

CASE STUDY

HOW A LARGE US SCHOOL DISTRICT IMPROVED CLEANING PERFORMANCE BY 74%



SUMMARY & CHALLENGES

A large U.S. school district became concerned about the performance of cleaning vendors based on feedback by teachers, students and staff.

To ensure the cleanliness of their schools and buildings and improve learning environments, they researched solutions to solve three main challenges:

- 1 Measuring performance across staff and vendors:** Across hundreds of schools, they employed thousands of janitorial staff both internally and through partners. They needed a way to track if daily cleanings were being completed in every one of their schools.
- 2 Centralized cleaning transparency:** Due to the disparate operations above, they wanted a single source of truth that provided them real-time data on whether the cleaning work was completed or not.
- 3 Improve cleaning operations and budget:** Once they understood that work was actually being done, they wanted to see how they could more effectively staff and manage cleaning budget with vendors.

Overall, they were looking for a way to provide full validation that their cleaning contract matched what they were receiving across their large footprint of schools.

EVALUATION & SOLUTION

After evaluating several technology solutions they selected **CrowdComfort Cleaning Maps & Analytics** due to its ease of use for janitorial staff and deep real-time analytics capabilities that could provide transparency of cleaning across their real estate portfolio and across their multiple janitorial partners.

They started with a pilot of 3 schools, 12 janitorial staff and over 300K square feet and expanded to over 60 schools and 6 million square feet.

THE RESULTS

The customer evaluated success across four main criteria:

- Provide audit trail and documentation for all cleaning events
- Identify trends in regards to cleaning overages/underages at specific locations
- Establish and improve the cleaning validation score

The technology solution met and exceeded these expectations across the schools:

- **74% increase in cleaning performance:** The customer saw an increase in the performance of their janitorial partners with cleaning validation increasing from 42% to 72%.
- **100% audit trail by vendor:** They have been able to track vendor performance in real-time and begin to benchmark across vendors and locations.
- **Better staff performance:** With transparent data on staff performance, they have been able to put together an incentive program for their best performing staff members limiting attrition.

The school district is currently determining the zones to expand this cleaning performance program.

72%
average cleaning compliance score
across cleaning vendors

74%
increase in janitorial performance during the pilot program



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Trusted by a growing list of the Fortune 1000, customers can resolve service requests 4x faster, decrease facilities costs by up to \$0.40 per square foot annually, earn employee satisfaction scores of over 97% and reduce risk with a complete cleaning audit trail based on OSHA & CDC guidance and government regulations.