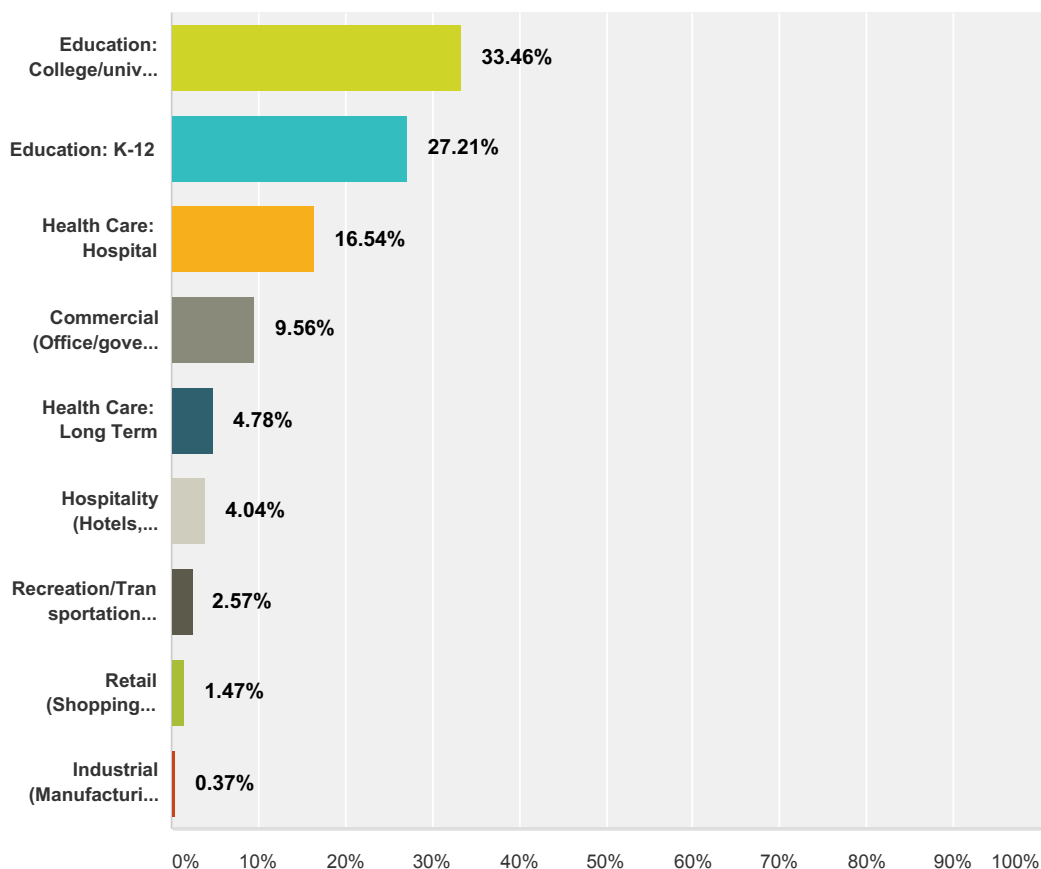
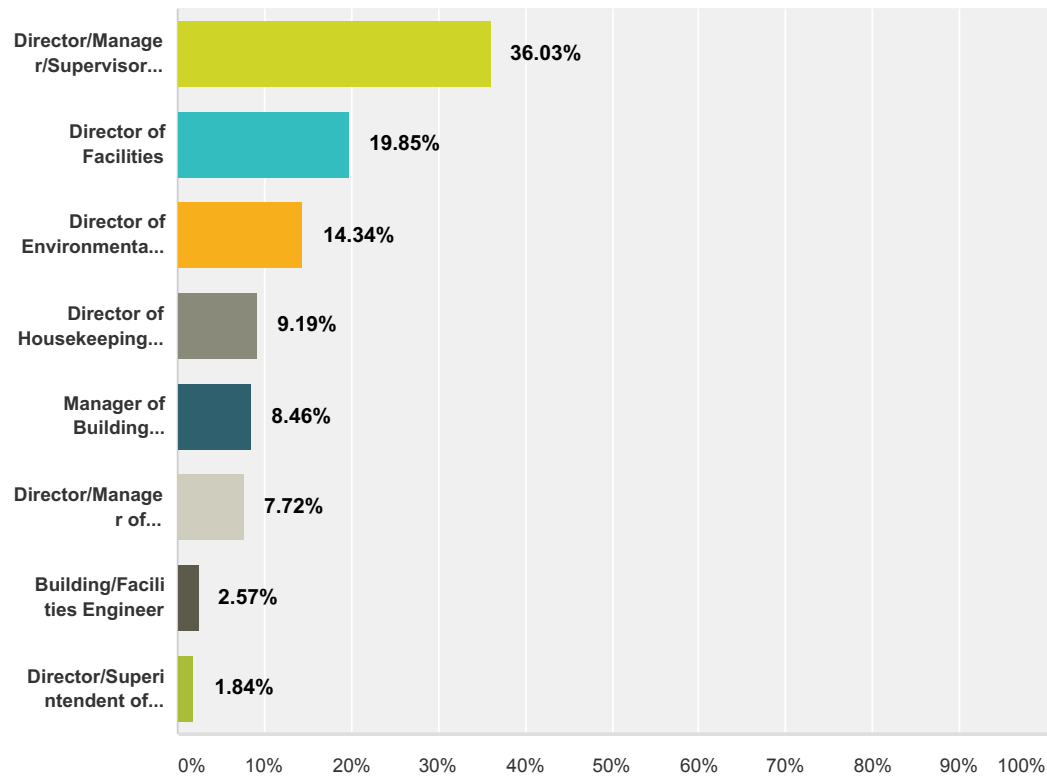


## Q1 Which of the following best describes your facility/institution?



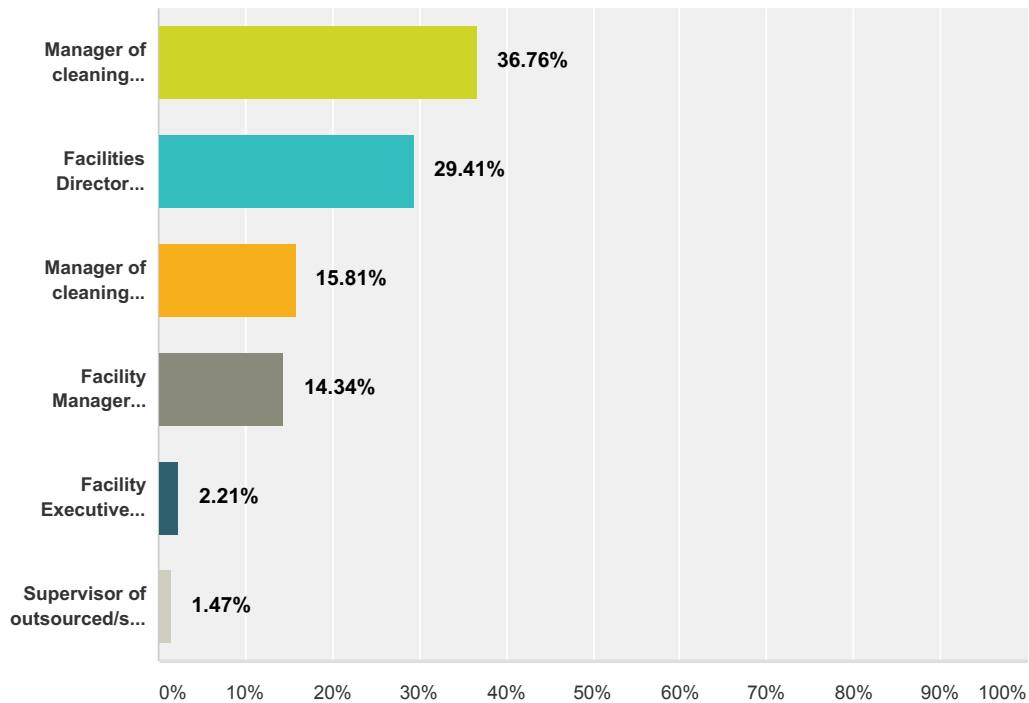
Answer Choices	Responses
Education: College/university	33.46%
Education: K-12	27.21%
Health Care: Hospital	16.54%
Commercial (Office/government buildings)	9.56%
Health Care: Long Term	4.78%
Hospitality (Hotels, motels, apartment, convention)	4.04%
Recreation/Transportation (Arenas, stadiums, airports)	2.57%
Retail (Shopping centers, entertainment, churches, museums)	1.47%
Industrial (Manufacturing, warehouses)	0.37%

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



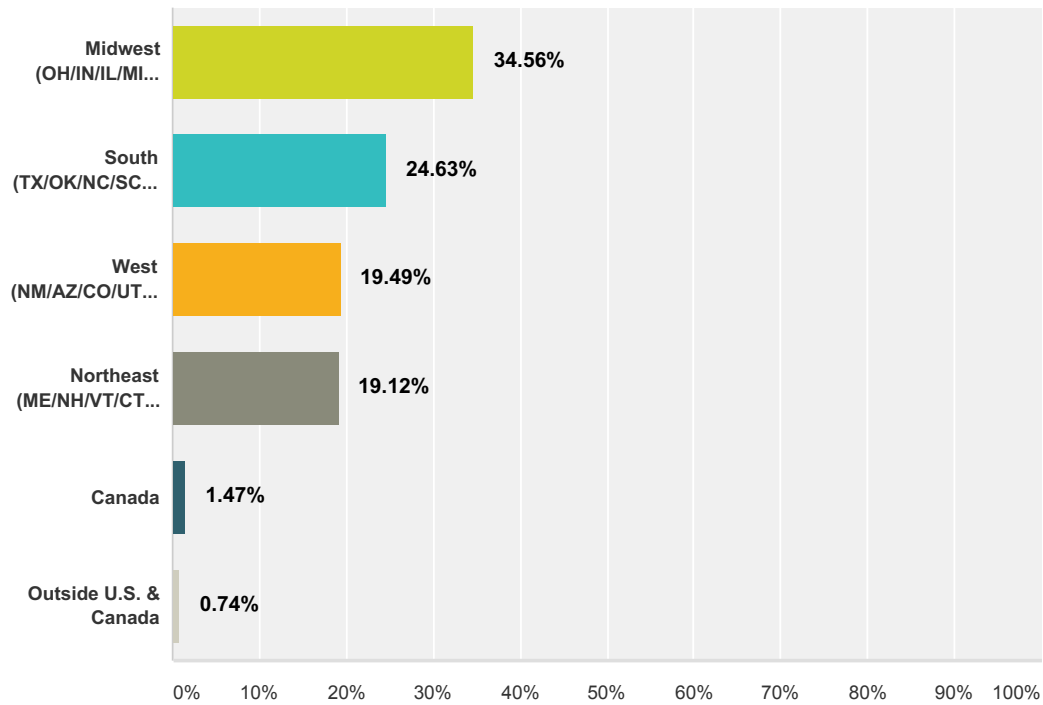
Answer Choices	Responses
Director/Manager/Supervisor of Custodial Services	36.03%
Director of Facilities	19.85%
Director of Environmental Services	14.34%
Director of Housekeeping/Executive Housekeeper	9.19%
Manager of Building Services	8.46%
Director/Manager of Maintenance/Operations	7.72%
Building/Facilities Engineer	2.57%
Director/Superintendent of Buildings & Grounds	1.84%

