

# Survey Says...

Results from the 2015 CMM In-House/Facility Manager Benchmarking Survey



Last month, we launched the *2015 Cleaning and Maintenance Management (CMM) In-House/Facility Manager Benchmarking Survey* to ask our in-house/facility manager readers about current trends and issues affecting their operations and the facilities in which they operate. The information gathered is designed to help you gauge the most impactful trends affecting the market and your industry peers who work in the jansan space. Further, the survey data provides valuable insight for the *CMM* editorial staff who are looking to better serve you with relevant, educational content.

## Methodology and Audience Summary

In April 2015, the survey was distributed by email to members of *CMM*'s in-house/facility manager database, which includes individuals who work in diverse facility types and operations. A total of 378 completed surveys are included in the 2015 analysis.

While this year's survey respondents represented a wide range of facility types overall, more than half (51.6 percent) of participants reported that they work in education facilities (24.9 percent in K-12 schools and 26.2 percent in colleges/universities). More than 31 percent work in health care facilities, while the balance of respondents work in commercial (9 percent), industrial (3.7 percent), hospitality (1.9 percent), recreation/transportation (1.9 percent), and retail (1.3 percent) facilities. More than 90 percent of participants are at the manager level or higher, and 49.2

percent oversee multiple departments—including cleaning and maintenance—at their facilities.

## Key Findings

Some of the resonant themes in the survey data may not come as a surprise: In open-ended questions about operational issues impacting in-house professionals, participants consistently mentioned budget pressures, staffing concerns, and infection-control matters. However, when it comes to budgets specifically, 25.1 percent of respondents reported an increased operating budget for 2015, while nearly 40 percent described their operating budget as flat compared to last year.

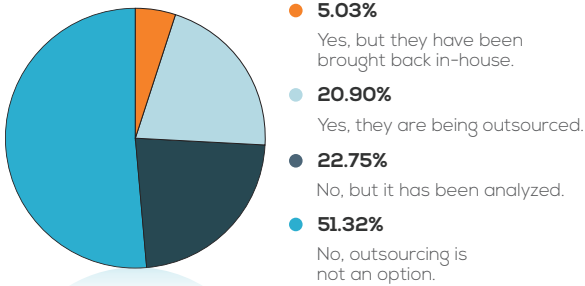
When asked to rank the importance of specific issues in their facilities and operations, the top five responses that participants ranked as "very important" were health and safety (79.4 percent), improving productivity/efficiencies (78.6 percent), improving facility image (71.4 percent), security (65.3 percent), and staff training/education (65.3 percent).

## Get the Full Scoop Online

Find the complete survey results and additional graphics on our website at [www.CMMOnline.com/in-house-survey](http://www.CMMOnline.com/in-house-survey). Stay tuned for our *2015 Building Service Contractor Benchmarking Survey* later this year.

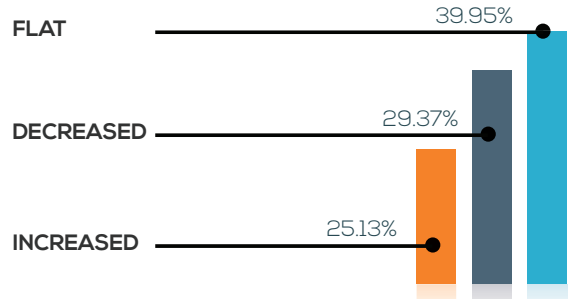
## OUTSOURCING

Have your cleaning/janitorial services been outsourced in the last five years?



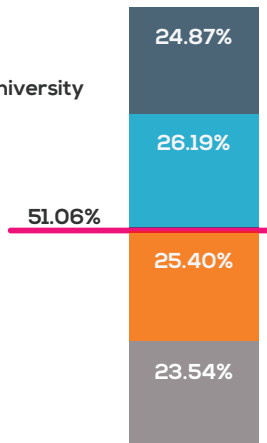
## OPERATING BUDGET

Describe your 2014-2015 operating budget.



## TYPE OF FACILITY

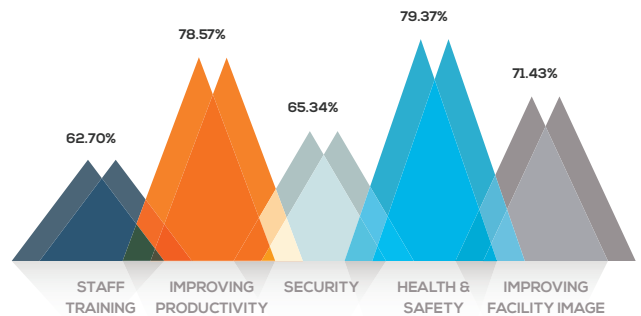
- Education: K-12
- Education: College/University
- Health Care: Hospital
- Other



More than half (51.06 percent) of survey respondents work in education facilities.

## IMPORTANT ISSUES

For a second consecutive year, health and safety topped the list of issues that survey respondents ranked "very important" to their facilities/operations.



## JOB TITLE/FUNCTION

**28** 28.04%  
Director/Manager/Supervisor of Custodial Services



**23** 22.75%  
Director of Facilities



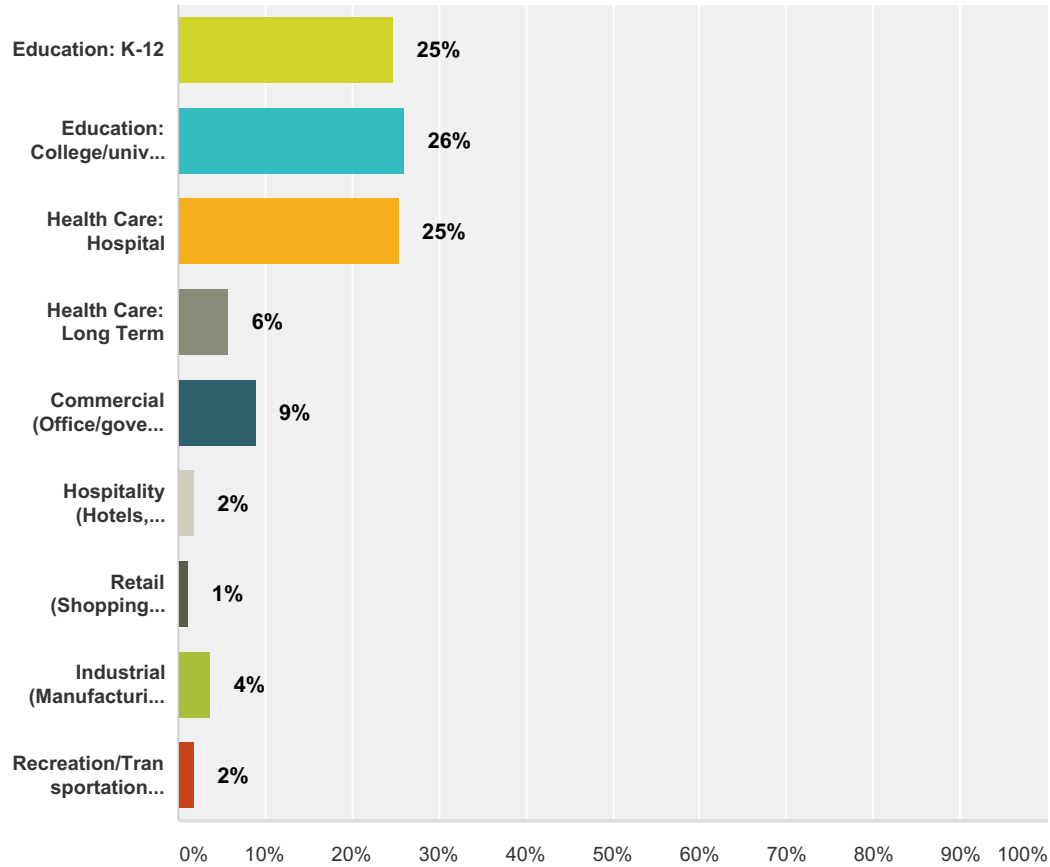
**13** 13.49%  
Director of Environmental Services



