CMM CLEANING & MAINTENANCE MANAGEMENT

By Amy W. Richardson | Managing Editor

Facility Services Now

Results from the 2020 CMM In-House/Facility Management Benchmarking Survey

We entered 2020 with a tight labor market and the strongest unemployment rates in decades. With this labor shortage, employers have never been more concerned with retention strategies and training their staff to do their jobs well and be part of their team for the long haul. It is not surprising then that employee retention and training were the biggest concerns with cleaning staff among in-house/facility managers who participated in the 2020 *CMM In-House/Facility Management Benchmarking Survey*.

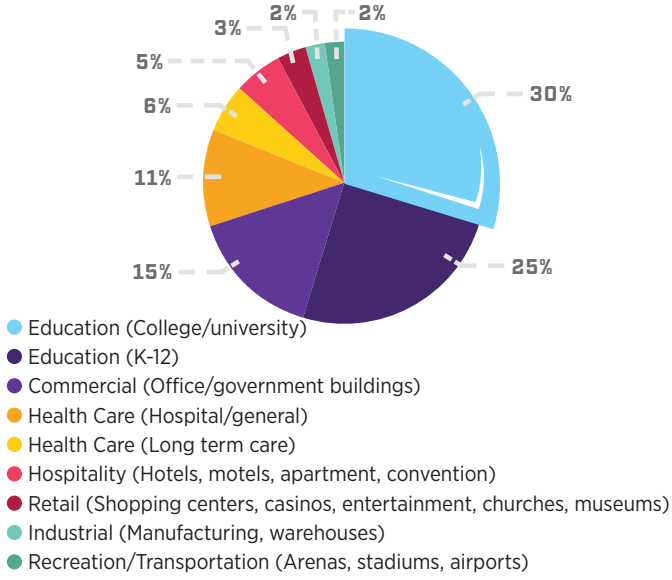
When asked what issues were important to their facilities and operations, training/education was also among the top five responses that survey participants ranked as important "to a large extent." Health and safety ranked highest, followed by improving facility image, improving productivity/efficiencies, security, and training/education of staff. An open-ended question about critical issues facing the facility management industry today revealed similar concerns about qualified staffing, employee retention, and proper training, as well as infection control and budget concerns.

When it comes to operating budgets specifically, 36% of respondents reported an increased budget for 2020, up 11% from 2015 and the same as in 2019. Another one-third (32%) reported a flat budget compared to 2019, still better compared to 40% in 2015. These favorable outlooks reflect the positive economic climate at the end of last year when budgets were made and before the arrival of the novel coronavirus in the U.S in early 2020.

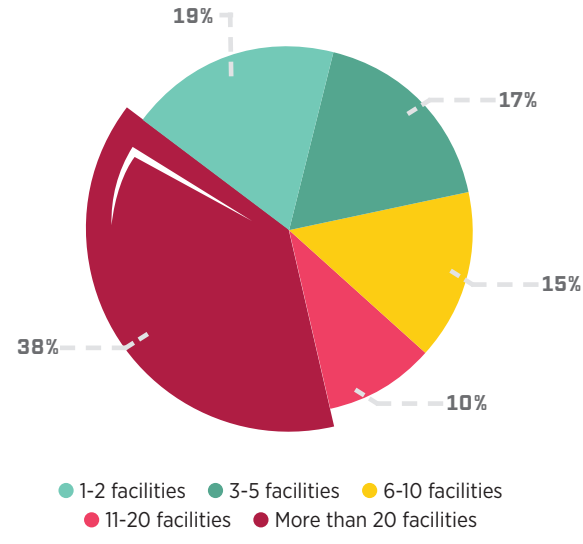
Uncertainties associated with the pandemic are inevitable, but this annual survey is intended to help you plan and prepare the best you can by evaluating your operation regularly, comparing your facility to others, and finding ideas that will help you improve your facility now for future success.

ABOUT THIS REPORT: The data in this survey is based on results from email solicitations sent to the CMM/ISSA community of in-house service providers and facility managers between February 25 and March 13, 2020. A total of 340 completed responses are included in the analysis. Results are self-reported and not necessarily based on audited finance statements.

Facility Representation



Workload Responsibility

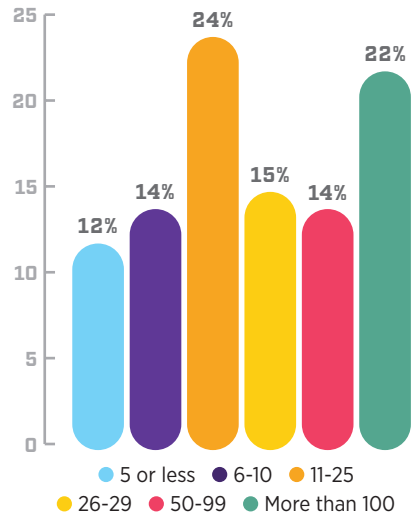


©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

The 2020 In-House/Facility Management Benchmarking Survey

CMM CLEANING & MAINTENANCE MANAGEMENT

Supervisory Responsibility
(Direct or indirect reports)



Top Issues/Concerns

Top 3 Problem Areas

Restrooms, Carpeted surfaces, Multi-surface areas

Biggest Facility Problem Areas

Restrooms	43%
Carpeted surfaces	17%
Multi-surface areas	15%
Hard floor surfaces	14%
Entryways/Foyers	7%
Food service	4%

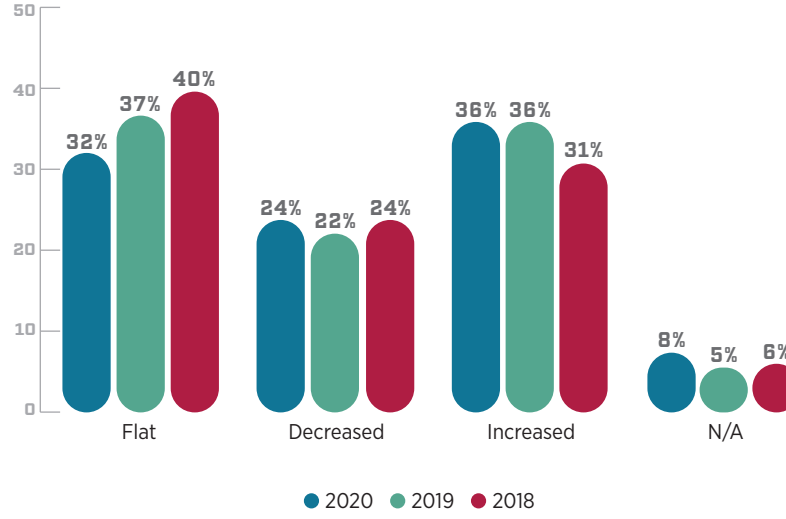
Do You Outsource?

65% did not outsource a portion of their cleaning/janitorial services in the past 12 months

Outsourced/In-House Tasks

Task	In-House	Out-source	NA
Stripping/recoating hard floors	78%	17%	5%
Restorative/deep cleaning carpets	72%	24%	4%
Polishing/restoring stone and marble surfaces	52%	17%	30%
Matting cleaning/maintenance	73%	20%	7%
Lightbulb replacement/relamping	85%	5%	11%
Exterior maintenance (sidewalks, parking, etc.)	66%	22%	12%
Grounds care	64%	26%	11%
Painting	70%	20%	9%
Controlled environments/clean rooms	65%	6%	28%
Fire/water damage restoration	22%	64%	15%
Laundry operations	53%	23%	24%
Window cleaning	56%	40%	4%
Snow removal	53%	21%	26%
Bird/pest control	26%	62%	12%
Maintaining HVAC systems	66%	25%	10%
Roof maintenance/repair	33%	57%	10%
Preventive maintenance/building systems	75%	14%	11%
Building(s) security	61%	25%	14%

Operating Budget



©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

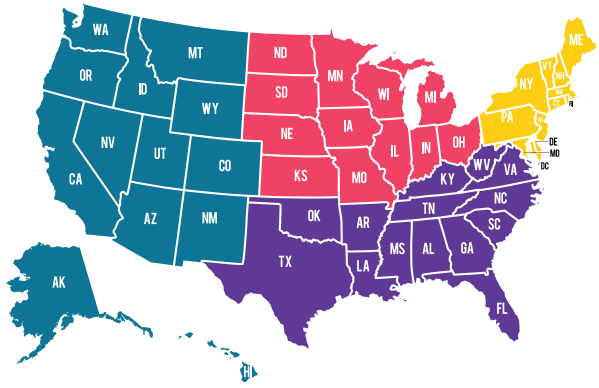
The 2020 In-House/Facility Management Benchmarking Survey

CMM CLEANING & MAINTENANCE MANAGEMENT

Labor Costs

17% spend **More Than 70%**
of **operating budget while**
12% spend **Less than 30%**
of **operating budget.**

Average hourly rate for front-line employees by region



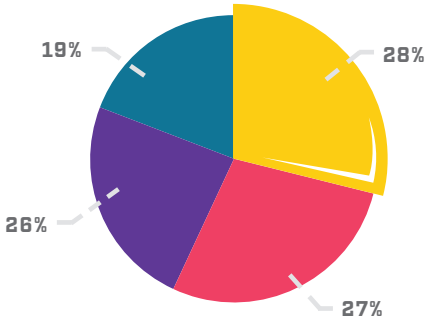
Entry-level
(under one year of employment)

- Midwest $12-13.99
- Northeast $14-15.99
- South $10-11.99
- West $14-15.99
- Canada $16-17.99

Experienced
(more than one year of employment)

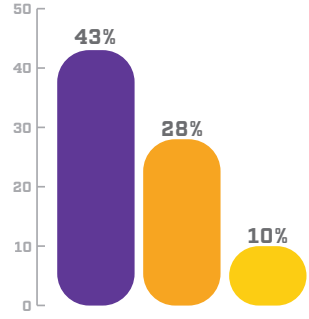
- Midwest $14-15.99
- Northeast $16-17.99
- South $12-13.99
- West $16-17.99
- Canada $18-19.99

Biggest Concerns with Cleaning Staff



- Employee Training
- Employee Retention
- Proper Use of Products
- Employee Safety

Annual Turnover Rate



- 1-10%
- 11-20%
- 21-30%

What Facility Managers Purchase

Cleaners and disinfectants	91%
Cleaning supplies (mops, microfiber, carts, can liners)	90%
Hand soap/sanitizers	87%
Restroom dispensers (paper, soap)	86%
Carpet care chemicals	86%
Floor pads/supplies	86%
Paper products (towels, tissue, etc.)	86%
Carpet care equipment (including vacuums)	85%
Employees' safety equipment	84%
Floor finish/coatings	83%
Hard floor care equipment	79%
Odor control products/chemicals	79%
Matting	71%
Batteries (equipment)	69%
Uniforms/apparel	52%
Material handling equipment	52%
Ice and snow removal	44%
Facility signage	42%
Quality assurance programs/ software/tools	41%
Pest/bird control	35%
Grounds care equipment	35%
Hand dryers	35%
Measurement equipment (infrared, ATP, IAQ, moisture)	32%
HVAC parts/equipment	30%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

The 2020 In-House/Facility Management Benchmarking Survey

CMM CLEANING & MAINTENANCE MANAGEMENT

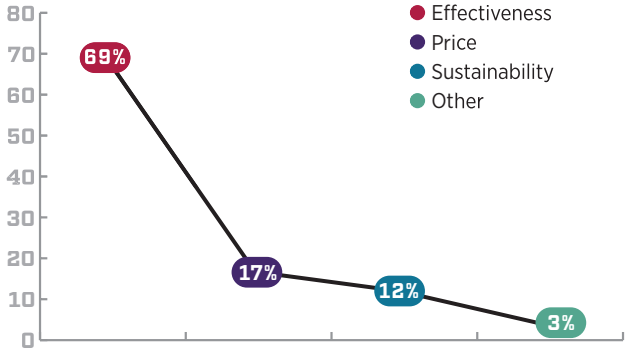
Who Has Final Say?

35%
of managers/providers have sole purchasing power over products and equipment used in their facility

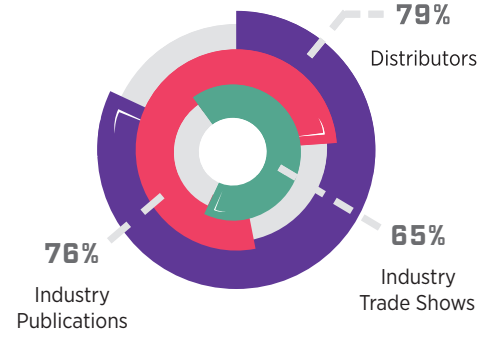
12%
have experienced more centralized purchasing processes over the last year, but still have final say

13%
have experienced a decrease in authority over purchasing decisions over the last year

What Drives Value in Product Selection?



Top Resources for New Product Information



Online Purchasing Trends

21% **don't purchase cleaning products** from online retailers, such as Amazon

12% **purchase almost all (90-100%)** of their cleaning products online

18% **don't purchase** cleaning products online

Get more online

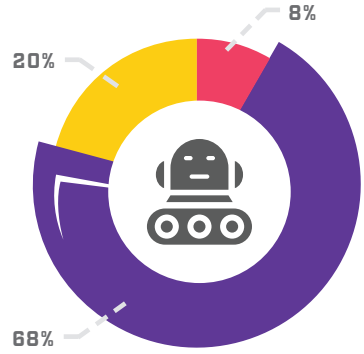
Download the full 2020 *CMM In-House/Facility Management Benchmarking Survey* at:

www.cmmonline.com/fm-survey-2020

Has Your Facility Achieved LEED?

28% of respondents **have achieved** LEED

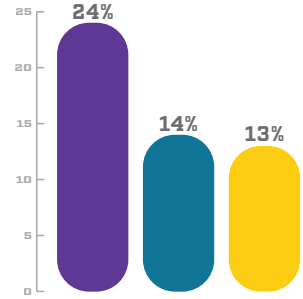
Do You Use Autonomous/ Robotic Cleaning Equipment?



- Yes
- No
- No, but we are considering it

Do You Use The Internet of Things?

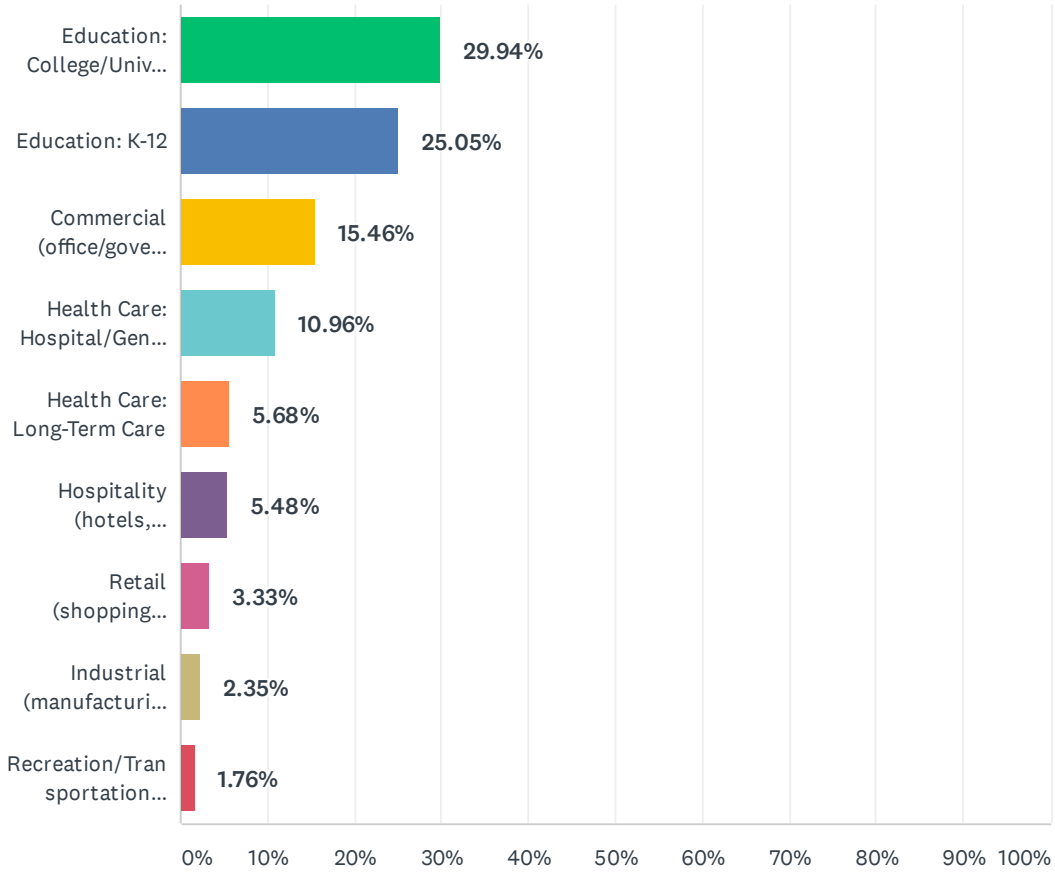
50% of respondents **do not use** IoT technology



- To monitor building operations
- To monitor cleaning equipment usage
- To monitor cleaning supplies

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

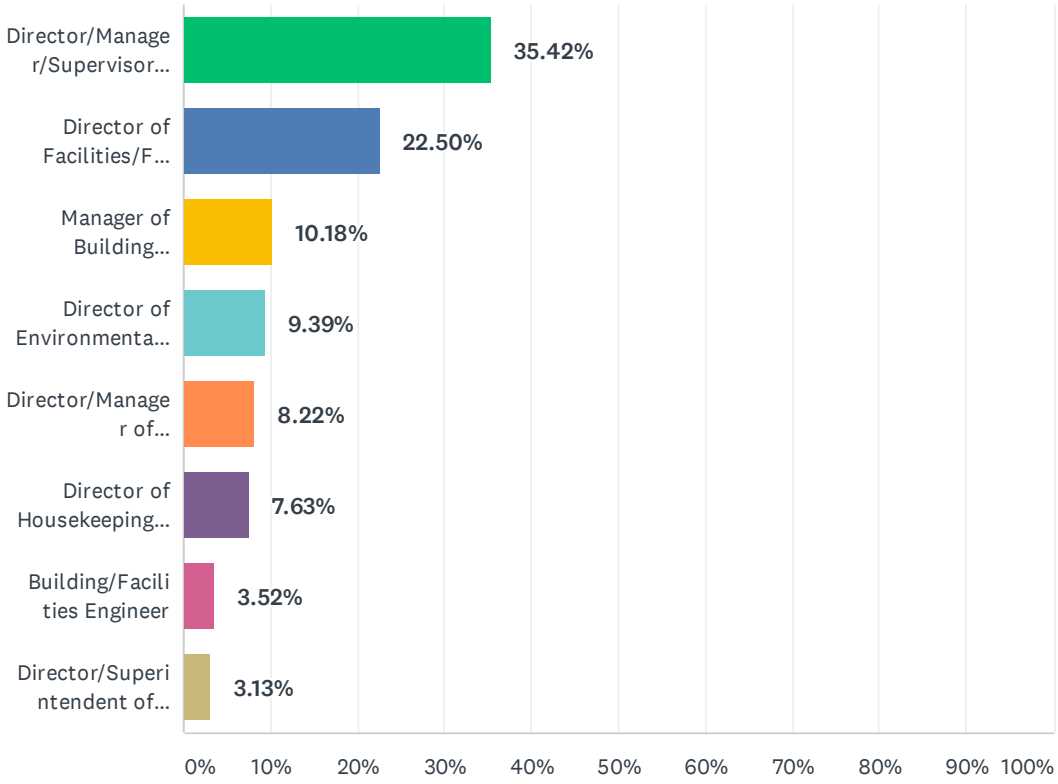
Q1 Which of the following best describes your facility/institution?



ANSWER CHOICES	RESPONSES
Education: College/University	29.94%
Education: K-12	25.05%
Commercial (office/government buildings)	15.46%
Health Care: Hospital/General	10.96%
Health Care: Long-Term Care	5.68%
Hospitality (hotels, motels, apartment, convention)	5.48%
Retail (shopping centers, casinos, entertainment, churches, museums)	3.33%
Industrial (manufacturing, warehouses)	2.35%
Recreation/Transportation (arenas, stadiums, airports)	1.76%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

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

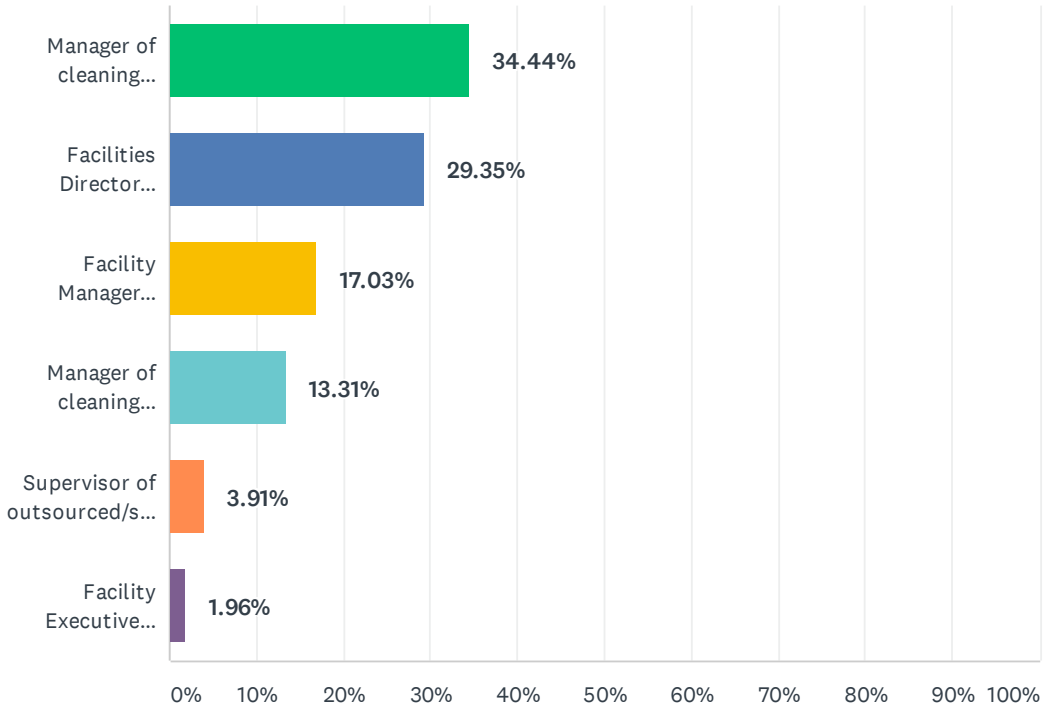


ANSWER CHOICES	RESPONSES
Director/Manager/Supervisor of Custodial Services	35.42%
Director of Facilities/Facility Manager	22.50%
Manager of Building Services	10.18%
Director of Environmental Services	9.39%
Director/Manager of Maintenance/Operations	8.22%
Director of Housekeeping/Executive Housekeeper	7.63%
Building/Facilities Engineer	3.52%
Director/Superintendent of Buildings & Grounds	3.13%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

Q3 Which of the following best describes your management responsibilities?

