



2012/13 Service Requests

Western Region

| Service Class Summary | Total | Emergency | Urgent | Normal |
|---|--------------|-----------|------------|--------------|
| Plumbing | 1,427 | 3 | 185 | 1,239 |
| 2F - Plumbing | 1,427 | 3 | 185 | 1,239 |
| Vertical and Horizontal Transportation | 272 | 17 | 92 | 163 |
| 2B - Elevators | 264 | 17 | 91 | 156 |
| 2B - Vertical/Horizontal Transportation | 8 | 0 | 1 | 7 |
| Other Building Maintenance | 562 | 0 | 46 | 516 |
| 2H - Lab Equipment | 14 | 0 | 4 | 10 |
| 2H - Furnishings | 138 | 0 | 5 | 133 |
| 3 - Utilities | 2 | 0 | 1 | 1 |
| 2H - Other Building Maintenance | 408 | 0 | 36 | 372 |
| Environmental | 107 | 1 | 58 | 48 |
| 6A - Environmental | 107 | 1 | 58 | 48 |
| Cleaning | 1,946 | 0 | 31 | 1,915 |
| 1B - Cleaning | 723 | 0 | 23 | 700 |
| 2D - Interior Lighting | 1,223 | 0 | 8 | 1,215 |
| Structural/Roof | 1,156 | 0 | 221 | 935 |
| 2E - Power Doors | 106 | 0 | 20 | 86 |
| 2E - Architectural/Structural | 1,050 | 0 | 201 | 849 |
| HVAC | 2,949 | 1 | 338 | 2,610 |
| 2C - HVAC | 2,949 | 1 | 338 | 2,610 |
| Large Garbage/Recycling Containers | 4 | 0 | 0 | 4 |
| 1D - Waste Removal | 4 | 0 | 0 | 4 |
| Roads and Grounds | 290 | 0 | 101 | 189 |
| 4B - Roads and Grounds | 290 | 0 | 101 | 189 |
| Electrical | 638 | 4 | 268 | 366 |
| 2D - Electrical | 638 | 4 | 268 | 366 |
| Fire and Life Safety | 325 | 24 | 236 | 65 |
| 2G - Fire and Life Safety | 325 | 24 | 236 | 65 |





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|-----------------------|---------------|-----------|--------------|--------------|
| Security | 731 | 0 | 512 | 219 |
| 4E - Security | 731 | 0 | 512 | 219 |
| Totals | 10,407 | 50 | 2,088 | 8,269 |

| Service Delivery Method Summary | Total | Emergency | Urgent | Normal |
|---------------------------------|---------------|-----------|--------------|--------------|
| Alternate Form of Delivery | 6,919 | 46 | 1,667 | 5,206 |
| Leased Service Delivery | 3,402 | 3 | 401 | 2,998 |
| PWGSC Managed Service Delivery | 3 | 0 | 2 | 1 |
| Totals | 10,324 | 49 | 2,070 | 8,205 |

| Priority Summary | Total |
|------------------|---------------|
| Emergency | 50 |
| Normal | 8,269 |
| Urgent | 2,088 |
| Totals | 10,407 |

Summary by Building

| Location | Address | Received | Cancelled | Completed | Emergency | Urgent | Normal |
|---------------------------------|----------------------|----------|-----------|-----------|-----------|--------|--------|
| Office Building | 158 Stephen | 16 | 0 | 16 | 1 | 4 | 11 |
| Regina GOCB | 1975 Scarth Street | 217 | 6 | 211 | 3 | 94 | 120 |
| 32 Highway 52 West | 32 Highway 52 West | 11 | 0 | 10 | 0 | 3 | 8 |
| Via-Rail Union Station | 123 Main Street | 209 | 5 | 162 | 0 | 29 | 180 |
| Grain Exchange Building | 167 Lombard Avenue | 296 | 1 | 294 | 0 | 9 | 287 |
| Imperial Broadway Tower | 363 Broadway Avenue | 38 | 0 | 38 | 0 | 0 | 38 |
| Kensington Building | 275 Portage Avenue | 65 | 0 | 57 | 1 | 7 | 57 |
| Brandon GOCB | 1039 Princess Avenue | 64 | 2 | 62 | 2 | 11 | 51 |
| RCMP 'K' Division Head Quarters | 11140 109 Street NW | 712 | 4 | 704 | 3 | 149 | 560 |
| Port of Wildhorse | RR#1 Via Manyberries | 18 | 0 | 16 | 0 | 8 | 10 |
| Office Building | 614 des Meurons St. | 1 | 0 | 1 | 0 | 0 | 1 |
| Marshall Wells Building | 136 Market Avenue | 1 | 0 | 1 | 0 | 0 | 1 |





