



## 2011/12 Service Requests

### Ontario

Service Class Summary	Total	Emergency	Urgent	Normal
<b>Plumbing</b>	<b>2,130</b>	<b>8</b>	<b>379</b>	<b>1,743</b>
2F - Plumbing	2,130	8	379	1,743
<b>Vertical and Horizontal Transportation</b>	<b>399</b>	<b>70</b>	<b>143</b>	<b>186</b>
2B - Elevators	392	70	141	181
2B - Vertical/Horizontal Transportation	7	0	2	5
<b>Other Building Maintenance</b>	<b>1,393</b>	<b>1</b>	<b>99</b>	<b>1,293</b>
2H - Lab Equipment	21	0	8	13
2H - Furnishings	178	0	2	176
3 - Utilities	2	0	0	2
2H - Other Building Maintenance	1,192	1	89	1,102
<b>Environmental</b>	<b>245</b>	<b>1</b>	<b>114</b>	<b>130</b>
6A - Environmental	245	1	114	130
<b>Cleaning</b>	<b>5,254</b>	<b>1</b>	<b>142</b>	<b>5,111</b>
1B - Cleaning	2,781	1	105	2,675
2D - Interior Lighting	2,473	0	37	2,436
<b>Facility Management</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>
8C - Furniture & Equipment	2	0	0	2
<b>Structural/Roof</b>	<b>2,331</b>	<b>2</b>	<b>521</b>	<b>1,808</b>
2E - Power Doors	126	0	27	99
2E - Architectural/Structural	2,205	2	494	1,709
<b>HVAC</b>	<b>6,477</b>	<b>1</b>	<b>379</b>	<b>6,097</b>
2C - HVAC	6,477	1	379	6,097
<b>Large Garbage/Recycling Containers</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>12</b>
1D - Waste Removal	12	0	0	12
<b>Roads and Grounds</b>	<b>628</b>	<b>2</b>	<b>223</b>	<b>403</b>
4B - Roads and Grounds	628	2	223	403
<b>Electrical</b>	<b>1,072</b>	<b>15</b>	<b>404</b>	<b>653</b>
2D - Electrical	1,072	15	404	653
<b>Fire and Life Safety</b>	<b>359</b>	<b>25</b>	<b>178</b>	<b>156</b>
2G - Fire and Life Safety	359	25	178	156





## 2011/12 Service Requests

Service Class Summary	Total	Emergency	Urgent	Normal
<b>Security</b>	<b>620</b>	<b>2</b>	<b>244</b>	<b>374</b>
4E - Security	620	2	244	374
<b>Totals</b>	<b>20,922</b>	<b>128</b>	<b>2,826</b>	<b>17,968</b>

Service Delivery Method Summary	Total	Emergency	Urgent	Normal
Alternate Form of Delivery	10,984	104	1,591	9,289
Leased Service Delivery	9,773	20	1,176	8,577
PWGSC Managed Service Delivery	16	0	6	10
<b>Totals</b>	<b>20,773</b>	<b>124</b>	<b>2,773</b>	<b>17,876</b>

Priority Summary	Total
Emergency	128
Normal	17,968
Urgent	2,826
<b>Totals</b>	<b>20,922</b>

## Summary by Building

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Rainy River Border Crossing	100 Atwood / Highway 11	22	0	22	0	2	20
Chatham GOCB	10 Centre Street / 120 Wellington	87	1	86	2	9	76
Pembroke City Centre	141 Lake Street	18	1	17	0	6	12
Walkerton CEC	200 McNabb	12	0	12	0	1	11
Niagara Corporate Business Centre	509 Glendale Avenue	17	0	17	0	1	16
Barrie GOCB	48 Owen Street	156	0	156	4	24	128
Sudbury GOCB	19 Lisgar Street	410	3	407	1	72	337
Sir Lionel Chevrier Building	111 Water Street East	13	0	13	2	3	8
Collingwood GOCB	44 Hurontario Street	31	0	31	1	5	25
Tor. Clairville Bldgs-Nat Archives	160 Clairville Road	9	0	9	0	4	5
Dominion Public Building	330-338 Keele Street	62	0	62	1	18	43
Canada Centre	200 Town Centre Court	1,603	6	1,597	0	121	1,482





## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Passport Directorate	40 Sheppard Avenue West	10	0	10	1	1	8
Regency Mews	75 Watline Avenue	22	0	22	0	1	21
Sarnia Coast Guard	1355 Confederation Street	9	0	1	0	3	6
Canada Post Building	5 Charles Street South/201 King Street East	2	0	2	0	0	2
187 Booth Road	187 Booth Road	18	0	18	0	0	18
Listowel P.O.-OGDS	210 Main Street	6	0	6	0	0	6
350 Conestoga Boulevard	350 Conestoga Boulevard	21	1	20	0	1	20
Thomson Lab Building	4905 Dufferin Street	176	1	175	1	40	135
180 Renfrew	180 Renfrew	2	0	2	0	0	2
1300 Bath Road	1300 Bath Road	8	0	6	0	1	7
1371 Neilson Road	1371 Neilson Road	1	0	1	0	0	1
Brampton Passport Office	40 Gillingham Drive	92	0	92	1	15	76
9050 Yonge Street	9050 Yonge Street	2	0	2	0	0	2
25 Sheppard Avenue West	25 Sheppard Avenue West	123	2	121	0	17	106
200 John st.	200 John Street	36	1	35	0	3	33
135 Queens Plate Drive	135 Queens Plate Drive	8	0	8	1	2	5
London GOCB	451 Talbot Street	782	2	780	8	78	696
176 Main St. West	176 Main Street West	4	0	4	0	0	4
Energy, Mines & Resources	1079 Kelly Lake Road	24	1	23	0	3	21
225 Holditch Street	225 Holditch Street	1	0	1	0	1	0
Goderich CEC	52 / 54 East Street	21	0	0	0	2	19
619 McKay Street	619 Mackay Street	1	0	1	0	1	0
St. Catharines GOCB	32 Church Street	175	0	175	3	11	161
Customs House GOCB	294 King Street East	9	0	9	0	8	1
Belleville GOCB	11 Station Street	151	0	151	0	17	134
Bracebridge GOCB	98 Manitoba Street	49	1	48	0	7	42
Kenora GOCB	100 Park Street	80	0	80	0	18	62

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## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
50 Queen Street North	50 Queen Street North	225	0	224	0	25	200
310 Simcoe Street South	310 Simcoe Street South	42	1	41	0	10	32
400 York Street	400 York Street	52	0	50	0	8	44
Pigeon River Border Crossing	Highway 61	70	0	70	0	25	45
721 Centre Street - Hwy # 6	721 Centre Street - Hwy # 6	11	0	11	0	3	8
255 Atwell Drive	255 Atwell Drive	90	2	88	0	11	79
6877 Goreway Drive	6877 Goreway Drive	10	0	10	0	2	8
65 Kent Street West	65 Kent Street West	33	0	33	0	1	32
DND Recruiting Centre	233 Brady Street	2	0	2	0	1	1
CEIC	310 Main Street	13	0	13	0	3	10
CEC/ISP	2525 Dixie Road	138	4	134	1	23	114
301 Oxford Street West	301 Oxford Street West	10	1	1	0	2	8
350 Ontario Street	350 Ontario Street	28	0	28	0	8	20
London GOCB	120 Queens Avenue	5	1	4	0	3	2
55 Bay St. North	55 Bay St. North	564	10	554	8	53	503
Ontario Northland Building	10 Government Road	9	0	9	0	1	8
Thunder Bay GOCB	33 Court Street South	86	0	86	6	23	57
979 Alloy Drive	979 Alloy Drive	28	0	28	0	1	27
31 Hyperion Court	31 Hyperion Court	77	0	77	0	6	71
Kingston GOCB	86 Clarence Street	30	0	30	0	12	18
383 Richmond	383 Richmond Street	15	2	12	0	0	15
Cyclone Island Border Crossing	Cyclone Island	1	0	1	0	1	0
Vista Sudbury Hotel Inc.	40 Elm St.	118	0	118	0	27	91
O007 - Windsor Detachment	6080 Riverside Drive East	2	0	2	0	0	2
Malvern Mall	31 Tapscott Road	6	0	6	0	0	6
Paul Martin Senior Building	185 Ouellette Avenue	265	0	265	13	47	205

