



# Performance Summary Members Perspective

## Advanced and Single Address Requests

Request Submission Date

1/1/2024



1/31/2024



Type of Request

All



### Percentage of Notifications On Time

Region	On Time	Late	No 360 Feedback Response Provided
Toronto	87.14%	10.06%	2.81%
Sarnia	91.08%	6.13%	2.79%
ON-West	87.66%	8.91%	3.43%
ON-Southeast	86.55%	10.38%	3.07%
ON-Northwest	89.18%	7.96%	2.86%
ON-North	87.40%	5.87%	6.73%
ON-East	90.28%	8.28%	1.44%
ON-Central	85.39%	12.91%	1.70%
London-St. Thomas	88.02%	8.72%	3.26%
Hamilton-Niagara	89.89%	5.66%	4.45%
GTA-East	88.63%	8.20%	3.16%
Grey-Bruce	85.48%	10.35%	4.17%
Chatham-Essex	88.90%	7.54%	3.56%
<b>Total</b>	<b>88.15%</b>	<b>8.62%</b>	<b>3.23%</b>

### Volume of Notifications and Renegotiated Due Dates

Region	Notifications	Renegotiated
Toronto	52,434	12,873
Hamilton-Niagara	29,693	5,296
ON-West	15,379	2,480
ON-East	11,410	1,168
GTA-East	10,532	2,652
Chatham-Essex	8,408	1,016
London-St. Thomas	7,545	1,830
ON-Central	7,243	1,367
ON-North	3,373	575
Grey-Bruce	2,831	324
ON-Southeast	2,707	339
Sarnia	2,657	442
ON-Northwest	1,118	9
<b>Total</b>	<b>155,330</b>	<b>30,371</b>

### Percentage of Notifications by Days to Close

Region	0-5	6-10	11-15	16+
Toronto	87.14%	4.82%	1.29%	6.75%
Sarnia	91.08%	3.80%	0.68%	4.44%
ON-West	87.66%	3.63%	1.38%	7.32%
ON-Southeast	86.55%	5.91%	1.26%	6.28%
ON-Northwest	89.18%	5.19%	0.45%	5.19%
ON-North	87.40%	3.41%	1.10%	8.09%
ON-East	90.28%	3.07%	0.84%	5.81%
ON-Central	85.39%	7.72%	1.63%	5.26%
London-St. Thomas	88.02%	3.96%	1.23%	6.79%
Hamilton-Niagara	89.89%	2.15%	0.63%	7.34%
GTA-East	88.63%	3.98%	0.96%	6.43%
Grey-Bruce	85.48%	5.83%	2.61%	6.08%
Chatham-Essex	88.90%	5.57%	0.84%	4.69%
<b>Total</b>	<b>88.15%</b>	<b>4.13%</b>	<b>1.11%</b>	<b>6.61%</b>

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**Exclusions:** The report excludes data for Planning, Sewer Lateral, Emergency, Cancel, Test and Void requests. **We are working towards including Priority 0 requests in this report beginning January 01, 2025.**

**Legislative Impact:** The new legislative change, Ontario Regulation 136/24, which will take effect on May 1, 2024, will impact the data starting from the last week of April 2024. Consequently, numbers may not add due to rounding.



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Request Submission Date

1/1/2024



1/31/2024



Type of Request

All



### Number of Notifications On Time

Region	On Time	Late	No 360 Feedback Response Provided	Total
Toronto	45,690	5,273	1,471	<b>52,434</b>
Sarnia	2,420	163	74	<b>2,657</b>
ON-West	13,482	1,370	527	<b>15,379</b>
ON-Southeast	2,343	281	83	<b>2,707</b>
ON-Northwest	997	89	32	<b>1,118</b>
ON-North	2,948	198	227	<b>3,373</b>
ON-East	10,301	945	164	<b>11,410</b>
ON-Central	6,185	935	123	<b>7,243</b>
London-St. Thomas	6,641	658	246	<b>7,545</b>
Hamilton-Niagara	26,690	1,682	1,321	<b>29,693</b>
GTA-East	9,335	864	333	<b>10,532</b>
Grey-Bruce	2,420	293	118	<b>2,831</b>
Chatham-Essex	7,475	634	299	<b>8,408</b>
<b>Total</b>	<b>136,927</b>	<b>13,385</b>	<b>5,018</b>	<b>155,330</b>

