



2011/12 Service Requests

Pacific Region

Service Class Summary	Total	Emergency	Urgent	Normal
Plumbing	1,801	5	306	1,490
2F - Plumbing	1,801	5	306	1,490
Vertical and Horizontal Transportation	390	36	80	274
2B - Elevators	374	36	77	261
2B - Vertical/Horizontal Transportation	16	0	3	13
Other Building Maintenance	1,444	0	96	1,348
2H - Lab Equipment	5	0	2	3
2H - Furnishings	189	0	3	186
3 - Utilities	2	0	0	2
2H - Other Building Maintenance	1,248	0	91	1,157
Environmental	150	1	79	70
6A - Environmental	150	1	79	70
Cleaning	4,279	1	104	4,174
1B - Cleaning	1,951	1	71	1,879
2D - Interior Lighting	2,328	0	33	2,295
Structural/Roof	1,803	5	303	1,495
2E - Power Doors	72	0	20	52
2E - Architectural/Structural	1,731	5	283	1,443
HVAC	3,718	0	157	3,561
2C - HVAC	3,718	0	157	3,561
Large Garbage/Recycling Containers	7	0	0	7
1D - Waste Removal	7	0	0	7
Roads and Grounds	280	1	76	203
4B - Roads and Grounds	280	1	76	203
Electrical	865	3	332	530
2D - Electrical	865	3	332	530
Fire and Life Safety	193	13	96	84
2G - Fire and Life Safety	193	13	96	84





2011/12 Service Requests

Service Class Summary	Total	Emergency	Urgent	Normal
Security	689	1	139	549
4E - Security	689	1	139	549
Totals	15,619	66	1,768	13,785

Service Delivery Method Summary	Total	Emergency	Urgent	Normal
Alternate Form of Delivery	8,102	54	970	7,078
Leased Service Delivery	7,431	12	786	6,633
PWGSC Managed Service Delivery	0	0	0	0
Totals	15,533	66	1,756	13,711

Priority Summary	Total
Emergency	66
Normal	13,785
Urgent	1,768
Totals	15,619

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
Gloucester Industrial F&O Building	5550 268 Street	9	0	0	0	2	7
7337 137 Street	7337 137 Street	8	2	0	0	0	8
Salmon Arm Human Resource Centre	191 Shuswap Street	6	1	5	0	1	5
950 Alder Street	950 Alder Street	8	0	8	0	0	8
Ranch Home Centre Cranbrook	1525 Cranbrook Street North	6	0	0	0	0	6
Squamish F&O	1120 Hunter Place	2	0	0	0	0	2
Vanderhoof Federal Building-B91207	192 Stewart Street	10	1	9	0	2	8
Duncan Street, Powell River	7061 Duncan Street	7	0	7	0	2	5
Ocean Centre-HRSDC	309 2nd Avenue West	3	2	0	0	1	2
HRDC-Warehouse	9355 198 Street	4	1	0	0	0	4
Library Square	300 West Georgia	1,160	10	1,150	5	156	999

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2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Department Of Justice	222 Main Street	4	1	0	0	1	3
1166 West Pender	1166 West Pender Street	605	30	573	3	49	553
Revelstoke Federal Building-B91213	307 3 Street 301-A	66	0	66	1	18	47
333 Dunsmuir & 525 Hamilton	333 Dunsmuir Street	313	1	56	0	50	263
Federal Records Centre	2751 Production Way	3	0	0	0	0	3
P.L. James Place -B91191	1230 / 1260 Government Street	1,072	2	1,070	5	98	969
Prince George - Massey Dr-B91203	3690 Massey Drive / 2400 Ospika	52	1	51	0	6	46
Station Tower	13401 108 Avenue	1	1	0	0	0	1
Landmark Centre	1620 Dickson Avenue	87	0	44	1	9	77
Takhini Government of Canada	419 Range Road	140	0	140	0	17	123
Sinclair Centre - Post Office/Winch	757 West Hastings Street	428	2	426	2	49	377
Sawmill Rd Commercial Building	34577 91st St	1	0	0	0	0	1
4805 Mar Street	4805 Mar Street	18	0	18	0	1	17
CFIA Kelowna	1853 Bredin Road	6	0	2	0	1	5
Bella Coola F&O	Labouchere Avenue	1	0	1	1	0	0
Victoria Industry Canada	2817 Quesnel Street	2	0	2	0	0	2
HRDC-ISP	761 Enterprise Crescent	10	0	10	0	3	7
DFO - Campbell River	1520 Tamarac Street	6	0	6	0	1	5
Standards Building	3625 Lougheed Highway	22	0	22	2	9	11
Robson Court DOJ	840 Howe Street	458	10	448	0	37	421
401 Burrard Street (Douglas Jung Building)	401 Burrard Street	613	5	608	9	56	548
4259 Canada Way	4259 Canada Way	158	3	110	0	12	146
The Bay Centre	1150 Douglas Street	8	1	7	0	0	8
Learning Resource Centre	187 Nanaimo Avenue West	36	1	3	0	2	34