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## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
101 Frederick Street/40 Weber Street East	101 Frederick Street	68	1	67	0	11	57
5051 Hwy 7 East - Unit 14	14-5051 Highway 7 East Highway	11	0	11	0	4	7
1350 16th St East	1350 16th Street East	83	3	80	0	15	68
HRDC 50 Andrew Street	50 Andrew Street South	14	0	14	0	1	13
Conservation and Protection	845 Harrington Court	10	0	10	0	0	10
Landmark Building-CCA	43 Church Street	77	0	77	0	2	75
Communications	390 Brant Street	1	0	1	0	0	1
655 Bay Street	655 Bay Street	259	2	257	1	23	235
Orillia GOCB	25 Peter Street North	52	0	52	0	13	39
Windsor GOCB	441-467 University Avenue	48	0	48	2	10	36
Thunder Bay GOCB	221 Archibald Street North	199	0	199	1	111	87
Timmins GOCB	120 Cedar Street South	57	0	57	0	7	50
Sioux Lookout GOCB	45 Prince Street	125	1	124	0	57	68
1200 Commissioners Road	1200 Commissioners Road East	102	1	0	0	22	80
Henley Square Shopping Centre	395-397 Ontario Street	32	1	30	0	7	25
80 National Street	80 National Street	79	0	79	2	16	61
Jackson Square	185 King Street	192	4	188	2	12	178
55 Athol Street	55 Athol Street	45	2	43	0	5	40
Royal Bank Building	5001 Yonge Street	950	18	932	0	65	885
Archives Canada	190 Carrier Drive	20	0	20	0	9	11
33 City Centre Drive	33 City Centre Drive	39	0	39	0	12	27
300 Park Street	300 Park Street	3	0	3	0	0	3
Robert Thompson Building	110 King Street	44	4	40	0	2	42
374 Huronia Road	374 Huronia Road	13	0	13	0	1	12
Whitby Passport Office	1615 Dundas Street East, Unit 6	70	1	69	0	3	67

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## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
232 Yorktech	232 Yorktech	37	2	35	0	2	35
The Livingston Centre	96 Tillson avenue	1	0	0	0	0	1
977 Alloy Drive	977 Alloy Drive	13	0	13	0	3	10
145 Renfrew	145 Renfrew	17	0	17	0	4	13
350 Ragtan Ave	350 Ragtan Avenue	2	0	2	0	0	2
328 Sidney Street	328 Sidney Street	10	0	10	0	6	4
46 Lansdowne Avenue	46 Lansdowne Avenue	4	1	3	0	0	4
18 Corporation	18 Corporation	154	3	151	1	31	122
Arnprior	75 Elgin Street West	4	0	4	0	0	4
Bancroft Fairway Plaza	5 Fairway Boulevard	1	0	1	0	0	1
Kenora Market Square	308 2 Street/100 Chipman Street	16	0	16	0	6	10
440 Elizabeth Street	440 Elizabeth Street	24	0	24	0	3	21
Richmond Hill HRDC	35 Beresford (Formerly 8783 Yonge)	125	1	124	0	8	117
Tax Court Canada	200 King Street West	58	2	56	0	5	53
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	94	0	1	0	9	85
Kitchener C.E.I.C.	409 Weber Street West	88	3	85	0	14	74
Belleville GOCB	1 North Front Street	29	0	29	0	16	13
Sault Ste. Marie GOCB	22 Bay Street	157	0	157	3	11	143
199 Dundas Street	197-199 Dundas Street	12	1	11	0	1	11
Kitchener GOCB	166 Frederick Street	194	8	186	1	17	176
Richmond Street Building	78 Richmond Street West	234	2	232	1	20	213
Kapuskasing GOCB	22 Circle Street	50	0	50	2	17	31
Leamington Mall-C&E	215 Talbot Street	28	2	0	1	7	20
61 Lorne Ave E	61 Lorne Ave E	9	0	9	0	2	7
Vista Sudbury Complex Inc.	10 Elm Street	2	0	2	0	0	2

