

Laval Transportation Agency (STL)

3 stations

Facility Management



Client: Metropolitan Transport Agency (AMT)
Location: Laval, Quebec
Building Type: Transportation
Contract date: Since 2010

Building management of three metro stations in Laval: Cartier and Montmorency terminals, and De la Concorde train station

AMT's mission is to expand public transport services in order to improve commuting efficiency in the Greater Montreal area. In order to fulfill this commitment, AMT is considered as a governmental agency that reports to the Quebec Transportation Minister.

ENGIE is providing an on-site experienced technician, specialized subcontractors as well as the necessary support to provide the quality service matching AMT's requirements for each site.

The management service must respect the following goals:

- Guarantee the planning of the various maintenance, inspection and repairing activities.
- Coordinate subcontractors, and if needed with AMT, STM, police and fire services and the Town of Laval services.
- Offer a 24/7 customer service and accomplish required actions to solve problems.
- Guarantee a continuous, efficient and safe availability and functioning.
- Respect regulations, laws, good practices, norms and administrative provisions for safety, hygiene and environment.
- Implement a communication plan including bimonthly meetings with AMT and generate operating reports including the different aspects of maintenance, events or incidents.
- Guarantee the continuity of client's activities, without breakdown by planning adequately tasks to be done.

Mandate

- ENGIE Services is in charge of the complete management of building maintenance activities, circulation and parking areas.
- This mandate also includes the snow removal and green areas planning and maintenance as well as the waste disposal. All of these operations are performed by specialized subcontractors.