



2011/12 Service Requests

Quebec Region

Service Class Summary	Total	Emergency	Urgent	Normal
Plumbing	1,158	1	187	970
2F - Plumbing	1,158	1	187	970
Vertical and Horizontal Transportation	154	32	39	83
2B - Elevators	146	32	36	78
2B - Vertical/Horizontal Transportation	8	0	3	5
Other Building Maintenance	664	0	63	601
2H - Lab Equipment	17	0	7	10
2H - Furnishings	93	0	0	93
3 - Utilities	6	0	3	3
2H - Other Building Maintenance	548	0	53	495
Environmental	88	0	43	45
6A - Environmental	88	0	43	45
Cleaning	2,305	0	64	2,241
1B - Cleaning	921	0	38	883
2D - Interior Lighting	1,384	0	26	1,358
Structural/Roof	1,279	0	219	1,060
2E - Power Doors	81	0	19	62
2E - Architectural/Structural	1,198	0	200	998
HVAC	2,934	0	249	2,685
2C - HVAC	2,934	0	249	2,685
Large Garbage/Recycling Containers	3	0	0	3
1D - Waste Removal	3	0	0	3
Roads and Grounds	453	1	162	290
4B - Roads and Grounds	453	1	162	290
Electrical	496	10	146	340
2D - Electrical	496	10	146	340
Fire and Life Safety	203	14	140	49
2G - Fire and Life Safety	203	14	140	49





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Service Class Summary	Total	Emergency	Urgent	Normal
Security	436	1	294	141
4E - Security	436	1	294	141
Totals	10,173	59	1,606	8,508

Service Delivery Method Summary	Total	Emergency	Urgent	Normal
Alternate Form of Delivery	8,612	56	1,343	7,213
Leased Service Delivery	885	0	114	771
PWGSC Managed Service Delivery	569	3	108	458
Totals	10,066	59	1,565	8,442

Priority Summary	Total
Emergency	59
Normal	8,508
Urgent	1,606
Totals	10,173

Summary by Building

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Edifice du 2144	2144 King Ouest	90	0	90	0	4	86
Complexe Guy-Favreau (Tour Ouest)	200 Rene-Levesque Ouest	768	23	745	0	45	723
400 avenue Centrale	400 avenue Centrale	40	0	40	0	13	27
1100 René-Lévesque	1100 René-Lévesque Boulevard	8	0	7	0	0	8
Edifice Rene Tremblay	150 boulevard Dion	116	3	113	1	35	80
Leonce-Lessard	1420 Ste-Catherine Ouest	32	0	32	0	3	29
Edifice Louis Pratt	104 Dalhousie	141	4	137	5	34	102
Edifice Real-Caouette	151 avenue du Lac	65	0	65	0	13	52
Poste Frontalier Covey Hill	2 203 Road South Hill	22	6	16	0	3	19
Poste Frontalier Glen Sutton	139 Vallee Missisquoi Road	7	0	7	0	2	5
708 4th Avenue, Bureau 202	708 4e Avenue, bureau 202	5	0	5	0	3	2





