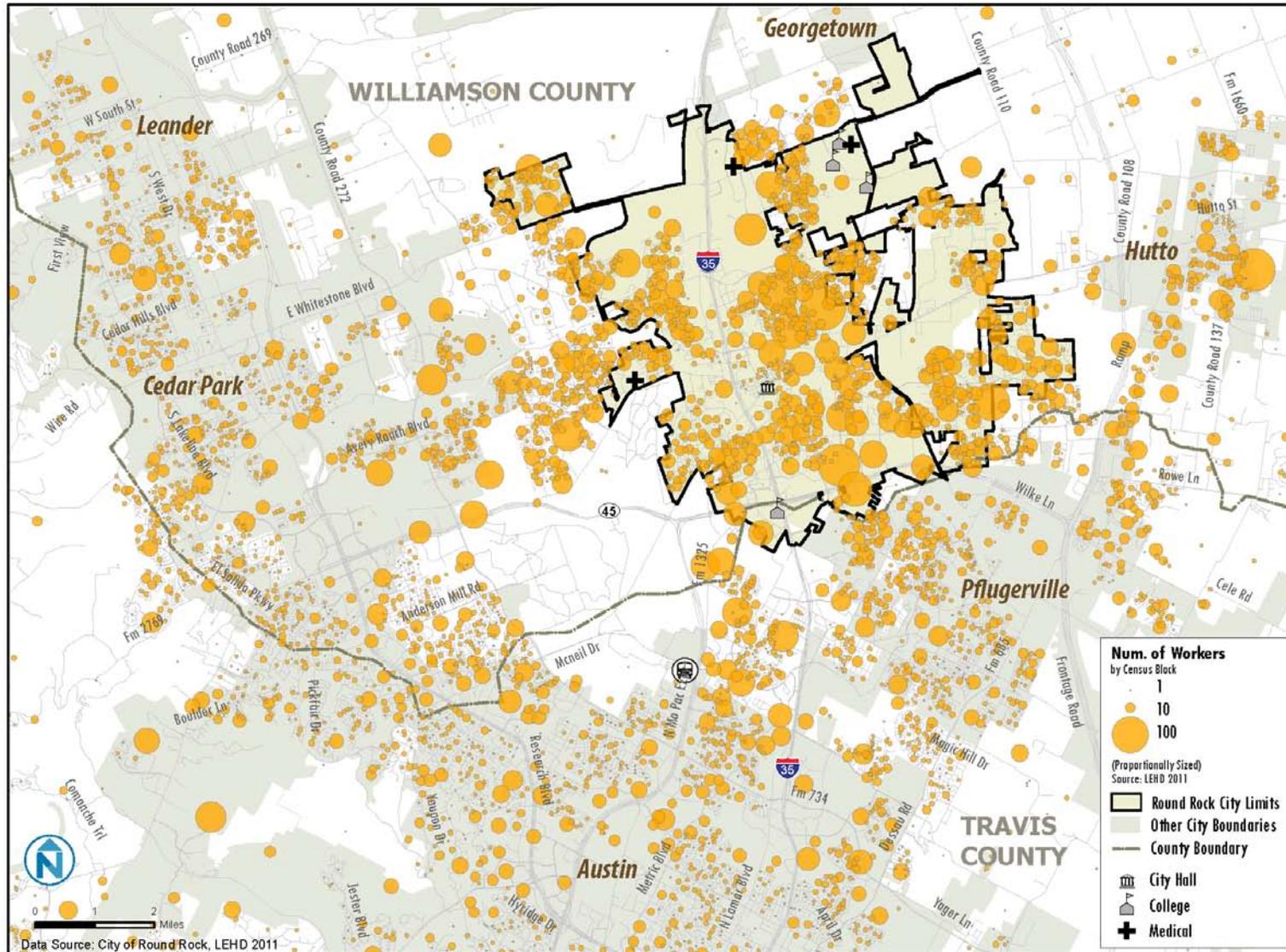
## Round Rock Transit Plan - Existing Conditions Report City of Round Rock

Figure 18 Employment Density in Round Rock (2011)



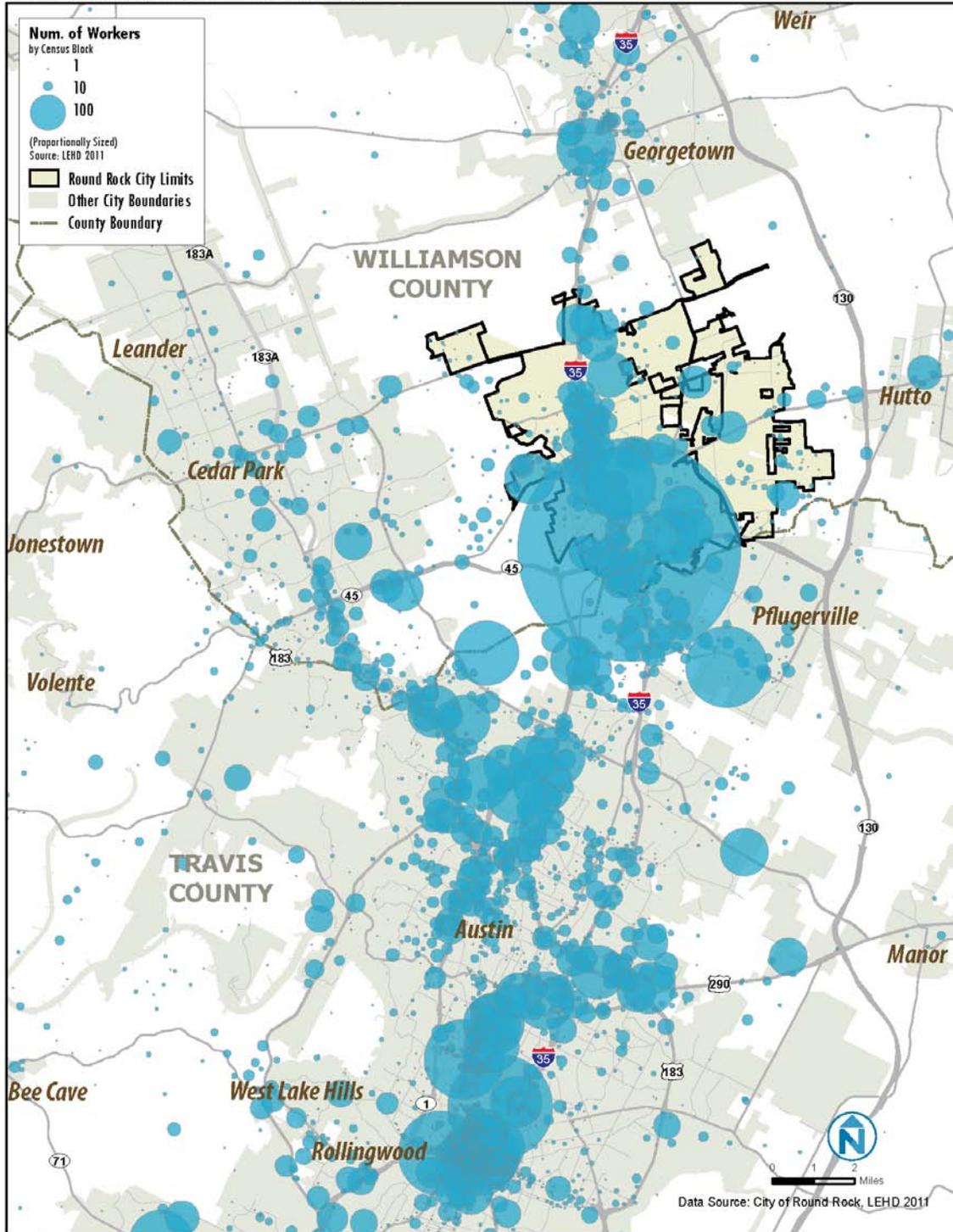
**Round Rock Transit Plan - Existing Conditions Report**  
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Figure 19 Residential Locations of People Who Work in Round Rock



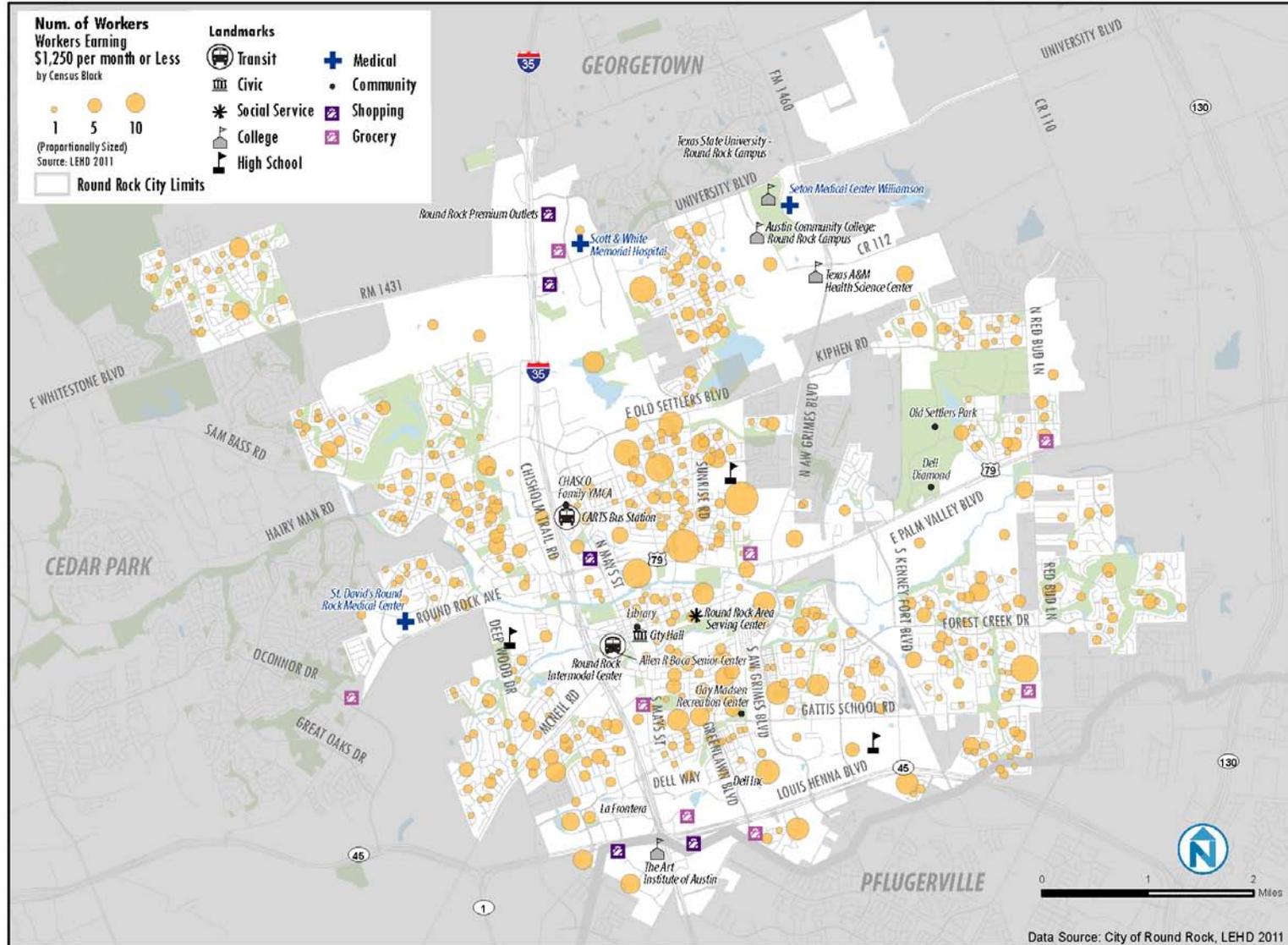
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Figure 20 Employment Locations for Round Rock Residents



## Round Rock Transit Plan - Existing Conditions Report City of Round Rock

Figure 21 Residential Locations for Low Income Round Rock Workers



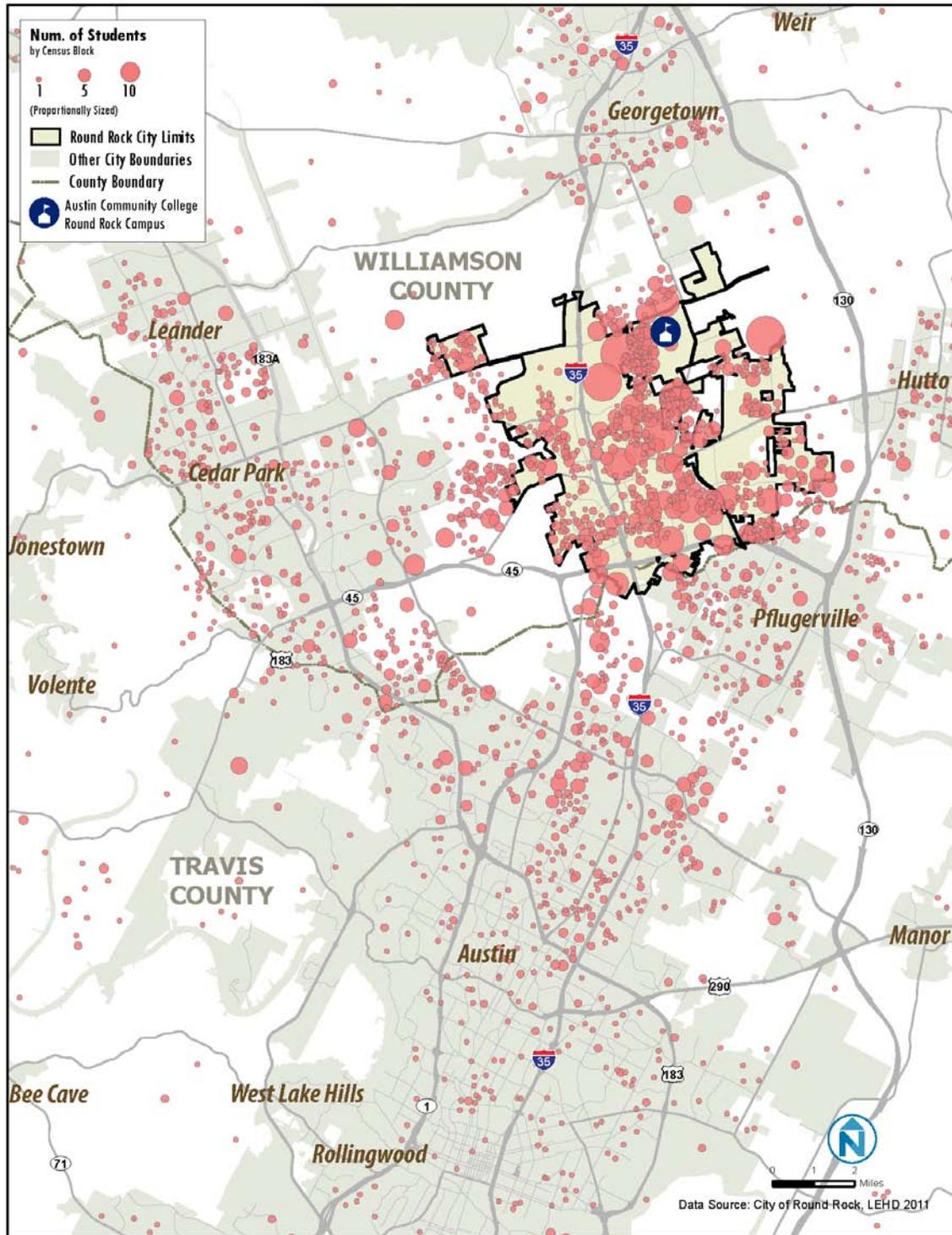


## **AUSTIN COMMUNITY COLLEGE STUDENT ORIGINS**

Students at Austin Community College Round Rock tend to live within 12 miles of campus. Approximately 38% of students live within the City of Round Rock. Students also commute from surrounding communities such as Leander, Cedar Park, North Austin, Pflugerville, Hutto, and Georgetown, though not particularly concentrated in any of those communities. Figure 23 displays the points of origin for students commuting to ACC Round Rock.

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Figure 23 Austin Community College Student Origins

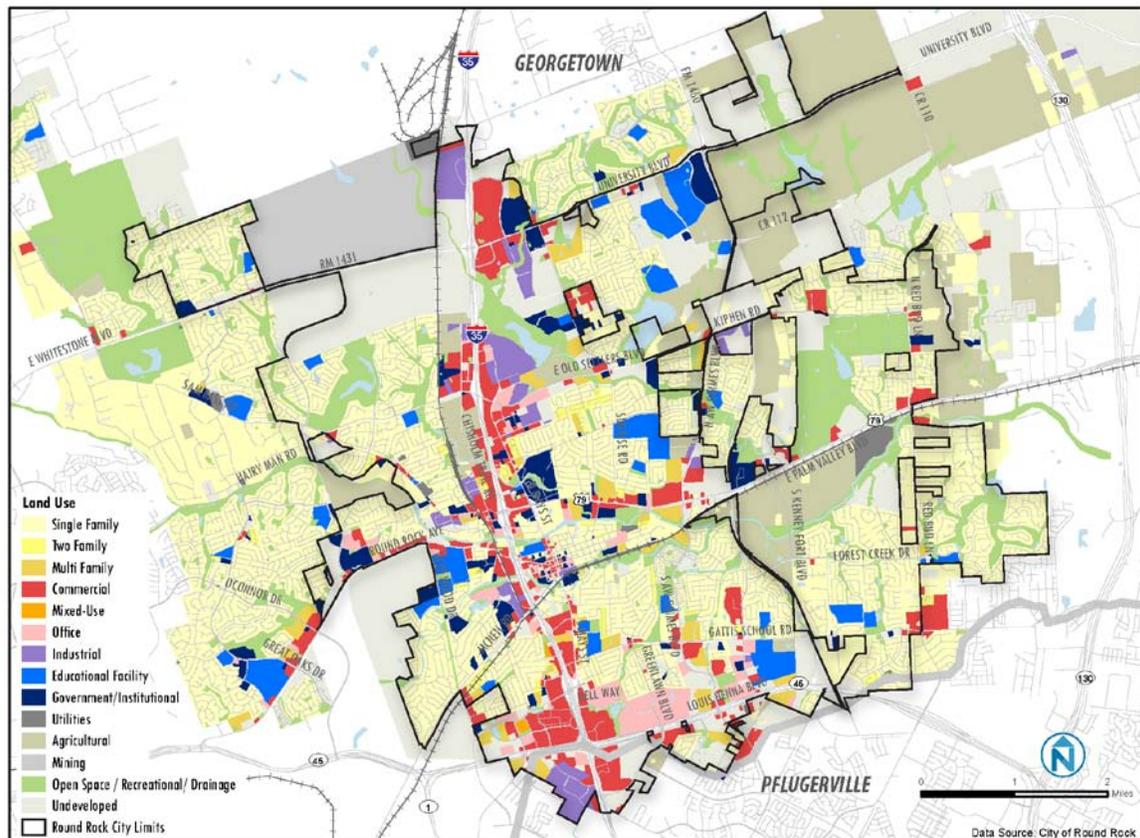


## 5 LAND USE AND INFRASTRUCTURE

### EXISTING LAND USE

The current land uses in Round Rock are shown in Figure 24. Approximately 60% of the land area within the city and the ETJ has been developed, and that rises to 73% within the city limits. The developed acreage within Round Rock nearly doubled between 1998 and 2009.

