

5 Most Pressing Concerns in Transit Stop Conditions, Safety & Accountability

Prepared by Ameritech Consulting Group • April 26, 2026 • Public Data: FY2023–2026 YTD

This brief summarizes five evidence-based findings drawn from 311 complaint records, GTFS service data, ADA incident files, and geospatial equity analysis covering Austin’s highest-demand transit stops. All data is publicly available. All findings are reproducible. This is a baseline—not a final audit—but the patterns identified demand immediate action.



Five Findings at a Glance

Finding 1 — Infrastructure Failure: 80% of the 25 highest-demand stops have no shelter; 64% have no bench. Riders face weather exposure and standing burden at Austin’s most active transit locations.

Finding 2 — Risk Concentration: The top-risk stops appear at the same locations across every metric—service intensity, complaint volume, unresolved tickets, and amenity absence all converge on fewer than 15 sites.

Finding 3 — Accountability Breakdown: Tickets at the highest-volume stops sit open for an average of 500+ days. Residents report the same problems repeatedly with no resolution.

Finding 4 — ADA & Safety Signals: 342 ADA-related complaint records appear in the 3-year baseline. Safety concerns make up 10.65% of all analyzed calls. Zero confirmed ADA repairs are documented in any district.

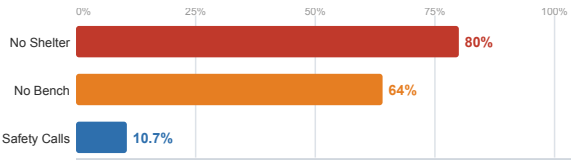
Finding 5 — Systemic Equity Failure: All five analyzed council districts receive an overall F grade. Districts 3 and 4 carry the highest non-white population shares (61.7% and 73.9% respectively) and face identical infrastructure and response-rate failures—with no measurable corrective action on record.

Data sources: City of Austin 311 Open Data Portal • Capital Metro GTFS feeds • ADA complaint records • Travis County Census tract boundaries • Austin Council District shapefiles. Analysis window: FY2023–FY2025 + 2026 YTD (through April 2026). This report is a reproducible baseline assessment and does not constitute a legal determination.

FINDINGS 1 & 2 CMTA + City of Austin — Transit Baseline Review, April 2026 INFRASTRUCTURE & RISK

FINDING 1 OF 5 Basic Amenities Are Missing at 4 Out of 5 High-Demand Stops

Amenity Gap at Austin’s 25 Highest-Priority Transit Stops



Source: data/canonical/top_25_with_amenities.csv | FY2023–2026 YTD

Of the 25 bus stops with the highest service intensity in Austin’s network, **20 have no shelter** and **16 have no bench**. These are not low-use stops—they are the city’s most active transit locations.

Why it matters: Riders at peak-service stops are exposed to Texas heat, rain, and sun with no protection. This is a basic safety and dignity failure, not an edge case.

Responsibility split: 82.6% of issues in this dataset are attributed to CapMetro; 12.4% to the City of Austin. Neither agency can refer this away.

FINDING 2 OF 5 Risk Is Concentrated — The Same Stops Fail Across Every Metric

Top 10 Highest-Risk Stop Locations — Composite Risk Score (0–1)

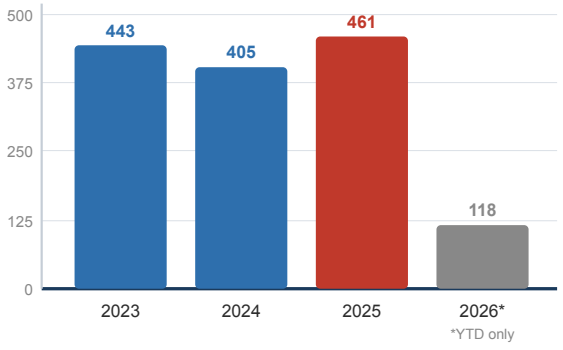
| # | Stop Location | Daily Trips | 311 Calls | Safety | Shelter | Bench | Risk |
|----|--------------------------------------|-------------|-----------|--------|---------|-------|-------|
| 1 | 1609 Lavaca / 17th St. (Midblock) | 2,215 | 142 | 19 | X No | X No | 1.000 |
| 2 | Guadalupe / 16th Street | 2,156 | 138 | 16 | X No | X No | 0.958 |
| 3 | Lavaca / 4th Street | 2,147 | 135 | 12 | X No | X No | 0.909 |
| 4 | Guadalupe / W. 21st Street | 1,994 | 112 | 13 | X No | X No | 0.860 |
| 5 | UT Dean Keeton Station (NB) | 1,843 | 98 | 13 | X No | X No | 0.824 |
| 6 | Guadalupe / 4th Street | 1,813 | 92 | 10 | X No | X No | 0.781 |
| 7 | Vic Mathias / Auditorium Shores (SB) | 1,831 | 95 | 8 | X No | X No | 0.766 |
| 8 | Republic Square Station (NB) | 1,495 | 82 | 9 | X No | X No | 0.747 |
| 9 | Bluebonnet Station (SB) | 1,486 | 75 | 10 | X No | X No | 0.740 |
| 10 | 501 Pleasant Valley / 5th Street | 1,554 | 85 | 7 | X No | X No | 0.731 |

