

2nd STREET TRANSIT HUB



35% Design Engagement Summary

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Oakland
DEPARTMENT OF
TRANSPORTATION

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2. Survey Results
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BACKGROUND

Project Goal

The goal is to create safer and easier connections between the bus, train, and ferry.

Project Timeline

Pre-Design (see Engagement Report)	2023 - 2024
Design	2025 - 2026
Construction	2027 - 2028



We are here,
working on 65%
designs

Project Funding

100% funded by state grants



Project Location

2nd Street from Clay Street to Alice Street

Project Scope

- 1 Bike Share Station
- 2 Transit Hub
- 3 Curb ramp, sidewalk, and crosswalk fixes
- 4 Bike lane connection
- 5 Curb ramp, sidewalk, and crosswalk fixes

The project also proposes to reroute AC Transit Line 12 and implement curb management to provide commercial loading zones and other parking regulations, as needed.



Before design started, the project team conducted engagement to refine the project concept. This engagement occurred between November 2023 and May 2025 and included:

Meetings & Presentations

- AC Transit
- CIM Group
- Jack London Improvement District
- Jack London Neighborhood Council
- Major Projects Division Community Advisory Committee
- Port of Oakland
- Produce Market majority owners

Tabling & Events

- Community Design Workshop
- Ferry Fest
- Jack London Farmer's Market
- Stacey Fest

Business Outreach

- 21 businesses



The [Pre-Design Engagement Summary](#) can be found on the project webpage.

Design kicked off Summer 2025 using feedback from pre-design engagement as a guide. With draft designs and renderings ready to share, the project team conducted additional engagement from October 2025 to March 2026. This included:

Meetings & Presentations

- AC Transit
- CIM Group
- Jack London Neighborhood Council
- Major Projects Division Community Advisory Committee
- Port of Oakland

Tabling & Events

- Joy to the Town
- Jack London Farmer's Market
- Pop-up at Amtrak Jack London Station

Business Outreach

- 3 businesses

Survey - Open for 8 weeks

- 188 Responses (including one paper survey response)
- Available in English, Chinese, and Spanish



A variety of communication methods were used to promote the project, survey, and pop-up events.

15 Sidewalk Stickers

Installed on 2nd Street between Clay Street and Alice Street. These stickers are intended to remain until the project is constructed.

10 Posters

Displayed on 9 bus stop poles to promote the survey. This included all Line 12 bus stops in Jack London. 1 poster displayed in the Oakland Alameda Water Shuttle to promote the survey.



3 Email Blasts & Newsletters

- 2 emails from OakDOT to promote pop-up events and the survey. These were sent to all email subscribers and contacts for the 2nd Street Transit Hub and nearby OakDOT projects.
- 1 Oakland Alameda Water Shuttle Newsletter to promote the survey

12 Social Media Posts

- City of Oakland Facebook
- OakDOT Instagram
- Jack London Improvement District Instagram
- AC Transit Facebook & Twitter



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SURVEY RESULTS

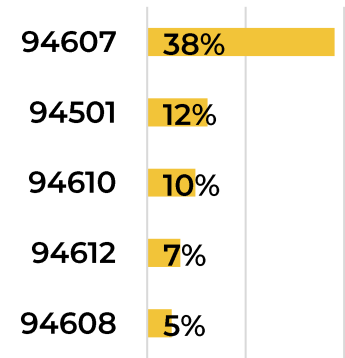
- The survey was developed to get additional feedback from community members with a specific focus on bus riders. The survey was available in English, Chinese, and Spanish. The survey was open for 8 weeks in February and March. The project team promoted the survey in a variety of ways, including:
 - Posters on bus stop poles and in the Oakland Alameda Water Shuttle
 - Social media and newsletters
 - Sidewalk decals along 2nd Street
 - A pop-up event near two Line 12 bus stops at the Jack London Amtrak Station
 - Meetings & presentations

In total, 188 survey responses were collected.

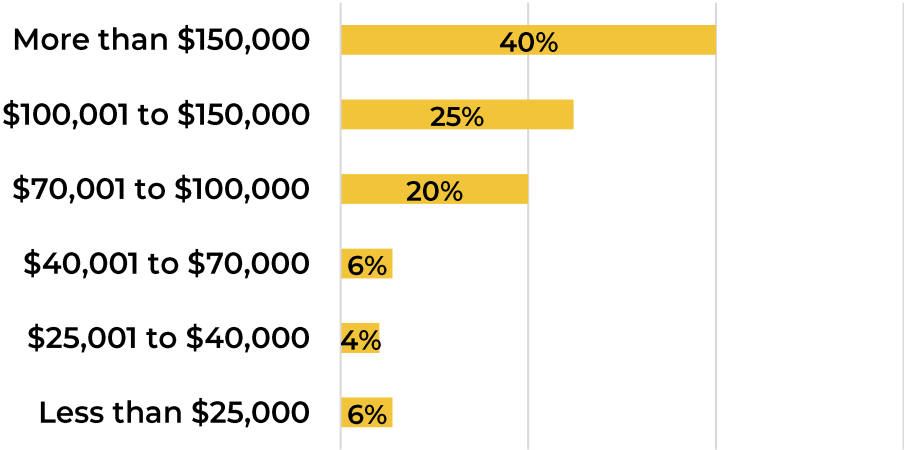
Summary of Survey Respondent Demographics

- 38% live in zip code 94607, which includes Jack London, Chinatown, and West Oakland.
- 26% visit the Jack London District for fun, 21% visit for shopping, and 15% visit to access services.
- 92% selected English as their preferred language, 5% selected Spanish, and 2% selected Chinese.
- 40% earn more than \$150,000 and 25% earn between \$100,000 and \$150,000, annually.
- 54% identified as a man, 36% identified as a woman, 7% identified as non-binary, and 4% identified as transgender.
- 46% are between the ages of 35 and 49 and 24% are between the ages of 25 and 34.
- 51% identified as White, 17% identified as Asian, 11% identified as multiracial, 10% identified as Hispanic/Latina/Latino/Latine, and 7% identified as Black or African.
- 90% stated they do not have a disability.

