



## 2011/12 Service Requests

### National Capital Area

Service Class Summary	Total	Emergency	Urgent	Normal
<b>Facility Management</b>	<b>1,919</b>	<b>0</b>	<b>42</b>	<b>1,877</b>
8H - Corporate Tenant Services	34	0	1	33
8F - Moving & Relocation Serv.	519	0	16	503
8D -Material/Supplies/Security	220	0	4	216
8B - Prof.& Special Services	25	0	2	23
8C - Furniture & Equipment	1,110	0	18	1,092
8G - Parking & Fleet Mngmt	1	0	0	1
8E - Telecommunications	10	0	1	9
<b>Plumbing</b>	<b>5,407</b>	<b>12</b>	<b>964</b>	<b>4,431</b>
2F - Plumbing	5,407	12	964	4,431
<b>Vertical and Horizontal Transportation</b>	<b>2,222</b>	<b>137</b>	<b>313</b>	<b>1,772</b>
2B - Elevators	2,148	136	304	1,708
2B - Vertical/Horizontal Transportation	74	1	9	64
<b>Other Building Maintenance</b>	<b>2,266</b>	<b>1</b>	<b>210</b>	<b>2,055</b>
2H - Lab Equipment	100	1	31	68
2H - Furnishings	534	0	5	529
3 - Utilities	11	0	4	7
2H - Other Building Maintenance	1,621	0	170	1,451
<b>Environmental</b>	<b>400</b>	<b>1</b>	<b>224</b>	<b>175</b>
6A - Environmental	400	1	224	175
<b>Cleaning</b>	<b>15,405</b>	<b>0</b>	<b>429</b>	<b>14,976</b>
1B - Cleaning	9,895	0	358	9,537
2D - Interior Lighting	5,510	0	71	5,439
<b>Structural/Roof</b>	<b>5,084</b>	<b>8</b>	<b>902</b>	<b>4,174</b>
2E - Power Doors	345	0	86	259
2E - Architectural/Structural	4,739	8	816	3,915
<b>HVAC</b>	<b>11,572</b>	<b>4</b>	<b>945</b>	<b>10,623</b>
2C - HVAC	11,572	4	945	10,623
<b>Large Garbage/Recycling Containers</b>	<b>32</b>	<b>0</b>	<b>0</b>	<b>32</b>
1D - Waste Removal	32	0	0	32





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Service Class Summary	Total	Emergency	Urgent	Normal
<b>Roads and Grounds</b>	<b>784</b>	<b>2</b>	<b>306</b>	<b>476</b>
4B - Roads and Grounds	784	2	306	476
<b>Electrical</b>	<b>4,220</b>	<b>28</b>	<b>1,812</b>	<b>2,380</b>
2D - Electrical	4,220	28	1,812	2,380
<b>Fire and Life Safety</b>	<b>951</b>	<b>42</b>	<b>733</b>	<b>176</b>
2G - Fire and Life Safety	951	42	733	176
<b>Security</b>	<b>778</b>	<b>1</b>	<b>409</b>	<b>368</b>
4E - Security	778	1	409	368
<b>Totals</b>	<b>51,040</b>	<b>236</b>	<b>7,289</b>	<b>43,515</b>

Service Delivery Method Summary	Total	Emergency	Urgent	Normal
Alternate Form of Delivery	41,167	177	6,053	34,937
Leased Service Delivery	38	0	11	27
PWGSC Managed Service Delivery	2,794	30	568	2,196
<b>Totals</b>	<b>43,999</b>	<b>207</b>	<b>6,632</b>	<b>37,160</b>

Priority Summary	Total
Emergency	236
Normal	43,515
Urgent	7,289
<b>Totals</b>	<b>51,040</b>

### Summary by Building

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Centre Bisson	115 rue Bisson	355	2	353	4	49	302
Building 8A - Office	1 Haanel Drive, Bells Corners Complex, Bldg. 8A	1	0	1	0	1	0
Head Office Building	875 Heron Road	563	7	556	8	100	455
CEF - Bldg 3 Geophysical	1 Observatory Crescent	195	5	190	1	36	158
CEF - Bldg 4 Machine Shop	1 Observatory Crescent	4	0	4	0	3	1
RCMP-CPC - Building T Ident (Old hangar)	1 Sandridge Road	13	0	13	0	1	12





## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Sir William Logan Building	580 Booth Street	1,815	61	1,754	10	262	1,543
Grounds - Air Service Hangar	2000 Research road	5	1	4	0	1	4
RCMP-CPC - Building L (log cabin)	1 Sandridge Road	1	0	1	0	0	1
RCMP - TPOF 402 - Ammo Bunker	1426 St. Joseph Blvd	2	0	2	0	0	2
RCMP Central Heating Plant	1200 Vanier Parkway	8	0	8	0	4	4
RCMP - TPOF 405 - Main Building	1426 St. Joseph Blvd	439	20	419	3	111	325
Building 5 - Pilot Plant, Lab, Offices	1 Haanel Drive	40	1	39	0	2	38
Building 7 - Pilot Plant, Machine Shop, Offices	1 Haanel Drive	14	0	14	0	0	14
RCMP - TPOF 304 - CBRN Trailer	1426 St. Joseph Boulevard	9	1	8	0	0	9
CEF - PBX Sub-station Building 61	CEF	1	0	1	0	0	1
East Memorial	284 Wellington Street	1,469	61	1,408	11	217	1,241
John G. Diefenbaker - Sussex Pavillion - Tower A	111 Sussex Drive	693	9	684	6	109	578
C.D. Howe Building	240 Sparks St / 235 Queen St	3,398	62	3,333	4	311	3,083
National Police Service (IDENT/LAB)	1200 Vanier Parkway	434	11	423	0	100	334
Trailer 12A	1 Haanel Drive, Bells Corners Complex, Bldg. 12A	5	0	5	0	1	4
CEF - Bldg 2 - Observatory House	1 Observatory Cres.	13	0	13	0	11	2
Rideau Falls Dam (NRC)	100 Sussex	2	1	1	0	0	2
John G. Diefenbaker - Bytown Pavillion	111 Sussex Drive	527	16	511	2	102	423
Confederation Heights Grounds/Parkg	501 Heron Road (Grounds)	97	19	78	0	38	59
Plouffe Park Number 1 Supply Centre	1010 Somerset St. West	17	3	14	0	10	7
RCMP - TPOF 305 - TO Truth and Verification Trailer	1426 St. Joseph Boulevard	13	0	13	0	3	10

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## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
National Library & Public Archives	395 Wellington Street	499	16	483	1	102	396
Trailers 1 and 2	1200 Vanier Parkway	33	0	33	0	5	28
Bells Corners Complex (BCC) 15 - Explosives Storage	1 Haanel Drive	1	1	0	0	0	1
Geomagnetic Lab 2	2617 Anderson Road	3	0	3	0	1	2
RCMP - TPOF 408 - Armoury	1426 St. Joseph Blvd	25	7	18	0	16	9
Terrasses Chaudiere-1 Promenade	1 Promenade du Portage	383	2	381	6	53	324
Bells Corners Complex (BCC) 10 - Mining Research	1 Haanel Drive	12	0	12	0	1	11
Geomagnetic Lab 11	2617 Anderson Road	13	4	9	0	0	13
Building 4 - Pilot Plant, Lab, Offices	1 Haanel Drive	32	0	32	0	8	24
Building 4A - Storage	1 Haanel Drive, Bells Corners Complex, Bldg. 4A	2	0	2	1	0	1
Sir Charles Tupper Building	2720 Riverside Drive	1,115	26	1,089	3	174	938
Jackson Building	122 Bank Street / 257 Slater Street	1,009	11	998	9	184	816
Ottawa Technology Centre	875 Heron Road	1,529	45	1,481	10	275	1,244
RCMP HQ Nicholson Building	1200 Vanier Parkway	800	17	778	4	177	619
RCMP-CPC - Building N Power Vault	1 Sandridge Road	1	0	1	0	1	0
Exhibition Commission - Warehouse	440 Coventry Road	10	3	7	0	2	8
CEF - Bldg 5 - Geodetic Survey	1 Observatory Cres.	39	0	39	0	18	21
Ore Mineralogy	550 Booth Street	11	0	11	0	11	0
RCMP-CPC - Building A (Residence)	1 Sandridge Road	298	10	288	0	64	234
RCMP - TPOF 403 - Guardhouse	1426 St. Joseph Blvd	6	0	6	0	2	4
RCMP - TPOF 407 - 3 Bay Garage	1426 St. Joseph Blvd	5	0	5	0	2	3
RCMP - TPOF 409 - EDU Test Hut	1426 St. Joseph Blvd	1	0	1	0	1	0