## Q3 Which of the following best describes your management responsibilities



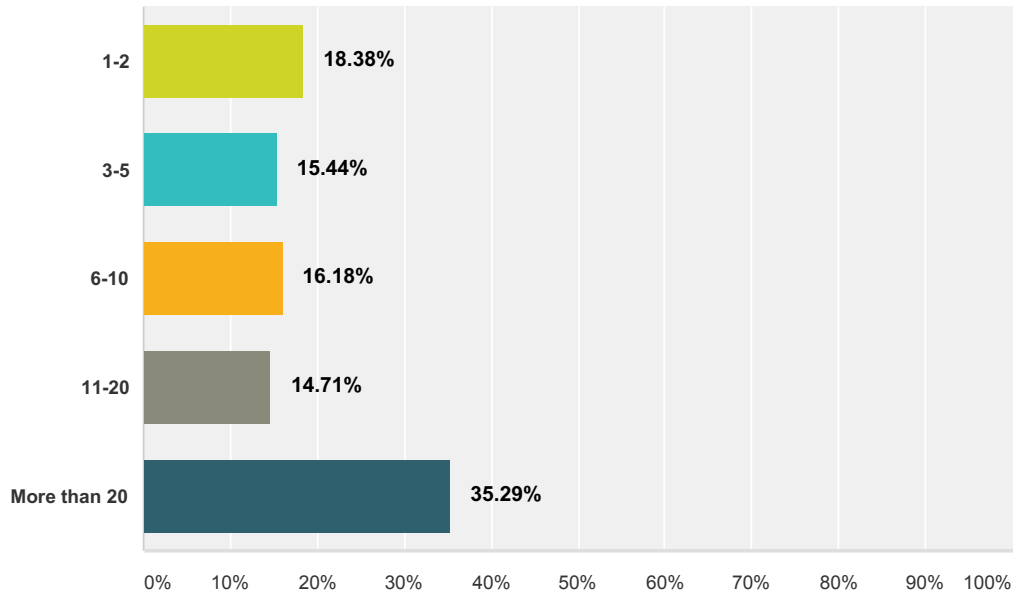
Answer Choices	Responses
Manager of cleaning services for multiple facilities	36.76%
Facilities Director (oversee multiple departments at multiple facilities, including cleaning/maintenance)	29.41%
Manager of cleaning services for a single facility	15.81%
Facility Manager (oversee multiple departments at a single facility, including cleaning/maintenance)	14.34%
Facility Executive (Building Owner)	2.21%
Supervisor of outsourced/subcontract cleaning services	1.47%

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



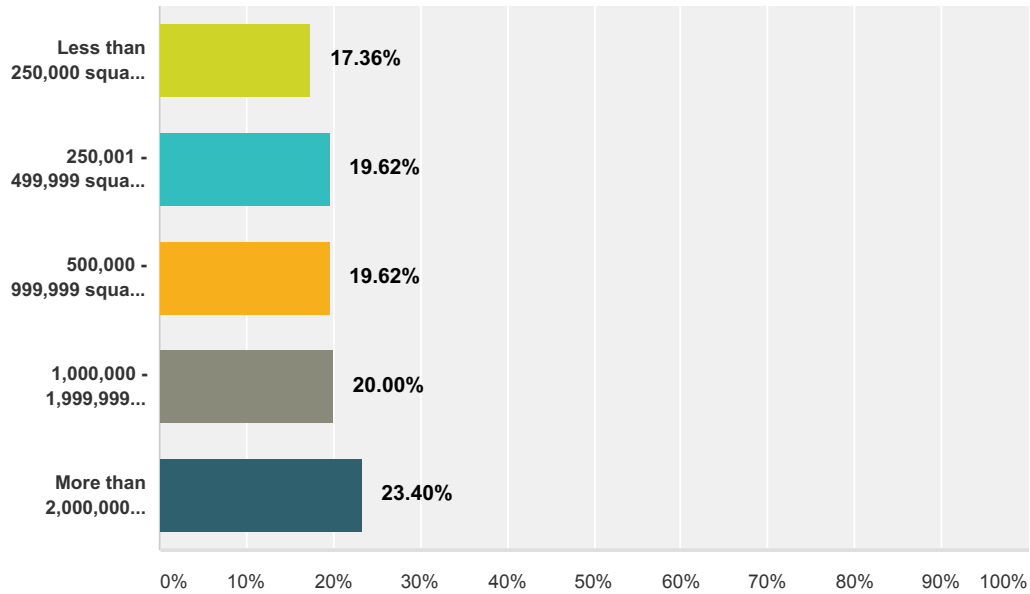
Answer Choices	Responses
Midwest (OH/IN/IL/MI/WI/MN/ND/SD/IA/NE/KS/MO)	34.56%
South (TX/OK/NC/SC/GA/FL/TN/AL/MS/AR/LA/KY/WV/VA/DC)	24.63%
West (NM/AZ/CO/UT/WY/MT/ID/WA/OR/NV/CA/AK/HI)	19.49%
Northeast (ME/NH/VT/CT/MA/RI/NY/PA/NJ/DE/MD)	19.12%
Canada	1.47%
Outside U.S. & Canada	0.74%

## Q5 How many buildings/facilities are you responsible for cleaning/maintaining?



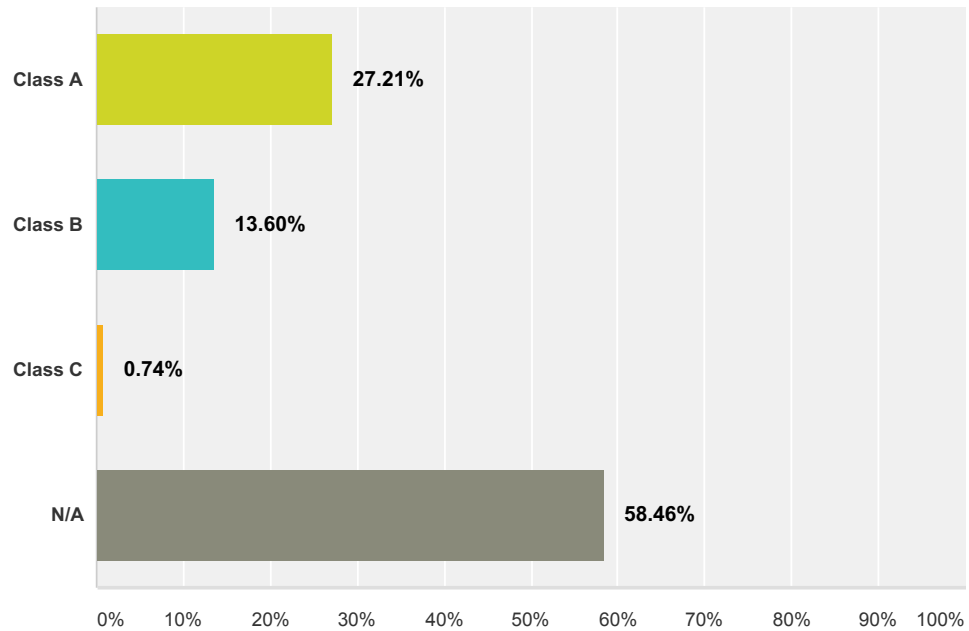
Answer Choices	Responses
1-2	18.38%
3-5	15.44%
6-10	16.18%
11-20	14.71%
More than 20	35.29%

## Q6 How much square footage are you responsible for cleaning/maintaining?

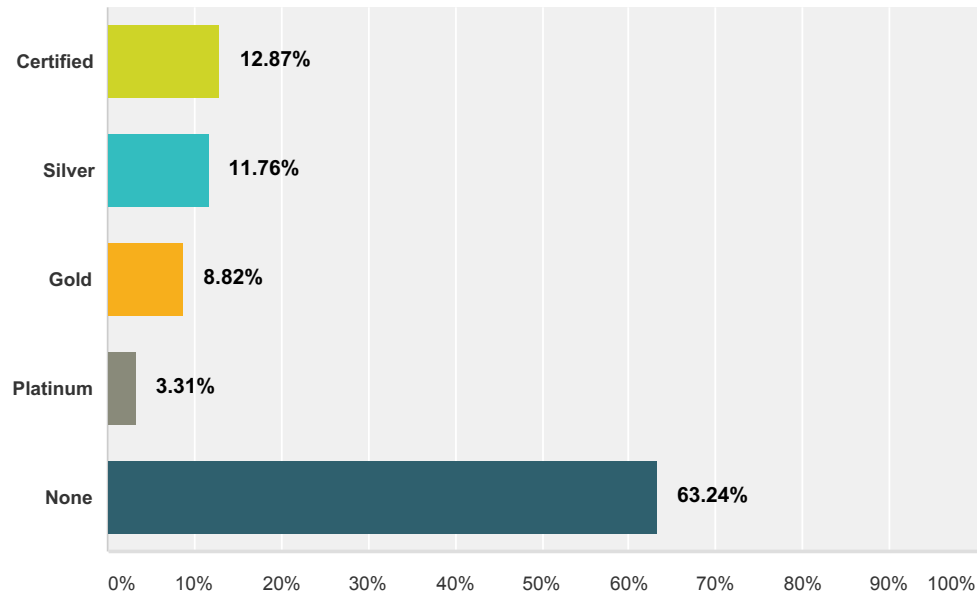


Answer Choices	Responses
Less than 250,000 square feet	17.36%
250,001 - 499,999 square feet	19.62%
500,000 - 999,999 square feet	19.62%
1,000,000 - 1,999,999 square feet	20.00%
More than 2,000,000 square feet	23.40%