What ZIP code do you live in? (163 responses, 87% of respondents)
Top 5 responses:

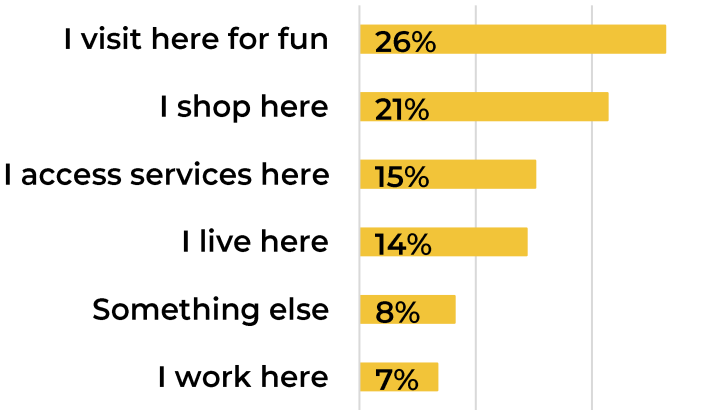


What is your household income? (145 responses, 77% of respondents)



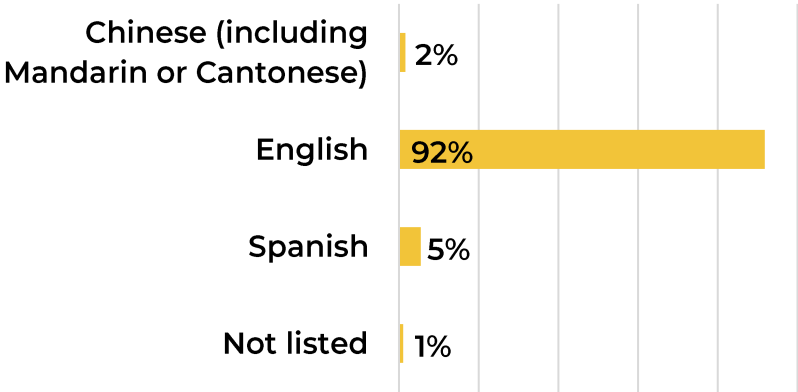
What do you do in the Jack London District? (181 responses, 96% of respondents)

Choose all that apply.



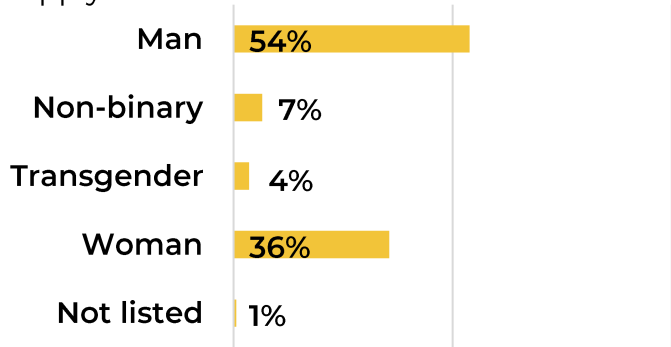
Which languages do you prefer? (183 responses, 97% of respondents)

Choose all that apply.

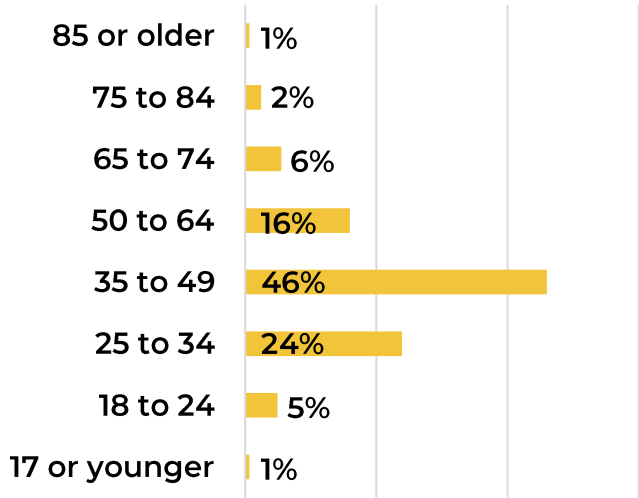


What is your gender and/or gender identity? (169 responses, 90% of respondents)

Choose all that apply.

