



2012/13 Service Requests

Quebec Region

Service Class Summary	Total	Emergency	Urgent	Normal
Plumbing	1,143	2	179	962
2F - Plumbing	1,143	2	179	962
Vertical and Horizontal Transportation	200	14	46	140
2B - Elevators	192	14	46	132
2B - Vertical/Horizontal Transportation	8	0	0	8
Other Building Maintenance	619	0	66	553
2H - Lab Equipment	13	0	7	6
2H - Furnishings	139	0	2	137
3 - Utilities	7	0	2	5
2H - Other Building Maintenance	460	0	55	405
Environmental	79	2	28	49
6A - Environmental	79	2	28	49
Cleaning	2,002	1	52	1,949
1B - Cleaning	883	1	29	853
2D - Interior Lighting	1,119	0	23	1,096
Structural/Roof	1,285	0	174	1,111
2E - Power Doors	109	0	20	89
2E - Architectural/Structural	1,176	0	154	1,022
HVAC	2,608	0	240	2,368
2C - HVAC	2,608	0	240	2,368
Large Garbage/Recycling Containers	3	0	0	3
1D - Waste Removal	3	0	0	3
Roads and Grounds	436	0	152	284
4B - Roads and Grounds	436	0	152	284
Electrical	412	8	128	276
2D - Electrical	412	8	128	276
Fire and Life Safety	208	9	142	57
2G - Fire and Life Safety	208	9	142	57





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Service Class Summary	Total	Emergency	Urgent	Normal
Security	394	0	264	130
4E - Security	394	0	264	130
Totals	9,389	36	1,471	7,882

Service Delivery Method Summary	Total	Emergency	Urgent	Normal
Alternate Form of Delivery	8,282	35	1,333	6,914
Leased Service Delivery	1,088	1	135	952
PWGSC Managed Service Delivery	0	0	0	0
Totals	9,370	36	1,468	7,866

Priority Summary	Total
Emergency	36
Normal	7,882
Urgent	1,471
Totals	9,389

Summary by Building

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
117 Rue de l'Hotel de Ville	117 Rue de l'Hotel de Ville	2	0	2	0	0	2
Edifice du 2144	2144 King Ouest	92	0	92	0	2	90
Complexe Guy-Favreau (Tour Ouest)	200 Rene-Levesque Ouest	834	10	822	1	48	785
400 avenue Centrale	400 avenue Centrale	11	0	11	0	4	7
1100 René-Lévesque	1100 René-Lévesque Boulevard	1	0	1	0	0	1
Edifice Rene Tremblay	150 boulevard Dion	185	2	183	0	43	142
Leonce-Lessard	1420 Ste-Catherine Ouest	35	2	32	0	4	31
Edifice Louis Pratt	104 Dalhousie	133	3	130	3	39	91
Edifice Real-Caouette	151 avenue du Lac	68	1	67	0	20	48
Poste Frontalier Covey Hill	2 203 Road South Hill	25	2	23	0	5	20
Poste Frontalier Glen Sutton	139 Vallee Missisquoi Road	4	0	4	0	1	3





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Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
708 4th Avenue, Bureau 202	708 4e Avenue, bureau 202	5	0	5	0	2	3
Poste Douanier Saint-Armand	10 route 133	136	5	128	0	19	117
Edifice Surprenant	1525 St-Joseph	78	0	78	0	3	75
120 Rue de la Reine	120 Rue de la Reine	62	1	61	0	15	47
Poste Frontalier Saint-Pamphile	1123 Elgin Road	2	0	2	0	1	1
Office national du film	3155 Cote de Liesse	467	8	458	0	33	434
Ganadian Austin Goup Co.	1700 Sherbrooke	8	0	8	0	0	8
Edifice des Monts	10 Boul Ste-Anne Ouest	2	0	2	0	1	1
761 10e Avenue	761 10e Avenue	7	0	7	0	2	5
La Promenade Shawinigan	444 5e Rue	275	5	270	0	18	257
Edifice Federal - 50 Place de la Cite	50 Place de la Cité	79	2	77	0	3	76
Plaza Roberval	755 boulevard St-Joseph	12	1	11	0	1	11
Poste Frontalier Hereford Road	1871 Route 141 Road	7	2	5	0	4	3
Edifice Federal - 4695 12e Avenue	4695 12e Avenue	305	4	301	0	9	296
Carrefour Baie des Chaleurs	122 boulevard Perron Ouest	29	2	27	0	5	24
120 chemin Gros Cap	120 chemin Gros Cap	15	0	15	0	0	15
Complexe Jacques Gagnon	100 avenue St-Joseph Sud	39	1	38	0	4	35
Edifice Federal	194 Jacques Cartier	31	0	31	0	8	23
Poste Frontalier Clarenceville	2500 Beach Street South	13	0	13	0	2	11
Poste Douanier St-Mathieu-Dixville	1000 route 147	18	1	17	1	6	11
920 St-Joseph	920 St-Joseph	48	1	47	0	4	44
5207 Airport Road	5207 Airport Road	1	0	1	0	0	1
Carrefour La Sarre	255 3e Rue Est	5	0	5	0	1	4
Edifice John Munn	112 Dalhousie	92	0	92	1	33	58