Figure 24 Current Land Use



### Residential Uses

Round Rock is primarily a residential community, with the majority of the land zoned single-family residential (44% of the developed land within city limits). The single-family housing stock in Round Rock and the ETJ is more than 90% of the available housing.

There are a limited number of multi-family developments, which align closely with the densest areas of the city. Multifamily residential is the fastest growing segment of residential land in the

city and the ETJ, with a 150% increase in the amount of multifamily-zoned land between 1998 and 2009. New apartment complexes in the northeast section of the city—in proximity to the college campuses—have played a significant role in increasing the supply of multifamily housing in recent years.

One of the goals of the Round Rock General Plan 2020 is to encourage a wider variety of housing types and allow high-density residential in certain areas. While in 2002 the city allowed only low-density multifamily housing, it now allows low-, medium-, and high-density.

The City of Round Rock Department of Planning and Community Development develops population projections for the City of Round Rock and Greater Round Rock. Continued population growth is expected in Round Rock over the next ten years. It is predicted that the City's population will exceed 150,000 by 2025, and that Greater Round Rock's population will reach 210,000 by 2025.

## **Commercial Uses**

Rapid development in Round Rock has changed the city's landscape, with agricultural and industrial lands rezoned and redeveloped as commercial areas. The amount of land dedicated to commercial uses in Round Rock increased by nearly 50% between 1998 and 2009. The major commercial corridor in Round Rock is along I-35—including IKEA and the Round Rock Premium Outlets—although there are additional pockets of commercial activity to the west and east of I-35 along US-79 and SH 45.

## **Mixed Uses**

In recent years, Round Rock's planning efforts have embraced mixed-use and multi-use development. However, there is still very little mixed-use zoning in Round Rock, which means that destinations are typically separate from people's points of origin. Mixed-use zoning is often an important component in supporting transit ridership, and it plays a critical role in creating more walkable and bikeable communities. La Frontera, in southwest Round Rock, is home to the city's first new multi-use development. The area includes retail shops, a major hotel, restaurants, and multifamily housing.

The Downtown Master Plan (adopted in March 2013) recommended public infrastructure improvements and new zoning regulations designed to enhance the traditional character of Round Rock's downtown and to create new vibrancy in downtown. By creating three mixed-use zoning districts, the plan strives to create a pedestrian-oriented downtown with retail, restaurant, residential, and commercial and office uses throughout the district.

Important for future development in Round Rock is the fact that a quarter of the city's zoned acreage is designated as a Planned Unit Development (PUD). The General Plan notes that this is a positive land use trend, as the purpose of PUD zoning is to encourage an innovative approach to land use design. PUD zoning allows concepts that are not possible in traditionally zoned areas, including mixed uses and creative site design.

## **EXISTING TRANSPORTATION INFRASTRUCTURE**

The existing transportation infrastructure in Round Rock is very much of the time in which Round Rock began to experience significant growth. All but the local streets are designed to move as many vehicles as quickly as possible—they are wide with turning lanes, limited access, and

generally high speeds. Many neighborhoods have sidewalks, and the city's trail system provides pedestrian and bicycle routes to various recreational destinations. However, on-street bicycle facilities are generally non-existent and many sidewalks along arterials offer no buffer from traffic. Roadway crossings are the biggest barrier to non-motorized connectivity and future transit access, as signals are widely spaced and timed to facilitate vehicle through-put.

## Street Classifications

Street system design and classification depend on the type of uses, traffic volumes and directions, and trip distances. The functional classification system in Round Rock includes freeways, arterials, collectors, and local streets.

- **Freeways** are a limited-access approach to moving a large number of vehicles at high speeds and are not intended to serve local traffic needs. Today, I-35 provides north-south freeway access to and through Round Rock, and SH-45 and SH-130 provide east-west and north-south frontage access in Round Rock.
- **Arterials** are continuous routes that serve both local and regional high-volume traffic needs. Access is controlled by intersections, left turn lanes, and signals. Auto speeds are often high, and bikes and pedestrians may need extra protection to feel comfortable or safe along an arterial.
- **Collectors** are designed for medium volume and lower speed traffic (defined, for Round Rock, as 30-35 mph). These types of streets provide access and movement within most areas of the city. Higher intensity development is allowed to front on collector streets, but access to single-family development is generally discouraged unless traffic volumes are below 6,000 vehicles per day.
- **Local streets** provide low volume, low speed access to small areas. In Round Rock, those areas are primarily, if not exclusively, residential. The number of dwellings fronting the street may be limited as may the length of local streets.

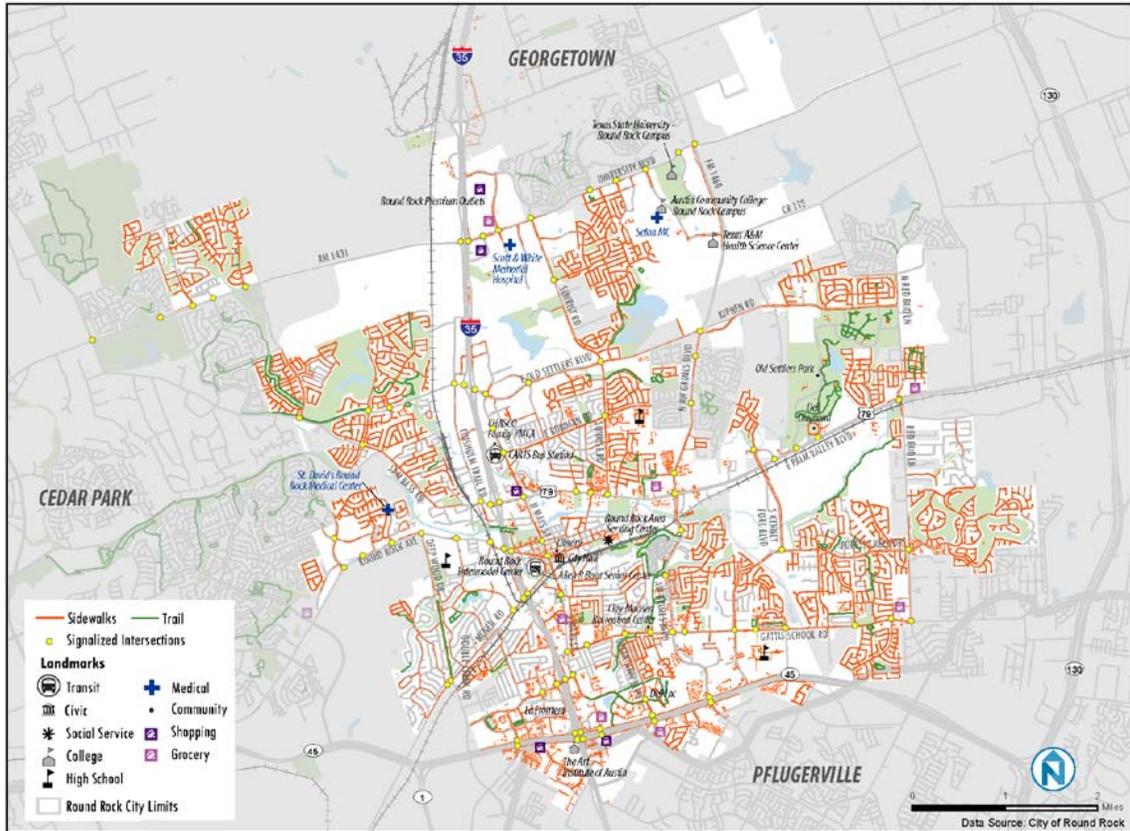
## Pedestrian and Bicycle Infrastructure

Round Rock grew quickly from the 1970s to today, transitioning from a small, compact, pedestrian-oriented city to a city of single land uses connected by a hierarchical street system. Bisected by I-35 and US-79 and bounded by SH-45 and SH-130, the city is auto-oriented and auto-dependent. While these highways help to connect Round Rock to surrounding areas, they present challenges for pedestrian and bicycle connectivity throughout the city and ultimately make access difficult for people who are not in a car.

The city has a Sidewalk Gap Program that strives to expand the sidewalk network and improve pedestrian connectivity, safety, and convenience. While many areas of the city have sidewalks (as shown in Figure 25), the quality of the pedestrian environment is often undesirable. This can be a significant deterrent to transit usage, as every transit trip starts with a walking trip. The city manages 79 traffic signals, with a focus on minimizing stops for the peak direction auto traffic flow, which could result in significant delay for pedestrians waiting to cross the street.

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Figure 25 Pedestrian Infrastructure



Tied to the predominant land uses described above, Round Rock’s existing built form is generally suburban in nature, with cul-de-sacs and loop roads that form insulated neighborhood pockets.

Additionally, many neighborhoods have tall fence walls surrounding them, which prohibit movement into and out of the neighborhoods except at controlled points of access. This type of neighborhood design makes pedestrian and bicycle connectivity challenging, particularly between neighborhoods. Most major roadway intersections in Round Rock have left and center turn lanes, creating long crossing distances for pedestrians.



Neighborhood barriers along E. Bowman Rd at Willowbend Dr (photo by Nelson\Nygaard)

Downtown Round Rock has a more traditional grid pattern to its streets, with shorter blocks that promote greater connectivity. Downtown also has good quality pedestrian infrastructure, with marked crosswalks, accessible signals and ramps, and trees and landscaping. These elements create a safer and more pleasant environment for pedestrians.

Today, Round Rock has approximately 15 miles of multi-use trails that offer connections to a number of recreational destinations. For example, Brushy Creek East Trail stretches more than three miles from A.W. Grimes Blvd to Forest Ridge Blvd and connects to Play for All Abilities Park. Several more miles of trails are in the planning stages, and the city has developed a Trail Master Plan, which identifies roadway crossings as a significant challenge and suggests grade-separated crossings at major thoroughfares as one potential solution.

The Transportation Master Plan identifies a number of 2-, 4-, and 6-lane roadways as future bicycle facilities. Depending on the quality of the facility, bicycling on a wide, high volume roadway may not be comfortable for the vast majority of people.



Main Street in Downtown Round Rock has high quality pedestrian facilities (photo by City of Round Rock)

## Round Rock Transit Center

The Round Rock Transit Center—previously called the Intermodal Transit and Parking Facility—was completed in 2010 and is part of the City of Round Rock’s mobility and connectivity strategic initiative to provide residents and visitors with alternative transportation choices. The transit center would serve as a major stop, and potentially terminal point, for future commuter bus service between Round Rock and Austin.

Partly funded with federal dollars, the Transit Center includes a two-level garage with 100 parking spaces, with the ability to expand to a five-level garage (three additional floors of parking). The facility also includes a customer pick-up/drop-off zone, bike racks and lockers, and an office for ticket sales and indoor waiting. The designated bus loading and unloading zone is at “street level”, meaning that it lacks a raised curb and adjacent sidewalk. Installation of a curb and sidewalk is highly recommended prior to the introduction of transit service. Street-level parking spaces were designed so they could be converted into future ground-floor retail uses should additional floors be constructed.



Round Rock Transit Center (photo by Jose I Guerra, Inc.)

## FUTURE LAND USE

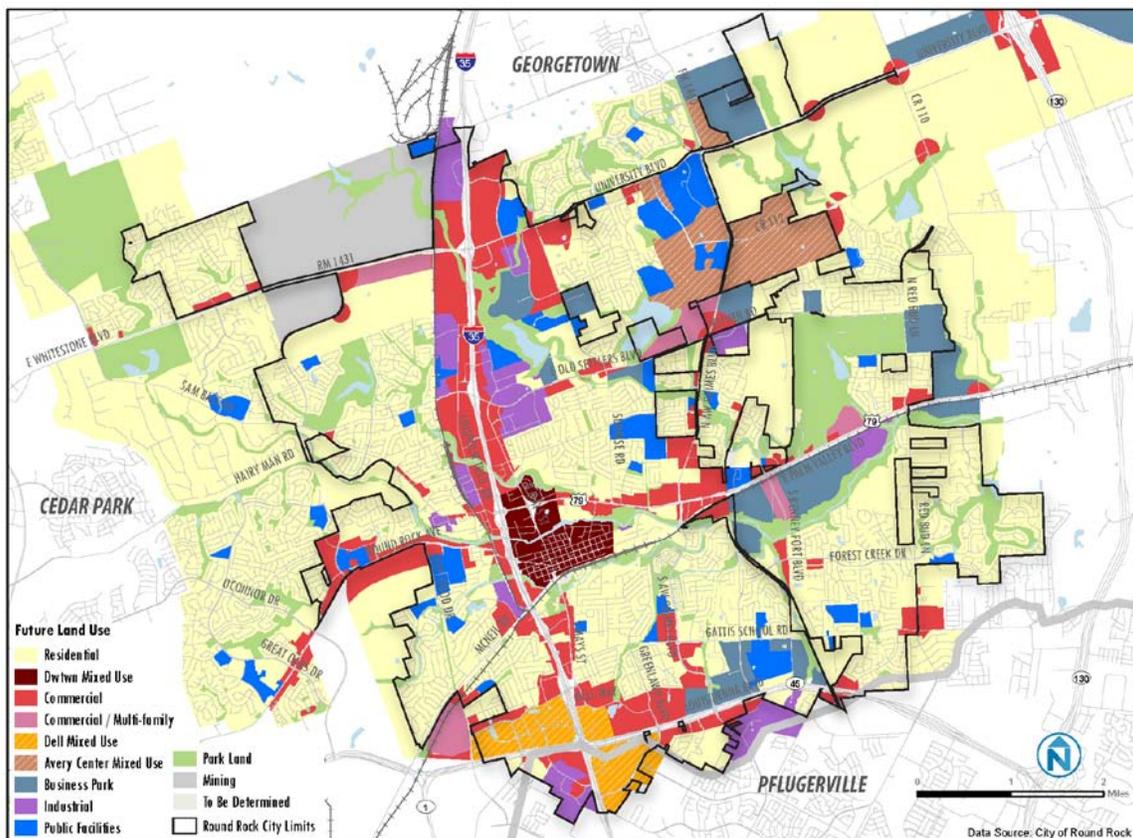
The General Plan 2020 sets forth assumptions about future land uses in Round Rock and its ETJ. In general, Round Rock’s robust growth is expected to continue, and the city will transform from a smaller suburban community into a mid-size city and a center of economic activity for the

region. Higher education campuses, hospitals, and destination retail facilities will play a major role in the growth; the growth in higher education facilities is particularly important for the growth of transit in the area.

While there is a strong desire to maintain the existing character of the community—including established land use patterns—mixed-use development is expected to increase and will be used as an alternative to auto-dependent single-use developments. Moving forward, the General Plan identifies mixed-use developments as a priority, recognizing that the close proximity of different land uses has the potential to increase pedestrian use. The General Plan acknowledges that mixed-use developments function best in “areas where transportation infrastructure efficiently provides high traffic volumes, ideally resulting from public transit.”

Figure 26 represents the anticipated future land use in 2020 and shows the bulk of future mixed-use development in the city’s northeastern section and parts of downtown. The future land use map identifies three areas as suitable for mixed-use development: Downtown, Dell/La Frontera, and Avery Centre. It also indicates plans for approximately five new commercial/multifamily zones.

Figure 26 Future Land Use



Although more areas of Round Rock will be designated for multifamily development in the future, there remain strict density requirements that will impact the use of transit. From a maximum of 12 units per acre in low density multifamily to 20 units per acre for medium density multifamily, only the zoning designation of urban multifamily allows high density multifamily development, with exact densities to be determined through the PUD zoning process.

The General Plan designates University Ave and A.W. Grimes Blvd as a growth corridor. Concentrating growth and development in this area may make transit a more attractive option to serve people's diverse travel needs moving forward. The corridor is expected to accommodate the majority of new development in the city. With two major hospitals, IKEA and the Round Rock Premium Outlets, and three higher education facilities, the growth corridor is expected to have a large economic and demographic impact on Round Rock and will require a range of housing types to support a more diverse population.

## **FUTURE TRANSPORTATION INFRASTRUCTURE**

The General Plan sets the highest transportation priority as the need to “identify and plan for future connectivity and mobility needs and options,” with the development of a public transportation plan as a second tier priority. In outreach associated with the General Plan, residents of Round Rock demonstrated strong support for bus and rail service and for a diverse, integrated transportation system.

