



Bus Stop Standard Operating Procedure

This SOP outlines process guidance for Metro Transit bus stop zones that fall under the oversight of the City of Madison Transportation Commission (TC) and that are maintained in conjunction with the City of Madison Department of Transportation, City of Madison Engineering & Traffic Engineering (TE) Divisions, as well as by other public and private entities when Metro Transit bus stop zones occur on right-of-way or property not under the jurisdictional authority of City of Madison (CMAD) staff.

City of Madison Ordinance language related to bus stop zones exists under:

[10.31\(3\)\(f\)5](#) [PRIVILEGES IN STREETS-BUS SHELTERS] (amendment routing that would add fee waiver for transit seating amenities, not just shelters);

[12.03\(3\)\(b\)5](#) [CITY TRAFFIC ENGINEER AND PARKING MANAGER OR DESIGNEE DUTIES];

[12.130](#) [STOPPING, STANDING AND PARKING OF BUSES AND TAXICABS REGULATED];

[12.131](#) [RESTRICTED USE OF BUS AND TAXICAB STANDS]; and

[33.56\(5\)\(a\)7](#) [TRANSPORTATION COMMISSION-POWERS AND DUTIES]

Metro Transit and the City of Madison publish all available permanent stops (as well as routes and schedules) in various open data formats for public access – including the sites listed below:

[City of Madison Open Data Portal](#) (Location Map and Attributes Table)

[Metro Transit Stops by Street](#) (Location Map and Schedule Data)

[Google Maps Transit Stops](#) (Location Map, Schedule Data, and Trip Planning)

Metro Transit attributes bus stop zone names using "address range" (typically start/end of hundred block, even or odd side); "on street" (name); "position" and "at location" (side of intersection or proximate landmark name); in addition to the cardinal travel bearing of a vehicle when stopped. For purposes of notice and action requirements, Metro Transit would use these same public-facing stop name attributes.

Example:

Stop ID:1199

Direction: Eastbound

Block/On Street: 1101 E Washington Ave

Position: Farside

Location: S Ingersoll St



The table below outlines typical bus stop zone actions within the jurisdiction of the City of Madison. Bus stops in partner communities are to be established and governed by those communities.

Having routes skip bus stops to run as express is considered a route change, and is not governed by this document.

Bus Stop Zone Action	Notice Requirement to Alder & Property Owner(s)¹	TC Approval Requirement²	TE Approval Requirement³
Add/Shift/Remove a bus stop zone or stop amenity, temporarily, due to an unplanned or non-permitted impact to Metro service	—	—	—
Add/Shift/Remove a bus stop zone or stop amenity, temporarily, due to a planned or permitted impact to Metro service	—	—	Yes
Remove a bus stop zone, permanently	Yes	Yes	—
Add a bus stop zone, permanently	Yes	Yes	Yes
Add or remove a bus stop zone feature (accessible boarding pad surface, seating amenity, shelter structure) <i>maintained by the City of Madison</i>	Yes	Yes	—
Add or remove a bus stop zone feature (accessible boarding pad surface, seating amenity, shelter structure) <i>installed and maintained a third party</i>	—	—	—
Add, remove, or alter stop notification materials, including maps and schedules	—	—	—

¹ Property Owner(s) in this case refer only to the parcel(s) directly adjacent to the proposed improvement. For condominiums, notice would go only to the Condo Association

² TC, at their discretion, may or may not require a public hearing

³ TE Approval is done by the jurisdiction in which the stop is located. Authority may be delegated to other staff members by the City Traffic Engineer.