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## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
RCMP - TPOF 307 - EDTS Scenario Training Trailer	1426 St. Joseph Boulevard	2	0	2	0	1	1
Geomagnetic Lab 5	2617 Anderson Road	6	0	6	0	2	4
Uniform No.2	79 Bentley Avenue	214	1	213	2	46	166
Gatineau Satellite Receiving	75 McClelland Rd., Rang XIV, Lot 12A & 11B	31	0	31	0	14	17
Chemical & Radioactive Ores	555 Booth Street	374	4	370	1	83	290
National Printing Bureau	45 Sacre-Coeur	894	27	867	8	239	647
Old Zellers	555 avenue des Enterprises	1	0	1	0	0	1
Administration Building	588 Booth Street	283	5	278	2	38	243
St. Andrews Tower	275 Sparks Street	1,305	45	1,260	10	149	1,146
Rideau Falls Grounds	1 John Street	13	0	13	0	2	11
CEF - Bldg 8 - Azimuth	1 Observatory Cres.	1	0	1	0	1	0
Constitution Building	305 Rideau Street	1,122	51	1,071	2	145	975
RCMP-CPC - Building B (pool)	1 Sandridge Road	2	0	2	0	1	1
RCMP-CPC - Building F (Polygraph, scenario & garage)	1 Sandridge Road	3	0	3	0	0	3
RCMP-CPC - Building K (Riding arena)	1 Sandridge Road	17	0	17	0	2	15
RCMP - Carp Delawri Building	3257 Carp Road	31	0	31	0	30	1
Bells Corners Complex (BCC) 9 - Electrical Equipment	1 Haanel Drive	16	0	16	0	5	11
RCMP - TPOF 406 5 Bay Garage	1426 St. Joseph Blvd	1	1	0	0	0	1
Terrasses Chaudiere-Tour Nord	10 Wellington	1,761	36	1,515	10	327	1,424
Place du Portage Phase III and Laurier Garage	11 rue Laurier	4,031	196	3,835	20	373	3,638
Machine Shops & Stores	556 Booth Street	33	0	33	1	8	24
350 King Edward Avenue	350 King Edward Avenue	102	0	101	0	18	84

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## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Exhibition Commission	440 Coventry Road	243	3	240	2	72	169
Mulligan Building	1800 Walkley Road	167	3	164	1	28	138
Dressing & Processing Laboratory	552 Booth Street	10	0	10	1	8	1
Rideau Falls Lab/Dam	50 Sussex Drive	9	2	7	0	0	9
Building 1B - Trailer, Offices	1 Haanel Drive, Bells Corners Complex, Bldg. 1B	1	0	1	0	0	1
Building 2B - Trailer	1 Haanel Drive, Bells Corners Complex, Bldg. 2B	8	0	8	0	1	7
Gatineau Observatory	75 McClelland Rd. , St Andrews Road	3	0	3	0	1	2
National Archives of Canada	770 Gibbons Road	35	1	34	0	32	3
3484 Limebank Road -Armco	3484 Limebank Road/Balmoral	107	2	105	4	16	87
CGPB Heating Plant	45 Sacre-Coeur	9	4	5	0	3	6
Admin & Labs	2617 Anderson Road	16	0	16	1	10	5
RCMP-CPC - Building C (Administration)	1 Sandridge Road	147	0	147	1	21	125
RCMP - Carp Trailer and Special I Building	3257 Carp Road	20	0	20	0	18	2
CEF - Bldg 1 - Dominion Observatory	1 Observatory Crescent	159	2	157	1	44	114
Geomatics Canada Building	615 Booth Street	1,287	17	1,270	3	203	1,081
Physical Metallurgy Test Laboratory	568 Booth Street	38	0	38	0	26	12
Building 3 - Labs, Offices, Cafeteria	1 Haanel Drive	120	5	115	2	16	102
RCMP-CPC - Building D (Gym & residences)	1 Sandridge Road	98	3	95	0	18	80
Building 1 - Central Heating Plant, Vertical Combustor, Pilot Plant, Office	1 Haanel Drive	62	4	58	0	11	51
Building 6 - Pilot Plant, Lab & Offices	1 Haanel Drive	30	0	30	0	7	23
Centre Asticou	241 Cite des Jeunes	1,614	14	1,600	1	167	1,446
Place du Portage IV	140 Promenade du Portage	3,458	161	3,296	5	280	3,173