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



## Q8 What level of LEED certification has your facility/facilities achieved?

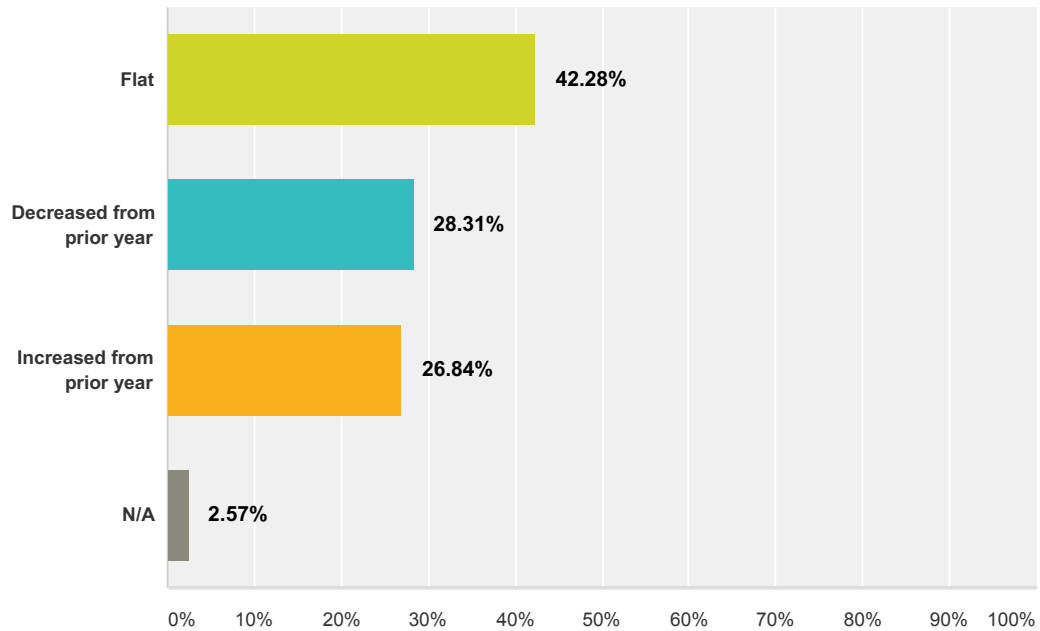




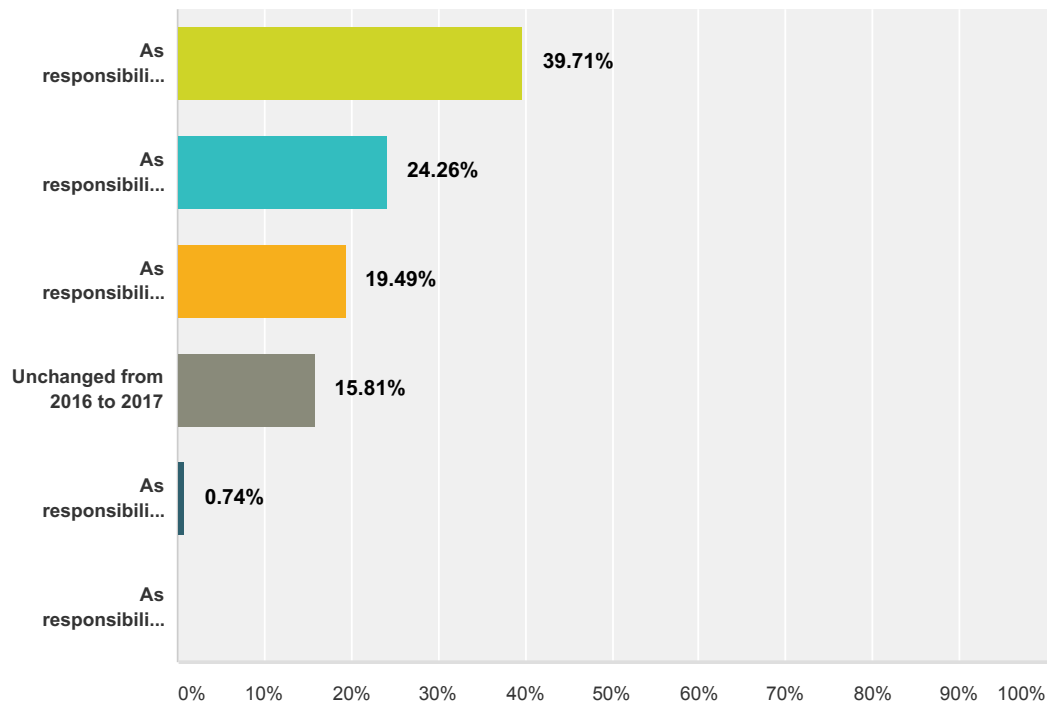
**Q9 Rate the importance of the following issues in your facility/operation. Please answer each option.**

	Very Important	Somewhat Important	Neutral	Less Important	Not Important	
Improving productivity/efficiencies	79.04%	15.07%	5.15%	0.74%	0.00%	
Health and Safety	76.38%	19.93%	3.69%	0.00%	0.00%	
Improving facility image	72.49%	21.93%	4.83%	0.74%	0.00%	
Training/education of staff	64.71%	29.04%	6.25%	0.00%	0.00%	
Security	60.90%	25.94%	10.53%	2.26%	0.38%	
Reducing overall cleaning/maintenance costs	51.66%	37.64%	8.49%	1.48%	0.74%	
Absenteeism	51.30%	23.05%	20.45%	4.09%	1.12%	
Validating/proving budget to management	47.97%	32.47%	16.97%	1.48%	1.11%	
Reducing employee turnover	46.86%	23.62%	21.77%	5.54%	2.21%	
Energy management	46.64%	35.45%	15.30%	2.24%	0.37%	
Sustainable/green initiatives	27.88%	39.78%	25.28%	4.83%	2.23%	

## Q10 Please select one statement that best describes your 2017-2018 operating budget.

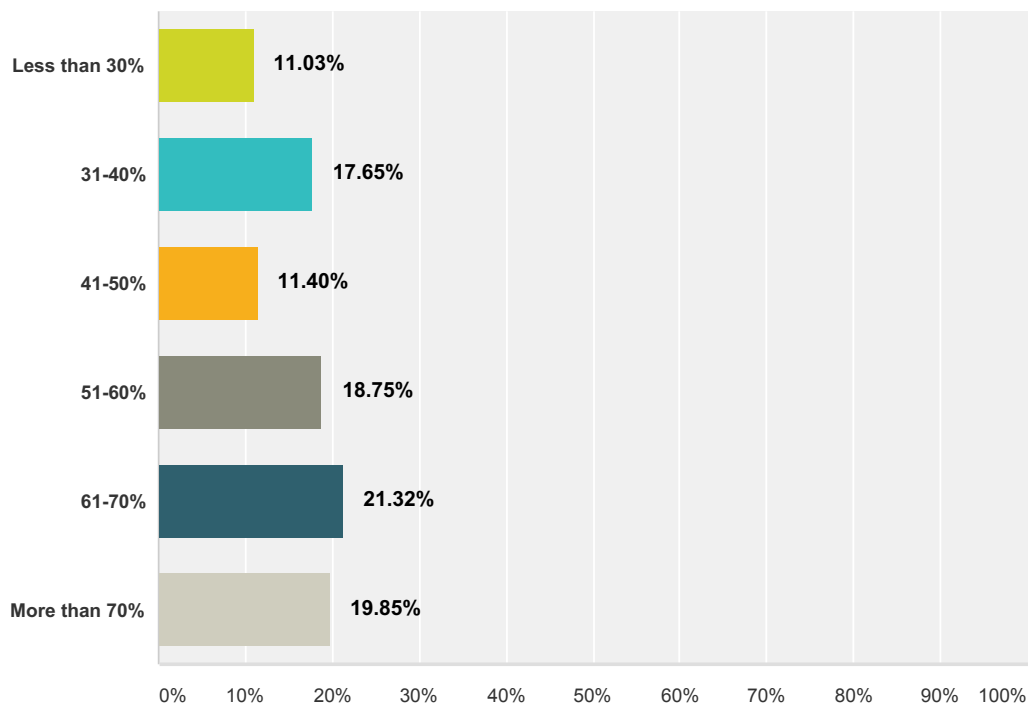


**Q11 Please select one statement that best describes your 2017-2018 operating budget in relation to your responsibilities.**

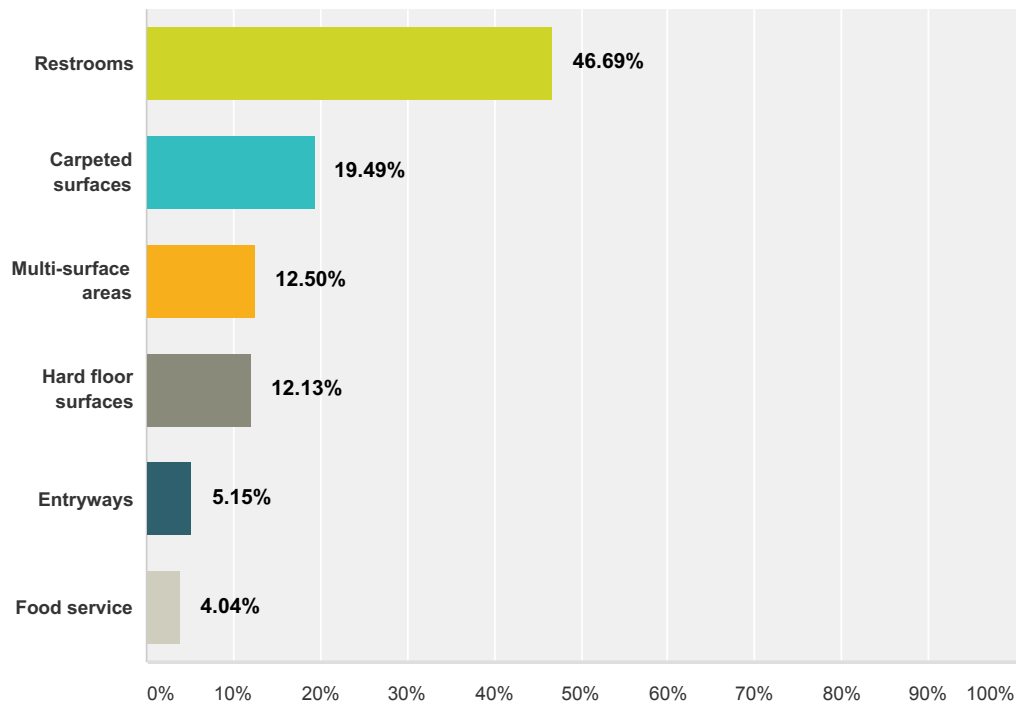


Answer Choices	Responses
As responsibilities increase, budget stays flat	39.71%
As responsibilities increase, budget increases	24.26%
As responsibilities increase, budget decreases	19.49%
Unchanged from 2016 to 2017	15.81%
As responsibilities decrease, budget stays flat	0.74%
As responsibilities decrease, budget decreases	0.00%

