



2012/13 Service Requests

Ontario

Service Class Summary	Total	Emergency	Urgent	Normal
Plumbing	2,027	7	278	1,742
2F - Plumbing	2,027	7	278	1,742
Vertical and Horizontal Transportation	420	35	118	267
2B - Elevators	410	35	117	258
2B - Vertical/Horizontal Transportation	10	0	1	9
Other Building Maintenance	1,222	0	62	1,160
2H - Lab Equipment	25	0	6	19
2H - Furnishings	203	0	2	201
3 - Utilities	5	0	2	3
2H - Other Building Maintenance	989	0	52	937
Environmental	231	0	115	116
6A - Environmental	231	0	115	116
Cleaning	4,833	0	123	4,710
1B - Cleaning	2,418	0	94	2,324
2D - Interior Lighting	2,415	0	29	2,386
Facility Management	3	0	0	3
8C - Furniture & Equipment	1	0	0	1
8E - Telecommunications	2	0	0	2
Structural/Roof	2,144	1	372	1,771
2E - Power Doors	178	1	25	152
2E - Architectural/Structural	1,966	0	347	1,619
HVAC	5,644	1	244	5,399
2C - HVAC	5,644	1	244	5,399
Large Garbage/Recycling Containers	4	0	0	4
1D - Waste Removal	4	0	0	4
Roads and Grounds	704	0	358	346
4B - Roads and Grounds	704	0	358	346
Electrical	991	19	395	577
2D - Electrical	991	19	395	577





2012/13 Service Requests

Service Class Summary	Total	Emergency	Urgent	Normal
Fire and Life Safety	298	14	142	142
2G - Fire and Life Safety	298	14	142	142
Security	483	2	146	335
4E - Security	483	2	146	335
Totals	19,004	79	2,353	16,572

Service Delivery Method Summary	Total	Emergency	Urgent	Normal
Alternate Form of Delivery	9,098	59	1,215	7,824
Leased Service Delivery	9,733	20	1,093	8,620
PWGSC Managed Service Delivery	18	0	7	11
Totals	18,849	79	2,315	16,455

Priority Summary	Total
Emergency	79
Normal	16,572
Urgent	2,353
Totals	19,004

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
Chatham GOCB	10 Centre Street / 120 Wellington	53	0	53	2	6	45
Pembroke City Centre	141 Lake Street	13	2	10	0	3	10
Walkerton CEC	200 McNabb	14	0	14	0	5	9
Niagara Corporate Business Centre	509 Glendale Avenue	4	0	4	0	0	4
Barrie GOCB	48 Owen Street	141	0	141	1	20	120
Sudbury GOCB	19 Lisgar Street	293	2	291	1	38	254
Sir Lionel Chevrier Building	111 Water Street East	7	1	6	1	1	5
Collingwood GOCB	44 Hurontario Street	21	0	21	0	3	18
Tor. Clairville Bldgs-Nat Archives	160 Clairville Road	13	0	13	0	2	11





2012/13 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Dominion Public Building	330-338 Keele Street	78	0	78	1	13	64
Canada Centre	200 Town Centre Court	1,389	3	1,386	1	99	1,289
Regency Mews	75 Watline Avenue	18	0	11	0	1	17
Sarnia Coast Guard	1355 Confederation Street	3	0	0	0	2	1
Canada Post Building	5 Charles Street South/201 King Street East	6	0	0	0	0	6
187 Booth Road	187 Booth Road	33	3	30	0	11	22
Listowel P.O.-OGDS	210 Main Street	20	0	20	0	3	17
350 Conestoga Boulevard	350 Conestoga Boulevard	21	1	20	0	2	19
Thomson Lab Building	4905 Dufferin Street	174	3	171	0	30	144
180 Renfrew	180 Renfrew	1	0	1	0	0	1
1300 Bath Road	1300 Bath Road	25	1	0	0	4	21
Brampton Passport Office	40 Gillingham Drive	75	2	73	0	14	61
9050 Yonge Street	9050 Yonge Street	1	0	1	0	0	1
25 Sheppard Avenue West	25 Sheppard Avenue West	129	5	124	1	21	107
200 John st.	200 John Street	44	1	43	0	5	39
135 Queens Plate Drive	135 Queens Plate Drive	5	0	5	0	0	5
London GOCB	451 Talbot Street	560	10	548	4	61	495
176 Main St. West	176 Main Street West	8	0	7	0	2	6
Energy, Mines & Resources	1079 Kelly Lake Road	15	1	14	0	4	11
225 Holditch Street	225 Holditch Street	23	0	22	0	0	23
Goderich CEC	52 / 54 East Street	25	2	0	0	3	22
619 Mckay Street	619 Mackay Street	2	0	0	0	0	2
St. Catharines GOCB	32 Church Street	144	0	144	1	10	133
Customs House GOCB	294 King Street East	7	0	7	0	7	0
Belleville GOCB	11 Station Street	54	0	54	1	8	45
Bracebridge GOCB	98 Manitoba Street	64	3	61	0	10	54
Kenora GOCB	100 Park Street	46	0	46	0	7	39