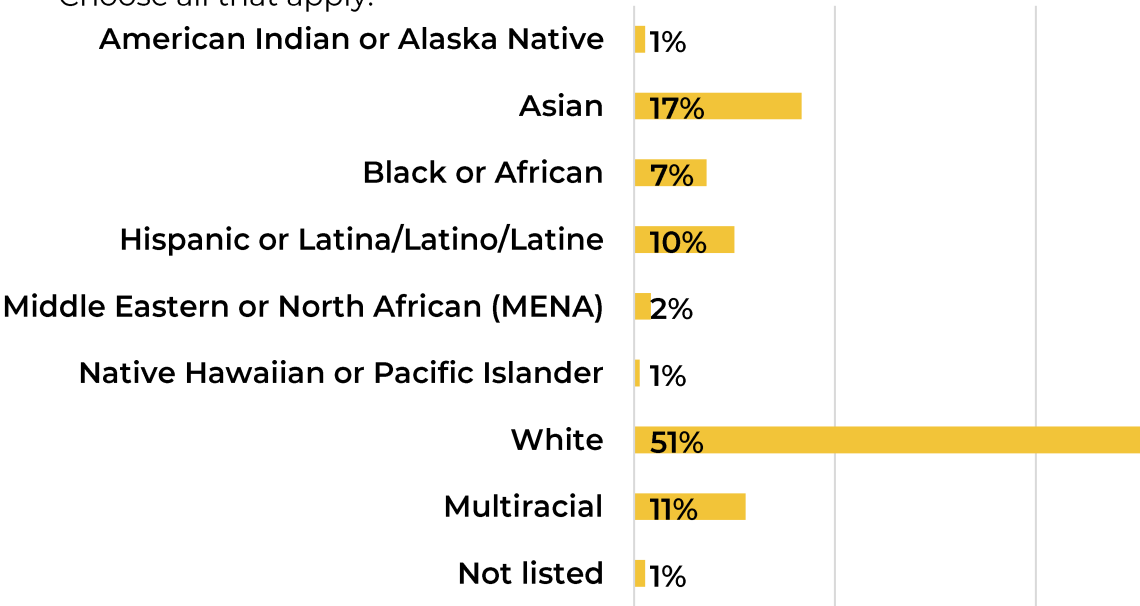


What is your age? (163 responses, 87% of respondents)

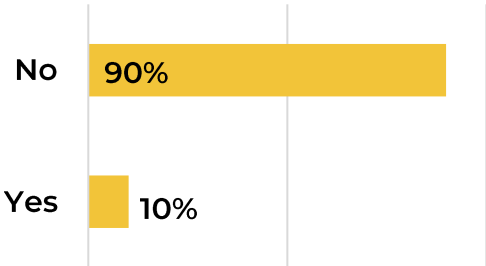


What is your race and/or ethnicity? (180 responses, 96% of respondents)

Choose all that apply.

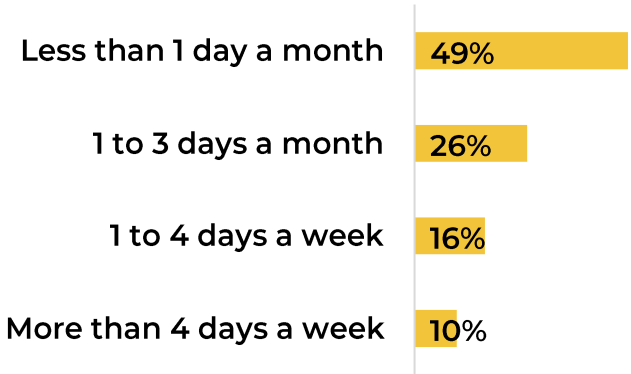


Do you have a physical, mental, or learning disability? (158 responses, 84% of respondents)



The survey asked about how frequently the survey taker rides the bus to the Jack London District and what bus routes they use.

Question 1: How often do you use the bus to get to or from the Jack London District? (187 responses, 99% of respondents)

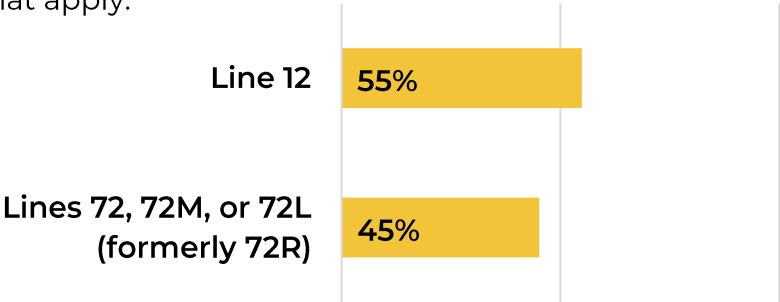


49% of respondents take the bus to or from the Jack London less than 1 day a month and 51% of respondents take the bus more frequently:

- 26% - 1 to 3 days a month
- 16% - 1 to 4 days a week
- 10% - more than 4 days a week

Question 2: Which AC Transit Lines do you use in the Jack London area? (147 responses, 78% of respondents)

