CapMetro

Transit Stop Amenities

CapMetro Board of Directors
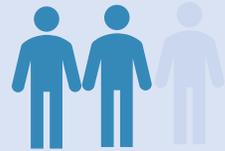
February 2026

Agenda

- Overview of Transit Stop & Station Design Guidelines

- Amenity Dashboard Functionality for CapMetro.org

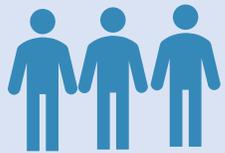- Update on Amenity Maintenance

CapMetro Stop and Station Types

0–14 RIDERS

Poles are standard at all bus stops.

15–50 RIDERS
or <15 with a long wait

Poles, benches, and trash cans are standard at 15–50 riders.

50+ RIDERS

Poles, benches, trash cans, and shelters are standard at 50+ riders.

*Conceptual rendering that displays key amenities. Full amenity list available in SSG document.

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Current Shelters, Benches, and Waste Receptacles

904 STOPS WITH SHELTERS

1,484 STOPS WITH BENCHES

1,593 STOPS WITH WASTE RECEPTACLES

2,343* Total In Service Stops

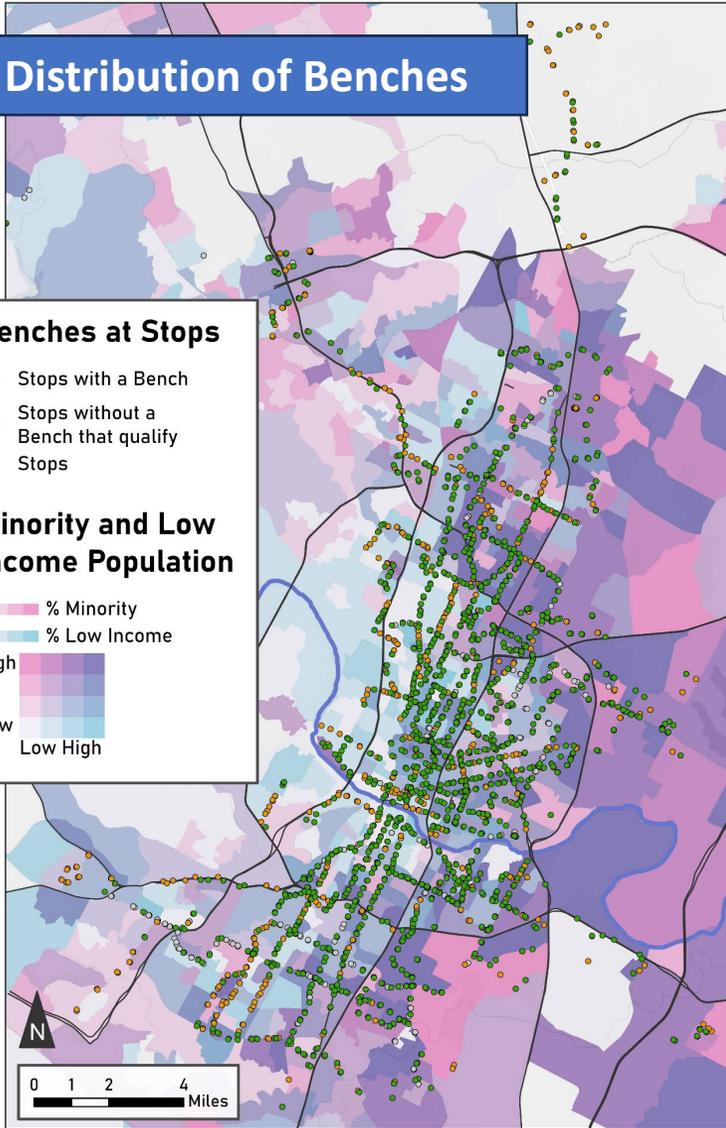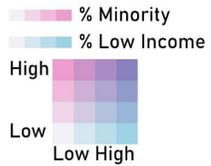*Based on the January 2026 service change number of stops and amenities.