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Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Poste Frontalier Woburn	1020 des lignes Road	8	0	8	0	1	7
Edifice Federal	75 boulevard Rene-Levesque	58	3	55	2	26	30
118 rue Principale	118 rue Principale	13	0	13	0	6	7
Edifice Jos-Hebert	701 boulevard Laure	167	5	162	3	47	117
6 et 8 St-Jacques Nord	6 et 8 St-Jacques Nord	41	1	40	0	8	33
Edifice Federal - 84 du Carrefour	84 du Carrefour	32	1	31	0	19	13
2 John Leslie	2 John Leslie	7	1	6	0	0	7
82 Robinson Sud	82 Robinson South	11	0	11	0	1	10
Forestville - 25 route 138	25 Route 138	23	0	23	0	3	20
240 Jolliet	204 Jolliet	1	0	1	0	0	1
Edifice Federal	155 Pointe-aux-Lievres	152	0	152	0	18	134
Édifice Normand-Maurice	740 Bel-Air / 800 Bel-Air / 3525 rue St-Jacques	349	3	346	4	39	306
Edifice Federal	1340 de la Digue	35	1	34	0	11	24
Edifice Jeanne-Sauvé	1575 boulevard Chomedey	186	3	182	1	15	170
Edifice Federal - 44 avenue du Lac	44 avenue du Lac	26	0	26	0	4	22
Edifice Frederica Giroux	98 rue de la Reine	40	1	39	0	8	32
Poste Frontalier Herdman	2705 Douanes Road	14	2	12	0	1	13
Poste Douanier Lacolle	Route 223	26	0	25	0	6	20
Poste Frontalier Noyan	6 Route 225 Road	21	0	20	0	7	14
Poste Douanier Trout River	980 Route 138	28	2	26	1	5	22
Poste Frontalier Quai Richelieu	189 de la barbotte Range	5	0	5	0	4	1
3885 Harvey	3885 Harvey	18	1	17	0	3	15
Poste Douanier Stanstead, 2 (Beebe)	2 Principale/ route 247	4	0	4	0	1	3
507 rue Marcel	507 rue Marcel	5	0	5	0	0	5
5200 Frontenac	5200 Frontenac	5	0	5	0	1	4

