



2012/13 Service Requests

National Capital Area

Service Class Summary	Total	Emergency	Urgent	Normal
Facility Management	1,891	0	16	1,875
8H - Corporate Tenant Services	15	0	0	15
8F - Moving & Relocation Serv.	412	0	5	407
8D -Material/Supplies/Security	179	0	3	176
8B - Prof.& Special Services	21	0	1	20
8C - Furniture & Equipment	1,255	0	7	1,248
8G - Parking & Fleet Mngmt	2	0	0	2
8E - Telecommunications	7	0	0	7
Plumbing	5,108	15	731	4,362
2F - Plumbing	5,108	15	731	4,362
Vertical and Horizontal Transportation	1,908	123	242	1,543
2B - Elevators	1,806	123	233	1,450
2B - Vertical/Horizontal Transportation	102	0	9	93
Other Building Maintenance	2,225	0	197	2,028
2H - Lab Equipment	90	0	21	69
2H - Furnishings	630	0	7	623
3 - Utilities	10	0	7	3
2H - Other Building Maintenance	1,495	0	162	1,333
Environmental	396	1	191	204
6A - Environmental	396	1	191	204
Cleaning	15,058	0	283	14,775
1B - Cleaning	10,233	0	232	10,001
2D - Interior Lighting	4,825	0	51	4,774
Structural/Roof	4,747	1	654	4,092
2E - Power Doors	510	0	73	437
2E - Architectural/Structural	4,237	1	581	3,655
HVAC	9,857	0	665	9,192
2C - HVAC	9,857	0	665	9,192
Large Garbage/Recycling Containers	18	0	1	17
1D - Waste Removal	18	0	1	17





2012/13 Service Requests

Service Class Summary	Total	Emergency	Urgent	Normal
Roads and Grounds	809	0	303	506
4B - Roads and Grounds	809	0	303	506
Electrical	3,671	18	1,342	2,311
2D - Electrical	3,671	18	1,342	2,311
Fire and Life Safety	911	21	694	196
2G - Fire and Life Safety	911	21	694	196
Security	694	1	292	401
4E - Security	694	1	292	401
Totals	47,293	180	5,611	41,502

Service Delivery Method Summary	Total	Emergency	Urgent	Normal
Alternate Form of Delivery	37,409	140	4,713	32,556
Leased Service Delivery	22	0	9	13
PWGSC Managed Service Delivery	2,816	16	427	2,373
Totals	40,247	156	5,149	34,942

Priority Summary	Total
Emergency	180
Normal	41,502
Urgent	5,611
Totals	47,293

Summary by Building

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Centre Bisson	115 rue Bisson	340	2	338	2	25	313
Head Office Building	875 Heron Road	671	22	649	0	103	568
CEF - Bldg 3 Geophysical	1 Observatory Crescent	127	0	127	2	30	95
CEF - Bldg 4 Machine Shop	1 Observatory Crescent	13	1	12	0	10	3
RCMP-CPC - Building T Ident (Old hangar)	1 Sandridge Road	11	1	10	0	2	9
Sir William Logan Building	580 Booth Street	1,488	52	1,433	3	180	1,305
Grounds - Air Service Hangar	2000 Research road	1	0	1	0	0	1