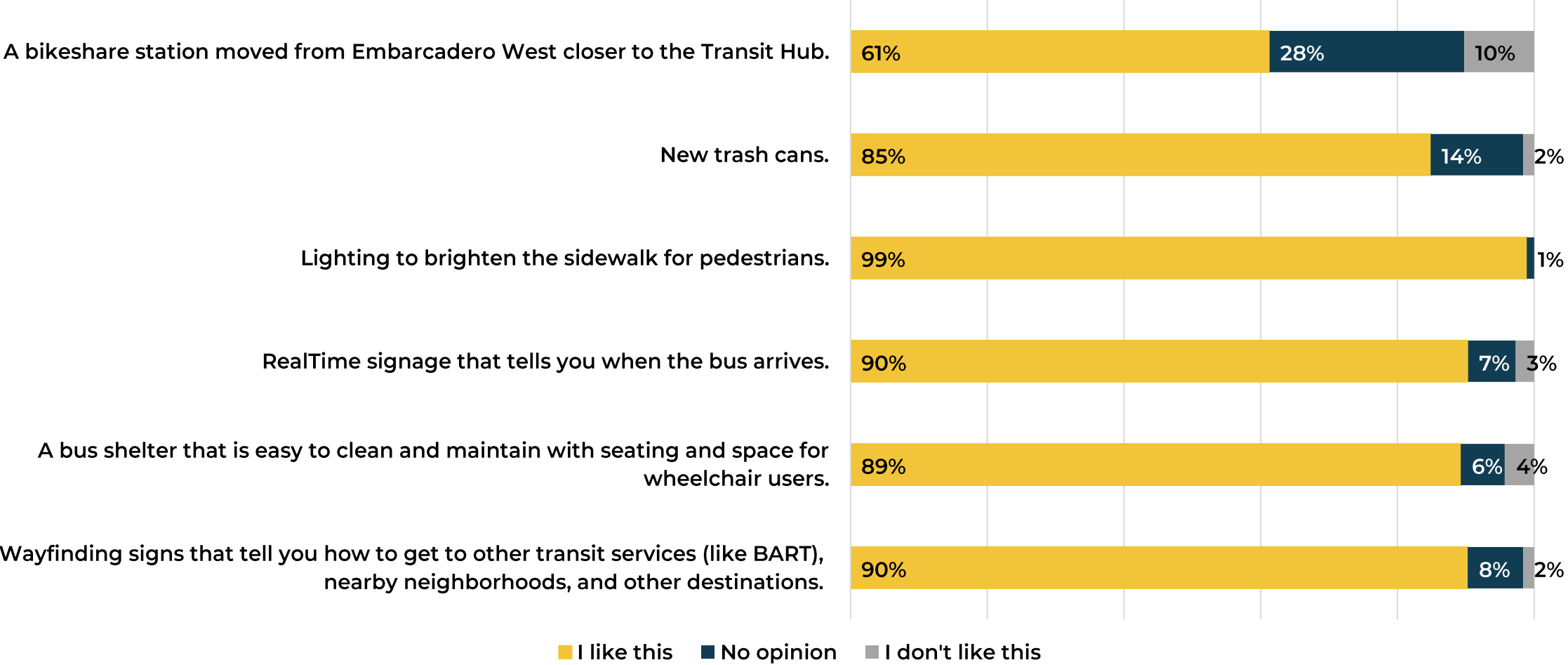
Choose all that apply.



55% of respondents use Line 12 and 45% of respondents use Lines 72, 72M, or 72L to get to Jack London.

The survey asked about the proposed improvements on 2nd Street between Clay Street and Washington. This is where the Transit Hub would be constructed which is a layover stop for AC Transit Lines 72, 72M, and 72L.

Question 3: What do you think of these changes at the Transit Hub? (186 responses)



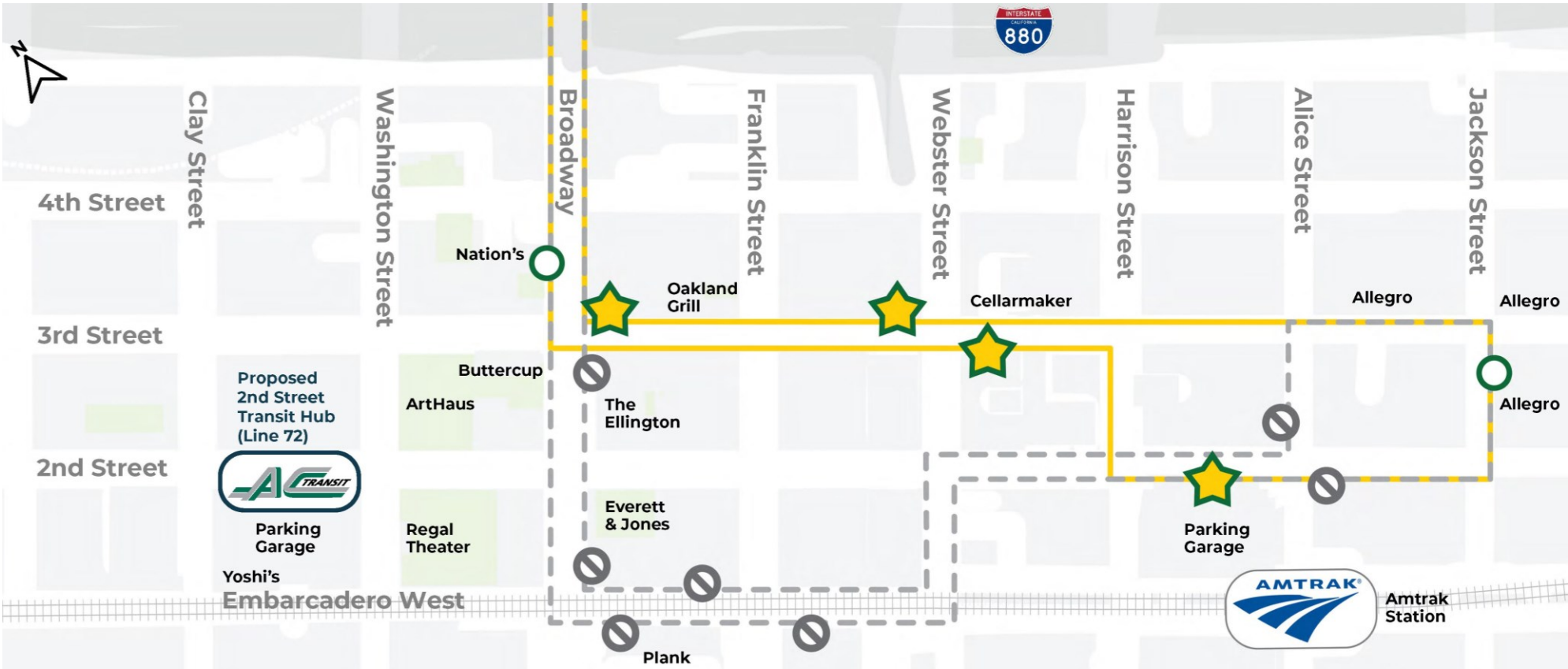
The survey asked an optional open-ended question about the proposed improvements at the Transit Hub.

