

Cap Metro Bus Stop Infrastructure: Accountability & Equity Gap Analysis

25 high-demand stops · 5 council districts · Austin 311 records FY2022–2026

MISSING SHELTER

80%

of high-priority stops have **no shelter** — riders exposed at Austin's busiest boarding locations

• 311 + amenity audit

TICKETS UNRESOLVED

77.4%

1,104 of 1,427 service tickets remain open — with **zero confirmed repairs** from either agency

• 311 complaint records

ADA-RELATED COMPLAINTS

342

ADA-flagged records in baseline window; **83–84% unresolved** annually & **30.9M** rider-exposure-days during active disrepair

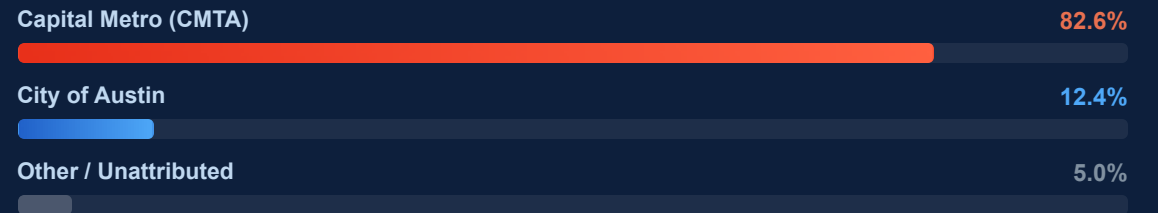
• ADA violation dataset

TOP 5 HIGHEST-RISK STOPS

1	1609 Lavaca / 17th St (Midblock)	142 tickets · 19 safety
2	Guadalupe / 16th Street	138 tickets · score 99.4
3	Lavaca / 4th Street	135 tickets · 12 safety
4	Guadalupe / W. 21st Street	112 tickets · 13 safety
5	UT Dean Keeton Station (NB)	98 tickets · 13 safety

All 5 stops: **missing shelter & bench** · **3+ years undocumented disrepair**

ISSUE ATTRIBUTION BY AGENCY



Problems span both agencies — requiring **joint corrective action**, not single-agency response.

All 5 analyzed council districts receive an overall grade of F on response rate, ticket age, amenity gap, and tickets per stop.

ZERO CAPITAL PLAN ON RECORD

No stop appears in any City CIP memo, CapMetro CFO report, or audit plan. Zero budget allocation confirmed across 39 agency documents reviewed.

