

Operations and Maintenance Benchmarks:

International Facility Management Association (IFMA)

September 2017



IFMA
FM Research
& Benchmarking
Institute



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The Simplar Institute 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.

ISBN-10: 1-883176-42-5
ISBN-13: 978-1-883176-42-6

Janitorial Staffing

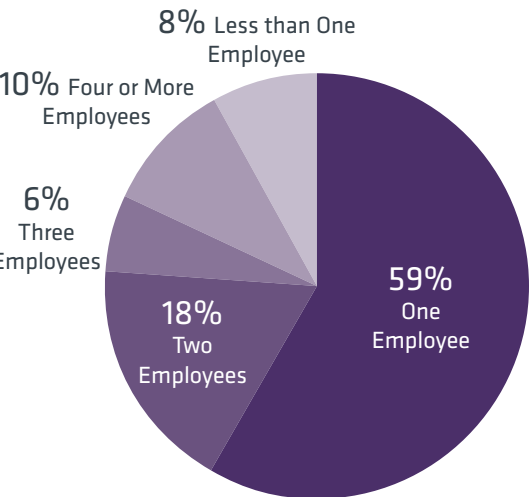
The following chart shows the average number of janitors, janitorial supervisors and project cleaners (special cleaning or floor crew) for different facility sizes. The median amount of floor area cleaned per janitor is about 37,000 rentable square feet. The reported staffing levels are for both in-house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

FACILITY SIZE (RSF)	N	NUMBER OF JANITORIAL FTEs	NUMBER OF JANITORIAL SUPERVISOR FTEs	NUMBER OF PROJECT CLEANERS, SPECIAL CLEANING OR FLOOR CREW FTEs
Less than 50,000	106	5.2	1.2	1.8
50,000-100,000	83	4.0	1.1	1.9
100,001-250,000	108	8.0	1.3	2.6
250,001-500,000	85	13.4	1.7	2.6
500,001-750,000	35	21.8	2.4	4.5
750,001-1,000,000	30	28.2	2.4	5.5
1,000,001-1,500,000	25	33.9	4.6	6.6
1,500,001-2,000,000	6	79.2	5.8	9.8
2,000,001-3,000,000	10	63.4	5.3	9.3
More than 3,000,000	15	102.3	5.9	5.8

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