Question 4: Do you have any other comments about the new Transit Hub? (73 responses)

Theme	Summary of feedback
Bus Shelter & Other Bus Stop Amenities (19 comments)	- Concern about encampments forming in bus shelters and the need for bus shelters to be easy to maintain and consistently maintained (8 comments). - Mixed opinions about RealTime Information—with some folks saying it isn't needed (3 comments) and others supporting it (2 comments). - Support for landscaping, restrooms for bus drivers, maintained trash cans, and water fountains (5 comments).
Bikeshare Station (15 comments)	- Preference for the bikeshare station to stay near the ferry terminal or moved between the ferry terminal and the Transit Hub (6 comments). - There should be two bikeshare stations, one near the ferry terminal and one near the Transit Hub (3 comments). - Support for a bikeshare station near the Transit Hub (2 comments).
General Support (7 comments)	Strong support for the proposed Transit Hub improvements. Some also said they would take transit more after the improvements were implemented. (7 comments)
Wayfinding (6 comments)	- Requests for specific destinations that wayfinding should point to, or showed general support for wayfinding. Specific destinations included the pedestrian bridge, ferry terminal, and Amtrak station (4 comments). - Dislike for digital wayfinding or multi-agency wayfinding (2 comments).
Transit Connections (6 comments)	Desire for better connections between different types of transit, including bus service, ferry, BART, and Amtrak. Folks also want timed connections and arrival information to make these connections easier (6 comments).
Crosswalks, Stop Signs, & Traffic Calming (6 comments)	Desire for more all-way stops all along 2nd Street, daylighting at intersections, and upgraded crosswalks. One respondent generally wanted better traffic calming. (6 comments)

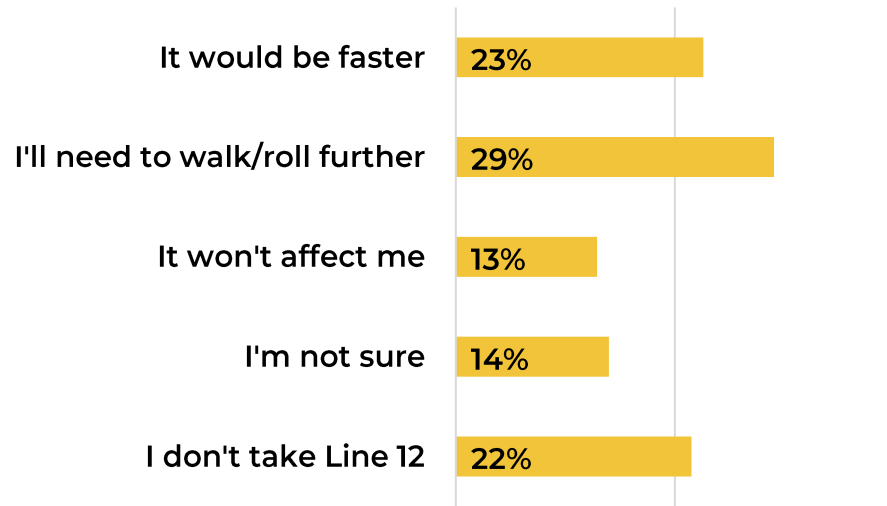
The survey described the proposed reroute of Line 12 and asked the respondent to describe how the change would affect them.

The yellow line on this map shows where the new Line 12 will travel. The stars show new or changed bus stops.



