



Madison Metro Transit System

Catherine Debo, Transit General Manager

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April 14, 2005

Mr. Scott Thornton
1104 Jenifer St.
Madison, WI 53703

Dear Mr. Thornton:

I am writing in response to your letter of 4/05/05 and previous e-mails concerning external bus annunciation. External annunciation began on three test routes (1,3, 31) during the week of March 20th. This new technology has been put on our buses in order for Metro to meet federal ADA requirements. We have been encouraging and collecting feedback on our test routes before implementation of external annunciation system-wide.

Thank you for the specific information indicating too-loud volumes on a bus-by-bus basis, as I'd requested. Each of the buses you identified is a low-floor Gillig bus. Your input has been very helpful to us in pinpointing the problem with volume in this sub-set of our fleet. Each bus fleet type (manufacturer, year of manufacture) has a different built-in speaker system in a different location, and thus the effect is different in the external environment. Using the information you have provided us, we have been able to identify and reduce the volumes on all of the buses in this bus type, such that the annunciation can be heard clearly by people waiting to board, but no louder than necessary to accomplish that task. Moreover, each announcement will be made only once when bus doors are opened, rather than repeated every so often. Barring computer problems, the speaker volumes on these vehicles have been corrected as of this morning - 4/13/05. By use of a decibel meter, staff worked to identify the appropriate volume by comparison with other fleet types where we have not received any complaints since implementation of the annunciation system.

I am very sorry that you were inconvenienced by the too-loud annunciations on these buses. Thank you again for your feedback. If you should experience any further problems, please let us know.

Sincerely yours,

Catherine S. Debo
Metro Transit General Manager

cc: Marsha Rummel
Alder Judy Olsen
Jeanne Hoffman
Linda Lewis/Mayor Cieslewicz