2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Poste Douanier Saint-Armand	10 route 133	147	0	147	0	27	120
Edifice Surprenant	1525 St-Joseph	64	2	62	0	5	59
120 Rue de la Reine	120 Rue de la Reine	77	1	76	2	18	57
Poste Frontalier Saint-Pamphile	1123 Elgin Road	5	0	5	0	2	3
Office national du film	3155 Cote de Liesse	483	6	477	0	41	442
Ganadian Austin Goup Co.	1700 Sherbrooke	9	0	9	0	2	7
Edifice des Monts	10 Boul Ste-Anne Ouest	1	0	1	0	0	1
761 10e Avenue	761 10e Avenue	3	0	3	0	0	3
Poste Frontalier Pohénégamook	1187 de la Frontière Street	2	0	2	0	2	0
La Promenade Shawinigan	444 5e Rue	131	4	127	0	8	123
Edifice Federal - 50 Place de la Cite	50 Place de la Cité	88	1	87	0	4	84
Plaza Roberval	755 boulevard St-Joseph	11	0	11	0	0	11
Poste Frontalier Hereford Road	1871 Route 141 Road	7	0	7	1	3	3
Edifice Federal - 4695 12e Avenue	4695 12e Avenue	604	14	590	0	20	584
Carrefour Baie des Chaleurs	122 boulevard Perron Ouest	42	1	41	0	9	33
120 chemin Gros Cap	120 chemin Gros Cap	19	1	18	0	7	12
Complexe Jacques Gagnon	100 avenue St-Joseph Sud	33	1	32	0	2	31
Edifice Federal	194 Jacques Cartier	36	0	36	0	14	22
Poste Frontalier Clarenceville	2500 Beach Street South	17	1	16	1	6	10
Poste Douanier St-Mathieu-Dixville	1000 route 147	47	1	46	0	12	35
Montmagny - 37 rue Ste-Brigitte	37 Ste-Brigitte Street	2	0	2	0	1	1
920 St-Joseph	920 St-Joseph	44	2	42	0	6	38
Edifice Federal	101 Maclaren Street East	1	1	0	0	0	1
5207 Airport Road	5207 Airport Road	1	0	1	0	0	1

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Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Carrefour La Sarre	255 3e Rue Est	5	0	5	0	0	5
Edifice John Munn	112 Dalhousie	269	2	267	0	52	217
Poste Frontalier Woburn	1020 des lignes Road	8	0	8	0	4	4
Edifice Federal	75 boulevard Rene-Levesque	20	0	20	3	6	11
118 rue Principale	118 rue Principale	14	1	13	0	0	14
Edifice Jos-Hebert	701 boulevard Laure	208	9	199	13	64	131
6 et 8 St-Jacques Nord	6 et 8 St-Jacques Nord	11	0	11	0	3	8
Edifice Federal - 84 du Carrefour	84 du Carrefour	40	0	40	1	27	12
2 John Leslie	2 John Leslie	15	0	15	0	5	10
82 Robinson Sud	82 Robinson South	2	0	2	0	0	2
Forestville - 25 route 138	25 Route 138	21	0	21	0	5	16
Edifice Federal	155 Pointe-aux-Lievres	204	3	201	0	18	186
Édifice Normand-Maurice	740 Bel-Air / 800 Bel-Air / 3525 rue St-Jacques	506	6	500	4	57	445
Edifice Federal	1340 de la Digue	28	1	27	0	15	13
Edifice Jeanne-Sauvé	1575 boulevard Chomedey	164	8	156	0	25	139
Edifice Federal - 44 avenue du Lac	44 avenue du Lac	18	0	17	0	2	16
Edifice Frederica Giroux	98 rue de la Reine	59	6	53	1	7	51
Poste Frontalier Herdman	2705 Douanes Road	20	0	20	0	6	14
Poste Douanier Lacolle	Route 223	28	1	27	0	9	19
Poste Frontalier Noyan	6 Route 225 Road	18	0	18	1	3	14
Poste Douanier Trout River	980 Route 138	29	0	29	0	5	24
Poste Frontalier Quai Richelieu	189 de la barbotte Range	5	0	5	0	0	5
3885 Harvey	3885 Harvey	12	1	11	0	0	12
Poste Douanier Stanstead, 2 (Beebe)	2 Principale/ route 247	8	0	8	0	1	7
5200 Frontenac	5200 Frontenac	7	0	7	0	1	6

