

## NUMBERS TELL THE STORY

Attributes	Best-In-Class	Average Property	Difference
Cleanliness	83.9%	70.0%	13.9%
Satisfaction	86.3%	75.4%	11.5%
Cost per sq.ft.	\$.80	\$1.06	\$.26
Cost per hour	\$4,263	\$4,599	\$366
Night productivity/hr.	5,945 sq.ft.	5,473 sq.ft.	472 sq.ft.
Day productivity/shift	259,125 sq.ft.	196,253 sq.ft.	62,872 sq.ft.

**Best-in-class properties scored better on measures of quality, customer satisfaction, cost and productivity than did the average property in an in-depth survey that covered 145 facilities comprising 39 million square feet of space.**