**11** 10.58%  
Director/Manager of Maintenance/Operations

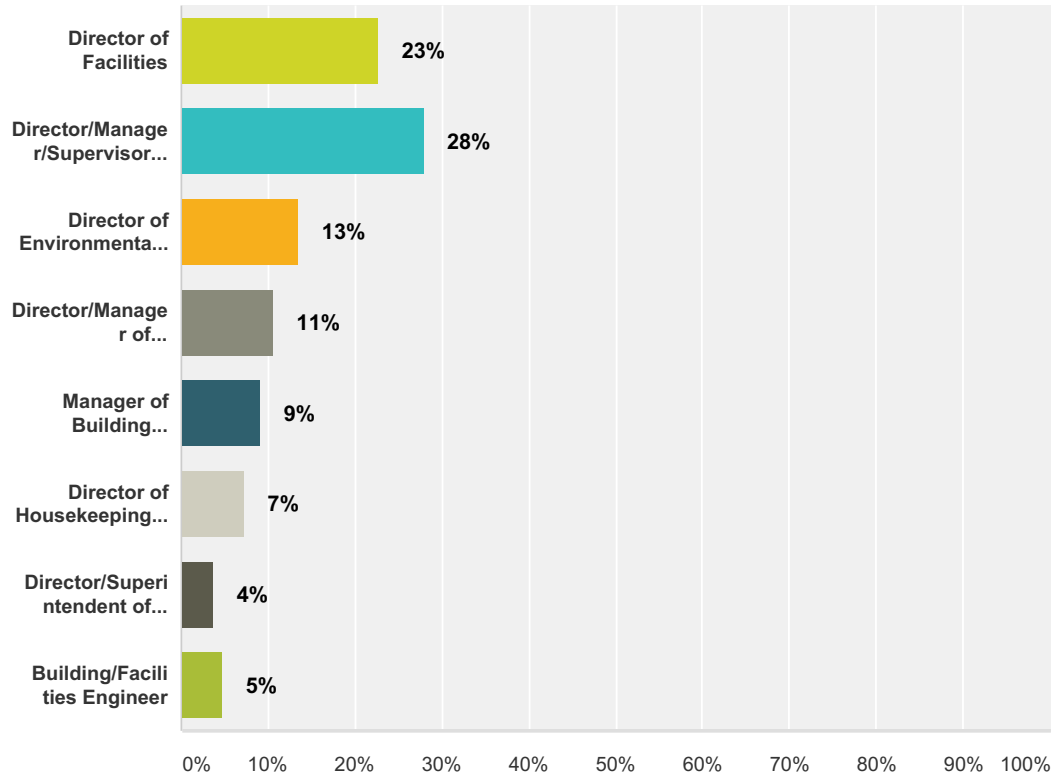


**Q1 Which of the following best describes  
 your facility/institution?**



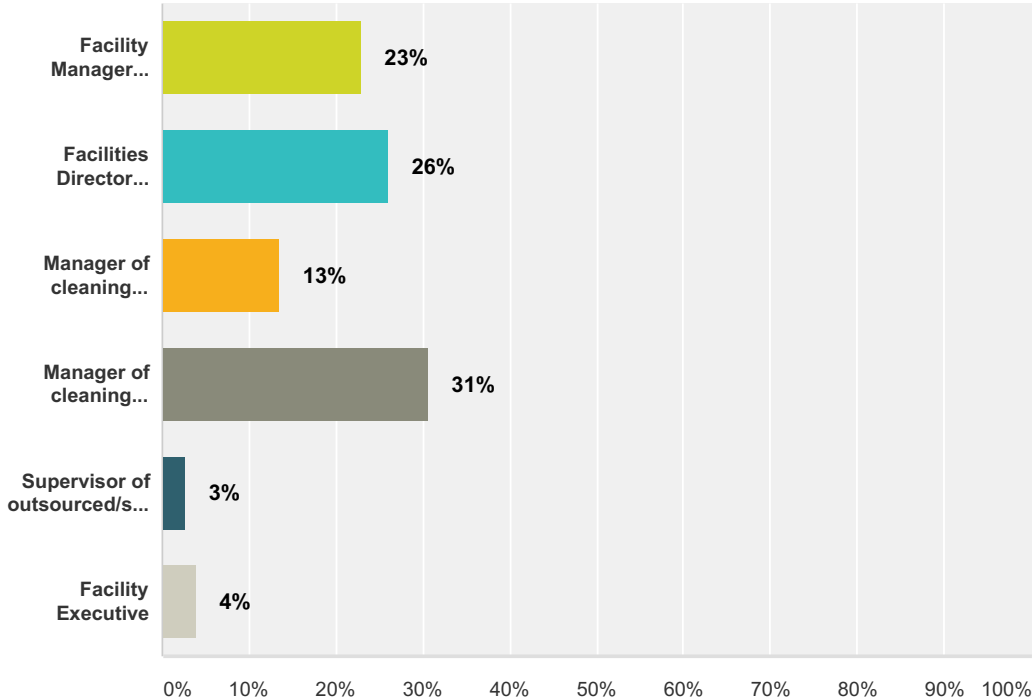
Answer Choices	Responses
Education: K-12	25%
Education: College/university	26%
Health Care: Hospital	25%
Health Care: Long Term	6%
Commercial (Office/government buildings)	9%
Hospitality (Hotels, motels, apartment, convention)	2%
Retail (Shopping centers, entertainment, churches, museums)	1%
Industrial (Manufacturing, warehouses)	4%
Recreation/Transportation (Arenas, stadiums, airports)	2%
<b>Total</b>	

## Q2 Which of the following best describes your job title/function?



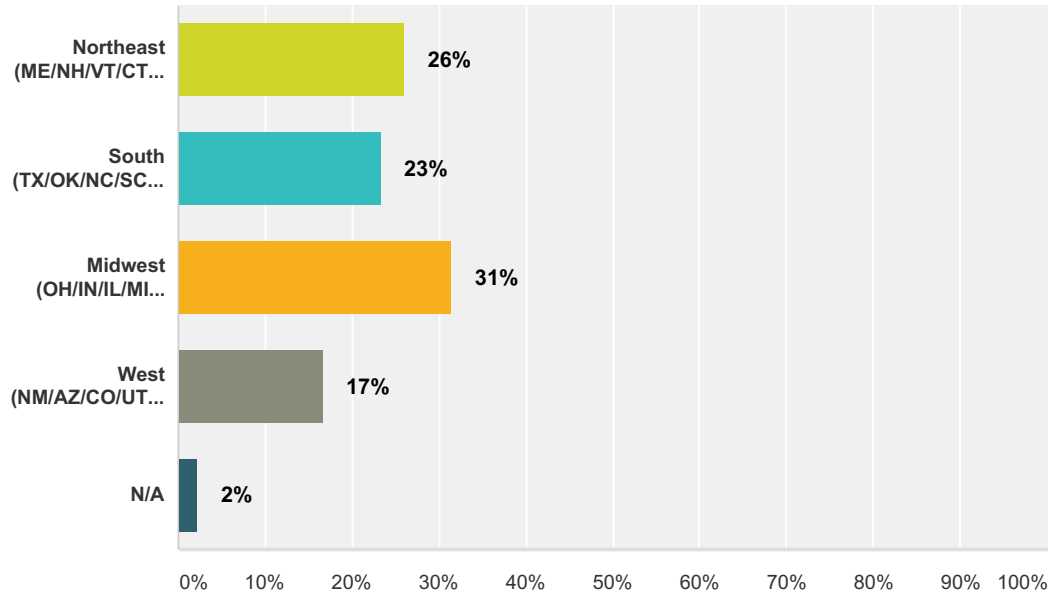
Answer Choices	Responses
Director of Facilities	23%
Director/Manager/Supervisor of Custodial Services	28%
Director of Environmental Services	13%
Director/Manager of Maintenance/Operations	11%
Manager of Building Services	9%
Director of Housekeeping/Executive Housekeeper	7%
Director/Superintendent of Buildings & Grounds	4%
Building/Facilities Engineer	5%
<b>Total</b>	

**Q3 Which of the following best describes  
 your management responsibilities?**



Answer Choices	Responses
Facility Manager (oversee multiple departments at a single facility, including cleaning/maintenance)	23%
Facilities Director (oversee multiple departments at multiple facilities, including cleaning/maintenance)	26%
Manager of cleaning services for a single facility	13%
Manager of cleaning services for multiple facilities	31%
Supervisor of outsourced/subcontract cleaning services	3%
Facility Executive	4%
<b>Total</b>	

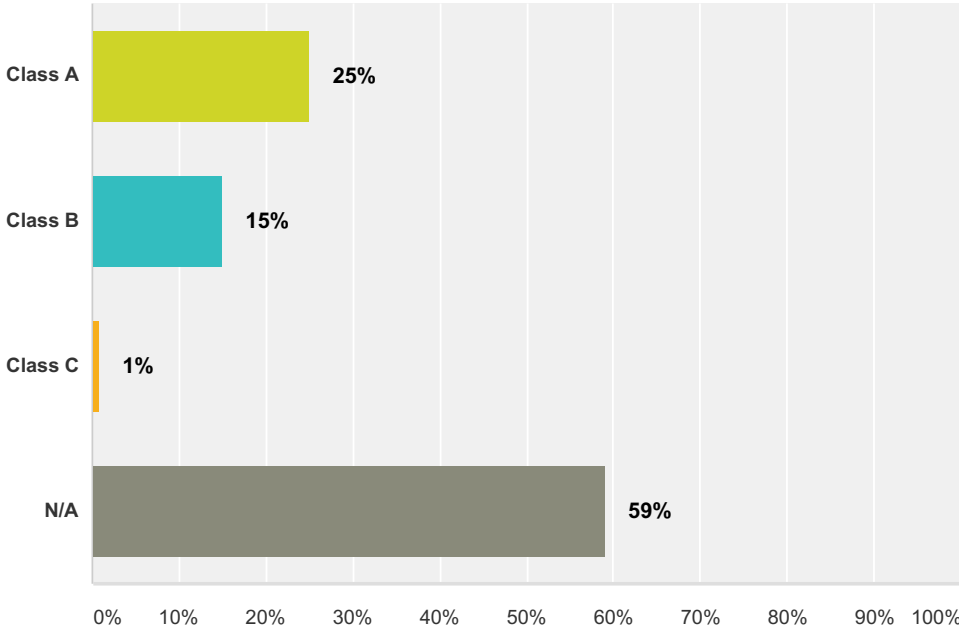
## Q4 In what geographic region is the facility/are the facilities you manage?