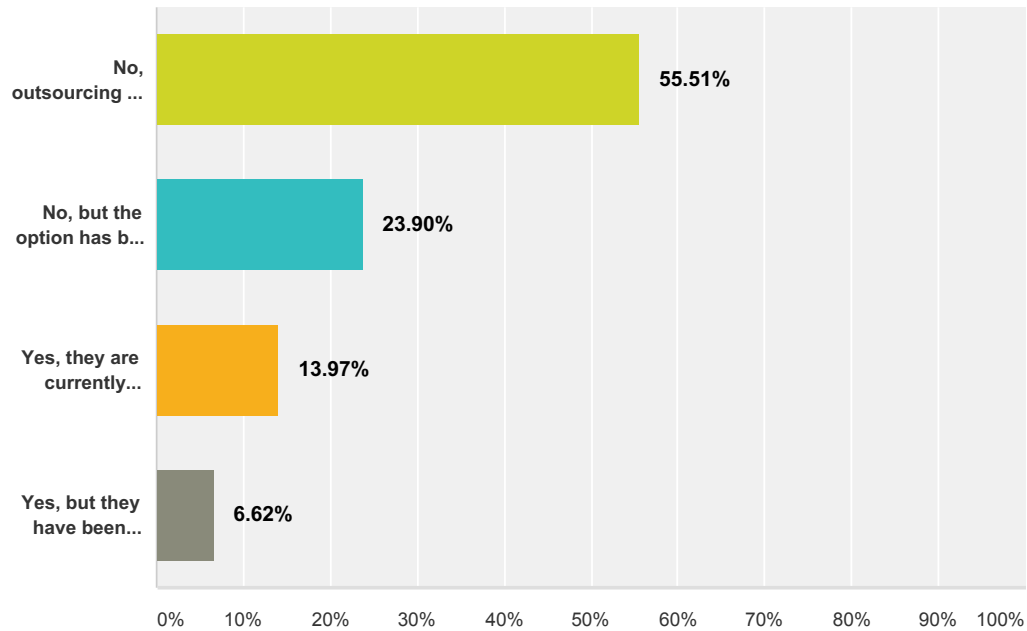
## Q12 What percentage of your operating budget is spent on LABOR?



## Q13 Which of the following areas/surfaces are the most problematic in cleaning/maintaining your facility?



## Q14 Have your cleaning/janitorial services been outsourced in the last five years?

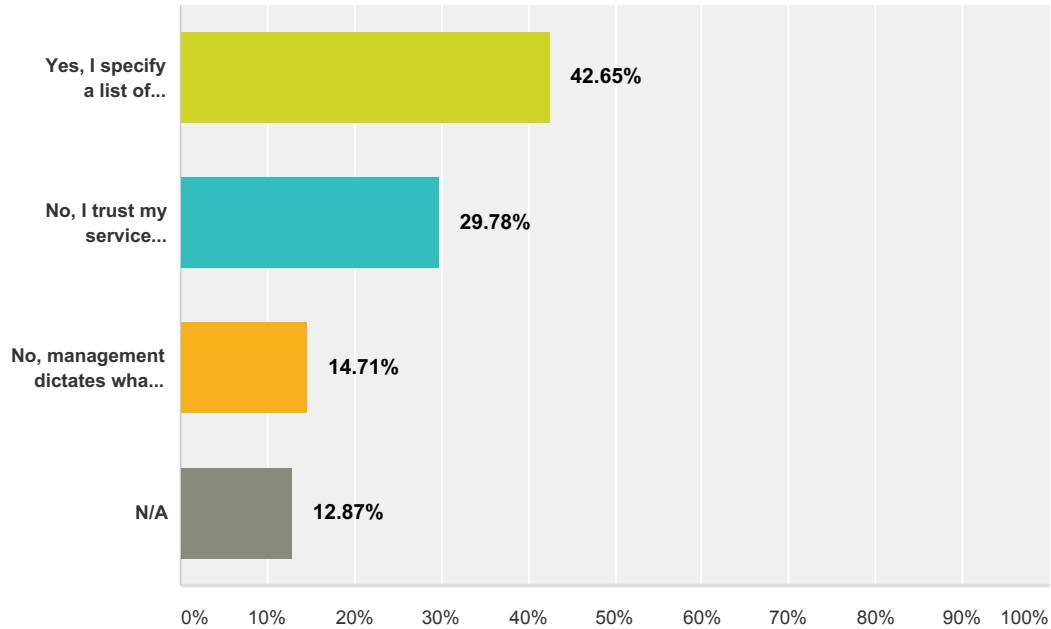


Answer Choices	Responses
No, outsourcing is not an option.	55.51%
No, but the option has been analyzed/considered.	23.90%
Yes, they are currently outsourced.	13.97%
Yes, but they have been brought back in house.	6.62%

**Q15 For which of the following tasks/responsibilities do you outsource or utilize in-house staff? Please answer each option.**

	In-House Staff	Outsource	N/A
Bird/pest control	25.09%	66.29%	8.61%
Fire/water damage restoration	22.22%	62.22%	15.56%
Roof maintenance/repair	30.11%	60.59%	9.29%
Window cleaning	53.14%	43.54%	3.32%
Laundry operations	49.25%	30.97%	19.78%
Restorative/deep cleaning carpets	71.22%	26.94%	1.85%
Grounds care	68.77%	25.65%	5.58%
Polishing/restoring stone and marble surfaces	46.49%	23.62%	29.89%
Painting	70.52%	23.51%	5.97%
Snow removal	57.46%	22.01%	20.52%
Exterior maintenance (sidewalks, parking, etc.)	72.59%	21.11%	6.30%
Matting cleaning/maintenance	74.44%	20.00%	5.56%
Building(s) security	71.00%	20.07%	8.92%
Maintaining HVAC systems	71.59%	19.70%	8.71%
Preventive maintenance/building systems	78.81%	13.01%	8.18%
Stripping/recoating hard floors	84.44%	12.22%	3.33%
Clean rooms	75.84%	9.29%	14.87%
Lightbulb replacement/relamping	92.19%	1.86%	5.95%

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



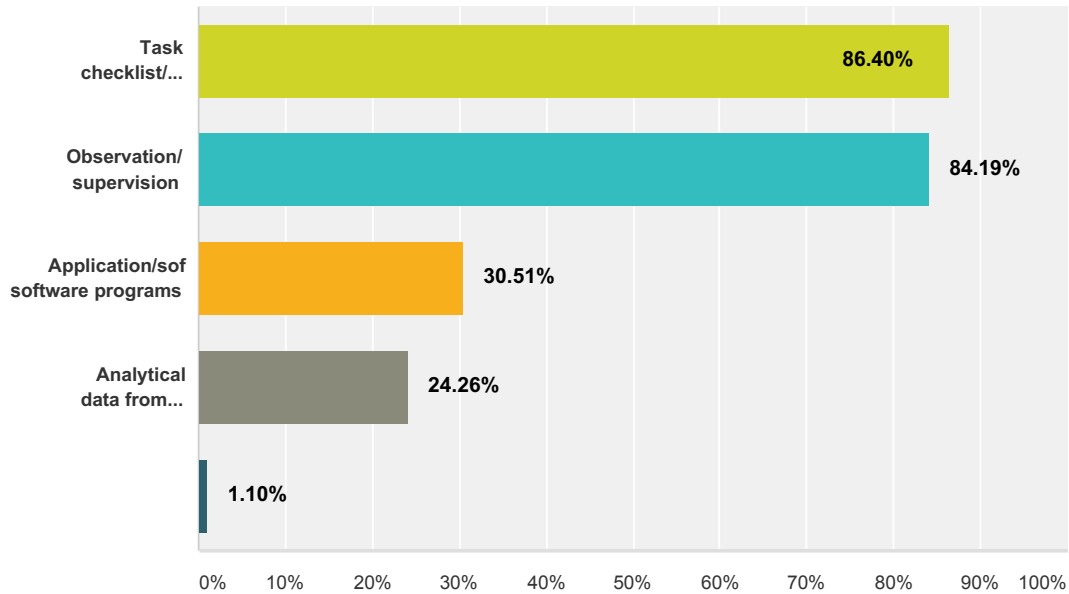
Answer Choices	Responses
Yes, I specify a list of specific brands and products to be used in my facility(s).	42.65%
No, I trust my service provider to utilize appropriate equipment and supplies.	29.78%
No, management dictates what products/brands are used in my facility(s).	14.71%
N/A	12.87%



**Q17 Rate the importance of the following criteria  
when selecting an outsourced service provider.  
Please answer each option.**

