

SAMPLE REPORT

Operations and Maintenance Benchmarks



Resource
Advantage
Platform



IFMA
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& Benchmarking
Institute



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Nickalos A. Rocha, MPA, Director of Research

PREPARED BY



Simplar is a collaborative team of faculty and researchers from universities across the United States who specialize in facility organizational assessment, performance measurement & analytics, process improvement, and advanced procurement delivery systems. Learn more at www.simplar.com.

ABOUT IFMA



IFMA is the world's largest and most widely recognized international association for facility management professionals, supporting 24,000 members in 100 countries. This diverse membership participates in focused component groups equipped to address their unique situations by region (134 chapters), industry (16 councils) and areas of interest (six communities). Together they manage more than 78 billion square feet of property and annually purchase more than US\$526 billion in products and services. Formed in 1980, IFMA certifies professionals in facility management, conducts research, provides educational programs, content and resources, and produces World Workplace, the world's largest series of facility management conferences and expositions. In addition, IFMA's collaboration with the Royal Institution of Chartered Surveyors is transforming the global FM profession by unifying standards, offering comprehensive career advancement resources and magnifying the status of practitioners. For more information, visit www.ifma.org/ricscollaboration. To join and follow IFMA's social media outlets online, visit the association's LinkedIn, Twitter, Facebook, YouTube and Flickr pages. For more information, visit the IFMA press room or www.ifma.org.

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For additional information, contact:
FM Research & Benchmarking Institute
Telephone: 713-993-7633
research@ifma.org

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Janitorial

Janitorial Costs
Janitorial Staffing
Contractor Practices
Janitorial Contract Characteristics
Janitorial Practices



Report Selection

Facility Use:

Region: All

Size: All

Facility Age: All

Building Information

	RSF	GSF	Developed Acres	Facility Age	Operating Days / Week	Hours/Day
Mean	5,555,555	5,555,555	5,555	55	5	55

Occupants

	Number Of Occupants	GSF / Occupant	RSF / Occupant
Mean	5,555	555	555

Janitorial Costs

Janitorial costs include wages, benefits, staff support, supervision, administration, supplies, paper goods and noncapital equipment. Respondents were asked to provide the amount of floor area cleaned and if it differed from rentable area. Janitorial costs were divided by the respondent's rentable square footage (or cleanable square footage if provided). On average, janitorial costs have increased by about 40 percent since the previous report. Costs in educational, manufacturing and mixed-use offices had the largest cost increases since the previous report (an average of 67 percent increase). Multi-use and religious facilities appeared to have the largest declines compared to the previous report (an average of 55 percent decrease).

PERCENTILE		\$/RSF
99%	BEST IN CLASS	\$55.55
95%		\$55.55
90%		\$55.55
75%		\$55.55
50%		\$55.55
25%		\$55.55
10%		\$55.55
5%		\$55.55
1%		\$55.55
MEAN		

Janitorial Costs

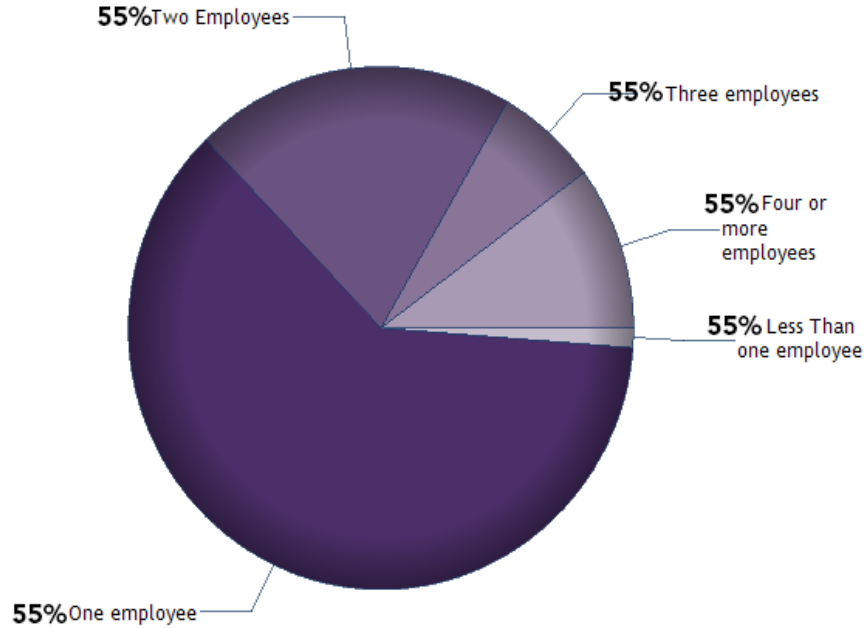
A number of factors can affect janitorial costs including operating schedule, provision of labor, specialized cleaning requirements and the time of day that cleaning is performed.

