



Ontario One Call Compliance Summary

Members Perspective

1/1/2024



1/31/2024



Percentage of Notifications Compliant

Region	COMPLIANT	NON-COMPLIANT	NON-COMPLIANT/NO RESPONSE
Toronto	86.93%	9.51%	3.56%
Sarnia	91.53%	5.49%	2.98%
ON-West	86.93%	9.19%	3.88%
ON-Southeast	87.01%	9.70%	3.29%
ON-Northwest	87.75%	7.15%	5.11%
ON-North	86.20%	5.29%	8.51%
ON-East	89.72%	8.39%	1.89%
ON-Central	84.48%	13.04%	2.48%
London-St. Thomas	86.94%	8.45%	4.60%
Hamilton-Niagara	87.91%	5.88%	6.21%
GTA-East	88.12%	7.79%	4.09%
Grey-Bruce	84.30%	10.27%	5.43%
Chatham-Essex	88.99%	6.76%	4.25%
Total	87.42%	8.39%	4.19%

Volume of Notifications and Renegotiated due dates

Region	Notifications	Renegotiated
Toronto	59798	13630
Sarnia	3021	507
ON-West	16785	2518
ON-Southeast	3249	544
ON-Northwest	1371	12
ON-North	4008	581
ON-East	12484	1360
ON-Central	8195	1509
London-St. Thomas	8624	1897
Hamilton-Niagara	33205	5567
GTA-East	11787	2823
Grey-Bruce	3185	324
Chatham-Essex	9688	1049
Total	175400	32321

Percentage of Notifications by Days to close

Region	A 0-5	B 6-10	C 11-15	D 16+
Toronto	86.93%	4.38%	1.18%	7.51%
Sarnia	91.53%	3.34%	0.70%	4.44%
ON-West	86.93%	3.63%	1.65%	7.79%
ON-Southeast	87.01%	5.69%	1.26%	6.03%
ON-Northwest	87.75%	4.52%	0.66%	7.08%
ON-North	86.20%	2.99%	1.07%	9.73%
ON-East	89.72%	3.10%	0.96%	6.22%
ON-Central	84.48%	8.18%	1.49%	5.86%
London-St. Thomas	86.94%	3.63%	1.36%	8.07%
Hamilton-Niagara	87.91%	2.29%	0.67%	9.13%
GTA-East	88.12%	3.73%	0.92%	7.23%
Grey-Bruce	84.30%	5.97%	2.45%	7.28%
Chatham-Essex	88.99%	4.92%	0.76%	5.33%
Total	87.42%	3.95%	1.10%	7.52%

This report excludes data for PLANNING,PRIORITY 0,SEWER LATERAL, EMERGENCY and cancel, test and void



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1/31/2024



Number of Notifications Compliant

Region	COMPLIANT	NON-COMPLIANT	NON-COMPLIANT/NO RESPONSE
Toronto	51984	5684	2130
Sarnia	2765	166	90
ON-West	14592	1542	651
ON-Southeast	2827	315	107
ON-Northwest	1203	98	70
ON-North	3455	212	341
ON-East	11201	1047	236
ON-Central	6923	1069	203
London-St. Thomas	7498	729	397
Hamilton-Niagara	29191	1951	2063
GTA-East	10387	918	482
Grey-Bruce	2685	327	173
Chatham-Essex	8621	655	412
Total	153332	14713	7355

Volume of Notifications and Renegotiated due dates

Region	Notifications	Renegotiated
Toronto	59798	13630
Sarnia	3021	507
ON-West	16785	2518
ON-Southeast	3249	544
ON-Northwest	1371	12
ON-North	4008	581
ON-East	12484	1360
ON-Central	8195	1509
London-St. Thomas	8624	1897
Hamilton-Niagara	33205	5567
GTA-East	11787	2823
Grey-Bruce	3185	324
Chatham-Essex	9688	1049
Total	175400	32321

Number of Notifications by Days to close

Region	A 0-5	B 6-10	C 11-15	D 16+
Toronto	51984	2618	706	4490
Sarnia	2765	101	21	134
ON-West	14592	609	277	1307
ON-Southeast	2827	185	41	196
ON-Northwest	1203	62	9	97
ON-North	3455	120	43	390
ON-East	11201	387	120	776
ON-Central	6923	670	122	480
London-St. Thomas	7498	313	117	696
Hamilton-Niagara	29191	762	222	3030
GTA-East	10387	440	108	852
Grey-Bruce	2685	190	78	232
Chatham-Essex	8621	477	74	516
Total	153332	6934	1938	13196

This report excludes data for PLANNING,PRIORITY 0,SEWER LATERAL, EMERGENCY and cancel, test and void



Ontario One Call Compliance Summary

Excavators Perspective



Percentage of Requests Compliant

Region	COMPLIANT	NON-COMPLIANT	NON-COMPLIANT/NO RESPONSE
Toronto	62.50%	28.63%	8.87%
Sarnia	76.64%	15.38%	7.98%
ON-West	62.47%	29.05%	8.49%
ON-Southeast	72.64%	21.74%	5.62%
ON-Northwest	71.64%	20.04%	8.32%
ON-North	66.73%	13.31%	19.96%
ON-East	70.07%	25.87%	4.06%
ON-Central	61.91%	32.87%	5.22%
London-St. Thomas	65.14%	22.92%	11.94%
Hamilton-Niagara	67.08%	18.41%	14.52%
GTA-East	67.15%	20.48%	12.37%
Grey-Bruce	60.92%	24.84%	14.24%
Chatham-Essex	67.14%	23.42%	9.45%
Total	65.26%	24.65%	10.09%