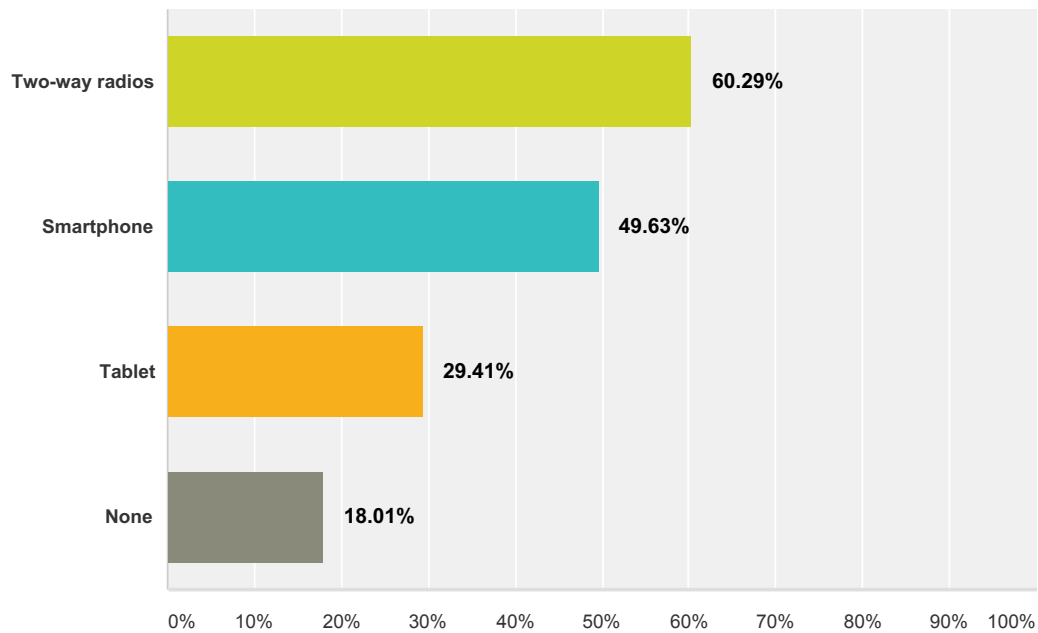
	Very Important	Somewhat Important	Neutral	Less Important	Not Important	
Reputation	70.85%	18.08%	10.33%	0.37%	0.37%	
Pricing	68.89%	24.81%	6.30%	0.00%	0.00%	
Certifications	57.46%	27.24%	14.93%	0.37%	0.00%	
One-stop shop (complete integrated facility services)	30.48%	32.34%	33.09%	2.97%	1.12%	

## Q18 What type of quality assurances do you use in your facility(s)? Check all that apply.

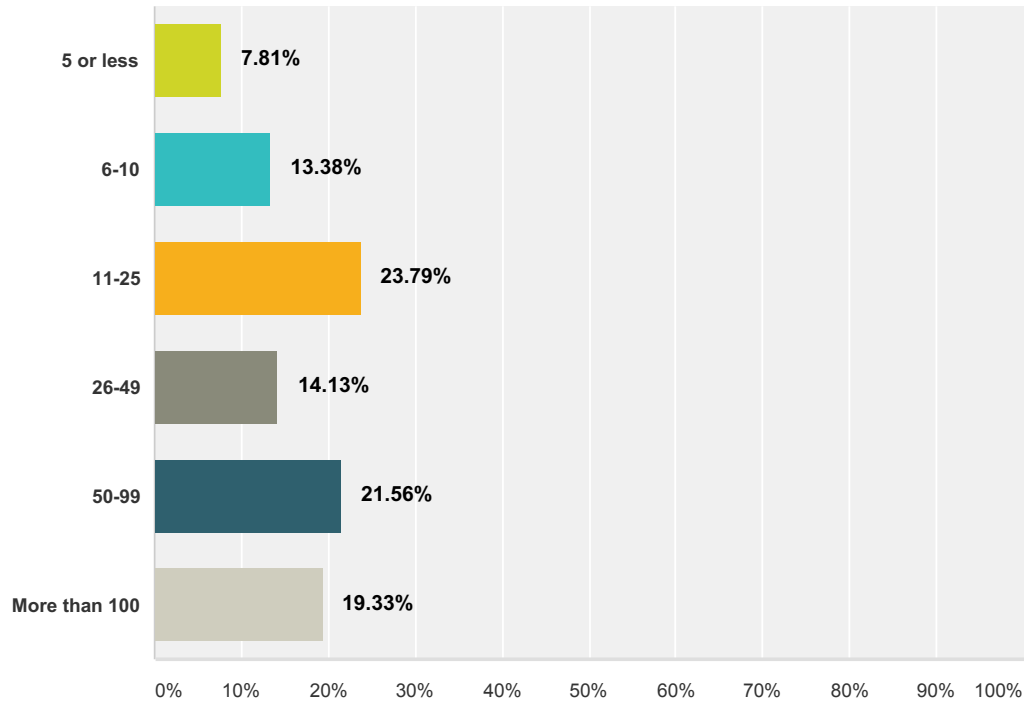


Answer Choices	Responses
Task checklist/cleaning schedule	86.40%
Observation/supervision	84.19%
Application/software programs	30.51%
Analytical data from equipment (usage and/or performance data)	24.26%
None	1.10%

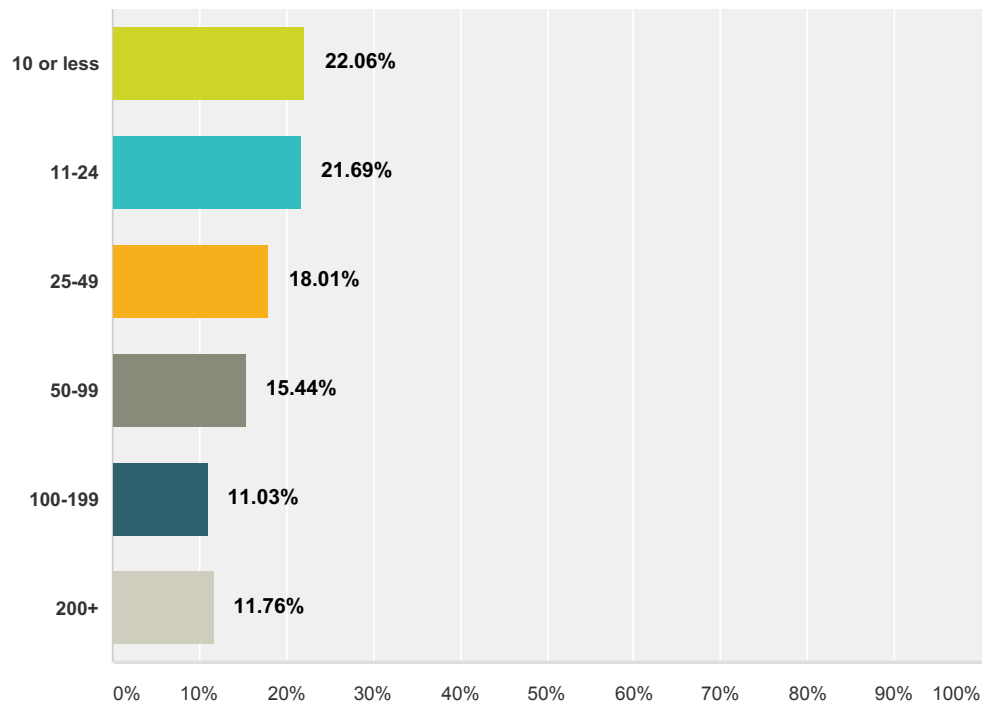
## Q19 What portable technology do your employees utilize for their jobs? Check all that apply.



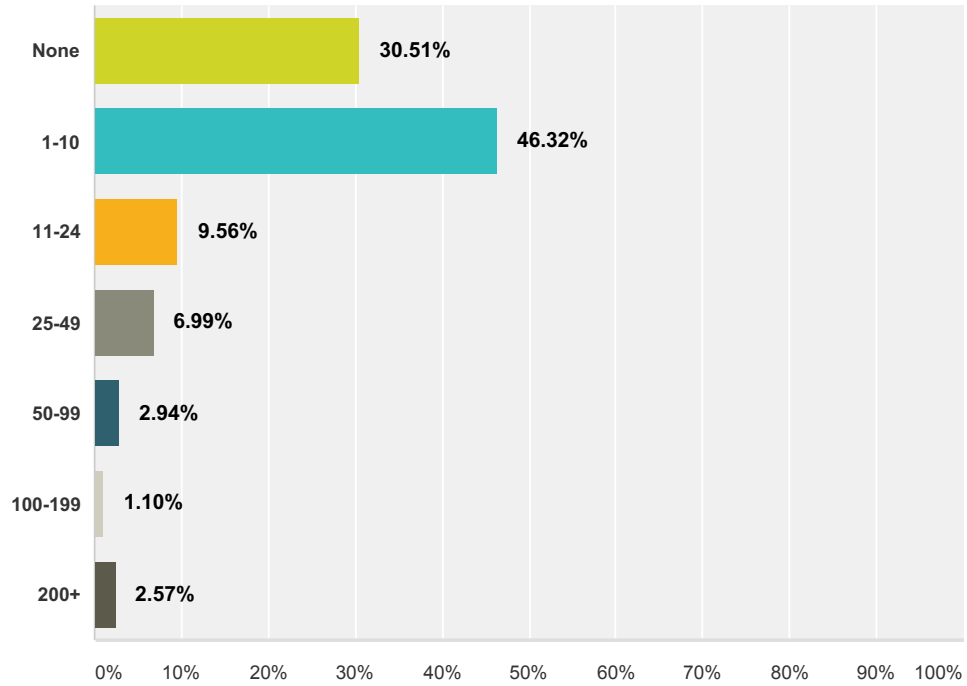
## Q20 How many staff are you responsible for/ do you supervise (directly or indirectly)?