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## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Place du Centre Office Tower (3rd floor and above)	200 Promenade du Portage	1,409	48	1,361	6	136	1,267
RCMP - TPOF 301 - ERT/Counter Surveillance Trailer	1426 St. Joseph Boulevard	7	0	7	0	2	5
Lester B. Pearson Building	125 Sussex Drive	2,898	99	2,799	5	377	2,516
Place du Portage Phase I and II	50 rue Victoria / 165 Hotel de Ville	2,370	83	2,287	1	281	2,088
RCMP-CPC - Building R (Explosives Training)	1 Sandridge Road	23	1	22	0	2	21
RCMP - TPOF 302 - TO Technical Security Branch Trailer	1426 St. Joseph Boulevard	47	1	46	0	2	45
RCMP-CPC - Building E (Musical ride)	1 Sandridge Road	23	0	23	0	8	15
RCMP-CPC - Building G (Scenario & garage)	1 Sandridge Road	3	0	3	0	0	3
RCMP-CPC - Building M	1 Sandridge Road	4	0	4	0	1	3
RCMP-CPC - Building Q (Stables)	1 Sandridge Road	46	1	45	0	9	37
RCMP - TPOF 411 - Quonset Single Garage	1426 St. Joseph Blvd	1	1	0	0	1	0
Bells Corners Complex (BCC) 11 - Thunder Hut	1 Haanel Drive	8	2	6	0	1	7
Geomagnetic Lab 14	2617 Anderson Road	1	0	1	0	0	1
Bells Corners Complex (BCC) 12 - Explosives Research	1 Haanel Drive	40	1	39	0	6	34
RCMP - TPOF 306 - Fleet Asset Management Trailer	1426 St. Joseph Boulevard	6	0	6	0	0	6
Bells Corners Complex (BCC) 13 - Ballistic Metering	1 Haanel Drive	10	0	10	0	4	6
Building 2A - Storage	1 Haanel Drive, Bells Corners Complex, Bldg. 2A	1	0	1	0	1	0
Warner Building	2464 Sheffield Road	60	0	60	1	25	34

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## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Fuel Research Laboratory	562 Booth Street	23	1	22	3	11	9
CMN Curatorial Centre (Macoun)	1770 chemin Pink	31	0	31	0	26	5
John G. Diefenbaker - Rideau Pavilion	111 Sussex Drive	541	13	528	1	50	490
Terrasses Chaudieres - COMMERCIAL LEVELS	1 Promenade du Portage / 25 rue Eddy / 15 rue Eddy / 10 Wellington	162	12	121	9	16	137
Pedestrian Tunnel/Bus Shelter	Tunney's Pasture	2	2	0	0	0	2
Bells Corners Complex (BCC) 14 - Quantity Firing	1 Haanel Drive	4	0	4	0	1	3
RCMP Guardhouse	1200 Vanier Parkway	5	0	5	0	0	5
Louis St-Laurent	555 boulevard Carriere	1,157	23	1,109	8	130	1,019
Geological Survey Building	601 Booth Street	693	10	683	4	159	530
Building 1A - Trailer, Offices	1 Haanel Drive, Bells Corners Complex, Bldg. 1A	5	0	5	0	1	4
Gatineau Preservation Centre	625 boulevard du Carrefour	181	0	181	3	60	118
Connaught Building	555 Mackenzie Avenue	505	12	493	3	100	402
Canadian Police Information Centre	1200 Vanier Parkway	375	14	361	0	92	283
CEF - Bldg 7 Seismology Survey	1 Observatory Cres.	71	2	69	0	40	31
Pearkes Building	101 Colonel By Drive	5,002	152	4,850	24	516	4,462
La Salle Academy	373 Sussex Drive	499	5	493	1	46	452
John G. Diefenbaker - Grounds	111 Sussex Drive	22	0	22	0	9	13
Terrasses Chaudiere-Jules Leger Sud	15 rue Eddy	830	12	818	4	100	726
Building 19A & B - Office, Pilot Plant, Washroom	1 Haanel Drive, Bells Corners Complex, Bldg. 19A	6	1	5	0	3	3
Building 2 - Pilot Plant, Lab, Offices	1 Haanel Drive	83	1	82	1	25	57

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## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Building 8 - Trailer, Electrician	1 Haanel Drive	6	0	6	0	3	3
RCMP - TPOF 401 - Cdn Bomb Data Ctr	1426 St. Joseph Blvd	19	3	16	0	7	12
Bells Corners Complex (BCC) 18 - Guardhut	1 Haanel Drive	5	0	5	1	2	2
Building 3A - Trailer, Library	1 Haanel Drive, Bells Corners Complex, Bldg. 3A	12	1	11	0	1	11
<b>Totals</b>		<b>51,040</b>	<b>1,510</b>	<b>49,252</b>	<b>236</b>	<b>7,289</b>	<b>43,515</b>

### Report Criteria

Grouping: National Capital Area (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 2012  
Contains data as of: All  
Outstanding Service Requests Only: No  
Service Activity: All  
Service Class: All  
Service Provider: All  
Start Date: 01 Apr 2011