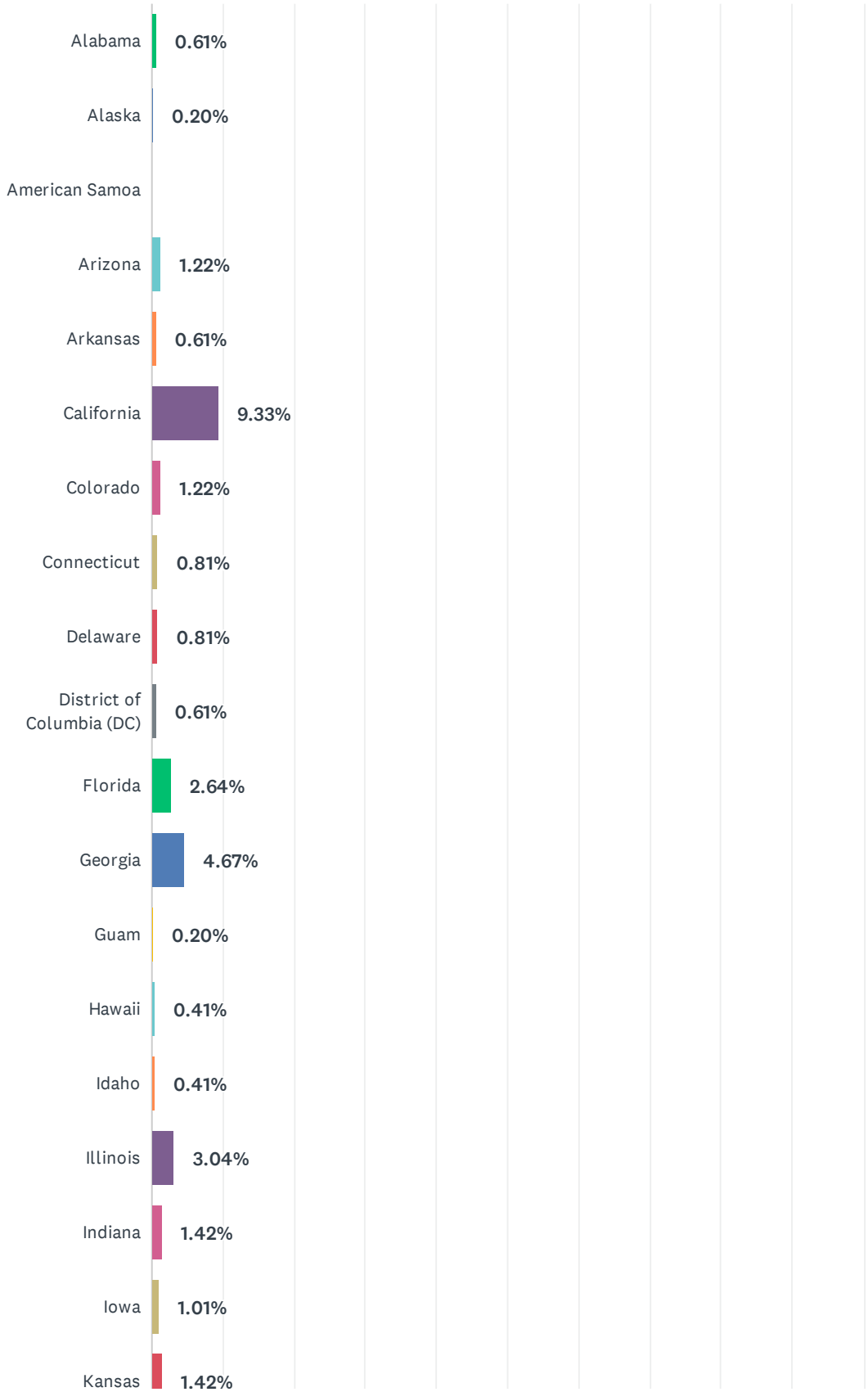
Answered: 511 Skipped: 0



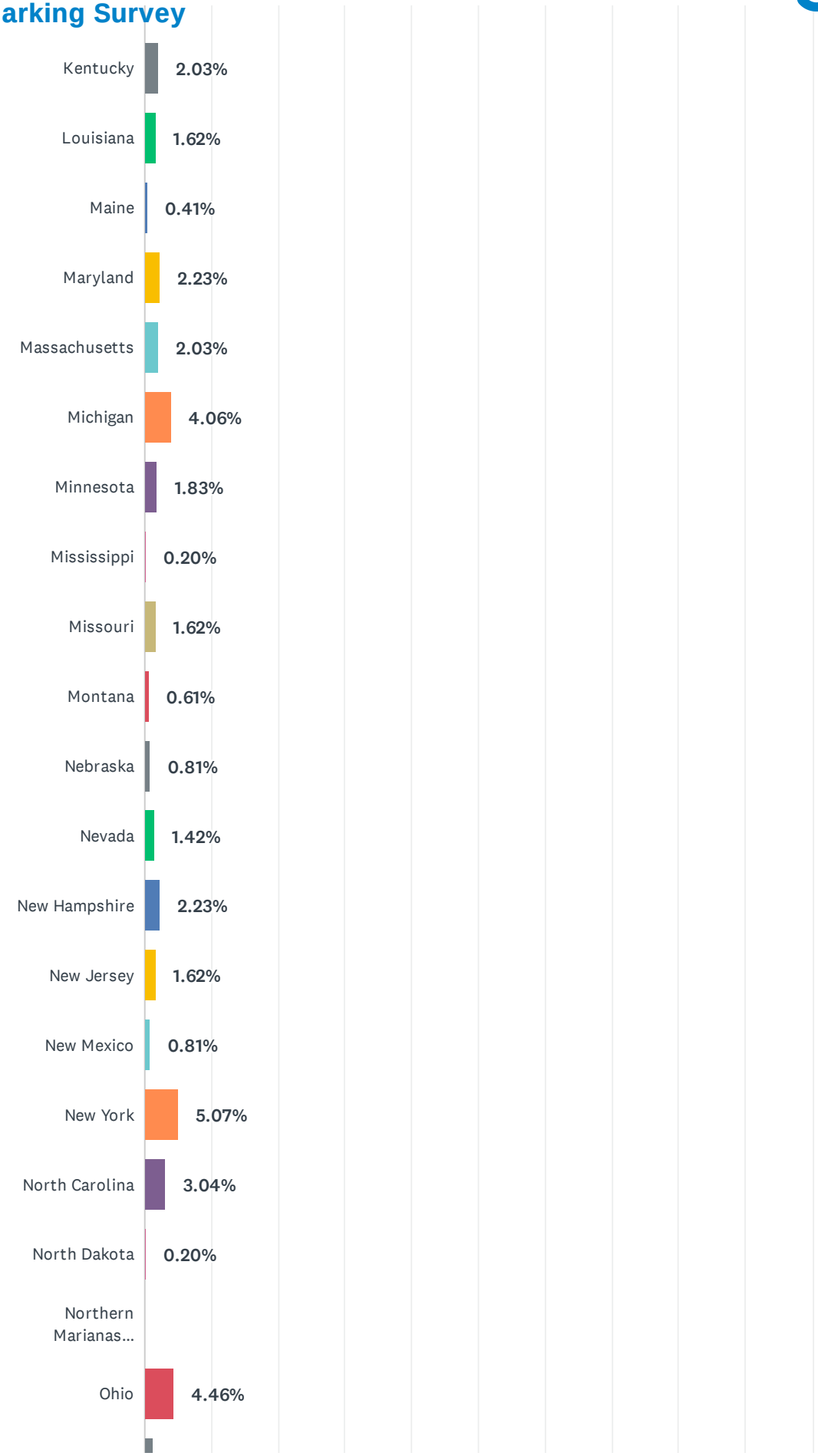
ANSWER CHOICES	RESPONSES
Manager of cleaning services for multiple facilities	34.44%
Facilities Director (oversee multiple departments at multiple facilities, including cleaning/maintenance)	29.35%
Facility Manager (oversee multiple departments at a single facility, including cleaning/maintenance)	17.03%
Manager of cleaning services for a single facility	13.31%
Supervisor of outsourced/subcontract cleaning services	3.91%
Facility Executive (Building Owner)	1.96%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

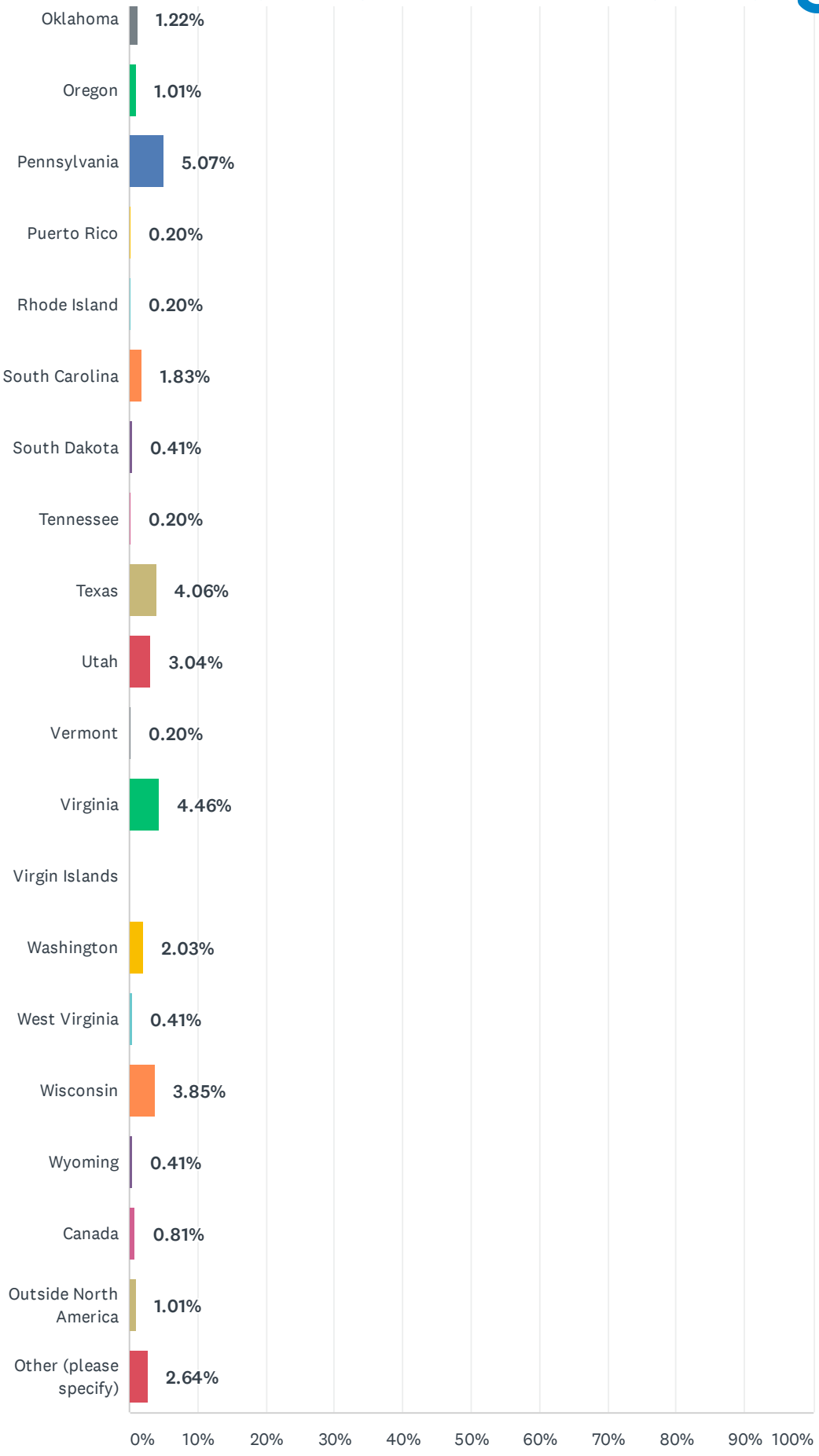
Q4 In what state or region is the facility/are the facilities you manage?



©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.



©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.



©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

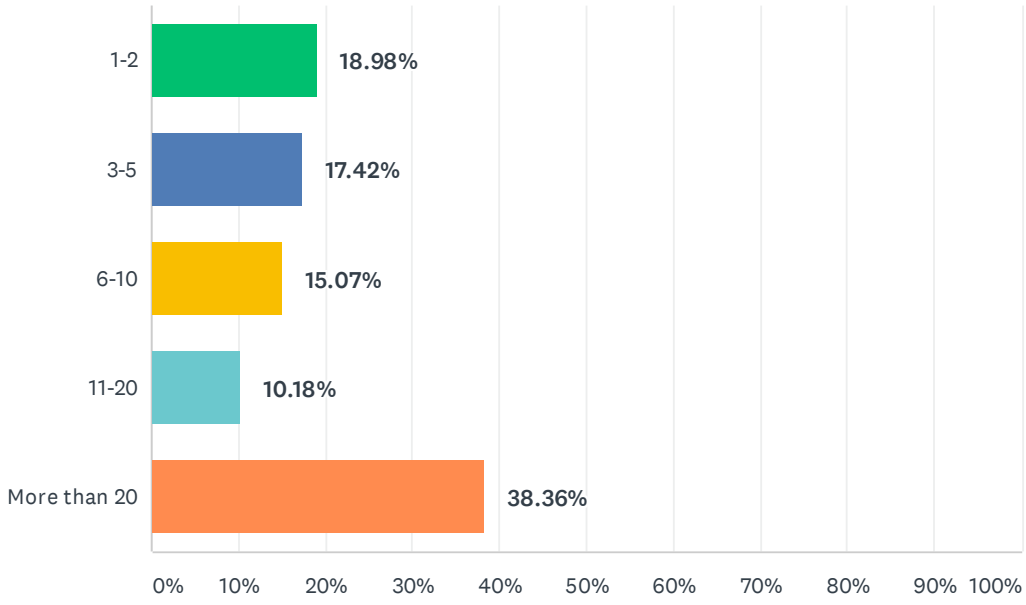
ANSWER CHOICES	RESPONSES
Alabama	0.61%
Alaska	0.20%
American Samoa	0.00%
Arizona	1.22%
Arkansas	0.61%
California	9.33%
Colorado	1.22%
Connecticut	0.81%
Delaware	0.81%
District of Columbia (DC)	0.61%
Florida	2.64%
Georgia	4.67%
Guam	0.20%
Hawaii	0.41%
Idaho	0.41%
Illinois	3.04%
Indiana	1.42%
Iowa	1.01%
Kansas	1.42%
Kentucky	2.03%
Louisiana	1.62%
Maine	0.41%
Maryland	2.23%
Massachusetts	2.03%
Michigan	4.06%
Minnesota	1.83%
Mississippi	0.20%
Missouri	1.62%
Montana	0.61%
Nebraska	0.81%
Nevada	1.42%
New Hampshire	2.23%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

New Jersey	1.62%
New Mexico	0.81%
New York	5.07%
North Carolina	3.04%
North Dakota	0.20%
Northern Marianas Islands	0.00%
Ohio	4.46%
Oklahoma	1.22%
Oregon	1.01%
Pennsylvania	5.07%
Puerto Rico	0.20%
Rhode Island	0.20%
South Carolina	1.83%
South Dakota	0.41%
Tennessee	0.20%
Texas	4.06%
Utah	3.04%
Vermont	0.20%
Virginia	4.46%
Virgin Islands	0.00%
Washington	2.03%
West Virginia	0.41%
Wisconsin	3.85%
Wyoming	0.41%
Canada	0.81%
Outside North America	1.01%
Other (please specify)	2.64%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

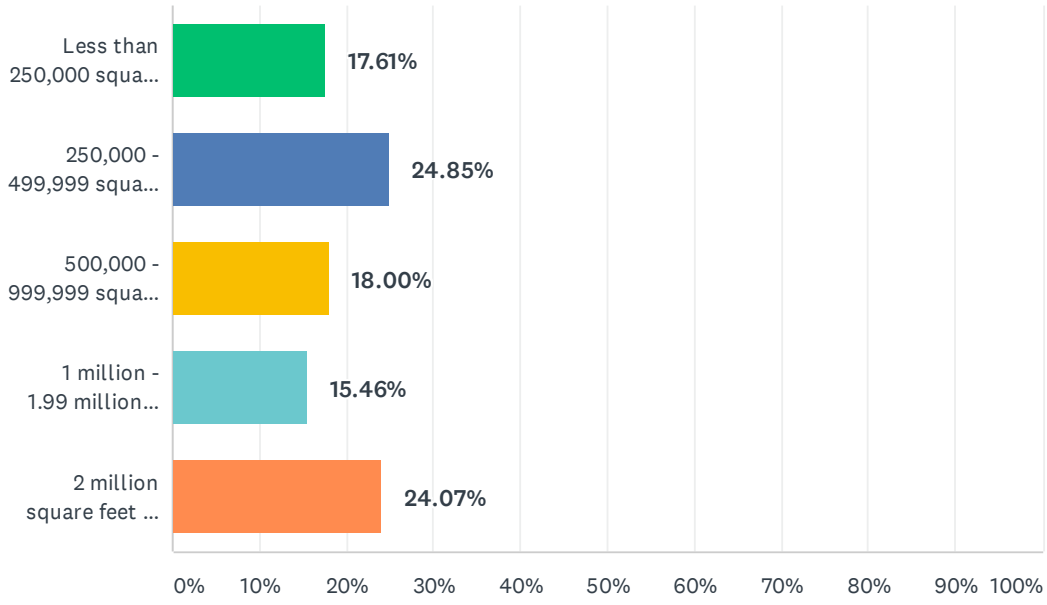
Q5 How many buildings/facilities are you responsible for cleaning/maintaining?



ANSWER CHOICES	RESPONSES
1-2	18.98%
3-5	17.42%
6-10	15.07%
11-20	10.18%
More than 20	38.36%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

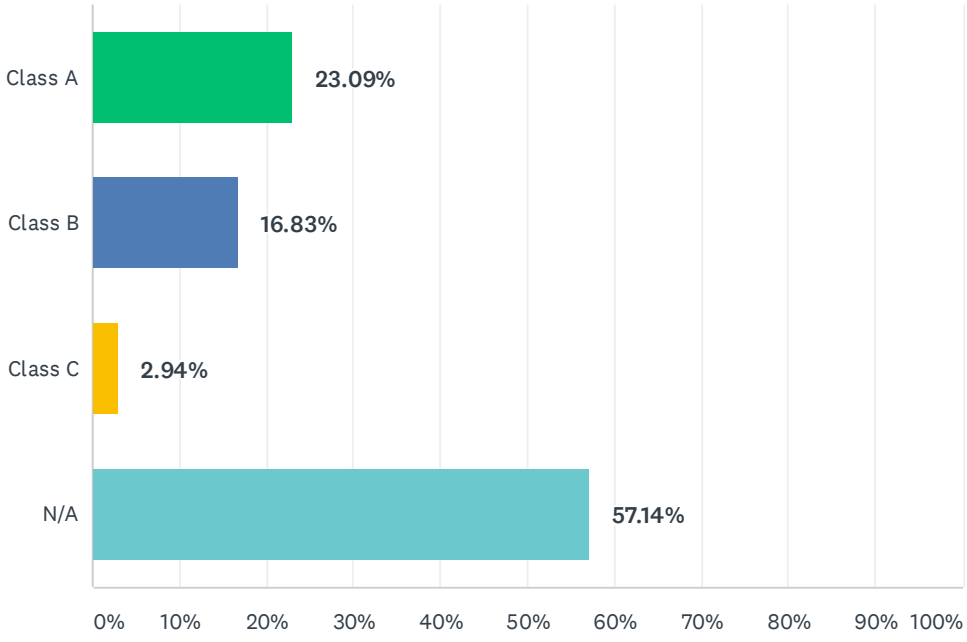
Q6 What is the total square footage you and/or your department are responsible for cleaning/maintaining?



ANSWER CHOICES	RESPONSES	
Less than 250,000 square feet	17.61%	90
250,000 - 499,999 square feet	24.85%	127
500,000 - 999,999 square feet	18.00%	92
1 million - 1.99 million square feet	15.46%	79
2 million square feet or more	24.07%	123

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

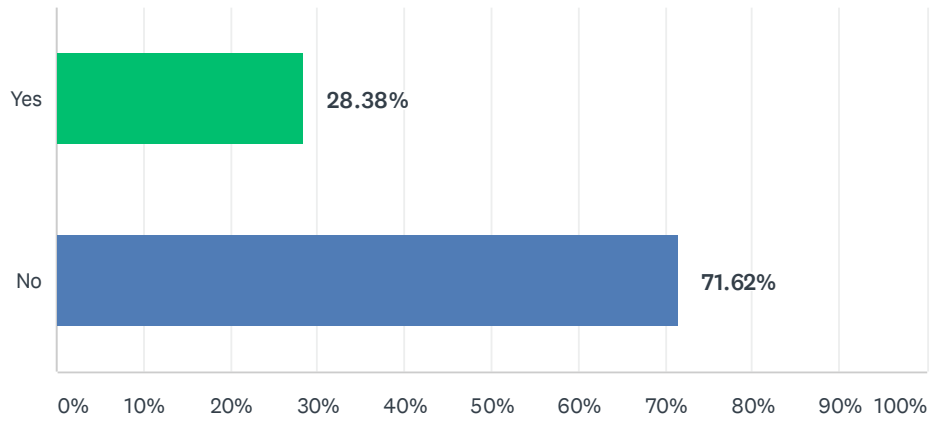
Q7 Which of the following best describes your facility(s) type?