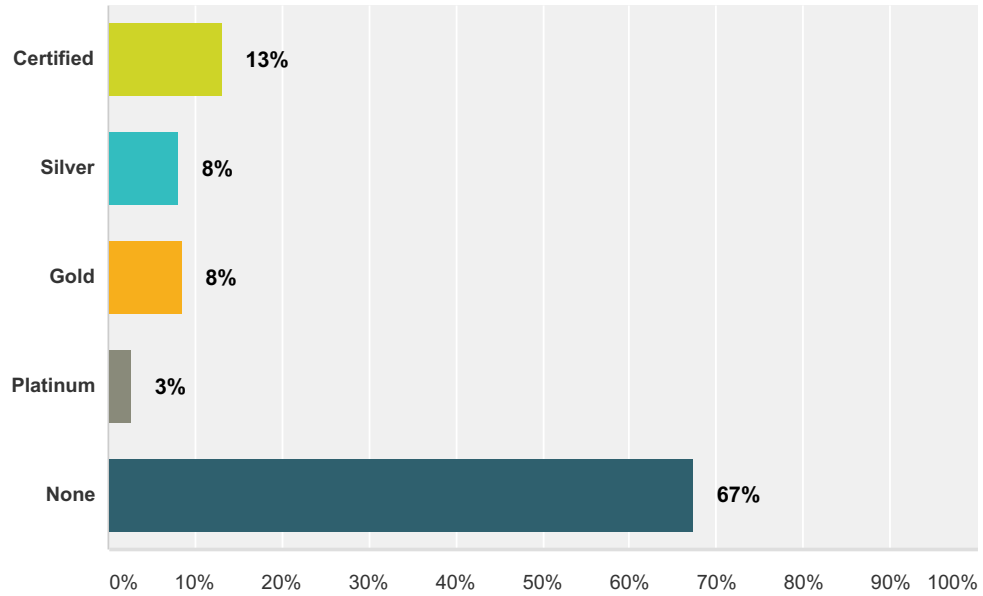
Answer Choices	Responses
Northeast (ME/NH/VT/CT/MA/RI/NY/PA/NJ/DE/MD)	26%
South (TX/OK/NC/SC/GA/FL/TN/AL/MS/AR/LA/KY/WV/VA/DC)	23%
Midwest (OH/IN/IL/MI/WI/MN/ND/SD/IA/NE/KS/MO)	31%
West (NM/AZ/CO/UT/WY/MT/ID/WA/OR/NV/CA/AK/HI)	17%
N/A	2%
<b>Total</b>	

**Q7 Which of the following best describes your facility(s) type?**

Answered: 378 Skipped: 0



**Q8 What level of LEED certification has  
your facility(s) achieved?**



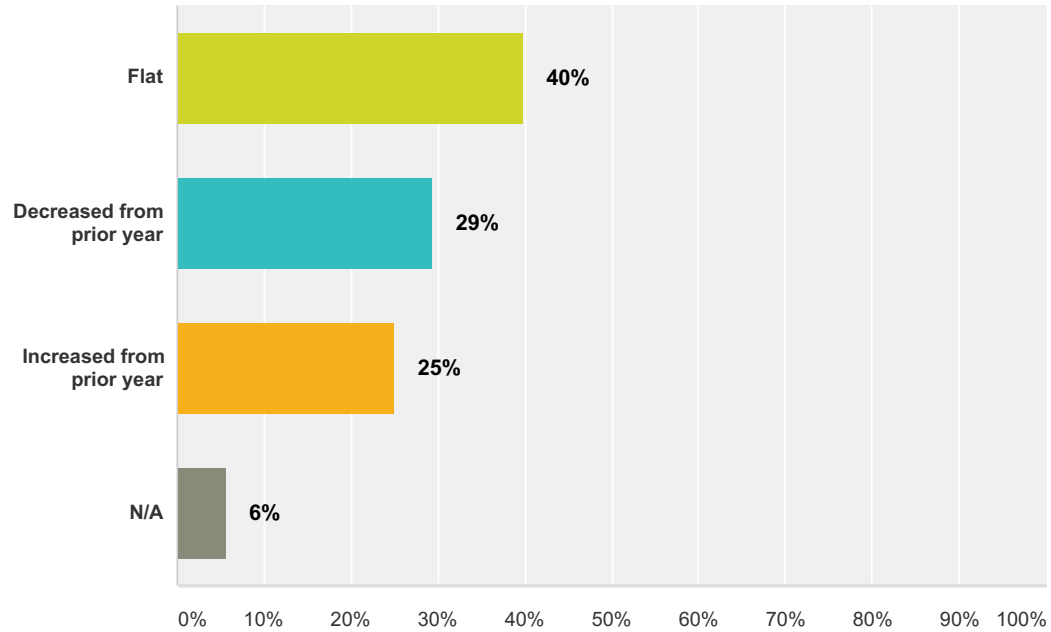


**Q9 Rate the importance of the following issues  
 in your facility/operation.**

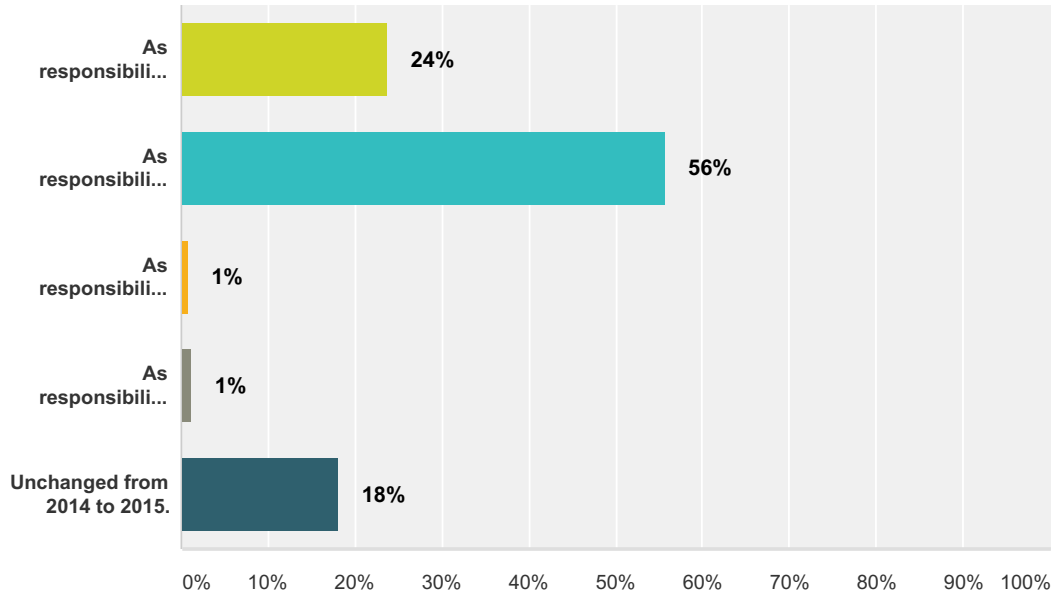
	Very Important	Somewhat Important	Neutral	Less Important	Not Important	
Improving productivity/efficiencies	79%	20%	1%	0%	0%	
Validating/proving budget to management	51%	33%	13%	2%	1%	
Reducing overall cleaning/maintenance cost	54%	36%	10%	1%	0%	
Improving facility image	71%	22%	6%	0%	0%	
Reducing employee turnover	38%	30%	22%	6%	3%	
Sustainable/green initiatives	29%	46%	20%	4%	1%	
Health & Safety	79%	18%	3%	0%	0%	
Security	65%	22%	10%	2%	1%	
Energy management	48%	37%	11%	2%	2%	
Training/education of staff	63%	28%	8%	1%	0%	

