CASE STUDY

HOW A LARGE US SCHOOL DISTRICT IMPROVED CLEANING PERFORMANCE WHILE REDUCING ANNUAL SPEND BY 10%

CROWDCOMFORT

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DISTRICT OVERVIEW

Industry: K-12 School District
School Ranking: Top 10
Schools Deployed: 600+
Square Footage Deployed: 60M+
Customer Since: 2021

OVERVIEW

One of the largest school districts in the U.S. became concerned about the performance of cleaning operations based on feedback by teachers, students and staff. Their goal was to empower their teams and staff with better technology to provide greater transparency, recognition and efficiency for the cleaning work being done every day.

Operations leadership wanted to transform their custodial operations to ensure better accountability across teams and vendors while providing a foundation of data to more critical decisions to enhance the quality and delivery of cleaning services for the over 300,000 students that go to school every day. They wanted their teams to cross the digital divide in order to improve day to day results.

KEY PAIN POINTS

Executive leadership was increasingly interested in becoming more data-forward in their approach to the every day work happening in their schools and offices. They were interested in solving three main problems:

1 MEASURING PERFORMANCE OF TEAM & VENDOR PARTNERS

School leadership wanted better transparency into the work completed and performance across vendors and team members. They wanted to provide front line staff with digital tools to make jobs easier.

2 IDENTIFY ISSUES MORE QUICKLY (WITH VALIDATION)

Custodians are in the schools every day and they wanted better lines of communication between them and facilities to identify building issues like plumbing, broken equipment, electrical, engineering and staff shortages.

3 RECOGNIZE AND RETAIN TOP CUSTODIAN PERFORMERS

Custodians are in high demand today and retaining top talent is crucial. They needed more accurate data to improve transparency of cleaning work completed that could help them identify and recognize top custodians.

"The key for us in using CrowdComfort is we can see there is a problem right away, either they are cleaned or they have documented issues in there and we can respond to those in a timely manner. We can hold our entire team, including our custodial management, building management and facilities management team accountable."

Executive Director of Facilities and Maintenance, Large Public School District

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DEPLOYMENT AND RESULTS

The School District deployed a 60-day pilot for 3 schools, 12 janitorial staff and 300K square feet. With improved custodial performance during this time, they expanded to over 60 schools and 6 million square feet. With improved cleaning quality across these schools, they expanded to the entire district of 634 schools.

With CrowdComfort in place, they have transformed their custodial operations to improve cleaning quality while reducing annual spend by over 10%.

WHAT THIS MEANS

Janitorial Spend for this school district comes in right around $200 Million Per Year. The breakdown of cost savings was such.

- **CrowdComfort worked alongside providers such as JLL and Corrigo to facilitate the change management needed.**
- **CrowdComfort Data provided the ability for clear evaluation of third party contracts**
- **CrowdComfort Data enabled them to reduce the management team by 50% while also improving oversight and quality**
- **The impact of the CrowdComfort Implementation for the district was nearly $20M in annual pure dollar savings.**

WITH AN OVERALL CUSTODIAL BUDGET OF OVER $200M THE SAVINGS WITH CROWDCOMFORT ARE SIGNIFICANT.

PROJECT TIMELINE

01

EVALUATION

Determined schools, training and on-site deployment.

02

LAUNCH

Deployed QR codes and trained managerial and custodian staff.

03

COLLECTION

Reviewed and provided feedback on performance to identify improvements and additional training.

04

EVALUATION

CrowdComfort consistently reviews data with facilities and school leadership.

05

EXPANSION

Review of on-going return on investment analysis to ensure value with expansion.

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KEY OPERATIONS GOALS

The school district uses CrowdComfort as the source of truth to manage their daily custodial operations from measuring on-going performance to scheduling of custodial staff to communication of building issues or broken equipment.

- **Digital Enablement of Staff:** Investing in digital technologies is a district wide initiative to improve education outcomes. With CrowdComfort, the district invested in mobile devices for all front line staff to improve activity tracking and communication.
- **Real-time Management of Staff:** With real-time dashboards and staff scheduling solutions, custodial managers are able to save considerable time and travel to monitor every day cleaning in their schools.
- **Identify Building Issues Quickly:** Custodians identify and log facilities related issues during their rounds. Over 70,000 issues have been logged by custodial staff and into their CMMS.
- **Consulting Partner Alongside Facilities:** Included CrowdComfort Data and Team as remote and on-site consultants to solve real-time and real-world problems.

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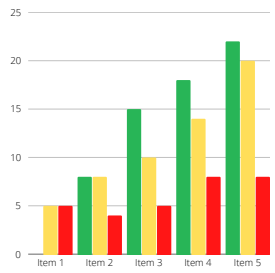
RESULTS FROM CROWDCOMFORT



"YOU CAN'T MANAGE WHAT YOU DON'T MEASURE"

Before CrowdComfort, the customer was relying on spot inspections, pen & paper and partner reporting to determine compliance and performance for custodial staff. Real-time reporting dashboards have provided **an independent source for accountability** to right-size teams, evaluate vendors and recognize top performers.

TRANSFORMING OPERATIONS

- With CrowdComfort, the school district has been able to digitally enable their custodial team to help with communication and recognition. With real-time data on cleaning across all schools, they re-negotiated with vendors and right-sized their management staff **to save 10% of their overall annual custodial budget with quality improvement in their cleaning strategy.**

IMPROVING CLEANING QUALITY

The School District is using the data from CrowdComfort to drive better accountability both from vendor and internal custodians. With real-time tracking of each cleaning, **cleaning quality has seen a 15% increase in annual APPA quality standards** as well as consistently positive feedback from principals on cleaning improvement in their schools.

BETTER RETENTION OF CUSTODIAL STAFF

CrowdComfort has partnered with the school district to develop a Quarterly Challenge & Awards Program that recognizes top performing custodial staff and teams across their district. This program has received widely positive feedback from custodial staff who have been recognized consistently for their hard work for the first time and **is being leveraged to improve custodial staff retention.**

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WHY CROWDCOMFORT?

Some of the world's largest organizations and school districts see the value of real-time, location-by-location reporting of cleaning and health & safety activities and the impact on occupant productivity and health.

With insight, control and accountability built in, CrowdComfort enables your team to save money, control costs, drive efficiencies, reduce risk and recognize and retain top employees across the buildings in your school distict.

In addition, CrowdComfort's customer success is unparalleled with:

- **Ease of deployment** – On average a new site can be added in less than 45 days.
- **Ease of use** – Employees and the custodian team & vendors love using the app because it is simple, easy to use and natively mobile.
- **Flexibility** – CrowdComfort platform can be configured to your process and procedures. New functionality can be added at any time to be used for inspections or facilities requests as needed.
- **Customer service** – The CrowdComfort team is very hands-on and incredibly responsive as a trusted partner.

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