ANSWER CHOICES	RESPONSES
Class A	23.09%
Class B	16.83%
Class C	2.94%
N/A	57.14%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

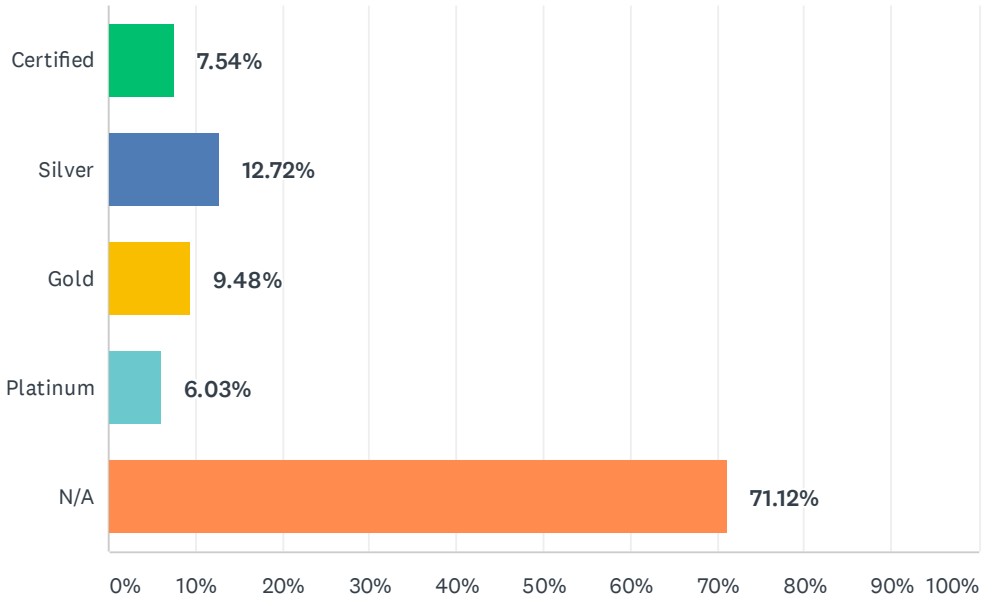
Q8 Has your facility achieved LEED certification?



ANSWER CHOICES	RESPONSES
Yes	28.38%
No	71.62%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

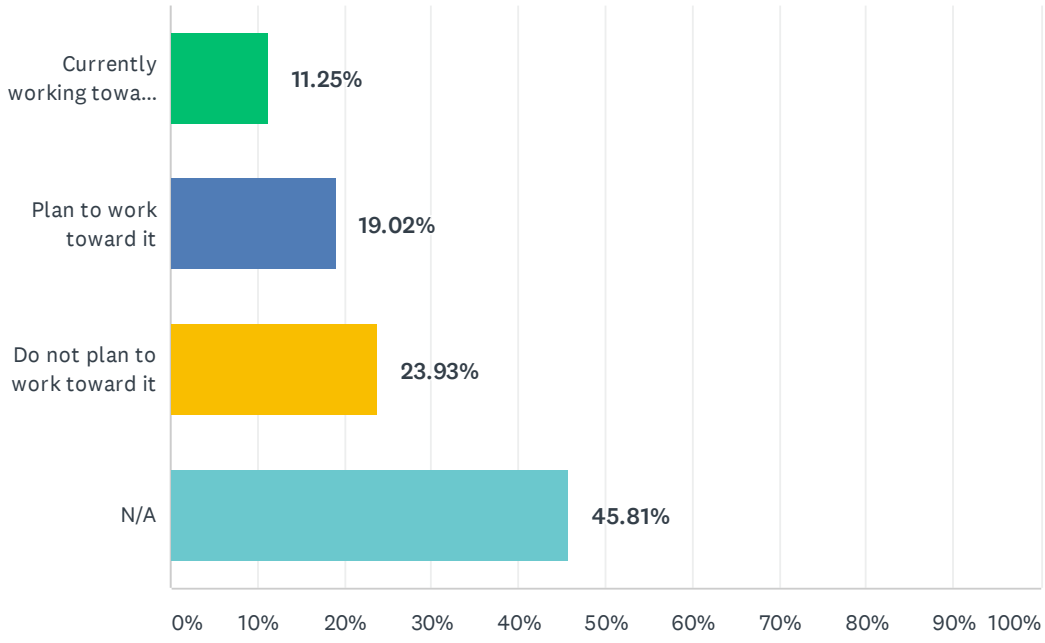
Q9 If you have achieved LEED certification, what level have you achieved?



ANSWER CHOICES	RESPONSES
Certified	7.54%
Silver	12.72%
Gold	9.48%
Platinum	6.03%
N/A	71.12%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

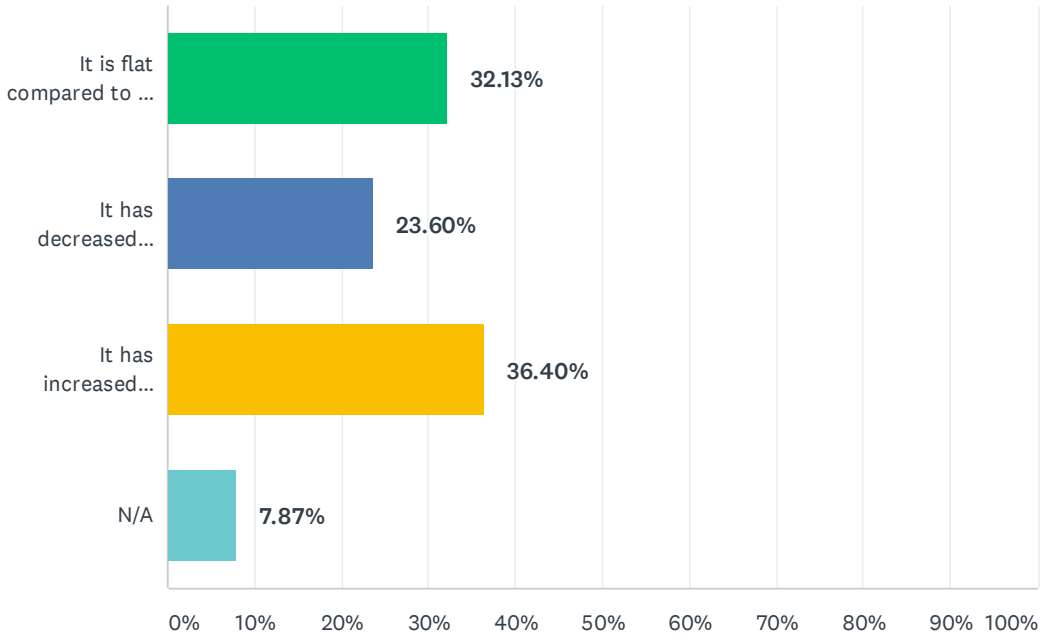
Q10 If you have not achieved LEED certification, do you plan on working toward it?



ANSWER CHOICES	RESPONSES	
Currently working toward it	11.25%	55
Plan to work toward it	19.02%	93
Do not plan to work toward it	23.93%	117
N/A	45.81%	224
L		

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

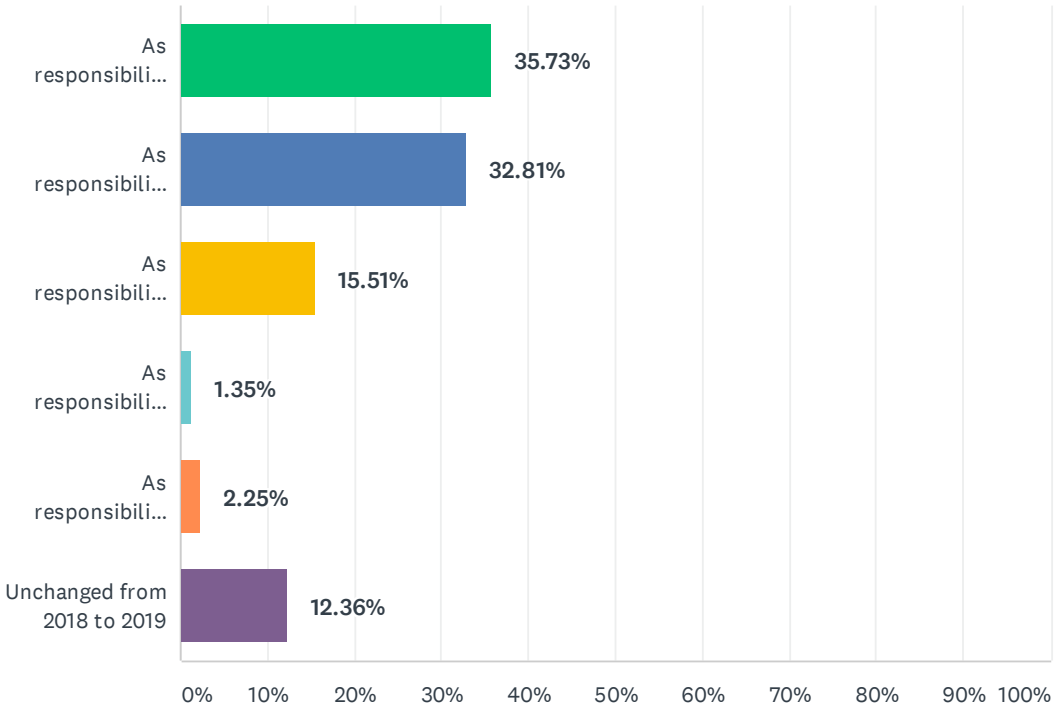
Q11 Please select one statement that best describes your 2020 operating budget.



ANSWER CHOICES	RESPONSES
It is flat compared to the prior year	32.13%
It has decreased compared to the prior year	23.60%
It has increased compared to the prior year	36.40%
N/A	7.87%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

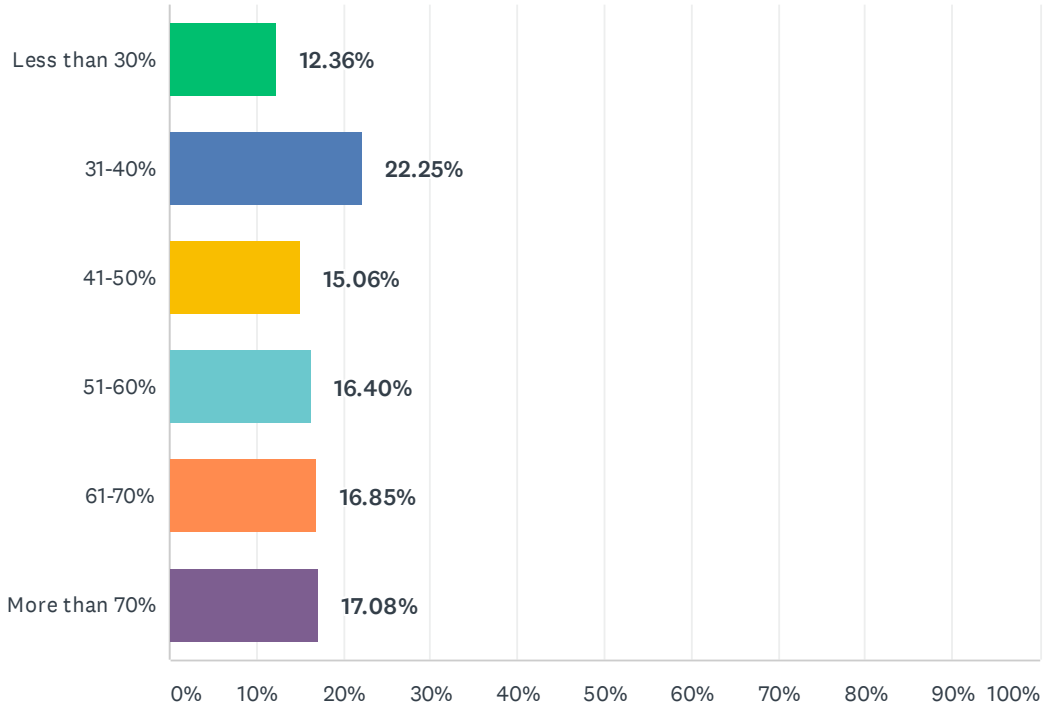
Q12 Please select one statement that best describes your 2020 operating budget in relation to your responsibilities.



ANSWER CHOICES	RESPONSES
As responsibilities increase, budget increases	35.73%
As responsibilities increase, budget stays flat	32.81%
As responsibilities increase, budget decreases	15.51%
As responsibilities decrease, budget stays flat	1.35%
As responsibilities decrease, budget decreases	2.25%
Unchanged from 2018 to 2019	12.36%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

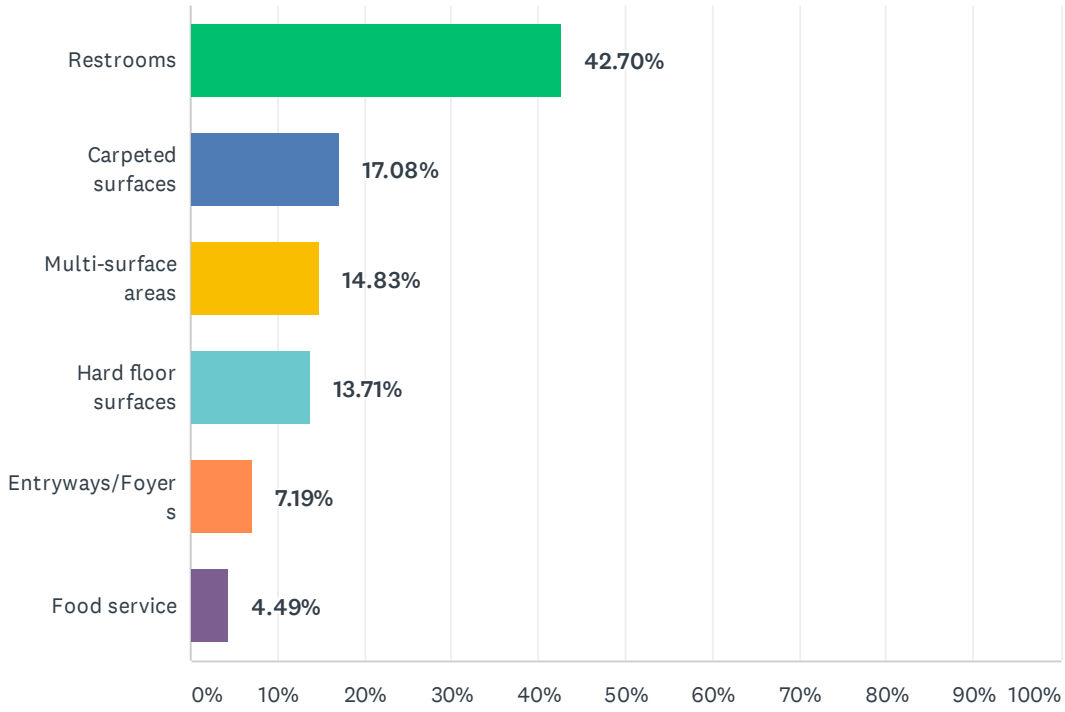
Q13 What percentage of your operating budget is spent on LABOR?



ANSWER CHOICES	RESPONSES
Less than 30%	12.36%
31-40%	22.25%
41-50%	15.06%
51-60%	16.40%
61-70%	16.85%
More than 70%	17.08%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

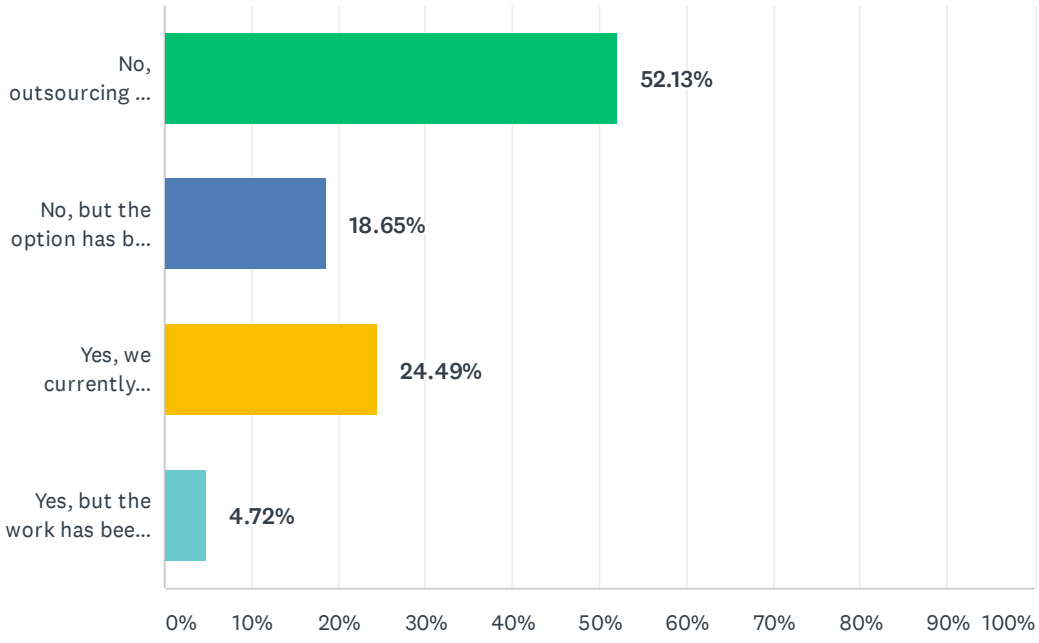
Q14 Which of the following areas/surfaces is the most problematic in cleaning/maintaining your facility?



ANSWER CHOICES	RESPONSES
Restrooms	42.70%
Carpeted surfaces	17.08%
Multi-surface areas	14.83%
Hard floor surfaces	13.71%
Entryways/Foyers	7.19%
Food service	4.49%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

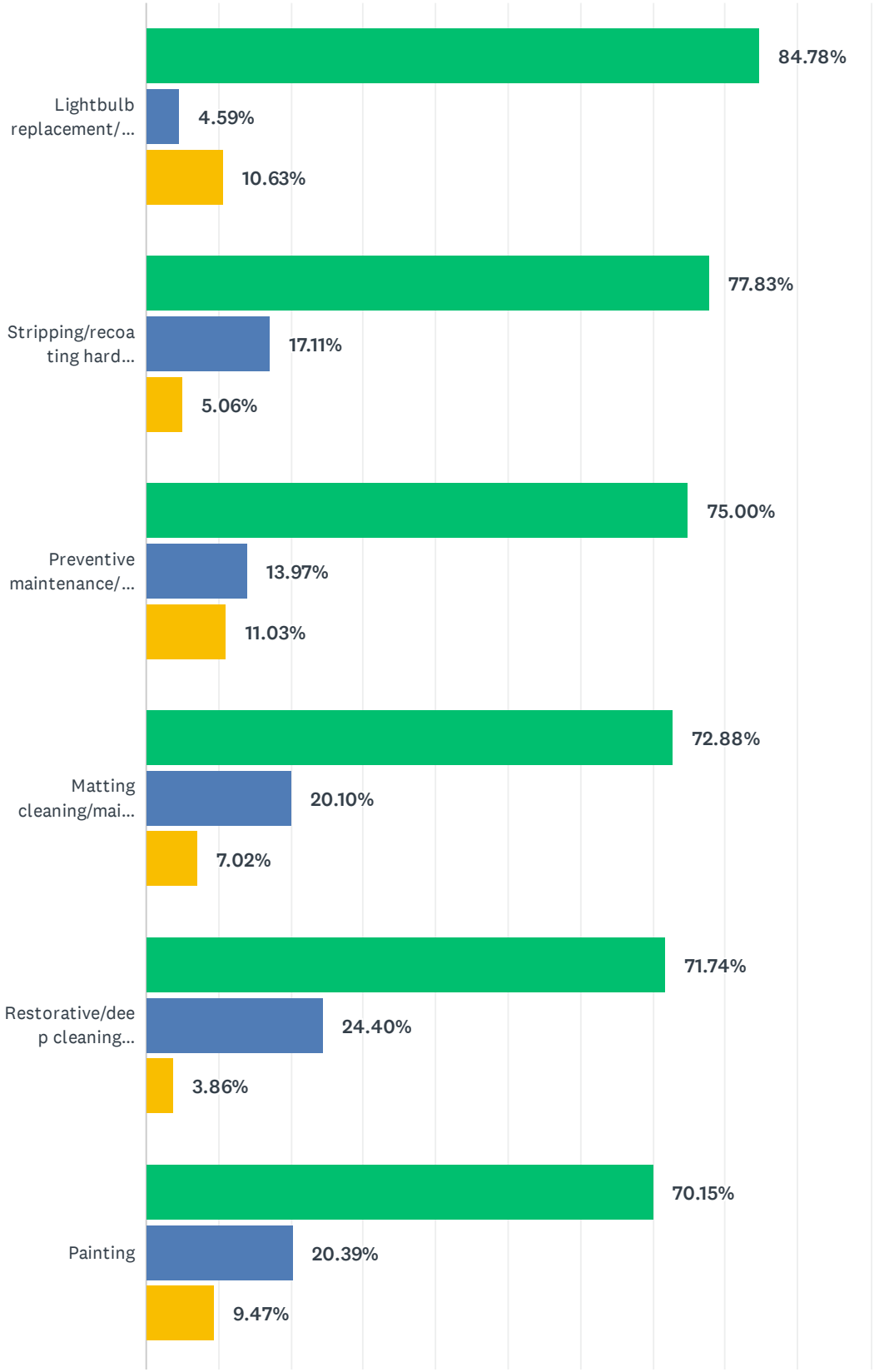
Q15 Has your facility/institution outsourced at least a portion of your cleaning/janitorial services in the past 12 months?



