

Oakland Bus Shelter Program Update

1. Ongoing outreach, including GMAC and MCPD
2. Cleaning and maintenance, including removal of hazardous shelters
3. Canopy-style shelter replacement of high priority stops (combined AC Transit analysis and removed legacy shelters, page 3)
4. Bus shelter webpage, including Frequently Asked Questions (FAQs)

FAQ - Draft Questions & Answers:

What is Oakland's next-generation bus shelter program?

Consistent with AC Transit standards, Oakland is working to replace older, damaged, or obsolete bus shelters with a more durable, accessible, and maintainable canopy-style shelter design.

Why is Oakland investing in new bus shelters?

Bus shelters improve the transit experience by providing shade, weather protection, seating opportunities, and a more visible, dignified place to wait for the bus.

Who is responsible for bus shelters in Oakland?

The City of Oakland owns and maintains many bus shelter assets in the public right-of-way, while AC Transit operates bus service and identifies bus stop needs. The City and AC Transit coordinate closely on shelter placement and design.

Where will new shelters be installed?

New shelters will be prioritized at high-value stops based on factors such as ridership, transfer activity, equity, accessibility, available sidewalk space, and proximity to schools, senior services, medical facilities, and major destinations. Stops in historically underserved neighborhoods that had been equipped with shelters in the past will be prioritized for replacement shelters.

How many new shelters are planned?

Shelters are being installed through both capital projects and a citywide program. Current and planned projects are expected to deliver several dozen shelters, and separate program funding is expected to support approximately eight to ten additional installations.

Why were some old shelters removed?

Some legacy shelters had become hazardous, damaged, or too costly to maintain safely. The City has prioritized removal of unsafe shelters while planning for new installations. Benches were maintained whenever possible.

Will every bus stop get a shelter?

No. Oakland has over eleven hundred bus stops and approximately one hundred fifty shelters. Not every stop has enough sidewalk space or meets the technical requirements for a shelter. The City will prioritize locations where shelters provide the greatest public benefit and can be installed safely.

What makes the new shelters different?

The new canopy-style shelters are intended to be simpler, more durable, easier to clean, and more adaptable to Oakland's sidewalk conditions than the older legacy shelters, which were designed to support advertising.

Will the new shelters be accessible?

Yes. Accessibility is a core design consideration. Shelter placement must preserve accessible pedestrian paths of travel, support boarding and alighting, and avoid conflicts with curb ramps, utilities, poles, driveways, and other sidewalk features.

Who maintains the shelters?

OakDOT manages the bus shelter program and contracts with DistrictWorks to monitor, clean, and address hazards at both legacy shelters and new canopy-style shelters.

How often will shelters be cleaned?

Cleaning frequency will depend on location, use, and maintenance needs. Higher-use locations may require more frequent attention. DistrictWorks also provides call-out service.

How can I report a dirty or damaged bus shelter?

Residents should report shelter issues through Oakland's designated service request system, such as [OAK 311](#), including the nearest intersection, bus stop ID if available, and a photo when possible.

Can residents request a new shelter at a specific stop?

Yes. Requests can be submitted to the City for review by emailing busshelters@oaklandca.gov. Requested locations will be evaluated based on ridership, equity, safety, accessibility, sidewalk space, constructability, and available funding.

How does Oakland's bus shelter program coordinate with AC Transit?

OakDOT works with AC Transit to identify priority stops, coordinate with AC Transit's broader shelter efforts, and ensure that Oakland's investments support transit riders effectively. Staff routinely report to the AC Transit-City of Oakland Interagency Liaison Committee (ILC).

Will the shelters include advertising?

Oakland's current focus is on delivering durable, maintainable shelter infrastructure. Advertising, sponsorship, or other revenue models may be considered separately depending on City policy and future agreements.

When will new shelters be installed?

Installation timing depends on project schedules, procurement, permitting, contractor availability, site readiness, and funding. The City will update the webpage as locations and timelines are confirmed.

Ranking of Oakland Bus Stops Prioritized for Replacement Shelters

ACT Rank	Oakland Rank	City Council District	Stop Name	511 ID	Project Replaced
1	1	2	11th St & Harrison St	58888	
4	2	3	7th St & Franklin St	59999	
6	3	3	Broadway & 13th St	52673	
14	4	6	San Leandro St & Coliseum BART Walkway	59599	
16	5	6	San Leandro St & Coliseum BART	56777	
37	6	3	Broadway & 11th St (12th St BART)	52999	
38	7	6	San Leandro St & Coliseum BART	55577	
51	8	7	Hegenberger Rd & Hegenberger Lp (N Jctn)	59333	
66	9	7	Hegenberger Rd & Edes Av	56782	
86	10	7	Hegenberger Rd & Baldwin St	52855	
114	11	5	Fruitvale Av & E 16th St	51223	
122	12	3	San Pablo Av & Market St	59996	
153	13	3	14th St & Broadway (12th St BART)	55503	1
176	14	3	Broadway & 9th St	51536	
180	15	4	Montana St & Fruitvale Av	55997	
186	16	2	12th St & Oak St	55570	
210	17	2, 3	12th St & Broadway (12th St BART)	55557	
231	18	4,5,6	High St & Brookdale Av	53833	
276	19	3	Market St & 33rd St	55158	
279	20	5	Fruitvale Av & International Blvd	50112	
303	21	2, 3	11th St & Broadway (12th St BART)	54777	
308	22	7	International Blvd & 104th Av	55545	
311	23	3	Grand Av & Euclid Av	56446	1
321	24	7	Hegenberger Rd & Baldwin St	51443	
325	25	4	35th Av & MacArthur Blvd	52200	
331	26	3	14th St & Oak St	59557	1
347	27	2, 3	Broadway & Grand Av	55771	1
368	28	2	Foothill Blvd & 16th Av	58400	
382	29	5	MacArthur Blvd & Fruitvale Av	55000	
397	30	3	7th St & Peralta St	54336	
411	31	1	San Pablo Av & 64th St	52226	
441	32	1	Telegraph Av & 40th St	56665	
468	33	2	Adeline St & 18th St	57577	
487	34	1	San Pablo Av & Stanford Av	55547	
494	35	2	8th St & Jackson St	58658	
505	36	2	Foothill Blvd & 16th Av	51517	
518	37	2	Lake Park Av & Grand Av	54443	
547	38	1, 2	Grand Av & Santa Clara Av	57077	
576	39	2	Madison St & 9th St	55474	
601	40	3	Martin Luther King Jr Way & 27th St	55275	
604	41	3	11th St & Jefferson St	51110	
697	42	2	Grand Av & Mandana Blvd	58158	1
765	43	1	Telegraph Av & 55th St	51851	
776	44	2	10th St & Fallon St	55441	
797	45	1	Telegraph Av & Alcatraz Av	57788	
808	46	1	Telegraph Av & 59th St	54499	
832	47	3	Union St & 8th St	56634	
870	48	6	66th Av & Coliseum Way	56452	
883	49	2	Grand Av & El Embarcadero	51572	
905	50	4	Telegraph Av & 59th St	55002	
968	51	2	E 10th St & Fallon St	55090	
990	52	2	Park Blvd & Ivy Dr	57433	