2012/13 Service Requests

| Location | Address | Received | Cancelled | Completed | Emergency | Urgent | Normal |
|---------------------------------------|---|----------|-----------|-----------|-----------|--------|--------|
| Agriculture Canada Office Building | 200 Graham Avenue | 56 | 1 | 55 | 0 | 1 | 55 |
| 360 Main St & WPG Square | 360 Main Street | 158 | 0 | 157 | 0 | 15 | 143 |
| Customs Examining Warehouse | 145 McDermot Avenue | 196 | 2 | 194 | 0 | 131 | 65 |
| 51 Main Street | 51 Main Street | 49 | 1 | 44 | 0 | 11 | 38 |
| National Defence | 530 Kenaston Boulevard | 2 | 0 | 2 | 0 | 0 | 2 |
| Cargill Building | 240 Graham Avenue | 212 | 6 | 203 | 0 | 20 | 192 |
| Industry Canada | 400 St. Mary Street | 62 | 0 | 56 | 0 | 5 | 57 |
| Kelsey Trail Development | Unit # 1-355 Kelsey Trail | 22 | 0 | 0 | 0 | 5 | 17 |
| Post Office | 19 Main Street | 2 | 0 | 2 | 0 | 1 | 1 |
| Prince Albert GOCB | 1288 Central Avenue | 53 | 0 | 53 | 2 | 12 | 39 |
| Office Building | 305 4 Street West | 6 | 0 | 3 | 0 | 0 | 6 |
| 427 Rue Sabourin | 427 Sabourin Street | 2 | 1 | 1 | 0 | 0 | 2 |
| 105 / 111 Main Street | 105 / 111 Main Street | 16 | 1 | 15 | 0 | 7 | 9 |
| Alvin Hamilton Building | 1783 Hamilton Street | 765 | 3 | 762 | 12 | 232 | 521 |
| Leased Facility | 275 DeBaets Street | 22 | 0 | 22 | 0 | 3 | 19 |
| RCMP 'D' Division | 1091 Portage Avenue | 547 | 2 | 544 | 1 | 172 | 374 |
| 137 2 Avenue North East | 137 2 Avenue North East | 2 | 0 | 0 | 0 | 1 | 1 |
| Steinbach Place | 321 / 323 Main Street | 48 | 1 | 44 | 0 | 3 | 45 |
| Port of Del Bonita | Port de Del Bonita, General Delivery | 24 | 0 | 19 | 0 | 5 | 19 |
| Warehouse Building | 1080 McDermott | 10 | 0 | 10 | 0 | 0 | 10 |
| 211 Sheppard | 211 Sheppard Street | 22 | 0 | 22 | 0 | 3 | 19 |
| Airport Place | 1821 Wellington Avenue | 33 | 1 | 31 | 0 | 6 | 27 |
| Victory Building | 269 Main Street | 310 | 1 | 309 | 3 | 62 | 245 |
| Office Building | 1016 Sask Avenue East | 11 | 0 | 10 | 0 | 2 | 9 |
| Johnston Terminal | 25 Forks Market Road | 67 | 1 | 61 | 0 | 3 | 64 |
| Canadian Grain Commission Building | 303 Main Street | 732 | 9 | 723 | 4 | 152 | 576 |