While pedestrian and bicycle planning is mainly tied to recreational uses in Round Rock—and is captured this way in the General Plan—the importance of multimodal connections to transit cannot be overemphasized. One of the highest priorities in the “Parks, Recreation, & Open Space” chapter of the plan is to “identify and plan for future connectivity and mobility needs and options.” And within the priority recommendations, the first is “create a range of walking and biking options” in Round Rock.

The General Plan recommends an assessment of potential trail, bike lane, and sidewalk connections to reach all parts of the city. The 2020 goal is to triple the number of trail and greenbelt miles in Round Rock. A number of high priority trail projects are identified to address mobility and connectivity issues, including 1.5 miles of downtown area trails and a 5.8-mile trail from Downtown to the university center area. The planned trail network depicted in the Transportation Master Plan will provide a much greater degree of connectivity for cyclists and pedestrians than currently exists in Round Rock.

Other future transportation facilities may include a commuter rail link to Capital Metro's commuter rail system. The current limitations of the Capital Metro line cannot support added ridership from Round Rock. Further, Round Rock does not have current densities great enough to support a rail line. While those commuter links are well in the future, they are important considerations for the development of the Transit Plan.

And finally, the General Plan calls for forward-thinking corridor design efforts, with a first step being the identification of all streets worthy of corridor planning. The intent is that these corridors are considered holistically, with strategies including sidewalks and bike lanes, buried utilities, uniform graphics and architecture, public art, and trees and landscaping that help to create a visual rhythm to major corridors. These corridors may be the ideal place to implement fixed-route transit service, as they are likely to have the proper mix of transit-supportive land uses and amenities to make the system productive and sustainable.

# 6 PEER REVIEW

## INTRODUCTION

The purpose of the peer review is to evaluate transit systems of cities similar to Round Rock to identify best practices and potential pitfalls involved in the development of transit services. The cities selected for this analysis (Figure 27) are similar to Round Rock in terms of population, density, and proximity to a major regional urban center. The out-of-state peers are each fast-growing mid-size cities with strong local economies and a strong connection to the respective regional center. Peer cities within the state of Texas share similar characteristics, however, are part of significantly larger metropolitan areas, such as Houston, Dallas-Fort Worth.

Figure 27 Peer Cities Characteristics

Peer City	Metropolitan Area	Distance to Regional Center (miles)	Population <sup>1</sup>	Density (Persons per Acre)
Round Rock, TX	Austin	19	109,821	6.0
Cary, NC	Raleigh-Durham	12	151,088	4.3
Murfreesboro, TN	Nashville	34	117,044	4.4
Rock Hill, SC	Charlotte	27	69,103	2.4
Rancho Cordova, CA	Sacramento	13	65,000	3.0
Lewisville, TX	Dallas-Fort Worth	25	101,074	4.1
The Woodlands, TX	Houston	30	107,769	3.9
McKinney, TX	Dallas-Fort Worth	33	155,142	3.7

Transit characteristics evaluated in this peer review include the evolution of transit service, operating structure, funding strategies, ridership performance, local partnerships, and regional coordination. A summary of transit services offered by each peer system is provided in Figure 28.

<sup>1</sup> 2013 Census American Community Survey Estimate

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**Figure 28 Peer City Transit Services Provided**

Peer City	Demand Response	Local Bus	Commuter Bus	Rail Connection
Round Rock, TX	Yes	-	-	-
Cary, NC	Elderly/Disabled Only	Yes	Yes	-
Murfreesboro, TN	-	Yes	Yes	-
Rock Hill, SC	Yes	-	Yes	-
Rancho Cordova, CA	-	Yes	-	Yes
Lewisville, TX	Yes	Yes	-	Yes
The Woodlands, TX	Elderly/Disabled Only	Trolley	Yes	-
McKinney, TX	Yes	Yes	Yes	Yes

## CARY, NORTH CAROLINA

### Background

The Town of Cary began operating door-to-door transit services for seniors and persons with disabilities in 2001. The service was expanded to the general public in 2002. In 2005, C-Tran began operating five fixed routes for the general public. In 2007, fixed route service was expanded with the addition of a counterclockwise loop to enhance service on the previously one-directional Maynard Loop and shelters were installed at the most frequently used stops. In 2009, fixed route service was expanded again with extensions on two routes. In 2012 and 2013, C-Tran made several investments in technology, including the addition of electronic fareboxes, automated passenger counters (APCs), and a real-time arrival app.

C-Tran (which will be rebranded as GoCary in 2016) continues to operate 6 fixed routes as well as door-to-door demand response service open to seniors and disabled persons. Four fixed routes operate on a timed transfer at the downtown train station (served by Amtrak), meeting every 30 minutes during peak times and every 60 minutes during off peak times. Two routes operate a bi-directional loop every 60 minutes, which intersects each of the four routes outside of downtown. All routes operate 6:00 a.m. – 10:00 p.m. Monday through Saturday. C-Tran routes also offer connections to GoTriangle express routes, which connect to downtown Raleigh, as well as GoRaleigh route 11L, which provides local service in Raleigh. Fixed Route fares are \$1.50. The Demand Response door-to-door service operates in town as well as to Chapel Hill, Durham, and Raleigh. Fares range from \$3 for trips made within Cary to \$10 for longer trips serving outlying cities.

### Operating Structure & Funding

Operations are contracted through MV Transit, who also owns all vehicles. Currently C-Tran uses 12 paratransit vehicles and 16 fixed route vehicles. To date C-Tran has used cutaways for its fixed route service but it has its first 30 foot bus on order. The cost maintenance, vehicle storage, and office facilities leased by MV transit are included in the contractual costs as well.

The total cost of fixed route and demand response services in 2013, including capital cost of contracting, was \$3.5 million. More than half of funding, \$1.87 million, comes from the local contribution, which is comprised of about \$550,000 in revenues from a vehicle license fee for Cary residents and the remaining \$1.3 million from the town's general fund.

Funding	Fixed Route	Door-to-Door	Total
Federal	\$635,609	\$520,043	\$1,155,652 (33%)
State	\$210,147	\$3,657	\$213,804 (6%)
Local*	\$903,694	\$965,510	\$1,869,204 (53%)
Farebox	\$152,722	\$131,028	\$283,750 (8%)
<b>Total</b>	<b>\$1,902,172</b>	<b>\$1,620,238</b>	<b>\$3,522,410</b>

\*Includes revenues from vehicle license fee and general fund contribution.

**Performance Characteristics**

Ridership has steadily increased since the system’s inception in 2001. The first full year of fixed route served (2006) had 23,000 passenger boardings, a number that has increased tenfold in less than a decade. Door-to-door ridership has remained fairly steady with an all time high of 55,000 in 2005, the year that fixed route service was first implemented.

2013	Fixed Route	Door-to-Door	Systemwide
Passenger Trips	279,286	48,607	327,893
Revenue Hours*	32,000	27,000	59,000
Trips per Hour	8.7	1.8	5.6
Cost per Trip	\$6.81	\$33.33	\$10.74

\* Estimate

**Partnerships and Coordination**

C-Tran coordinates with GoTriangle and GoRaleigh on a number of levels, including its new regional branding effort. Schedules for routes that serve the Cary Train Station (four of C-Tran’s routes and GoTriangle Express routes) are coordinated in a manner that they arrive and depart at the same time, allowing for easy connections. In a 2014 passenger survey 25% of respondents stated that they transfer to or from a GoTriangle route and 29% indicated that they transfer to or from a GoRaleigh route.



C-Tran (left) and GoTriangle (right) vehicles have coordinated schedules in Cary.

C-Tran has created a GoPass program for Town employees that allow them to ride local or regional services for commute purposes only. About 50 employees hold GoPass cards and C-Tran is investigating expanding the program through a partnership with North Carolina State University.

All systems have recently coordinated to raise fares together. C-Tran has implemented the fare increase, raising fares from \$1.00 to \$1.50 over the past two years. GoTriangle and GoRaleigh have implemented the first phase of the increase to \$1.25 but have not yet completed the second increase to \$1.50.

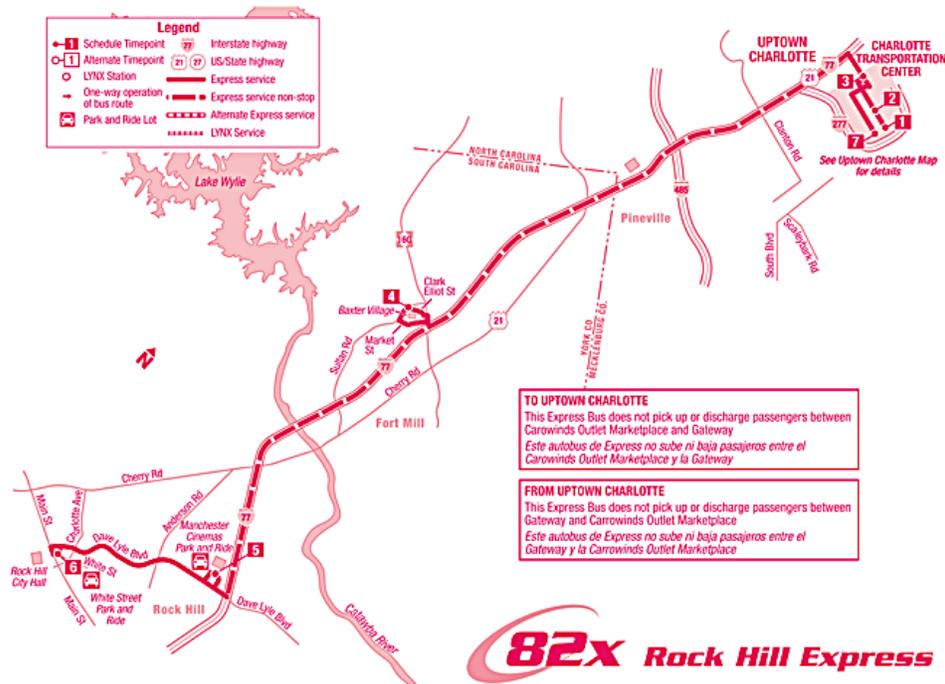
## ROCK HILL, SOUTH CAROLINA

### Background

The York County Council on Aging operates York County Access, demand response service countywide for “Essential Services” (medical and grocery shopping), as well as Ride-to-Work demand response service for residents of Rock Hill. Essential services trips are provided between 6:00 a.m. and 7:00 p.m. on weekdays and must be reserved 48 hours in advance. Ride-to-Work trips are provided during peak hours on weekdays and reservations must be made 24 hours in advance. One-way fare is \$2.50 for either service.

Charlotte Area Transit System (CATS) operates Route 82x, express service between Rock Hill and the Charlotte Transportation Center. There are four inbound morning trips and four outbound evening trips with service to the White Street Park-and-Ride in downtown Rock Hill, the Manchester Cinemas Park-and-Ride outside of downtown, and the Baxter Village Park-and-Ride in Fort Mill. One-way fare is \$4.40.

The service began operating in 2001, following the approval of a ½ cent sales tax for transit in Mecklenburg County in 1998. It was recognized that many contributors to the ½ cent sales tax reside outside Mecklenburg County as Charlotte is the economic engine of the region and a lot of people commute to jobs in Charlotte from outlying counties (Rock Hill is in York County). It was also recognized that intercepting riders outside of Mecklenburg County and transporting them to Charlotte to work had a bigger benefit in terms of air quality and traffic congestion in Mecklenburg. The CATS board, Metropolitan Transit Commission, approved a financial policy whereby CATS could contribute 50% of the net funding (after fares) to any service operating from an outlying county to Mecklenburg, assuming the other 50% would come from the other county or city in the other county. Conversations were started with Rock Hill, which has a significant number of people who commute to Charlotte for work, and the service started in October 2001.



## Operating Structure & Funding

CATS operates Route 82x using 40 foot express buses owned by CATS. Park-and-Ride facilities are available through no-cost agreements at shopping centers made by the City of Rock Hill.

Route 82x is the result of the cost-share arrangement described above between the City of Rock Hill and CATS. The City receives Federal 5307 operating assistance and project administration funding. The remaining operating assistance is provided through the ½ cent sales for CATS and farebox revenue. The farebox recovery ratio is high, which is typical of a commuter service, especially given that the fare is over \$4 each way.

Funding	CATS Route 82x
Federal	\$0
State	\$0
Local (Mecklenburg Sales Tax)	\$104,706 (33%)
Local (Rock Hill)	\$106,726 (34%)
Farebox	\$105,882 (33%)
Total	\$317,314

The total cost for York County Access operations and administrative expenses in FY 2013 was \$473,000, of which \$98,000 is local match.

## Performance Characteristics

Annual ridership on Route 82x is about 39,000. Service is limited to peak times with under 10 service hours per day, but fairly productive with 18 passengers per hour.

	Route 82x	York County Access
Passenger Trips	39,026	N/A
Revenue Hours	2,135	N/A
Trips per Hour	18.3	N/A
Cost per Trip	\$8.13	N/A

On a typical weekday York County Access provides approximately 53 passenger trips for Essential Services in York County and 43 Ride-to-Work trips within Rock Hill.

## Partnerships and Coordination

CATS has an Employer Transportation Coordinator (ETC) program whereby an employer can sell transit passes directly to their employees. Based on the number of sales, employers receive either a 10% or 20% discount on the ticket price, which must be passed on to the employees. Colleges may participate in the ETC program like any employer. There is a minimum threshold of pass sales that the employer or college must meet in order to receive the bulk discount. York County Access and CATs do not have any fare coordination agreements.

## MURFREESBORO, TENNESSEE

### Background

Since 1996 the City of Murfreesboro has contracted with Middle Tennessee Regional Transit Authority (RTA) to operate Route 84x and 96x “Relax and Ride” service, commuter express between Murfreesboro, Smyrna, LaVergne, and Nashville, including reverse commute trips. Route 96x operates between 5:00 a.m. and 8:30 p.m. with ten trips in each direction, spaced fairly evenly throughout the day. Route 84x is the Murfreesboro Express, operating direct service with three morning trips to Nashville and three afternoon trips to Murfreesboro.

Starting in 2000, the city of Murfreesboro qualified for FTA Small Urban 5307 funding. After examining transit in other Tennessee cities, Murfreesboro received its first FTA allocation in 2005 and in 2007, began operating Rover, a system of eight fixed routes.

Today Rover operates seven fixed routes, six of which converge at the Rover Transit Center on a 45 minute pulse. The West Side loop, which does not serve the transit center, connects with the Gateway route with a timed transfer, allowing patrons to access the rest of system. In addition to serving bus stops, Rover uses a “flag stop” model where patrons can flag down a bus at any safe location along a route. Services operate on weekdays between 6:00 a.m. and 6:00 p.m. One way fare is \$1 for adults at \$0.50 for students aged 6-16. City employees in uniform ride for free. According to a passenger survey from 2011, the majority of riders have an annual household income below \$20,000 and primarily use the service to access work, medical appointments, and shopping.

### Operating Structure & Funding

Operations and maintenance for Rover is done in house by the City of Murfreesboro while ADA demand response services are contracted to Mid-Cumberland Public Transit. As mentioned, express routes are contracted with RTA. The City of Murfreesboro owns all of its Rover vehicles, which are medium-duty 23 passenger low floor cutaways. The transit hub, which is an outdoor facility with a 105 foot shelter, is leased by the city for the price of \$1 per year.

Funding for Relax and Ride service was initially provided through a three-year federal demonstration grant. Since 1999, continuation of the service has been funded from a variety of local and outside sources. Currently Congestion Mitigation and Air Quality Improvement (CMAQ) funds are used to partially fund the service and the City of Murfreesboro is billed for the remainder quarterly.<sup>2</sup>

Operating funding for Rover is provided by 50% federal grants, 25% state funding, and 25% local funding (farebox plus local contribution). The annual operating cost is about \$1.2 million. The total expenses, including capital costs in FY14 were \$1,833,969. The additional \$635,000 comes from local contribution of \$140,320, matched by federal funds (80/20 from 5307 capital). The total local contribution from the City of Murfreesboro general fund was \$308,691 in FY14.

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<sup>2</sup> CMAQ funds are jointly administered by the Federal Highway Administration and the Federal Transit Administration and support surface transportation projects and other related efforts that contribute to air quality improvements and provide congestion relief.

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Operating Funding 2014	Rover
Federal	\$593,960 (50%)
State	\$296,980 (25%)
Local (Murfreesboro)	\$168,371 (14%)
Farebox	\$128,609 (11%)
Total	\$1,1871,920

**Performance Characteristics**

Since the start of service in 2007, Rover ridership has more than doubled from 118,659 to more than 250,000 trips.

FY 2014	Rover	RTA 96x & 84x
Passenger Trips	265,345	101,092
Revenue Hours	17,928	10,423
Trips per Hour	14.8	9.7
Cost per Trip	\$4.48	\$11.64

**Partnerships and Coordination**

Currently there are no pass programs or fare agreements between Rover and RTA. Schedules between services are not aligned, but Route 96x does run adjacent to the Rover Transit Center, allowing transfers.

## RANCHO CORDOVA, CALIFORNIA

### Background

Starting in 2009, Sacramento Regional Transit District (RT) began partnering with the City of Rancho Cordova to provide a tailored shuttle service, the CordoVan designed to connect residents in several neighborhoods to the Zinfandel Light Rail Station (with service to downtown Sacramento). The Villages Service, Route 177, operates a 15 minute loop in the Stone creek neighborhood operating clockwise in the morning and counterclockwise in the afternoon. In 2012 the Anatolia Service (Route 176) was added, a 45 minute round trip that connects the Anatolia neighborhood to the Zinfandel Light Rail Station. While the service was initially designed to connect residents of Rancho Cordova to the light rail for access to downtown, many riders are actually employees using the CordoVan to access business parks within the area.