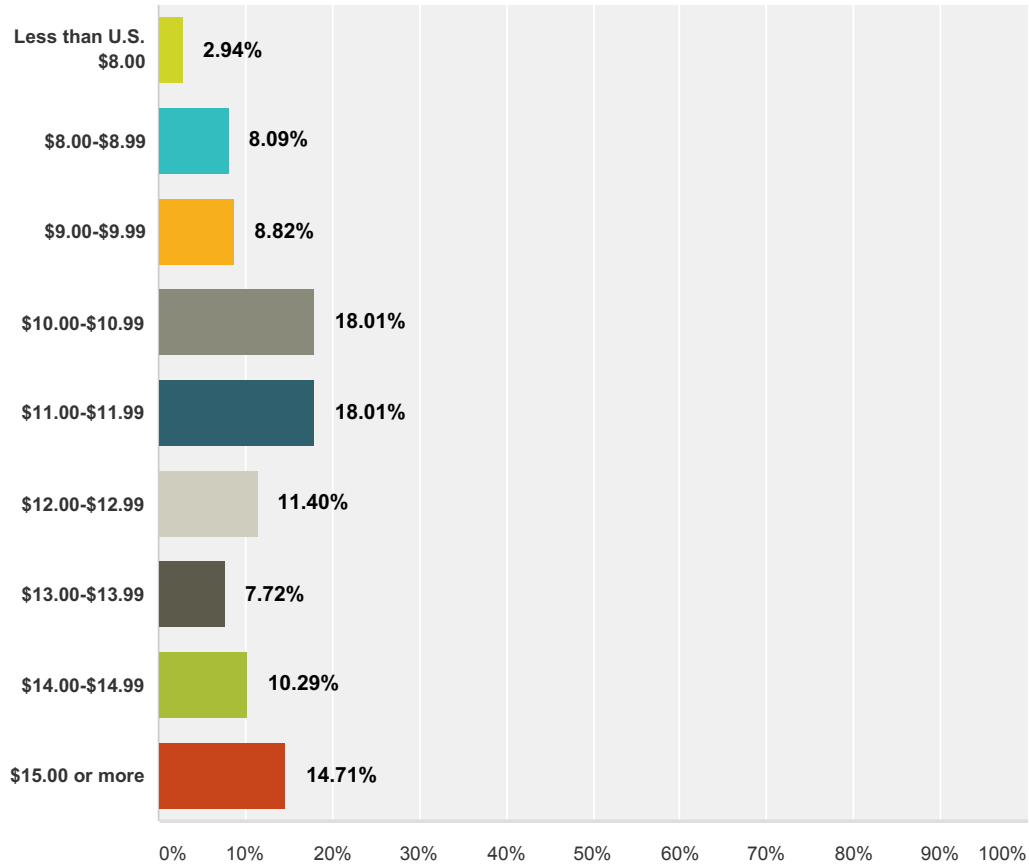
## Q21 How many full-time employees work in your cleaning/maintenance department?



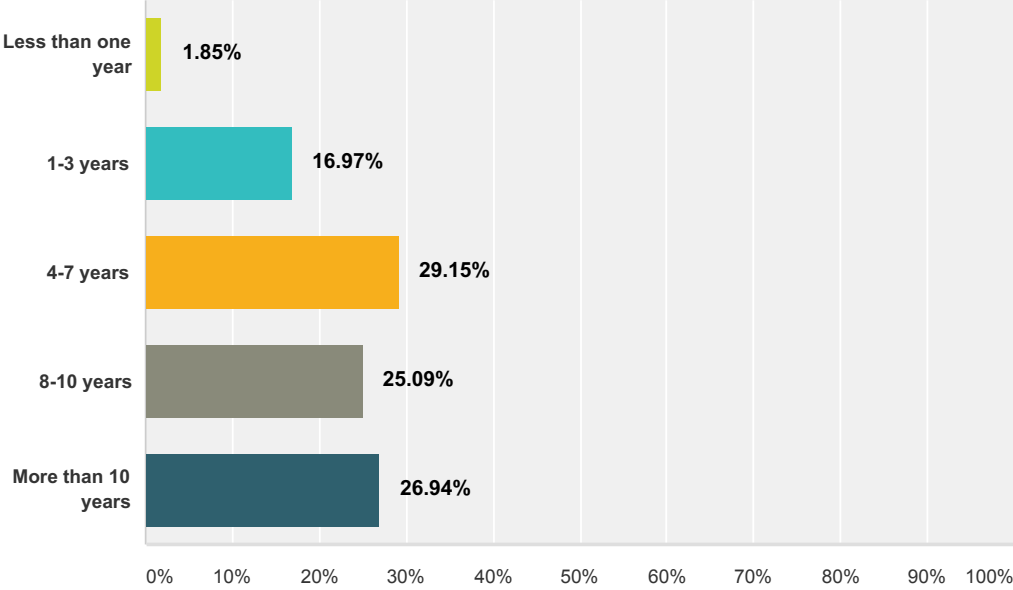
## Q22 How many part-time employees work in your cleaning/maintenance department?