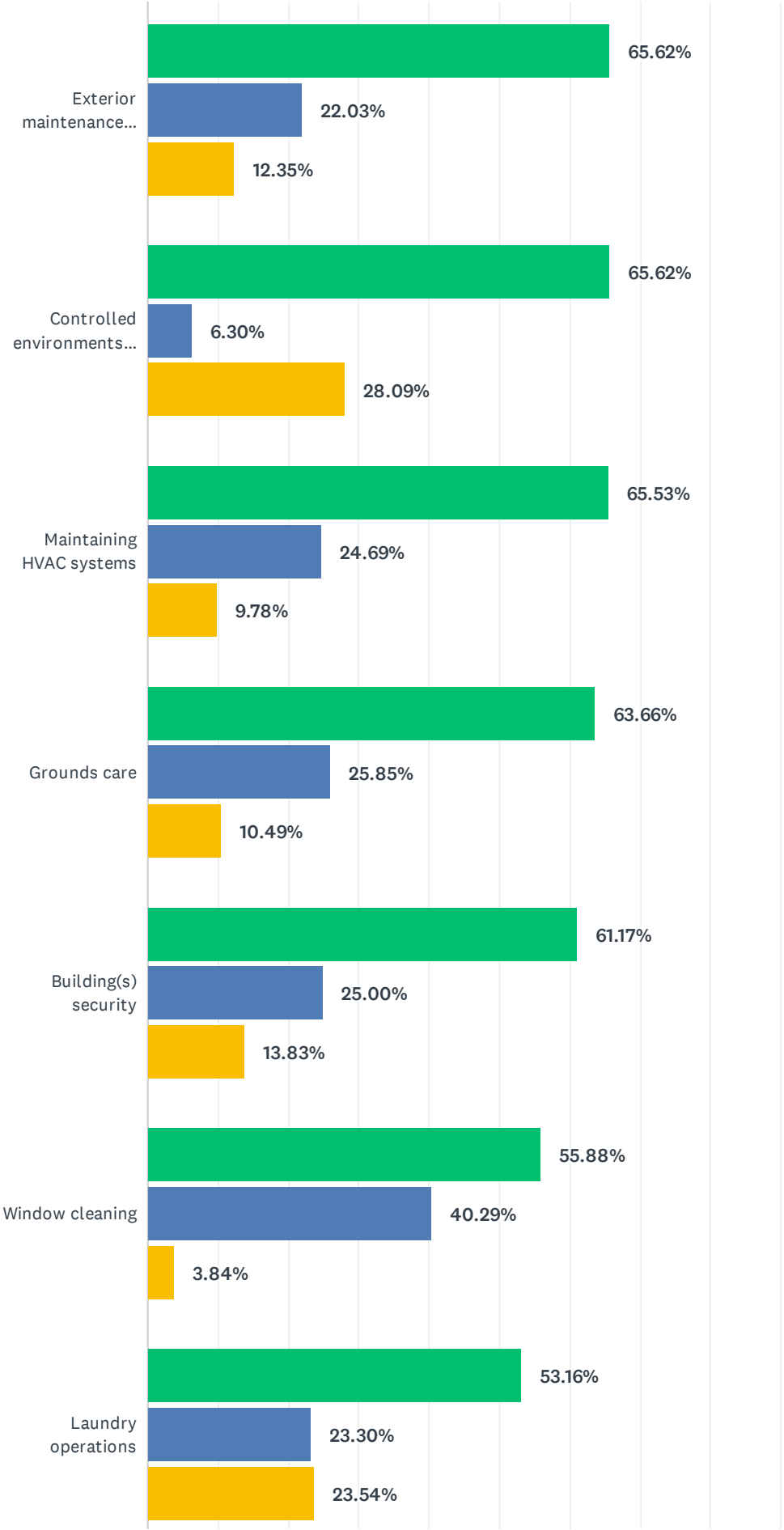
ANSWER CHOICES	RESPONSES
No, outsourcing is not an option.	52.13%
No, but the option has been analyzed/considered.	18.65%
Yes, we currently outsource.	24.49%
Yes, but the work has been brought back in house.	4.72%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

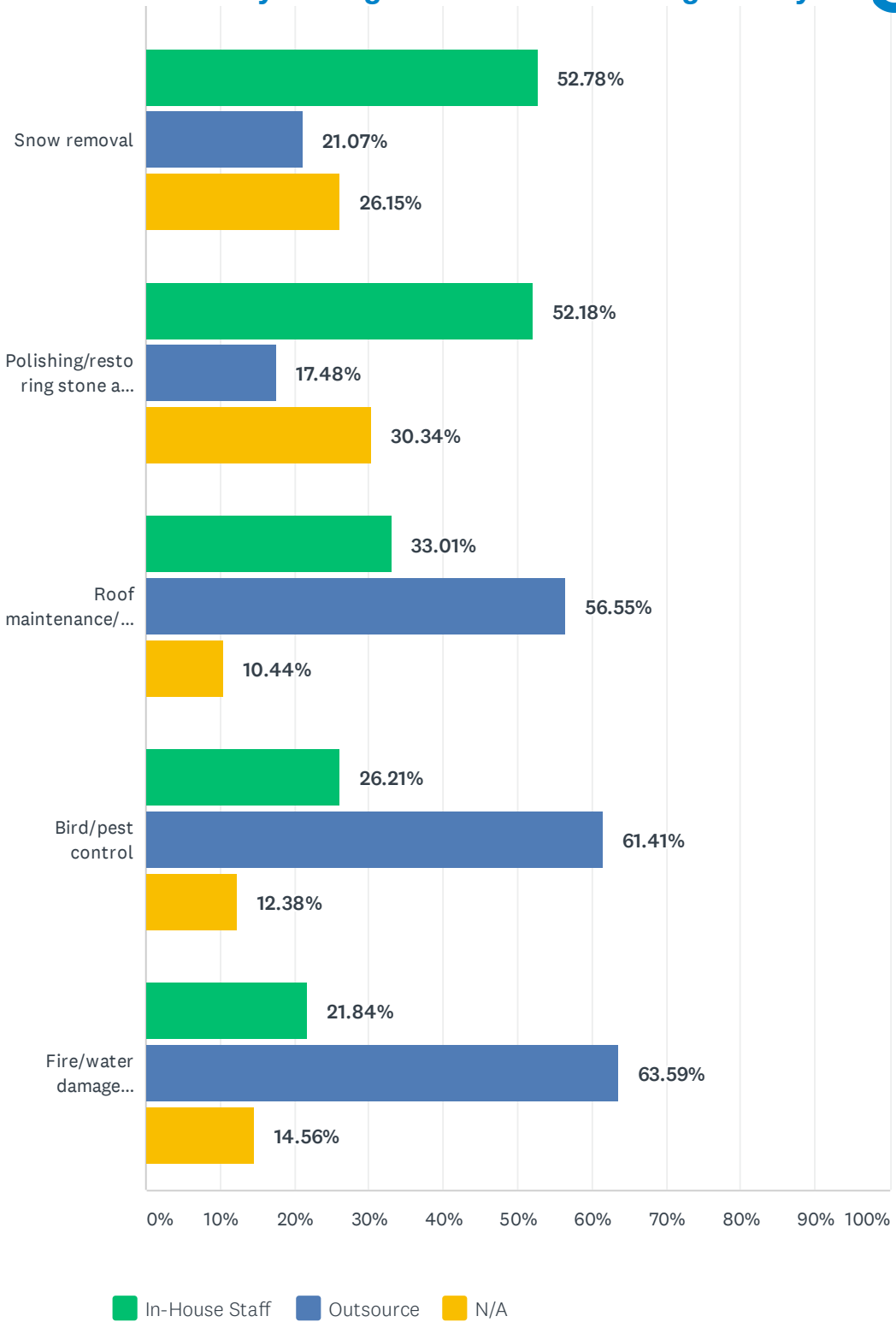
Q16 For which of the following tasks/responsibilities do you outsource or utilize in-house staff? Please answer each option.



©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.



©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

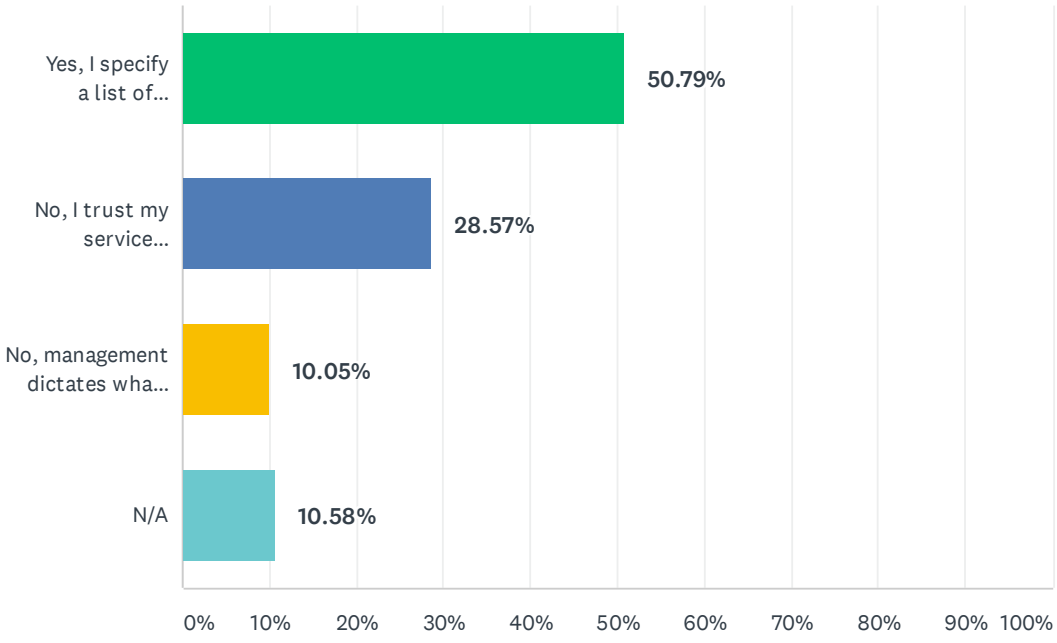


©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

	IN-HOUSE STAFF	OUTSOURCE	N/A	
Lightbulb replacement/relamping	84.78% 351	4.59% 19	10.63% 44	
Stripping/recoating hard floors	77.83% 323	17.11% 71	5.06% 21	
Preventive maintenance/building systems	75.00% 306	13.97% 57	11.03% 45	
Matting cleaning/maintenance	72.88% 301	20.10% 83	7.02% 29	
Restorative/deep cleaning carpets	71.74% 297	24.40% 101	3.86% 16	
Painting	70.15% 289	20.39% 84	9.47% 39	
Exterior maintenance (sidewalks, parking, etc.)	65.62% 271	22.03% 91	12.35% 51	
Controlled environments/clean rooms	65.62% 271	6.30% 26	28.09% 116	
Maintaining HVAC systems	65.53% 268	24.69% 101	9.78% 40	
Grounds care	63.66% 261	25.85% 106	10.49% 43	
Building(s) security	61.17% 252	25.00% 103	13.83% 57	
Window cleaning	55.88% 233	40.29% 168	3.84% 16	
Laundry operations	53.16% 219	23.30% 96	23.54% 97	
Snow removal	52.78% 218	21.07% 87	26.15% 108	
Polishing/restoring stone and marble surfaces	52.18% 215	17.48% 72	30.34% 125	
Roof maintenance/repair	33.01% 136	56.55% 233	10.44% 43	
Bird/pest control	26.21% 108	61.41% 253	12.38% 51	
Fire/water damage restoration	21.84% 90	63.59% 262	14.56% 60	

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

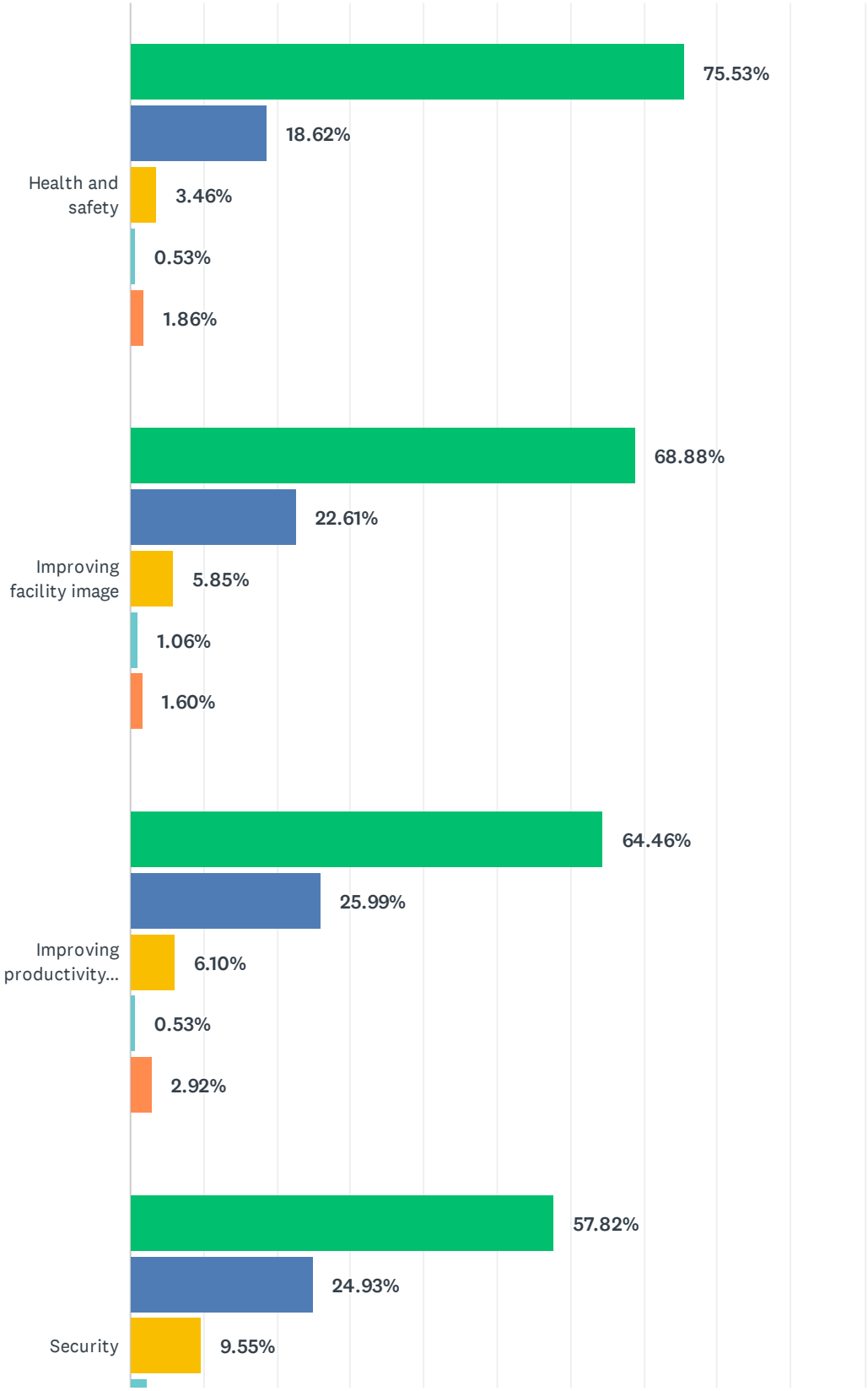
Q17 When outsourcing services, do you have input on the specific products and equipment that will be used within your facility?



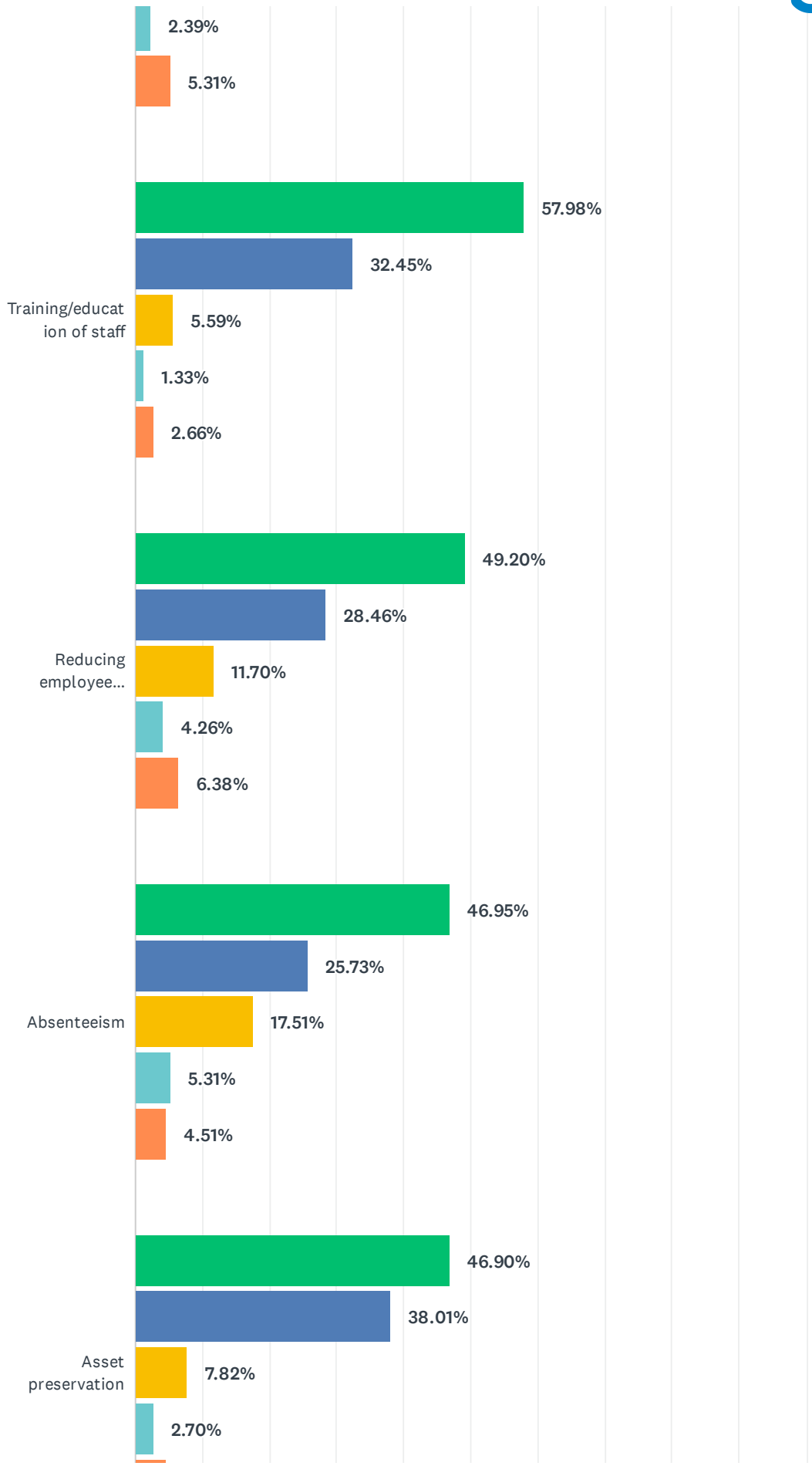
ANSWER CHOICES	RESPONSES
Yes, I specify a list of specific brands and products to be used in my facility(s).	50.79%
No, I trust my service provider to utilize appropriate equipment and supplies.	28.57%
No, management dictates what products/brands are used in my facility(s).	10.05%
N/A	10.58%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

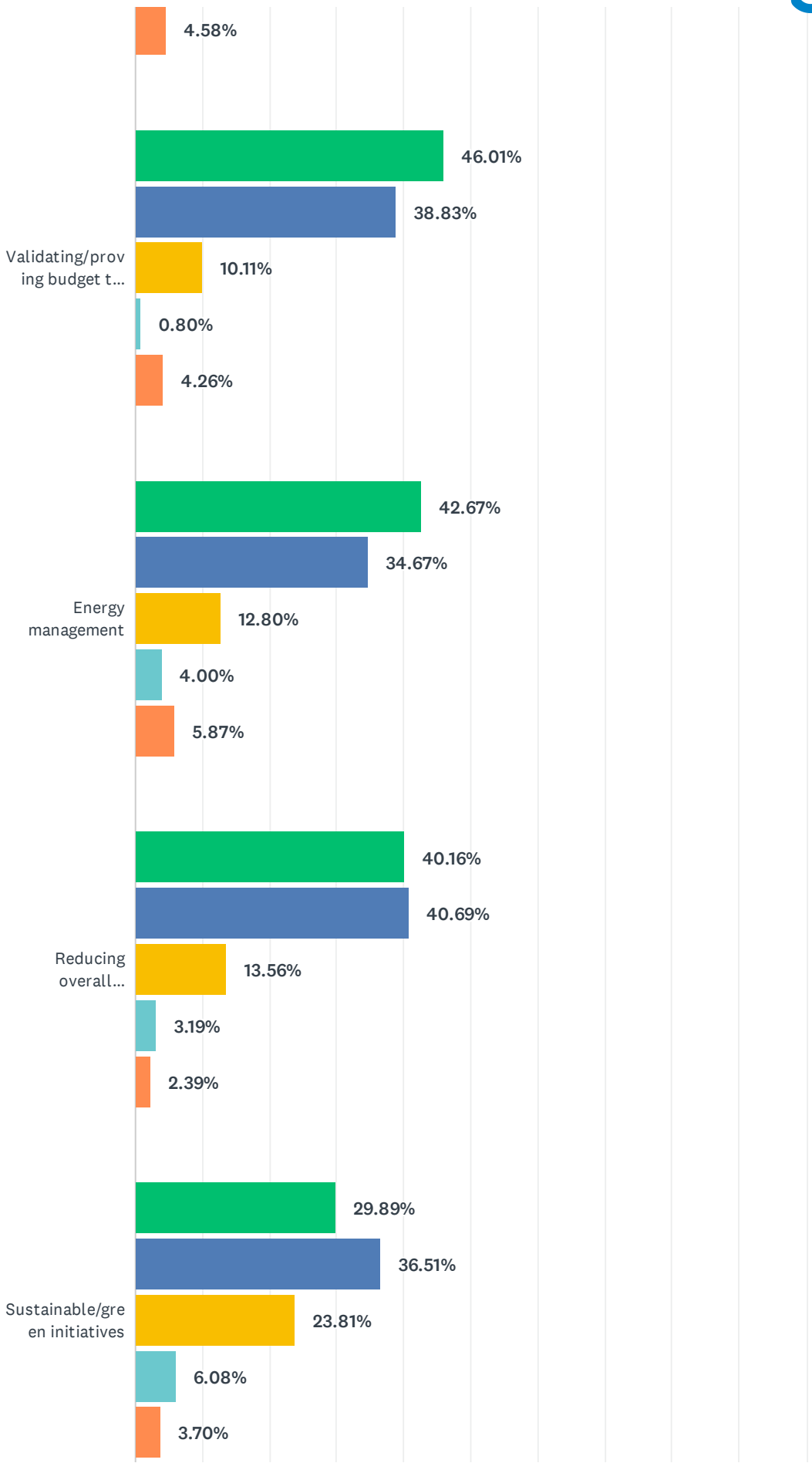
Q18 To what extent are the following issues important in your facility/operation? Please answer each option.



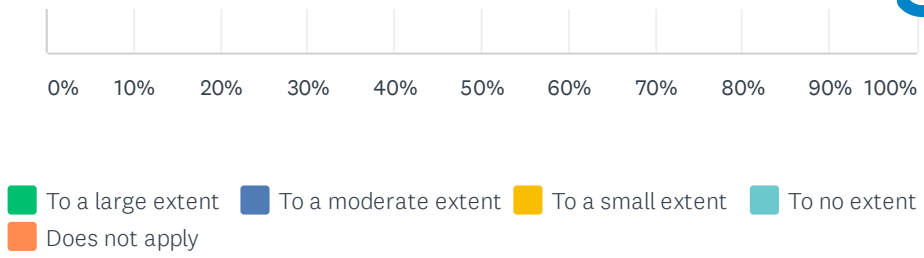
©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.



©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.



