

APPENDIX C

Sample Maintenance Review

Element Type	Issue\Type	% of total Service Requests	Element Inventory	Service Requests (March 1/11 - Feb 29/12)	% of Service Request vs Element Inventory
Bench	Cleaning/Maintenance	0.6%	525	14	25.71%
	Damage/Repair	1.9%		46	
	Location/Removal/Size	3.0%		75	
	Total	5.4%		135	
Info Pillar	Location/Removal/Size	0.4%	49	9	18.37%
	Total	0.4%		9	
Litter Receptacle	Cleaning/Maintenance	9.3%	4897	231	31.24%
	Damage/Repair	40.9%		1013	
	Location/Removal/Size	11.5%		286	
	Total	61.7%		1530	
Poster Structure	Cleaning/Maintenance	0.2%	131	6	18.32%
	Damage/Repair	0.0%		1	
	Location/Removal/Size	0.7%		17	
	Total	1.0%		24	
Publication Structure	Cleaning/Maintenance	0.2%	44	4	59.09%
	Damage/Repair	0.1%		3	
	Location/Removal/Size	0.8%		19	
	Total	1.0%		26	
Transit Shelter	Cleaning/Maintenance	10.9%	4235	270	17.73%
	Damage/Repair	8.0%		198	
	Location/Removal/Size	11.4%		283	
	Total	30.3%		751	
Public Washroom	Damage/Repair	0.1%	1	3	300.00%
	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 three categories based on contractual maintenance standards and to ensure they are properly directed to Astral subcontractors.