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Distribution of Shelters, Benches, and Waste Receptacles

Distribution of Benches

Benches at Stops
- Stops with a Bench
- Stops without a Bench that qualify
- Stops

Minority and Low Income Population

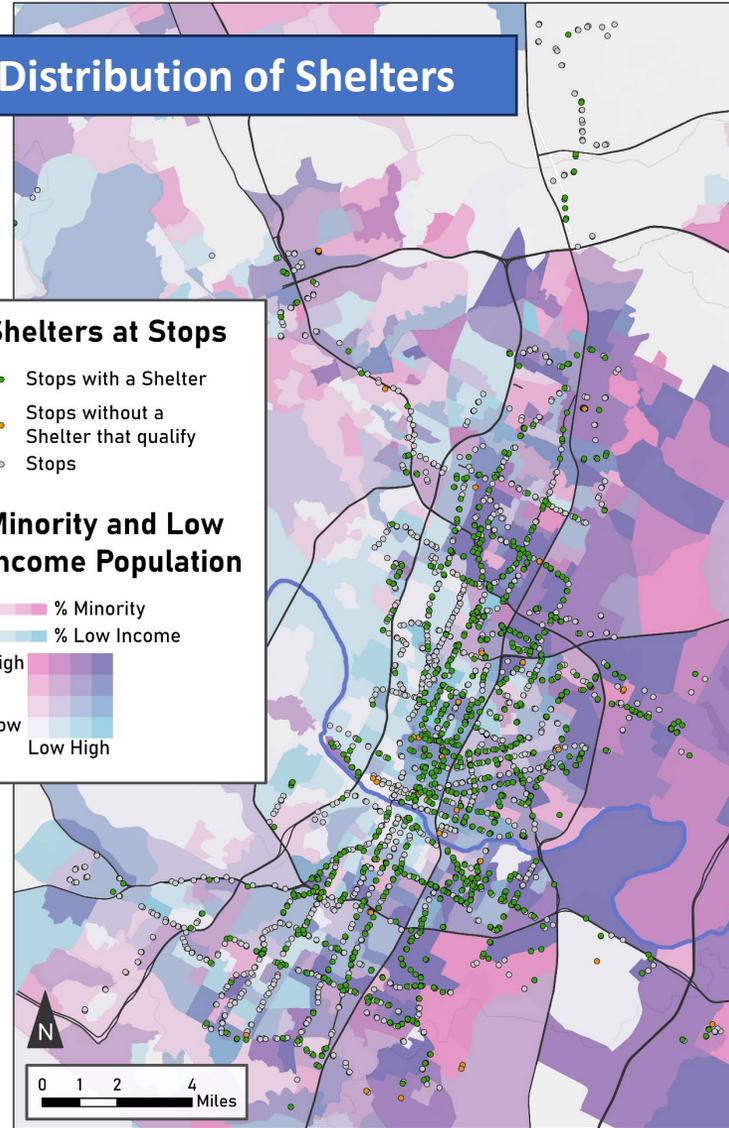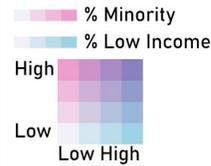% Minority
% Low Income

