

2026 **CMM** | CLEANING & MAINTENANCE MANAGEMENT

IN-HOUSE/FACILITY MANAGEMENT

SURVEY REPORT

In-house supervisors share the inner workings of their facilities in our annual benchmarking tool

Labor woes remain the top concern among facility managers and supervisors overseeing in-house custodial workers, followed by budget limitations and the spread of infectious diseases. Participants in Cleaning & Maintenance Management's 2026 In-House/Facility Management Benchmarking Survey weighed in on the causes of staffing and retention challenges, ranging from a shortage of skilled candidates and a lack of fair compensation to competition from other facilities and complications arising from immigration crackdowns.

ABOUT THIS REPORT: Survey data is based on results from email solicitations to in-house service providers from Feb. 3 to Feb. 25, 2026. Results are self-reported and not based on audited financial statements. Percentages in graphs and charts are rounded to the nearest whole number.

One survey participant wrote that “attracting quality candidates to the industry as a preferred career option” is a challenge because “it is still often viewed as a low-skill, low-knowledge, low-income career choice.”

In response to these staffing challenges, facility supervisors are seeking new ways to retain workers. A new question introduced to the survey this year found most respondents (53%) relied on training and certification opportunities to enhance employee loyalty, followed by nonmonetary incentives, such as meals, gifts, and awards (a tactic favored by 43% of survey respondents), and mentoring programs (a solution chosen by 39%).

Stretched budgets

Financial constraints ranked as a close second among the top in-house cleaning industry concerns, with survey respondents expressing

frustration over the cost of cleaning supplies, equipment, and staff training. More than half of survey respondents (59%) reported that the cost of implementing cleaning technology is a significant barrier or a concern.

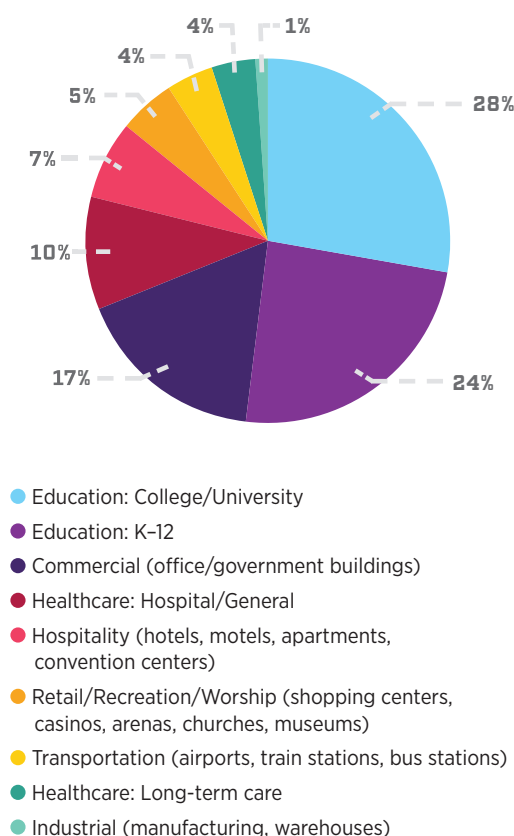
Survey respondents also pointed to the risks budget cuts pose to effective cleaning.

“The more cuts to the budget, the more [facilities] settle into a more periodic-type cleaning model as opposed to a daily cleaning model, and we see more degraded surfaces and an increased risk of infections getting out of control quickly,” explained a survey participant.

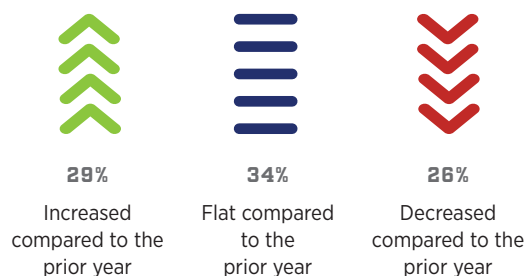
Germs and other threats

The spread of infectious diseases was the top threat on survey participants’ minds, chosen by 55% of respondents as the issue most likely to affect facility operations negatively. Other top

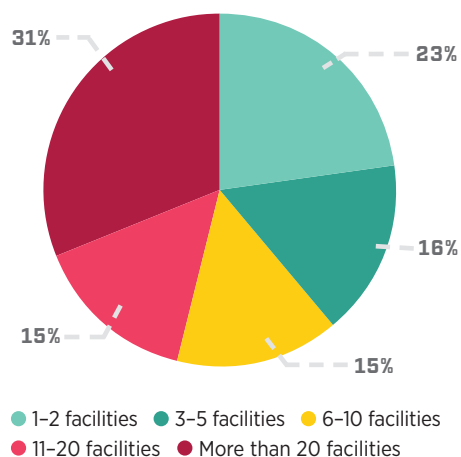
Facility Representation of Participants



Changes in Operating Budget



Workload Responsibility



threats included the impact of tariffs on cleaning supplies and equipment (chosen by 37% of respondents) and natural disasters (29%).

Facility leaders said they rely on staff training, the use of personal protective equipment, and standard operating procedures to help safeguard their facilities against infectious diseases.

“We have implemented layered, practical safeguards focused on prevention, early response, hygiene, ventilation, and staff awareness to reduce the risk of infectious disease transmission within our facilities,” said a survey respondent. “We use disinfectants that are effective against common pathogens and focus on targeted disinfection, rather than over-application, to ensure effectiveness.”

Technology ROI

To aid in facility cleaning and disinfection, most survey participants who plan on buying

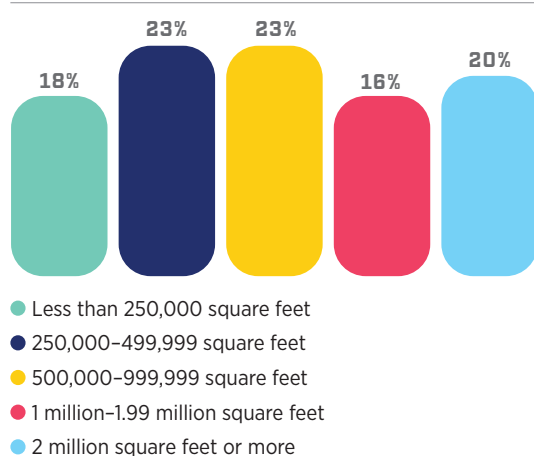
technology within the year (36%) are purchasing robotic/autonomous equipment. When asked whether cleaning and disinfecting technologies provide a return on investment (ROI) for their facilities, several survey respondents replied that they haven’t used the technologies long enough to know.

“The jury is out. We are piloting robotics and IAQ sensor capabilities in the coming year,” explained a respondent.

Others praised their favorite technologies. “I think autonomous equipment provides the highest return on investment, since it will free up employees to do other detailed custodial work,” one respondent replied.

“IoT [Internet of Things] has the highest return on the business metrics, since these internet-connected devices communicate and often reduce energy consumption, which adds to the bottom line,” another opined. 

Workload Square Footage

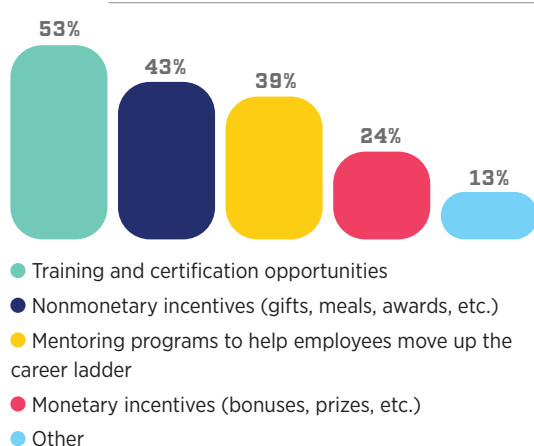


Survey Prize Winners

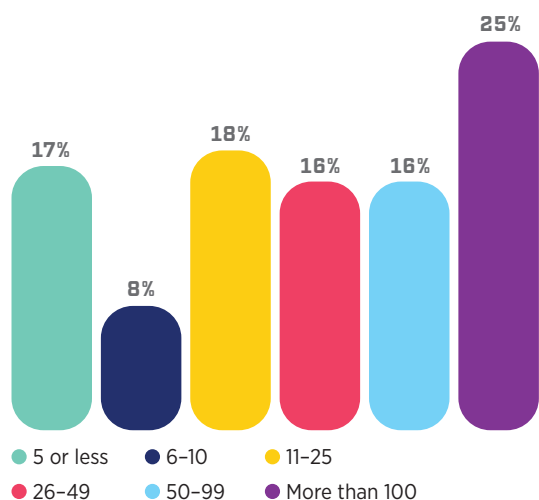
Congratulations to the survey participants who received \$100 Visa gift cards.