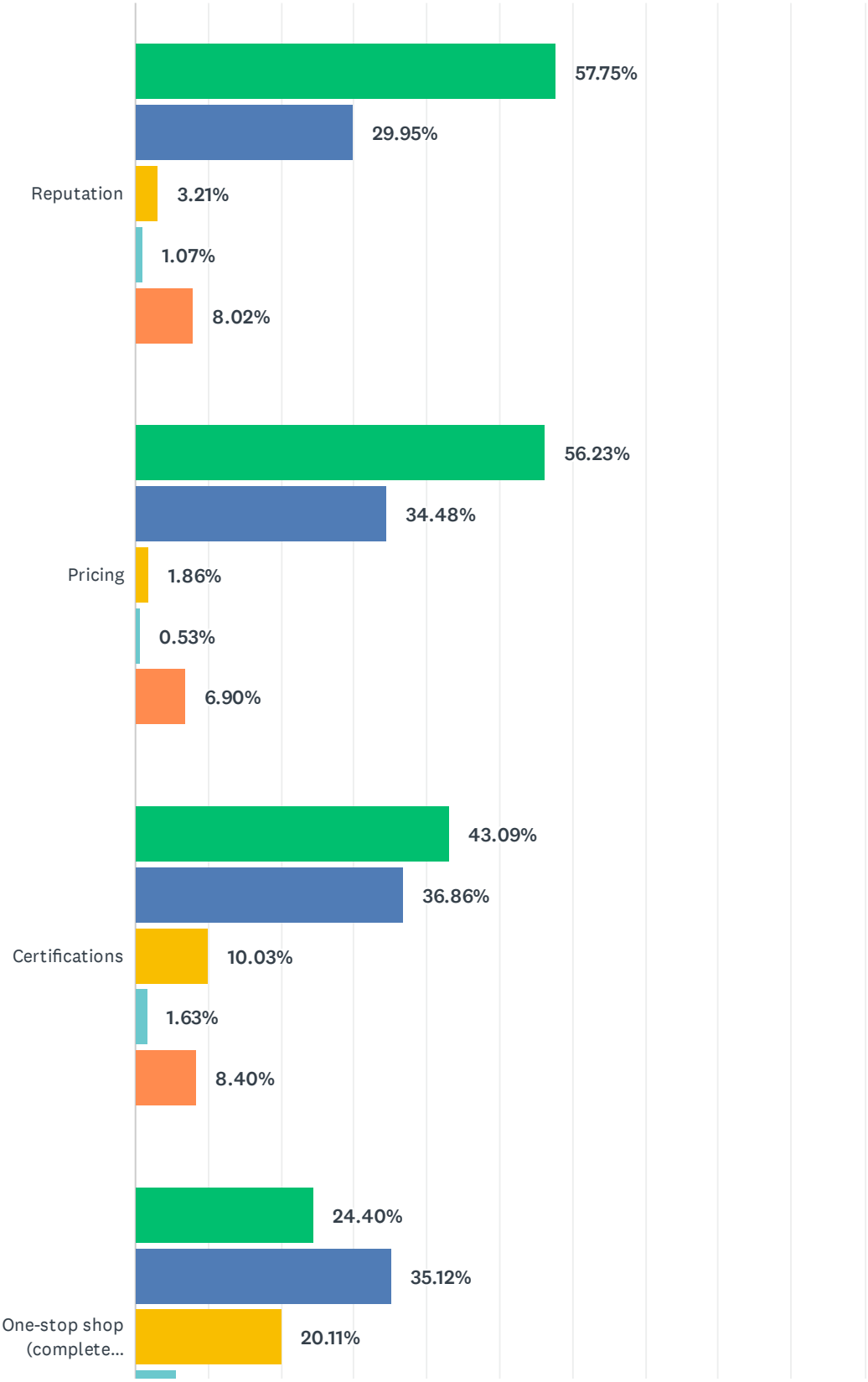
©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.



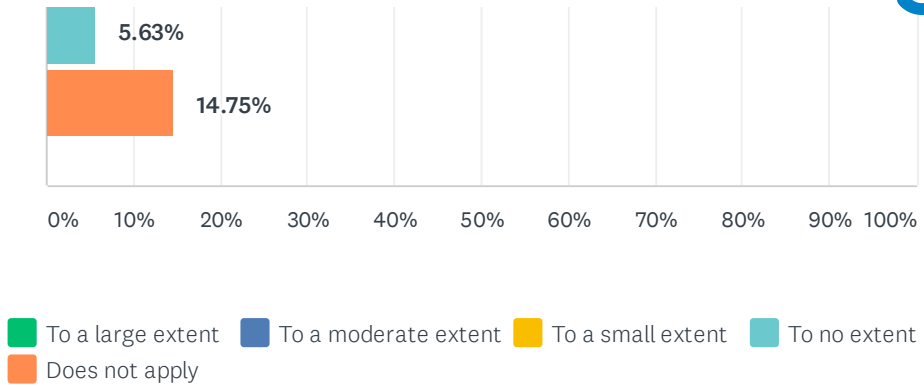
	TO A LARGE EXTENT	TO A MODERATE EXTENT	TO A SMALL EXTENT	TO NO EXTENT	DOES NOT APPLY	
Health and safety	75.53% 284	18.62% 70	3.46% 13	0.53% 2	1.86% 7	
Improving facility image	68.88% 259	22.61% 85	5.85% 22	1.06% 4	1.60% 6	
Improving productivity/efficiencies	64.46% 243	25.99% 98	6.10% 23	0.53% 2	2.92% 11	
Security	57.82% 218	24.93% 94	9.55% 36	2.39% 9	5.31% 20	
Training/education of staff	57.98% 218	32.45% 122	5.59% 21	1.33% 5	2.66% 10	
Reducing employee turnover	49.20% 185	28.46% 107	11.70% 44	4.26% 16	6.38% 24	
Absenteeism	46.95% 177	25.73% 97	17.51% 66	5.31% 20	4.51% 17	
Asset preservation	46.90% 174	38.01% 141	7.82% 29	2.70% 10	4.58% 17	
Validating/proving budget to management	46.01% 173	38.83% 146	10.11% 38	0.80% 3	4.26% 16	
Energy management	42.67% 160	34.67% 130	12.80% 48	4.00% 15	5.87% 22	
Reducing overall cleaning/maintenance costs	40.16% 151	40.69% 153	13.56% 51	3.19% 12	2.39% 9	
Sustainable/green initiatives	29.89% 113	36.51% 138	23.81% 90	6.08% 23	3.70% 14	

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

Q19 To what extent are the following criteria important when selecting an outsourced service provider? Please answer each option.



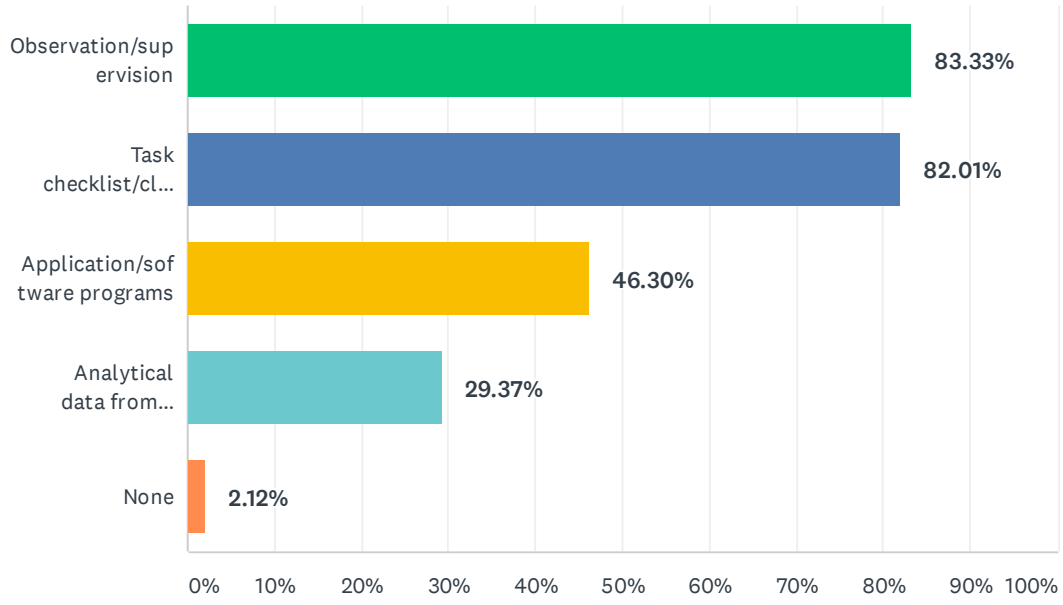
©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.



	TO A LARGE EXTENT	TO A MODERATE EXTENT	TO A SMALL EXTENT	TO NO EXTENT	DOES NOT APPLY
Reputation	57.75% 216	29.95% 112	3.21% 12	1.07% 4	8.02% 30
Pricing	56.23% 212	34.48% 130	1.86% 7	0.53% 2	6.90% 26
Certifications	43.09% 159	36.86% 136	10.03% 37	1.63% 6	8.40% 31
One-stop shop (complete integrated facility services)	24.40% 91	35.12% 131	20.11% 75	5.63% 21	14.75% 55

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

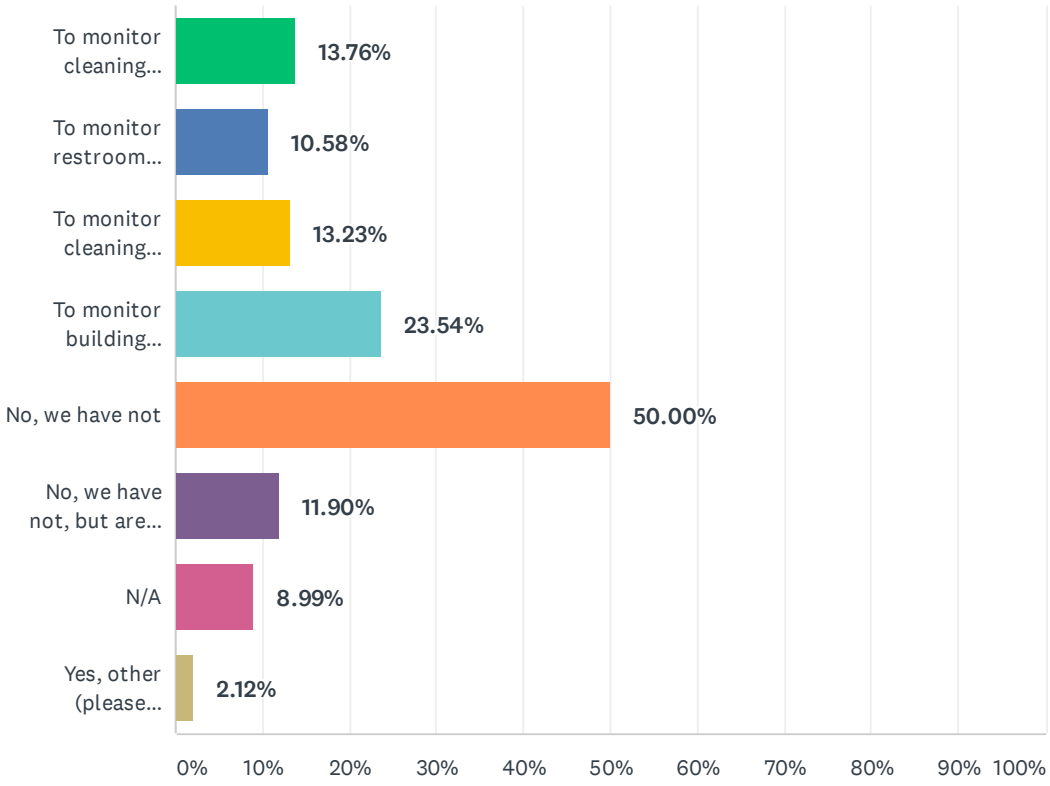
Q20 What type of quality assurances do you use in your facility(s)? Check all that apply.



ANSWER CHOICES	RESPONSES
Observation/supervision	83.33%
Task checklist/cleaning schedule	82.01%
Application/software programs	46.30%
Analytical data from equipment (usage and/or performance data)	29.37%
None	2.12%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

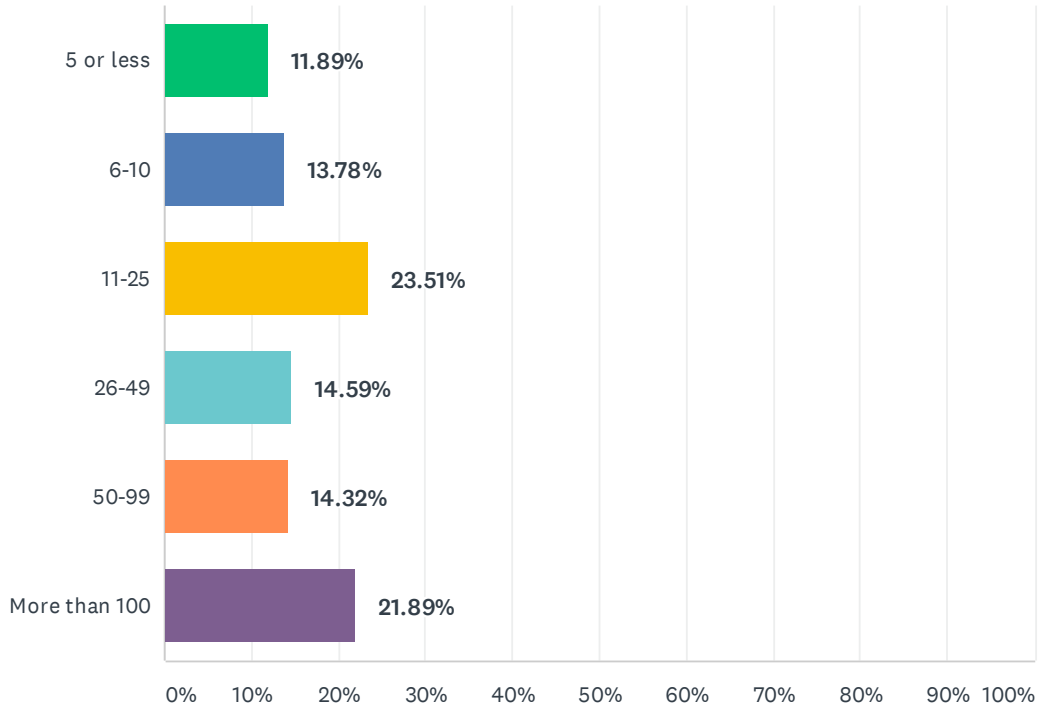
Q21 Have you adopted Internet of Things (IOT) technology in your operation?



ANSWER CHOICES	RESPONSES
To monitor cleaning equipment usage	13.76%
To monitor restroom supplies	10.58%
To monitor cleaning supplies	13.23%
To monitor building operations	23.54%
No, we have not	50.00%
No, we have not, but are considering it	11.90%
N/A	8.99%
Yes, other (please specify)	2.12%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

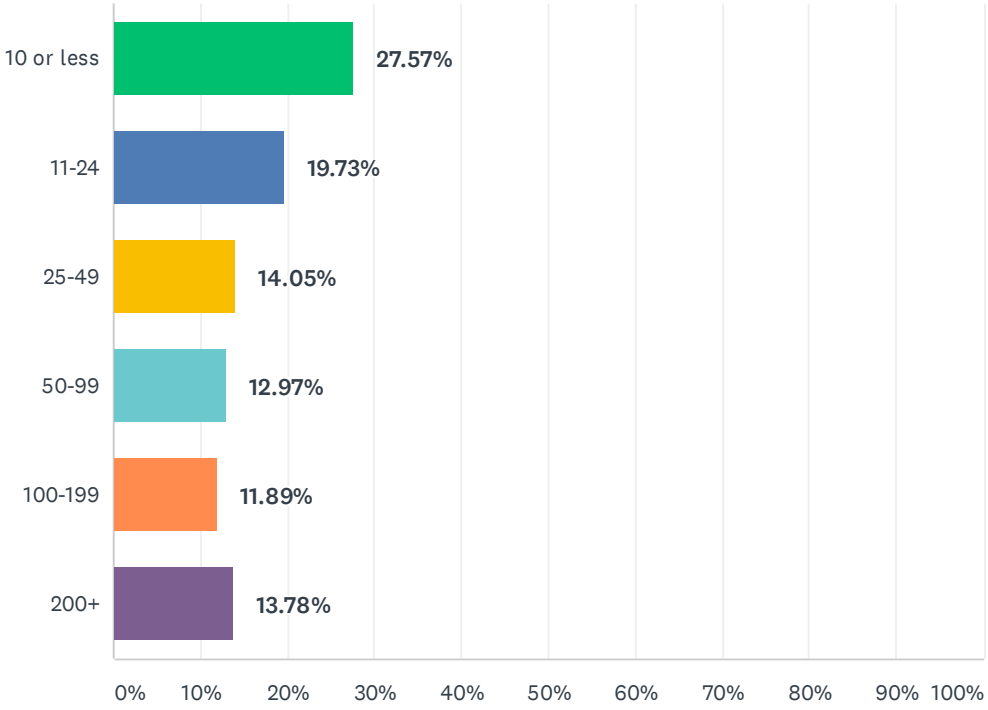
Q22 How many staff are you responsible for/do you supervise (directly or indirectly)?



ANSWER CHOICES	RESPONSES
5 or less	11.89%
6-10	13.78%
11-25	23.51%
26-49	14.59%
50-99	14.32%
More than 100	21.89%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

Q23 How many full-time equivalent (FTE) employees work in your cleaning/maintenance department?



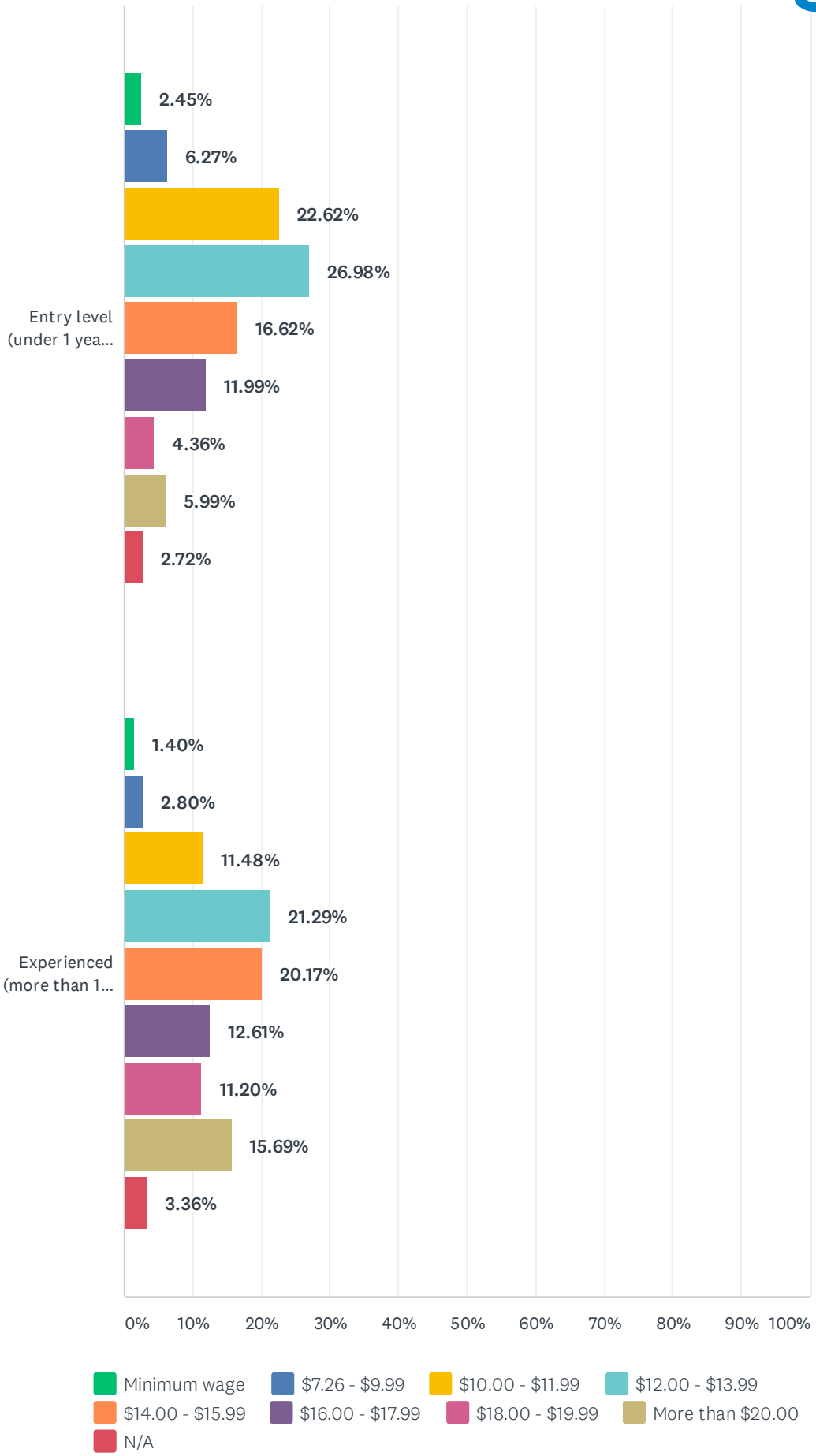
ANSWER CHOICES	RESPONSES
10 or less	27.57%
11-24	19.73%
25-49	14.05%
50-99	12.97%
100-199	11.89%
200+	13.78%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

Q24 What is your company's average hourly rate (in U.S. dollars) for FRONT LINE employees?