## Q23 What is the STARTING hourly wage for FRONT-LINE employees in your facility(s)?

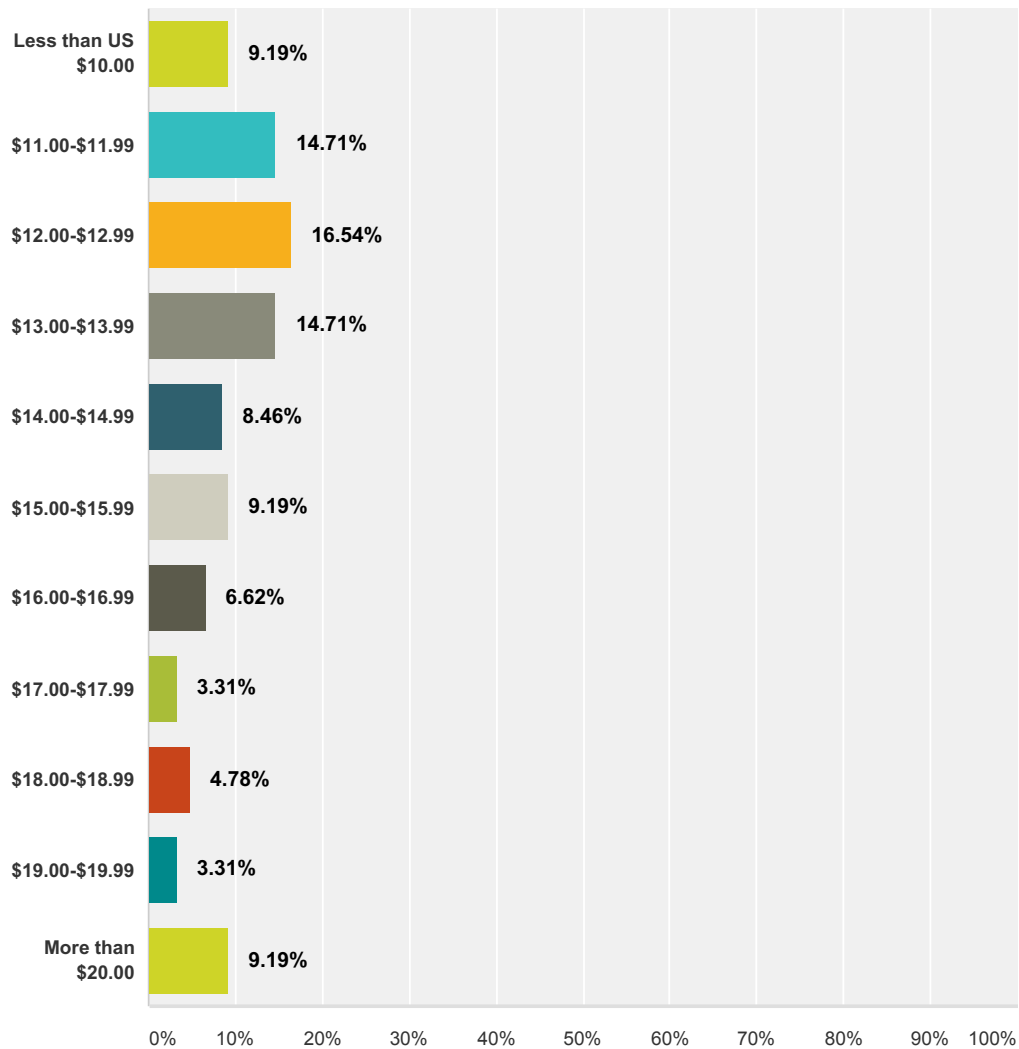


## Q24 What is the average tenure of your cleaning/maintenance staff?

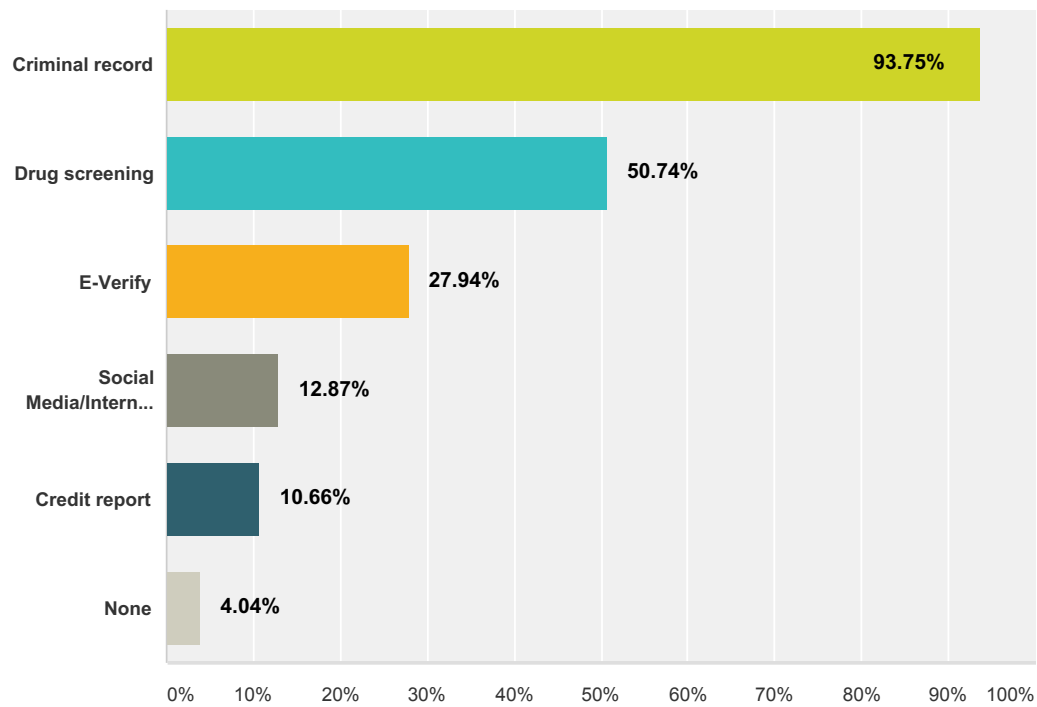




## Q25 What is the AVERAGE hourly wage for FRONT-LINE employees in your facility(s)?

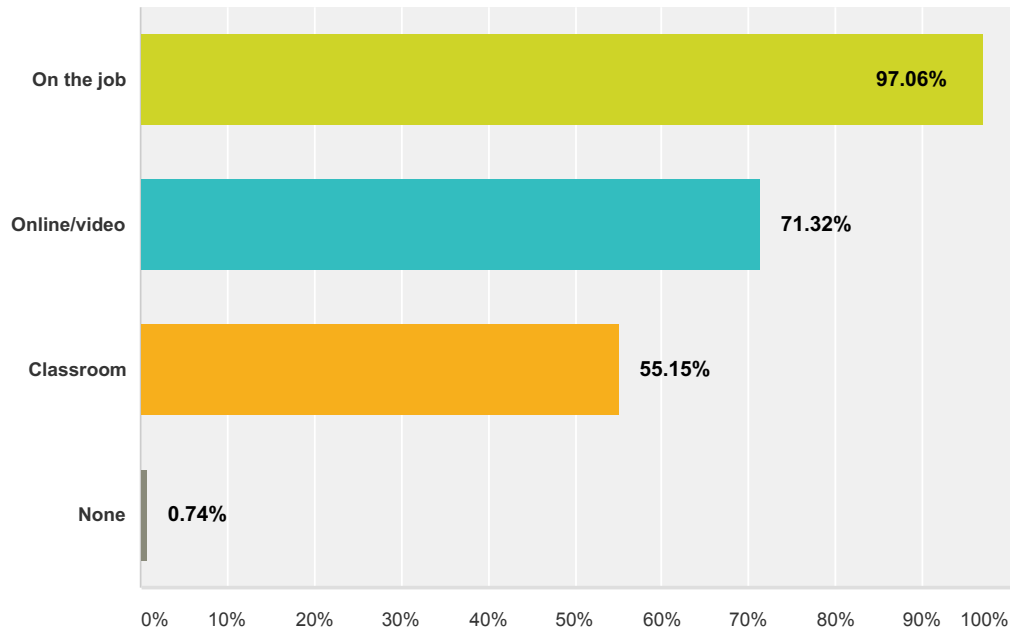


## Q26 What background checks do you use during the hiring process? Check all that apply.

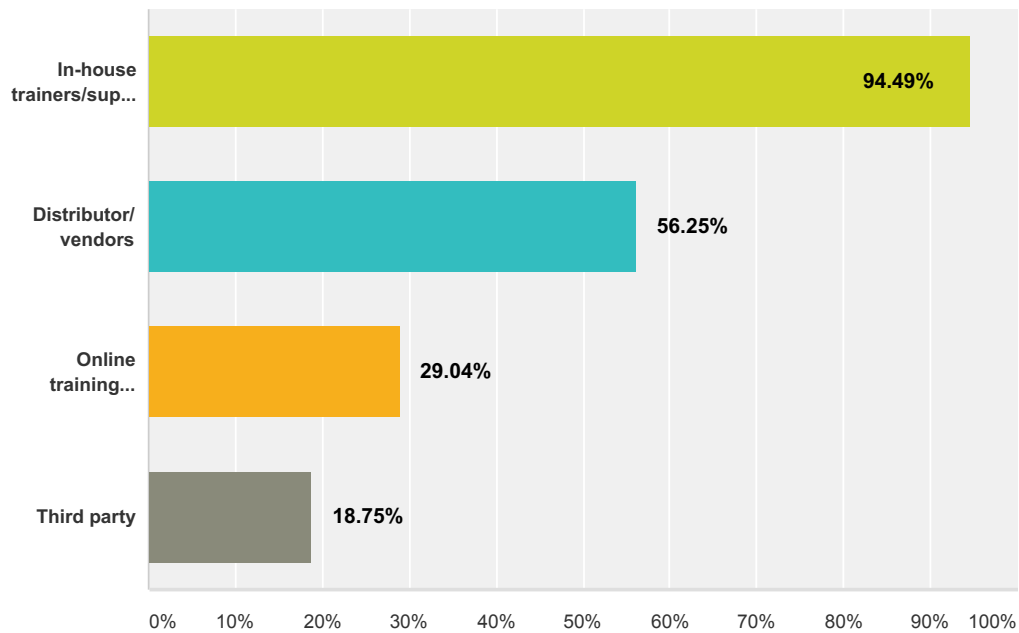


Answer Choices	Responses
Criminal record	93.75%
Drug screening	50.74%
E-Verify	27.94%
Social Media/Internet search	12.87%
Credit report	10.66%
None	4.04%

## Q27 What type of training do you offer employees in your facility(s)? Check all that apply.

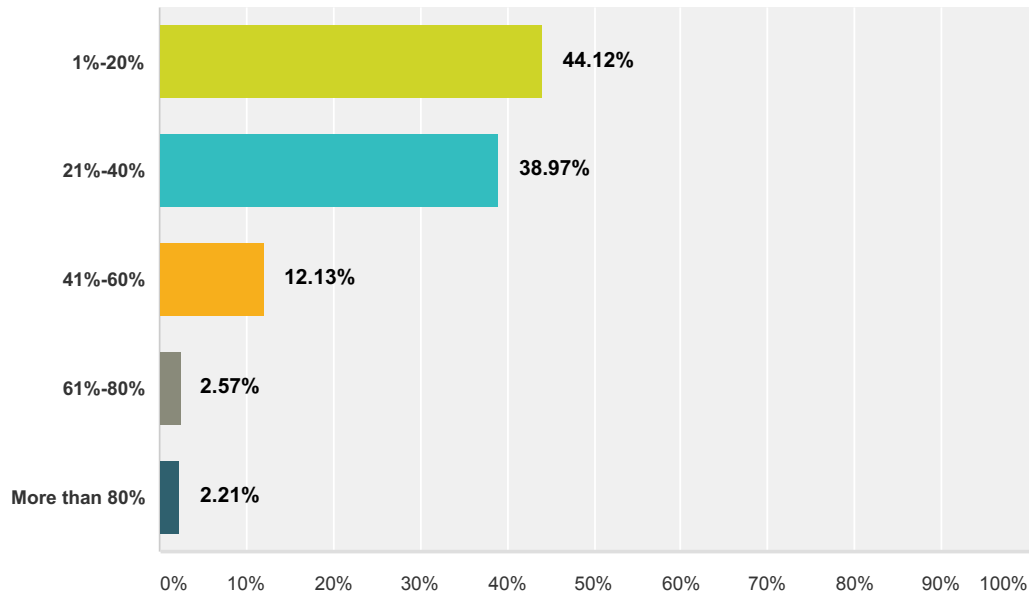


## Q28 Who provides training for your cleaning/maintenance staff? Check all that apply.

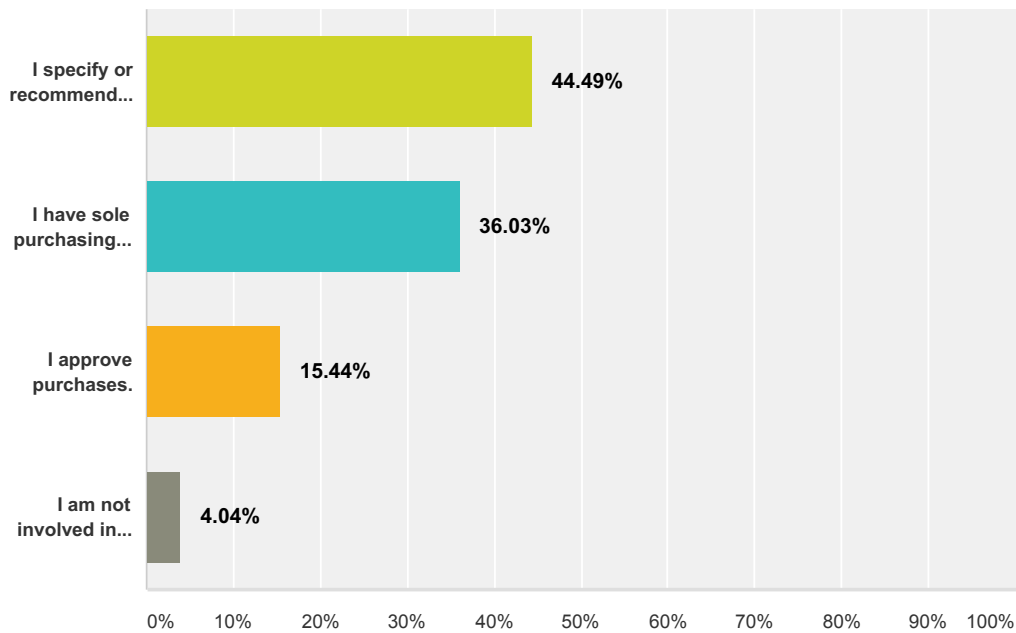


Answer Choices	Responses
In-house trainers/supervisors	94.49%
Distributor/vendors	56.25%
Online training provider	29.04%
Third party	18.75%

## Q29 What percentage of your operating budget is spent on cleaning/maintenance equipment and supplies (purchase and maintenance)?