Both routes operate on weekdays only. Route 177 operates between 5:57 a.m. and 9:12 a.m. in the morning and between 3:27 p.m. and 6:57 p.m. in the afternoon. On Route 176 four round trips operate in the morning between 6:12 a.m. and 8:42 a.m. and five round trips operate in the afternoon between 3:27 p.m. and 6:42 p.m. In addition to RT's light rail, several RT bus routes serve Rancho Cordova. RT issued passes and transfers may be used on CordoVan. One-way cash fare is less than regular RT service however, \$0.50 for adults and \$0.25 for elderly and disabled persons.



### Operating Structure & Funding

Operating funding for CordoVan is provided entirely by the City of Rancho Cordova and the service is operated by RT. The operating cost for FY 2014 was \$239,778. Residents of the Villages of Zinfandel (Stone Creek) and Anatolia neighborhoods pay a special assessment tax specifically for CordoVan service. Farebox Revenue, which is low (\$2,400 – \$3,600 annually) due to most passengers using RT passes or transfers, is deducted from the contracting cost before RT bills the City.

### **Performance Characteristics**

Since 2012 ridership on both routes has grown steadily, from about 150 average daily riders in September 2012 to 250 average daily riders in September 2014.

FY 2014	CordoVan
Passenger Trips*	52,000
Revenue Hours	3,206
Trips per Hour	16.2
Cost per Trip	\$4.61

\*Estimate

### **Partnerships and Coordination**

Schedules for the CordoVan are developed based on Light Rail train arrivals. Route 177 meets every train during its service span and Route 176 meets every other train.

## THE WOODLANDS, TEXAS

### Background

The Woodlands Express has been in operation for 20 years and started as a service that went to downtown Houston. As a result of passenger demand, service to the Texas Medical Center and Greenway Plaza were implemented. Currently The Woodlands Express serves three park-and-ride lots in The Woodlands and brings commuters to locations in Houston’s Central Business district, Greenway Plaza, the Medical Center, and Greenspoint area. Trips operate between every 10 and every 20 minutes during peak times, providing a high level of service. Round-trip fare is \$12.00

New services, which were recommended as part of the recently completed *The Woodlands Township Transit Plan*, include service to the Uptown/Galleria area as well as a new reverse-commute service, which is expected to begin in 2015.

The Waterway Trolley was funded through a Discretionary Pilot Grant in 2007. The free service runs from 10 a.m. to 7 p.m. daily (except major holidays). Expansion of the existing service is underway to provide new service to areas in Town Center. The new “express” service will assist in reducing congestion, promote a “park once” concept, and contribute to improvement in regional air quality. Service is expected to begin in late 2015.

### Operating Structure & Funding

The Woodlands Express is contracted through a private entity, First Class Tours, which runs 45 ft MCI “over the road” coaches. The Waterway Trolley is contracted through Brazos Transit District and operates rubber tired trolleybuses. Park-and-ride facilities used for express services released from Brazos Transit District through an interlocal agreement. ADA paratransit services are contracted through the City of Conroe

The Woodlands Express receives more than half of its operating funding from fare revenues. Revenues are used to pay for capital costs of contracting in addition to operations. The local funding comes from The Woodlands Township general fund.

Funding 2015 (budgeted)	Express	Trolley	Total
Federal	\$2,688,000	\$212,000	\$3,460,000 (42%)
State	\$0	\$0	\$0
Local	\$15,000	\$206,000	\$221,000 (3%)
Farebox	\$4,560,000	\$0	\$4,560,000 (55%)
<b>Total</b>	<b>\$7,823,000</b>	<b>\$418,000</b>	<b>\$8,241,000</b>

**Performance Characteristics**

The Woodlands Express is a highly productive system with more than 20 passengers per revenue hour. By comparison the Trolley is much less productive.

FY 2014	Express	Trolley
Passenger Trips	685,000	78,000
Revenue Hours	32,000	38,000
Trips per Hour	21.4	2.1
Cost per Trip	\$11.38	\$5.36

**Partnerships and Coordination**

Currently there is no fare coordination with other agencies, though it is under consideration through the Regional Transit Coordination Subcommittee.

## LEWISVILLE, TEXAS

### Background

Denton County Transportation Authority (DCTA) operates local fixed route and dial-a-ride service in the city of Lewisville. In 2005, DCTA assumed operation of dial-a-ride services previously operated by a different entity and in 2007, added two fixed routes as well as Connect RSVP, a curb-to-curb service open to the general public in north Lewisville. Today DCTA operates three routes (21, 22, 23) in Lewisville, all of which converge at the Vista Ridge Mall at the south end of town and Walmart at the north end of town. DCTA also operates the A-Train commuter rail which connects to the Dallas Area Rapid Transit (DART) Green Line and has two stops in Lewisville. Route 21 serves the Hebron A-Train station and Route 23 serves the Old Town A-Train station. Each route operates on a slightly different schedule, so some trips allow for seamless transfers and others may require waiting. Service operates Monday-Saturday between 5:30 a.m. and 9:30 p.m.

### Operating Structure & Funding

All services are operated by DCTA. Cutaway vehicles used for the fixed route and Connect RSVP services are owned by DCTA, which leases administrative offices in Lewisville. In FY14 Lewisville contributed \$10,058,450 in operating and capital funding for both bus and rail services. Local funding is provided by a ½ cent sales tax approved by voters in 2003. DCTA's cost to operate the local fixed route in Lewisville was \$860,589 in FY14. Fare revenue on local fixed route service was \$241,253, or approximately 28% of the operating cost.

### Performance Characteristics

Lewisville's fixed route service has lower productivity than most other peers. Factors such as route directness and frequency may impact the attractiveness of the service. Route 21, for example, operates every 42 minutes, which makes it difficult to use the system without checking the schedule.

FY 2014	Fixed Route	Connect RSVP	A-Train
Passenger Trips	125,558	2,872	106,479
Revenue Hours	23,066	1,565	NA
Trips per Hour	5.4	1.8	NA
Cost per Trip	\$6.85	NA	NA

### Partnerships and Coordination

North Central Texas University (NCTU) and University of North Texas students may ride local DCTA services for free using their student IDs. Connections from Lewisville fixed routes to NCTU shuttles can be made at Walmart. DCTA also has agreements with Dallas Area Rapid Transit (DART) and Forth Worth Transportation Authority to honor each other's regional passes. This allows riders to transfer from the A-Train to DART Green Line to downtown Dallas without paying twice if they have a pass.

## MCKINNEY, TEXAS

### Background

Texoma Area Paratransit System, or TAPS Public Transit, has provided demand-response transportation services to north central Texas since 1986. TAPS has been largely successful and has grown to a fleet of over one hundred buses and vans serving a seven-county area, and continues to expand service to new areas. In 2013, TAPS began operating service in Collin County, just north of Dallas. The TAPS service area includes the rural areas of the county, north and east of the City of Plano, while Plano is served by Dallas Area Rapid Transit (DART) light rail and bus service. In addition to paratransit service, TAPS operates fixed route services in the Collin County cities of McKinney and Allen. Service is oriented around connections to employment destinations, including major companies, shopping/retail destinations, and medical facilities.

In McKinney, TAPS took over operations for the existing transit system in July 2013, which consists of two bus routes: Route 100 (Blue Route) and Route 300 (Red Route). Both routes operate as large one-way loops, which means that riders must travel along the entire alignment to complete a round trip. The routes operate with a frequency of 80 minutes throughout the day, and both routes begin and end at the same time at the TAPS Main Terminal. One way fare is \$1 or an all day pass can be purchased for \$2. Monthly passes are \$20 and seniors, disabled, and Medicare cardholders ride for free.

TAPS also operates the Commuter Connect, an express route that travels between McKinney and the DART light rail station in Plano, with 7 morning and 8 afternoon peak trips on weekdays. One way fare is \$2 and a monthly GO Pass is available for \$58, a 28% discount over the full fare that would be paid by commuters riding both ways 5 days a week.



In designing the new services for Allen and McKinney, TAPS staff were able to measure existing paratransit trips to identify where there was existing demand for transit. The ability to determine whether and where to locate transit service based on available geolocation data was invaluable for route planning.

## Operating Structure & Funding

Operating costs for fixed-route, commuter shuttle, and demand-response services in the City of McKinney totaled about \$4.9 million in FY 2014. About 50% of the operating funds (about \$2.47 million) come from Federal 5307 grant funds; \$100,000 is from the City of McKinney, and the remainder of funding is from TAPS.

Operating Funding 2014	Rover
Federal	\$2,470,000 (50%)
State	\$0 (0%)
Local (McKinney)	\$100,000 (2%)
TAPS (Incl. farebox)	\$2,330,000 (48%)
Total	\$4,900,000

## Performance Characteristics

Between January and August 2014, fixed-route service in McKinney carried 3,990 passenger trips, and the service continues to grow at a rapid pace; TAPS is currently planning to expand the service in McKinney from two to seven fixed routes.

FY 2014	McKinney Fixed Route
Passenger Trips	3,990
Revenue Hours	1,131
Trips per Hour	3.53

Note: All figures are for January-August 2014

## SUMMARY

This peer review demonstrates a variety of ways that cities with similar characteristics as Round Rock have structured, implemented, and developed service. Peer cities operate their own fixed route, express, and demand response services, partner or contract with neighboring transit authorities to provide express service and demand response service, or in some cases have service that is operated entirely by a separate regional transit provider.

Round Rock could potentially enter into similar agreements with CARTs or Capital Metro, or could develop an entirely separate system. In most cases the peer cities provide integration with neighboring or regional transit services through transfer hubs or schedule coordination, which will be an important consideration as Round Rock develops its service plan.

Funding mechanisms vary, with some transit systems leveraging sales tax, vehicle license fees, or in the case of Rancho Cordova a property tax on subdivisions served by transit. General fund allocations are common and may also serve to supplement a dedicated funding source, but are less reliable on an ongoing basis and can make it difficult for a system to grow due to lack of consistency with funding. The case studies reviewed above provide some examples of various structures that Round Rock might pursue.

## 7 COMMUNITY FEEDBACK

### STAKEHOLDER MEETINGS

On March 26, the project team met with several stakeholder groups to better understand their transit needs and seek their input on the City of Round Rock Transit Plan. The project team met with key representatives of neighborhood groups, local businesses, medical facilities, and educational institutions.

Each meeting was similar in terms of agenda, including a discussion of the project goals and phases and a structured conversation about transportation challenges and concerns held by residents, employees, clients, or customers. Stakeholders were also asked to prioritize potential service offerings, such as local bus service, commuter service to Downtown Austin/Capitol Complex/UT, connections to Howard Station/Red Line, connections to Tech Ridge, and connections to other communities. Each stakeholder meeting is summarized below:

#### Neighborhood Stakeholder Meeting

Seven attendees, consisting of citizens who reside in the City of Round Rock limits, attended the neighborhood stakeholder meeting in order to provide their input. A list of attendees is provided below:

- Brian Cave (Heart of Round Rock Neighborhood Association)
- Mike Freeman (Greater Round Rock West Neighborhood Association)
- Christina Rudofsky (Round Rock Arts)
- Wendy Leiva (Sam Bass Trails)
- Ed Harding (Dana Court and Mesa Ridge Neighborhood Associations)
- Keith Chandler (Forest Creek Neighborhood Association)
- Blane Canklin (Resident)

Discussion and comments addressed topics such as the proposed transit system; the target population for the transit system; transit routes; possible destinations for transit routes; funding for the proposed system; and recommendations on additional stakeholders the project team should reach out to in order to solicit further input. Stakeholder input and suggestions are detailed as follows:

- The transit system needs to be dependable, reliable and utilized (i.e., no empty buses). The stakeholders would like the City of Round Rock to consider connecting the proposed system to other regional transportation systems such as rail service or Capital Metro's bus system (e.g. 935 route) during the week and on the weekends.
- Additionally, the transit system should be affordable, sustainable, and not reliant on property taxes. For transit to work it needs to be competitive with the car.

- Stakeholders encouraged the project team not to recreate the wheel but to partner with agencies and organizations.
- The City of Round Rock transit plan should focus on serving residents commuting to the City of Austin for work or school, low income residents commuting to local jobs, residents commuting to downtown Round Rock, seniors, and young people.
- Stakeholders gave a couple of suggestions regarding routes and expanding the transit system plan such as:
  - Explore the possibility of a semi-regional service to transport commuters to their jobs in Pflugerville, Georgetown, Cedar Park, and Leander.
  - Develop local service from downtown Round Rock to the outlet mall or Ikea, weekend trips to and from Howard Station, and access to businesses in the SH45 corridor.
- Proposed destinations for commuters traveling to Austin included Downtown Austin, The University of Texas, the Domain area, and Mueller.
- Suggested destinations for local services included Dell, the La Frontera shopping area, and medical services (e.g. Seton Hospital, Ikea, Outlet Mall).
- Possible options for funding included looking for various ways to partner with businesses and applying for federal funding. Stakeholders believed that an increase in property taxes in order to fund the system would be a difficult sale to the community at large.
- Stakeholders suggested seeking additional input from Dell, Emerson Process Management, Austin Community College, Texas State University, Round Rock Downtown Development Alliance, and Texas A&M University.

### **Business Stakeholder Meeting**

Six attendees, consisting of business leaders whose businesses are located in the City of Round Rock limits or ETJ, attended the business stakeholder meeting in order to provide their input. A list of attendees is provided below:

- Anisha Yadav (Round Rock Premium Outlets)
- Rick Bilicki (Pearson)
- LeAnn Powers (United Way of Williamson Co.)
- Marixa Longoria (Liquidation Channel)
- Lori Hamilton (Liquidation Channel)
- Cheryl Renalt (MichaelAngelo's)

Discussion and comments addressed topics such as issues with current transit options; the goal of the transit plan; the proposed transit system, its rate structure, and its schedule; the target population for the transit system; possible destinations for transit routes; an event circulator system; funding for the proposed system; and recommendations on additional stakeholders the project team should reach out to in order to solicit further input. Stakeholder input and suggestions are detailed as follows:

- Current transit options are limited, and the current transit system does not serve the daily, weekly, or yearly needs for their employees. This has an impact on businesses recruiting employees because the commute from the City of Austin is difficult, resulting in high employee turnover.

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- Additionally, there is currently no affordable service to bring commuters from the transit station at Burnet Road and Howard Lane. Some employees may walk up to two miles to reach their employment destination.
- According to the stakeholders, the goal of the transit plan should be keeping Round Rock residents within the city limits. Transit should not just take people to Austin; instead it should provide Round Rock residents a choice to access services, commute to work, or commute to school within Round Rock city limits instead of commuting to other areas. The system should also bring people from other areas into Round Rock. Furthermore, stakeholders encouraged the City to develop good land-use planning and to bring employment to Round Rock.
- The transit plan needs to include both local and regional transit options. The stakeholders would like the City of Round Rock to identify local fixed routes to medical services (e.g. Seton Hospital and doctors' offices), retail, grocery stores, education centers, and industrial areas. Additionally, stakeholders would like to ensure that routes will provide a "one-seat ride," such as when a rider needs to go to the grocery store. The transit plan should include an affordable rate structure with the cost at approximately \$1.00 or \$1.50, rather than a \$5.00 option. Stakeholders further advised that hours of operation should be extended to include weekends and holidays, from 7:00 AM to 11:00 PM. Furthermore, stakeholders encouraged the project team to research ways to connect with Capital Metro and coordinate fares between the Round Rock transit system and Capital Metro.
- The City of Round Rock transit plan should focus on serving low income residents to ensure that they have access to medical services, grocery stores, school, and work.
- Stakeholders gave a couple of suggestions regarding routes and expanding the transit system plan such as:
  - Provide a shuttle service to the Tech Ridge and Howard Lane Station, the airport, and to special events in the City of Round Rock and the City of Austin.
  - Develop a direct route to Downtown Austin for events.
- Proposed destinations for the transit system included Downtown Austin, Dell Diamond, La Frontera shopping area, Austin Community College, The Art Institute of Austin, Emerson Process Management, and the Round Rock Sports Center.
- Stakeholders would like the project team to research the possibility of adding a special event circulator system that would provide services to destinations such as Old Settlers Park, the Allen R. Baca Center, and Dell Diamond.
- Possible options for funding included increasing the sales tax, state or federal grants, applying for federal funding, employer pass programs, co-op shuttle services, and creating an alternative answer to Uber services.
- Stakeholders suggested seeking additional input from other employers such as themselves by scheduling stakeholder meetings, reaching out to Round Rock Independent School District, attending the Round Rock Outlet Mall tenant meetings, set up booths at community events, utilize the Round Rock Chamber of Commerce to reach other employers, place ads in the Community Impact newspaper, and utilize social media.

## **Round Rock ISD Stakeholders**

Three Round Rock ISD representatives met with the project team to discuss transportation challenges faced by students. A list of attendees is provided below:

- Mary Maluski
- Pamela Boykin
- Lisa Cannon

Round Rock ISD representatives identified issues with the current Demand Response service such as long holds experienced while attempting to schedule a reservation. Representatives stated the regular fixed-route service would provide students with increased flexibility and availability due to a concrete schedule and stops serving major destinations. The project team asked the Round Rock ISD representatives to ask students to identify the top destinations within the City of Round Rock. The top ten destinations provided by students are listed below:

- ACC
- HEB Plus
- Round Rock Outlets
- Downtown Round Rock
- La Frontera
- Stony Point HS
- Seton Williamson
- RR Library
- YMCA
- Lakeline Mall (Northwest Austin)

## **Public Meetings**

Public workshops were held at the following locations to inform citizens of the Round Rock Transit Plan process, promote the online survey, and solicit information regarding transportation challenges and transit needs:

- Austin Community College-Round Rock – March 4, 2015
- Round Rock Public Library – March 26, 2015

Poster boards depicting the employment patterns of Round Rock residents and transit propensity were presented at each meeting to generate discussion and inform attendees. Meeting participants were also given the opportunity to take the online survey on a tablet device.