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2012/13 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
1580 Rue Port-Royal	1580 Rue Port-Royal	12	0	12	1	5	6
502 4e Rue Est	502 4e Rue Est	13	0	13	0	6	7
202 Wellington	202 Wellington Street	1	0	1	0	0	1
CFIA	Route 15	91	2	87	0	9	82
184 boul des Bois-Francis Nord	184 boul des Bois-Francis Nord	5	0	5	0	2	3
Les Galeries Maniwaki	100 rue Principale Sud	6	0	6	0	2	4
Les Galeries du Vieux Port	750 du Phare Ouest	6	0	5	0	0	6
Bureau des Douanes	130 Dalhousie	210	0	210	3	32	175
Edifice Federal	165 Pointe-aux-Lievres	266	3	263	3	29	234
Edifice Federal - 100 Lafontaine	100 rue Lafontaine	106	1	105	1	13	92
Poste Frontalier Dundee	8750 Route 132 Road	10	0	10	0	5	5
10 Jacques Cartier & Warehouse	10 Jacques Cartier	4	0	4	0	1	3
Carrefour Baie Comeau	337 Lasalle	1	0	1	0	0	1
Poste Frontalier Hemmingford	1 Route 219 Road	12	0	12	0	1	11
Poste Frontalier Highwater	4 Route 243 Line	4	0	4	0	1	3
Edifice Federal - 235 Principale	235 rue Principale	75	4	71	0	23	52
Lacolle 221 Border Crossing	Route 221	24	1	23	0	3	21
Edifice des Douanes	400 Place d'Youville/105 rue McGill	643	4	638	0	66	577
Poste Frontalier Armstrong	999 Route 173	11	0	11	0	7	4
Jonquière - 3750 boul. du Royaume	3750 Du Royaume Boulevard	11	0	11	0	2	9
Lafèche Centre	625 Lafèche	10	0	10	0	0	10
Galerias Des Erables	1400 des Erables Street	24	1	23	0	5	19
Rivière-du-Loup Shopping Center	298 Armand-Therault	9	0	9	0	3	6

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2012/13 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Place Centre Ville	11400 1ere Avenue Est	26	0	26	0	5	21
330 La Gare du Palais	330 La Gare du Palais	351	6	345	1	87	263
Edifice 180 de la Cathédrale	180 de la Cathedrale	91	2	89	2	23	66
Edifice Zigby	180 Principale	11	0	11	0	1	10
Poste Frontalier East Pinnacle	383 Richford Road	3	0	3	0	1	2
Poste Frontalier East Hereford	26 Route 253 Road	9	0	9	0	4	5
Poste Douanier Stanstead, 226	226 rue Dufferin	5	0	5	0	1	4
101 Augusta	101 Augusta Road	30	1	29	0	10	20
Place Saint Louis - Port de Port-Cartier	2 Elie-Rochefort Street	1	0	1	0	0	1
230 1ere Avenue Ouest	230 1ere Avenue Ouest	5	0	3	0	1	4
309 Chasse	309 Chasse	19	1	18	0	3	16
Edifice Federal	9 de l'Eglise Nord	10	0	10	0	4	6
5642 Royal	5642 Royal	3	0	3	0	1	2
Poste Frontalier Abercorn	549 Route 139 Road	9	1	8	0	0	9
224 Rue Sud	224 rue Sud	8	0	8	0	0	8
La Malbaie	541 Ste-Etienne	14	0	14	0	4	10
345 des Sagoueneens	345 des Sagoueneens	9	0	9	0	0	9
Poste Douanier Stanstead, 55	2 autoroute 55	41	0	41	0	16	25
Carrefour La Tuque	290 rue St-Joseph	2	0	2	0	0	2
Poste Frontalier Morses Lines	10 Route 235	13	0	13	0	4	9
Edifice Louis St-Laurent	3 Passage du Chien D'Or	111	2	109	3	26	82
Poste Douanier St-Bernard-Lacolle	Route 15	305	7	296	1	81	223
Complexe Joliette	46 rue Gauthier	13	0	13	0	2	11
Corporation Épiscopale Catholique romaine de Mont-Laurier	431/435 rue de la Madone	8	2	6	0	2	6

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2012/13 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Rigaud / Main Campus Rigaud	475 Chemin Grande Ligne	486	8	477	2	97	387
Main Campus Rigaud	475 chemin Grande Ligne	1,160	60	1,095	2	190	968
Édifce Gilles-Marceau	2251 Rene-Levesque	591	3	587	0	103	488
Place Wellington	124 rue Wellington Nord- Bureau 300	17	0	17	0	0	17
98-100 rue Racine	98-100 rue Racine	24	0	24	0	3	21
Poste Douanier Chartierville	165 rue St-Hyacinthe	2	0	2	0	1	1
4455 12th Avenue	4455 12e Avenue	14	0	14	0	9	5
69 Ste-Anne	69 Rue Ste-Anne	15	0	15	0	2	13
84 Boulevard Labbe	84 labbe Boulevard South	28	2	26	0	1	27
Totals		9,389	188	9,176	36	1,471	7,882

Report Criteria

Grouping: Quebec 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