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Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
50 Queen Street North	50 Queen Street North	225	0	212	0	19	206
310 Simcoe Street South	310 Simcoe Street South	5	1	4	0	0	5
Pigeon River Border Crossing	Highway 61	89	3	86	0	23	66
721 Centre Street - Hwy # 6	721 Centre Street - Hwy # 6	6	0	4	0	3	3
255 Attwell Drive	255 Atwell Drive	44	1	43	0	8	36
6877 Goreway Drive	6877 Goreway Drive	6	0	6	0	2	4
65 Kent Street West	65 Kent Street West	24	0	24	0	4	20
DND Recruiting Centre	233 Brady Street	6	0	3	0	3	3
CEIC	310 Main Street	12	1	11	0	3	9
CEC/ISP	2525 Dixie Road	74	2	72	1	10	63
73 Meg Drive	73 Meg Drive	1	0	1	0	0	1
301 Oxford Street West	301 Oxford Street West	47	0	0	0	3	44
350 Ontario Street	350 Ontario Street	21	0	20	0	1	20
163 Simcoe Street	163 Simcoe Street	4	3	1	0	0	4
London GOCB	120 Queens Avenue	11	1	10	2	5	4
55 Bay St. North	55 Bay St. North	652	7	645	10	48	594
Thunder Bay GOCB	33 Court Street South	80	0	80	1	18	61
979 Alloy Drive	979 Alloy Drive	29	0	29	0	0	29
31 Hyperion Court	31 Hyperion Court	45	0	15	0	9	36
Kingston GOCB	86 Clarence Street	26	0	26	0	13	13
383 Richmond	383 Richmond Street	91	1	81	0	13	78
Vista Sudbury Hotel Inc.	40 Elm St.	57	0	47	0	11	46
Malvern Mall	31 Tapscott Road	6	0	6	0	0	6
Paul Martin Senior Building	185 Ouellette Avenue	218	0	218	4	32	182
101 Frederick Street/40 Weber Street East	101 Frederick Street	330	4	326	0	21	309
5051 Hwy 7 East - Unit 14	14-5051 Highway 7 East Highway	12	0	12	0	3	9

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Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
1350 16th St East	1350 16th Street East	21	0	21	0	4	17
HRDC 50 Andrew Street	50 Andrew Street South	9	1	8	0	1	8
Conservation and Protection	845 Harrington Court	1	0	1	0	0	1
Landmark Building-CCA	43 Church Street	19	1	18	0	2	17
655 Bay Street	655 Bay Street	289	2	287	0	24	265
Orillia GOCB	25 Peter Street North	35	1	34	0	8	27
Windsor GOCB	441-467 University Avenue	46	1	45	0	15	31
Thunder Bay GOCB	221 Archibald Street North	88	1	87	0	20	68
Timmins GOCB	120 Cedar Street South	26	1	25	2	1	23
Sioux Lookout GOCB	45 Prince Street	32	0	32	2	9	21
1200 Commissioners Road	1200 Commissioners Road East	34	0	1	0	2	32
Board of Education Building	250 Thorold Road West	3	0	3	0	0	3
Henley Square Shopping Centre	395-397 Ontario Street	38	0	34	0	5	33
80 National Street	80 National Street	61	2	59	1	9	51
1500 Paris Street	1500 Paris Street	1	0	1	0	0	1
Jackson Square	185 King Street	6	4	2	0	0	6
55 Athol Street	55 Athol Street	277	5	263	1	23	253
Royal Bank Building	5001 Yonge Street	912	20	892	1	55	856
Archives Canada	190 Carrier Drive	13	0	13	0	3	10
33 City Centre Drive	33 City Centre Drive	28	0	28	0	6	22
Peace Bridge Professional	10 Central Ave	27	2	25	0	3	24
300 Park Street	300 Park Street	6	1	3	0	2	4
Robert Thompson Building	110 King Street	31	0	31	0	0	31
374 Huronia Road	374 Huronia Road	6	0	6	0	5	1
Whitby Passport Office	1615 Dundas Street East, Unit 6	39	0	39	0	1	38
232 Yorktech	232 Yorktech	46	1	45	1	7	38