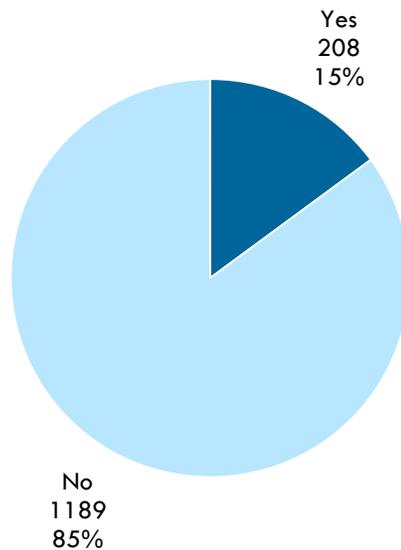
## ONLINE SURVEY

An online survey was posted on the Round Rock Transit Plan website from February 23, 2015 until April 18, 2015. A total of 1,385 responses were collected. The survey was completely voluntary and does not represent a statistically valid sample of the overall population in Round Rock. However, efforts were made to reach multiple population segments through the use of social media, print media, public television, and direct outreach. Several major employers also shared the survey with their employees via email or by providing paper copies to persons without internet access.

### Findings

The majority of survey respondents (85%) indicated that they have not taken transit within the past month. A series of follow-up questions (Questions 2a-2d) were presented to respondents who have taken transit within the past month. Non-transit users were redirected to Question 3. Open-ended comments are included in Appendix A.

Figure 29 Question 1: Have you taken transit within the past month?

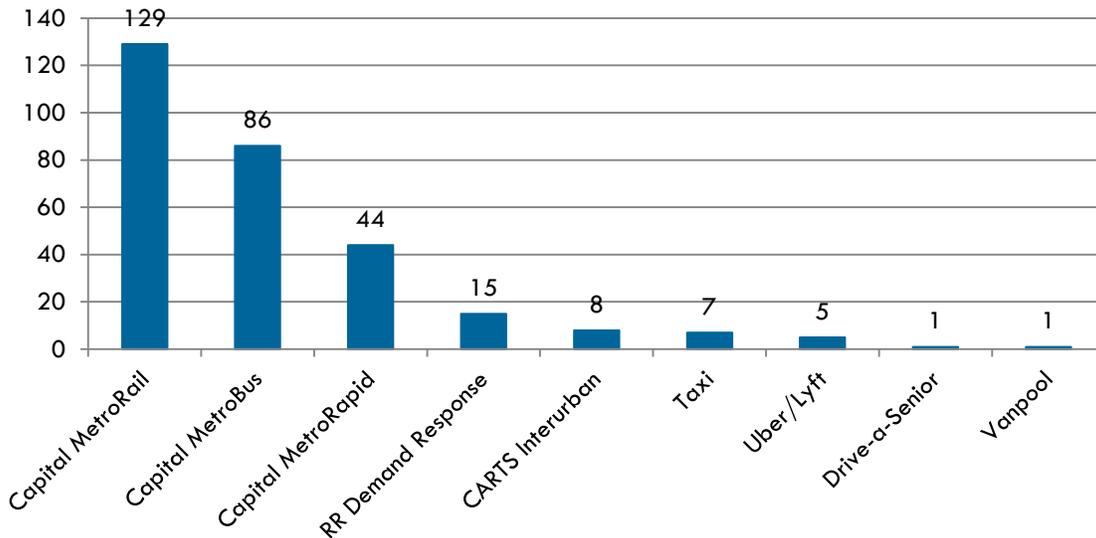


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Of the 201 survey respondents indicating that they have taken transit within the past month, 35% (64 respondents) take more than one transit service. Most multimodal transit users are Capital Metro customers utilizing MetroRail and MetroBus regularly. MetroBus responses may include local and/or express bus service.

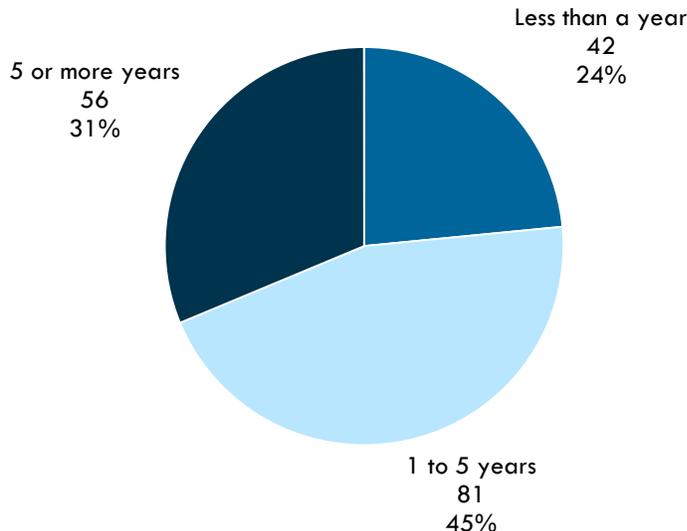
It should be noted that the 15 respondents currently taking Round Rock Demand Response bus service consisted of 12 employees (6 full-time and 6 part-time), 9 Round Rock residents and 6 Austin residents, and seven Round Rock ISD students. The majority (87%) of respondents currently taking Round Rock Demand Response bus service are interested in local bus service within Round Rock.

Figure 30 Question 2a: Which transit services do you take?



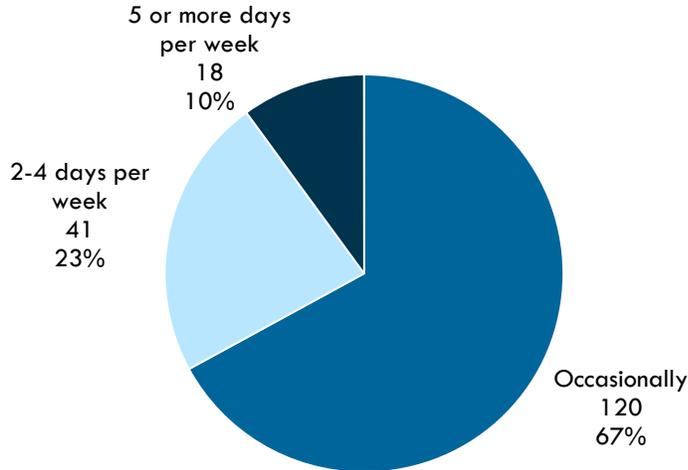
Approximately 76% of respondents currently taking transit have been riding for over a year.

Figure 31 Question 2b: How long have you been riding transit?



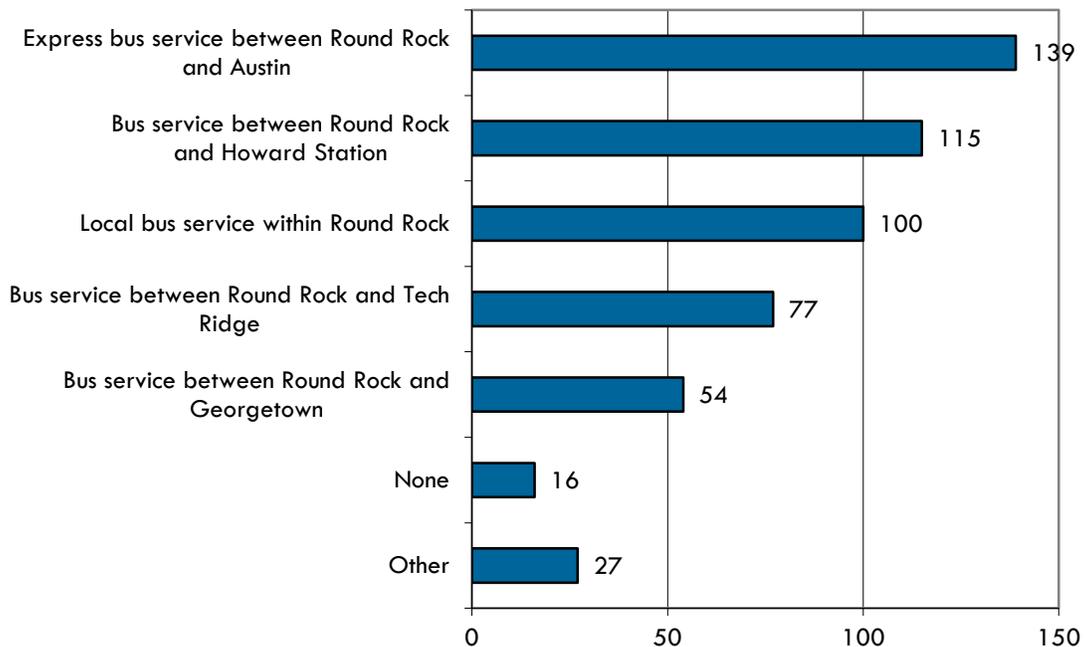
Approximately 33% of existing customers indicate a strong commitment to transit by riding at least 2 days per week.

Figure 32 Question 2c: How often do you take transit?



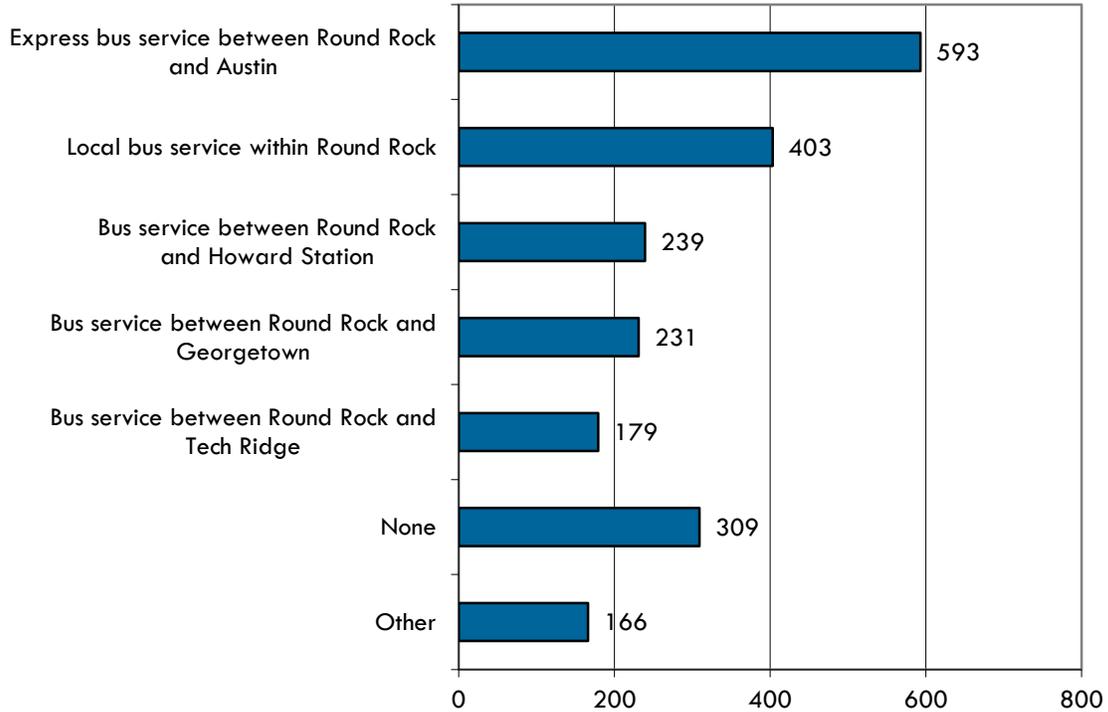
Existing transit users were asked to indicate which new services would be of interest to them. Similar to Question 2a, many respondents expressed interest in multiple service types. 74% of existing users expressed interest in express bus service to Austin while 62% expressed interest in bus service to Howard Station, indicating the need for improved regional connectivity. Local bus service within Round Rock was also a popular option.

Figure 33 Question 2d: Would you be interested in taking any of the following new services?



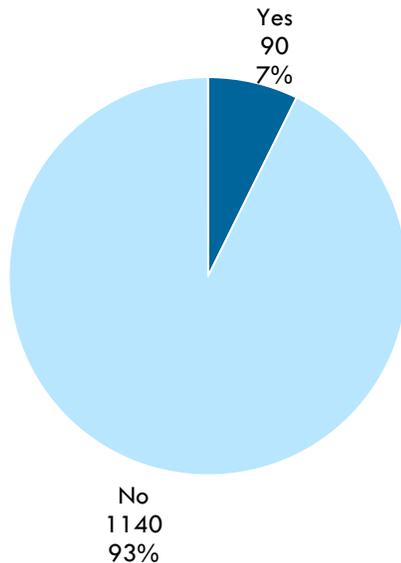
Non-transit users were asked a similar question regarding which services are appealing. Bus service between Round Rock and Austin, as well as within Round Rock accounted for the three most popular responses.

Figure 34 Question 3: Would any of following new services motivate you to take transit?



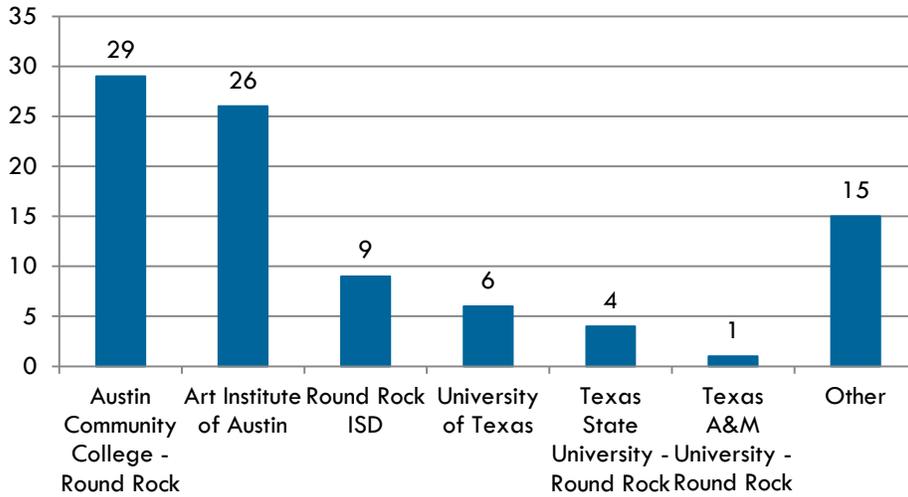
Both existing transit users and persons not currently using transit regularly were then asked a series of questions related to education status and employment status. Approximately 93% of respondents are not currently enrolled in a high school, college, or university.

Figure 35 Question 4: Are you currently a student?



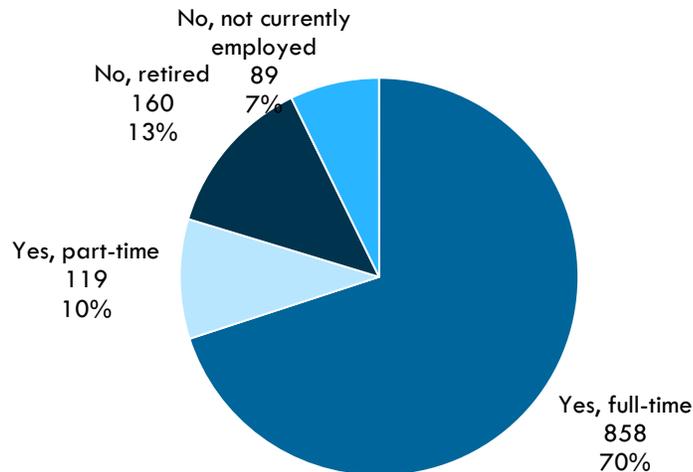
Despite the direct outreach at Austin Community College-Round Rock, only 29 responses were provided by students attending that campus. Interestingly, 26 responses were provided by students enrolled at the Art Institute of Austin, which is located in the southwest corner of I-35 and SH-45.

Figure 36 Question 5: Where are you currently enrolled?



The vast majority (80%) of survey respondents are employed either full-time or part-time. An additional 13% of respondents are retired, resulting in a small percentage (7%) of respondents not employed or retired. Students represent 27 of the 88 respondents not employed or retired. Disability status was not a question included on the survey.

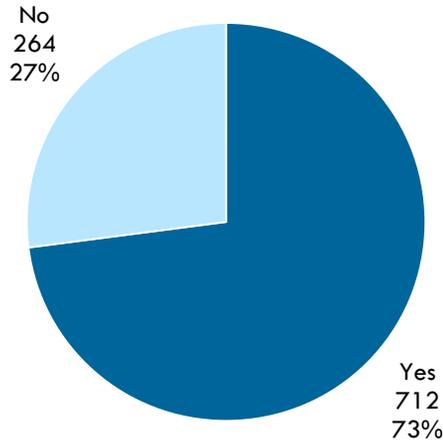
Figure 37 Question 6: Are you currently employed?



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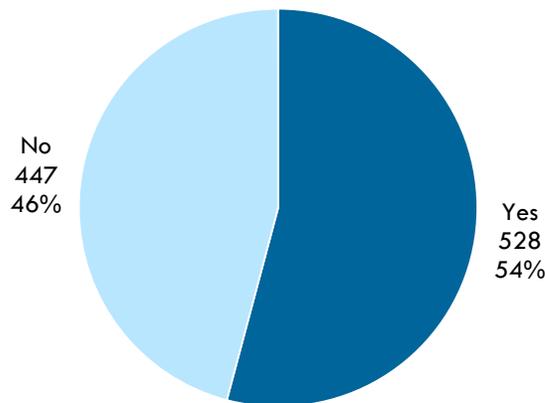
The majority of survey respondents (74%) currently reside in Round Rock. 98 survey respondents reside in Round Rock and currently take transit, including 74 Capital MetroRail riders. Respondents residing in Round Rock and currently taking transit expressed a strong interest in express bus service between Round Rock and Austin (70 of 98) and bus service between Round Rock and Howard Station (60 of 98), indicating a desire for multiple service options.