Answers begin on page 40

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

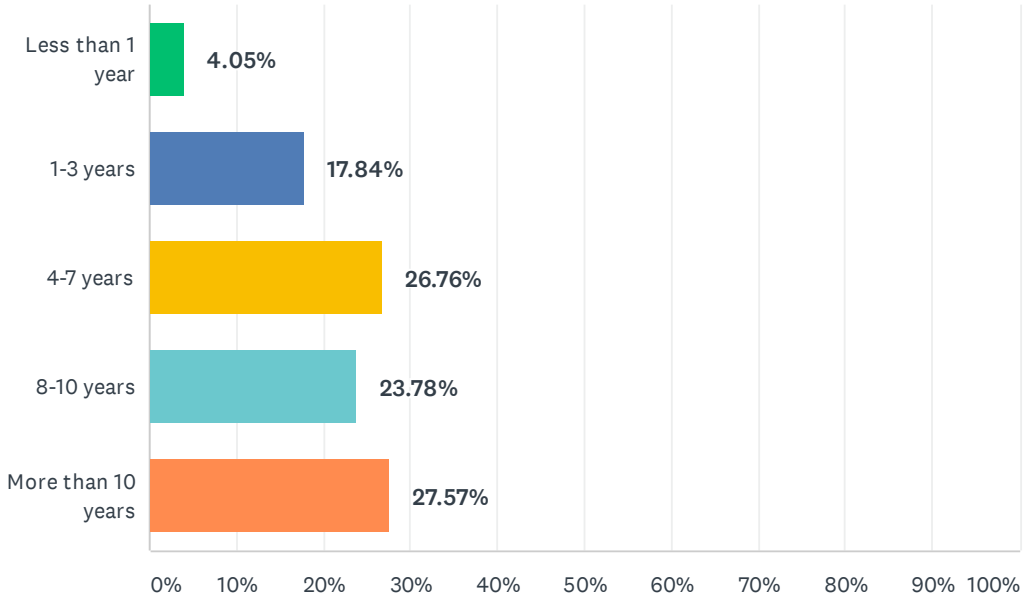


©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

	MINIMUM WAGE	$7.26 - $9.99	$10.00 - $11.99	$12.00 - $13.99	$14.00 - $15.99	$16.00 - $17.99	$18.00 - $19.99	MORE THAN $20.00	N/A	
Entry level (under 1 year of employment)	2.45% 9	6.27% 23	22.62% 83	26.98% 99	16.62% 61	11.99% 44	4.36% 16	5.99% 22	2.72% 10	
Experienced (more than 1 year of employment)	1.40% 5	2.80% 10	11.48% 41	21.29% 76	20.17% 72	12.61% 45	11.20% 40	15.69% 56	3.36% 12	

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

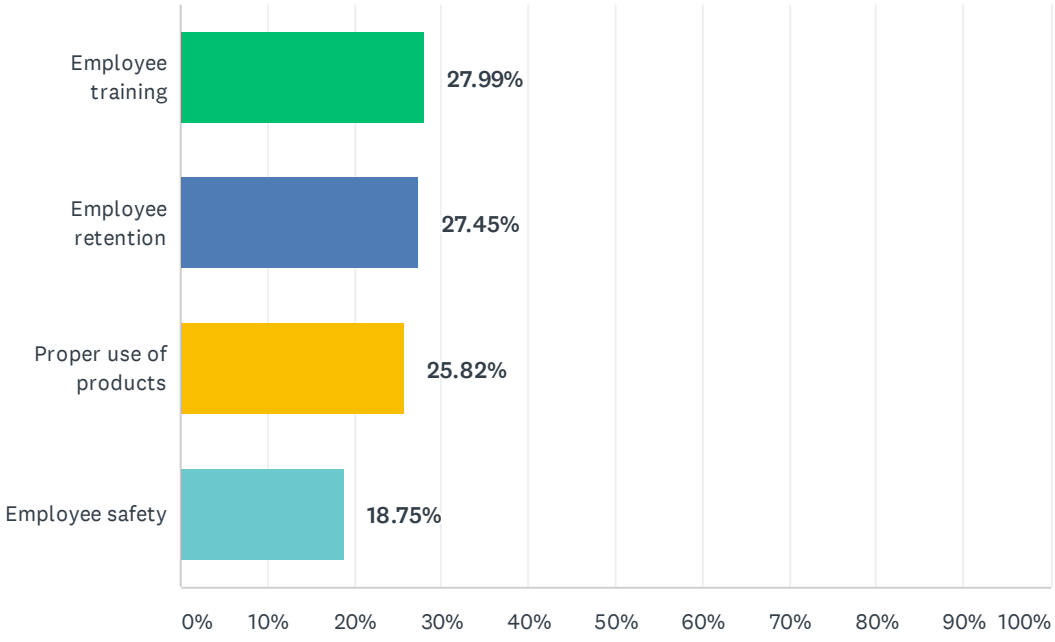
Q25 What is the average tenure of your cleaning/maintenance staff?



ANSWER CHOICES	RESPONSES
Less than 1 year	4.05%
1-3 years	17.84%
4-7 years	26.76%
8-10 years	23.78%
More than 10 years	27.57%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

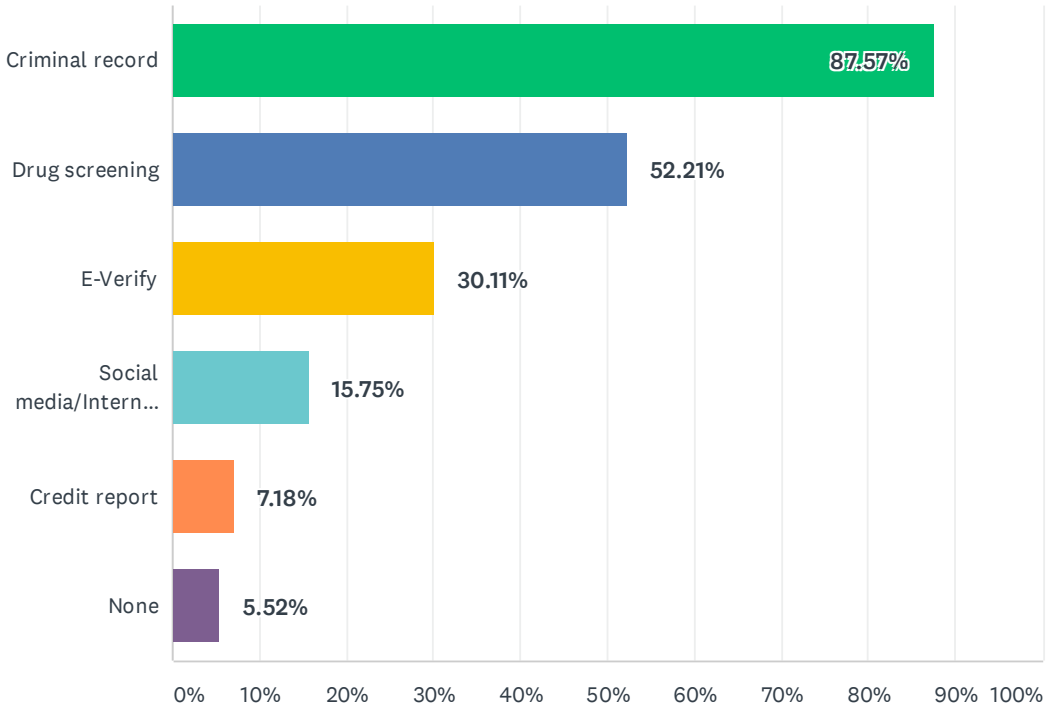
Q26 What is your biggest concern with your cleaning staff?



ANSWER CHOICES	RESPONSES
Employee training	27.99%
Employee retention	27.45%
Proper use of products	25.82%
Employee safety	18.75%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

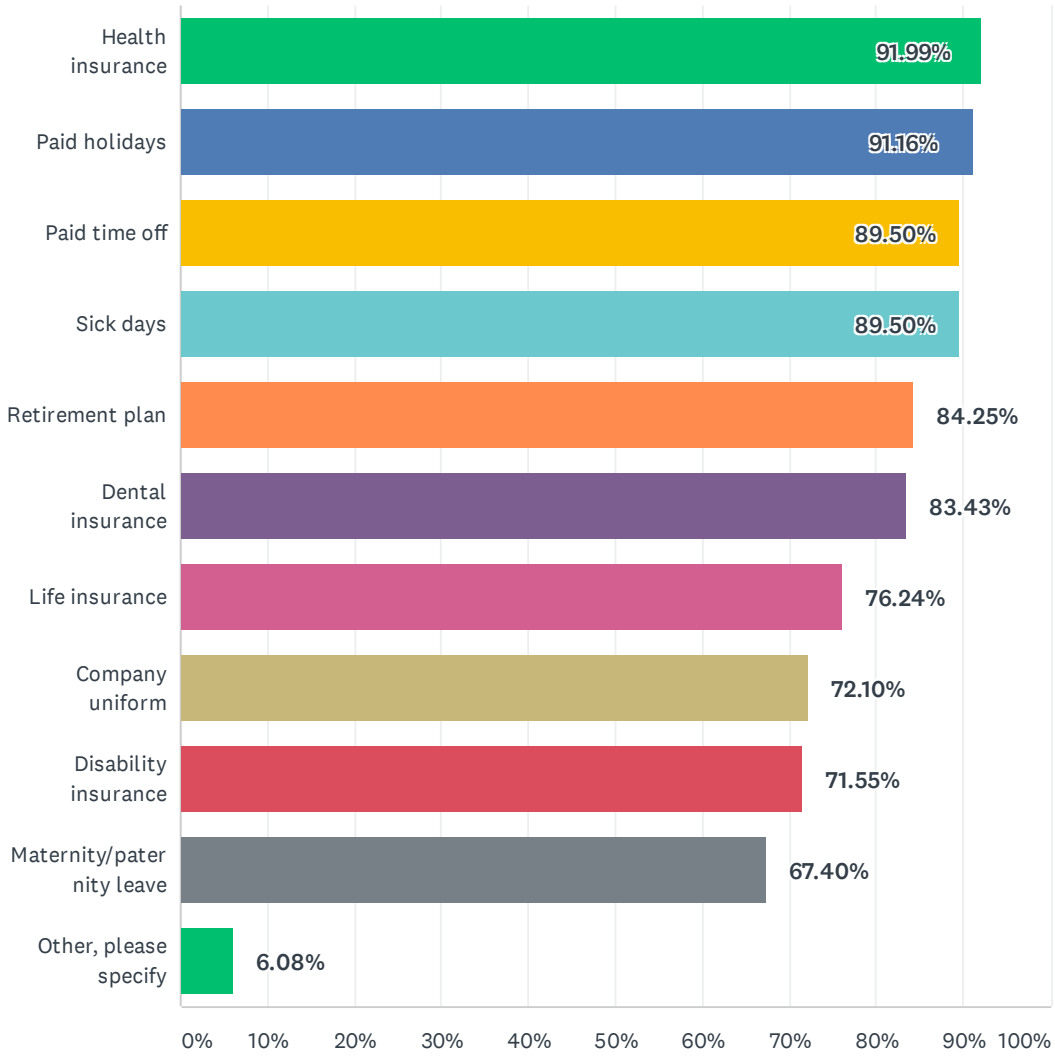
Q27 What background checks do you use during the hiring process? Check all that apply.



ANSWER CHOICES	RESPONSES
Criminal record	87.57%
Drug screening	52.21%
E-Verify	30.11%
Social media/Internet search	15.75%
Credit report	7.18%
None	5.52%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

Q28 Which of the following benefits do you provide your full-time employees? Check all that apply

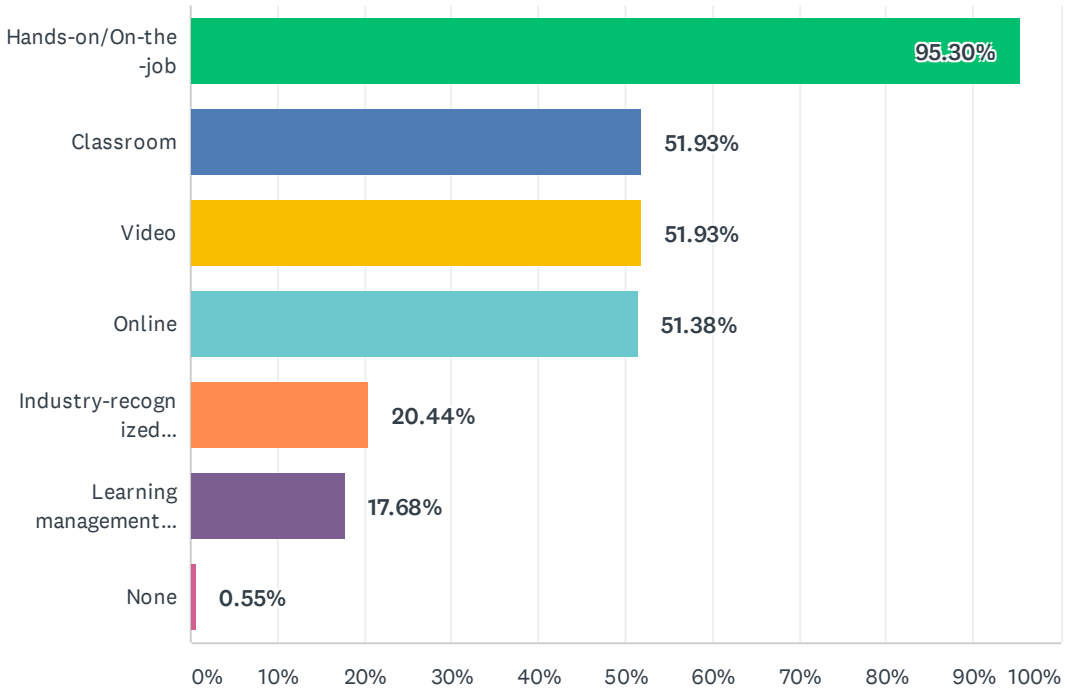


©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

ANSWER CHOICES	RESPONSES
Health insurance	91.99%
Paid holidays	91.16%
Paid time off	89.50%
Sick days	89.50%
Retirement plan	84.25%
Dental insurance	83.43%
Life insurance	76.24%
Company uniform	72.10%
Disability insurance	71.55%
Maternity/paternity leave	67.40%
Other, please specify	6.08%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

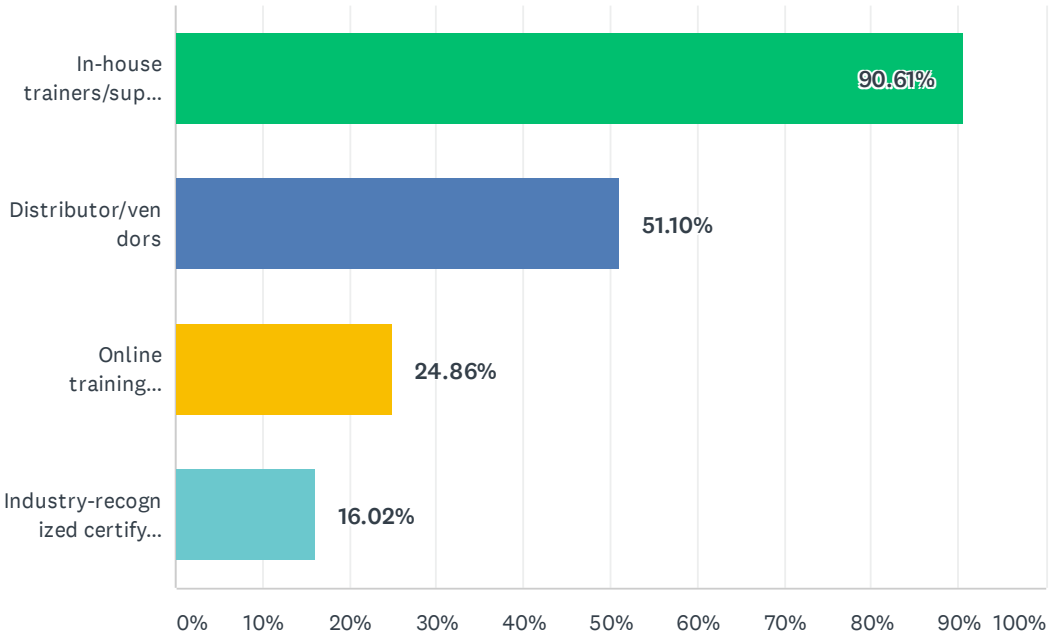
Q29 What type of onboarding training do you offer employees in your facility(s)? Check all that apply.



ANSWER CHOICES	RESPONSES
Hands-on/On-the-job	95.30%
Classroom	51.93%
Video	51.93%
Online	51.38%
Industry-recognized certifications	20.44%
Learning management system	17.68%
None	0.55%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

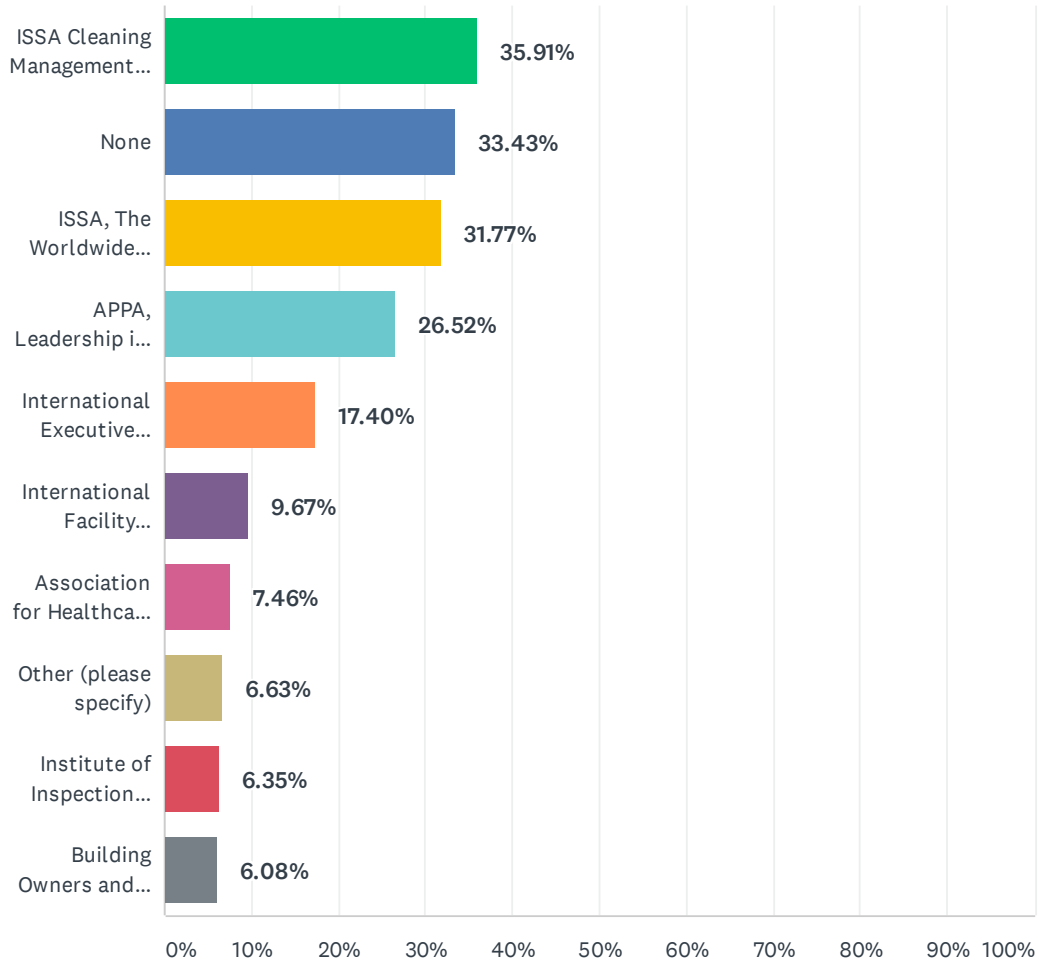
Q30 Who provides training for your cleaning/maintenance staff? Check all that apply.



ANSWER CHOICES	RESPONSES
In-house trainers/supervisors	90.61%
Distributor/vendors	51.10%
Online training provider	24.86%
Industry-recognized certifying body	16.02%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

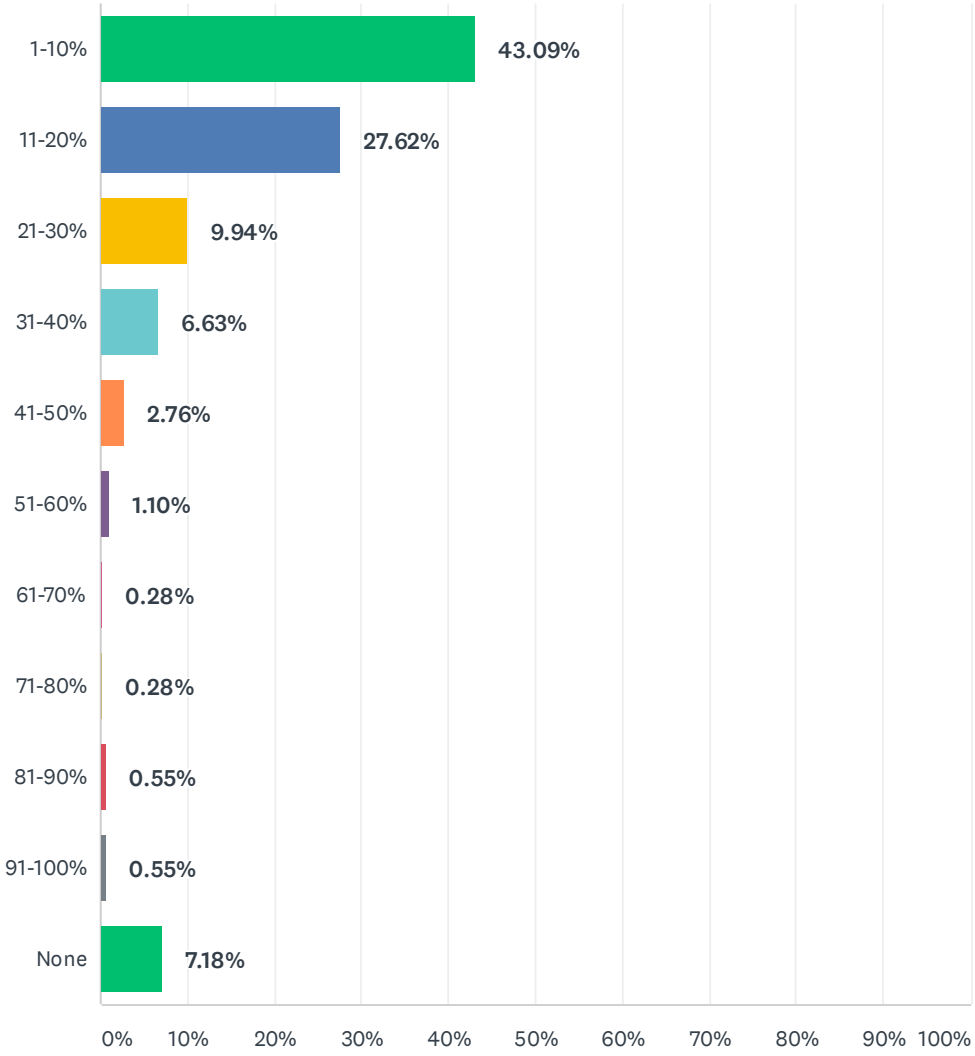
Q31 Which of the following certification/credential providers do you utilize? Check all that apply.



ANSWER CHOICES	RESPONSES
ISSA Cleaning Management Institute (CMI)	35.91%
None	33.43%
ISSA, The Worldwide Cleaning Industry Association	31.77%
APPA, Leadership in Educational Facilities	26.52%
International Executive Housekeepers Association (IEHA)	17.40%
International Facility Management Association (IFMA)	9.67%
Association for Healthcare Environment (AHE)	7.46%
Other (please specify)	6.63%
Institute of Inspection Cleaning and Restoration Certification (IICRC)	6.35%
Building Owners and Managers Association (BOMA)	6.08%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

Q32 What is your ANNUAL employee turnover rate? To calculate take the total number of employee separations and divide by the average number you employ monthly. Example: 25 employee separations / 125 average monthly employees = 20%.