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Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
RCMP-CPC - Building L (log cabin)	1 Sandridge Road	1	0	1	0	0	1
RCMP - TPOF 402 - Ammo Bunker	1426 St. Joseph Blvd	1	0	1	0	1	0
RCMP Central Heating Plant	1200 Vanier Parkway	8	0	8	0	5	3
RCMP - TPOF 405 - Main Building	1426 St. Joseph Blvd	346	8	338	1	105	240
Building 5 - Pilot Plant, Lab, Offices	1 Haanel Drive	37	2	35	0	4	33
Building 7 - Pilot Plant, Machine Shop, Offices	1 Haanel Drive	8	1	7	0	0	8
RCMP - TPOF 304 - CBRN Trailer	1426 St. Joseph Boulevard	6	0	6	0	1	5
East Memorial	284 Wellington Street	1,518	43	1,475	6	195	1,317
John G. Diefenbaker - Sussex Pavillion - Tower A	111 Sussex Drive	628	12	615	3	72	553
C.D. Howe Building	240 Sparks St / 235 Queen St	2,946	39	2,896	2	218	2,726
National Police Service (IDENT/LAB)	1200 Vanier Parkway	499	11	482	1	87	411
Trailer 12A	1 Haanel Drive, Bells Corners Complex, Bldg. 12A	2	0	2	0	0	2
CEF - Bldg 2 - Observatory House	1 Observatory Cres.	9	0	9	1	6	2
Rideau Falls Dam (NRC)	100 Sussex	2	0	1	0	0	2
John G. Diefenbaker - Bytown Pavillion	111 Sussex Drive	453	10	443	2	81	370
Confederation Heights Grounds/Parkg	501 Heron Road (Grounds)	83	4	79	0	64	19
Plouffe Park Number 1 Supply Centre	1010 Somerset St. West	43	1	42	0	7	36
RCMP - TPOF 305 - TO Truth and Verification Trailer	1426 St. Joseph Boulevard	2	0	2	0	1	1
National Library & Public Archives	395 Wellington Street	306	10	296	2	57	247
Trailers 1 and 2	1200 Vanier Parkway	19	0	19	0	5	14
Bells Corners Complex (BCC) 15 - Explosives Storage	1 Haanel Drive	1	1	0	0	0	1





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Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
RCMP - TPOF 408 - Armoury	1426 St. Joseph Blvd	20	0	20	0	8	12
Terrasses Chaudiere-1 Promenade	1 Promenade du Portage	401	2	356	0	35	366
Bells Corners Complex (BCC) 10 - Mining Research	1 Haanel Drive	14	1	13	1	3	10
Geomagnetic Lab 11	2617 Anderson Road	11	0	11	0	1	10
Building 4 - Pilot Plant, Lab, Offices	1 Haanel Drive	17	0	17	0	1	16
Building 4A - Storage	1 Haanel Drive, Bells Corners Complex, Bldg. 4A	1	0	1	0	0	1
Sir Charles Tupper Building	2720 Riverside Drive	1,045	25	1,019	6	119	920
Thermal Magnetism	2617 Anderson Road, Bldg. 10	2	0	2	0	1	1
Jackson Building	122 Bank Street / 257 Slater Street	938	12	926	14	139	785
Ottawa Technology Centre	875 Heron Road	1,332	37	1,293	6	230	1,096
RCMP HQ Nicholson Building	1200 Vanier Parkway	430	13	416	6	111	313
CEF - Bldg 5 - Geodetic Survey	1 Observatory Cres.	38	4	34	0	10	28
Ore Mineralogy	550 Booth Street	10	0	10	0	9	1
RCMP-CPC - Building A (Residence)	1 Sandridge Road	294	5	287	3	50	241
RCMP - TPOF 403 - Guardhouse	1426 St. Joseph Blvd	3	0	3	0	1	2
RCMP - TPOF 407 - 3 Bay Garage	1426 St. Joseph Blvd	7	0	7	0	2	5
RCMP - TPOF 307 - EDTS Scenario Training Trailer	1426 St. Joseph Boulevard	2	0	2	0	2	0
Geomagnetic Lab 5	2617 Anderson Road	3	0	3	0	1	2
Uniform No.2	79 Bentley Avenue	217	1	216	1	36	180
Gatineau Satellite Receiving	75 McClelland Rd., Rang XIV, Lot 12A & 11B	19	0	19	0	6	13
Chemical & Radioactive Ores	555 Booth Street	295	7	287	0	43	252

