

It's a 'Clean Sweep' For Division 1 Maintenance

By DANIELLE GROSSMAN

(Jan. 28, 2003) Central City Division 1 maintenance has become a role model in bus cleanliness. It has been ranked No. 1 for the past nine months.

"Bus cleanliness is the next most important thing to on-time performance for the general public," says Maintenance Manager Bob Hogancamp.

During the division's *How You Doin'?* award presentation, sector General Manager Rich Rogers commented, "We feel bus cleanliness is such an important element that we're going to include vehicle cleanliness as one of the major contributing factors that will weigh in the decision on which maintenance division is judged No. 1."

The program owes its success to the 29 service attendants who clean the buses seven days a week, Hogancamp says. A year ago the service attendants were asked to design and implement a program that would result in cleaner buses. Their program has proven successful.

The program works because the attendants clean the buses the way that they *want* to, not the way they're *told* to, Hogancamp says. Giving them more control over the program has resulted in more consistent and thorough bus cleanings.

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