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## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
320 Bayfield St.	320 Bayfield Street	17	0	17	0	3	14
210 Broadway	210 Broadway	24	1	23	0	5	19
160 Research Lane	160 Research Lane	22	0	22	0	3	19
190 Attwell Drive	190 Attwell Drive	4	0	4	0	0	4
201 County Court Boulevard	201 County Court Boulevard	16	0	16	0	2	14
RCMP Cornwall Detachment	501 Tollgate Road	35	1	34	1	9	25
1123 Premier Way	1123 Premier Way	23	0	23	1	5	17
Woodlawn Square	255/259 Woodlawn Road West	151	4	147	0	29	122
959 Dundas Street	959 Dundas Street	24	0	0	0	5	19
465 Richmond Street, Mezzanine Level	465 Richmond Street	1	0	0	0	0	1
520 Exmouth Street	520 Exmouth Street	81	0	9	0	16	65
529 Exmouth Street	529 Exmouth Street	38	0	5	0	3	35
Forest Glen Shopping Centre	7-700 Strasburg Road	3	2	1	0	1	2
Niagara Falls GOCB	5853 Peer Street	11	0	11	0	0	11
Veterans Affairs - William Wright Memorial Bldg.	145 Government Road	161	1	160	0	21	140
55 Town Centre Court	55 Town Centre Court	98	7	91	1	8	89
Regional Headquarters	494 Dundas Street East	91	1	90	0	19	72
Huron Mall	9225 Hwy 93	11	0	11	0	0	11
8 Oakes Avenue	8 Oaks Avenue	4	0	4	0	2	2
Northland Machinery	430 South Waterloo Street	2	0	2	0	0	2
Exchange Tower	130 King Street West	2	0	2	0	0	2
Thomas Fuller Building-14 Courthouse Avenue	14 Courthouse Avenue	10	0	10	0	2	8
255 Bagot Street	255 Bagot Street	1	1	0	0	0	1
5353 Dundas Street West	5353 Dundas Street West	29	0	29	0	5	24
Canadian General Electric-Finance	110 Yonge Street	2	0	2	0	1	1

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## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Standard Life Building - OSFIC	121 King Street West	132	0	132	0	8	124
1122 - 1124 Finch Avenue West	1122 - 1124 Finch Avenue West	29	0	29	0	7	22
Hamilton C.E.I.C.	1550 Upper James Street	24	1	23	0	3	21
1980 Matheson Blvd East	1980 Matheson Blvd East	223	5	218	2	24	197
501 Tower Hill Road	501 Tower Hill Road	1	0	1	0	0	1
Tinkster Building	119 King Street	2	0	2	0	0	2
O131 - Toronto West Detachment	2755 High Point Drive	105	0	105	0	32	73
786 Dufferin Street	786 Dufferin Street	2	0	0	0	0	2
Parry Sound GOCB	74 James Street	6	0	6	1	2	3
165 Summerlea Rd	165 Summerlea Rd	1	0	1	0	0	1
Johnstown Cross Border	1032 Highway 16	35	0	4	0	26	9
Sudbury (Notre Dame Avenue)	875 Notre Dame Avenue	6	0	6	0	1	5
HRD-CEC/CPU	1005 Elgin Street West	4	0	4	0	1	3
6080 McLeod Road	6080 McLeod Road	10	0	10	0	1	9
Canadian Food Inspection Agcy -Miss	1050 Courtney Park Drive East	78	3	75	0	18	60
Belmont Building-NFB	150 John Street	1	0	1	0	0	1
345 College Street East	345 College Street East	35	0	35	0	1	34
3719 Chesswood	3719 Chesswood Drive (formely 3701)	1	0	1	0	0	1
Tony Barraco Building	7 Iroquois Road	15	0	6	0	3	12
Brantford GOCB	58-70 Dalhousie East	87	1	86	8	29	50
417 Exeter Road	417 Exeter Road	64	1	60	0	15	49
DFAIT Production Centre	2240 Speakman Drive	53	1	52	0	20	33
91 Cornelia Street West	91 Cornelia Street West	3	0	3	0	0	3
Location	2090 Wyandotte	7	0	0	0	2	5
208 Beamish Street	208 Beamish Street	1	0	1	0	0	1
74 Victoria Street	74 Victoria Street	601	4	597	0	39	562