FACTORS	\$/RSF
JANITORIAL FUNCTION PERFORMED BY	
In-House	\$5.55
Contracted	\$5.55
Equal In-House and Contracted	
FACILITY OPERATED	
5 days per week	\$5.55
6 days per week	\$5.55
7 days per week	\$5.55
PRIMARY CLEANING PERFORMED	
Normal work hours	\$5.55
Before/after work hours	\$5.55
OWNERSHIP	
Owner occupied	\$5.55
Leased	\$5.55
Combination owned and leased	\$5.55
GREEN CERTIFICATION STATUS	
One or more buildings certified	\$5.55
Green elements, no certification	\$5.55
No green elements	\$5.55
Plans for certification next 12 months	\$5.55
OTHER TYPE OF CLEANING	
Specialized cleaning	\$5.55

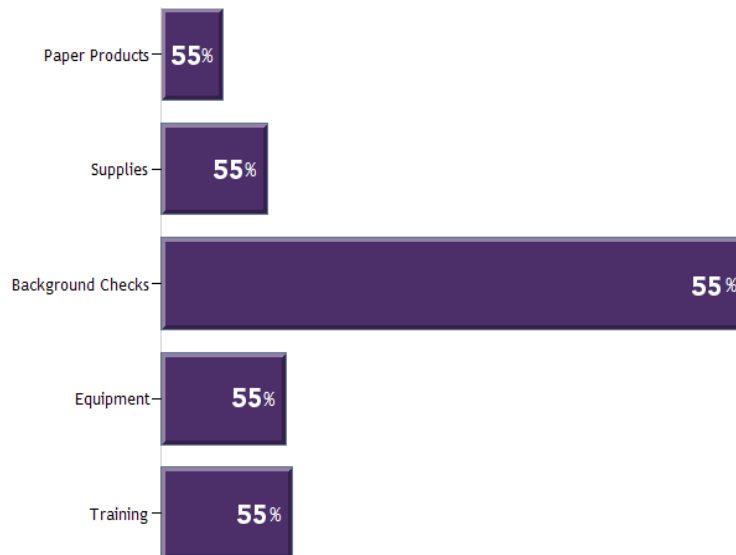
Contractor Practices

The following chart shows the average number of janitors, janitorial supervisors and project cleaners (special cleaning or floor crew) for different facility sizes. The median amount of floor area cleaned per janitor is about 37,000 rentable square feet. The reported staffing levels are for both in-house and contracted janitorial services