Figure 38 Question 7: Do you live in Round Rock?



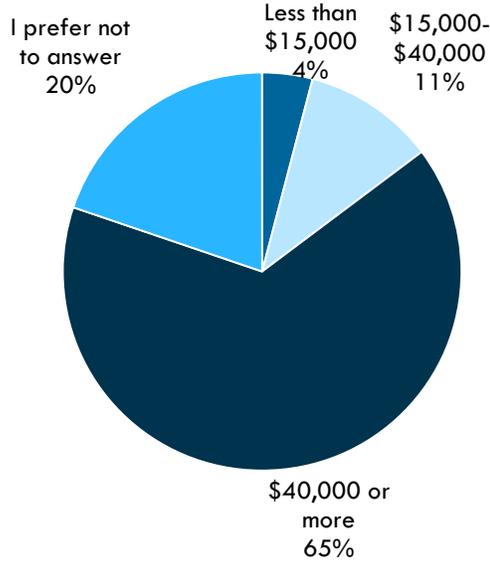
The percentage of respondents working within Round Rock is slightly higher than the percentage of respondents working outside of Round Rock. The ratio of full-time employees to part-time employees is approximately 8 to 1 for all responses.

Figure 39 Question 8: Do you work in Round Rock?



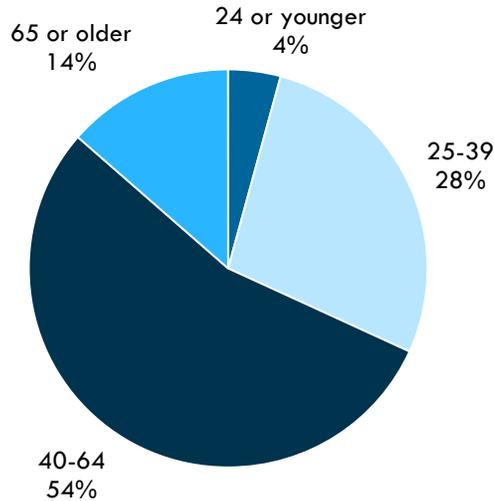
Survey respondents currently employed were asked to select their annual income bracket. A relatively high percentage (20%) of employees did not provide an income. The lack of a response may be due to the individual being unsure of their actual income due to fluctuations in pay or simply prefer not to share the information.

Figure 40 Question 9: Please provide your annual income.



The majority (68%) of survey respondents are over the age of 40. Younger individuals with access to a vehicle are typically more willing to consider taking transit.

Figure 41 Question 10: Please provide your age.



## **APPENDIX**

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### Online Survey Respondent Comments

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Open-ended comments were provided by 442 of the 1,385 survey respondents and listed below in the order of submission:

Stop red light camera
Preception is that the focus is to and from central business districts and less on providing connections between outlying points
Park & Ride Lot near or collocated at Old Settlers Park or Dell Diamond Area with bus or rail service to surrounding downtowns or other transit (rail) service would be desirable
Star Shuttle more availability
Expand existing demand response to Austin, more staff to help with reservations, more availability
Bus service would certainly be great due to the extensive traffic between round rock and south austin. Each trip takes minutes off of my life. Riding the bus to work would not only be the most reasonable but also relaxing of all possible means to get there.
Build better roads. Avoid transit systems that are subsidized by those who will not use or benefit from them.
Need expanded metrorail to Round Rock
I would welcome an easy way to get into and out of downtown Austin from Round Rock for the purpose of entertainment and restaurants. As such, the time of the "last returning bus" would be critical.
Housing development should build roads or plan for roads before they build.
Connections from various parts of Round Rock to Howard station would be PHENOMENAL!
Trains, not buses.
I use a wheelchair. Public transportation would be so much more convenient than CARTS, which is unreliable and so restrictive in traveling time and area.
I would use internal RR transit to Library, Baca Senior Center, and maybe Madsen Center.
I love to take convenient and money saving public transportation if given the opportunity.
go study the metro in Washington, they did it right, not like the silly Austin metro....
Let private enterprise handle transportation - keep the City of Round Rock out of it.
Would love to have a transit option to a Metro Rail station, and also down 1431 between 183 and 35.
Why doesn't Round Rock have a Metro Rail stop?
Offer viable alternatives to current public transportation. Work with TXDOT to provide free tolls on 130 for extended use that would avoid congested areas of I35, offer free tolls to large vehicles like semis, and other transient vehicles where the current tolls are cost prohibitive for long distances and I35 is the only option through this area to other destinations. Partner with other suburbs (Cedar Park, Georgetown, Leander, Pflugerville, etc. to create incentives for large businesses or office parks to be built to provide employment opportunities other than Austin which would ease traffic congestion on the main highways. These incentives and partnerships would be a win for all sides as the cost would be considerably less than any current proposed solution for traffic issues. Think outside the box for traffic solutions-if Elon Musk can propose ideas for high-speed solutions it should open up opportunities for the community to brainstorm ideas.
I live near work and not far from Howard Station, and my trips to Austin and Georgetown are at hours that most buses would not run. I have taken the train several times. My location and work/social life could be very bike-friendly if we had safe routes available--35, Mayes, and 620 are barriers to cycling routes.
I think it is an outrage that the City of Round Rock is refusing to participate in planning Lone Star Rail. This is the height of irresponsibility and bad planning! We need light rail, intercity rail and we need lots of bus service. RR is the largest city in Texas with no bus service. This is awful. I'm considering moving to Austin because I don't want to commute by auto. If RR isn't developing alternatives to auto travel then the city is helping CAUSE these epic fail traffic jams that choke I-35 every weekday.

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Have public transportation into Austin would be great!
I am a teacher of handicapped students. Some have driver's licenses but most don't and are limited by the lack of public transportation. Most of the students have working parents or grandparents and are unable to be available to transport them. Also, Star Shuttle is only available on a limited basis between 8:00-5:00 M-F. Many of my students need after school and weekend jobs that do not fit these hours.
I would love to see more transportation offered in the industrial / shopping area's of Round Rock
ANY BUS SERVICES WOULD BE ACCEPTABLE TO ME AS I SHALL FIGURE OUT THE TRANSFERS OF NECESSARY
No matter what the City does it will cost the citizens money to run the program. If we get involved with the idiots in austin it will cost the citizens even more. Been here nearly 45 years and have never seen any "transit" system work long term for us. Good luck...again.
Most transit systems seem to primarily serve downtown Austin, a location I rarely need to visit, and do not go where I want to go. I miss the Dillo system for downtown travel. The bus schedules & routes are complex, not easy to negotiate. If the public transit route is too complicated, I'll just drive my car. It's crazy to require a smart phone to figure out a transit route - many people cannot afford one.
Increased frequency at noon hour to support off-site lunching and noon-time shopping.
My vehicle is broken down and I need to work. I would like a route to Austin so that I can get a better position.
Please provide options! I would take metro rail if it came to Round Rock. Would be great for work, for visitors, for other trips in the area.
A rail option would be well-utilized
There is a serious lack of transit in this city. Especially for college students.
Bring the metro rail to round rock
we need a metrorail on the east side of 35
Please continue to invest in improving roads, trails and bicycle access to Round Rock parks. Public transit options do not work for young families!
transit depends on times and locations available. we would use only occasionally
keep all buses out of Round Rock
Light rail in round Rock is desired
Any terminus would need to be within walking distance (1 mile) from my home.
Although, I work in Round Rock, my spouse doesn't. And it makes our quality of life less than it could be if the cities of Round Rock, Georgetown and Austin (i.e. Williamson and Travis Counties) would work together to provide a master transportation plan to support this growing population. Just widening _I-35 is not enough. It would also be a great idea, if the state took some federal funding to hire people to get the work done!
Please implement bus to and from ACC in 78665 zip code area.
We need to revisit RR transit.. something to ease traffic.
Connection with Austin bus and train should be organized.
I like that we have a way to help seniors get around. As I age that will be important to me.
Do not need additional transit facilities in Round Rock to destroy the streets, get in the way and provide smelly pollution. Haven't you already been to Austin?
With the City as upstanding as Round Rock and its inevitable growth potential, it is absolute absurdness and insensibile that a public transit option has not been provided for its citizens to date.
My husband and I would enjoy being able to get into Austin quickly on the weekends.
I would love to see a Metro Rail connecting Round Rock to Austin
Anything express (bus or rail) between Round Rock and Austin would be most welcome, even if it was just limited.
I would love to use MetroRail, except the train is too packed in the morning. I have a 4 year old

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son I commute with into Austin, and it's impossible for me to ride with him and our gear into town during peak hours.
Would use a train over a bus
Expand light rail evening & weekend light rail. Add service
i didn't know Round Rock had transit
It is a great plan to ease congestion on the road
I don't think that bus transit is the answer to our traffic congestion. People will never use buses the way they do metro rail in other cities. The Washington, D.C. metro is a good example of a form of transit that links the city with surrounding suburbs. Public transportation is a long-term investment, not a short-term fix.
Toll road 45 works for me but is getting expensive
More Elevated Limited Access Roads
Foot bridges over 620 and 35
A park and ride facility is needed in Round Rock. Also, east / west bus service along routes like 620 and 1431 are needed in addition to N / S routes into Austin.
Add HOV lanes for high traffic 4lanes and remove tolls for trucks over 20000lbs so I-130 can be used
Would like more light rail, esp from G'town or RRock to airport, even if I have to change lines. Would like more bike friendly access points, esp from G'town or RRock to south Austin
Provide interconnect transit service to rail or express bus service to major regional destinations: downtown Austin, ABI airport (San Antonio, Georgetown, Waco ??)
Are commuter trains to connect to Austin trains in consideration?
I would like to see metro rail options from round rock to austin.
Pursue additional rail options. Do not wait 10 years to expand the rail service. Do it without Austin if need be since they obviously are scared to be progressive.
All options must be tied in to linking with major Austin transit hubs
Do not close any roads or lanes on roads for mass transit.
I have a non-driving teen who would benefit hugely from access to CapMetro , both for work and for access to ACC
Please make getting to downtown Round Rock more bike accessible! I would like to be able to ride my bike across I-35 and 620 to get to Main St. and Veteran's Park, but there is no safe place to do it.
spend my tax dollars on building roads instead.
I am very concerned about the traffic flow between those of us who live north of Brusy Creek Road. We we originally moved here 17 years ago we were promised Wyoming Springs would be extended North. Now there is a salamander?! Can't it be moved. If not we are seriously going to sit and polite the air for who knows how many extra hours a year waiting in traffic for a salamander! The traffic up here is awful. It is very difficult for my kids to get to the high school. We need relief NOW!
Too many empty bus seats. Look at not having buses and use some type of taxi voucher system.
Too far away
Improve our roads. Do not waste money on transit.
Traffic is terrible in Round Rock! I35 and the toll roads were not thought through. Back-ups all week long including the weekends!
Transit service must arrive earlier.
The older population has a great need for public transportation.
public transit reduces home values. I would prefer to keep it out of Round Rock
I'd love to see RR look at real innovative ways to connect into Georgetown and Austin. The Wire is the coolest idea I've seen. And it would be amazing for RR to kick it off. Maybe even establish some jobs around it and the potential is has up and down the 35 corridor.

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Unless gas is \$5 a gallon, it's a waste of money because people won't take it.
Suggest bicycle paths paralleling 620 and I-35 frontage roads within Round Rock city limits. Bicycles are inexpensive, healthy, and pollution free. Safe paths would encourage their use, and limit to some small degree the number of cars on the road.
Honestly do not know much about it
Don't think our city next public transit.
Need economical transit to connect round rock residential areas with major employers and business parks of austin (nearby Roynd rock.)
Round rock high planing is inept at traffic control. They built basically new school, but either did not consider their plans as they would effect traffic. The whole school board should be held accountable as well as anyone else who did not have incite into dropping off and picking up about 1000 kids.
Nobody will ride
Adequate parking, as much covered areas for safe walking to the transit system
I'm not in favor of subsidized transit.
Transit is not going to improve traffic on I35 it will just add to it. People in Round Rock & really central Texas overall do not use transit. Just look at how empty the trains are every day going into Austin. Please do not waste time & resources on this
I love my cars
Rail between round rock and Austin would be a bonus
Buses must by definition travel through traffic, trains/metrorail doesn't and thus is generally at least more consistent if not faster. The biggest problem with MetroRail is the lack of hours of operation.
Fix the light at McNeil and Cr172 so that it flashes when the train crossing gates are down.
I'd love a train to go from Round Rock to Austin!
No more increase in property taxes please
I'm afraid that the bus would still be stuck in congested traffic, and quite frankly I would rather be stuck in congestion by myself than with strangers. Riding transit on the surface streets is not the same as a dedicated rail system.
Transportation is needed for my clients to go to work and also job search programs. Public transportation must be reasonable and would help many families to gain self sufficiency.
If there is a bus or train plan, PLEASE account for all costs and be upfront with the taxpayers. This includes future pension payments. I see what is happening in other states, and I don't know if we are learning the lessons of being accountable.
I would not consider taking any type of transit around Round Rock or to Austin.
Must be reliable and run in time
If a bus came down Sam Bass Road and took me around Round Rock I would use it a lot. But the traffic is HORRIFIC on Sam Bass so I bet it wont....
We need transit options in Round Rock. Please aggressively pursue this. Rail into Austin would be perfect.
Trying to get to 45 is a nightmare. One morning it took me 20 minutes from my house to the toll road.
We need to lower our tax rate not expand bus lanes
We have grown kids that live in South Austin who would ride a commuter train or an express bus to Round Rock.
Need to push for faster execution of the no horn blowing on RR thru RR.
We would benefit from a masterplanned train station area--not like Cedar Park's, like Boston/Somerville with walkpaths to the station but better with dense housing nerarby and restaurant/office etc interspersed. make the parking blocks away too so you have pedestrians all around the station to support businesses.
I am unaware of any existing transit.
Aerial "skylifts" are quite appealing for movement around Round Rock. If designed like a

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subway with connecting stations, I think they could effectively move a lot of people.
Our seniors need reliable transportation that they can rely on and not have to wait an hour to be picked up.
Do not close the McNeil exit or Hwy 79
Public transit in Round Rock iWork's be a waste of public money like light rail. Cap Metro, or those pulling the strings, are getting fat on taxpayer \$ and it's a crime.
Please don't waste any more of our hard earned tax dollars on public transit.
If I have to drive halfway to my destination (i.e. the Park & Ride just south of Howard) I may as well drive the entire way. I'm not saving on the cost or time of my trip.
I have friends you attend the BACA Center and they would love a local bus service that goes to hospitals and close to doctors as well as the BACA Center.
Would love bus service to the nearest light rail station, I think it's Lakeline, not sure.
I would probably not take the bus to work, but I would be very interested in taking it from home to UT Austin and other downtown locations for leisure activities.
put in silent crossings along McNeil between I 35 and Mopac
Would love to see cap metro rail station in Round Rock
Passenger rail IS the way to go to relieve the congestion between Round Rock and Austin and San Antonio. I would support passenger rail to the Dallas/Ft Worth area.
have used the train into Austin. Would do so more but parking at Howard Lane is a real problem.
Public transportation is a waste of money. I see the light rail running all the time with no one on board and the same for buses. Don't waste any money on this, rather improve traffic flow for cars.
The stop lights in round rock are not in tune. take 3 lights to get though 620 and the 35 off ramp. we dont need any more buses in this town.
I think it's a waste of money. I'd rather spend our tax dollars on road improvements, traffic flow pattern improvement, safety improvements.
Please extend metro-rail hours.
Access to my neighborhood to/from I-35, 45 & MoPac is increasingly difficult. I used to have to wait at one light to get on all major roads, but now the minimum is 2 or 3.
build roads before they are needed. See Orlando Florida
Innercity transportation is what is needed to connect individuals and families to services.
I do not need the service yet but as I age, I will need the service for Dr.appt.grocery and bacca center, etc.
Would be nice to have a train the connects to the Metro Rail.
The only choices now are to be in gridlock and waste a good portion of your time...or, take the toll road and waste a sizable portion of your money. We need more options for the middle class.
Make it efficient and convenient.
Create a subway system otherwise the city, to include Austin, will reach a critical mass and can no longer support the people moving to the area.
Absolutely no RAIL!!!
Cap Metro Rail!
The more public transit you provide in RR, it would attract people to move here; for example, from the RR campus off of university to downtown Austin, to the RR outlets, etc.
Train, light rail, or bus service between Dell Diamond and downtown Austin or North Austin (such as tech ridge area) would be great. Need to have a crosswalk more visible and protected pedestrian crossing signal and traffic light or 4-way stop at CR 117 at Bluffstone for elementary school walkers and bike riders or other pedestrians as well as at Settlers Blvd at Settlers Park Loop and at Bluffstone at Paloma Lake Blvd. The Paloma Lake developer and/or RRISD need to coordinate with Williamson County to get the bizarre stub completed between CR 117 and Diego Dr. Why does that strange offshoot from Diego Dr near 117 exist but not connect? Also,