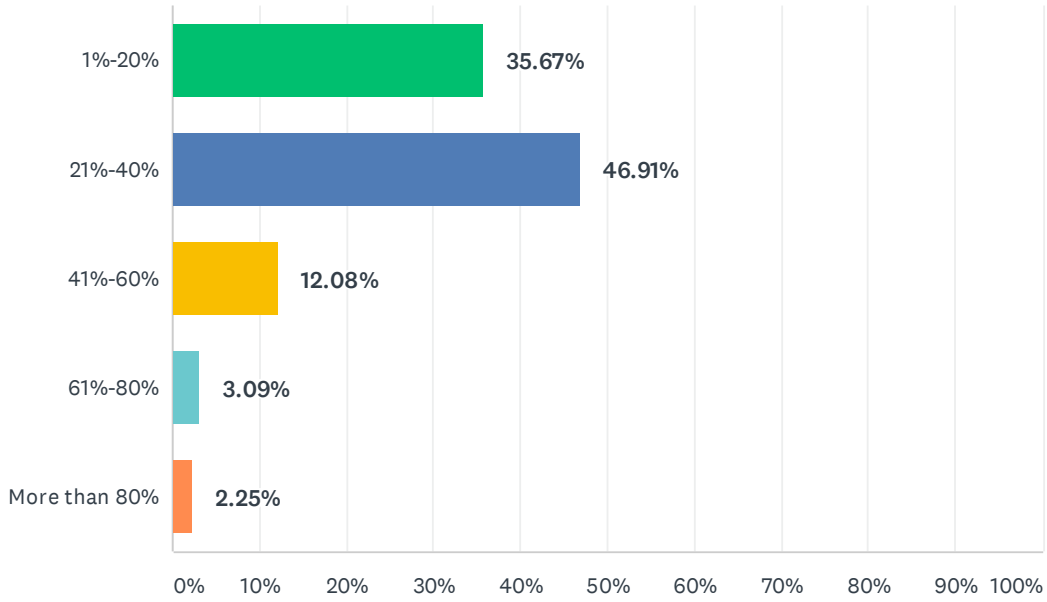


©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

ANSWER CHOICES	RESPONSES
1-10%	43.09%
11-20%	27.62%
21-30%	9.94%
31-40%	6.63%
41-50%	2.76%
51-60%	1.10%
61-70%	0.28%
71-80%	0.28%
81-90%	0.55%
91-100%	0.55%
None	7.18%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

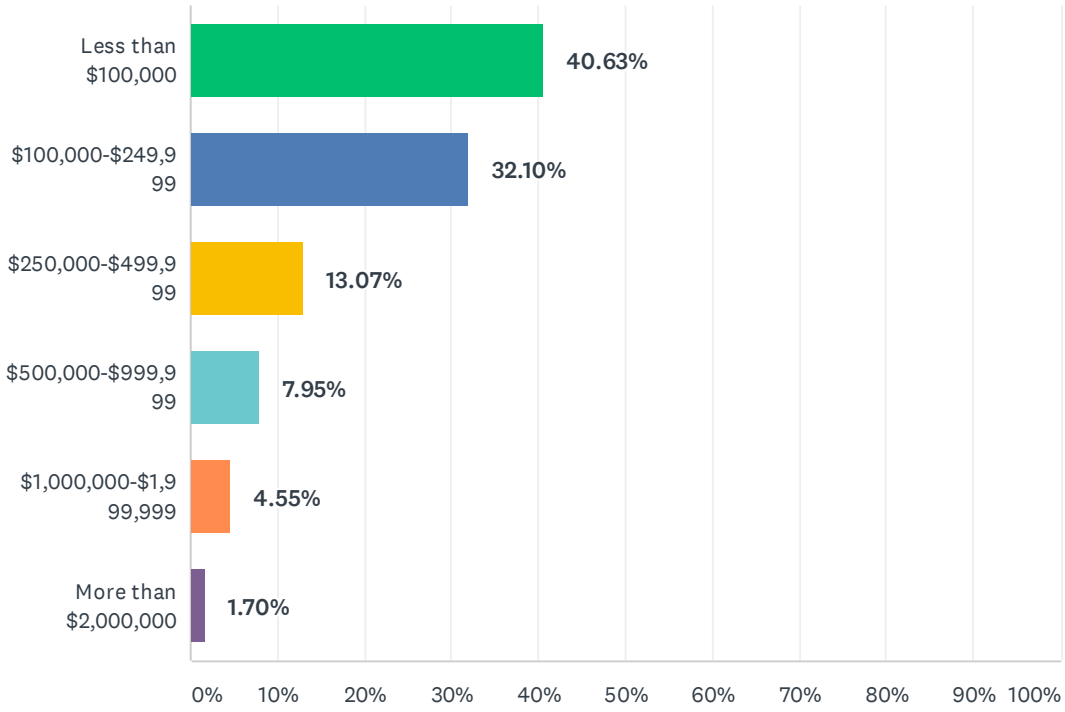
Q33 What percentage of your operating budget is spent on cleaning/maintenance equipment and supplies (purchase and maintenance)?



ANSWER CHOICES	RESPONSES
1%-20%	35.67%
21%-40%	46.91%
41%-60%	12.08%
61%-80%	3.09%
More than 80%	2.25%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

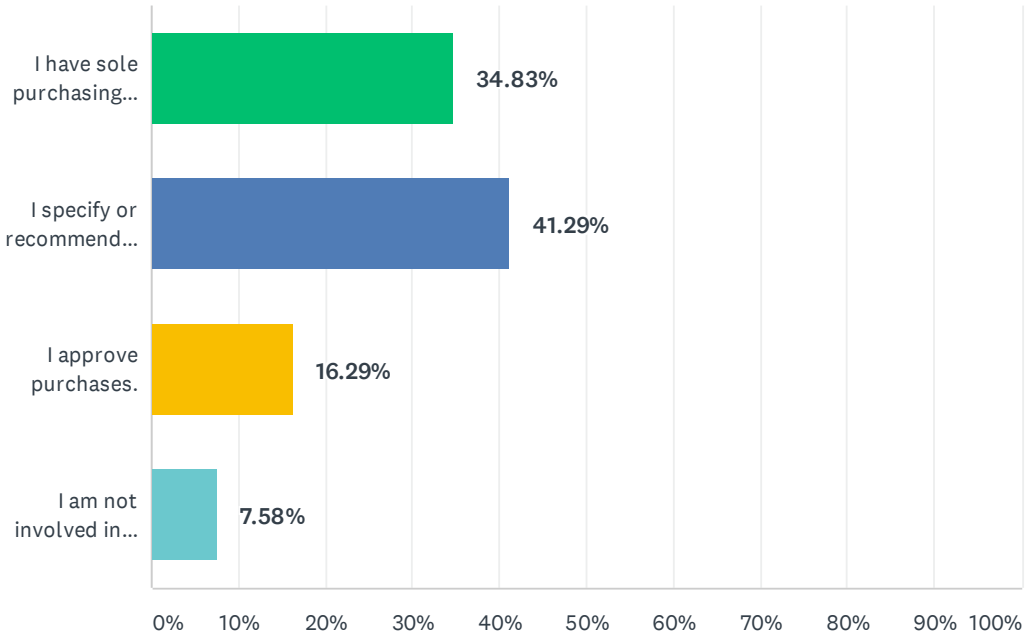
Q34 How much do you spend annually on cleaning/maintenance equipment and supplies (including purchase price and maintenance costs)?



ANSWER CHOICES	RESPONSES
Less than $100,000	40.63%
$100,000-$249,999	32.10%
$250,000-$499,999	13.07%
$500,000-$999,999	7.95%
$1,000,000-$1,999,999	4.55%
More than $2,000,000	1.70%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

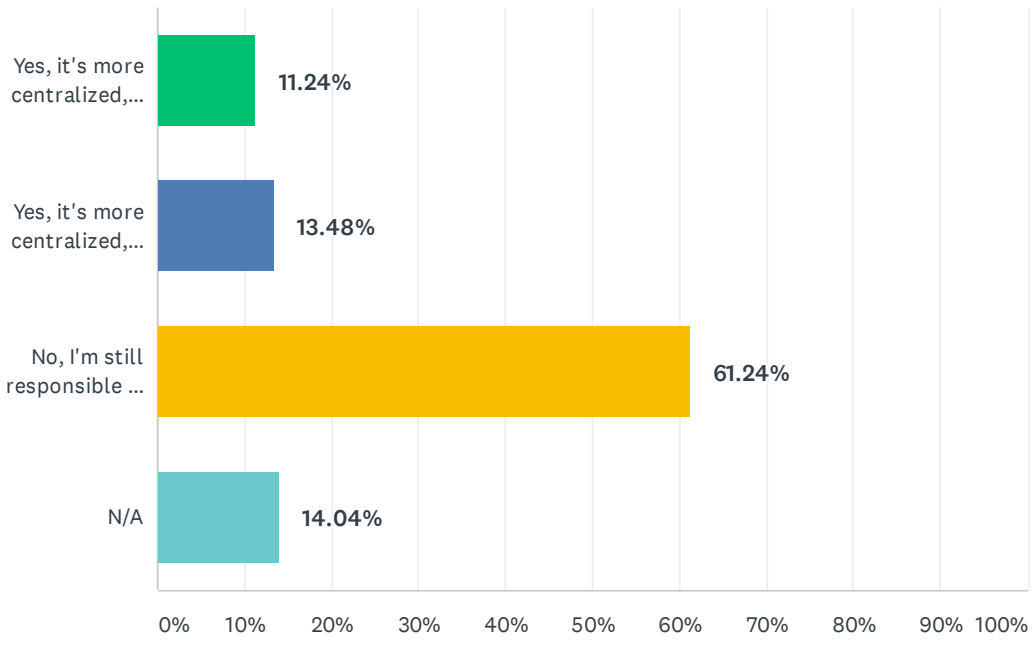
Q35 Which of the following describes your role in the purchasing of equipment and supplies?



ANSWER CHOICES	RESPONSES
I have sole purchasing authority.	34.83%
I specify or recommend purchases.	41.29%
I approve purchases.	16.29%
I am not involved in purchasing of equipment and supplies.	7.58%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

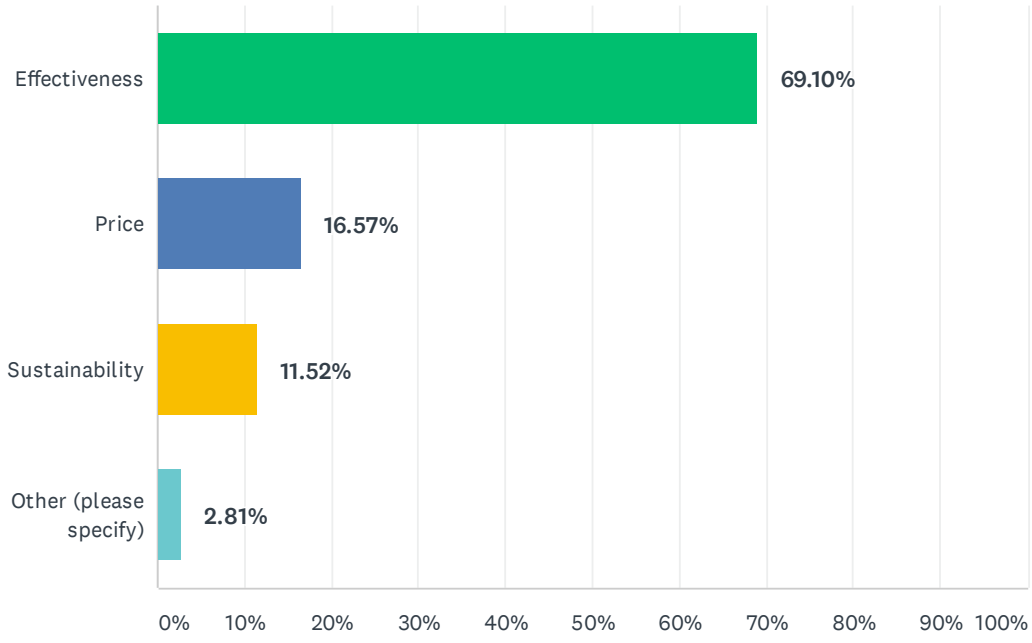
Q36 Has your purchasing process changed in the last 12 months?



ANSWER CHOICES	RESPONSES
Yes, it's more centralized, but I still have final say.	11.24%
Yes, it's more centralized, and my authority has decreased.	13.48%
No, I'm still responsible for my budget.	61.24%
N/A	14.04%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

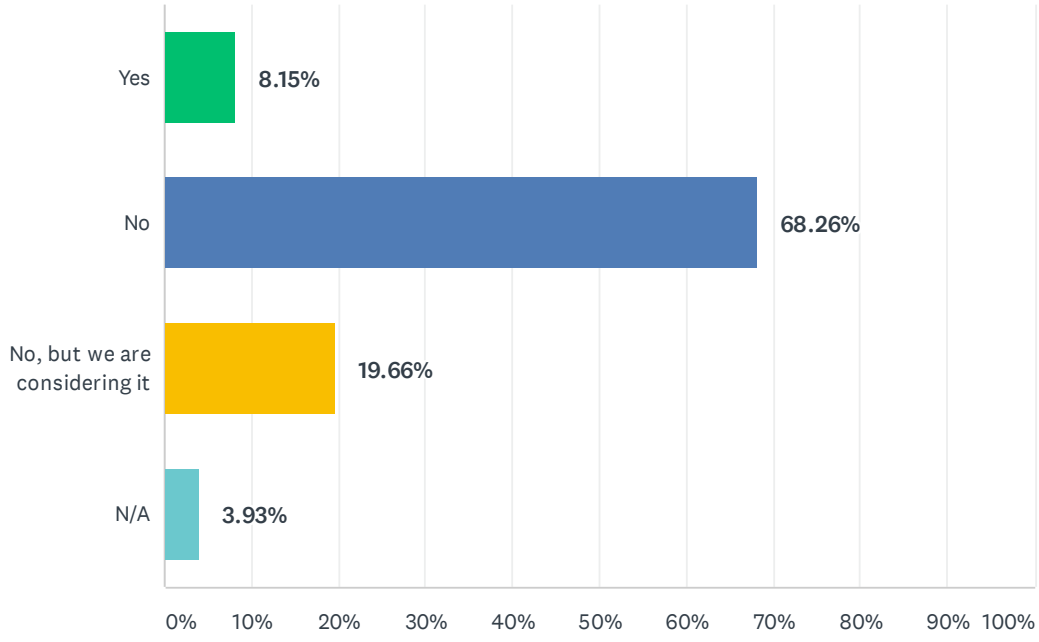
Q37 What is most valuable to your organization when choosing a product?



ANSWER CHOICES	RESPONSES
Effectiveness	69.10%
Price	16.57%
Sustainability	11.52%
Other (please specify)	2.81%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

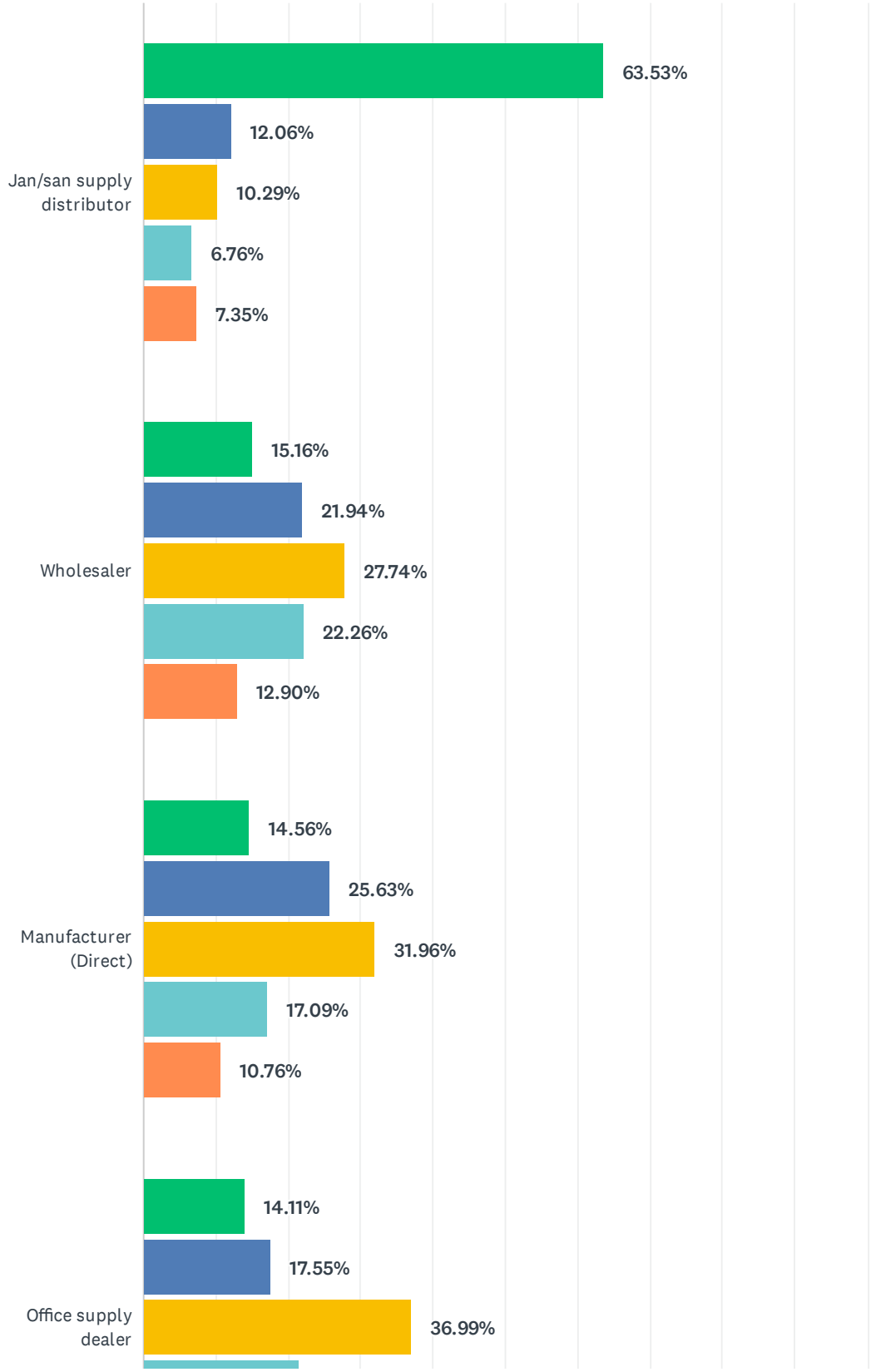
Q38 Do you utilize autonomous or robotic cleaning equipment?



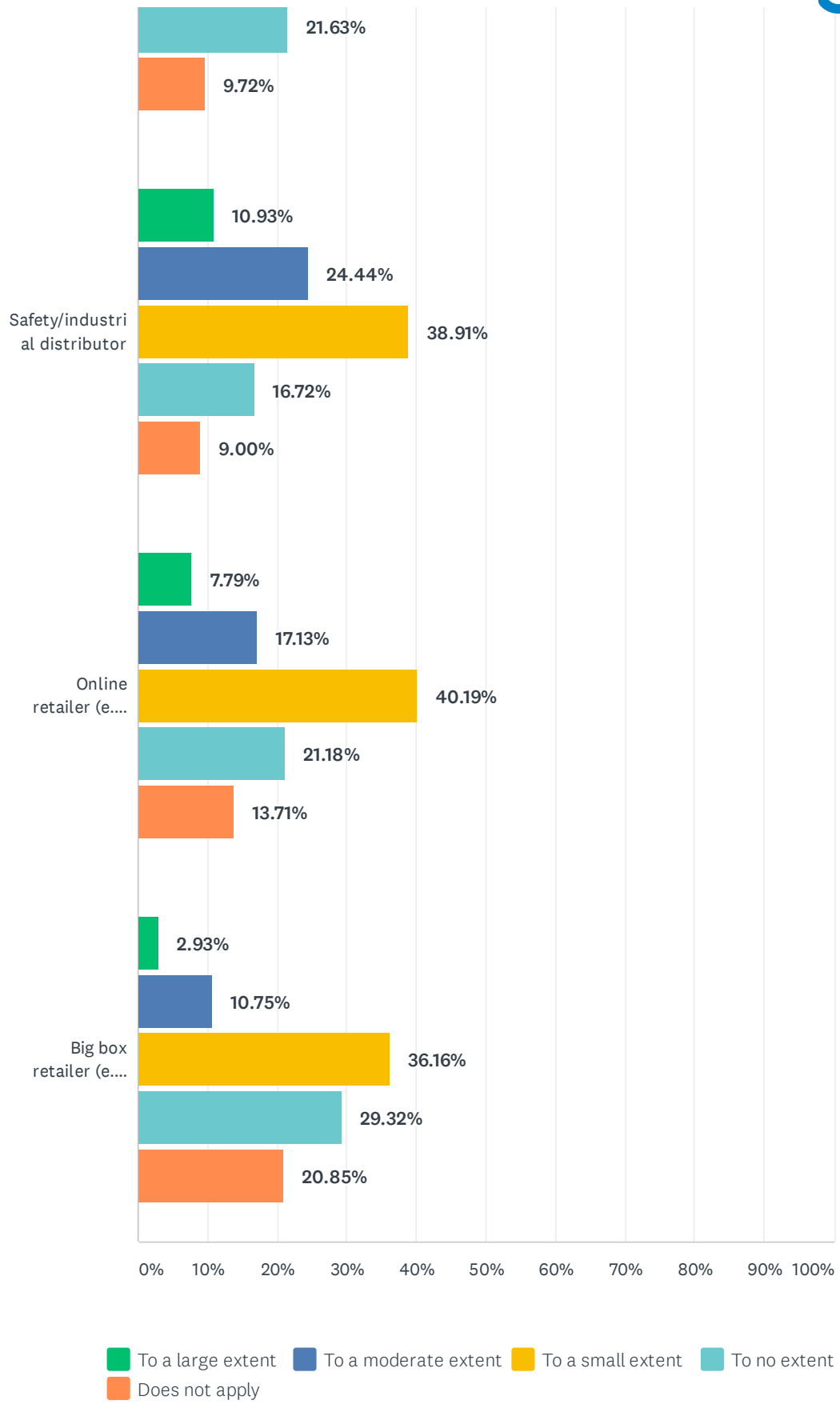
ANSWER CHOICES	RESPONSES
Yes	8.15%
No	68.26%
No, but we are considering it	19.66%
N/A	3.93%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

Q39 To what extent do you purchase cleaning/maintenance products from the following sources?