High
Low
Low High

Distribution of Shelters

Shelters at Stops
- Stops with a Shelter
- Stops without a Shelter that qualify
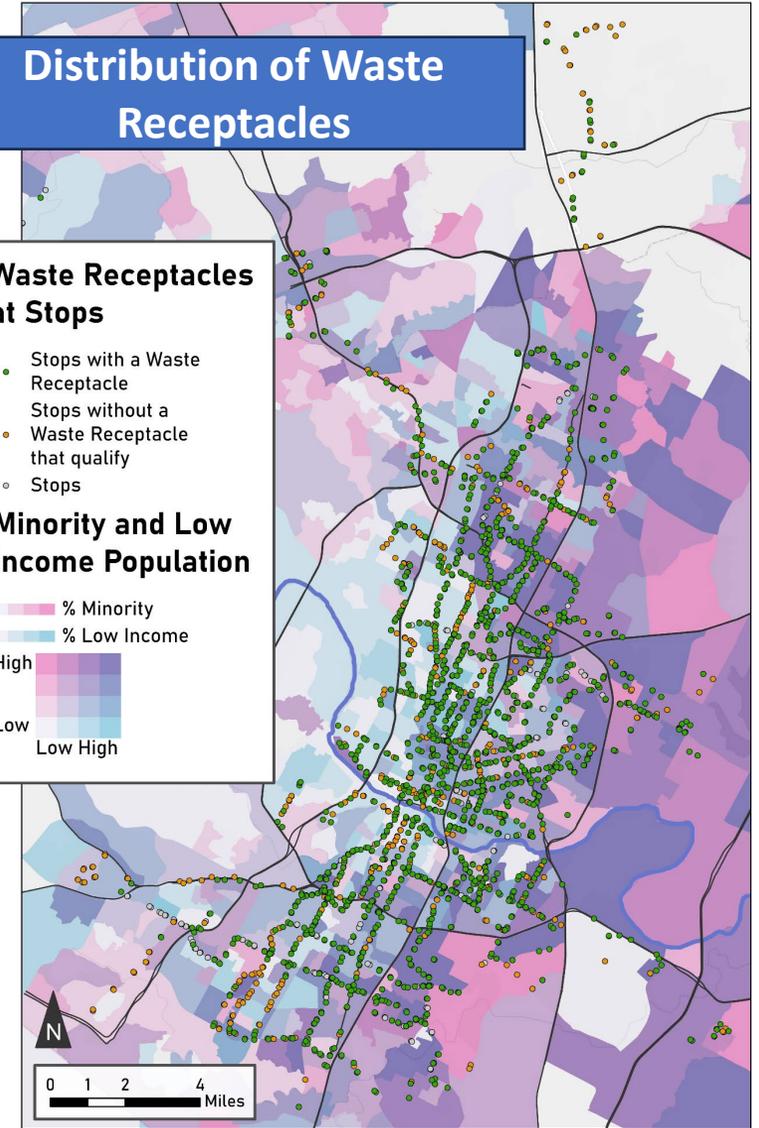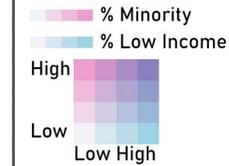- Stops