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Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
The Livingston Centre	96 Tillson avenue	2	0	0	0	0	2
977 Alloy Drive	977 Alloy Drive	22	0	22	0	1	21
145 Renfrew	145 Renfrew	20	0	20	0	4	16
350 Ragtan Ave	350 Ragtan Avenue	5	0	4	0	1	4
328 Sidney Street	328 Sidney Street	9	0	9	0	1	8
46 Lansdowne Avenue	46 Lansdowne Avenue	10	0	1	0	2	8
18 Corporation	18 Corporation	200	7	193	0	22	178
Arnprior	75 Elgin Street West	3	0	1	0	2	1
Bancroft Fairway Plaza	5 Fairway Boulevard	7	0	7	0	3	4
Kenora Market Square	308 2 Street/100 Chipman Street	20	0	20	0	3	17
Gateway Plaza	126 Wellington Street West	1	0	1	0	0	1
440 Elizabeth Street	440 Elizabeth Street	6	1	5	0	0	6
Richmond Hill HRDC	35 Beresford (Formerly 8783 Yonge)	215	3	212	0	22	193
Tax Court Canada	200 King Street West	55	1	54	0	4	51
D.M.D.D. Building	52 Peninsula Road	1	0	1	0	0	1
Industry Canada Call Centre	151 Yonge Street	1	0	1	0	0	1
Bank of Commerce Building	100 Ouellette Avenue	81	0	0	0	9	72
Kitchener C.E.I.C.	409 Weber Street West	118	0	118	0	10	108
Belleville GOCB	1 North Front Street	25	1	24	1	12	12
Sault Ste. Marie GOCB	22 Bay Street	76	0	76	0	6	70
199 Dundas Street	197-199 Dundas Street	12	0	11	0	4	8
Kitchener GOCB	166 Frederick Street	126	4	122	0	13	113
Richmond Street Building	78 Richmond Street West	158	1	157	1	16	141
Kapuskasing GOCB	22 Circle Street	45	1	44	1	15	29
Leamington Mall-C&E	215 Talbot Street	29	0	1	1	1	27
61 Lorne Ave E	61 Lorne Ave E	10	0	10	0	2	8

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Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Vista Sudbury Complex Inc.	10 Elm Street	1	0	1	0	0	1
210 Broadway	210 Broadway	10	1	4	0	1	9
160 Research Lane	160 Research Lane	17	0	17	0	1	16
190 Attwell Drive	190 Attwell Drive	16	0	16	0	0	16
201 County Court Boulevard	201 County Court Boulevard	37	0	37	0	0	37
RCMP Cornwall Detachment	501 Tollgate Road	22	1	21	0	3	19
1123 Premier Way	1123 Premier Way	25	0	25	0	3	22
Woodlawn Square	255/259 Woodlawn Road West	147	2	145	0	27	120
959 Dundas Street	959 Dundas Street	16	0	6	0	1	15
465 Richmond Street, Mezzanine Level	465 Richmond Street	1	0	0	0	0	1
520 Exmouth Street	520 Exmouth Street	43	0	7	1	7	35
Acres House	4342 Queen St	1	0	1	0	0	1
529 Exmouth Street	529 Exmouth Street	24	1	10	1	4	19
Forest Glen Shopping Centre	7-700 Strasburg Road	3	0	3	0	0	3
Niagara Falls GOCB	5853 Peer Street	7	0	7	0	0	7
Tax Court	231 Dundas/390 Clarence Avenue	1	0	1	0	0	1
55 Town Centre Court	55 Town Centre Court	53	4	49	1	11	41
Regional Headquarters	494 Dundas Street East	99	0	99	1	16	82
Huron Mall	9225 Hwy 93	11	0	11	0	2	9
8 Oakes Avenue	8 Oaks Avenue	347	0	258	1	63	283
Rainbow Bridge	5755 River Road	1	0	1	0	0	1
Northland Machinery	430 South Waterloo Street	2	0	2	0	0	2
Exchange Tower	130 King Street West	1	0	1	0	0	1
Thomas Fuller Building-14 Courthouse Avenue	14 Courthouse Avenue	5	0	4	0	1	4
5353 Dundas Street West	5353 Dundas Street West	31	0	31	0	1	30