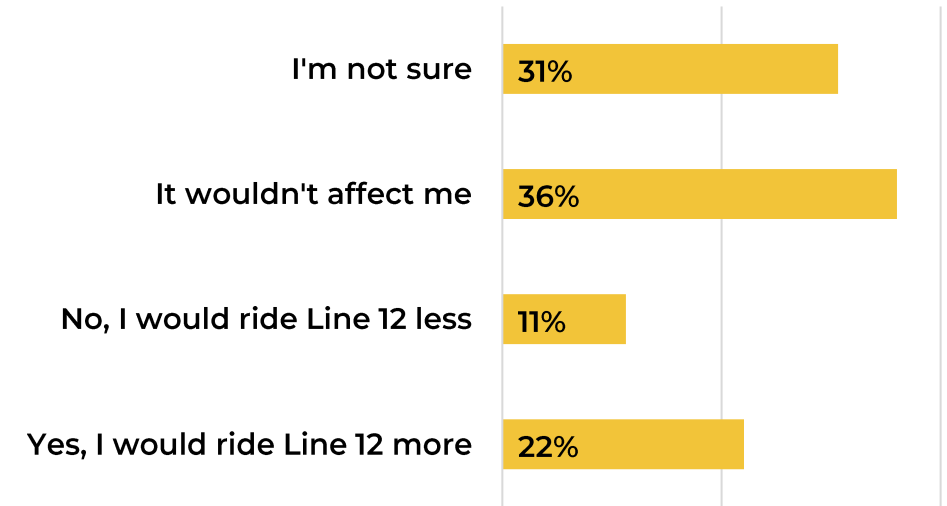
-  Existing stop to remain
-  Proposed new stop
-  No longer a Line 12 stop

Question 5: If you take the Line 12 bus, how will the new route affect you? (186 responses, 99% or respondents)



- 29% of survey respondents said they will need to walk or roll further to get to the bus stop.
- 23% said it would be faster for them.
- 22% said they don't use Line 12.
- 13% said it wouldn't affect them.

Question 6: Would you ride the bus more with the new route for Line 12? (186 responses, 99% or respondents)



- 36% said it wouldn't affect how much they ride Line 12.
- 31% were unsure.
- 22% said they would ride Line 12 more.
- 11% said they would ride Line 12 less.

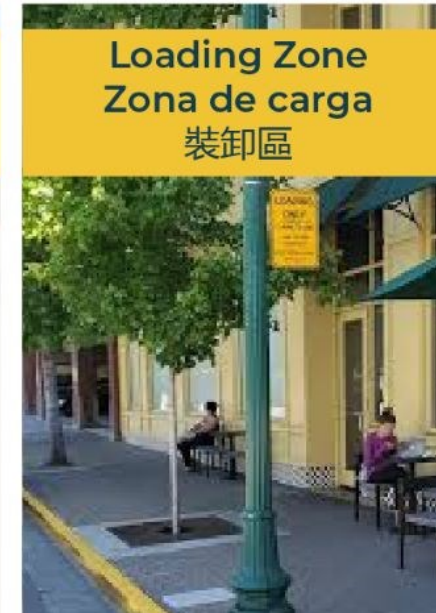
The survey asked an optional open-ended question about the new route for Line 12 in Jack London.

Question 7: Do you have any other comments about the new route for Line 12? (71 comments)

Theme	Summary of feedback
Opposition to or concern about the Line 12 Reroute (29 comments)	- Line 12 should stop as close to Jack London Square as possible (13 comments). 3rd Street is often blocked by produce market activity (10 comments). - Line 12 should use 2nd Street instead (3 comments). - Keep the bus stop at Broadway and 3rd Street shared for Line 12 and Lines 72, 72L, and 72M (3 comments).
Support for the Line 12 Reroute (14 comments)	- Support for Line 12 avoiding Embarcadero West (6 comments). - Support for anything to improve reliability of Line 12 (5 comments). - General support for the proposed reroute (3 comments).
Transit Connections (13 comments)	- Line 12 should connect to the Ferry Terminal (7 comments) and Water Shuttle (3 comments). - General desire for better transit connections to the Amtrak Station from the Ferry, Lake Merritt BART, Brooklyn Basin, and the Water Shuttle (5 comments).
Neutral opinions about the Line 12 reroute (8 comments)	- Okay with the tradeoff of walking a little further to a bus stop if it meant improved reliability. Folks mentioned they would ride Line 12 regardless of the change (3 comments). - Reroute would not impact because their preferred bus stop would remain in the same area (2 comments).
Other comments (16 comments)	- The map showing the Line 12 reroute is confusing (6 comments). - Concern about the new bus stop on 2nd Street between Alice Street and Harrison Street. They are concerned about the loss of parking and available sidewalk space (3 comments). - Line 12 does not follow a consistent route in Jack London, it has low frequency, is not timed with Amtrak, and is generally too long of a route which makes it less reliable (2 comments). - Other comments noted that there should be better wayfinding, the B-Shuttle should return, and the produce market activity should be managed to make it passable for vehicles (3 comments).

The survey described other proposed changes to 2nd Street and asked an open-ended question about respondent's opinions on these changes. On 2nd Street between Clay Street and Alice Street, the proposed changes include:

- Additional lighting, curb ramps, repaired sidewalks, and upgraded crosswalks
- Updated parking and loading for businesses and residents
- Connecting a one-block gap in the bike lane from Harrison to Alice
- Concrete bus pads at bus stops to reduce damage to the pavement



Question 8: Do you have any comments about the changes OakDOT wants to make on 2nd Street? (88 comments)