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## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
130 Dufferin Street	130 Dufferin Street	323	0	323	1	55	267
North Bay Canada Place	107 Shirreff Avenue	127	0	127	0	22	105
78 Meg Drive	78 Meg Drive	5	0	4	0	0	5
3027 Harvester Road	3027 Harvester Road	13	0	13	0	1	12
Sarnia GOCB	105 Christina Street	36	0	36	3	10	23
Measurement Canada	175 A Admiral	2	0	2	0	0	2
Markham Archive Record Site	3400 14 Avenue	17	0	17	0	2	15
1100 Pembroke Street East	1100 Pembroke Street East	33	2	31	1	4	28
400 City Hall Square	400 City Hall Square	155	2	15	0	3	152
229 Main Street	229 Main Street	27	1	26	0	3	24
Immigration	1250 Walker Rd	113	0	0	0	12	101
City Hall	100 Queen Street West	1	1	0	0	0	1
Kitchener GOCB	15-29 Duke Street	83	0	83	1	9	73
Dales Plaza	2 Dairy Avenue	10	0	10	0	1	9
Royal Trust Building - Cdn Heritage	212-216 Red River Road	17	0	17	0	5	12
Health Canada Office	412 Main Street	8	0	8	0	0	8
Simcoe MEWS	5 Queensway East	8	1	0	0	3	5
3085 Glen Erin Drive	3085 Glen Erin Drive	201	5	196	0	18	183
Healthcare Properties Holdings Ltd	180 Dundas Street West	23	0	23	0	3	20
Lawrence Park-Human Resource Centre	700 Lawrence Avenue West	34	1	33	0	3	31
Fort William Reserve	100 Anemki Drive	166	0	166	0	29	137
CIC	6900 Airport Road	5	0	5	0	0	5
Judy Lamarsh Building	65 William Street South	155	2	153	1	30	124
2240 Midland Avenue	2240 Midland Avenue	34	0	34	0	4	30
Dufferin Mall	900 Dufferin Street	33	1	32	0	9	24
Use Building ID10940	40 Weber St East , Mezzanine Level (old 101 Frederick Street)	90	1	89	0	32	58
Standard Life Centre	120 King Street	279	4	275	0	20	259