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2012/13 Service Requests

| Location | Address | Received | Cancelled | Completed | Emergency | Urgent | Normal |
|---|--------------------------------|----------|-----------|-----------|-----------|--------|--------|
| Stanley Knowles Federal Building | 391 York Avenue | 774 | 8 | 766 | 0 | 140 | 634 |
| Henry Larsen Bldg-RCMP G Division | 5010 49 Avenue | 162 | 7 | 152 | 2 | 27 | 133 |
| Canadian National Building | 433 Main Street | 25 | 0 | 24 | 0 | 2 | 23 |
| Investors Building | 280 Broadway Avenue | 354 | 15 | 311 | 0 | 50 | 304 |
| Canadian Grain Commission-Pembina | 1054 / 1056 Pembina Highway | 3 | 0 | 3 | 0 | 1 | 2 |
| City Place | 234 Donald Street | 81 | 0 | 75 | 0 | 7 | 74 |
| Yellowknife GOCB - Greenstone | 5101 50th Avenue | 139 | 0 | 139 | 1 | 21 | 117 |
| Office Building | 1680 Ellice Avenue | 10 | 0 | 10 | 0 | 1 | 9 |
| Red Deer GOCB | 4996/4980 49 Avenue | 151 | 1 | 150 | 0 | 7 | 144 |
| Stevenson Management Services Ltd. Mall | 2539 Main Street | 15 | 0 | 15 | 0 | 0 | 15 |
| 320 Donald Street | 320 Donald Street | 178 | 1 | 177 | 0 | 13 | 165 |
| 75 Bentall | 75 Bentall Street | 41 | 0 | 40 | 0 | 3 | 38 |
| Westwood Shopping Centre | 3338 Portage Avenue | 30 | 2 | 27 | 1 | 4 | 25 |
| Moak Business Centre | 40 Moak Crescent | 5 | 0 | 5 | 0 | 1 | 4 |
| Building C | 550 / 335 Century Street | 3 | 0 | 3 | 0 | 0 | 3 |
| Warehouse Unit#4 | 20 Berens Road | 1 | 0 | 1 | 0 | 0 | 1 |
| MacDonald Building | 344 Edmonton Street | 456 | 3 | 453 | 3 | 143 | 310 |
| Taxation Data Centre | 66 Stapon Road | 628 | 8 | 619 | 1 | 57 | 570 |
| 181 1st Avenue | 181 1st Avenue | 8 | 0 | 0 | 0 | 1 | 7 |
| 365 Hargrave Street | 365 Hargrave Street | 258 | 5 | 248 | 0 | 15 | 243 |
| La Ronge | 1016 La Ronge Avenue | 3 | 0 | 3 | 0 | 0 | 3 |
| Agriculture-ECF | 112 Alexander Avenue | 7 | 0 | 4 | 0 | 0 | 7 |
| 175 Hargrave Street | 175 Hargrave Street | 1 | 0 | 1 | 0 | 0 | 1 |
| Centre Ville | 131 Provencher Boulevard | 9 | 0 | 9 | 0 | 0 | 9 |
| Saskatoon GOCB | 101 22 Street | 527 | 3 | 524 | 4 | 174 | 349 |

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2012/13 Service Requests

| Location | Address | Received | Cancelled | Completed | Emergency | Urgent | Normal |
|---------------------------------|------------------------------|---------------|------------|---------------|-----------|--------------|--------------|
| Kildonan Village Mall | 1122 Henderson Highway | 70 | 0 | 68 | 1 | 10 | 59 |
| Office Building | 325 Broadway Avenue | 367 | 3 | 357 | 0 | 51 | 316 |
| Revenue Canada Warehouse | 201 Weston Street | 55 | 5 | 50 | 2 | 7 | 46 |
| Federal Records Centre | 1700 Inkster Avenue | 32 | 0 | 32 | 2 | 9 | 21 |
| J D Higenbotham | 704 4 Avenue South | 188 | 3 | 185 | 0 | 17 | 171 |
| 61-85 Muir Road | 61 - 85 Muir Road | 7 | 0 | 3 | 0 | 5 | 2 |
| Northern Electric Building | 140 Bannatyne Avenue | 11 | 0 | 11 | 0 | 3 | 8 |
| GPO Tower | 266 Graham Avenue | 456 | 16 | 438 | 0 | 92 | 364 |
| Port of Chief Mountain | Box 96 | 7 | 0 | 6 | 0 | 4 | 3 |
| 309 Saskatchewan Ave. East | 309 Saskatchewan Avenue East | 5 | 0 | 5 | 0 | 0 | 5 |
| Airport Place | 820 Berry Street, Unit 41 | 8 | 0 | 8 | 0 | 1 | 7 |
| Office Building - 51 Rogers St. | 51 Rogers Street | 2 | 0 | 2 | 0 | 0 | 2 |
| Income Tax Building | 1955 Smith Street | 215 | 2 | 213 | 1 | 49 | 165 |
| 1001 St. Mary's Rd | 1001 St. Mary's Rd | 30 | 4 | 25 | 0 | 6 | 24 |
| Warehouse Building | 975 Sherwin Road - Unit 7 | 8 | 2 | 6 | 0 | 1 | 7 |
| Totals | | 10,407 | 136 | 10,082 | 50 | 2,088 | 8,269 |





2012/13 Service Requests

Report Criteria

Grouping: Western Region (Kim Edwards)
Regular Hours Service Requests Only: No
After Hours Service Requests Only: No
Client: All
Emergency Service Requests Only: No
End Date: 31 Mar 2013
Contains data as of: All
Outstanding Service Requests Only: No
Service Activity: All
Service Class: All
Service Provider: All
Start Date: 01 Apr 2012

