



## 2011/12 Service Requests

### Pacific Region

Service Class Summary	Total	Emergency	Urgent	Normal
<b>Plumbing</b>	<b>1,620</b>	<b>7</b>	<b>235</b>	<b>1,378</b>
2F - Plumbing	1,620	7	235	1,378
<b>Vertical and Horizontal Transportation</b>	<b>418</b>	<b>13</b>	<b>74</b>	<b>331</b>
2B - Elevators	396	13	73	310
2B - Vertical/Horizontal Transportation	22	0	1	21
<b>Other Building Maintenance</b>	<b>1,187</b>	<b>0</b>	<b>44</b>	<b>1,143</b>
2H - Lab Equipment	5	0	1	4
2H - Furnishings	210	0	0	210
3 - Utilities	5	0	0	5
2H - Other Building Maintenance	967	0	43	924
<b>Environmental</b>	<b>141</b>	<b>1</b>	<b>72</b>	<b>68</b>
6A - Environmental	141	1	72	68
<b>Cleaning</b>	<b>3,808</b>	<b>0</b>	<b>80</b>	<b>3,728</b>
1B - Cleaning	1,830	0	55	1,775
2D - Interior Lighting	1,978	0	25	1,953
<b>Structural/Roof</b>	<b>1,530</b>	<b>1</b>	<b>241</b>	<b>1,288</b>
2E - Power Doors	107	0	16	91
2E - Architectural/Structural	1,423	1	225	1,197
<b>HVAC</b>	<b>3,096</b>	<b>0</b>	<b>144</b>	<b>2,952</b>
2C - HVAC	3,096	0	144	2,952
<b>Large Garbage/Recycling Containers</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>6</b>
1D - Waste Removal	6	0	0	6
<b>Roads and Grounds</b>	<b>286</b>	<b>0</b>	<b>68</b>	<b>218</b>
4B - Roads and Grounds	286	0	68	218
<b>Electrical</b>	<b>761</b>	<b>5</b>	<b>268</b>	<b>488</b>
2D - Electrical	761	5	268	488
<b>Fire and Life Safety</b>	<b>200</b>	<b>13</b>	<b>97</b>	<b>90</b>
2G - Fire and Life Safety	200	13	97	90





## 2011/12 Service Requests

Service Class Summary	Total	Emergency	Urgent	Normal
<b>Security</b>	<b>667</b>	<b>1</b>	<b>108</b>	<b>558</b>
4E - Security	667	1	108	558
<b>Totals</b>	<b>13,720</b>	<b>41</b>	<b>1,431</b>	<b>12,248</b>

Service Delivery Method Summary	Total	Emergency	Urgent	Normal
Alternate Form of Delivery	7,358	29	865	6,464
Leased Service Delivery	6,264	10	549	5,705
PWGSC Managed Service Delivery	0	0	0	0
<b>Totals</b>	<b>13,622</b>	<b>39</b>	<b>1,414</b>	<b>12,169</b>

Priority Summary	Total
Emergency	41
Normal	12,248
Urgent	1,431
<b>Totals</b>	<b>13,720</b>

### Summary by Building

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Rainy River Border Crossing	100 Atwood / Highway 11	14	0	14	0	2	12
Gloucester Industrial F&O Building	5550 268 Street	11	0	0	0	1	10
7337 137 Street	7337 137 Street	6	0	0	0	0	6
Salmon Arm Human Resource Centre	191 Shuswap Street	11	0	7	0	3	8
950 Alder Street	950 Alder Street	10	1	9	0	1	9
Ranch Home Centre Cranbrook	1525 Cranbrook Street North	8	2	0	0	1	7
Duncan Street, Powell River	7061 Duncan Street	13	0	13	0	1	12
Ocean Centre-HRSDC	309 2nd Avenue West	5	0	2	0	0	5
HRDC-Warehouse	9355 198 Street	2	0	0	0	0	2
Library Square	300 West Georgia	1,018	12	1,005	7	111	900
Department Of Justice	222 Main Street	33	1	0	0	1	32
1166 West Pender	1166 West Pender Street	504	22	482	2	40	462





## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Revelstoke Federal Building-B91213	307 3 Street 301-A	48	0	48	0	12	36
333 Dunsmuir & 525 Hamilton	333 Dunsmuir Street	279	4	43	0	39	240
Federal Records Centre	2751 Production Way	10	0	1	0	2	8
P.L. James Place -B91191	1230 / 1260 Government Street	861	3	858	7	70	784
Prince George - Massey Dr-B91203	3690 Massey Drive / 2400 Ospika	72	0	72	0	12	60
Landmark Centre	1620 Dickson Avenue	68	0	18	1	5	62
Takhini Government of Canada	419 Range Road	89	2	87	0	21	68
Sinclair Centre - Post Office/Winch	757 West Hastings Street	459	1	455	0	39	420
Fisheries and Oceans Building - Warehouse	1121 East Yellowhead Highway South	2	0	2	0	1	1
Sawmill Rd Commercial Building	34577 91st St	1	0	0	0	0	1
4805 Mar Street	4805 Mar Street	15	0	15	0	0	15
CFIA Kelowna	1853 Bredin Road	4	0	4	0	0	4
Victoria Industry Canada	2817 Quesnel Street	1	0	1	0	0	1
HRDC-ISP	761 Enterprise Crescent	14	1	13	0	1	13
DFO - Campbell River	1520 Tamarac Street	5	0	5	0	1	4
Standards Building	3625 Lougheed Highway	12	0	12	0	4	8
Robson Court DOJ	840 Howe Street	308	5	82	0	16	292
401 Burrard Street (Douglas Jung Building)	401 Burrard Street	600	1	595	0	69	531
4259 Canada Way	4259 Canada Way	117	0	91	1	10	106
The Bay Centre	1150 Douglas Street	7	0	7	0	1	6
Learning Resource Centre	187 Nanaimo Avenue West	27	1	0	0	3	24
Barclay Centre, Building 2	606 4 Street South West	104	0	91	0	5	99
333 Seymour Street	333 Seymour Street	43	0	0	0	1	42

Report ID 23005

3 of 9





## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
800 Burrard Street	800 Burrard Street	1,286	17	1,190	1	112	1,173
666 Burrard St	666 Burrard Street	43	0	14	0	1	42
912505509888CFIA Accommodations	4708 34 th Street	34	0	2	0	3	31
OSFI	1095 West Pender	2	0	1	0	0	2
CSC Kelowna Parole Office	1863 Bredin Road	6	0	3	0	2	4
Parking-Revcan	1166 West Pender Street	4	1	3	0	0	4
Citizenship & Immigration	1148 Hornby Street	47	4	1	1	3	43
Port Hardy Fisheries & Oceans	8585 Wollason Street	8	0	8	0	1	7
Prince Rupert Federal Bldg - B91209	417 2 Avenue West	69	1	68	0	12	57
First Bank Building-Parole	175 2 Avenue #590	1	0	0	0	0	1
Vancouver House	605 Robson Street	28	0	1	0	2	26
3001 Wayburne Dr	3001 Wayburne Dr, Suite #150	39	1	13	0	2	37
1363 4 Avenue	1363 4 Avenue	23	1	22	0	1	22
Harbour Centre Complex	555 West Hastings Street	321	3	2	0	36	285
914 Yates Street	914 Yates Street	7	0	7	0	2	5
INAC Regional Head Quarters	1138 Melville Street	590	3	548	0	37	553
RCMP Surrey Satellite Office	12992 76 Avenue	9	0	1	0	1	8
777 Dunsmuir	777 Dunsmuir Street	51	2	41	0	6	45
14928 56th Avenue	14928 56th Avenue	23	3	0	0	8	15
Quonset-Garages-Compound	421 Range Road	6	0	6	0	2	4
Annacis Island Marine Base ( Building 1)	100 Annacis Parkway	8	0	8	0	4	4
XMO Corporation	3162 3rd Avenue	22	0	22	0	4	18
103-4475 Viewmount Avenue	103-4475 Viewmount Avenue	12	0	12	0	0	12
MRO Taku Building	4109 4th Avenue	2	0	2	0	0	2
Taxation Data Centre	9755 King George Boulevard	936	5	931	1	106	829

