



Date issued: 21 April 2020

Train Cleaning

Thank you for your Freedom of Information (FOI) Act request of 6 April 2020. You requested the following information:

how frequently trains are cleaned and provide details as to the method and products used to clean the trains?

Ordinarily, Transport for Wales Rail Services is required to report to Transport for Wales on a level of cleanliness which is measured through a Service Quality Report (SQR). The specific wording of the Grant Agreement Requirement is:

- (a) ensure that the nature and frequency of its planned and reactive programme for maintaining a reasonable standard of train presentation is such that all rolling stock used by it in the provision of the Passenger Services is expected to be kept reasonably clean, appropriately stocked with consumables and free from minor defects;
- (b) use all reasonable endeavours to ensure that a reasonable standard of train presentation is maintained at all times in respect of all rolling stock used by it in the provision of the Passenger Services.

However, since the COVID-19 outbreak cleaners are working through the day and night in an effort to ensure trains are cleaned frequently, using the best available products whilst focusing on high contact points. Efforts include using an anti-viral cleaning product with a seven-day protection period, under-pinned by cleaning trains thoroughly at least every 24 hours, plus regular cleaning of major contact points such as tables, handles and anywhere where people may regularly place their hands.

Over the past six weeks, additional cleaners have been employed to cover both the day and night shifts at train depots throughout the Wales and Borders network, as well as the deployment of extra onboard cleansers on trains. The cleaning teams have also been provided with the necessary equipment to stay safe themselves.

If you have any queries, please do not hesitate to contact Transport for Wales.

Yours sincerely

Transport for Wales