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2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Barclay Centre, Building 2	606 4 Street South West	105	1	104	0	6	99
333 Seymour Street	333 Seymour Street	56	0	0	0	3	53
800 Burrard Street	800 Burrard Street	1,450	24	1,291	0	167	1,283
666 Burrard St	666 Burrard Street	76	2	19	0	5	71
912505509888CFIA Accommodations	4708 34 th Street	20	0	0	0	2	18
OSFI	1095 West Pender	1	0	0	0	0	1
CSC Kelowna Parole Office	1863 Bredin Road	6	1	3	0	3	3
Parking-Revcan	1166 West Pender Street	2	0	2	0	0	2
Citizenship & Immigration	1148 Hornby Street	156	8	2	1	10	145
Port Hardy Fisheries & Oceans	8585 Wollason Street	3	0	3	0	1	2
889 West Pender	889 West Pender	1	0	0	0	1	0
Prince Rupert Federal Bldg - B91209	417 2 Avenue West	85	0	85	0	16	69
Vancouver House	605 Robson Street	30	0	0	0	1	29
3001 Wayburne Dr	3001 Wayburne Dr, Suite #150	6	0	3	0	1	5
1363 4 Avenue	1363 4 Avenue	48	8	40	0	4	44
Harbour Centre Complex	555 West Hastings Street	415	8	328	0	33	382
914 Yates Street	914 Yates Street	4	0	4	0	1	3
INAC Regional Head Quarters	1138 Melville Street	510	2	445	0	33	477
RCMP Surrey Satellite Office	12992 76 Avenue	1	0	0	0	0	1
777 Dunsmuir	777 Dunsmuir Street	116	3	6	0	16	100
14928 56th Avenue	14928 56th Avenue	30	0	0	0	4	26
Quonset-Garages-Compound	421 Range Road	10	0	10	1	3	6
Annacis Island Marine Base (Building 1)	100 Annacis Parkway	9	0	9	0	5	4
XMO Corporation	3162 3rd Avenue	33	0	33	0	4	29
103-4475 Viewmount Avenue	103-4475 Viewmount Avenue	31	1	30	0	0	31