- **Marc Desciscio**
Little Sisters of the Poor, Retirement Homes
- **Dale Hamilton**
Kettering Health
- **Wendy Welker**
Georgia Institute of Technology

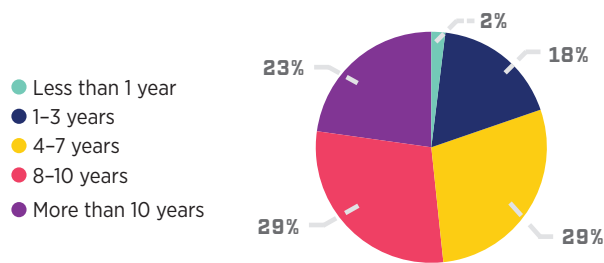
Employee Incentives



Supervisory Responsibility (direct or indirect reports)



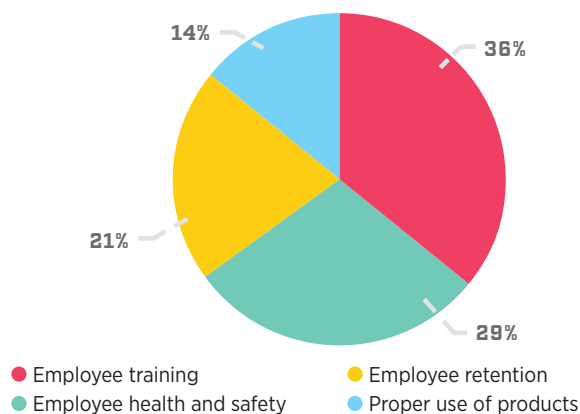
Average Tenure of Cleaning/Maintenance Staff



Average Hourly Rate for Front-line Employees

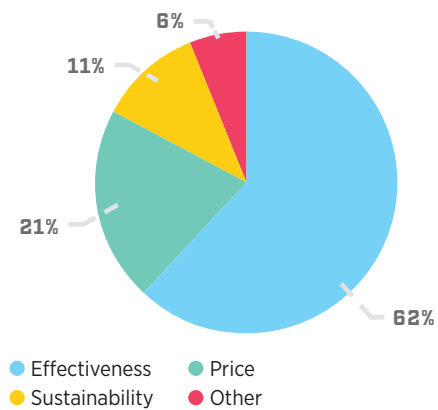


Biggest Concerns With Cleaning Staff



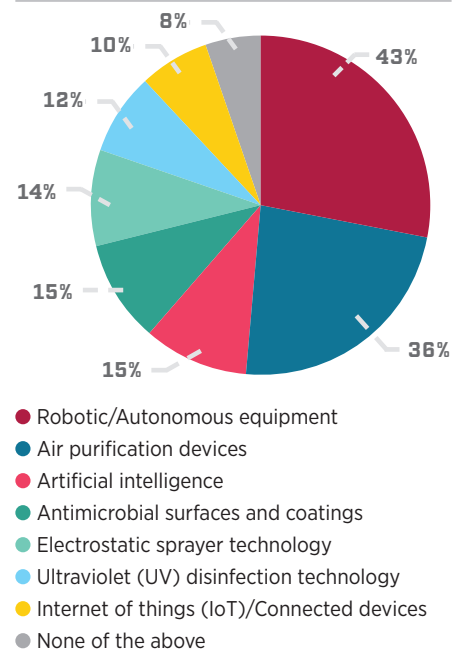
67% are actively working toward **improving** their facilities' **sustainability practices.**

What Drives Value in Product Selection?



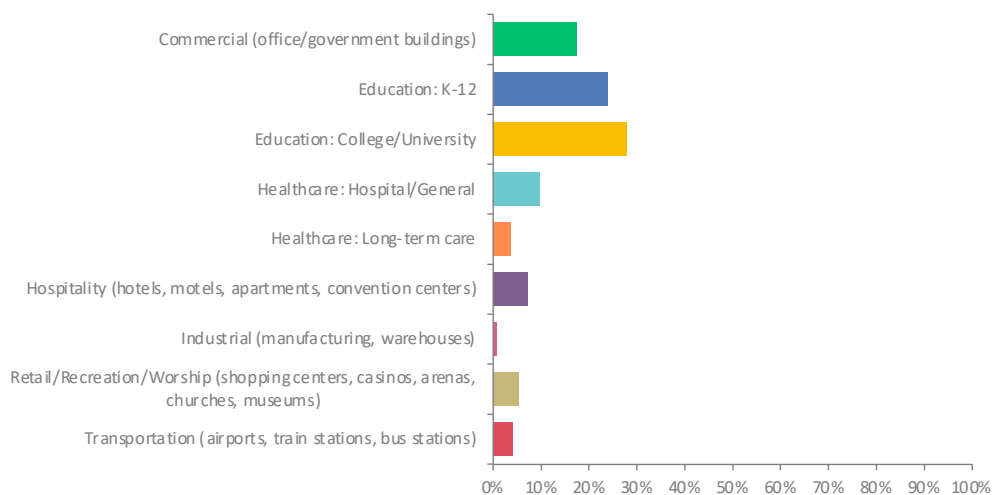
43% report that the **cost of technology** implementation is a concern, but they are **exploring cost-effective solutions.**

Emerging Technologies to Adopt in the Next 12 Months

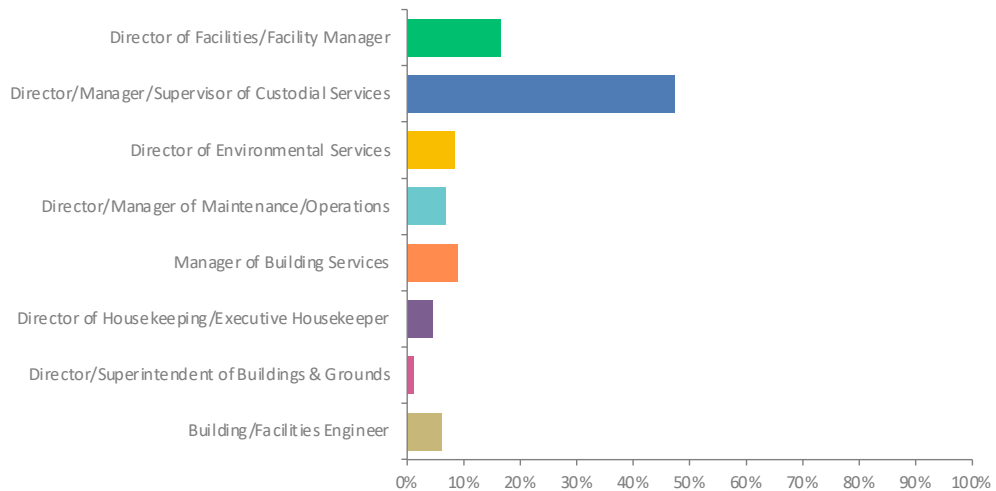


2026 CMM In-House/Facility Management Benchmarking Survey

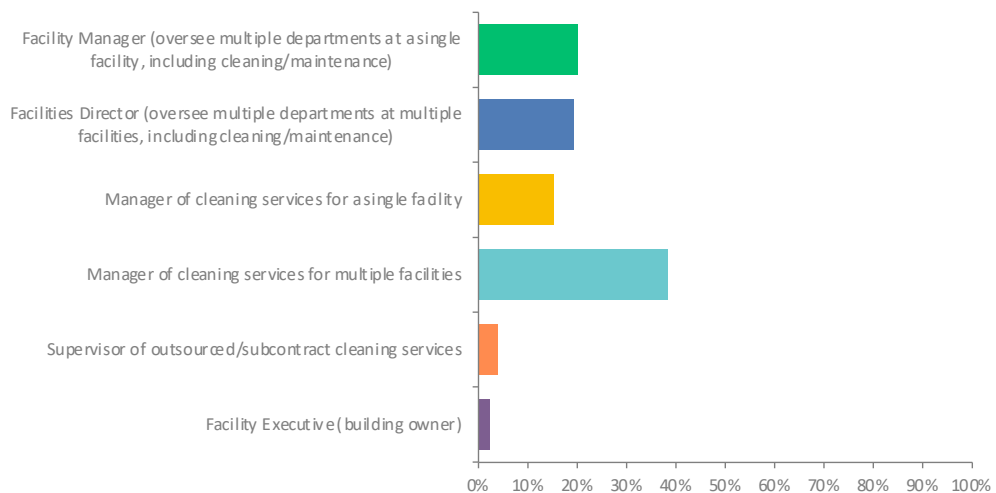
Which of the following best describes your facility/institution?



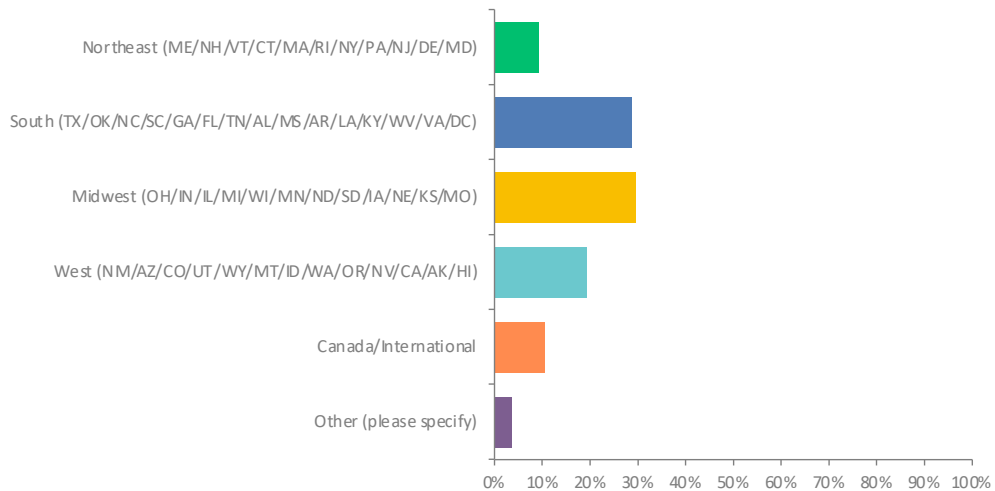
Which of the following best describes your job title/function?