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Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
National Printing Bureau	45 Sacre-Coeur	929	26	903	4	185	740
Old Zellers	555 avenue des Entreprises	1	0	0	0	1	0
Administration Building	588 Booth Street	294	5	289	2	36	256
St. Andrews Tower	275 Sparks Street	1,437	35	1,402	9	121	1,307
Rideau Falls Grounds	1 John Street	4	0	4	1	1	2
Constitution Building	305 Rideau Street	998	28	410	3	100	895
RCMP-CPC - Building B (pool)	1 Sandridge Road	3	0	3	0	0	3
RCMP-CPC - Building F (Polygraph, scenario & garage)	1 Sandridge Road	5	1	4	0	3	2
RCMP-CPC - Building K (Riding arena)	1 Sandridge Road	23	1	22	0	3	20
RCMP - Carp Delawri Building	3257 Carp Road	31	0	31	0	28	3
Bells Corners Complex (BCC) 9 - Electrical Equipment	1 Haanel Drive	10	0	10	0	1	9
Geomagnetic Lab 7	2617 Anderson Road	1	0	1	0	0	1
RCMP - TPOF 418 Quonset Hut	1426 St. Joseph Blvd	1	0	1	0	0	1
RCMP - TPOF 406 5 Bay Garage	1426 St. Joseph Blvd	1	0	1	0	0	1
Terrasses Chaudiere-Tour Nord	10 Wellington	1,870	30	1,593	8	244	1,618
Place du Portage Phase III and Laurier Garage	11 rue Laurier	3,447	184	3,261	19	261	3,167
Machine Shops & Stores	556 Booth Street	21	1	19	0	6	15
350 King Edward Avenue	350 King Edward Avenue	137	5	132	0	19	118
Exhibition Commission	440 Coventry Road	207	8	196	1	46	160
Mulligan Building	1800 Walkley Road	108	3	105	1	26	81
Dressing & Processing Laboratory	552 Booth Street	6	0	6	0	6	0
Building 1B - Trailer, Offices	1 Haanel Drive, Bells Corners Complex, Bldg. 1B	4	0	4	0	0	4

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Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Building 2B - Trailer	1 Haanel Drive, Bells Corners Complex, Bldg. 2B	5	2	3	0	0	5
Gatineau Observatory	75 McClelland Rd. , St Andrews Road	4	0	4	0	0	4
National Archives of Canada	770 Gibbons Road	22	1	21	0	17	5
3484 Limebank Road -Armco	3484 Limebank Road/Balmoral	65	0	65	0	13	52
CGPB Heating Plant	45 Sacre-Coeur	6	3	3	0	2	4
Geomagnetic Lab 12	2617 Anderson Road	1	0	1	0	0	1
Admin & Labs	2617 Anderson Road	36	0	36	0	13	23
RCMP-CPC - Building C (Administration)	1 Sandridge Road	160	3	156	0	22	138
RCMP - Carp Trailer and Special I Building	3257 Carp Road	8	0	8	1	6	1
CEF - Bldg 1 - Dominion Observatory	1 Observatory Crescent	108	3	105	3	24	81
Geomatics Canada Building	615 Booth Street	1,129	23	1,105	2	194	933
Physical Metallurgy Test Laboratory	568 Booth Street	31	1	30	0	24	7
GLOUCESTER SP BARBECUE PIT	415 NICOLLS ISLAND	1	0	1	0	0	1
Building 3 - Labs, Offices, Cafeteria	1 Haanel Drive	78	3	75	0	16	62
RCMP-CPC - Building D (Gym & residences)	1 Sandridge Road	104	2	100	1	9	94
Building 1 - Central Heating Plant, Vertical Combustor, Pilot Plant, Office	1 Haanel Drive	53	2	51	0	10	43
RCMP - TPOF 404 Kiosk	1426 St. Joseph Blvd	1	0	1	0	0	1
GLOUCESTER SP COMMUNITY HALL	415 NICOLLS ISLAND	1	0	1	0	0	1
Building 6 - Pilot Plant, Lab & Offices	1 Haanel Drive	24	1	23	0	1	23
Centre Asticou	241 Cite des Jeunes	1,623	11	1,612	2	136	1,485
Place du Portage IV	140 Promenade du Portage	3,107	125	2,966	2	224	2,881