Minority and Low Income Population

% Minority
% Low Income

High
Low
Low High

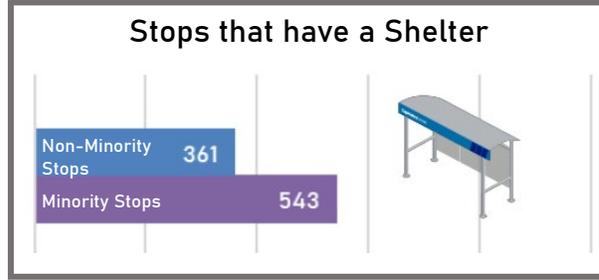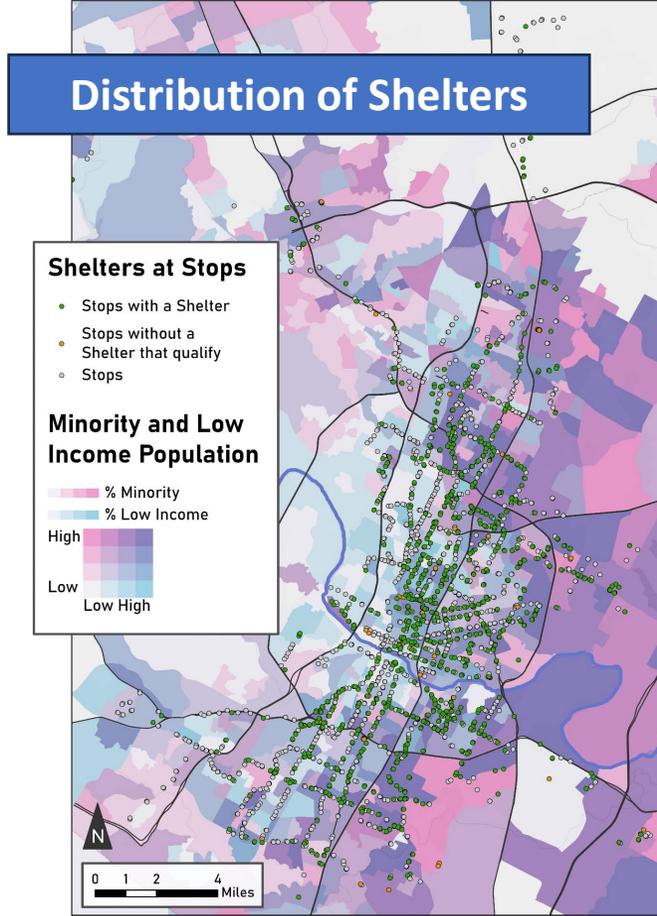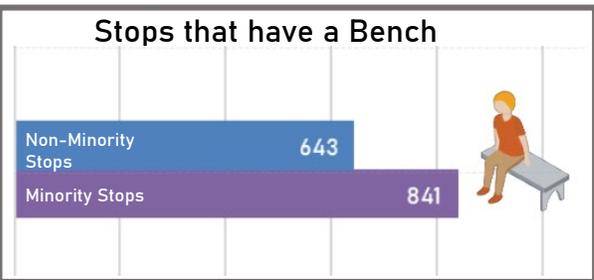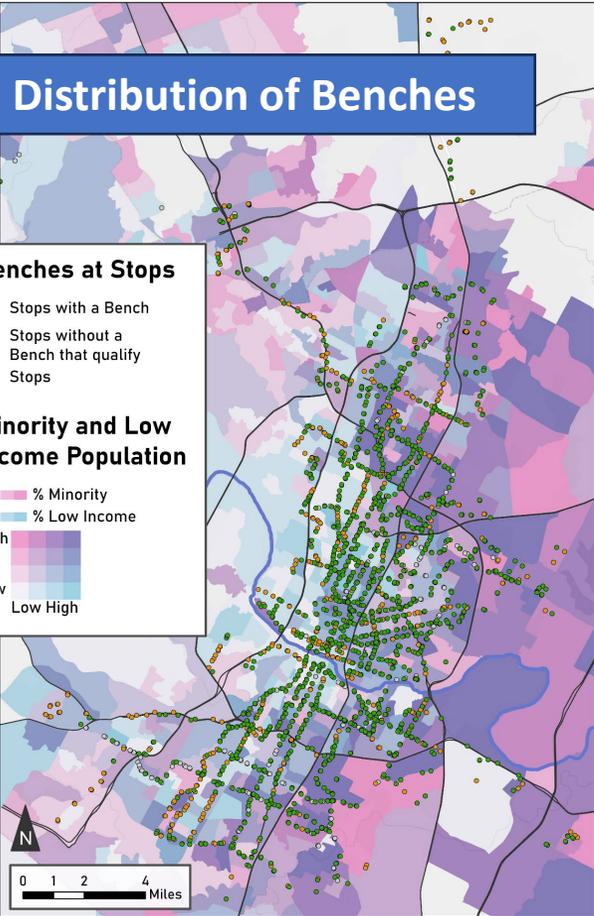**Distribution of Waste Receptacles**

Waste Receptacles at Stops
- Stops with a Waste Receptacle
- Stops without a Waste Receptacle that qualify
- Stops

Minority and Low Income Population

% Minority
% Low Income

High
Low
Low High

Maps were developed based on data from ACS 2023-2018 five-year estimates and CapMetro amenity data from the Stop Amenity Dashboard.

Distribution of Shelters, Benches, and Waste Receptacles

Distribution of Benches

Benches at Stops
- Stops with a Bench
- Stops without a Bench that qualify
- Stops

Minority and Low Income Population
- % Minority
- % Low Income
- High
- Low
- Low High

Stops that have a Bench

- Non-Minority Stops: 643
- Minority Stops: 841

Distribution of Shelters

Shelters at Stops
- Stops with a Shelter
- Stops without a Shelter that qualify
- Stops

Minority and Low Income Population
- % Minority
- % Low Income
- High
- Low
- Low High

Stops that have a Shelter

- Non-Minority Stops: 361
- Minority Stops: 543

Distribution of Waste Receptacles

Waste Receptacles at Stops
- Stops with a Waste Receptacle
- Stops without a Waste Receptacle that qualify
- Stops

Minority and Low Income Population
- % Minority
- % Low Income
- High
- Low
- Low High

Stops that have a Waste Receptacle

- Non-Minority Stops: 693
- Minority Stops: 900

Maps were developed based on data from ACS 2023-2018 five-year estimates and CapMetro amenity data from the Stop Amenity Dashboard.