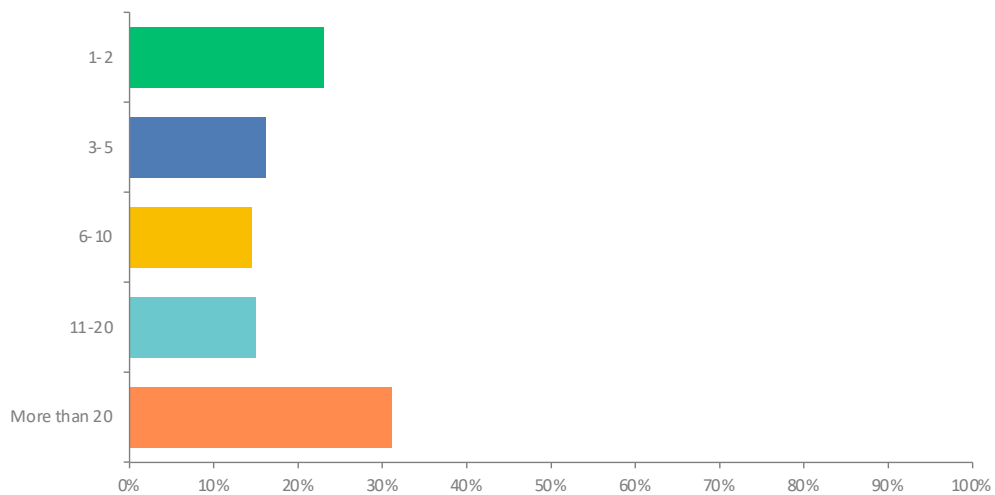
Which of the following best describes your management responsibilities?



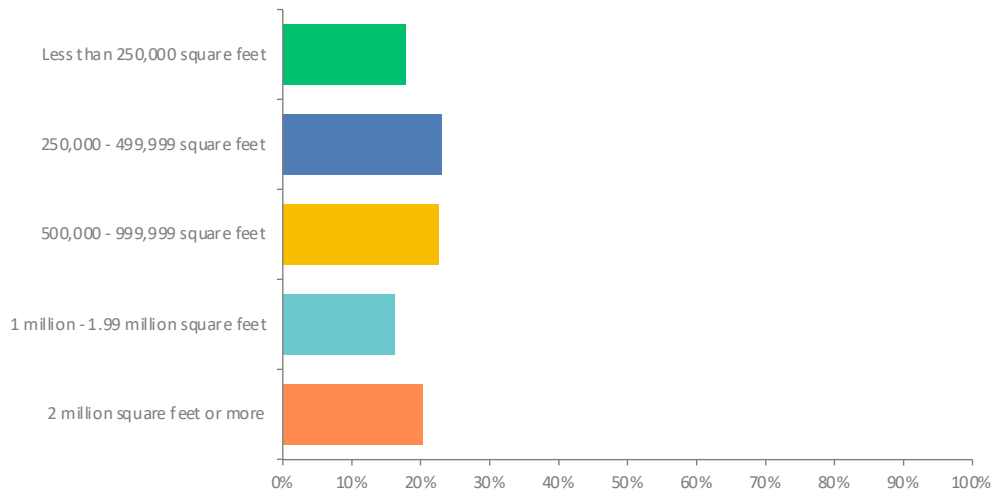
In which region is the facility/are the facilities you manage? (Check all that apply)



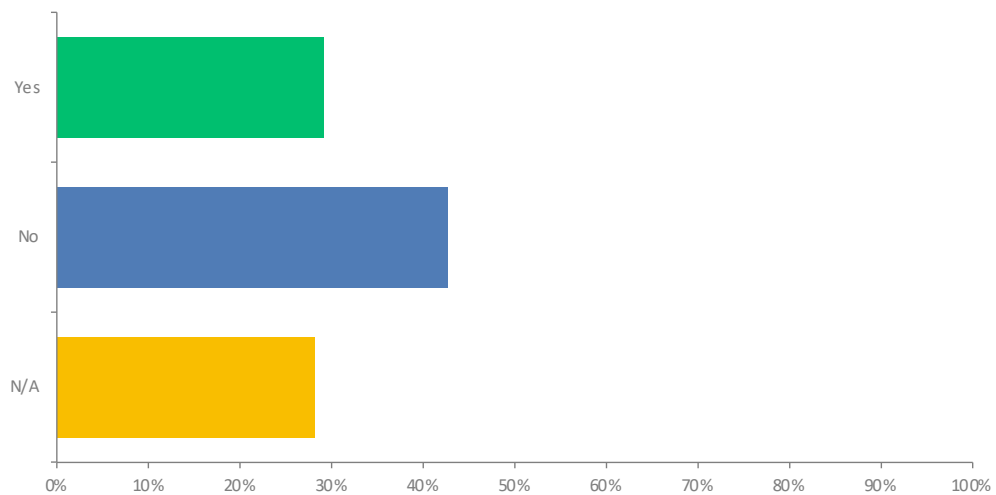
How many buildings/facilities are you responsible for cleaning/maintaining?



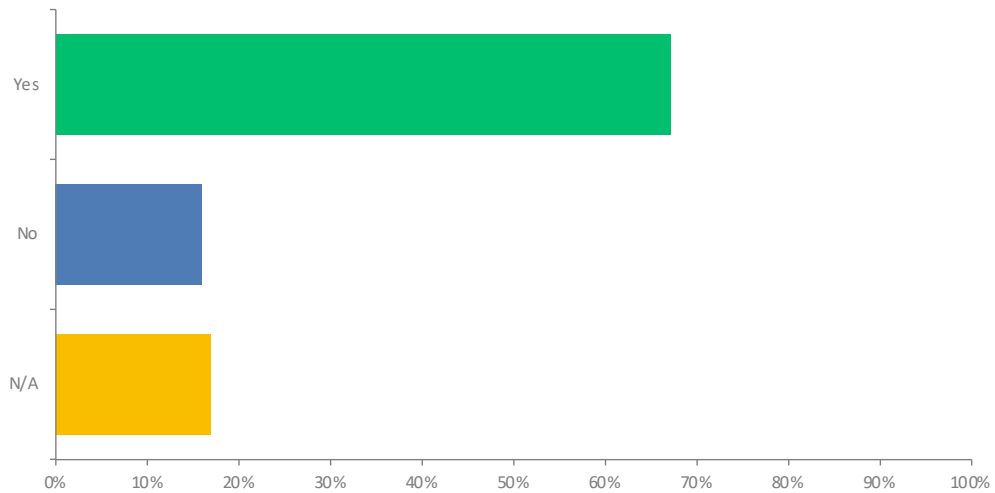
What is the total square footage you and/or your department are responsible for cleaning/maintaining?



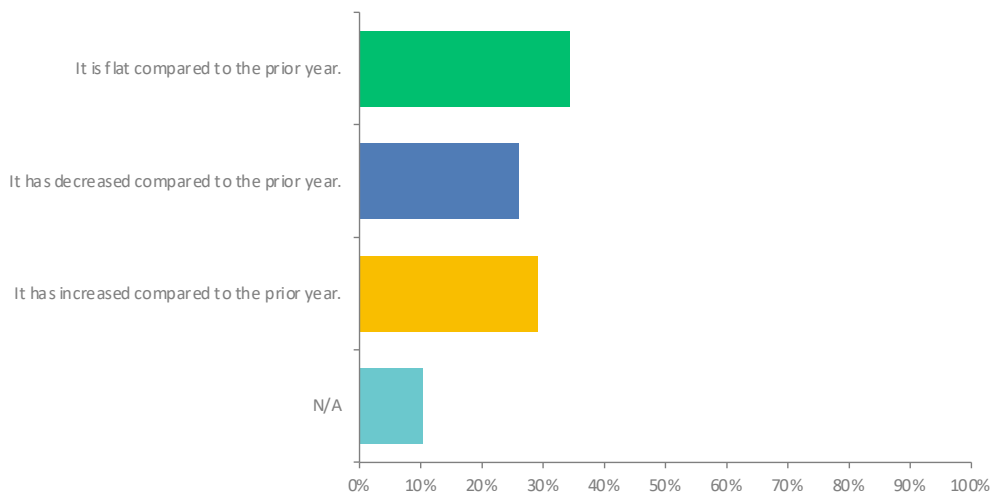
Has your facility achieved LEED certification or is it currently working toward it?