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2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Taxation Data Centre	9755 King George Boulevard	932	6	926	2	93	837
Transport Can - 60 Norseman Rd	60 Norseman Road	6	0	6	0	1	5
Environment	1251 12 Street	1	1	0	0	0	1
Lillooet-B91215	654 Industrial Place	5	0	0	0	0	5
BC Rail building	100-221 West Esplanade	34	1	0	0	9	25
Kamloops	985 McGill Place	134	1	121	0	11	123
Alberni Building	1166 Alberni Street	87	1	13	0	6	81
Coquitlam HRD-CEC	2963 Glen Drive	30	1	10	0	6	24
Tofino Federal Building-B91197	161 1st Street Street	2	0	2	0	0	2
DFO Courtenay	2435 Mansfield Drive	6	0	6	0	2	4
506 Helen Street	506 Helen Street	1	0	1	0	0	1
30585B Progressive Way	30585B Progressive Way	1	0	0	0	0	1
Sinclair Centre - Retail	757 West Hastings Street	43	0	43	0	9	34
Surrey Central City	13450 102 Avenue	351	8	290	0	40	311
Pivotal Building	858 Beatty / 877 Expo	125	4	61	0	20	105
DND Recruiting Centre	827 Fort Street	4	0	4	0	2	2
Smithers Federal Building-B91208	3177 Tatlow	25	0	25	0	6	19
12008 - 8th Street	12008 - 8th Street	2	0	1	0	0	2
13889 104th Ave	13889 104th Avenue	45	0	1	0	8	37
Oxford Building - B91204	280 Victoria Street	124	1	123	1	20	103
Colbrook Building-CEIC	1113 Baker Street	11	0	0	0	2	9
HRSDC Langley	8747 204 th Street	26	0	0	0	3	23
IBM Tower	701 West Georgia Street	11	0	0	0	3	8
1010 Seymour Street	1010 Seymour Street	147	3	144	2	18	127
Victoria Customs House -B91190	816 Government St / 811 Wharf St	122	1	121	2	20	100
Queen Charlotte Federal Bldg-B91205	137 Bay Street	46	0	46	0	3	43

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2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
1945 McCallum Road	1945 McCallum Road	12	0	0	0	2	10
Kings Cross - SSCC	7488 King George Boulevard	121	3	39	0	15	106
1508 102 Avenue	1508 - 102 Avenue	14	2	1	0	1	13
Sinclair Centre - Federal Tower	757 West Hastings Street	255	2	253	1	31	223
1101 Dewdney Ave	1101 Dewdney Avenue	2	0	1	0	1	1
1925 McCallum Road	1925 McCallum Road	51	1	1	0	9	42
Board of Referees	5050 Kingsway	24	0	16	0	2	22
Elijah Smith Building	300 Main Street	467	1	466	12	50	405
Maple Ridge HRD-CEC	22325 Lougheed Highway	14	0	10	0	1	13
Campbell River Fed. Building-B91196	940 Alder Street	28	0	28	0	5	23
King Edward Crossing	1420 Kingsway Street	44	2	8	0	14	30
Bella Coola	MacKenzie Hwy	1	0	1	0	1	0
900 Howe Street	900 Howe Street	7	1	1	0	0	7
1185 West Georgia	1185 West Georgia Street	1	0	0	0	0	1
703 Broughton Street	703 Broughton Street	35	0	35	0	4	31
Painter Building	211 Jubilee St	3	0	3	0	0	3
3600 Lysander	3600 Lysander	20	0	1	0	2	18
1726 Dolphin - Industry Canada	1726 Dolphin	16	0	5	0	5	11
32544 George Ferguson Way (previously 32544 Dahlstrom)	32544 George Ferguson Way	16	0	0	0	2	14
9345 Main St	9345 Main Street	29	0	4	0	3	26
Quesnel - Service Canada	283 Reid Street	14	0	7	0	0	14
Masset F&O	1390 Christie St /1590 Old Beach Rd	2	0	1	0	0	2
595 Pandora Street	595 Pandora Street	65	0	65	0	9	56
Mission F & O	A1 - 7266 River Place	26	2	4	1	4	21

