

THE U.S. JANITORIAL SERVICES INDUSTRY

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* **Highlights & key findings of all report chapters:** industry nature, analysis of major trends/issues affecting the industry (the recession, turnover, commercial office vacancy rates, commercial construction, franchising, green cleaning), outlooks by managements of competitors & consultants, industry size/growth: 1997-2018 Forecast, 2012-2014 performance, franchising problems, sales/ranking of top competitors (franchises & non-franchise firms). Values of education, commercial, healthcare, retail end-user segments, industry structure, 2012 Census key operating ratios (receipts, avg. per establishment, payroll/labor costs, etc.), client mix, services provided.

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- * Status report of commercial & office construction activity and indicators: value of non-residential construction, commercial **office vacancy rates** in major metro areas & nationwide, discussion of absorption rates
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- * BOMA 2014 report major findings: commercial real estate rental income/expense trends, occupancy
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- Total industry receipts, by major segments, annual % change (2000-2012, Census Bureau): total Industry, pest control, janitorial, carpet cleaning, other services to buildings
- Annual percent change in janitorial services receipts: 2001-2014 Est.
- Historical share of industry sales by pest control, carpet cleaning vs. janitorial/all other services: 2000-2012
- Employer vs. non-employer receipts: 2000-2012
- Historical industry receipts (1983-1998) - Census Bureau data.
- Historical share of industry receipts: pest control vs. janitorial & other services: 1985-2012

Industry Economic Structure & Operating Ratios (\$350)

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- * Explanation of how to interpret Census data, how the data is arranged/classified by NAICS codes, and major market segments, 2012 Census
- * Summary: discussion of total building services receipts in 2012, breakdown by type
- * Outlook by **Bureau of Labor Statistics** for demand for janitors (number, wages): to 2020
- * Labor productivity ratios: 2012
- * Discussion of Non-employer receipts (sole proprietorships without payrolls) IRS data 2012
- * Discussion of industry Financial health: composite income statement & balance sheet ratios, profitability trends, by size of cleaning contractor (janitorial services, pest control, other services: 2007-2011).
- * Major findings of **2014 CMM Magazine survey**: type services provided by cleaning contractors, labor costs, profit margins, share of revenues by building type.
- * Summary & analysis: no. of cleaning establishments in U.S. and for leading states; no. of firms; industry size; avg. receipts per office by top states; mkt. share top 50 firms ratios; summary findings of 2007 Census re: legal form of organization, firms & estabs. by sales size (in receipts & employment); single/multi-unit operations.
- * Summary statistics: 1997, 2002, 2007, 2012 - no. of estabs; total industry vs. disinfecting/pest control, other services; annual receipts; payroll costs; no. of workers; payroll per employee; receipts per employee, receipts per establishment.
- * Geographic analysis - share of national receipts, avg. receipts per estab., by state, top states' ranking: 2002, 2007.

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Total Industry- All Types of Commercial Cleaning Contractors

- Receipts of all services to buildings (excl. landscaping) – pest control, janitorial, carpet cleaning, All other services: 2000-2012
- Industry snapshot: 1997, 2002, 2007, 2012: key ratios (payroll, no. estabs., receipts, etc.)
- Annual % change in receipts of janitorial vs. ALL building services: 2001-2014 Est.
- Employer vs. nonemployer estabs. – no. of estabs. and receipts
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- * Summary - how many exist? - Entrepreneur magazine's 2013 Franchise 500 ranking, Discussion: how cleaning franchises work and differ, services typically provided by parent, master franchises,
- * Analysis of **avg. initial franchise fees/royalty rates/start-up costs**
- * The industry's leading franchisers: parent co. vs. **systemwide revenues**, avg. estimated annual receipts, difficulties estimating revenues due to full-time vs. part-time workers; franchise investment pkgs. sold.
- * Discussion of recent problems with franchises, misrepresentation of earnings, churning of accounts, territory encroachment, lawsuits and Atty. General actions against Jani-King, Coverall, Bonus Bldg. Care, Stratus Building Solutions. Why franchises are not as popular vs. several years ago as a career option.

Tables:

- The major commercial cleaning franchises: 10 companies' systemwide sales: 2013.
- Top janitorial franchises (no. of units 2006-2013, franchise. fee, royalty %, start-up costs)
- The major commercial cleaning franchises, by no. of units: 2008-2013.

Profiles of The Leading Commercial Cleaning Franchises & Non-Franchise Firms

(For each company below: discussion & analysis of services offered, divisions, franchise packages offered/cost, markets served; strategies, 2010-2013 sales when avail., history & recent developments; acquisitions, number of franchises active; marketing strategies)

- * ABM Industries
- * Anago Cleaning Systems
- * Bonus Building Care
- * Clean Net USA
- * Coverall North America
- * Jan-Pro Intl.

Continued:

- * Jani-King Intl.
- * Pritchard Industries
- * Red Coats
- * ServiceMaster (incl. ServiceMaster Clean)
- * Stratus Building Solutions
- * UGL UNICCO Services

Reference Directory of Industry Information Sources

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- * Addresses, phones, contacts at major cleaning industry trade associations, trade journals, consulting firms, stock analysts.