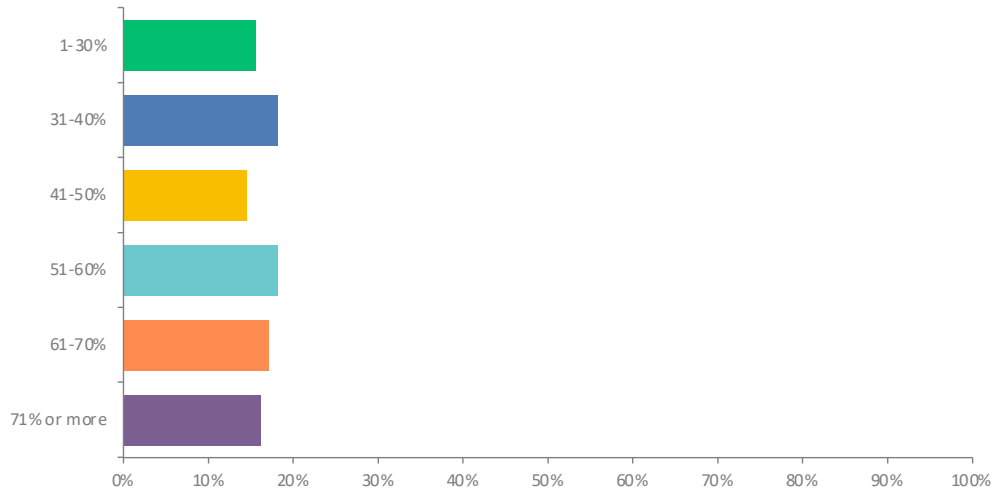
Is your facility working toward improving its sustainability practices and lowering its carbon footprint?



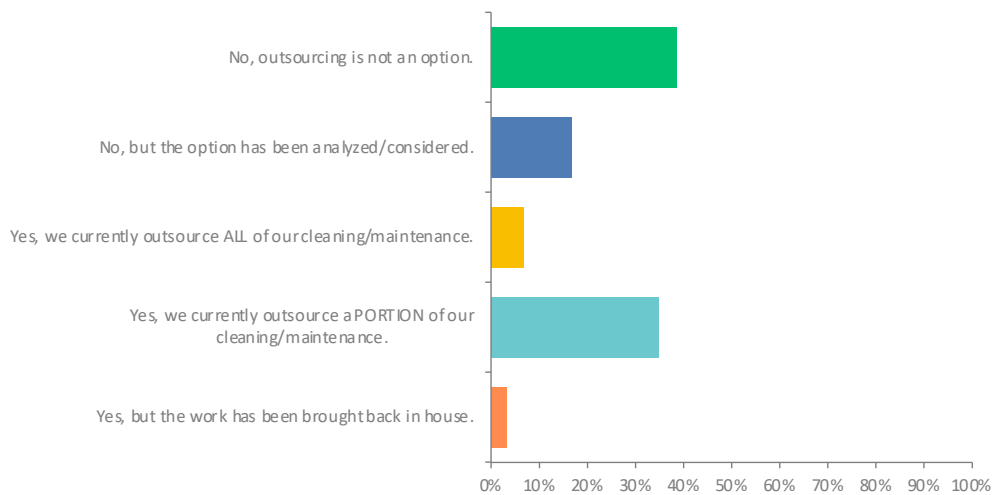
Please select one statement that best describes your 2026 operating budget.



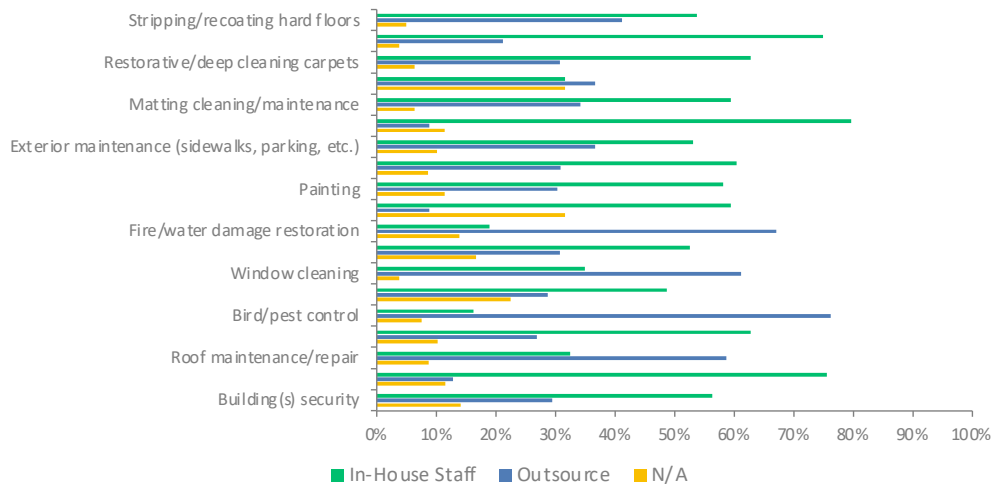
What percentage of your operating budget is spent on LABOR?



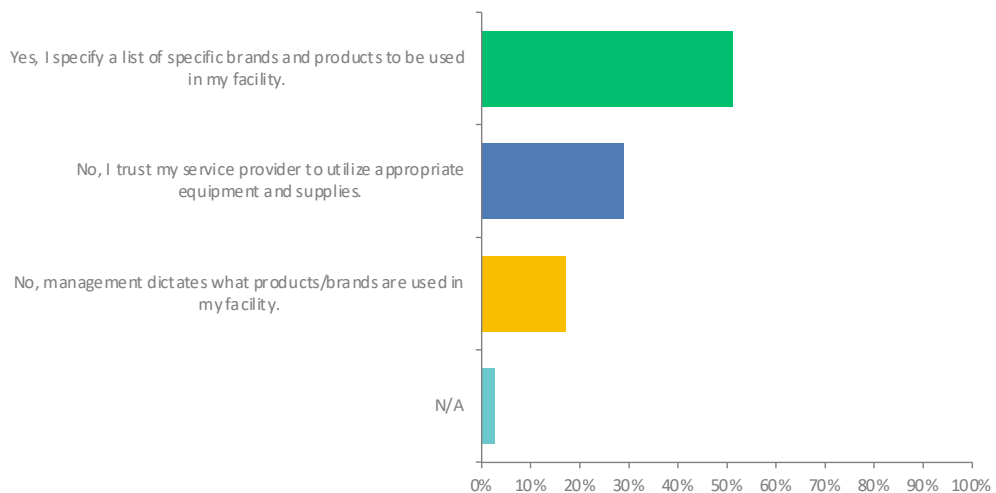
Has your facility/institution outsourced at least a portion of your cleaning/maintenance services in the past 12 months?



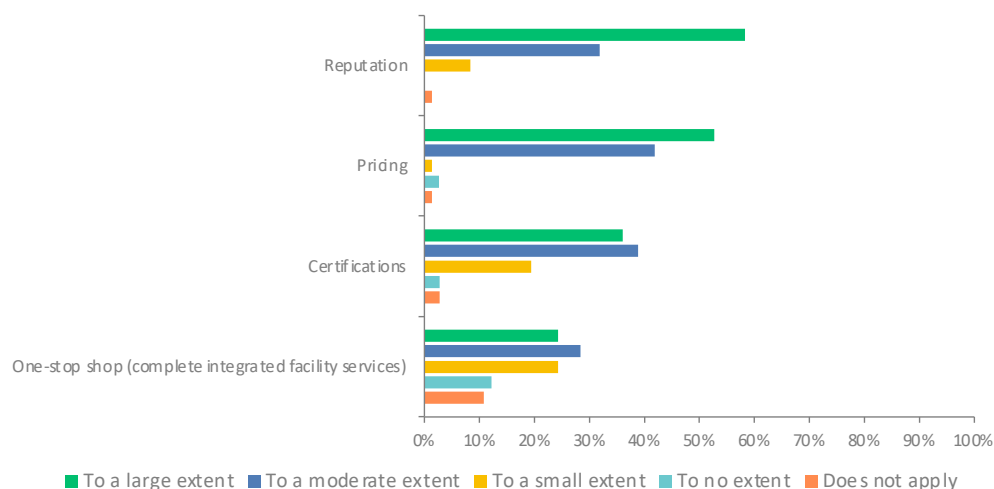
For which of the following tasks/responsibilities do you outsource or utilize in-house staff? Please answer each option.



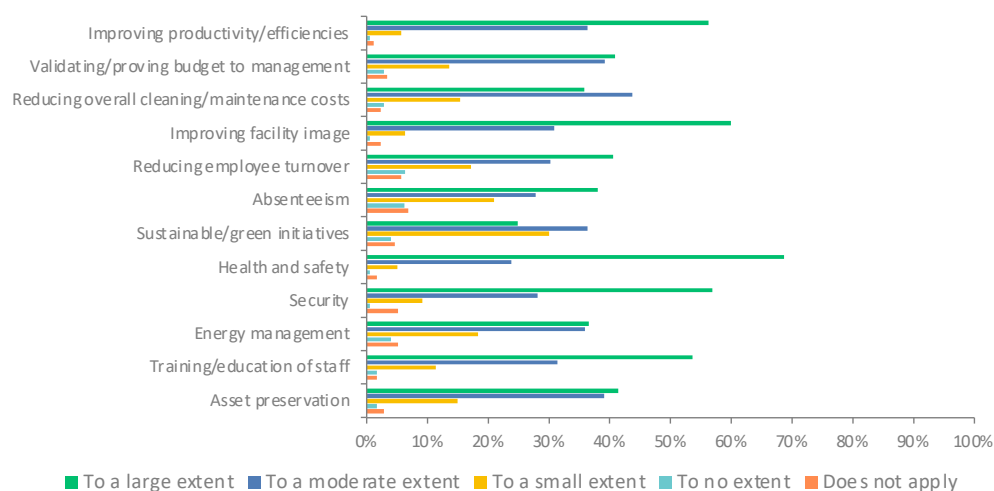
When outsourcing services, do you have input on the specific products and equipment that will be used within your facility?