## Q10 Please select one statement that best describes your 2014-2015 operating budget.

Answered: 378 Skipped: 0

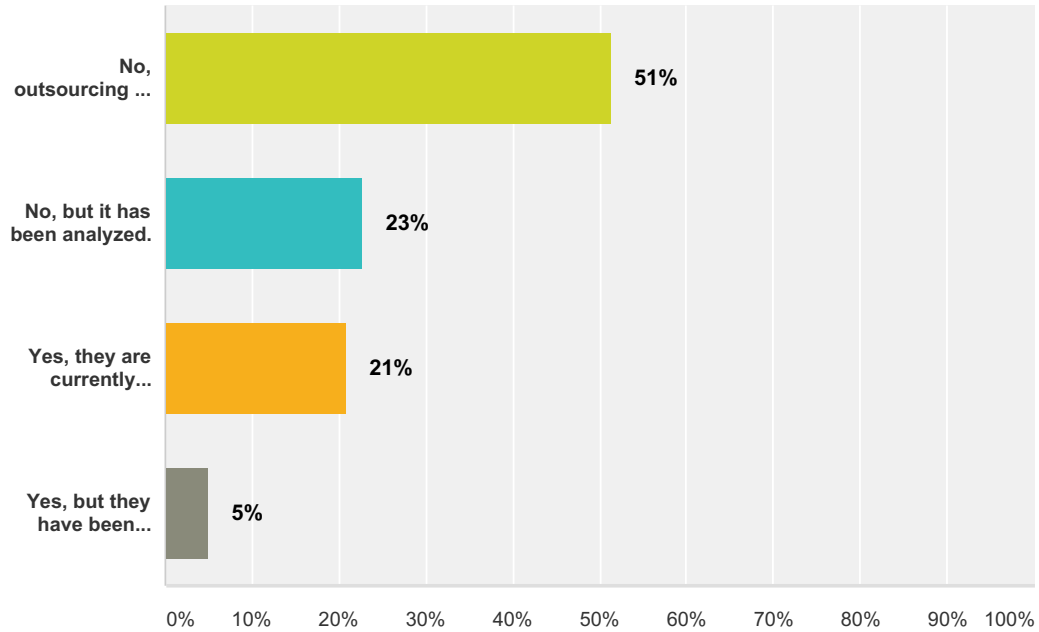


**Q11 Please select one statement that best describes your 2014-2015 operating budget in relation to your responsibilities.**



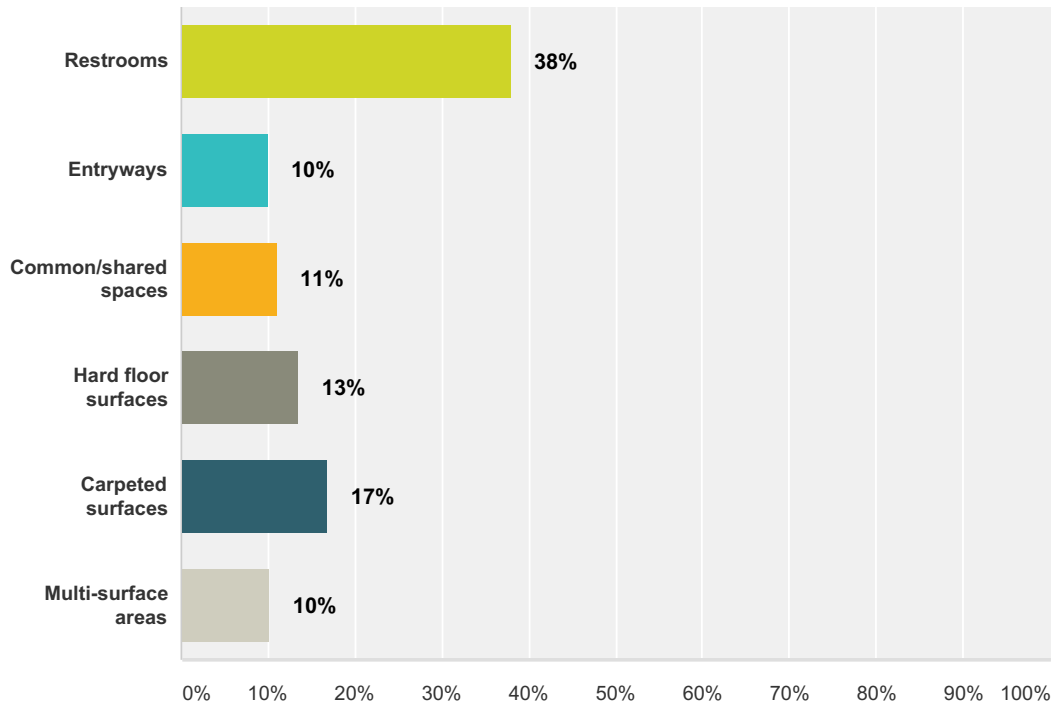
Answer Choices	Responses
As responsibilities increase, budget increases	24%
As responsibilities increase, budget stays flat	56%
As responsibilities decrease, budget stays flat	1%
As responsibilities decrease, budget decreases	1%
Unchanged from 2014 to 2015.	18%
<b>Total</b>	

**Q13 Have your cleaning/janitorial services been outsourced in the last five years?**



Answer Choices	Responses
No, outsourcing is not an option.	51%
No, but it has been analyzed.	23%
Yes, they are currently outsourced.	21%
Yes, but they have been brought back in house.	5%
<b>Total</b>	

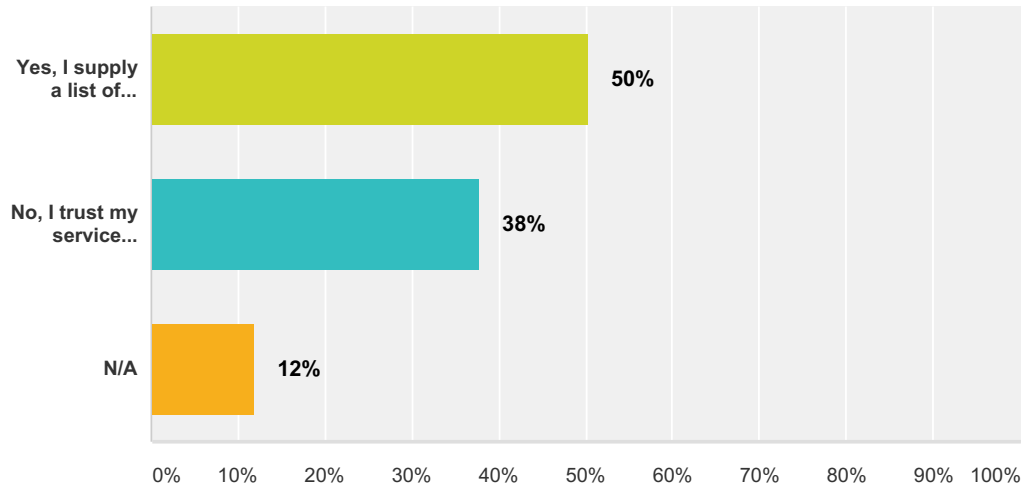
**Q14 Which of the following areas/surfaces are the most problematic in cleaning/maintaining your facility?**



**Q15 Which of the following  
tasks/responsibilities do you outsource or  
utilize in-house staff?**

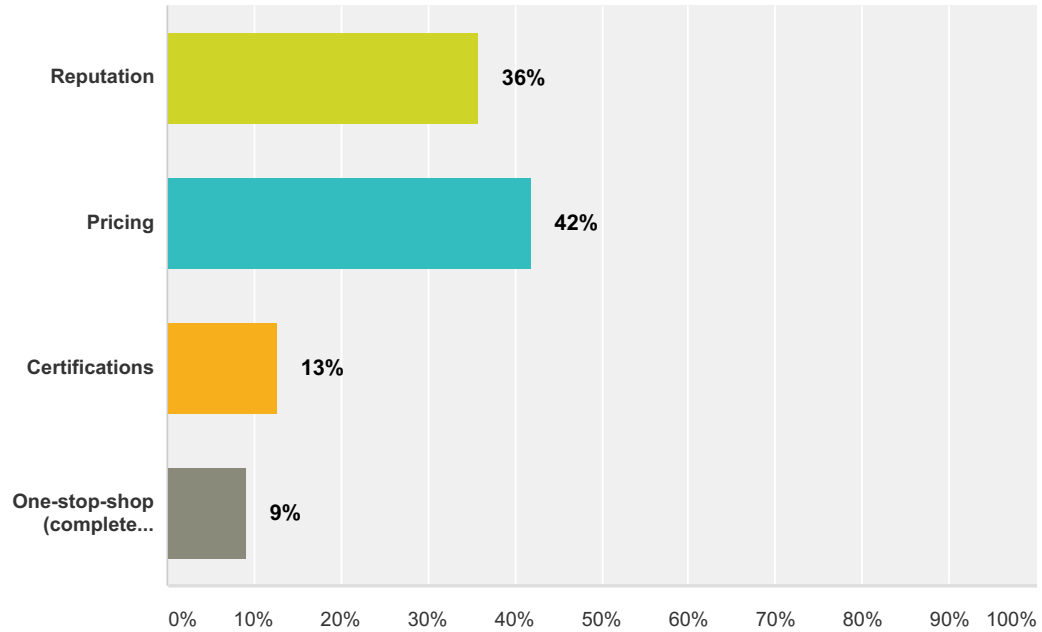
	In-House Staff	Outsource	N/A	
Stripping/recoating hard floors	78%	18%	3%	
Restorative/deep cleaning carpets	69%	28%	3%	
Polishing/Restoring stone and marble surfaces	43%	23%	34%	
Entry mats	71%	28%	1%	
Lightbulb replacement/relamping	91%	4%	5%	
Exterior maintenance (sidewalks, parking, etc.)	70%	24%	6%	
Grounds care	63%	31%	6%	
Painting	74%	20%	6%	
Clean rooms	75%	10%	15%	56
Fire/water damage restoration	30%	60%	10%	
Laundry operations	44%	37%	19%	
Window cleaning	52%	46%	2%	
Snow removal	57%	25%	17%	
Bird/pest control	24%	73%	3%	
Maintaining HVAC systems	72%	22%	6%	
Roof maintenance/repair	27%	67%	6%	
Preventive maintenance/building systems	80%	13%	7%	
Building(s) security	71%	21%	8%	