Number of In-House Employees Supervising Contract



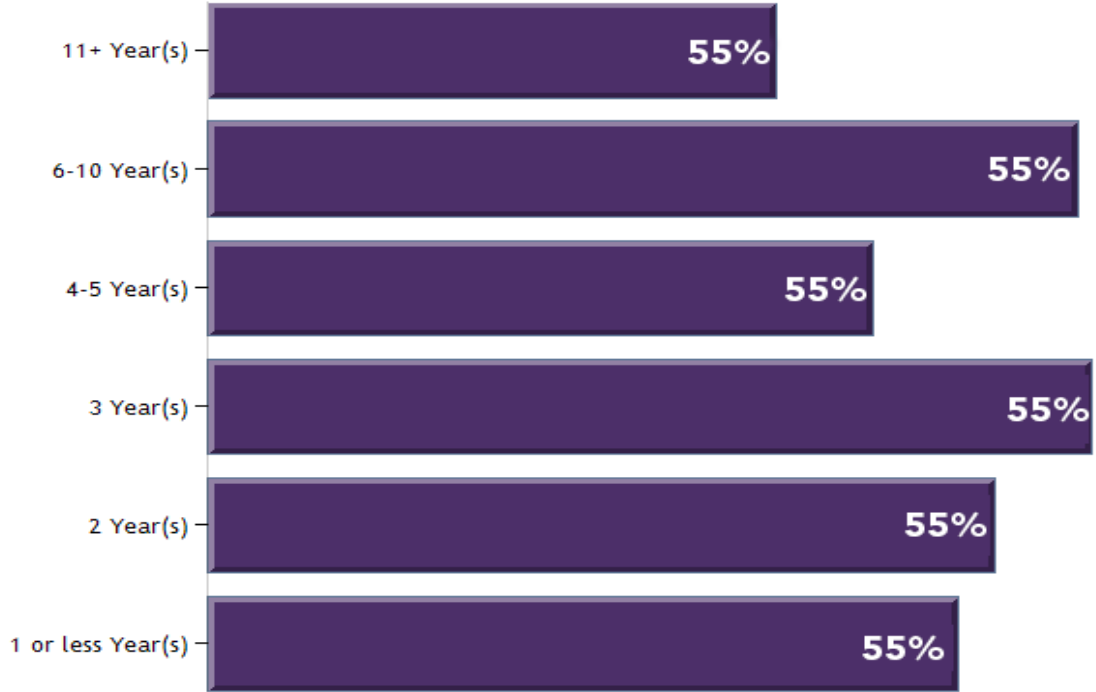
Contractor Provides



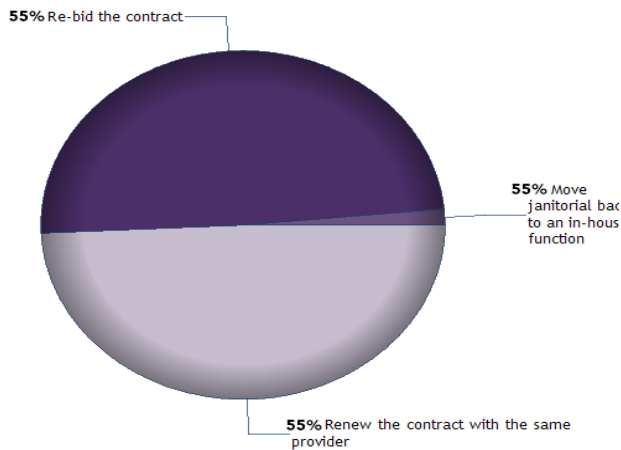
Janitorial Contract Characteristics

Facility Managers are reporting that about 54 percent of their janitorial contracts are based on tasks and frequencies, a 7-percentage-point increase from the previous study.

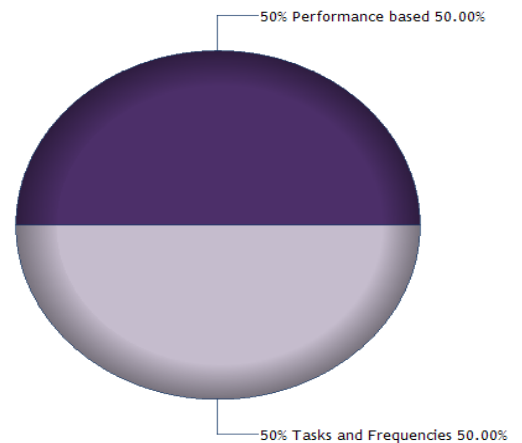
Number of Years Contract Has Been in Place



When Janitorial Contract Comes Up for Renewal



Terms of Contract



Janitorial Practices

In an effort to keep costs down, the frequency of certain tasks has decreased. Compared to IFMA's 2009 measurements, the daily task of trash removal, restroom cleaning and recyclable collections has increased while other tasks remain about the same.

JANITORIAL PRACTICE	MORE THAN ONCE A DAY	ONCE A DAY	SEMI-WEEKLY	WEEKLY	BI-MONTHLY	MONTHLY	QUARTERLY	SEMI-ANNUALLY	ANNUALLY	AS REQUIRED	NOT PERFORMED
Trash removal	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Low dusting	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
High dusting	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Carpet vacuuming	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Upholstery vacuuming	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Recyclables collected	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Spot carpet cleaning	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Entire carpet cleaning	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Kitchen/break room and/or workroom cleaning	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Restroom cleaning	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Steam cleaning of ceramic walls	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Sweep/mop tile or composition flooring	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Clean light fixture/ventilation grilles	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Spot clean walls/switchplates	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Spot clean glass/entrance doors	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Interior window/window blind cleaning	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Exterior window washing	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Dust & clean desk equipment	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Data center cleaning	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Sanitize telephones and/or keyboards	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%