

Appendix E: Sample Maintenance Review

Element Type	Issue\Type	% of total Service Requests	Element Inventory	Service Requests (March 1/11 - Feb 29/12)
Bench	Cleaning/Maintenance	0.6%	525	14
	Damage/Repair	1.9%		46
	Location/Removal/Size	3.0%		75
	Total	5.4%		135
Info Pillar	Location/Removal/Size	0.4%	49	9
	Total	0.4%		9
Litter Receptacle	Cleaning/Maintenance	9.3%	4897	231
	Damage/Repair	40.9%		1013
	Location/Removal/Size	11.5%		286
	Total	61.7%		1530
Poster Structure	Cleaning/Maintenance	0.2%	131	6
	Damage/Repair	0.0%		1
	Location/Removal/Size	0.7%		17
	Total	1.0%		24
Publication Structure	Cleaning/Maintenance	0.2%	44	4
	Damage/Repair	0.1%		3
	Location/Removal/Size	0.8%		19
	Total	1.0%		26
Transit Shelter	Cleaning/Maintenance	10.9%	4235	270
	Damage/Repair	8.0%		198
	Location/Removal/Size	11.4%		283
	Total	30.3%		751
Public Washroom	Damage/Repair	0.1%	1	3
	Total	0.1%		3
Grand Total		100.0%	9882	4956

1. This table provides a snapshot of the service/maintenance process by element, complaint type and percentage of inventory. The figures are for the period March 1, 2011-February 29, 2012.
2. Complaints are sorted into 3 categories based on contractual maintenance standards and to ensure they are properly directed to Astral subcontractors.

