

# SWEEPING SUCCESS: HOW FLAGSHIP ELEVATED RDU'S CLEANLINESS STANDARDS

Nestled in the heart of North Carolina's Research Triangle region, Raleigh-Durham International Airport (RDU) serves as a hub of innovation and connectivity. From its humble beginnings to its emergence as a key player in the aviation industry, RDU's story is one of growth, adaptability, and an unwavering commitment to its community.

## ! THE CHALLENGE

As the number of passengers traveling through RDU began to increase, the airport noticed inconsistencies in the cleanliness of its terminals and remote facilities. The root cause was found to be a shortage of engaged on-site managers and supervisors, which created a lack of oversight and made it difficult to monitor task completion and work quality. This issue not only affected airport cleanliness, but it also created a potential safety hazard for passengers and employees.

RDU needed a janitorial partner that would not only address these challenges but also help the airport in realizing Vision 2040 – its master plan for managing current and future demand while enhancing the overall passenger experience.

## ✓ THE SOLUTION

After careful consideration, RDU chose Flagship Aviation Services to provide comprehensive facilities support at Terminals 1 and 2, as well as its remote buildings. This support includes janitorial services, pest control, and high-reach detail cleaning, all backed by Flagship Intuition – Flagship's work order system powered by TRAX Analytics.

To guarantee a seamless transition of services, Flagship enacted a 150-point transition plan 90 days before the start of the contract. This allowed ample time for preparations, including staff training, equipment testing, and logistical coordination.

During this time, Flagship worked diligently to develop a work plan that addressed the most egregious areas of the airport, including those most essential to the safety and convenience of passengers and employees. Flagship knew from experience that restroom facilities at busy airports are among the most challenging environments to keep clean. To address this, Flagship implemented its Clean & Inspect system, which monitors real-time restroom traffic to trigger both scheduled and demand-based cleaning.

Additionally, Flagship introduced Restroom Appearance Technicians, dedicated to ensuring that restroom equipment is working optimally, thereby delivering an enhanced passenger experience.



## ↑↑ THE OUTCOME

Flagship is proud to have retained about 90% of RDU's janitorial staff and established an all-female team of assistant managers and supervisors. The team was carefully selected based on their experience, skills, and dedication to excellence.

Together with TRAX, Flagship implemented new technologies designed to monitor high-impact areas such as restrooms and collect real-time feedback on their condition. This ensures that these areas are always passenger-ready, enhancing the experience at an airport already recognized for its customer service.

The partnership between RDU and Flagship has significantly improved the cleanliness and overall passenger experience at the airport. Through meticulous planning, innovative technology, and dedicated personnel, RDU has addressed its janitorial challenges while positioning itself for future success.

