

# Laval Transportation Agency (STL) Twelve Train/Metro stations In the greater Montreal area - Facility Management



Client : Metropolitan Transport Agency (AMT)  
Greater Montreal  
Emplacement : Transportation  
Type de bâtiment : Since 2012  
Date du contrat

Facility Maintenance contract for Metro/train stations, parking lots and bus piers and platform: Montmorency Metro Station; Cartier Station; De la Concorde Station; Henri-Bourassa North & South Stations; Le Carrefour Station; St. Eustache Station; St. Therese Station; Longueuil Metro Station; Panama Terminal; Mascouche and Terrebonne Stations.

ENGIE Services is responsible for both hard and soft facility management services for various commuter train and metro stations for Metropolitan Transport Agency, which has the mission to operate and promote public transit in the Montreal Metropolitan region. It has the status of government agency with a metropolitan vocation and reports to the Ministère des transports du Québec.

This project requires interaction with multiple stakeholders, such as STM (Montreal Transport Society), which is the co-owner of the facilities. Under this mandate, ENGIE Services is responsible for the complete facility management service with a supervisory role in the quality control of central help desk, and maintenance activities of many specialized subcontractors.

## The goal is to achieve the following objectives:

- Ensure planning and coordination of various maintenance activities, inspections and repairs, and if necessary, with public authorities, such as Metropolitan Transport, City's police and fire services
- Ensure compliance at all times with laws, regulations, codes of practice, standards and requirements for health and safety, hygiene and environment
- Provide 24/7 customer service
- Deliver excellent quality control service, and provide and establish effective ways to quickly correct any problems

## Scope

- Mechanical and Electrical Maintenance
- Building Exterior Maintenance
- Building Interior Maintenance
- Fire Detection and Suppression Systems
- Life Safety Systems (Fall Arrest)
- Elevators (passenger, service, dumb waiters, chair lifts)
- Generators
- Installed Equipment
- Roads and Grounds
- Snow and Ice Control Waste Management
- Environmental Compliance
- Pest Control (Interior and Exterior)
- Cleaning and Housekeeping Services
- Energy Management Control (EMCS)
- Emergency Response
- Preventative Maintenance Management
- Trouble Call
- Work Order Management
- Track maintenance Mascouche -Terrebonne