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2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Passport Canada Office	1835 Gordon Drive	8	0	1	0	0	8
4321 Still Creek	4321 Still Creek	333	1	3	1	22	310
3480 Gilmore Way	3480 Gilmore Way	33	0	20	0	4	29
60 Nanaimo Avenue	60 Nanaimo Avenue West	7	1	0	0	1	6
Kelowna Parole Office	1635 Abbott Street	1	0	1	0	0	1
HSBC Tower	299 Victoria Street	47	1	46	0	2	45
Campbell River	2023 Woodburn Road	1	0	1	0	0	1
5583 Airport Drive #4	5583 Airport Drive	25	0	0	0	3	22
Terrace Service Canada Building	4630 - 4632 Lazelle Avenue	13	0	9	0	0	13
Comox Fisheries & Oceans	148 Port Augusta Road	12	0	12	0	2	10
Nanaimo Federal Building-B91195	60 Front Street	305	1	304	6	45	254
Vancouver Airport Holding Cells	Vancouver Airport	7	2	1	0	3	4
Vernon Federal Building-B91214	3101 32 Avenue / 3202 31 Street	94	0	93	1	24	69
Penticton Federal Building-B91212	277 Winnipeg Street	268	4	264	0	27	241
13160 Vanier Place	13160 Vanier Place	14	0	0	0	1	13
200-256 Wallace Street	200-256 Wallace Street	6	0	6	0	1	5
5611 Cooney Rd	5611 Cooney Rd	86	1	16	0	12	74
Fort Nelson Federal Building-B91201	4804 51 Avenue	65	0	65	0	7	58
280 C North 3rd Avenue	280 C North 3rd Avenue	9	0	2	0	1	8
4595 Canada Way	4595 Canada Way	20	1	12	0	2	18
Canadian Grain Commission Building	3671 East 1st Avenue	8	0	0	0	1	7
4851 Miller Road, #115	4851 Miller Road, #115	1	0	0	0	1	0
2-45780 Patten Avenue	2-45780 Patten Avenue	1	0	0	0	0	1
32525 Simon Avenue	32525 Simon Avenue	72	5	4	0	9	63

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2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Kamloops Federal Building-B91199	317 Seymour Street	121	0	121	0	9	112
Penticton CEIC Building	386 Ellis	12	0	0	0	1	11
1321 Blanshard Street	1321 Blanshard Street	26	0	26	0	1	25
Parksville Fisheries & Oceans	457 Stanford Avenue East	7	0	7	0	0	7
Saanich/Victoria	4250 Commerce Circle	6	0	6	0	0	6
Salmon Arm F&O	1751 10 Avenue South West	1	0	0	0	0	1
600 Columbia Street	600 Columbia Street	5	0	0	0	0	5
HRDC Building	130 19 Street	15	1	14	0	4	11
Annacis Island Office Building (Building 2)	100 Annacis Parkway	94	0	94	1	33	60
Metrotower II Eaton Centre	4720 Kingsway	19	0	0	0	4	15
Kelowna Federal Building-B91425	471 Queensway Avenue	110	1	109	1	17	92
Steveston - Richmond Office	12551 1 Road	20	0	20	0	3	17
Annacis Island Warehouse (Building 3)	100 Annacis Parkway	13	0	13	0	5	8
Revenue Canada -B91417	1415 Vancouver Street	357	1	356	1	20	336
1965 Island Diesel Way	1965 Island Diesel Way	15	0	15	0	2	13
#327-44500 South Sumas Road	#327-44500 South Sumas Road	2	0	0	0	0	2
2010 Boxwood Road	2010 Boxwood Road	3	0	3	0	0	3
Harry Stevens Office Building	125 East 10th Avenue	164	0	164	0	15	149
15295 10 Highway	15295 10 Highway	39	1	0	0	4	35
1440 Winnipeg Street	1440 Winnipeg Street	23	1	2	2	3	18
Sinclair Centre - Customs Examining Warehouse (CEW)	757 West Hastings Street	183	0	183	1	31	151
Workshop Special Purpose Building	421 Range Road	21	0	21	0	11	10

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2011/12 Service Requests

Location	Address	Received	Cancelled	Completed	Emergency	Urgent	Normal
Quesnel F&O	1205 North Cariboo Highway	22	0	1	0	11	11
620 Royal Avenue	620 Royal Avenue	49	3	28	0	14	35
5370 - 271 St.	5370 - 271 St	2	1	0	0	1	1
Burnaby Fraser Taxation services	9737 King George Boulevard	529	5	524	0	45	484
The Woodward's Building	351 Abbott Street	97	3	2	0	7	90
1109 Central City/10153 King George	1109/10153 Central City/King George Boulevard	81	3	59	0	12	69
Totals		15,619	212	12,803	66	1,768	13,785

Report Criteria

Grouping: Pacific 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

