



Kansas RTAP Fact Sheet

A Service of the Kansas Rural Transit Assistance Program — for Transit Agencies



Fleet Cleaning is Essential to Quality Service on Public Transit

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Introduction

A tidy vehicle conveys the message that the transit agency cares about delivering a high level of customer service and providing passengers with a positive experience. This fact sheet discusses policies that can be put in place regarding vehicle inspections, cleaning kits, vehicle cleanliness standards, proper training, and passenger hygiene, to ensure your fleet stays clean and welcoming.

Vehicle Inspections

KDOT requires pre- and post-trip inspections on every transit vehicle on a daily and weekly basis. Reviewing cleanliness should be part of that inspection. The inspection checklist should include a cleanliness section that lists the transit agency's vehicle cleanliness standards and factors for achievement.

Vehicles should have a cleaning kit that contains a whisk broom, disinfectant wipes, a small waste basket, a dust pan, vinyl gloves, window cleaning sprays, and a disinfecting spray. The area where vehicles are stored should have cleaning kits that contain mops, mop buckets, insect sprays, and additional disinfecting sprays.

Vehicle Cleanliness Standards

Consider adopting policies that prohibit eating, drinking, and carrying beverages in spillable containers on transit vehicles. Passengers should be expected to clean up after themselves as well.

Training

Transit agencies should provide training for staff members on cleaning methods that prevent the spread of contagious diseases and illnesses. The training should emphasize the use of gloves, minimizing the transfer of items from passengers to drivers by having passengers dispose of trash themselves, or dropping their fare into a collection container, and encouraging drivers (and passengers) to regularly wash their hands.

Passenger Hygiene

Transit agencies can explore development of policies regarding any poor passenger hygiene that poses a risk to the health of drivers and fellow passengers due to unsanitary conditions. Examples include passengers carrying pests and passengers with mobility devices contaminated with pet waste.

A standard procedure for handling reports of passenger's hygiene can be as follows:

1. A complaint is made by passengers or drivers to the dispatch office.
2. The complaint is forwarded to the appropriate supervisor.
3. The supervisor reaches out to the passenger and issues a warning stating a suspension is possible if the hygiene issue isn't resolved. The supervisor can offer assistance by providing hygiene care kits or information on organizations that provide hygiene care kits.

Conclusion

The cleanliness of a transit vehicle is a direct representation of the level of service a transit agency provides. In order to provide a service that passengers feel comfortable using, a regular routine of cleaning and maintenance, along with training and policies will help keep transit vehicles clean.

Sources for this Article

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