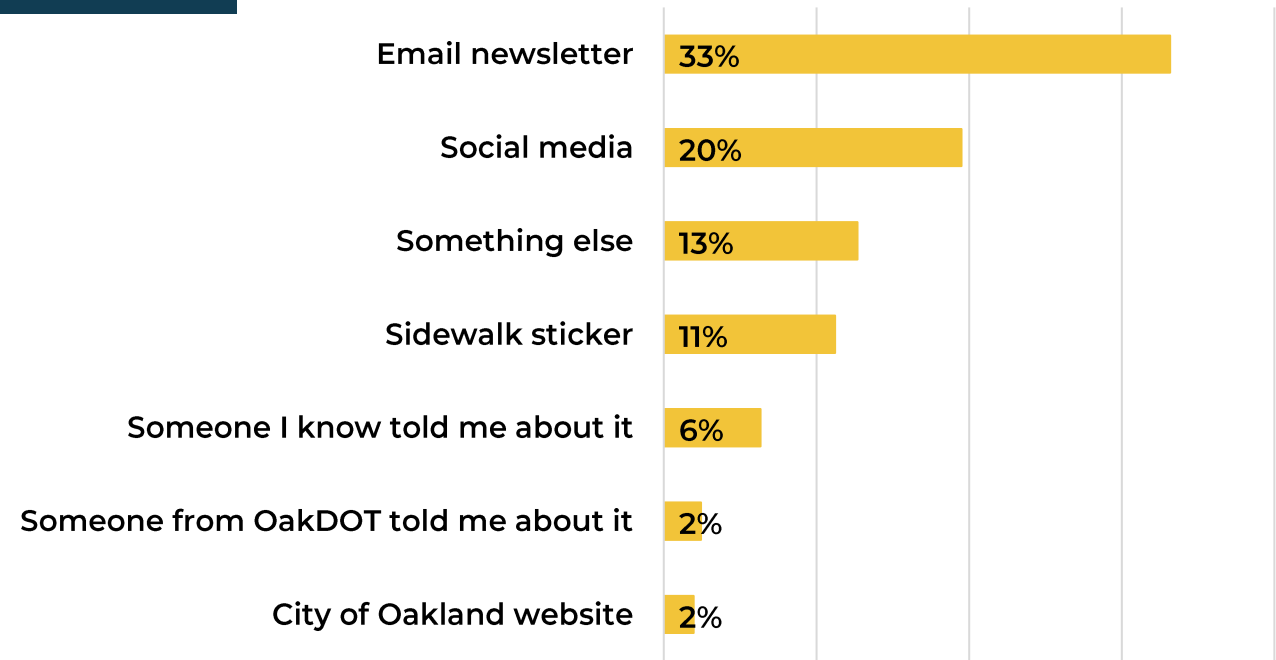
Theme	Summary of feedback
Bike Lanes (29 comments)	• Request for protected bike lanes (12 comments). • “I avoid the bike lane” because it is blocked or in the door zone (6 comments). • Support of the bike lane connection (6 comments). • Request to install bike lanes on 3rd Street instead of 2nd Street (2 comments). • General support of bike lanes and bike safety (2 comments). • Bike gap doesn’t need fixing (1 comment).
General support (22 comments)	• The proposed changes are needed, and folks were eager to see the project completed (21 comments). • Supportive of accessibility improvements (1 comment).
Pedestrian Safety and Traffic Calming (18 comments)	• Desire for more all-way stops (6 comments). • There needs to be improved safety with traffic calming, crosswalks, daylighting, and bulb-outs (6 comments). • Speeding and dangerous occurs near the produce market and needs to be addressed (4 comments). • Desire for more lighting (4 comments).
Public Amenities (4 comments)	• Desire for more trees and greenery (3 comments). • Desire for more trash cans, including those that are easily maintained (2 comments). • Desire for more artwork (1 comment).
Bus Route (3 comments)	• Line 12 should not use 3rd Street, and a safer connection is needed between the water shuttle and bus (3 comments)
Other comments (19 comments)	• There should be more security cameras or police presence (2 comments). • Pave the street and take care of potholes (2 comments). • Additional comments about the need for parking enforcement, at-grade crossing improvements, and more parking near Amtrak. Other comments included concern about moving the parklet on 2nd Street and Alice Street or impacting the produce market.

The survey asked the respondent how they found out about the survey.

Question 9: How did you find out about this survey? (167 responses, 89% of respondents)

Most respondents found the survey from an email newsletter (33%) or social media (20%).

13% of respondents said they found out about the survey from “something else” and half indicated it was from posters in the Water Shuttle and on the bus stop poles. Some also mentioned they learned about the survey at pop-up events and through other organizations and agencies, like AC Transit, Bike East Bay, and the City of Alameda.





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IN-PERSON FEEDBACK

In addition to the survey, the project team collected feedback directly from stakeholders at meetings, pop-up events, and through email. In total, 62 comments were received about the project. Below is a summary of this feedback.

Theme	Summary of feedback
Bus Route (20 comments)	- Line 12 should stop closer to Jack London Square for better accessibility and connection to the waterfront. 3rd Street could be a problem for the bus (10 comments). - Supportive of moving the bus route away from the train tracks (6 comments) - Other comments about the bus route, such as: - Line 12 does not run as frequently as the 72 Lines - Suggestion for bus stops on Broadway near 4th and 5th Streets.
Bike Lanes (8 comments)	- Bike lanes on 2nd Street are not used (3 comments). - Bike safety is needed on 3rd Street (2 comments). 4th Street is a better alternative for bike lanes (1 comment). - Support for striped, rather than protected, bike lanes (1 comment). - Trees on 2nd Street would encourage bicyclists to use it (1 comment)
Parking & Loading (6 comments)	- Accessible parking and loading space (including a ramp) is needed in front of the dialysis center (3 comments). - Short term parking space (green curb) needed near the ATM on Washington Street and 2nd Street (1 comment). - Parking availability in Jack London is a benefit for businesses (1 comment).
Layover Facility (4 comments)	Problem-solving discussion about location for bus drivers to use a restroom at the Transit Hub (4 comments).
Other comments (19 comments)	- Lighting needs to be improved (3 comments). - General support for the project (2 comments). - Desire for the B-Shuttle to be revived (2 comments). - All-way stops and improved pedestrian safety is needed on 2nd Street at Clay, Webster, Jackson, and Oak Street (2 comments).