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need sidewalks, shoulders, and standard roadway markings or right of way dedications along 117 near the curve between Marshall and Bluffstone.
Train service from Georgetown to Round Rock to Austin and back would be great.
how much is the fare?
fix stoplights - improve synchronization slow down traffic in neighborhoods (more police) add bus lines in eastern round rock for kids back and forth to high schools (Cedar Ridge) Improve bike lanes - add bike lanes work on light rail option to connect to airport and downtown
This is one of the best ideas I have heard! We used to take the bus everywhere in Pittsburgh and it was a wonderful outing for the entire family. Also taking the bus everyday to work save us a lot of money!!
More hike and bike trails
Desperately need lighted pedestrian crosswalk at intersection of CR 117 & Bluffstone Dr as well as either ideally traffic light or 4 way stop sign at that intersection. Need to get the right of way into compliance at the curve on CR 117 between Red Bud and Bluffstone as well as sidewalks and curbs/shoulders along that part of CR 117 between Paloma Lake Subdivision and Settlers Part Subdivisions. Someone appears to have made an odd amnesty determination in connection with a plat vacation and re subdivision or replat of Estates at Settlers Park (Part 4?) that perhaps erroneously allowed the developer to kick the can down the road on providing standardized ROW dedication and sidewalks in that area and led to a dangerous and confusing incongruity in the ROW and fence line on the Settlers Park Subdivision side of CR 117. Also, CORR (city of Round Rock) perhaps in interlocal with Williamson County and/or RRISD should try to acquire (and perhaps temporarily lease back or acquire future ownership rights to) that ~5 acre parcel along CR 117 between Settlers Park Subdivision and Paloma Lake Subdivision to dedicate for public use as parkland, recreational/educational or cultural space -- such as to preserve for an organic urban farming or community garden program or as outdoor classrooms or use for school 4-H or FFA programs or an edible landscape or orchard exhibit or other progressive pocket park (like a local farmers market). The land is not currently zoned and the surrounding areas are rapidly densifying and developing. Because the road is in county jurisdiction but immediately adjacent to the city and abuts a public school which city residents, it is at special risk for troublesome private commercial development with hazardous impacts and consequences because of the location of the curve in the roadway with no pavement markers, no sidewalks, no shoulders, and no barriers between directions of travel. As Paloma Lake continues to rapidly develop and traffic rapidly increases along the roadway, CORR should actively pursue acquisition of the entire ~5 acre parcel for dedicated green space or public/parkland use and limit development other than safety and pedestrian supportive improvements to the adjacent roadway/ROW. There also needs to be an activated flashing/lighted pedestrian crosswalk at Settlers Park Loop at Settlers Blvd. for safer access to the park for pedestrians who reside in the various settlers Park subdivisions. That way fewer people will have to drive to the park only to safely walk or bike ride. It would be great to see sidewalks between Settlers Blvd and the Old Settlers Park so it would be more pedestrian friendly for children and other park users as well as the environment. Currently there is no safe pedestrian access from 79 or Settlers Blvd to Rock'n'River. It's a shame to come to the park only to have to drive to Rock'n'River or the lake
Bus service needed along FM 1325 from Metro Rail Howard Station to SH 45 N @ La Frontera (not safe to walk along FM 1325 w/o sidewalks); cooperation with Capital Metro necessary, even if R.R. does not join.
Forget it, a transit subsidy will be required because Round Rock is spread over a large area and will be a cost required to be burden by the tax payees.
Austin Transit is over priced and under utilized for what it cost to put in. Please do not emulate them.
In my opinion, Round Rock should utilize the old railroad right of way for a new transit center from downtown Round Rock to the new university campuses. This would allow a user friendly, carless, access from the university to other parts of our little city.
We would love to go to Austin more but traffic is unbearable. Mass transit would be appealing.

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Existing is fairly non existent
Transients/homeless people will have access to Round Rock by bus. We do not want street beggars loitering around Round Rock.
Tried the existing transit one week when I had no aid to get to school. I have a disability and cannot drive. Existing transit arrived 15 minutes early, and left 10 minutes before I was due to arrive. I missed class and had to pay for a taxi the whole week. The current transit is not useful, and is constantly booked.
express travel is necessary and needs to be reasonable to afford.
We need a rail system to run through Round Rock.
A light rail would be nice.
I don't want transit from Austin into Round Rock. I don't want homeless people and criminals to have a way into our city.
I don't think we need to make any changes to our transit system. Texas has terrific highway/road infrastructure already. There's no need to spend further tax payer dollars on additional transit. Thanks for asking.
We need a local bus to ACC, Texas State and Texas A and M. We need busing to Austin downtown. It is ridiculous to call the On Demand Bus Service only to be told that you have to have a reservation 2 weeks in advance. That is outlandish. We need bus service to West Round Rock area to the mall. The city of Roseville, CA 95747 has an awesome local bus service. Look at there city busing as a reference.
SOME FORM OF TRANSIT FROM ROUND ROCK TO DOWN TOWN AUSTIN IS A MUST, IE A PARK AND RIDE
Round Rock needs to get on board of being a partner on the Greater Austin Metro commuting solution.
A better way to get from Round Rock to down town Austin should be on a to-do list, ie a park and ride
Please create a train station in round rock behind the courthouse and run a commuter train between Round Rock and neighbouring cities
Round rock to cedar park
i've been a resident for over 10 years and i believe there is zero need for this type of boondoggle.
Not sure how long transit runs, but it shouldn't end at midnight when Austin night life continues until 2am.
I'd let private sector deal with transit, not a government.
The Round Rock area is changing & the traffic problem is going to get more worst so we need some kind of transit to get around in the area & also to curb our traffic problems
I don't own a car at the moment and would like to not depend on friends to drive me places.
Explore some rail or shuttle express between Round Rock and a central Austin location that could link to other buses or services
If trains are being considered and are approved I will move out of Round Rock altogether
I think it is long overdue that Round Rock be part of the Capital Metro transportation system. It is shameful that it is not. It is actually a big decision obstacle that we have to think about when buying a house.
We would love rail from Avery Center to downtown Austin and access to san antonio
I live in the Wells Branch area. I would shop in Round Rock if I could take mass transit there from either Howard station or Tech Ridge.
A park a ride for an express bus from Round Rock to Downtown Austin would be awesome, I also would be in favor of the Lone Star Rail Line
Please put in the 45 to I35 South flyover!!!!!!
gondolas!
Public transport between Taylor and North Austin would be great!
Local round rock and Round to North Austin transit should be considered.

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It would be nice for seniors not to have to drive to get to shopping i.e.Hesters Crossing LaFronteria etc
Please consider upgrading the train crossing gate on 172 by McNeil Rd. I have seen multiple times where people drive around the gates.
No good public transport for students/staff that need to commute to the UT campus.
If there was transportation to Austin from RR, I would love to use it.
We really need a train station here or some way to get to Austin besides driving. It is obvious that the infrastructure was not designed to handle the traffic on I-35 or Mopac to go to Austin from here. I have lived and visited other cities and most of them have an amazing transit system available for multiple connecting cities that is very inexpensive as well.
Northbound/Southbound traffic has little options in the I35 / 620 area creating a daily bottleneck. Toll road 130 was placed too far to the east to be a practical alternative.
I'm an avid commuter cyclist and that drives my transit decisions.
The streets in Round Rock are terrible and transit needs to be put on hold and use the funds to fix the local streets in Round Rock
i feel there should be good transit services like in New Jersey or New York.. as traffic is getting worse and worse day by day its very important to have public transport
Are the flyovers from 35 North heading east ever going to happen? The fact that traffic that wants to go East cannot enter the toll road until after AW Grimes makes no sense. The same applies to traffic that want to go 35 south.
Westbound 45 frontage is crazy in the morning
Would be great to have a bus service to nearby hospitals and park/ride transit hubs
Make a rail between highland mall and the airport. Don't shortchange it 2mi from the airport. Don't let taxi companies lobby you out of responsible infrastructure.
Would love to see the metro rail come to east Round Rock
Can we extend CapMetro Rail service into Round Rock? That would help immensely.
Recently visited Washington D.C. and loved their transit. We need this in our community! Express busses to trains, busses to North Austin. It's vital for the communities.
senior transportation could be the main focus of this
More bike lanes please, especially on FM 620 and FM 1325 (N Burnet).
I don't think we need bus service in Round Rock
Connecting existing transportation to Dell Campus could have a large impact on minimizing traffic in the Round Rock area as it continues to grow.
Rail station would be perfect Downtown RR
The current Star Shuttle service is not enough. They run on limited hours and only during the week. I work with many individuals who want to go to work but are unable to drive and need public transportation services in order to go to work.
Student fare prices
Student discounts
Try to have as many efficient stops as you can. Don't forget the Forest Creek area.
Subway systems are The Best
From what I know, it's pretty much non-existent in Round Rock
We need public transit and we need to make the "sports capital" MUCH more walkable and bike friendly. My own neighborhood has a walkability score of 7 (out of 100.)
I would like to ride a bus (non-stop) from Round Rock to Downtown Austin.... arriving downtown by 6:30 a.m. M-F
Round Rock needs bus routes
Round Rock needs regular bus routes
Round Rock needs to be well connected to Austin, with more than just one route. Routes from Georgetown to Austin through Round Rock are preferred. As with all transit service, more attention needs to be paid to commuters with bikes. The current capacity of busses for bikes is

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terrible, leaving commuting cyclists stranded and late.
If we have existing transit, perhaps it should be advertised better. If not, we definitely need it.
This is the only place I have ever lived that didn't have at least some local bus service. Oh, having buses does not increase the homeless population. Need routes on Mays, Gattis School, Red Bud, Old Settlers, University Blvd, Hwy 79, A W Grimes, Chisholm Trail, and Sam Bass.
Safe. Regular transit to variouse stops in Austin
I think Round Rock should partner with the Cap Metro train project which would allow Round Rock residents to ride the train into Austin for work, personal business, recreation as well as cultural and art excursions.
Low cost public transportation would be helpful. Not every Texan owns a car, drives, or can afford gasoline.
Public transit is a waste of taxpayer dollars!
We need some commuter options to get cars off 35
Bus from downtown RR to Dell RR.
See earlier note about planning and executing, particularly the latter.
rail access to Austin and Georgetown would be ideal.
Anything to decrease the traffic congestion that already exists will be appreciated. Bus service to ACC/TSU?
Never use it
Commuter train service to Austin would be great for work transportation and safe late night entertainment!
I think Round Rock needs some new transit for younger people and employed people that is affordable
More metro rail stations in round rock to Austin. More times for metro rail into/from Austin.
We need rail!
Air gondolas would be nice
We need light rail (!!!), true and safe cycling paths for commuting as well as recreation, and regular bus service
Need public transit options to Austin or light rail stations.
Transit should connect to Austin rail
pass for retired people
It'd be great to have bike access to bus and train stations.
Round Rock is like a parking lot on 1-35 even on weekend. i45 funnels everything right to I-35 and increases major traffic build ups. Thousand of cars from 130/45 end up on a stretch of 3 or 4 miles right in the main part of Round Rock. For commuter's into Austin its horrible almost every day.
I am a teacher with RRISD, I help students find work and transportation to work. My students are severely limited with employment due to lack of transportation options in RR. My students typically work part-time and do a great job while the school district can transport them, but not on holidays and school breaks because their parent(s) both work and cannot take off in the middle of the day to provide transportation. Also my students are limited by lack of transportation and cannot work nights or weekends for the same reason. Another difficulty is the phone system of scheduling and canceling rides. we have left messages that have not been returned or at times call to cancel a ride and cannot get through. Many students have never been able to use Star Shuttle due a lack of driver's/vehicles during peak times of the day and employers are not willing to accommodate Star Shuttle schedules when scheduling students for work. We need more drivers/vehicles during peak times, extended hours daily and on weekends, larger jurisdiction to include neighborhoods not currently served, and route cooperation between Demand Response and MetroAccess. More staff to help with the scheduling would be helpful too.
I work 5 days a week, but Star Shuttle can only pick me up to home 3 days a week. My job

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coach gives me transportation to work and home when SS can't. I won't have transportation during the summer. I don't want to lose my job.
Some residents in our City need this service and it would be utilized by nonprofits as well.
Please also look at a voucher program for taxi/uber/lyft service. Start up/long term costs would be much less than standard fixed route transit service. Used successfully in other mid-sized cities.
Just get a transit system in Round Rock. It makes no sense that we have to drive into Austin to catch the rail or bus.
Transit from Round Rock to Cedar Park, transit from Round Rock to Georgetown, local bus service not just CARTS but real bus service. Transit from University Blvd, (near college campuses) to connecting Austin bus services. Connect Round Rock to Lakeline
Bus service would be a huge help to me, both in reduced costs of driving, and additional time to do other things while riding the bus.
When in the 45 frontage road going to be completed from Donnell to Heatherwilde?? Going thru the neighborhood is inconvenient and not fair to the residents there.
Keep it at a minimum as it is very costly for all while serving a tiny % of the citizens. This is true for all jurisdictions in all of America.
I would like the option to take the bus, or a combination of rail and bus between work and home, especially between the hours of 7a,m, through 7p.m..
The city this size needs bussing. I was just awed by the fact there was non, especially when smaller cities have them.
Economic outlook will improve if there is public transportation in RR
Red bud & 79 TO LAKELINE
Between round rock and lakeline
Better access to information about local transit options, including intra-city (Dallas, Austin, Houston)
The existing service is unusable in most cases, as it requires advance notice. If Round Rock had dependable public transportation, I would use it for shopping, trips to the library, and so on.
I think everyone's concern about public transit is largely tied to the potential connection of increasing crime.
I keep hearing from some residents who do not have vehicles that they have no way to get to work. These are able bodied citizens who need jobs.
I do not want Round Rock to e part of Capital Metro. My tax dollars are better spent in Round Rock and for Round Rock,
Transportation has to be reasonably priced (\$2 to about \$6 to go to Austin from Georgetown there really isnt anything in round rock
Please do not buy into Austins obsession with rail transport. It is not feasible. I have lived overseas and enjoyed trains and the Tube, but this is Austin, TX - a reliable and useful bus service is the best solution for everyone.
Needs to be more
More transit options that are affordable to use.
When I lived in DC I only used Public Transportation, however, driving here is more convenient, so I would find it difficult to switch.
The greater metro area needs a comprehensive transit plan. I understand that Cap Metro has a history where it has been poorly ran. If Pflugerville, Round Rock, Georgetown, and Cedar Park were to join along with Leander, Lago Vista etc. then maybe the combined population could create enough weight to effect change in Cap Metro which is very Austin centric at this time. Cap Metro is still the area's largest transit system. It makes more sense to join and attempt to effect change and fix issues, than to build separate piecemeal solutions city by city. Before my company relocated to Round Rock from Austin, I was a regular user of Cap Metro.
We need more transit, to cut down on the traffic. We should also consider transit around our new upcoming downtown as an option to reduce DWIs.
Why did you not continue the turn lane on Gattis between Silver Leaf and Red Bud? It is

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dangerous to turn in our out of the heavily traveled businesses in that area. And you have a dangerous turn for Dazzle on Gattis. And all of Gattis is too narrow to be the high speed limit it is. And the transit separation between the University area (HEB Plus, the Hospitals, the Higher Ed center, the retail centers) and the rest of Round Rock...they might as well be separate towns. Need transit options between the two. Bike lanes and sidewalks would help a lot.
A train connecting to downtown would be the best possible option because I have young children and that is easier than multiple stops.
Traffic lights should be installed and road lanes expanded before building (or during the building of) new developments with 100s of homes. It is dangerous and time consuming for Round Rock residents to try to fight through traffic on roads that were not built to handle the amount of residents that currently live in the area. Also, the protected left on green lights are terrible. It is so confusing to have that system on some lights and not on others.
Rail service would be more efficient and not contribute to highway traffic
I am a full-time author and researcher. The big use I would make of transit into Austin is UT access for research, and downtown Austin for entertainment.
Wish there were more options for transit from RR to Austin
We need to complete the Wyoming Springs connection across Brushy Creek to ease congestion between 620 and 1431.
Round Rock is ten years behind the curve re: public transit. It would benefit me personally immensely and I would use the bus service I hope to see very soon.
Light rail much preferred to bus
drive from Cedar Park, use the toll every day would like to save money spent on toll
need a shuttle with bike racks between la frontera and Howard station please
Yes, get as many trucks off of I -35 as possible by allowing to use Toll 130 free of charge to increase highway safety.
would like a direct route from Elgin to La Frontera, many shops in the area as well as work and schools, would allow the service to run every day including weekends
Rail
There is no existing transit. No parking for transit. Need both.
I have many colleagues that live in Round Rock and work in downtown Austin alongside me. They have expressed interest in public transportation from Round Rock to downtown Austin. I believe an express bus with limited stops between Round Rock and Austin would be popular.
transit is not convenient enough to meet my needs.
I'd like to be able to cycle safely from the capital metro train station to my office.
I live in Austin and work just outside Round Rock, if there were transit between the two I could use it.
I am definitely in favor of it and would take it if it were convenient (reasonable walk to/from bus stop, reasonable travel time to destination).
I would love to see the metrorail or express bus service link between Georgetown and North Austin Medical Center
If there were anyway to tie it to the cap metro buses and rails so they could work together that would be awesome
carpools
I would like a more reliable system.
Bus or train service is badly needed along the I-35 corridor.
Round Rock is a suburban area and the assumption is you need a car. Bus systems are so unreliable, this is not an option. Please don't waste my tax dollars on these projects.
Increase rail service to surrounding areas
There are numerous people who live in my area where the van pool would be an option but due to varied schedules or child care issues, this has not been an option for me.
A comfortable clean and safe transportation means from Round Rock to downtown Austin would be nice and to South Austin as well.