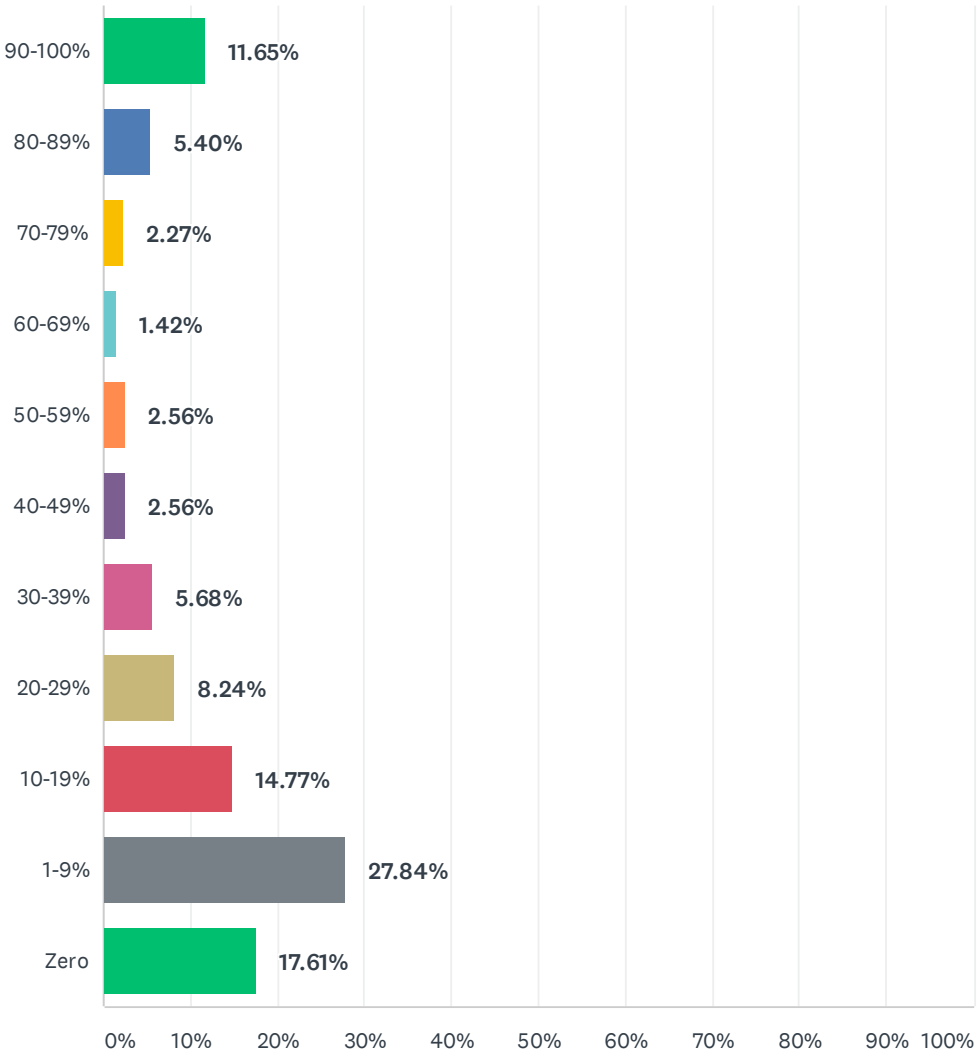


©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.



©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

Q40 What percentage of your cleaning/maintenance products do you purchase ONLINE?

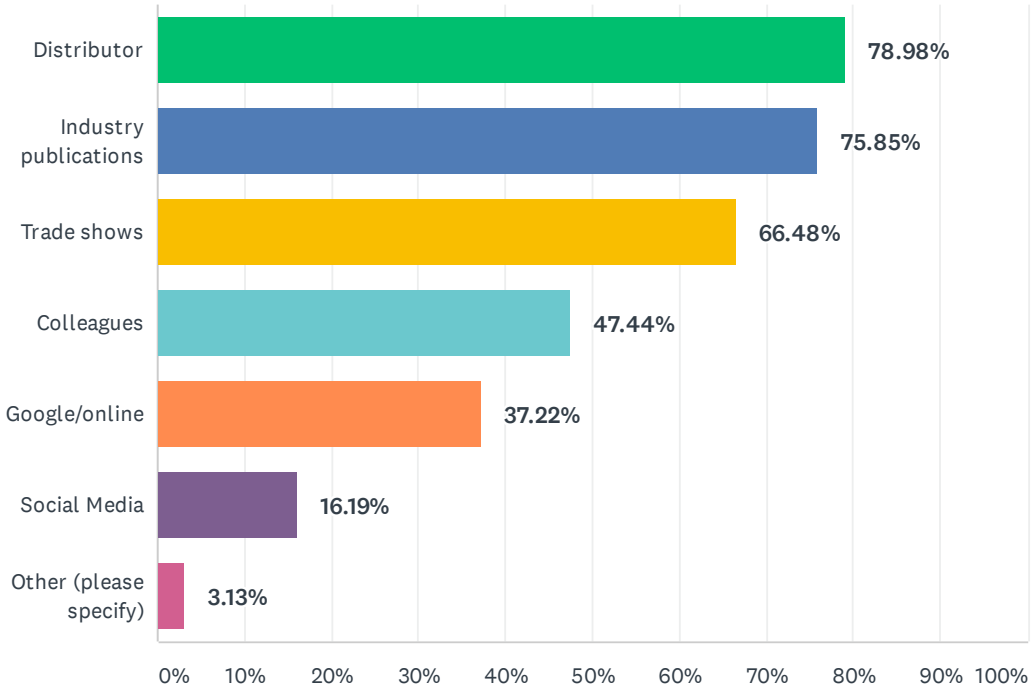


©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

ANSWER CHOICES	RESPONSES
90-100%	11.65%
80-89%	5.40%
70-79%	2.27%
60-69%	1.42%
50-59%	2.56%
40-49%	2.56%
30-39%	5.68%
20-29%	8.24%
10-19%	14.77%
1-9%	27.84%
Zero	17.61%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

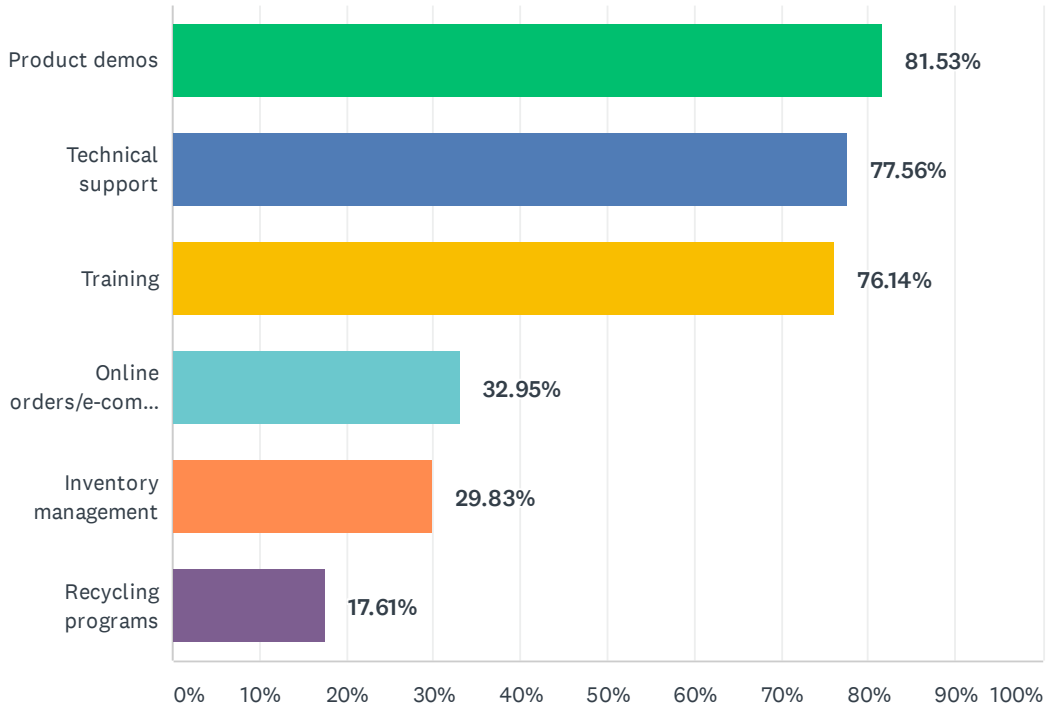
Q41 Where do you learn about new products? Select all that apply.



ANSWER CHOICES	RESPONSES
Distributor	78.98%
Industry publications	75.85%
Trade shows	66.48%
Colleagues	47.44%
Google/online	37.22%
Social Media	16.19%
Other (please specify)	3.13%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

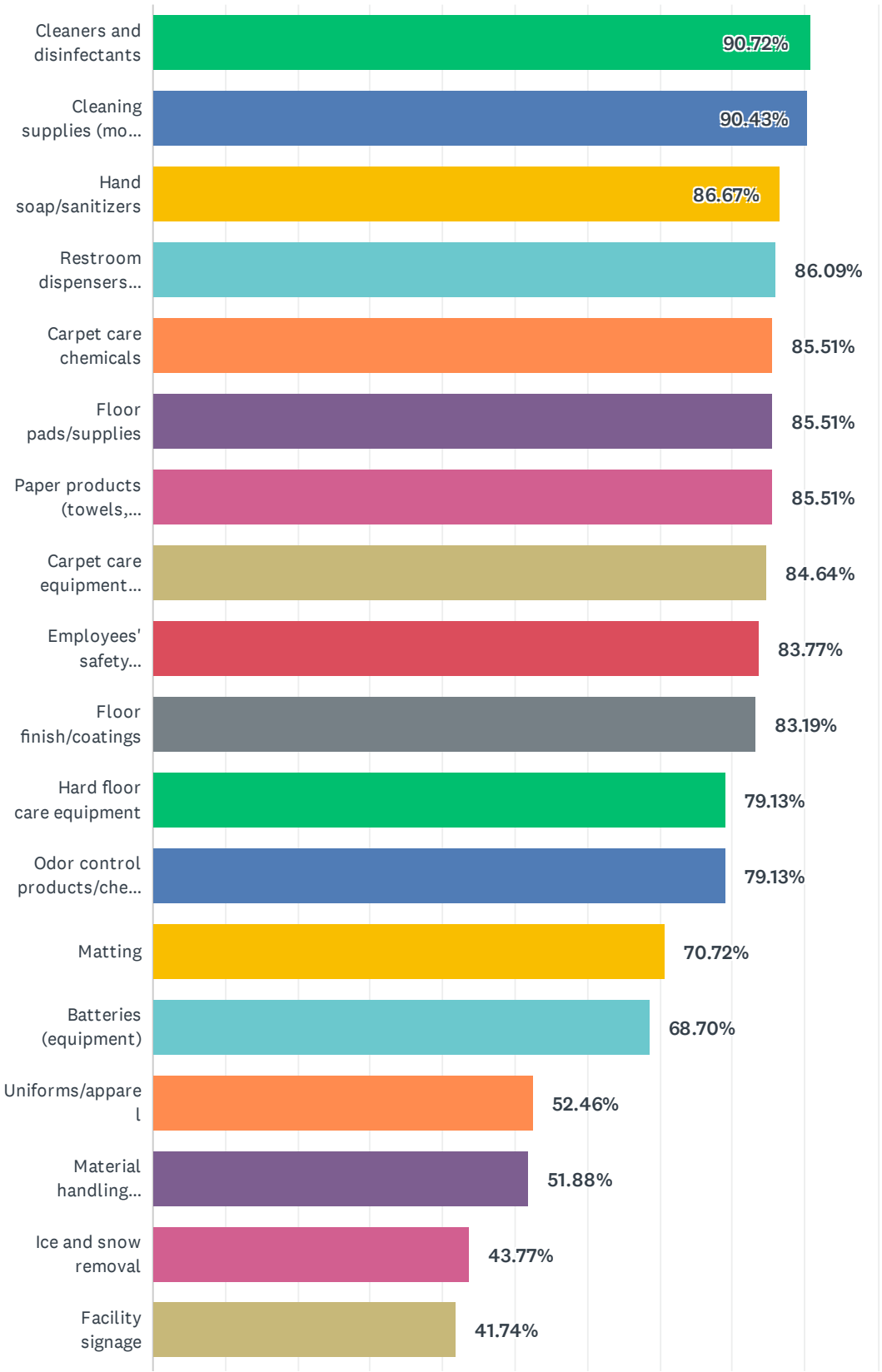
Q42 Which of the following do you expect from your distributor/vendor? Check all that apply.



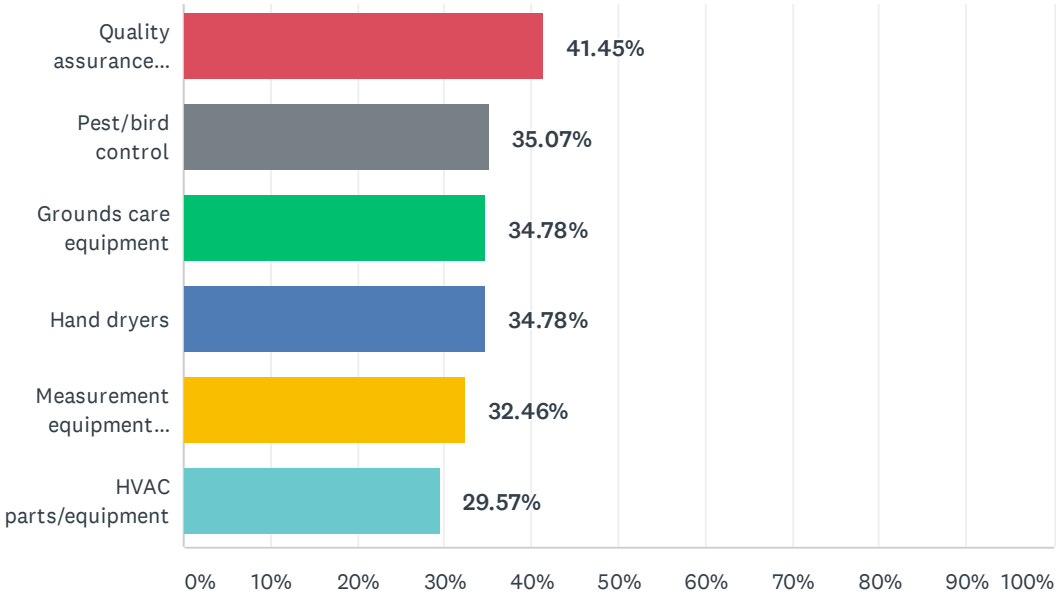
ANSWER CHOICES	RESPONSES
Product demos	81.53%
Technical support	77.56%
Training	76.14%
Online orders/e-commerce	32.95%
Inventory management	29.83%
Recycling programs	17.61%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

Q43 Which of the following products are you responsible for purchasing in your facility(s)? Check all that apply.



©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.



©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

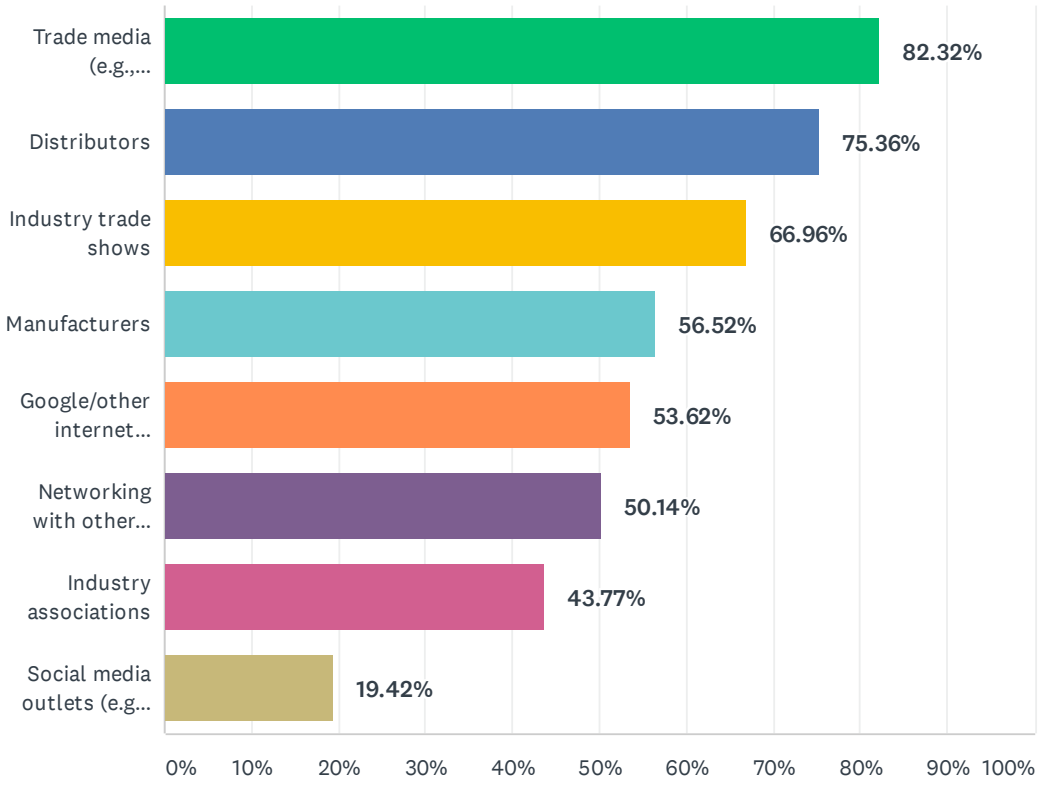
ANSWER CHOICES	RESPONSES
Cleaners and disinfectants	90.72%
Cleaning supplies (mops, microfiber, carts, can liners)	90.43%
Hand soap/sanitizers	86.67%
Restroom dispensers (paper, soap)	86.09%
Carpet care chemicals	85.51%
Floor pads/supplies	85.51%
Paper products (towels, tissue, etc.)	85.51%
Carpet care equipment (including vacuums)	84.64%
Employees' safety equipment	83.77%
Floor finish/coatings	83.19%
Hard floor care equipment	79.13%
Odor control products/chemicals	79.13%
Matting	70.72%
Batteries (equipment)	68.70%
Uniforms/apparel	52.46%
Material handling equipment	51.88%
Ice and snow removal	43.77%
Facility signage	41.74%
Quality assurance programs/software/tools	41.45%
Pest/bird control	35.07%
Grounds care equipment	34.78%
Hand dryers	34.78%
Measurement equipment (infrared, ATP, IAQ, moisture)	32.46%
HVAC parts/equipment	29.57%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

Q44 What do you think is the most critical issue facing the cleaning/facility management industry today?

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

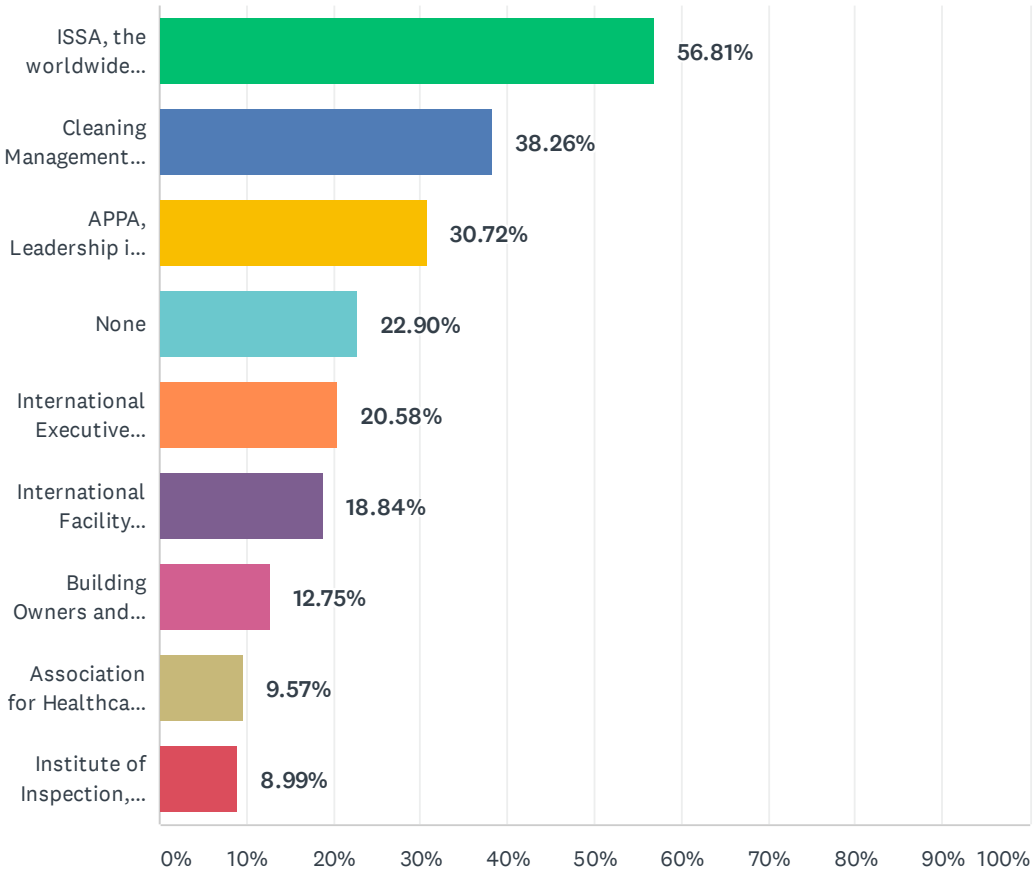
Q45 What resources do you use to learn more about the cleaning/facility= management industry? Check all that apply.



ANSWER CHOICES	RESPONSES
Trade media (e.g., magazines, websites, e-Newsletters)=	82.32%
Distributors	75.36%
Industry trade shows	66.96%
Manufacturers	56.52%
Google/other internet sources	53.62%
Networking with other industry professionals	50.14%
Industry associations	43.77%
Social media outlets (e.g., LinkedIn, Twitter, Facebook, YouTube)=	19.42%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.

Q46 Which of the following organizations are you/your facility affiliated with? Check all that apply.



ANSWER CHOICES	RESPONSES
ISSA, the worldwide cleaning industry association	56.81%
Cleaning Management Institute (CMI)	38.26%
APPA, Leadership in educational facilities	30.72%
None	22.90%
International Executive Housekeepers Association (IEHA)	20.58%
International Facility Management Association (IFMA)	18.84%
Building Owners and Managers Association (BOMA)	12.75%
Association for Healthcare Environments (AHE)	9.57%
Institute of Inspection, Cleaning and Restoration Certification (IICRC)	8.99%

©Copyright 2020 ISSA. Reprinted with permission from Cleaning & Maintenance Management magazine.
For a free subscription to Cleaning & Maintenance Management magazine, visit www.cmmonline.com/subscribe.