**Q16 When outsourcing services, do you have input on the specific products and equipment that will be utilized within your facility?**



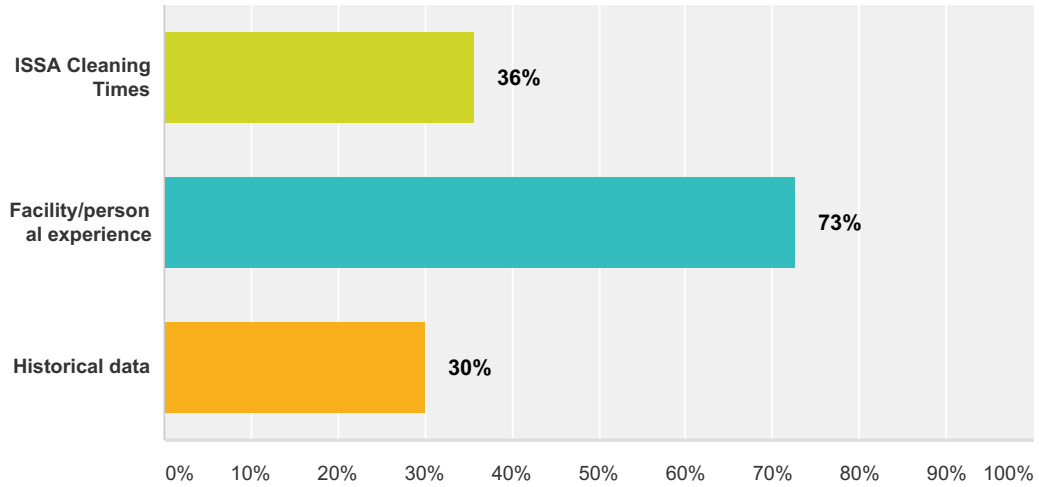
Answer Choices	Responses
Yes, I supply a list of specific brands and product to be used in my facility(s).	50%
No, I trust my service provider to utilize up-to-date equipment and supplies.	38%
N/A	12%
<b>Total</b>	

**Q17 When selecting an outsourced service provider, what criteria is most important?**

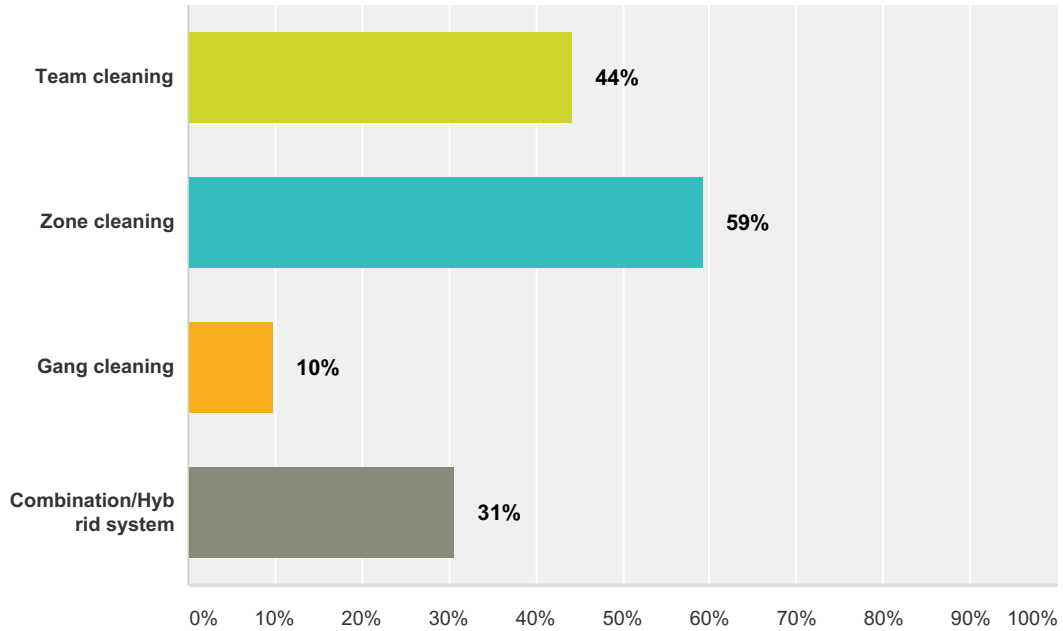




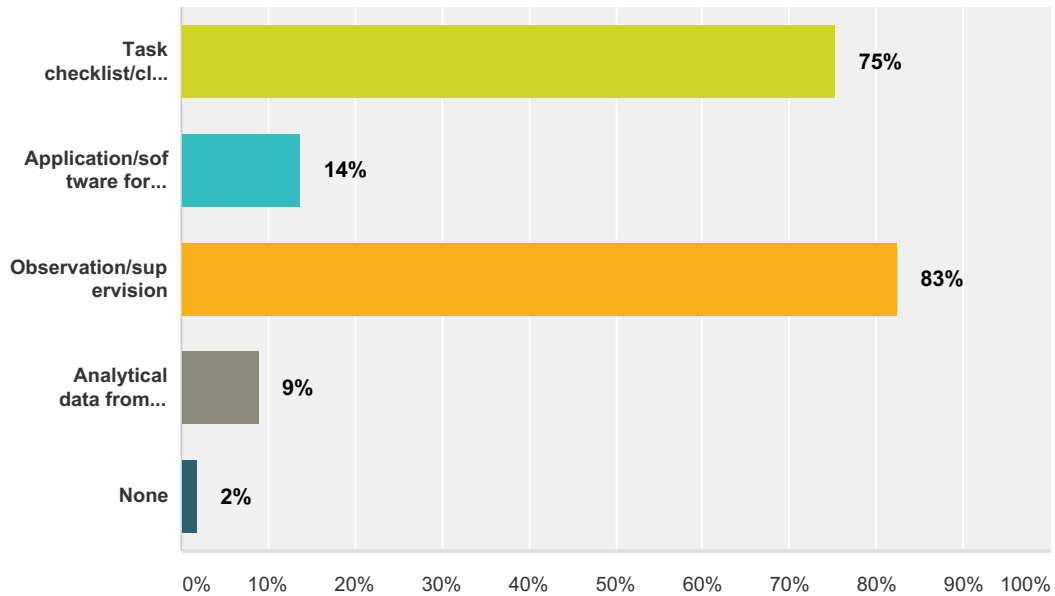
**Q18 What baseline/benchmarks do you use  
for expected cleaning task time?**



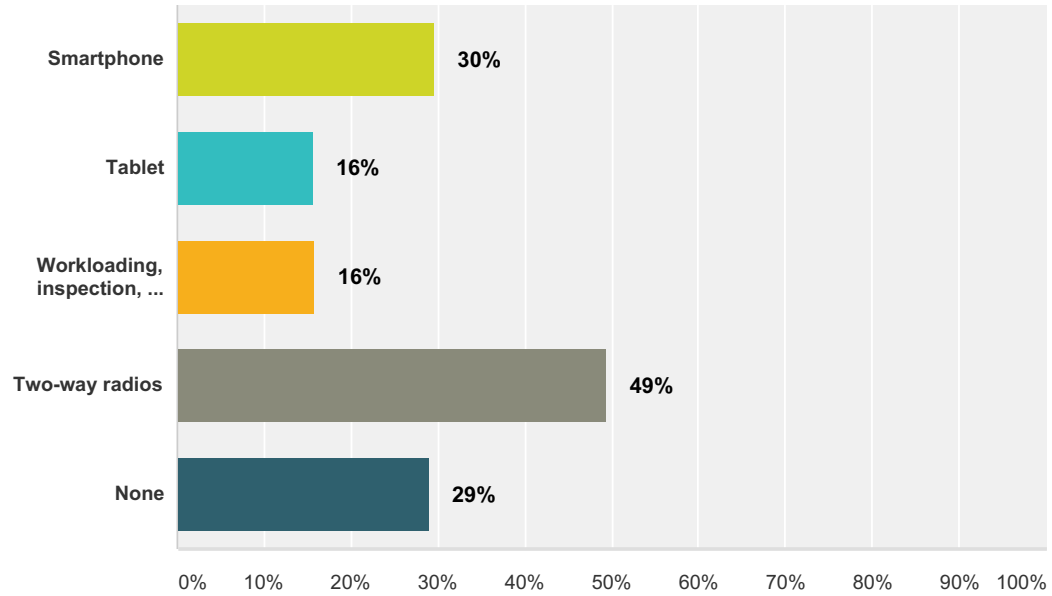
**Q19 Which of the following  
workloading/assignment systems do you  
use in your facility(s)?**



