



City of Georgetown 2023 Bond Election

Frequently Asked Questions

PROPOSITION A

1. Why is the City of Georgetown proposing to build a new Customer Service Center?

To maintain its level of customer service as the community has grown, the City of Georgetown has had to expand its staff beyond the capacity of its current municipal office buildings and lease additional space.

Today, some of the City's most frequently visited departments are in multiple locations, which can lead to confusion among customers about where to go and makes it difficult for departments to efficiently work together. Additionally, limited parking at all of the City's customer service locations can make access difficult.

2. What does the City of Georgetown propose to build?

Prop A would fund the construction of a Customer Service Center that would house most of the City's most frequently visited, public-facing departments under one roof in a central location with ample parking. This one-stop-shop would put departments that work together closely under one roof, including utility billing, customer care, 3-1-1, planning, permitting, engineering, information technology and human resources.

3. Where would the City build the new Customer Service Center?

The anticipated location for the Customer Service Center is City-owned property on FM 1460 across from the Georgetown Municipal Complex.

4. Why doesn't the City lease additional space?

The City is subleasing 33,000 square feet of privately-owned office space to meet its current needs. That sublease will expire in 2026 while the City's facilities study anticipates the City's staffing level will grow over the next 15 years to exceed the capacity of its current administrative buildings by a total of 80,000 square feet. Building a Customer Service Center is projected to cost less long-term compared to leasing 80,000 square feet, and there is currently no available office space that large in Georgetown or its ETJ.



5. How much money does the City expect to save by building and owning the proposed Customer Service Center compared to leasing more office space?

The City estimates that it would save \$82 million over 30 years by building and owning the 80,000-square-foot Customer Service Center compared to leasing the same amount of space for 30 years in a privately-owned building.

6. Why is building and owning a new City facility cheaper than leasing?

The City already owns the land and does not have to pay County and school district taxes on municipal buildings, which it does have to pay on leased space. Building and owning the new facility would also mean the City would not be subject to market rental rates, which are expected to increase in the coming years as the population and demand in Williamson County grow.

The \$56 million budget includes the cost of design, construction, a two-level parking garage, and furniture and fixtures.

7. If Proposition A passes, when would the Customer Service Center be built?

If the proposition passes, engineering work will begin immediately with the goal to complete construction of the facility prior to the expiration of the City's leased space in 2026.



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