Source: output/tables/stop_baseline_risk_index.csv | Risk score 0–1 weighted across amenity gap, complaint volume, safety rate, & avg. ticket age

FINDING 3 CMTA + City of Austin — Transit Baseline Review, April 2026 ACCOUNTABILITY BREAKDOWN

**FINDING 3 OF 5
311 Tickets Sit Open an Average of 500 Days — With No Resolution in Sight**

Annual 311 Complaint Volume — High-Priority Transit Stops



2025 is the highest full-year total in the 3-year baseline period

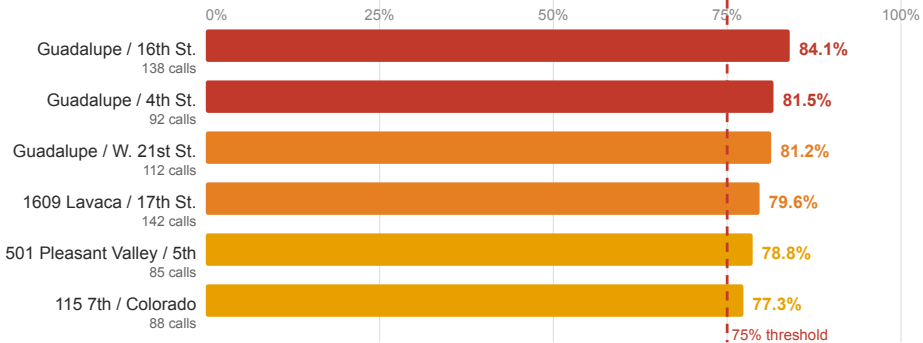
Source: output/tables/yearly_complaint_trends.csv

Complaint volume has **not meaningfully improved** across three measured years. 2025 posted the highest full-year total (461) in the baseline. The 2026 partial-year count (118) is on pace to match prior years.

500+ days average open: Across the top 15 highest-call stops, the mean open ticket age is **500.8 days** — more than 16 months. Lavaca/4th averages **509 days**. Guadalupe/16th: **507 days**.

- 2025 complaint breakdown:**
- Shelter: 231 (50%)
 - Bench: 109 (24%)
 - Safety: 49 (11%)
 - Weather: 46 (10%)

Unresolved 311 Ticket Rate — Top Stops by Call Volume

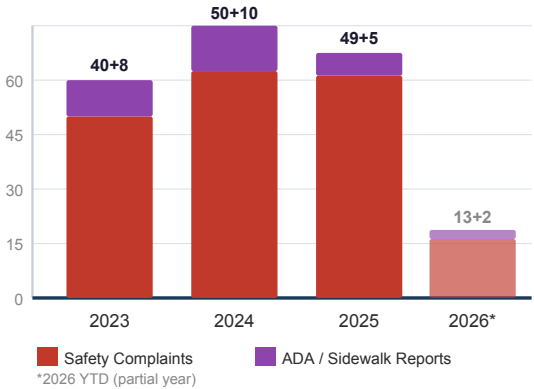


Source: output/tables/311_unresolved_call_burden_by_stop.csv | Every top stop exceeds 75% unresolved rate

FINDINGS 4 & 5 CMTA + City of Austin — Transit Baseline Review, April 2026 ADA, SAFETY & EQUITY

FINDING 4 OF 5 342 ADA-Related Complaints Filed Over Three Years — Zero Confirmed Repairs Documented

Safety & ADA/Sidewalk Complaints by Year



Source: yearly_complaints_with_percentages.csv + ada_violation_dataset.csv

Safety-related complaints have been a persistent 9–12% of total annual complaints since 2023. 2024 posted the highest safety complaint count (50 incidents). ADA/sidewalk reports appear every year.