2012/13 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Place du Centre Office Tower (3rd floor and above)	200 Promenade du Portage	1,318	85	1,231	3	159	1,156
RCMP - TPOF 430 - Radio Tower	1426 St. Joseph Boulevard	1	1	0	0	0	1
RCMP - TPOF 301 - ERT/Counter Surveillance Trailer	1426 St. Joseph Boulevard	5	0	5	0	2	3
Lester B. Pearson Building	125 Sussex Drive	2,798	62	2,735	8	342	2,448
Place du Portage Phase I and II	50 rue Victoria / 165 Hotel de Ville	2,369	67	2,302	7	242	2,120
RCMP-CPC - Building R (Explosives Training)	1 Sandridge Road	21	0	21	0	3	18
CEF - Bldg 6 - Electrical Vault	1 Observatory Cres.	1	0	1	0	0	1
RCMP - TPOF 302 - TO Technical Security Branch Trailer	1426 St. Joseph Boulevard	19	0	19	0	1	18
RCMP-CPC - Building E (Musical ride)	1 Sandridge Road	35	1	33	0	4	31
RCMP-CPC - Building G (Scenario & garage)	1 Sandridge Road	3	0	3	0	0	3
RCMP-CPC - Building M	1 Sandridge Road	1	0	1	0	0	1
RCMP-CPC - Building Q (Stables)	1 Sandridge Road	47	1	46	0	5	42
RCMP - TPOF 411 - Quonset Single Garage	1426 St. Joseph Blvd	4	1	3	0	0	4
Bells Corners Complex (BCC) 11 - Thunder Hut	1 Haanel Drive	7	0	7	0	2	5
Bells Corners Complex (BCC) 12 - Explosives Research	1 Haanel Drive	24	0	24	0	2	22
CEF - Bldg 9 - Photo Equational	1 Observatory Cres.	4	0	4	0	4	0
RCMP - TPOF 306 - Fleet Asset Management Trailer	1426 St. Joseph Boulevard	2	0	2	0	0	2
Bells Corners Complex (BCC) 13 - Ballistic Metering	1 Haanel Drive	6	1	5	0	2	4

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2012/13 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Building 2A - Storage	1 Haanel Drive, Bells Corners Complex, Bldg. 2A	1	0	1	0	0	1
Warner Building	2464 Sheffield Road	35	0	35	0	20	15
Fuel Research Laboratory	562 Booth Street	20	1	19	0	14	6
CMN Curatorial Centre (Macoun)	1770 chemin Pink	19	3	15	0	3	16
John G. Diefenbaker - Rideau Pavilion	111 Sussex Drive	427	3	423	1	28	398
Trailer 19B	1 Haanel Drive, Bells Corners Complex, Bldg. 19B	1	0	1	0	0	1
Terrasses Chaudieres - COMMERCIAL LEVELS	1 Promenade du Portage / 25 rue Eddy / 15 rue Eddy / 10 Wellington	156	8	117	2	20	134
Pedestrian Tunnel/Bus Shelter	Tunney's Pasture	1	0	1	0	0	1
Bells Corners Complex (BCC) 14 - Quantity Firing	1 Haanel Drive	3	0	3	0	0	3
RCMP Guardhouse	1200 Vanier Parkway	4	0	4	0	2	2
Louis St-Laurent	555 boulevard Carriere	861	20	831	3	79	779
Geological Survey Building	601 Booth Street	638	12	626	2	97	539
Building 1A - Trailer, Offices	1 Haanel Drive, Bells Corners Complex, Bldg. 1A	15	5	10	0	2	13
Gatineau Preservation Centre	625 boulevard du Carrefour	178	6	172	0	41	137
Connaught Building	555 Mackenzie Avenue	453	12	439	9	88	356
Canadian Police Information Centre	1200 Vanier Parkway	344	10	332	0	50	294
CEF - Bldg 7 Seismology Survey	1 Observatory Cres.	48	0	48	0	23	25
Pearkes Building	101 Colonel By Drive	5,049	175	4,872	18	362	4,669
La Salle Academy	373 Sussex Drive	507	2	504	1	51	455
RCMP - TPOF 413 - ERT Single Garage	1426 St. Joseph Blvd	1	0	1	0	0	1

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2012/13 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
John G. Diefenbaker - Grounds	111 Sussex Drive	16	1	15	0	9	7
Terrasses Chaudiere-Jules Leger Sud	15 rue Eddy	998	20	846	5	72	921
Building 19A & B - Office, Pilot Plant, Washroom	1 Haanel Drive, Bells Corners Complex, Bldg. 19A	5	1	4	0	1	4
Building 2 - Pilot Plant, Lab, Offices	1 Haanel Drive	62	0	62	0	11	51
Building 8 - Trailer, Electrician	1 Haanel Drive	2	0	2	0	0	2
RCMP - TPOF 401 - Cdn Bomb Data Ctr	1426 St. Joseph Blvd	2	0	2	0	0	2
Bells Corners Complex (BCC) 18 - Guardhut	1 Haanel Drive	5	1	4	0	2	3
Building 3A - Trailer, Library	1 Haanel Drive, Bells Corners Complex, Bldg. 3A	4	1	3	0	3	1
Totals		47,293	1,334	44,867	180	5,611	41,502

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 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