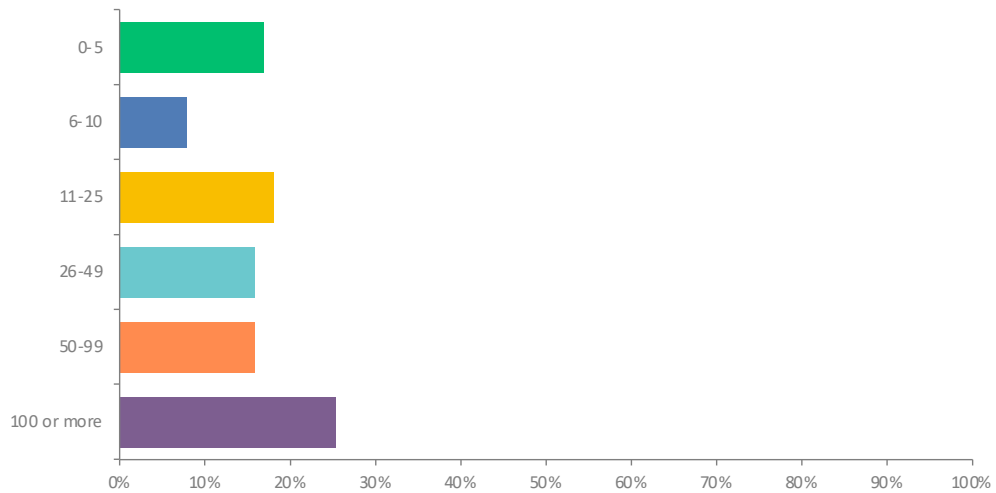
To what extent are the following criteria important when selecting an outsourced service provider? Please answer each option.



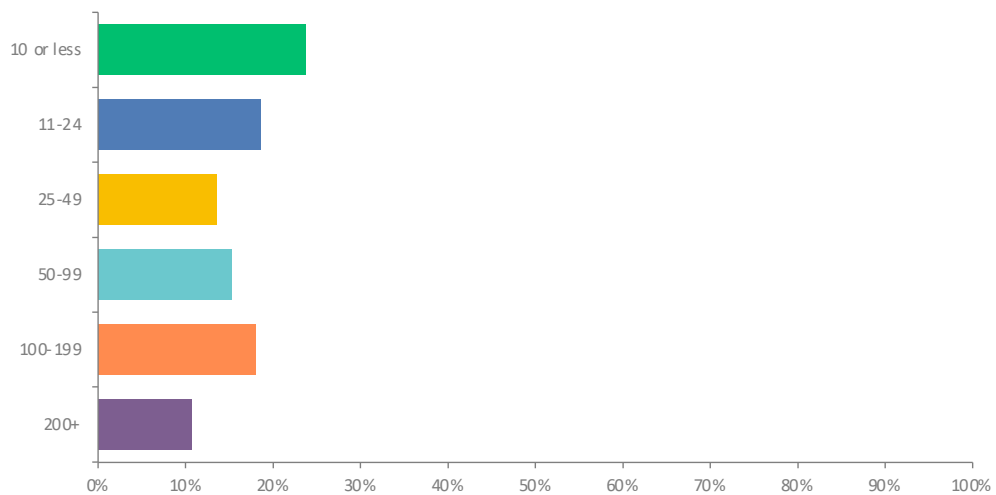
To what extent are the following issues important in your facility? Please answer each option.



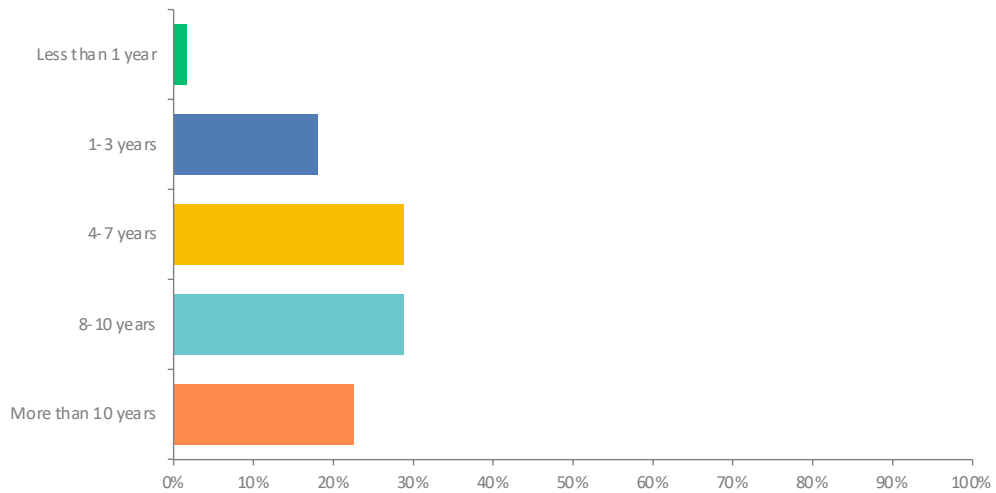
How many employees are you responsible for (directly or indirectly)?



How many full-time equivalent (FTE) employees work in your cleaning/maintenance department?



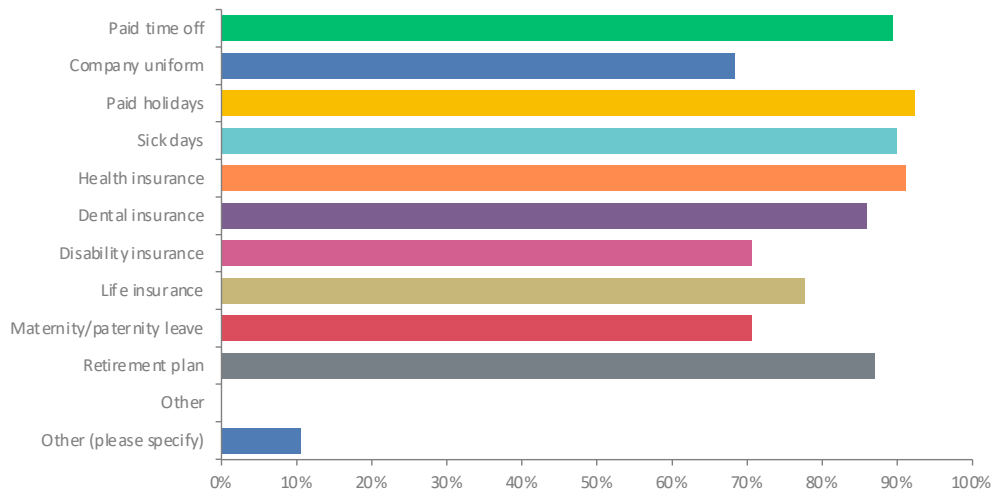
What is the average tenure of your cleaning/maintenance staff?



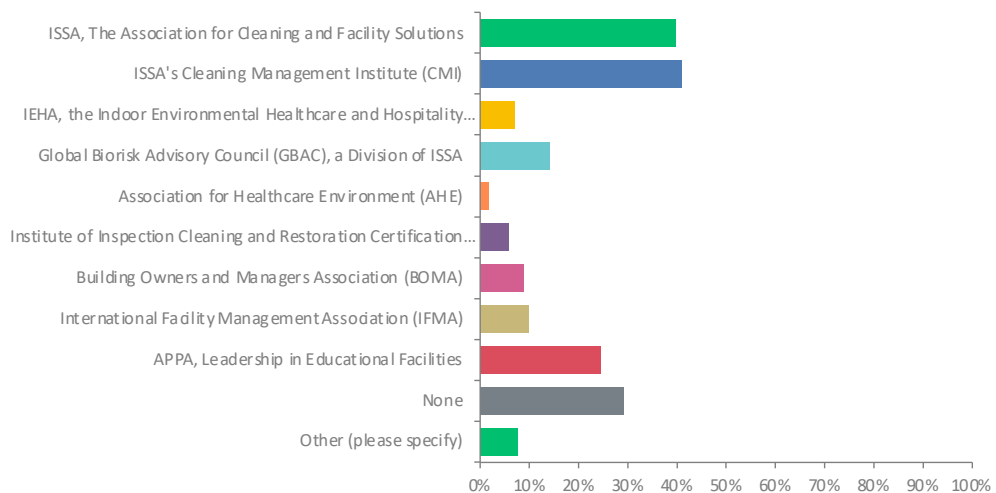
What is your company's average hourly rate (in U.S. dollars) for FRONT LINE employees?