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Need for Transit Stop Amenity Visualizer

Bus stop data changes frequently.

→ The dashboard ensures our reporting methods stay consistent.

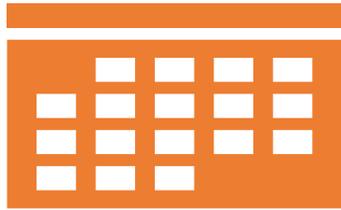Planning receives frequent external requests about amenity distribution.

→ The dashboard streamlines data verification and allows anyone in the agency to access accurate bus stop data immediately.

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Data Sources for CapMetro.org dashboard

Where does bus stop data in this dashboard come from?

Scheduling data (GTFS)

List of the Stops from the latest Service Change

GIS

Geographic Info System

Location of the stop

Asset Management System (HEXAGON)

Asset list for each Stop

Dashboard is designed to be a snapshot in time and not a real time source of info.

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Dashboard on CapMetro.org

Dashboard is designed to be a snapshot in time and not a real time source of info.

Transit Stop Amenities – Apply Filters

Dashboard is designed to be a snapshot in time and not a real time source of info.

Ongoing Bus Stop Maintenance

Stop ID 951, Riverside at Clubview

Bus Stop Maintenance Strategy

Bus stops are the first point of contact between CapMetro and its riders, and they represent the most visible element of our transit system. As such, their condition directly influences rider confidence, accessibility, and overall community trust.

This strategy is designed to:

- Strengthen safety and security at bus stops through proactive hazard management.

- Optimize the placement and removal of assets such as benches and litter containers based on ridership demand and misuse patterns.

- Improve efficiency and accountability through data-driven deployment of staff and vehicles.

- Engage community partners, businesses, and riders in maintaining bus stop conditions.

- Establish clear key performance indicators (KPIs) to measure and report progress.

Top 10 Bus Stop Work Task Categories

1. Homelessness
2. Trash
3. Dumping
4. Pressure Washing
5. Biohazards
6. Graffiti
7. Branches
8. Signage
9. Grass
10. Unserviceable
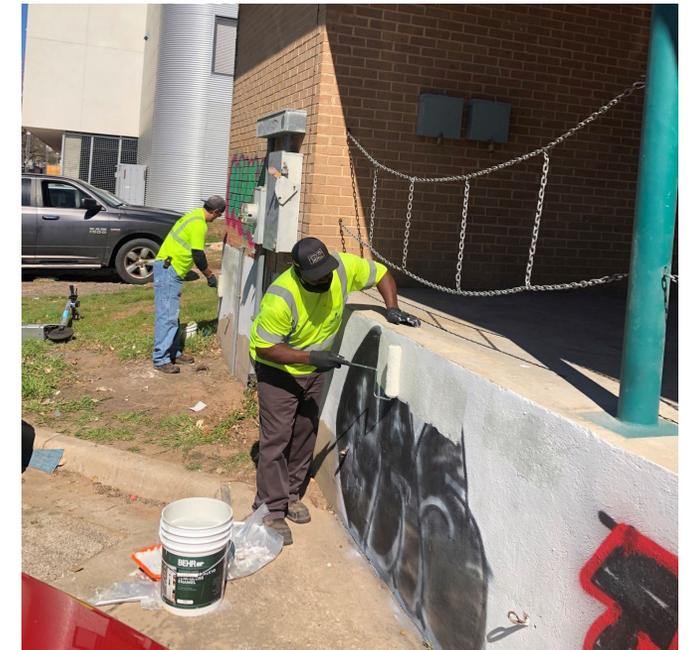
Bus Stop Maintenance Strategic Pillars

1. Safety & Security

- Hotspot Mapping
- Lighting
- Police/Outreach Partnerships
- Vehicle Barriers

2. Smart Asset Placement

- Trash Cans
- Benches

3. Graffiti & Vandalism Response

- Rapid Removal Policy
- Graffiti-Resistant Coatings
- Vendor Partnerships

4. Community Engagement

- Retail Partnerships
- Public Reporting Tools

5. Operational Excellence

- Zonal Staffing Model
- Proactive PM Cycle
- Maintenance Management System Optimization
- Fleet Utilization

6. Performance & Accountability

- KPIs
- Transparency
- Continuous Improvement

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Thank you!