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Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Canadian General Electric-Finance	110 Yonge Street	3	0	3	0	0	3
Standard Life Building - OSFIC	121 King Street West	288	4	284	0	13	275
1122 - 1124 Finch Avenue West	1122 - 1124 Finch Avenue West	66	1	65	0	15	51
Hamilton C.E.I.C.	1550 Upper James Street	6	0	6	0	1	5
1980 Matheson Blvd East	1980 Matheson Blvd East	252	4	248	0	27	225
501 Tower Hill Road	501 Tower Hill Road	1	0	1	0	0	1
Tinkster Building	119 King Street	14	0	14	0	2	12
O131 - Toronto West Detachment	2755 High Point Drive	74	1	73	0	19	55
Parry Sound GOCB	74 James Street	4	0	4	0	0	4
Johnstown Cross Border	1032 Highway 16	58	5	21	0	27	31
Sudbury (Notre Dame Avenue)	875 Notre Dame Avenue	6	0	6	0	3	3
HRD-CEC/CPU	1005 Elgin Street West	5	0	5	0	0	5
Canadian Food Inspection Agcy -Miss	1050 Courtney Park Drive East	102	2	34	1	29	72
Belmont Building-NFB	150 John Street	30	0	30	0	4	26
345 College Street East	345 College Street East	27	0	27	0	3	24
3719 Chesswood	3719 Chesswood Drive (formerly 3701)	1	0	1	0	0	1
Tony Barraco Building	7 Iroquois Road	9	0	5	0	3	6
Brantford GOCB	58-70 Dalhousie East	67	2	65	3	27	37
417 Exeter Road	417 Exeter Road	57	1	55	0	9	48
DFAIT Production Centre	2240 Speakman Drive	97	0	97	0	26	71
91 Cornelia Street West	91 Cornelia Street West	6	2	1	0	0	6
Location	2090 Wyandotte	7	0	0	0	1	6
Cataraqui Centre	516 O'Connor Drive	11	0	4	0	0	11
208 Beamish Street	208 Beamish Street	1	0	1	0	0	1
74 Victoria Street	74 Victoria Street	508	3	505	0	20	488

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Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
130 Dufferin Street	130 Dufferin Street	287	7	280	0	46	241
North Bay Canada Place	107 Shirreff Avenue	73	2	71	1	9	63
78 Meg Drive	78 Meg Drive	5	2	3	0	0	5
280 Armstrong Avenue	280 Armstrong Avenue	1	0	1	0	0	1
3027 Harvester Road	3027 Harvester Road	10	0	10	0	3	7
Sarnia GOCB	105 Christina Street	16	0	16	0	7	9
Measurement Canada	175 A Admiral	1	0	1	0	1	0
Markham Archive Record Site	3400 14 Avenue	22	3	19	1	5	16
1100 Pembroke Street East	1100 Pembroke Street East	28	0	28	0	8	20
400 City Hall Square	400 City Hall Square	105	1	0	0	7	98
229 Main Street	229 Main Street	22	1	21	0	6	16
Immigration	1250 Walker Rd	77	0	1	0	6	71
140 Renfrew Drive	140 Renfrew Drive	2	0	2	0	0	2
Kitchener GOCB	15-29 Duke Street	64	0	64	2	15	47
Dales Plaza	2 Dairy Avenue	24	0	23	0	2	22
Royal Trust Building - Cdn Heritage	212-216 Red River Road	7	0	7	0	0	7
Health Canada Office	412 Main Street	2	0	2	0	0	2
Simcoe MEWS	5 Queensway East	12	0	2	0	4	8
3085 Glen Erin Drive	3085 Glen Erin Drive	140	4	134	0	26	114
Healthcare Properties Holdings Ltd	180 Dundas Street West	34	1	33	0	5	29
Lawrence Park-Human Resource Centre	700 Lawrence Avenue West	13	1	12	0	3	10
Fort William Reserve	100 Anemki Drive	145	1	143	0	23	122
Judy Lamarsh Building	65 William Street South	126	0	126	2	21	103
2240 Midland Avenue	2240 Midland Avenue	13	0	13	0	0	13
Dufferin Mall	900 Dufferin Street	9	0	8	0	1	8
Use Building ID10940	40 Weber St East , Mezzanine Level (old 101 Frederick Street)	20	0	14	0	4	16
Standard Life Centre	120 King Street	326	5	320	0	28	298