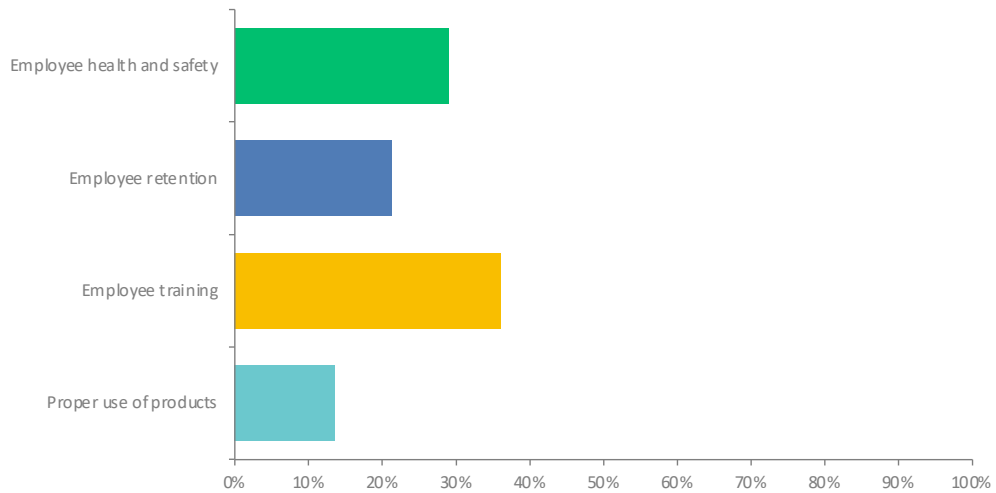
Which of the following benefits do you provide your full-time employees? Check all that apply.



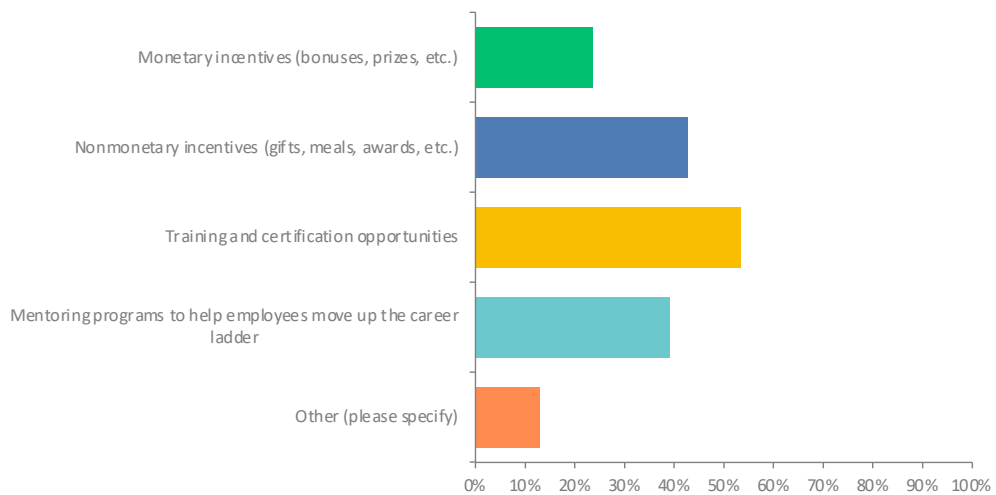
Which of the following certification/credential providers do you utilize? Check all that apply.



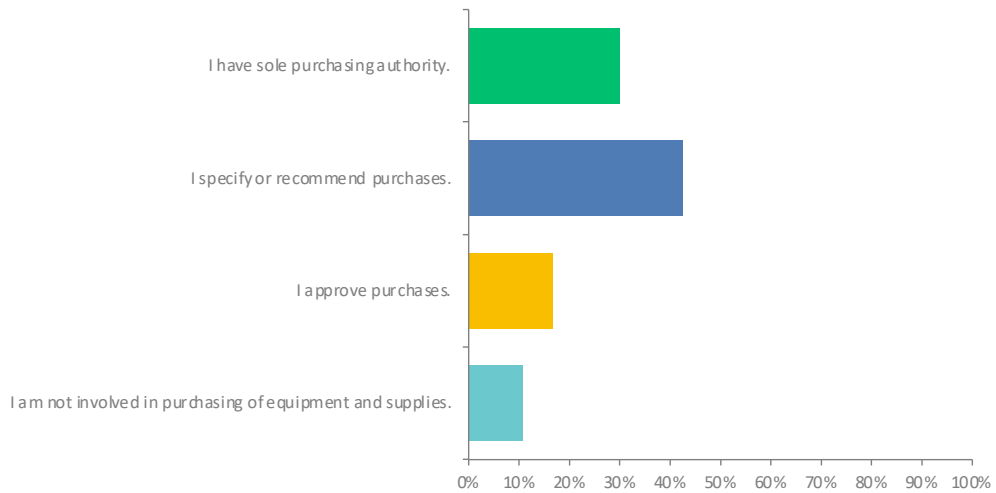
What is your biggest concern with your cleaning staff?



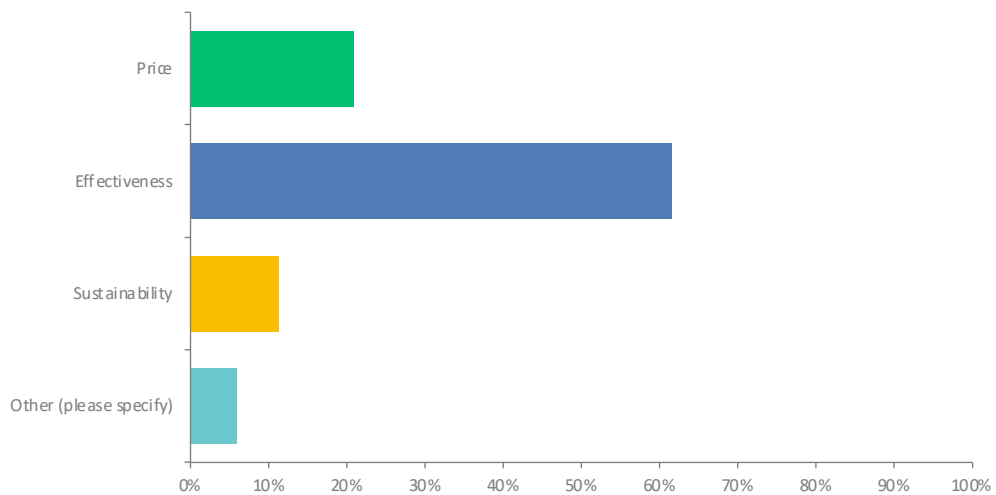
Which incentives do you offer employees to keep them motivated and inspire worker retention? Check all that apply.



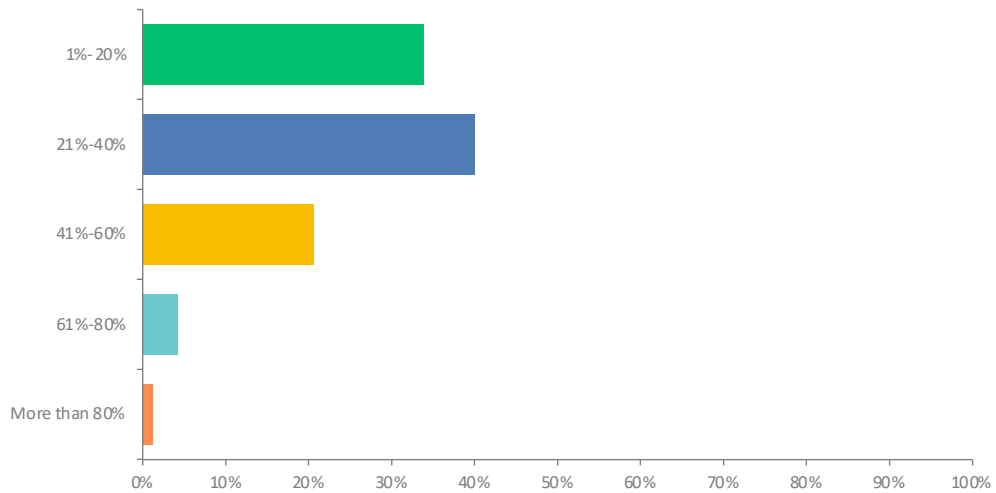
Which of the following describes your role in the purchasing of equipment and supplies?



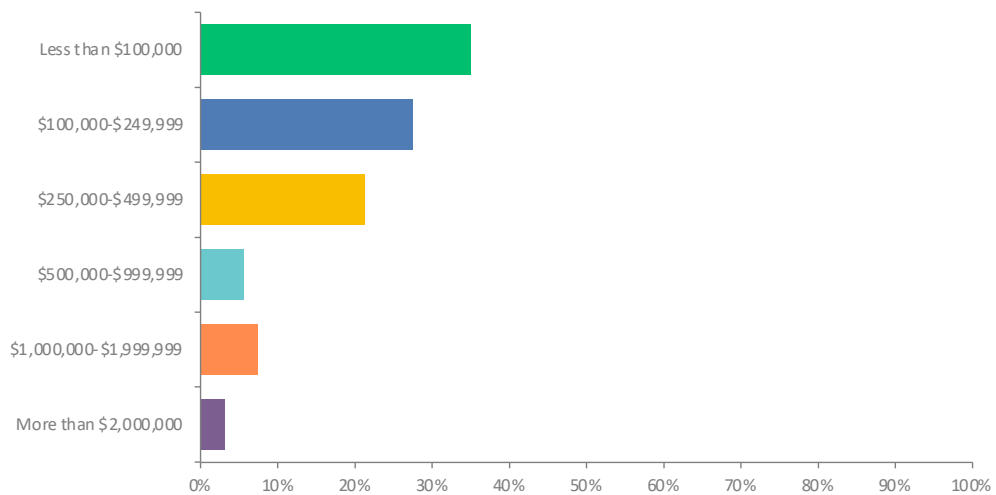
What is most valuable to your organization when choosing a product?