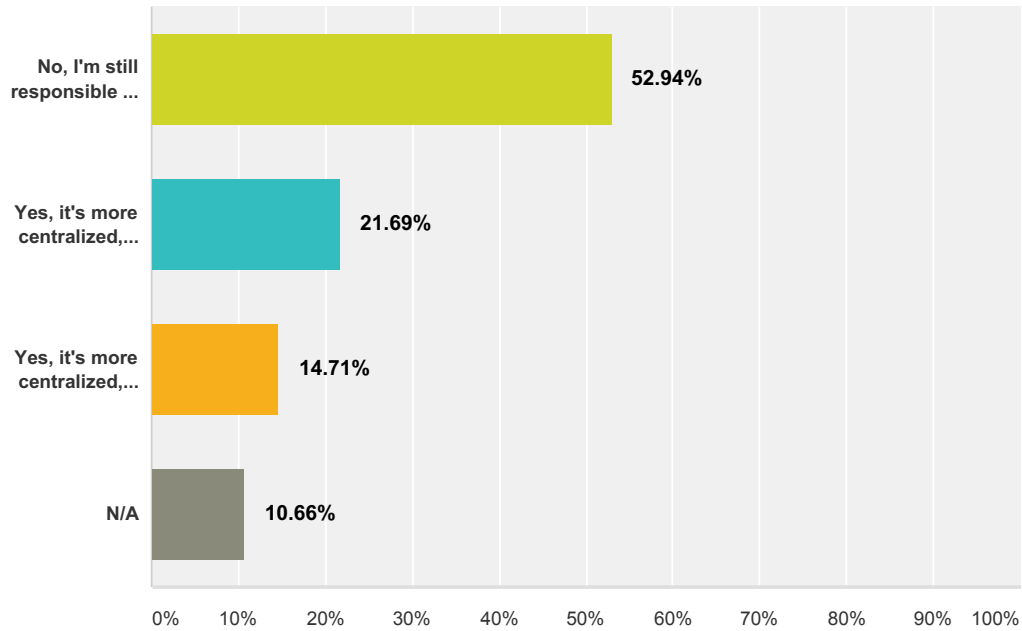


## Q30 Which of the following describes your role in the purchasing of equipment and supplies?



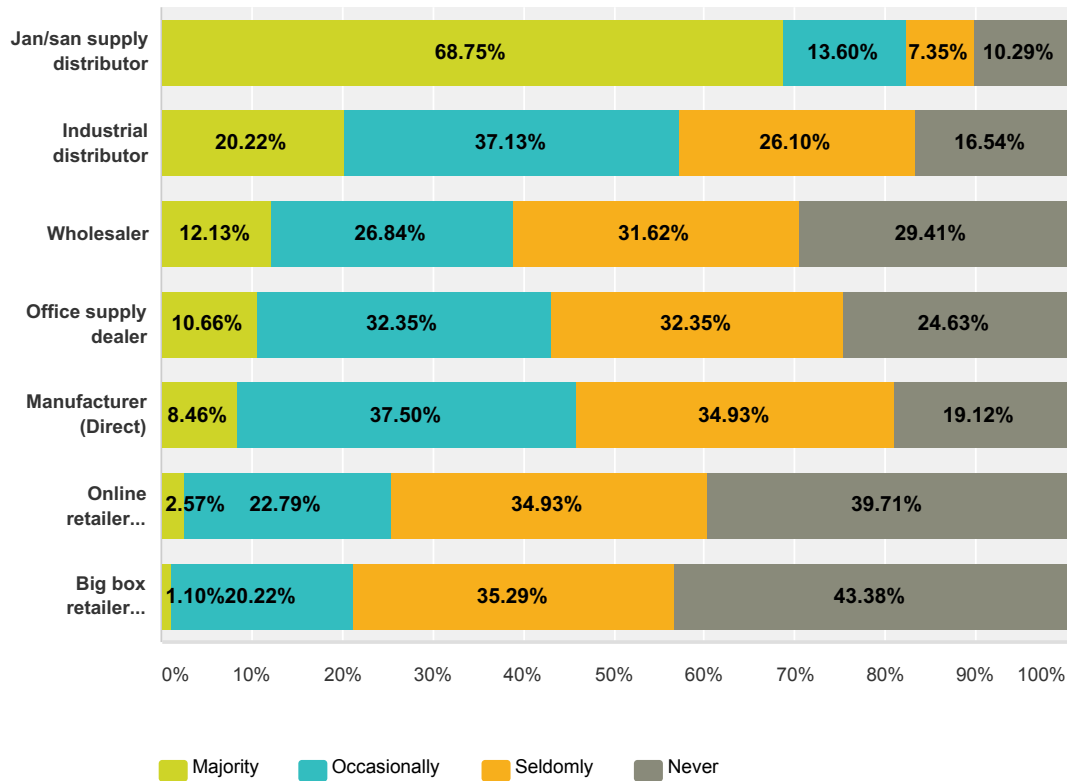
Answer Choices	Responses
I specify or recommend purchases.	44.49%
I have sole purchasing authority.	36.03%
I approve purchases.	15.44%
I am not involved in purchasing of equipment and supplies.	4.04%

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



Answer Choices	Responses
No, I'm still responsible for my budget.	52.94%
Yes, it's more centralized, but I still have final say.	21.69%
Yes, it's more centralized, and my authority has decreased.	14.71%
N/A	10.66%

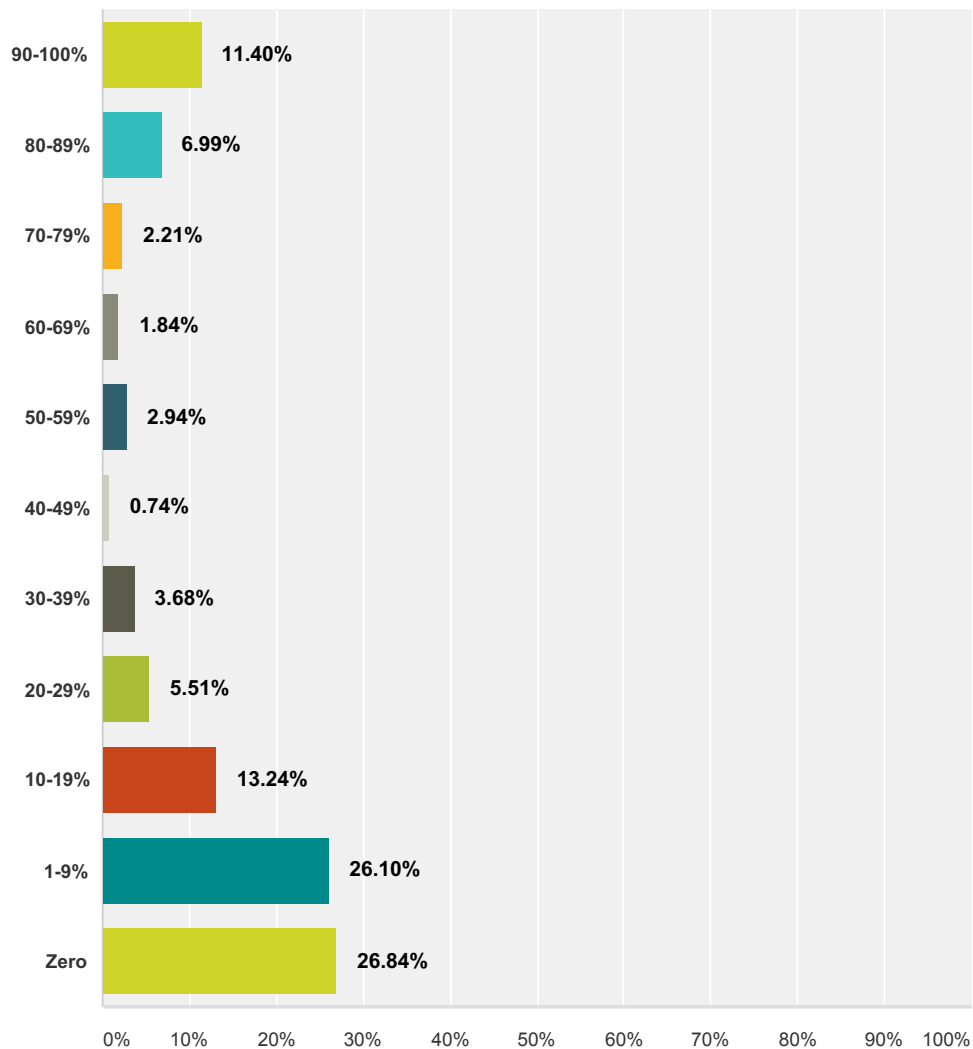
## Q32 To what extent do you purchase cleaning/maintenance products from the following sources?



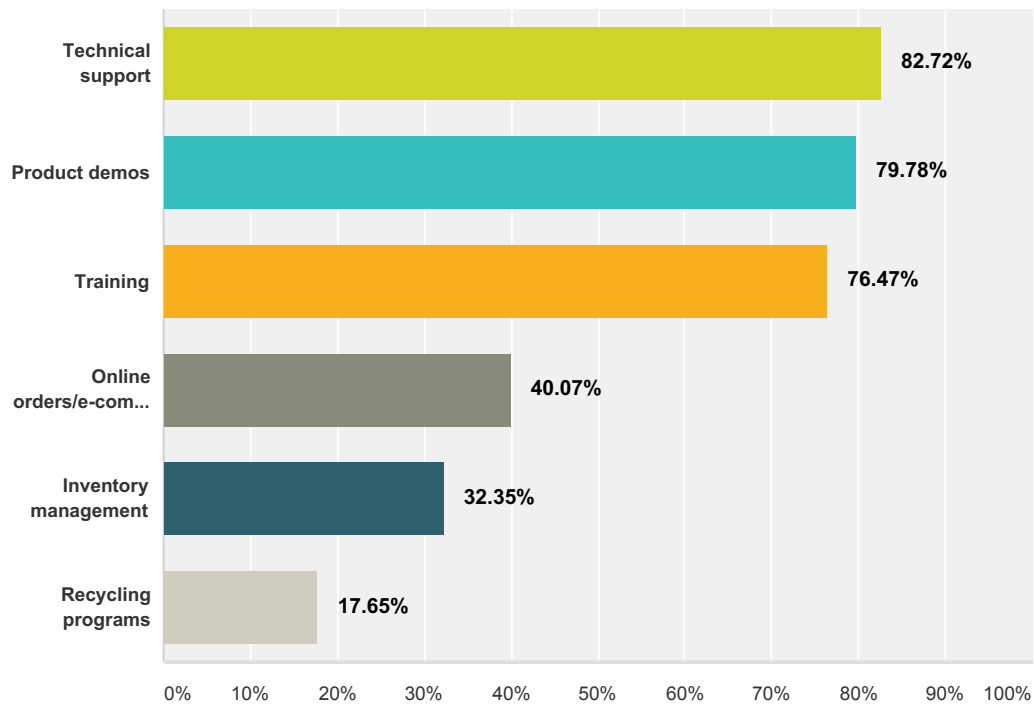
	Majority	Occasionally	Seldomly	Never
Jan/san supply distributor	68.75%	13.60%	7.35%	10.29%
Industrial distributor	20.22%	37.13%	26.10%	16.54%
Wholesaler	12.13%	26.84%	31.62%	29.41%
Office supply dealer	10.66%	32.35%	32.35%	24.63%
Manufacturer (Direct)	8.46%	37.50%	34.93%	19.12%
Online retailer (Amazon)	2.57%	22.79%	34.93%	39.71%
Big box retailer (Costco)	1.10%	20.22%	35.29%	43.38%



## Q33 What percentage of your cleaning/maintenance products are purchased ONLINE?



## Q34 Which of the following do you expect from your distributor/vendor? Check all that apply.



Answer Choices	Responses
Technical support	82.72%
Product demos	79.78%
Training	76.47%
Online orders/e-commerce	40.07%
Inventory management	32.35%
Recycling programs	17.65%

## Q35 Which of the following products are you responsible for purchasing in your facility(s)? Check all that apply.