Report ID 23005

4 of 9





## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Transport Can - 60 Norseman Rd	60 Norseman Road	1	0	1	0	0	1
BC Rail building	100-221 West Esplanade	30	0	4	0	9	21
Kamloops	985 McGill Place	114	3	105	0	3	111
Alberni Building	1166 Alberni Street	43	1	41	0	3	40
Coquitlam HRD-CEC	2963 Glen Drive	18	1	3	0	2	16
Tofino Federal Building-B91197	161 1st Street Street	1	0	1	0	0	1
DFO Courtenay	2435 Mansfield Drive	17	0	17	0	1	16
30585B Progressive Way	30585B Progressive Way	1	0	0	0	0	1
Sinclair Centre - Retail	757 West Hastings Street	54	2	52	0	10	44
Surrey Central City	13450 102 Avenue	302	11	249	0	18	284
Pivotal Building	858 Beatty / 877 Expo	83	2	57	0	10	73
DND Recruiting Centre	827 Fort Street	20	1	19	0	0	20
Smithers Federal Building-B91208	3177 Tatlow	19	0	19	0	4	15
12008 - 8th Street	12008 - 8th Street	7	0	0	0	3	4
520 Seymour St	520 Seymour Street	17	0	0	0	3	14
13889 104th Ave	13889 104th Avenue	25	0	1	0	2	23
Oxford Building - B91204	280 Victoria Street	164	1	163	1	27	136
Colbrook Building-CEIC	1113 Baker Street	13	0	1	0	0	13
HRSDC Langley	8747 204 th Street	12	0	0	0	2	10
IBM Tower	701 West Georgia Street	3	0	0	0	0	3
Department of Fisheries & Oceans	5245 Trans Canada Highway Highway	3	0	3	0	0	3
1010 Seymour Street	1010 Seymour Street	139	2	137	0	16	123
Victoria Customs House -B91190	816 Government St / 811 Wharf St	4	1	3	0	2	2
Queen Charlotte Federal Bldg-B91205	137 Bay Street	23	0	23	0	2	21
1945 McCallum Road	1945 McCallum Road	17	0	1	0	2	15

Report ID 23005

5 of 9





## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Kings Cross - SSCC	7488 King George Boulevard	53	1	10	0	12	41
1508 102 Avenue	1508 - 102 Avenue	8	0	3	0	2	6
Sinclair Centre - Federal Tower	757 West Hastings Street	206	2	204	0	7	199
RCMP Prince Rupert	45 Charlie Currie Road	3	0	0	0	1	2
1925 McCallum Road	1925 McCallum Road	31	0	0	0	8	23
Board of Referees	5050 Kingsway	25	0	20	0	3	22
Elijah Smith Building	300 Main Street	474	1	473	4	83	387
Maple Ridge HRD-CEC	22325 Lougheed Highway	7	0	7	0	1	6
Campbell River Fed. Building-B91196	940 Alder Street	18	0	18	2	7	9
King Edward Crossing	1420 Kingsway Street	34	2	6	0	9	25
900 Howe Street	900 Howe Street	9	6	0	0	0	9
1185 West Georgia	1185 West Georgia Street	4	0	0	0	0	4
703 Broughton Street	703 Broughton Street	15	0	15	0	3	12
Painter Building	211 Jubilee St	6	0	6	0	1	5
3600 Lysander	3600 Lysander	18	1	0	0	2	16
1726 Dolphin - Industry Canada	1726 Dolphin	22	1	0	0	2	20
32544 George Ferguson Way (previously 32544 Dahlstrom)	32544 George Ferguson Way	9	1	0	0	1	8
9345 Main St	9345 Main Street	12	0	2	0	1	11
Quesnel - Service Canada	283 Reid Street	12	0	0	0	3	9
Masset F&O	1390 Christie St /1590 Old Beach Rd	1	0	1	0	0	1
595 Pandora Street	595 Pandora Street	45	3	42	2	8	35
Fisheries & Oceans - Gold River	501 Muchalat Drive	1	0	1	0	0	1
Mission F & O	A1 - 7266 River Place	19	2	1	0	3	16
Passport Canada Office	1835 Gordon Drive	20	2	2	0	3	17