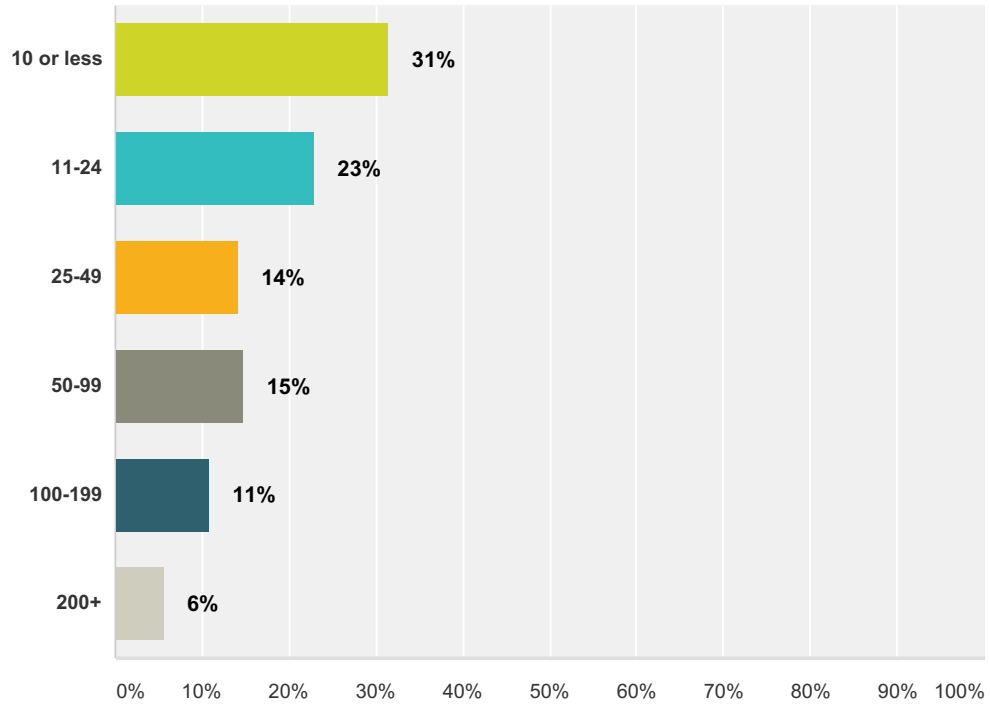
**Q20 What type of quality assurances are used in your facility(s)?**



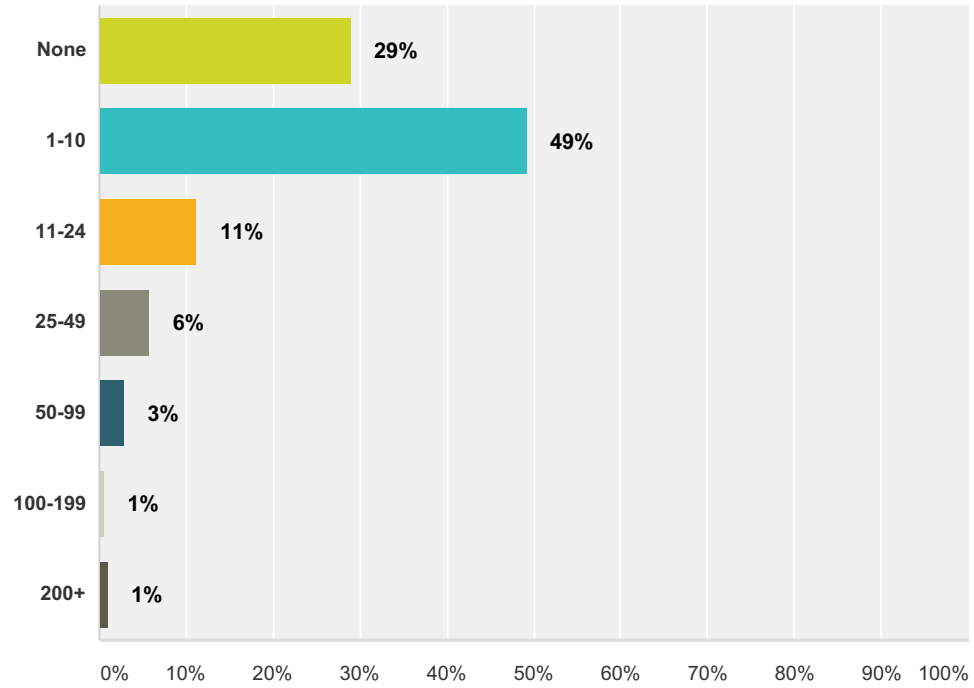
**Q21 What portable technology do your employees utilize for their job?**



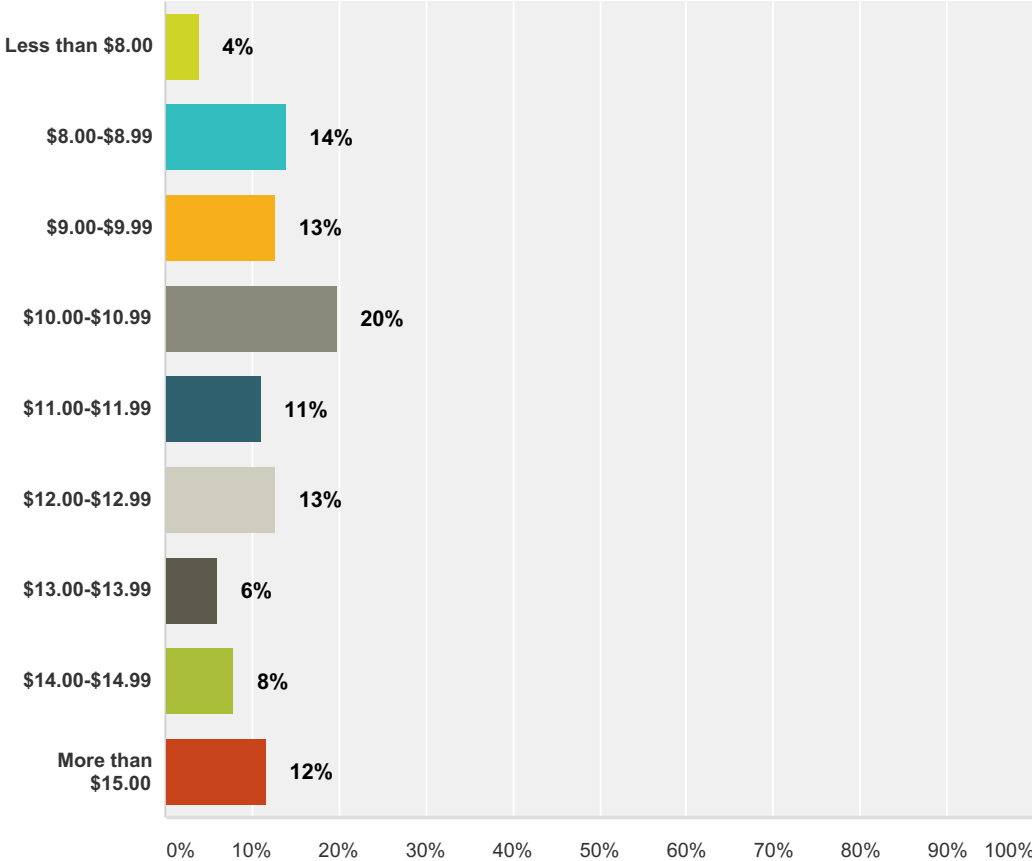
**Q23 How many full-time employees are in your cleaning/maintenance department?**