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## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
151 Ontario Street	151 Ontario Street	20	0	20	0	1	19
Century Centre	180 Sheriff Avenue	26	0	26	0	7	19
Correctional Services Canada	7C Taymall Avenue	19	2	17	0	2	17
2500 Ouellette Avenue	2500 Ouellette Avenue	46	0	0	0	5	41
Environment Canada	1020 Montreal Road	2	0	2	0	2	0
117 Cross Avenue	117 Cross Avenue	12	0	12	0	5	7
981 Balmoral Street	981 Balmoral Street	18	0	18	0	1	17
Gerrard Square mall	1000 Gerrard Street East	1	0	1	0	0	1
150 King Street West	150 King Street West	11	0	11	0	0	11
625 Park St.	625 Park St. North	4	0	0	0	0	4
Sunnybrook Hospital	2075 Bayview Avenue	22	1	21	0	6	16
251 Arvin Avenue	251 Arvin Avenue	11	0	11	0	2	9
2 Robert Speck Parkway - CIC	2 Robert Speck Parkway	30	0	30	0	5	25
2255 Barton Street	2255 Barton Street - Hamilton East	37	0	37	0	8	29
1484 Centennial Drive	1484 Centennial Drive	3	0	3	0	0	3
O022 - Newmarket Post Garage	345 Harry Walker Parkway South	43	1	42	0	12	31
18183 Yonge St - Unit F1	F1-18183 Yonge Street	30	0	30	1	5	24
61 Hyperion Court	61 Hyperion Court	6	0	6	0	0	6
740 Great Northern Road	740 Great Northern Road	8	0	8	0	2	6
Boreal Building	64 King Street	4	0	4	0	1	3
Hamilton	100 East Port Boulevard	5	0	5	0	2	3
Hawkesbury HRDC	134 Main Street	1	0	1	0	0	1
299 Concession Street	299 Concession Street	133	3	125	0	19	114
HRDC-Employment Centre	50 Dundas Street	36	4	32	0	3	33
Thunder Bay Harbour Square- Phase 2	975 Alloy Drive	75	1	74	0	8	67

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## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
709 Main Street West	709 Main Street West	44	0	44	0	4	40
Trade & Commerce Building	880 Ouellette Avenue	10	0	0	0	0	10
CEC	232 Guelph Street	2	1	1	0	1	1
S.D. and G. Highlanders Armoury	505 4th Street East	2	0	2	0	2	0
Dominion Public Building	457 Richmond Street	341	1	340	12	55	274
Thunder Bay GOCB	201 May Street North	103	0	103	1	18	84
Thunder Bay GOCB	130 South Syndicate Avenue	390	0	390	4	30	356
5800 Hurontario Street	5800 Hurontario Street	8	1	7	0	2	6
81 Mulcaster Street	81 Mulcaster Street	43	0	43	0	8	35
Commissioner of Official Languages	438 University Avenue	2	0	2	0	0	2
CBSA Queen's Warehouse	5700 Keaton Crescent	7	0	7	0	0	7
Passport Office	377 Burnhamthorpe Road East	35	0	35	0	3	32
Prescott GOCB	292 Centre Street	5	0	5	0	0	5
Health Canada Building	2301 Midland Avenue	513	4	509	7	76	430
1 Front Street GOCB	1 Front Street West	769	1	768	0	79	690
University of Guelph Research Ctr	174 Stone Road West	8	0	8	0	0	8
Fort Frances GOCB	301 - 303 Scott Street	133	0	133	2	29	102
Chesswood Drive	3719 / 3737 Chesswood Drive	46	2	44	2	9	35
O021 - Toronto North Detachment	345 Harry Walker Parkway	193	2	191	0	47	146
Environment Canada Building	4905 Dufferin Street	994	2	992	1	119	874
385 Rexdale Blvd	385 Rexdale Blvd	3	1	2	0	1	2
Sudbury Taxation Centre	1050 Notre Dame	1,142	5	1,137	3	115	1,024
430 Courtney Park Drive East	430 Courtneypark Drive East	197	13	184	1	26	170
Service Canada	179 Third Avenue	134	3	131	0	10	124

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## 2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
180 Queen Street West	180 Queen Street West	518	17	499	0	33	485
RCMP Crown Highpoint	2755 High Point Drive	3	0	3	0	0	3
POE Building	755 Brookdale Avenue	21	0	21	1	13	7
1010 Talbot Street, Unit 34	34-1010 Talbot Street	35	3	8	1	6	28
274 Mackenzie ave	274 Mackenzie Avenue	20	1	19	0	4	16
551 Campbell Ave	551 Campbell Avenue	52	0	52	0	9	43
<b>Totals</b>		<b>20,922</b>	<b>228</b>	<b>19,897</b>	<b>128</b>	<b>2,826</b>	<b>17,968</b>

### 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 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