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Since my work moved from Austin to Round Rock 4 years ago, I have been unable to continue riding the Capital Metro rail or bus. I would be very interested in resuming using these services from Leander.
Need transit from Round Rock to Austin, La Frontera to Round rock, La Frontera to tech ridge and/or austin, etc. Maybe add an annual plan for the Round Rock On Demand and offer discounts for regular users
Where public transportation information available to people besides searching the internet?
It's beyond comprehension that there is no public transportation between downtown Austin and this area, and that there no possible safe way to take an Austin city bus and bike the rest of the way.
Huge need! Especially a need to connect to already existing metro rail stops or to get residents into Austin.
Rail connection to metroraild would be beneficial.
Unless you can separate a Texan from his/her car, I don't see much benefit nor, more importantly, financial benefit to the city or county. We like our cars and trucks. We like driving them. Unless the alternative is too convenient to dismiss - as in door to door, not couple of blocks to couple of blocks, I don't see it working. Factor in the weather. I'm not going to stand in the heat waiting for transportation when I could be on my way home in my air conditioned car. As a female I am definitely not going to stand there and feel my makeup running down my face while waiting for public transportation. And I don't feel like hauling my makeup and putting it on at work. I think a majority of people think this way. If you think it will be advantageous to students, fine, just don't sell it as benefiting the city. Say up front that this is for students at UT or Georgetown or wherever. I think a good deal of resistance is in either seeing how it will be CONVENIENT for them, how it will hit their pocketbook, and what group will really be using the transportation. I
I have looked at biking from Howard Station but the roads are very dangerous. No side walks or bike lanes. Even this would help.
What plans do you have for self driving cars? This has the potential to double the number of cars that can use existing roadways because self driving cars do not need as much space between cars as humans do.
consolidate efforts with Capital Metro
let's get rail in here. All long term planning in any urban/rural dwelling/workplaces will eventually need it. Why not do it now while we have the space.
In my opinion car pool lanes would help.
start small, only run at peak times. I don't want Round Rock to create anything like the boondoggle that is Capital Metro (excessively taxing Round Rock and obsessing about super expensive (and not cost-effective at all) light rail).
It would have to be quick and meet my schedule needs. Time is very important to me
IH-35 northbound traffic congestion around 3406 and 620 might be relieved through transit service. We live in nw corner of Round Rock; to navigate traffic to/from north Austin & Pflugerville on weekday evenings gets more challenging each month.
Add two lanes to IH35 and make them toll. Allow semis to use 130 for free to take some of them off of IH35. IH35 has become a nightmare to drive to work on. Slow and dangerous all at the same time.
Since I live and work in the same zip code, my commute is already short (~10 mins). I would probably only take public transportation regularly if my commute were about the same, though I would take it regardless if my car was unavailable for some reason (in the shop, etc).
Don't just provide bus service within the downtown RR area, make sure to include at least 1 stop at all major subdivisions & hopefully provide a way to get to RR Outlets & Lakeline Mall.
I have three children that have or will attend college, either UT or ACC. Public transportation would be very helpful. When I worked at UT I would have used it too.
Co-ordinate with Austin Cap Metro
The area around 130 toll road is rapidly growing, a express bus service between Round Rock

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major employers (Dell and Emerson) and a park and ride location near 130 would be great.
Extending I-45 all the way to 71 in Lakeway is a requirement to handle the massive amount of traffic we currently have. Short term, sync up the lights on 620 with the speed limit.
Express Bus or Train from Austin to business district (Emerson, Dell).
There is no public transportation towards Round Rock from RR620
Round Rock does not have very good public transportation. It would be wonderful if there was quick public transportation to downtown and to UT Austin as that would be a benefit to the all commuters: those who use public transportation and those who drive.
I would love bus service from Parmer/McNeil to Frontera
Need transit 24 hours
As a student who does not have a vehicle and would like to get around the cities, it would be very beneficial to me and anyone that really needs this service.
Look at Atlanta and DC. They got it right. I've lived in both cities and actively used public transportation
Helps is buses run late too
It should be fast, which is best accomplished by having dedicated lanes and few stops. Existing transit service takes 3 times as long as a car trip, which makes it hard to justify using transit.
We need to expand the options to include service from Pflugerville to Austin/UT area too. If we had the train or an express bus, we could attend more downtown activities. The bus station near the greyhound station is too scary to ride - the drunks and street people make one feel vulnerable. So planning better routes with increased safety and security is a must.
I feel as a suburb of Austin, RR needs to be more connected with the transit system in Austin. We are no longer a sleepy suburb and traffic is a growing problem between Austin and RR. Be I g connected in transit Susie just makes sense and would be a forward thinking, modern idea for our large, diverse, and growing population.
need to have and hope to see timely & efficient routes soon!
The traffic in Round Rock/Austin is terrible with so many exits availalbe and with all the semi-trucks. I suggest we invest in our infrastructure by using the metro. Many cities use the subways to combat traffic and help with commuting. The less cars on the road the better as there are already too many accidents daily.
A bus line that did a loop from Howard station to La Fronterra shopping, over to the HEB and back to Howard would be great. Finishing Grand Avenue Parkway from Quick hill Rd to I-35 would help some east/west movement a large amount.
I think a connection with the capmetro system would help me greatly. And others that I know too.
Bus line on 1325 near la fronterra would be great. Also sidewalks so that I could bike to Howard station.
I live in south austin and go to school in round rock. I wish there was a train or bus that connected cap metro to the major locations of round rock
THERE IS NONE. I have to ride my bike with ALL of my school supplies and computer from the Howard station. HARD commute.
If there was an easier way to get from leander or cedar park into round rock to my campus I would be estate but the current railway goes far past it and buses don't stop near it to my knowledge
It is difficult to travel by public transportation between Round Rock and Austin.
I see no reason to have it.
Transportation is needed between Round Rock and Austin
There is a lot of growth and major employers between where CapMetro stops and Round Rock provides service. It is a shame that there are no options.
It would be wonderful to have bus service to and from Austin. I know a lot of people that were unable to work at Pearson when we moved from Howard Lane to Quick Hill because of the lack of public transportation.

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there is not transit available in this area which makes it difficult to move around - without a car cannot get work
Austin and Round rock might be two diffent cites but they have overlaping problem that can be solved by working together. I shouldn't have to walk 3 miles from the closest stop to get to work.
EXisting transit is not helful as it does not link to the metro system as well as the city of Austin. An express service would be helpful for those that may want to save on expenses (car & gas).
Train.... What happened to our gondola ideas?
I welcome a reliable, frequent transit system.
This city is in dire need of more sidewalks. McNeil Road must have clear and safe ways to be crossed. Currently it does not and it is just a matter of time before someone is injured or killed because of the lack of proper crosswalks on McNeil Road.
I'm so glad the city is pre planning for our future. With the continuous growth of Round Rock/ Austin, I would love to see a monorail system. Something on its own track. I enjoy Georgetown to Austin, and everything in between. Thank you!
Star Shuttle has friendly drivers, but their dispatch unit has been short-handed since one person went on medical leave. Consequently it has been extremely difficult getting through and getting calls returned.
Must be economical and be only blocks from the destination
Rail!
Bike lanes would be lovely. My husband would love to take the train to work, and I would love to use it with the kids.
Please connect RR transit with Capital Metro rail
There is none and it's quite disappointing
We need some fast solutions!
Improve I35 near Hester crossing. The ramps are a cluster
I drop my daughter off at daycare on my way to work. It takes about 10 minutes. We strive to leave the house at 6:50a so that I can make it to work by 8a. THIS NEVER HAPPENS. It takes 1:20 to 1:40 minutes to get from my garage at home to my garage at work. I would LOVE a mass transit option that wouldn't have me stuck in my car for such a long period of time.
I would love to see light rail to Austin. I miss the DART in Dallas, it is amazing.
There are several businesses that are in need of a transportation solution to connect to Austin and other parts of the area to allow employees reliable public trasnportation
Our roadways are very congested. A solution that only focuses on traditional transportation is not viable. We need a rail system
I cannot drive due to serious back problems. I dont earn enough to afford a taxi it is really hard when I do not have a ride to get to work in Round Rock. I would be very grateful if there was a bus connecting austin and RR. Thanks.
Bus passes for the day, week, month or year. Available discounts for college students or working high school students.
Connecting to the current Austin lines are a must for our city. Looking at what has worked for Cap Metro and trying to build a better system to join in with them will be essential for the future growth of this city and its workers.
Good transit system a must for Round Rock
It would be great to have speedy transit options that avoid traffic congestion from Round Rock into Austin for work. A regular bus route around Round Rock would also be beneficial, especially as our low-income population grows due to increasing affordability issues in Austin.
I live just outside the Round Rock western city limits, in the Fern Bluff MUD. I want to be able to use a RR city bus to go to HEB at O'Connor and RM 620, and into town. I want a bus that serves Wyoming Springs->Bridgewater->Great Oaks->Sam Bass Rd. going into downtown RR. kids need to be able to get to the high school and home on a bus. I want to be able to take a RR city bus to Howard Station->MetroRail->downtown Austin. I also want to be able to take a RR city bus to Tech Ridge->CapMetro bus->other Austin destinations. The current situation

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with RR being the largest city in Texas with no scheduled bus service is unacceptable.
1. Please look into the transit patterns people would LIKE to have, rather than their current patterns, which are based around the options available. 2. Please PLEASE make it so that people can get to and from their house to the grocery store without walking 2 miles to a bus stop. If the stops are not walkable, no one will take the bus, even if it's available.
We need mass transit. I have children in college that would use it.
Train service from DFW to Austin to San Antonio. Train service from Georgetown to RR, downtown Austin, South Austin, Crestview, Rosedale, Zilker.
Anything you can do so I don't have to pay \$90 a month to the toll road monsters.
would love to use public transportation within round rock and to be able to get between round rock/austin/cedar park. i go into austin several days a week, have to go to rail station before i can use austin public transportation. it's difficult living in round rock and not have personal transportation and depend on public transportation.
I have to pick up my child at school which makes it impossible to use mass transit.
There is a huge gap in service for persons needing transportation to and from doctor appointments, along with a need to provide some sort of service to allow persons to pick up medications at pharmacies.
Need help to get to dr appts
If RR really wants to be "Sports Capitol of Texas", WE NEED BIKE LANES & BIKE INFRASTRUCTURE!! Also need walking infrastructure.
Very Very Very difficult to commute by bike between Austin and Round Rock. I commute via bike 1 - 3X per week during the summer.
Would like to see more striped off bike lanes in RR. Paint is cheap.
We need a rail system not more buses.
thanks for you consideration.
More bike lanes
I would like to have access to Austin via public transportation.
Metro rail service to Austin would be preferable.
would like to see a connection route that leads me to Samsung.
Stops at shopping centers important
I think RR should build a transit plan that "bolt's onto" Cap Metro at Techridge. Then Cap Metro should build a dedicated BRT route from Tech Ridge via Cameron Rd via downtown using the Project Connect Highland to Grove route then via deep south Austin via Montopolis Dr. With this setup RR residents could get all the way to the southern edge of Cap Metro boundary in rush hour in less than an hour.
Move forward now with the bus transit portions in the North Corridor Plan of Project Connect in Williamson and Travis counties.
Regional transit now is stalled by lack of options. Freeways and streets are the only ways to get anywhere. Round Rock is greatly affected by its position in the Greater Austin area.
I read some studies about public transportation and it seems like most people support it but not very many people actually use it. If Round Rock proceeds with a plan, I hope everyone considers the actual usage vs. the cost and most importantly the future maintenance. Here is the article I am referring too: <a href="http://www.citylab.com/commute/2014/09/if-so-many-people-support-mass-transit-why-do-so-few-ride/380570/">http://www.citylab.com/commute/2014/09/if-so-many-people-support-mass-transit-why-do-so-few-ride/380570/</a>
I think the City of Round Rock should consider Rail transit to downtown Austin. It will help improve mobility for the City. Using the existing 79 rail line system from Hutto through Round Rock to the Howard Station could make Downtown Round Rock a prime Hub for urban entertainment and dining for the East side of I-35.
What existing transit???? If you live in StoneOak, Mayfield Ranch, etc. there is not any service.
I was so excited when I heard about the transit in round rock. I have a vision problem and can't drive as well so the transit would help out so much.
Not needed in round rock

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I would like a transit system in Round Rock because I do not drive because of epilepsy. I would like the bus to go to well-trafficked places and at a good time schedule. I would ride the bus approximately two three times a week hoping to make several stops. Some of the places I would go to would be the grocery store and a rehab facility. I would also hope that the bus system would work on the weekends and maybe past 5:00p.m.
Our daughter rides CapMetro a lot. A good route to Round Rock would be great. She has also ridden the train from the Lakeline area. The train would be a nice addition as well. Our grandson rode Amtrak from Taylor to Fort Worth. Even though his train was delayed for 5 hours he would ride the train again. A station in Round Rock would be best.
Round rock needs north /south roads that have regional connections. There a no north/south roads west of ih35 that connect with austin/Travis county from 620. The city of round rock's infrastructure was so poorly planned that I doubt any public transit will be effective.
We need it
A public bus system brings in problems. I am from an area that is overwhelmed with homeless and/or criminals because of public transportation. Round Rock is a wonderful place to live because we don't have or want such issues. Please keep a large public transportation option off the table. Maybe we can have more 'on demand' buses for those in need.
RR is recognized nationally as a desirable place to live. With the population growth, we risk tarnishing the reputation and quality of life by not having a public transportation commensurate with a city of this size
We the people need public transit all through out Round Rock. I am 6 months pregnant and I don't always have a ride to Round Rock Hospital where my doctor appointments are at. If Round Rock had Capital Metro routes integrated through out all of Round Rock it would really help me and many people living here in Round Rock.
Would love more metro rail options or evening bus routes. Especially ones that would link downtown RR with the suburbs. Would be great to be able to drink in RR and take rail/bus home.
need bus service in RR
Maybe the city could subsidize ride sharing platforms like Uber/Lyft for needy citizens.
I've lived in RR for 13 years, it amazes me that public transit in Round Rock and to connect Round Rock to Austin has not made much improvement
I have tried to find alternative ways to work from RR but everything is too expensive.
I can't consider jobs in South Austin due to traffic. If I could work from a bus/train I would consider it.
I would be thrilled with service that extends into evening hours so folks could have a drink with dinner out safely.
Rail system is the way to go
Train service into Austin!
I would use it if it were available and affordable.
Would love to have train service from round rock to south Austin
Would love rail service from RR to Austin
Either bus or rail link from Round Rock to existing rail into Austin.
I would like to move here to be closer to my daughter, but cannot because the lack of transportation, I do not want to be dependent on her.
We desperately need public transportation. I talk to students every day that ask about public transportation. I hope to retire soon and getting older, don't know if I can continue to drive in this terrible and fast pace traffic. Please plan to do something to help.
A track train stop in rr by dell diamond
Round Rock needs more sidewalks
Please commute through downtown Round Rock, as we'll connect us to Austin.
Yes I will like to have a good public service in round rock ,so it can been able to go from point a to point b between campuses.

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I wouldn't mind having public transit within the city and maybe to Austin, but I personally wouldn't use it. It would be a good backup if a car were unavailable.
We have a perfect location for a rail system, including land downtown that was recently purchased by the city.
RR needs to accommodate and take into consideration the citizens that work OUTSIDE of the city. It's my understand RR govt officials never want to work with Austin to improve traffic or provide transit options. 8 years ago I was willing to move to RR because it was only a 20-30 minute drive - now it takes me an hour! Keeping RR residents will be key. Please stop ignoring this that work outside of the city. We need better options to get to Austin.
Make highway 79 wider. Make the frontage road for 79 Northbound more than 1 lane each way. Have the light system better regulated after Express Games.
Is bus rapid transit a possibility?
Need transit connections for our family to Tech Ridge Park n Ride from Round Rock, longer hours of service plus weekends for on demand bus service in RR. Bus to Austin from RR would be great too (for service during week days and weekends extending beyond business hours).
I love Metrorail and take it whenever I need to go into Austin, if possible. I would definitely ride local buses if they would pick up close to home (west Round Rock at Sam Bass and Hollow Tree Blvd.) or work. I love public transit and think it's definitely time to take more action on this to better serve our community. Thank you so much!
We need more transit options between Williamson Co. towns, like RR and Georgetown, and Austin!
Work with CapMetro system and encourage CapMetro Rail to extend hours
Needs to be able to break even and not be run at a loss to taxpayers.
Destination points in RR should include Mays St., La Fontera (all four points of I3&xl45) and Hesters Crossing
There is no other option for people like me who don't own cars. I wish there was a cheaper alternative.
Redbud and Gattis School rd. Intersection. Significant traffic- needs revamping. Intersection of 79 and AW Grimes- north/south - regular and 2 left turn arrow lights ALL need to turn green at the same time. Very confusing causing traffic issues.
It would be beneficial for Round Rock to either have a commuter bus route of its own, or connect to Capital Metro Transit hubs located on the East Side, in North Austin and in West Austin.
I LOVE Round Rock just as it is but, having public transit available will make me love Round Rock that much more!
Is there any chance of getting a public transportation hub at Hwy 79 & Grimes? And improving pedestrian safety along Hwy 79? I see people walking from as far as Red Bud Lane to I-35, mostly HEB employees or customers.
Make it free or ultra cheap to ride. Do NOT price yourself out of a customer due to wanting to get as much out of the fare as you can. Make it cheaper than driving a car.
We need affordable bus service between Round Rock and Austin
Many jobs have fallen within Round Rock and Pflugerville. But I do not have my own transportation. Public transport would be most helpful. Thank you. Burnet/Quick Hill Rd.
I would like the option of public transportation to work so that my young drivers could have the car for summer and after school activities so there wouldn't be so many demands on my time for transportation purposes. I can't afford another vehicle and transporting kids in traffic places great demands on my time and limits some of my employment options.
There is no transportation that gets me even near my place of work. North mopac is desolated regarding public transportation.
We've needed and I've suggested (hoped for) a bus or buses connecting Round Rock and Austin forever!
Act on the idea of increasing frequency of rail times, especially during rush hours (4-7 PM).