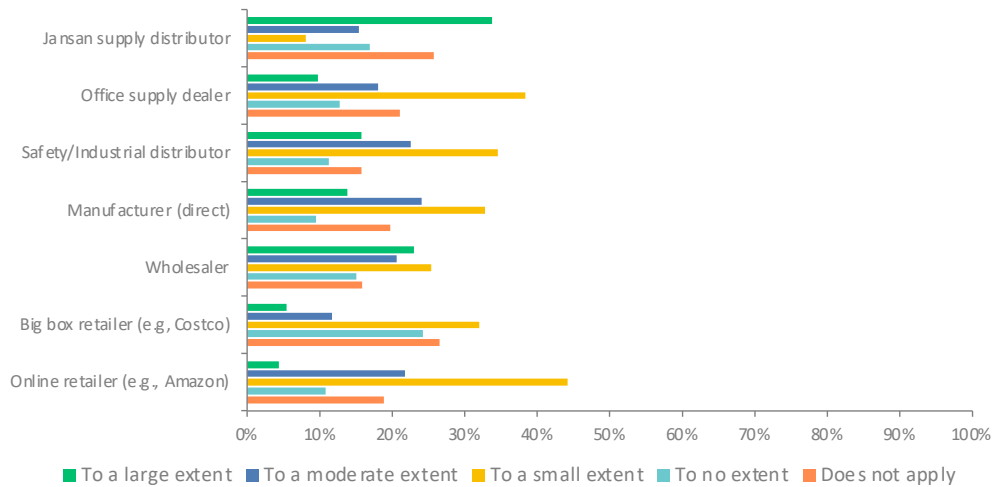
What percentage of your operating budget is spent on cleaning/maintenance equipment and supplies (including purchase price and maintenance costs)?



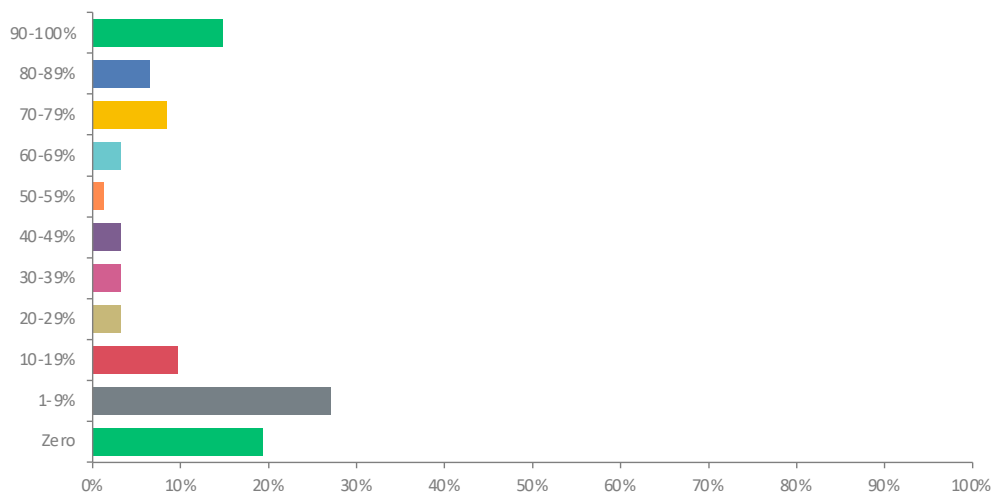
How much do you spend annually on cleaning/maintenance equipment and supplies (including purchase price and maintenance costs)?



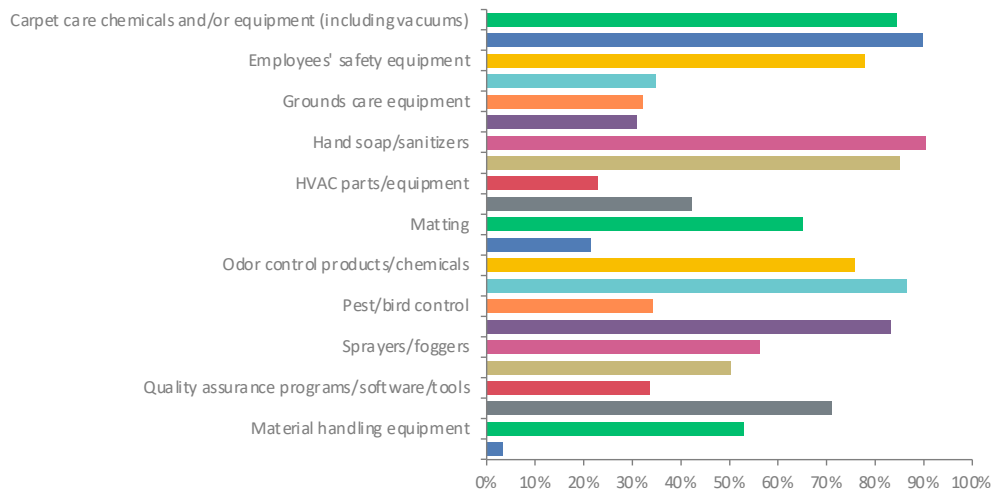
To what extent do you purchase cleaning/maintenance products from the following sources?



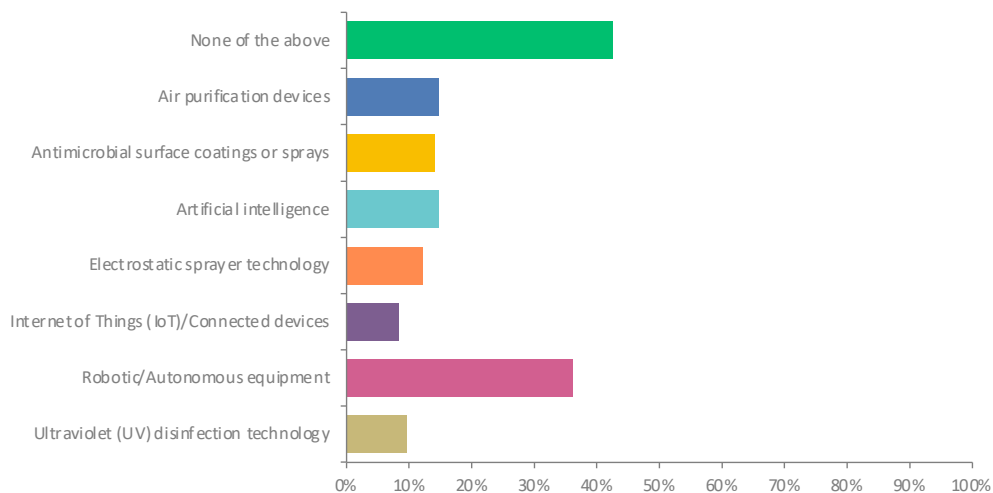
What percentage of your cleaning/maintenance products do you purchase ONLINE?



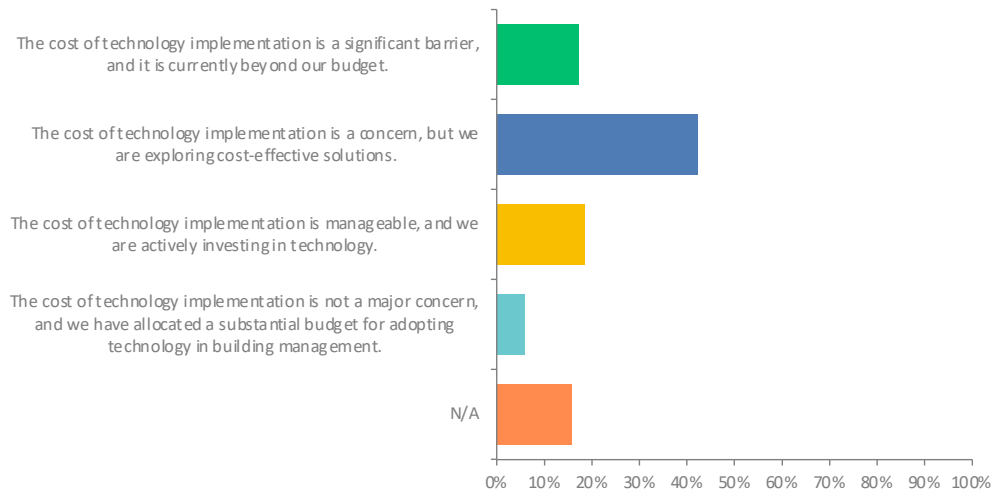
Which of the following products are you responsible for purchasing? Check all that apply.



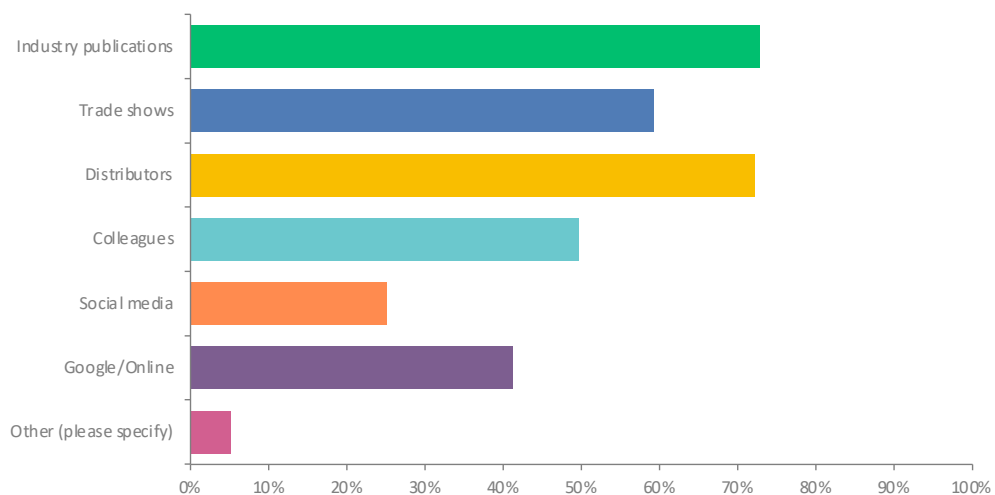
Which of the following emerging technologies/products does your facility plan to purchase/implement in the next 12 months? Check all that apply.