Percentage of Requests by Days to close

Region	A 0-5	B 6-10	C 11-15	D 16+
Toronto	62.50%	9.83%	3.46%	24.21%
Sarnia	76.64%	8.55%	1.85%	12.96%
ON-West	62.47%	9.68%	4.82%	23.03%
ON-Southeast	72.64%	11.41%	3.08%	12.86%
ON-Northwest	71.64%	12.58%	1.71%	14.07%
ON-North	66.73%	6.74%	2.54%	23.99%
ON-East	70.07%	8.42%	2.68%	18.83%
ON-Central	61.91%	18.94%	3.54%	15.61%
London-St. Thomas	65.14%	6.64%	2.63%	25.60%
Hamilton-Niagara	67.08%	6.04%	1.92%	24.96%
GTA-East	67.15%	7.05%	2.59%	23.21%
Grey-Bruce	60.92%	13.38%	6.21%	19.49%
Chatham-Essex	67.14%	16.80%	2.43%	13.63%
Total	65.26%	9.51%	3.08%	22.15%

This report excludes data for PLANNING,PRIORITY 0,SEWER LATERAL, EMERGENCY and cancel, test and void



Ontario One Call Compliance Summary

Excavators Perspective

1/1/2024



1/31/2024



Number of Requests Compliant

Region	COMPLIANT	NON-COMPLIANT	NON-COMPLIANT/NO RESPONSE
Toronto	7833	3588	1112
Sarnia	538	108	56
ON-West	2503	1164	340
ON-Southeast	802	240	62
ON-Northwest	336	94	39
ON-North	762	152	228
ON-East	2121	783	123
ON-Central	1471	781	124
London-St. Thomas	1364	480	250
Hamilton-Niagara	5175	1420	1120
GTA-East	1944	593	358
Grey-Bruce	569	232	133
Chatham-Essex	1187	414	167
Total	26605	10049	4112

Number of Requests by Days to close

Region	A 0-5	B 6-10	C 11-15	D 16+	Total
Toronto	7833	1232	434	3034	12533
Sarnia	538	60	13	91	702
ON-West	2503	388	193	923	4007
ON-Southeast	802	126	34	142	1104
ON-Northwest	336	59	8	66	469
ON-North	762	77	29	274	1142
ON-East	2121	255	81	570	3027
ON-Central	1471	450	84	371	2376
London-St. Thomas	1364	139	55	536	2094
Hamilton-Niagara	5175	466	148	1926	7715
GTA-East	1944	204	75	672	2895
Grey-Bruce	569	125	58	182	934
Chatham-Essex	1187	297	43	241	1768
Total	26605	3878	1255	9028	40766

This report excludes data for PLANNING,PRIORITY 0,SEWER LATERAL, EMERGENCY and cancel, test and void



Ontario One Call Compliance Summary

Excavators Perspective Year over Year

Month

January

Percentage of Requests compliant

Year	COMPLIANT	NON-COMPLIANT	NON-COMPLIANT/NO RESPONSE
⊕ 2020	20069	21794	3291
⊕ 2021	23626	14571	2243
⊕ 2022	18867	20541	2852
⊕ 2023	26160	17199	2767
⊕ 2024	26605	10049	4112
Total	115327	84154	15265

Year	COMPLIANT	NON-COMPLIANT	NON-COMPLIANT/NO RESPONSE
⊕ 2020	44.45%	48.27%	7.29%
⊕ 2021	58.42%	36.03%	5.55%
⊕ 2022	44.65%	48.61%	6.75%
⊕ 2023	56.71%	37.29%	6.00%
⊖ 2024	65.26%	24.65%	10.09%
January	65.26%	24.65%	10.09%
Total	53.70%	39.19%	7.11%

Percentage of Requests by Days to close

Year	A 0-5	B 6-10	C 11-15	D 16+	Total
⊕ 2020	20069	7217	1274	16594	45154
⊕ 2021	23626	4846	1135	10833	40440
⊕ 2022	18867	6480	2324	14589	42260
⊕ 2023	26160	7041	2652	10273	46126
⊕ 2024	26605	3878	1255	9028	40766
Total	115327	29462	8640	61317	214746

Year	A 0-5	B 6-10	C 11-15	D 16+	Total
⊕ 2020	44.45%	15.98%	2.82%	36.75%	100.00%
⊕ 2021	58.42%	11.98%	2.81%	26.79%	100.00%
⊕ 2022	44.65%	15.33%	5.50%	34.52%	100.00%
⊕ 2023	56.71%	15.26%	5.75%	22.27%	100.00%
⊖ 2024	65.26%	9.51%	3.08%	22.15%	100.00%
January	65.26%	9.51%	3.08%	22.15%	100.00%
Total	53.70%	13.72%	4.02%	28.55%	100.00%

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