342 ADA records. 0 confirmed repairs. Across all five analyzed council districts, the City of Austin has documented zero confirmed ADA repair completions in this baseline window. Every district returns an F on the ADA sub-grade.

North Lamar Emergency: The 12300 block of N. Lamar Blvd. has an active accessibility gap despite a new pedestrian beacon (installed Feb 2026). Immediate actions:

- File 311: “Sidewalk Repair/New Installation” + life-safety flag
- Escalate to corridors@austintexas.gov
- File formal ADA complaint: City Civil Rights 512-974-3451
- File with CapMetro ADA: 512-389-7583

FINDING 5 OF 5 Every Analyzed District Receives an Overall F Grade — No Exceptions

| District | Non-White % | Open Tickets | Avg. Days Open | Amenity Gap | Response | Ticket Age | ADA | OVERALL |
|-----------------------|-------------|--------------|----------------|--------------|----------|------------|-----|---------|
| District 3 | 61.7% | 67 | 498 days | Both missing | D | D | F | F |
| District 4 | 73.9% | 52 | 509 days | Both missing | D | D | F | F |
| District 5 | 45.3% | 52 | 507 days | Both missing | C | D | F | F |
| District 7 | 45.4% | 60 | 490 days | Both missing | D | D | F | F |
| District 9 (11 stops) | 38.7% | 873 | 502 days | All missing | D | D | F | F |

Source: output/tables/district_report_card.csv | Districts 3 & 4 carry the highest non-white population shares and identical infrastructure failure grades

DECISION ASK

Immediate Actions Required in the Next 90 Days

Five findings. One conclusion: Austin's highest-demand transit stops are failing riders on every measurable dimension—infrastructure, safety, ADA compliance, and accountability. The following actions are targeted, measurable, and achievable this quarter.

- 1 Initiate Corrective Action at Top 10 Risk-Index Stops**

Authorize an emergency shelter and bench installation plan led by 1609 Lavaca/17th, Guadalupe/16th, and Lavaca/4th. These locations combine peak service intensity, highest complaint volume, and zero amenity coverage. **Target: reduce missing-shelter share from 80% to below 60% within one fiscal cycle.**
- 2 Create a Joint CMTA + City Unresolved-Ticket Resolution Tracker**

Establish a shared, publicly accessible resolution log for all 311 tickets open more than 90 days at high-priority stops. Set a hard closure target: no ticket at a top-10 risk stop should remain open longer than 180 days without a documented escalation. **Current average: 500+ days at every flagged location.**
- 3 Activate Formal ADA Channels for North Lamar and All Flagged Corridors**

File formal ADA complaints with the City Office of Civil Rights (512-974-3451) and CapMetro ADA Coordinator (512-389-7583) for stops with documented gaps and zero confirmed repairs. Escalate the North Lamar 12300-block sidewalk gap to the North Lamar Boulevard Mobility Project (corridors@austintexas.gov) as a life-safety priority.
- 4 Publish Monthly Public Progress Dashboard by Stop**

Commit to monthly public reporting on: open ticket count, average age, shelter/bench installation status, and ADA repair completions—disaggregated by stop and council district. Use the A/B/C equity pillar scorecard format to track whether conditions are actually improving. **Transparency is the accountability mechanism.**
- 5 Approve Monthly Evidence Refresh Cycle Using This Reproducible Pipeline**

This baseline is designed to be refreshed. Authorize monthly pipeline runs so progress—or continued failure—is documented in real time. Set formal threshold triggers: any stop exceeding 100 unresolved tickets or 400-day average ticket age should automatically trigger a district-level escalation review.

Measurable 90-Day Targets

| | | |
|--|---|---|
| <p>80% → <60%</p> <p>Missing Shelter Rate at High-Priority Stops</p> | <p>500d → <180d</p> <p>Max Open Ticket Age at Top-10 Risk Stops</p> | <p>0 → Monthly</p> <p>Public Progress Reports Published per Stop</p> |
|--|---|---|

REPORT PREPARED BY

Ameritech Consulting Group
tiffany@a-techconsulting.com
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Reproducible baseline using publicly available data. Does not constitute a legal determination. Methodology and source files available on request.

ESCALATION CONTACTS

City of Austin 311: 512-974-2000

City Office of Civil Rights: 512-974-3451

officeofcivilrights@austintexas.gov

CapMetro ADA Coordinator: 512-389-7583

ccr-accessibility@capmetro.org

N. Lamar Mobility Project: corridors@austintexas.gov