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Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
1580 Rue Port-Royal	1580 Rue Port-Royal	2	0	2	0	0	2
202 Wellington	202 Wellington Street	3	0	3	0	3	0
CFIA	Route 15	68	0	65	0	4	64
Les Galeries du Vieux Port	750 du Phare Ouest	4	0	4	0	0	4
Bureau des Douanes	130 Dalhousie	231	0	231	2	52	177
Edifice Federal	165 Pointe-aux-Lievres	385	10	375	2	31	352
Edifice Federal - 100 Lafontaine	100 rue Lafontaine	123	7	116	0	8	115
Poste Frontalier Dundee	8750 Route 132 Road	8	0	8	0	3	5
10 Jacques Cartier & Warehouse	10 Jacques Cartier	8	0	8	0	1	7
Carrefour Baie Comeau	337 Lasalle	2	0	2	0	0	2
Poste Frontalier Hemmingford	1 Route 219 Road	14	1	13	0	2	12
Poste Frontalier Highwater	4 Route 243 Line	13	0	13	0	2	11
Edifice Federal - 235 Principale	235 rue Principale	94	4	90	2	40	52
Lacolle 221 Border Crossing	Route 221	27	0	27	1	6	20
Edifice des Douanes	400 Place d'Youville/105 rue McGill	766	11	755	2	103	661
Poste Frontalier Armstrong	999 Route 173	7	0	7	0	3	4
Jonquière - 3750 boul. du Royaume	3750 Du Royaume Boulevard	41	0	41	0	3	38
Laflèche Centre	625 Laflèche	8	0	8	0	1	7
Galerias Des Erables	1400 des Erables Street	10	0	10	0	3	7
Rivière-du-Loup Shopping Center	298 Armand-Therault	6	0	6	0	0	6
Place Centre Ville	11400 1ere Avenue Est	22	0	22	0	3	19
330 La Gare du Palais	330 La Gare du Palais	308	5	303	3	45	260
Edifice 180 de la Cathédrale	180 de la Cathedrale	46	0	46	0	28	18

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2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Edifice Zigby	180 Principale	4	0	4	0	1	3
Poste Frontalier East Pinnacle	383 Richford Road	6	3	3	0	0	6
Poste Frontalier East Hereford	26 Route 253 Road	13	3	10	0	2	11
Poste Douanier Stanstead, 226	226 rue Dufferin	14	1	13	0	3	11
101 Augusta	101 Augusta Road	22	1	21	0	2	20
230 1ere Avenue Ouest	230 1ere Avenue Ouest	6	0	6	0	1	5
309 Chasse	309 Chasse	7	0	7	0	1	6
Place de Ville	1000 route de l'Eglise	7	0	7	0	2	5
Edifice Federal	9 de l'Eglise Nord	6	0	6	0	0	6
5642 Royal	5642 Royal	4	1	3	0	2	2
Edifice Banque Royale	2665 rue King Ouest	1	0	1	0	0	1
Poste Frontalier Abercorn	549 Route 139 Road	11	0	11	0	3	8
224 Rue Sud	224 rue Sud	8	0	8	0	0	8
La Malbaie	541 Ste-Etienne	20	0	20	0	6	14
345 des Saguneens	345 des Saguneens	4	0	4	0	0	4
Poste Douanier Stanstead, 55	2 autoroute 55	46	2	44	2	13	31
Carrefour La Tuque	290 rue St-Joseph	1	0	1	0	0	1
Poste Frontalier Morses Lines	10 Route 235	11	0	11	0	6	5
Edifice Louis St-Laurent	3 Passage du Chien D'Or	205	3	202	5	39	161
Poste Douanier St-Bernard-Lacolle	Route 15	339	3	336	2	89	248
Complexe Joliette	46 rue Gauthier	10	0	10	0	3	7
Corporation Épisopale Catholique romaine de Mont-Laurier	431/435 rue de la Madone	4	0	4	0	1	3
Rigaud / Main Campus Rigaud	475 Chemin Grande Ligne	22	3	19	0	1	21
Main Campus Rigaud	475 chemin Grande Ligne	1,575	68	1,507	2	314	1,259
Édifce Gilles-Marceau	2251 Rene-Levesque	633	6	627	3	102	528

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2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Place Wellington	124 rue Wellington Nord- Bureau 300	20	0	20	0	1	19
98-100 rue Racine	98-100 rue Racine	59	1	58	0	5	54
Poste Douanier Chartierville	165 rue St-Hyacinthe	4	1	3	0	2	2
4455 12th Avenue	4455 12e Avenue	4	0	4	0	0	4
69 Ste-Anne	69 Rue Ste-Anne	6	0	6	0	2	4
84 Boulevard Labbe	84 labbe Boulevard South	18	1	17	0	5	13
Totals		10,173	245	9,923	59	1,606	8,508

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 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