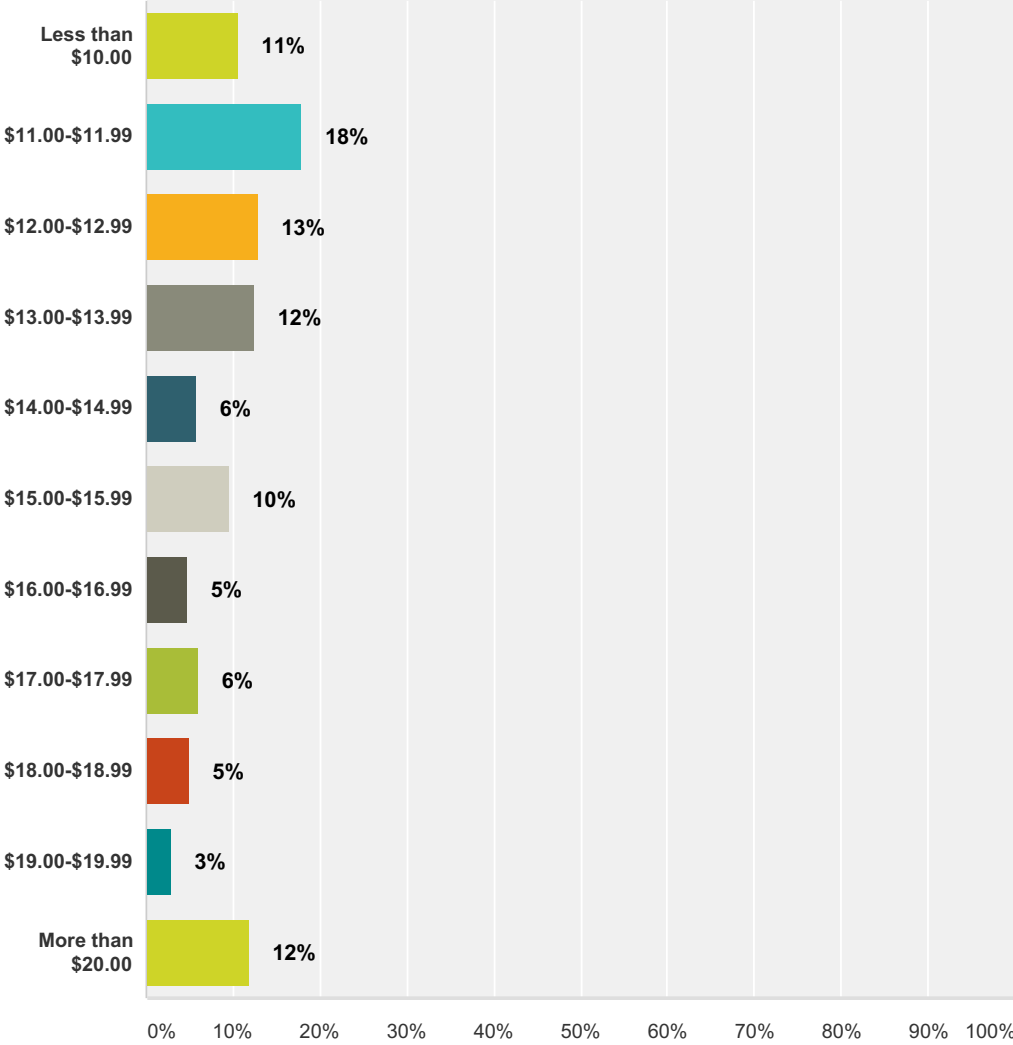
**Q24 How many part-time employees are in your cleaning/maintenance department?**



**Q25 What is the STARTING hourly wage for employees in your facility(s)?**

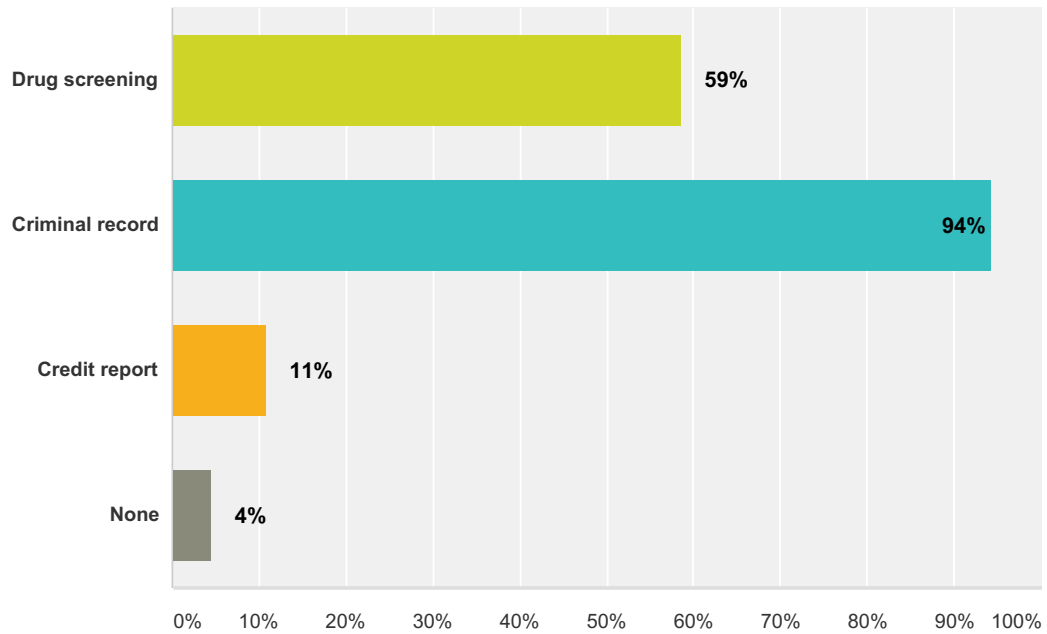


**Q26 What is the AVERAGE hourly wage for employees in your facility(s)?**

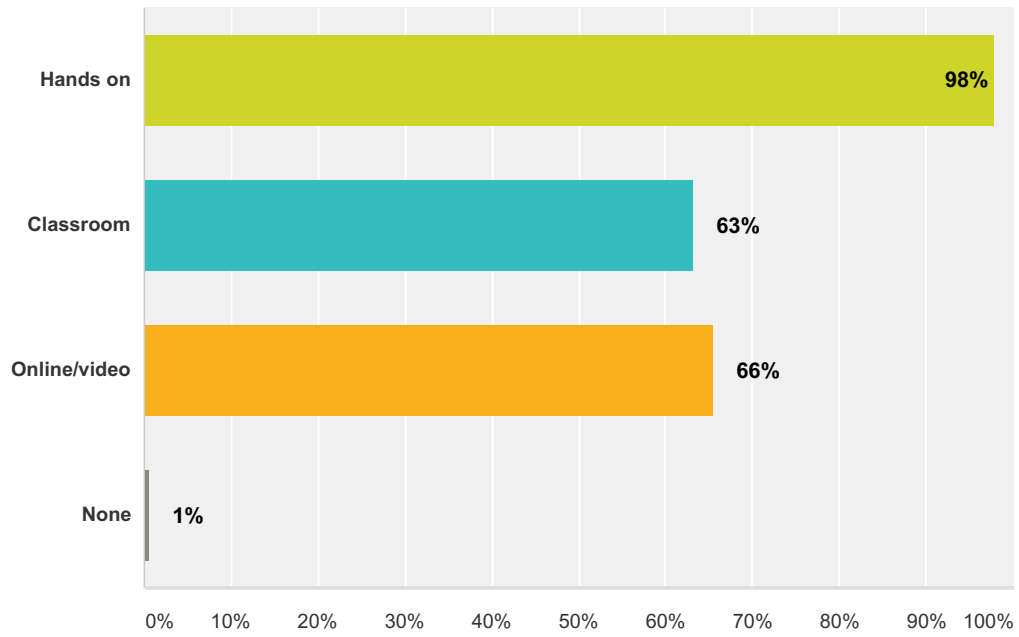




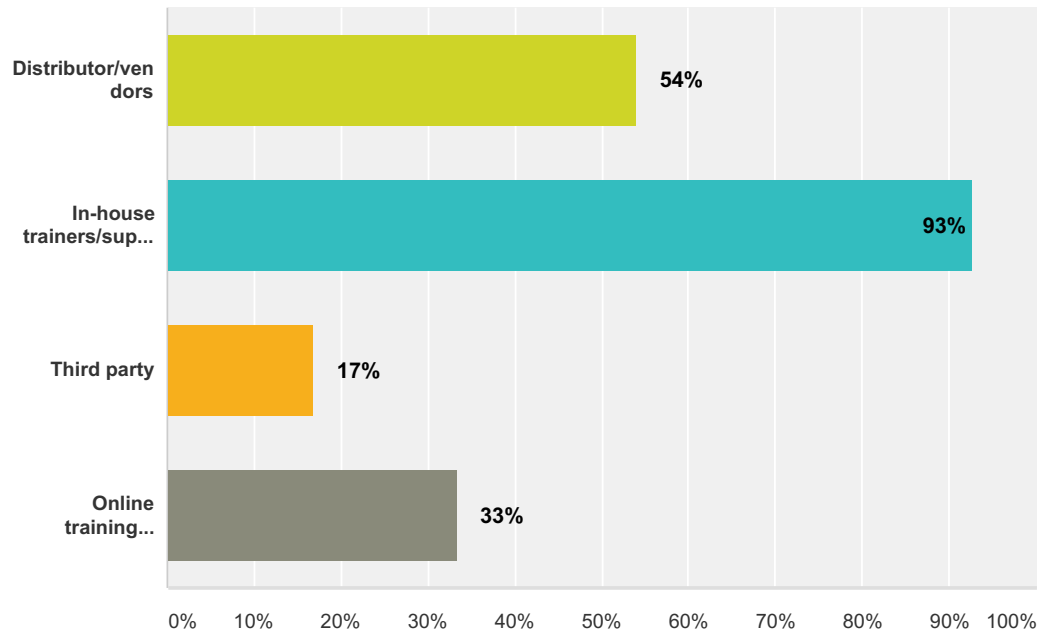
**Q27 What background checks do you use during the hiring process? Check all that apply.**