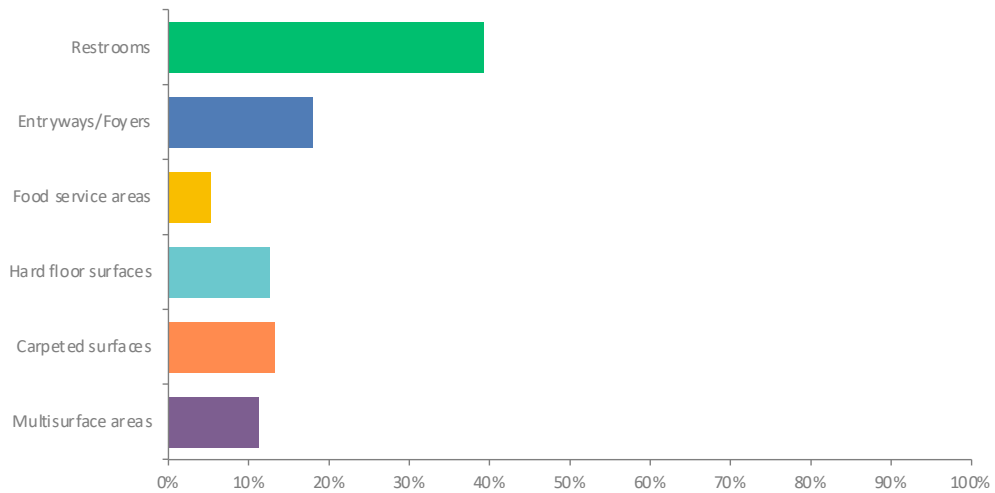
Is technology implementation affordable for your facility?



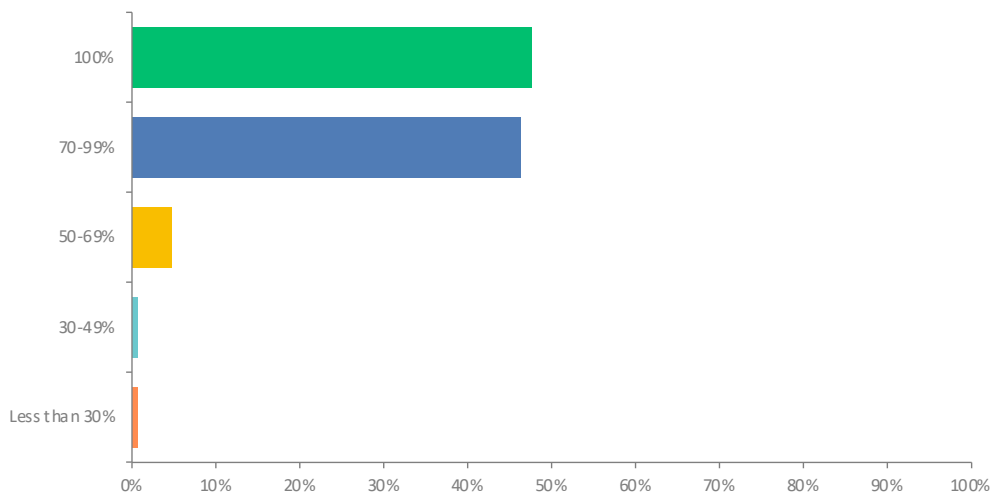
Where do you learn about new products? Select all that apply.



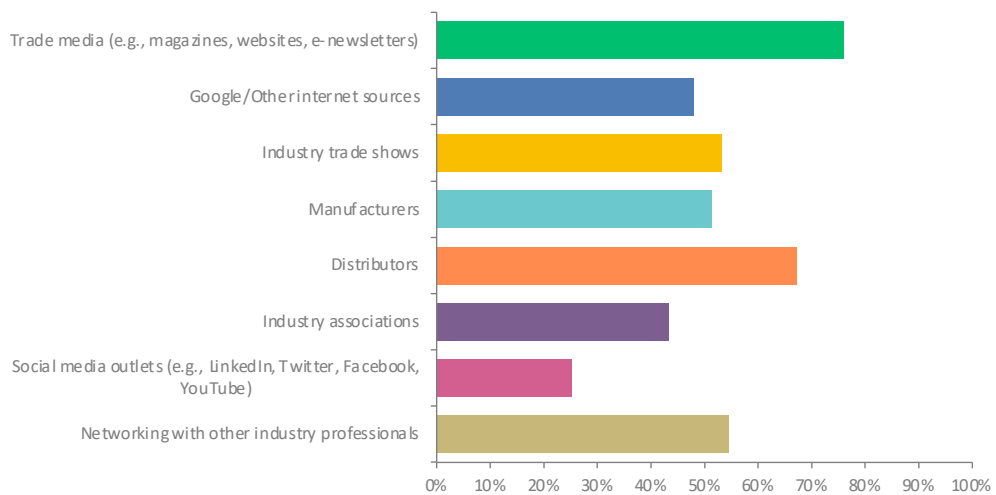
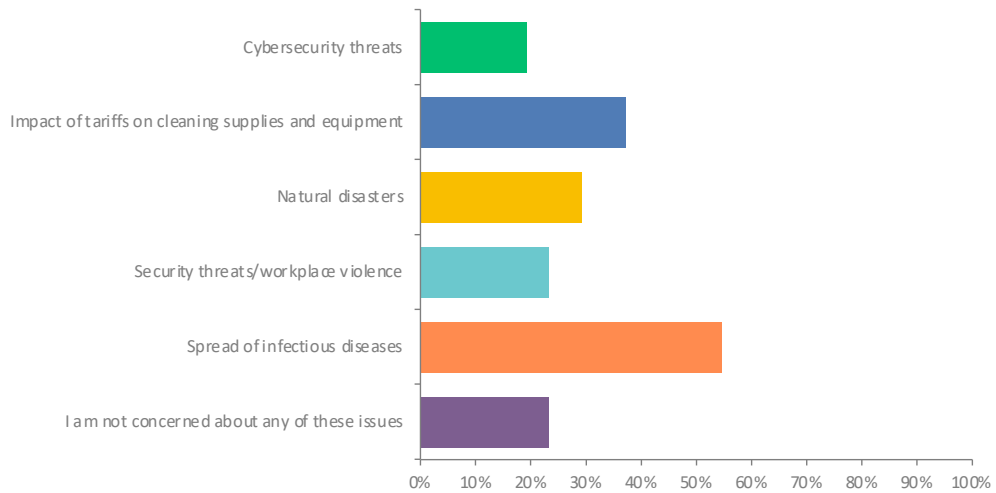
Which of the following areas/surfaces are the most problematic in cleaning/maintaining your facility?



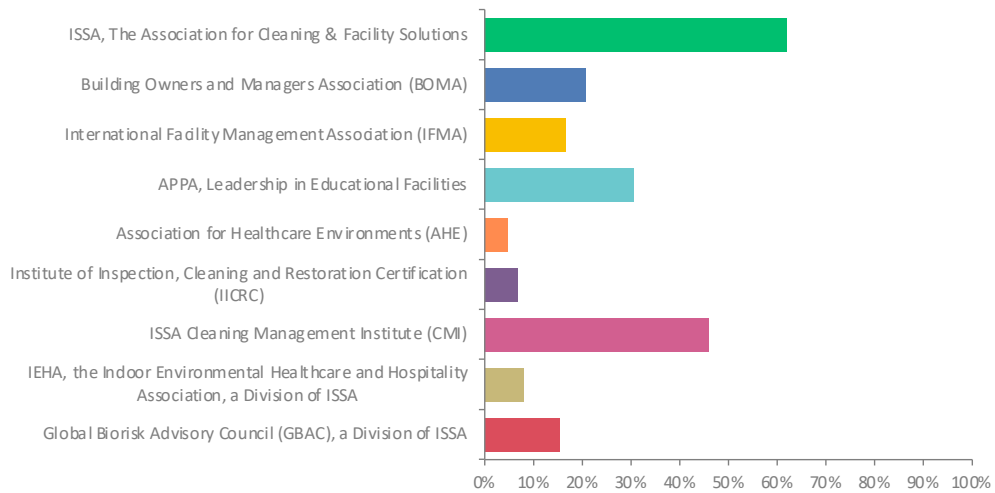
What percentage of your facility is currently occupied?



Which issues are most likely to negatively affect operations in your facility/facilities? Check all that apply.



Which of the following organizations are you/your facility affiliated with? Check all that apply.



Are you planning to attend ISSA Show North America 2026 in Las Vegas, November 16-19?