KEY TAKEAWAYS & DESIGN DIRECTION

Below describes how the project team used, or will use, this feedback to make decisions about the project designs.

Key takeaway #1

Strong support for the proposed Transit Hub improvements. This included support for bus shelters with seating, RealTime signage, wayfinding, lighting, and trash cans. Some also noted that these elements should be easy to maintain and regularly maintained.

How the project team addressed this feedback

The project team will move forward with the proposed improvements at the Transit Hub and install elements that are resilient and easy to maintain.

Key takeaway #2

Concern about moving the bikeshare station further from the ferry terminal. Some folks suggested that an additional bikeshare station should be added, rather than relocated from Embarcadero West. Others suggested that the bikeshare station is located between the ferry terminal and the Transit Hub.

How the project team addressed this feedback

The project team is proposing to relocate the bikeshare station to Clay Street between Embarcadero West and 2nd Street to serve both the ferry terminal and the Transit Hub. The current location is not suitable for a bikeshare station because of proximity to unprotected railroad tracks and loose ballast.

Below describes how the project team used, or will use, this feedback to make decisions about the project designs.

Key takeaway #3

Opposition to, or concern about, the reroute of Line 12. Majority of folks are concerned about moving bus stops further from Jack London Square. Some stated it could make it more challenging for people with disabilities to reach the waterfront and others said that the produce market activity on 3rd Street could block or slow down the bus. Despite this feedback, twice as many survey responders said they would ride Line 12 more with the new route (22%), compared to those who said they would ride it less (11%).

How the project team addressed this feedback

The project team will continue to work with AC Transit to understand the best route for Line 12 that improves reliability and access.

The project team will also continue to work on implementing curb management strategies in the produce market area to reduce double parking and sidewalk blocking. All road users should be able to travel on Oakland's streets and sidewalk, which are within the public right of way.

Key takeaway #4

Desire for better bike facilities.

Some requested protected bike lanes on 2nd Street and some also mentioned that they don't use the bike lanes on 2nd Street because they are often blocked or in the door zone of cars. Folks also said that 3rd Street is preferred as a bike route.

How the project team addressed this feedback

The project team considered protected bike lanes on 2nd Street, but there are several reasons why protected bike lanes are not included in the design of this project. 2nd Street is approximately 44 feet wide. Constructing protected bike lanes, while maintaining lane widths required for emergency vehicles, would require removing all parking and loading on both sides of the street. There are a high number of dumpsters that would likely block the bike lanes, and both accessible passenger loading and commercial loading would no longer be possible. There are also a significant number of driveways that would result in many gaps in the protected bike lane.

The project team will maintain bike lanes that exist today, complete the bike lane connection on 2nd Street between Harrison Street and Alice Street, and modify the bike lane adjacent to the transit hub to better accommodate people on bikes, buses, and other vehicles. The project will also add lighting along the corridor to improve safety. Travel along 2nd Street will be more controlled in the future with the addition of new all-way stops delivered through separate [non-capital improvements](#). Together, these improvements will make 2nd Street feel safer and more comfortable for pedestrians and people on bikes. These changes also allow the project to remain within budget and on schedule to meet design milestones—which is critical for keeping grant funding.

The project team will continue elevating the feedback that protected bike lanes are needed on 3rd Street and coordinate with OakDOT leadership, other divisions, and key stakeholders to propose solutions.

Key takeaway #5

Strong desire improved pedestrian safety. This included adding all-way stops on 2nd Street where they are missing today and other safety improvements such as daylighting, refreshed or added crosswalks, bulb-outs, and pedestrian lighting.

How the project team addressed this feedback

This feedback will be addressed through the Embarcadero West Project in 2026, and through the 2nd Street Transit Hub project.

In 2026, Embarcadero West project will implement critical, non-capital safety improvements. This includes converting 2-way stops to all-way stops on 2nd Street at Clay Street, Franklin Street, and Webster Street. It also includes adding daylighting and refreshed or new crosswalks at every intersection on 2nd Street between MLK Jr. Way and Oak Street.

Through construction of the Broadway Streetscape Improvements and the 2nd Street Transit Hub, bulb-outs will be added at Broadway and 2nd Street and on the south side at Clay Street and Webster Street.



NEXT STEPS

The 65% designs will be posted on the project webpage and shared with community stakeholders.

The project team is working with the consultant teams to incorporate feedback from community engagement and will further develop the designs of the 2nd Street Transit Hub. The final designs of the project will likely be completed by the end of 2026.

Engagement and outreach for the 2nd Street Transit Hub project will continue until construction begins, which is anticipated to start in 2027 or 2028.

Visit [**www.OaklandCA.gov/2ndStreetHub**](https://www.OaklandCA.gov/2ndStreetHub) for more information.

For questions, contact **mpd@oaklandca.gov**