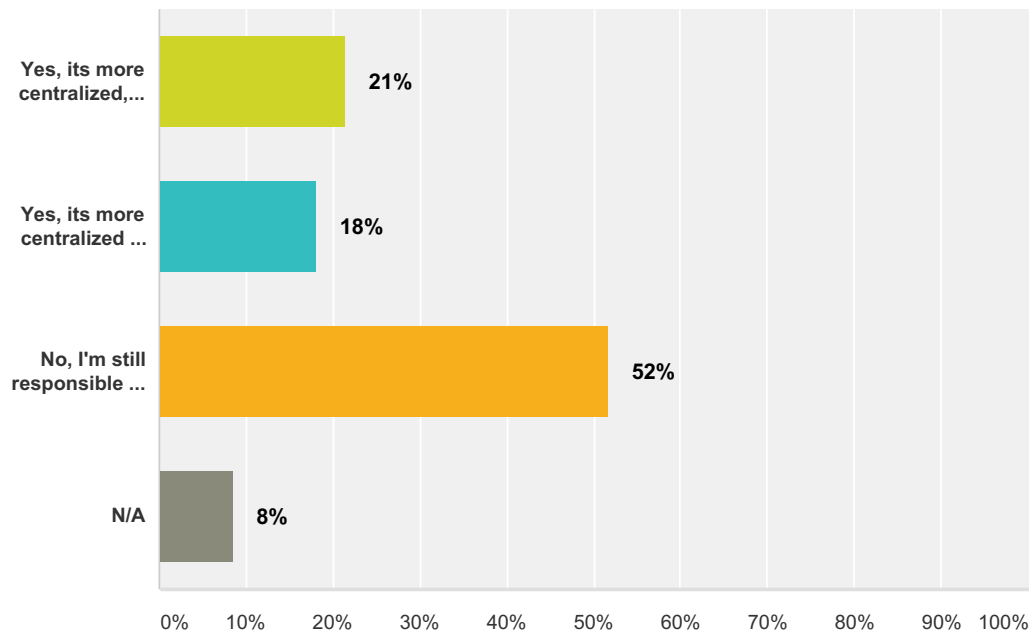
### Q28 What type of training do you offer employees in your facility(s)?



### Q29 Who provides training for your cleaning/maintenance staff?

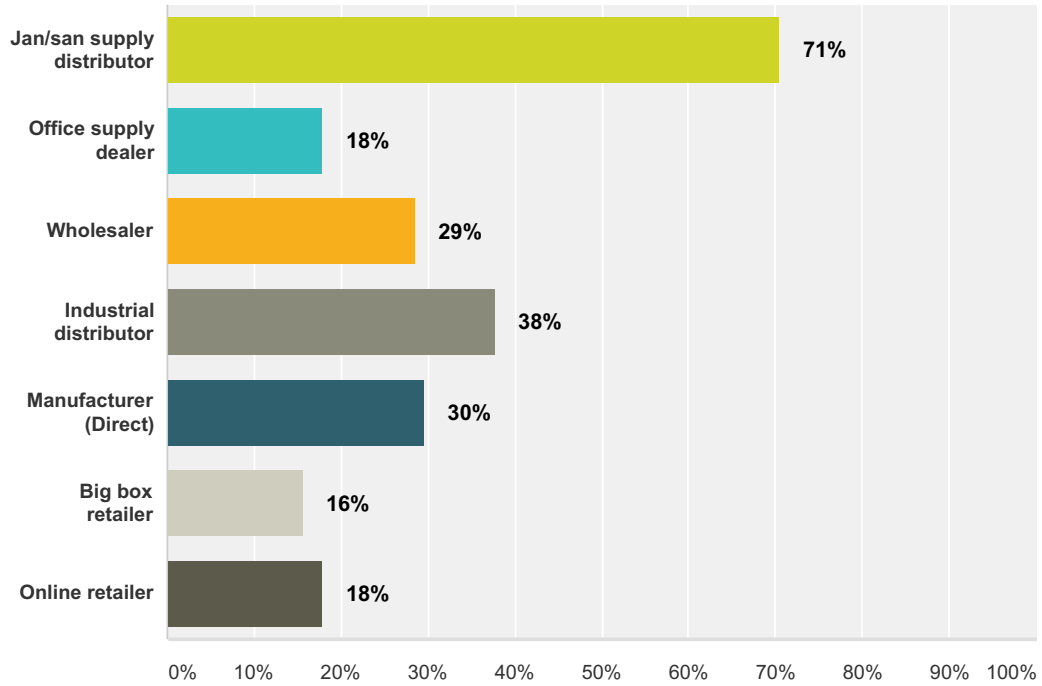


### Q31 Has your purchasing process changed in recent years?



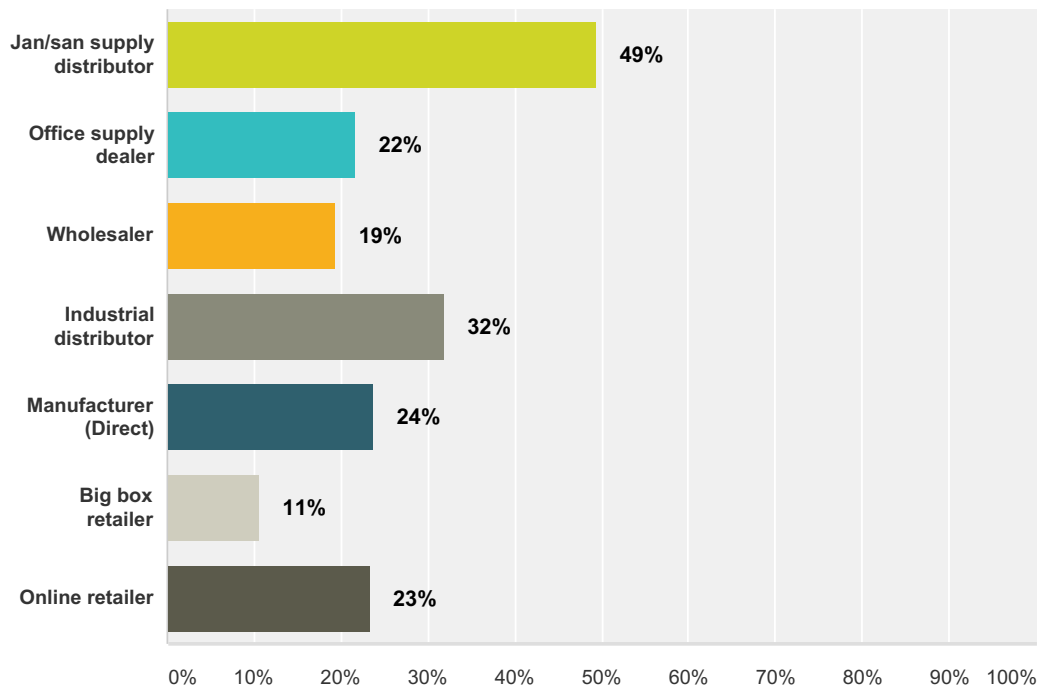
Answer Choices	Responses
Yes, its more centralized, but I still have final say.	21%
Yes, its more centralized and my authority has decreased.	18%
No, I'm still responsible for my budget.	52%
N/A	8%
<b>Total</b>	

### Q33 From whom do you purchase cleaning/ maintenance products?



Answer Choices	Responses
Jan/san supply distributor	71%
Office supply dealer	18%
Wholesaler	29%
Industrial distributor	38%
Manufacturer (Direct)	30%
Big box retailer	16%
Online retailer	18%
<b>Total Respondents: 378</b>	

**Q34 When purchasing cleaning/maintenance products, from which of the following sources do you purchase ONLINE?**



Answer Choices	Responses
Jan/san supply distributor	49%
Office supply dealer	22%
Wholesaler	19%
Industrial distributor	32%
Manufacturer (Direct)	24%
Big box retailer	11%
Online retailer	23%
<b>Total Respondents: 378</b>	

### Q36 Which of the following products are you responsible for purchasing in your facility(s)?