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2012/13 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
151 Ontario Street	151 Ontario Street	2	0	2	0	0	2
Century Centre	180 Sheriff Avenue	25	1	24	0	2	23
Correctional Services Canada	7C Taymall Avenue	21	1	20	0	4	17
2500 Ouellette Avenue	2500 Ouellette Avenue	59	1	0	0	10	49
Environment Canada	1020 Montreal Road	7	0	0	0	3	4
117 Cross Avenue	117 Cross Avenue	15	1	14	0	3	12
981 Balmoral Street	981 Balmoral Street	14	1	13	0	1	13
Gerrard Square mall	1000 Gerrard Street East	6	0	6	0	0	6
150 King Street West	150 King Street West	5	0	5	0	0	5
625 Park St.	625 Park St. North	3	0	0	0	0	3
Sand Point Lake Border Crossing	Sand Point Lake Border Crossing	2	0	2	0	1	1
Sunnybrook Hospital	2075 Bayview Avenue	27	2	25	0	4	23
251 Arvin Avenue	251 Arvin Avenue	14	3	11	0	1	13
2 Robert Speck Parkway - CIC	2 Robert Speck Parkway	8	1	7	0	0	8
2255 Barton Street	2255 Barton Street - Hamilton East	26	1	25	0	4	22
1484 Centennial Drive	1484 Centennial Drive	2	0	2	0	2	0
O022 - Newmarket Post Garage	345 Harry Walker Parkway South	31	1	30	0	5	26
Pen Centre	221 Glendale Avenue	38	0	38	0	9	29
18183 Yonge St - Unit F1	F1-18183 Yonge Street	38	2	36	1	7	30
61 Hyperion Court	61 Hyperion Court	1	0	1	0	1	0
740 Great Northern Road	740 Great Northern Road	1	0	0	0	0	1
2291 Kipling	2291 Kipling	29	1	28	0	7	22
Boreal Building	64 King Street	1	0	1	0	0	1
Hamilton	100 East Port Boulevard	8	0	8	0	4	4
299 Concession Street	299 Concession Street	90	2	71	1	11	78

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2012/13 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
HRDC-Employment Centre	50 Dundas Street	25	0	25	0	2	23
Thunder Bay Harbour Square- Phase 2	975 Alloy Drive	58	4	54	0	8	50
709 Main Street West	709 Main Street West	15	1	14	0	4	11
CEC	232 Guelph Street	4	0	4	0	1	3
Dominion Public Building	457 Richmond Street	149	0	149	2	33	114
Thunder Bay GOCB	201 May Street North	93	1	92	0	28	65
Thunder Bay GOCB	130 South Syndicate Avenue	338	2	336	3	35	300
5800 Hurontario Street	5800 Hurontario Street	88	3	85	0	4	84
81 Mulcaster Street	81 Mulcaster Street	75	1	74	0	6	69
Commissioner of Official Languages	438 University Avenue	4	0	4	0	0	4
CBSA Queen's Warehouse	5700 Keaton Crescent	3	1	2	0	0	3
Passport Office	377 Burnhamthorpe Road East	26	0	26	0	3	23
Prescott GOCB	292 Centre Street	12	3	1	0	1	11
Health Canada Building	2301 Midland Avenue	392	0	392	3	57	332
1 Front Street GOCB	1 Front Street West	754	3	751	0	52	702
University of Guelph Research Ctr	174 Stone Road West	2	0	2	0	0	2
Fort Frances GOCB	301 - 303 Scott Street	107	2	105	0	18	89
Chesswood Drive	3719 / 3737 Chesswood Drive	114	6	108	1	16	97
O021 - Toronto North Detachment	345 Harry Walker Parkway	154	1	153	0	35	119
Environment Canada Building	4905 Dufferin Street	946	6	940	7	153	786
385 Rexdale Blvd	385 Rexdale Blvd	3	0	3	0	0	3
Sudbury Taxation Centre	1050 Notre Dame	1,017	0	1,017	0	123	894
430 Courtney Park Drive East	430 Courtneypark Drive East	263	8	208	1	40	222
Service Canada	179 Third Avenue	71	2	69	0	3	68

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Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
180 Queen Street West	180 Queen Street West	453	13	440	0	16	437
RCMP Crown Highpoint	2755 High Point Drive	2	0	2	0	1	1
POE Building	755 Brookdale Avenue	26	1	25	0	10	16
1010 Talbot Street, Unit 34	34-1010 Talbot Street	14	0	1	0	0	14
40 Sunset Blvd - Unit 10	10-40 Sunset Boulevard	3	1	0	0	0	3
274 Mackenzie ave	274 Mackenzie Avenue	29	1	28	1	7	21
551 Campbell Ave	551 Campbell Avenue	71	0	27	0	11	60
Totals		19,004	266	17,704	79	2,353	16,572

Report Criteria

Grouping: Ontario (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

