

2025 Region-Level Performance Averages Reveal Consistent, **High-Quality Service**

ABDM conducts monthly client satisfaction surveys across active facilities. The results shown reflect responses collected from March through December 2025 across ABDM's current regional coverage in the Southeast, Midwest, Northeast, and West, supporting consistent tracking of performance and continuous improvement.

CATEGORY	SE	MIDWEST	NE	WEST
Overall cleanliness of restrooms	4.46	4.82	4.54	5.00
Cleanliness & upkeep of breakrooms	4.62	5.00	4.85	4.79
Organization of janitorial closets, supply areas & carts	4.77	5.00	4.77	4.86
Responsiveness to service requests or urgent needs	4.92	4.91	4.54	5.00
Uptime & reliability of equipment	4.85	4.82	4.38	5.00
Vendor coordination & on-site oversight	4.77	5.00	4.69	5.00
Cleanliness & organization of maintenance work areas	4.77	5.00	4.69	5.00
Attitude & professionalism of on-site staff	4.77	4.91	4.85	5.00
Communication & collaboration with ABDM on-site leadership	4.92	5.00	5.00	4.93
OVERALL	4.76	4.94	4.70	4.95

Site-level performance remained consistently strong across all locations, with overall averages between 4.70 and 4.95. West and Midwest Regions posted the highest overall scores, reflecting broad consistency across categories.

Our Performance, According to **Clients**

Direct Feedback
from client
leadership team.

Audrey has been great to work with—always helpful, approachable, and quick to handle any issues that come up.

Area Manager on Audrey Blankenship, FMS

Alex has been a great partner. I think our Janitorial team has really improved both in terms of coverage and alignment to site rules.

Site Leader on Alex Rojas, FMS

Nick and his team are phenomenal. Extremely supportive and extremely professional.

Operations Manager on Nicholas Thompson, FMS

Brandon has done such a fantastic job building a strong team... Ad hoc requests are completed same day if possible, usually within the hour.

Site Leader on Brandon Simpson, FMS

2025 Overall Survey Results

Aggregated results across all sites, March–December 2025

CATEGORY	AVG
Overall cleanliness of restrooms	4.71
Cleanliness & upkeep of breakrooms	4.82
Organization of janitorial closets, supply areas & carts	4.85
Responsiveness to service requests or urgent needs	4.84
Uptime & reliability of equipment	4.76
Vendor coordination & on-site oversight	4.87
Cleanliness & organization of maintenance work areas	4.87
Attitude & professionalism of on-site staff	4.88
Communication & collaboration with ABDM on-site leadership	4.96
OVERALL	4.86

CATEGORY	AVG
Overall cleanliness of restrooms	4.67
Cleanliness & upkeep of breakrooms	5.00
Organization of janitorial closets, supply areas & carts	5.00
Responsiveness to service requests or urgent needs	5.00
Uptime & reliability of equipment	5.00
Vendor coordination & on-site oversight	5.00
Cleanliness & organization of maintenance work areas	5.00
Attitude & professionalism of on-site staff	5.00
Communication & collaboration with ABDM on-site leadership	5.00
Responsiveness during peak season	5.00
Overall	4.97

- Overall performance remains consistently strong across all service categories, with all averages clustered between 4.7 and 5.0 on a 1–5 scale.
- Communication, professionalism, and vendor coordination rank as the highest-performing areas, reinforcing ABDM's focus on partnership and responsiveness.
- Cleanliness, equipment reliability, and maintenance execution continue to meet high operational standards across sites, with no category falling below 4.7.

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So far so good! I don't have any concerns - team is doing a phenomenal job!

Operations Support Manager

Peak Performance in Peak Season

During Peak operating periods, the client survey was intentionally expanded to include a specific question focused on ABDM's performance under increased demand.

Results indicate that service levels remained consistently high across all core categories, with averages of 5.00 in responsiveness, communication, professionalism, and operational execution.

Overall cleanliness and support standards were maintained during Peak, reinforcing ABDM's ability to scale service, respond quickly, and support site operations during periods of heightened activity.