Report ID 23005

6 of 9





## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
4321 Still Creek	4321 Still Creek	203	8	155	0	15	188
3480 Gilmore Way	3480 Gilmore Way	23	0	20	0	2	21
Kelowna Parole Office	1635 Abbott Street	2	0	0	0	0	2
HSBC Tower	299 Victoria Street	19	1	18	0	2	17
5583 Airport Drive #4	5583 Airport Drive	39	0	0	0	1	38
Terrace Service Canada Building	4630 - 4632 Lazelle Avenue	5	1	3	0	2	3
Comox Fisheries & Oceans	148 Port Augusta Road	8	0	8	0	1	7
Nanaimo Federal Building-B91195	60 Front Street	243	3	240	0	27	216
Vancouver Airport Holding Cells	Vancouver Airport	10	1	0	0	3	7
Vernon Federal Building-B91214	3101 32 Avenue / 3202 31 Street	48	2	45	2	4	42
2625 Island Highway	2625 Island Highway	2	0	2	0	1	1
Penticton Federal Building-B91212	277 Winnipeg Street	213	2	211	0	19	194
13160 Vanier Place	13160 Vanier Place	28	0	0	0	2	26
200-256 Wallace Street	200-256 Wallace Street	4	0	4	0	1	3
5611 Cooney Rd	5611 Cooney Rd	88	0	2	1	4	83
Fort Nelson Federal Building-B91201	4804 51 Avenue	33	0	33	0	8	25
280 C North 3rd Avenue	280 C North 3rd Avenue	2	0	0	0	0	2
4595 Canada Way	4595 Canada Way	10	0	4	0	0	10
Canadian Grain Commission Building	3671 East 1st Avenue	4	0	0	0	1	3
32525 Simon Avenue	32525 Simon Avenue	69	3	7	2	5	62
Kamloops Federal Building-B91199	317 Seymour Street	138	0	138	1	26	111
Penticton CEIC Building	386 Ellis	19	1	0	0	3	16
1321 Blanshard Street	1321 Blanshard Street	80	1	79	0	7	73
Parksville Fisheries & Oceans	457 Stanford Avenue East	1	0	1	0	1	0
Saanich/Victoria	4250 Commerce Circle	6	0	6	0	0	6

Report ID 23005

7 of 9





## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
600 Columbia Street	600 Columbia Street	1	0	0	0	0	1
HRDC Building	130 19 Street	17	0	17	0	2	15
Annacis Island Office Building (Building 2)	100 Annacis Parkway	74	1	73	0	21	53
Metrotower II Eaton Centre	4720 Kingsway	89	4	10	0	8	81
Kelowna Federal Building-B91425	471 Queensway Avenue	78	0	78	1	8	69
Steveston - Richmond Office	12551 1 Road	18	0	18	0	2	16
Annacis Island Warehouse ( Building 3)	100 Annacis Parkway	13	0	13	0	5	8
Revenue Canada -B91417	1415 Vancouver Street	329	4	325	0	22	307
1965 Island Diesel Way	1965 Island Diesel Way	17	1	16	0	1	16
#327-44500 South Sumas Road	#327-44500 South Sumas Road	1	0	1	0	0	1
2010 Boxwood Road	2010 Boxwood Road	3	0	3	0	0	3
Harry Stevens Office Building	125 East 10th Avenue	125	4	121	1	10	114
15295 10 Highway	15295 10 Highway	19	0	1	0	1	18
1440 Winnipeg Street	1440 Winnipeg Street	5	0	0	0	1	4
Sinclair Centre - Customs Examining Warehouse (CEW)	757 West Hastings Street	245	1	244	0	26	219
Workshop Special Purpose Building	421 Range Road	19	0	19	2	8	9
Quesnel F&O	1205 North Cariboo Highway	9	0	0	0	0	9
620 Royal Avenue	620 Royal Avenue	46	1	34	0	3	43
Burnaby Fraser Taxation services	9737 King George Boulevard	614	8	606	0	67	547
1785 Clearbrook Road	1785 Clearbrook Road	30	0	20	1	4	25
The Woodwards Building	351 Abbott Street	42	0	1	0	5	37
1109 Central City/10153 King George	1109/10153 Central City/King George Boulevard	89	1	73	0	5	84

Report ID 23005

8 of 9







## 2011/12 Service Requests

Totals	13,720	192	11,298	41	1,431	12,248
--------	--------	-----	--------	----	-------	--------

### Report Criteria

Grouping: Pacific 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