### Volume of Notifications and Renegotiated Due dates

Region	Notifications	Renegotiated
Toronto	52,434	12,873
Sarnia	2,657	442
ON-West	15,379	2,480
ON-Southeast	2,707	339
ON-Northwest	1,118	9
ON-North	3,373	575
ON-East	11,410	1,168
ON-Central	7,243	1,367
London-St. Thomas	7,545	1,830
Hamilton-Niagara	29,693	5,296
GTA-East	10,532	2,652
Grey-Bruce	2,831	324
Chatham-Essex	8,408	1,016
<b>Total</b>	<b>155,330</b>	<b>30,371</b>

### Number of Notifications by Days to Close

Region	0-5	6-10	11-15	16+	Total
Toronto	45,690	2,527	677	3,540	<b>52,434</b>
Sarnia	2,420	101	18	118	<b>2,657</b>
ON-West	13,482	559	212	1,126	<b>15,379</b>
ON-Southeast	2,343	160	34	170	<b>2,707</b>
ON-Northwest	997	58	5	58	<b>1,118</b>
ON-North	2,948	115	37	273	<b>3,373</b>
ON-East	10,301	350	96	663	<b>11,410</b>
ON-Central	6,185	559	118	381	<b>7,243</b>
London-St. Thomas	6,641	299	93	512	<b>7,545</b>
Hamilton-Niagara	26,690	638	186	2,179	<b>29,693</b>
GTA-East	9,335	419	101	677	<b>10,532</b>
Grey-Bruce	2,420	165	74	172	<b>2,831</b>
Chatham-Essex	7,475	468	71	394	<b>8,408</b>
<b>Total</b>	<b>136,927</b>	<b>6,418</b>	<b>1,722</b>	<b>10,263</b>	<b>155,330</b>

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# Performance Summary Excavators Perspective YTD

## Advanced and Single Address Requests

Request Submission Date

1/1/2024 1/31/2024

Type of Request

All

### Percentage of Requests On Time

Region	On Time	Late	No 360 Feedback Response Provided
Toronto	63.78%	25.38%	10.84%
Sarnia	75.78%	14.69%	9.53%
ON-West	64.17%	23.61%	12.22%
ON-Southeast	70.22%	20.86%	8.92%
ON-Northwest	73.04%	19.36%	7.60%
ON-North	69.25%	11.06%	19.70%
ON-East	71.22%	23.03%	5.75%
ON-Central	60.84%	33.26%	5.90%
London-St. Thomas	68.23%	20.49%	11.29%
Hamilton-Niagara	74.14%	14.71%	11.14%
GTA-East	70.05%	17.96%	11.99%
Grey-Bruce	62.33%	23.19%	14.48%
Chatham-Essex	66.13%	20.44%	13.43%
<b>Total</b>	<b>67.63%</b>	<b>21.54%</b>	<b>10.83%</b>

### Percentage of Requests by Days to close

Region	0-5	6-10	11-15	16+
Toronto	63.78%	9.34%	3.29%	23.60%
Sarnia	75.78%	8.75%	1.41%	14.06%
ON-West	64.17%	7.50%	3.08%	25.25%
ON-Southeast	70.22%	10.66%	3.01%	16.11%
ON-Northwest	73.04%	12.75%	0.74%	13.48%
ON-North	69.25%	6.03%	2.01%	22.71%
ON-East	71.22%	7.46%	1.86%	19.47%
ON-Central	60.84%	17.37%	4.21%	17.59%
London-St. Thomas	68.23%	5.70%	1.75%	24.32%
Hamilton-Niagara	74.14%	4.58%	1.60%	19.68%
GTA-East	70.05%	6.13%	1.84%	21.98%
Grey-Bruce	62.33%	12.20%	6.43%	19.03%
Chatham-Essex	66.13%	15.64%	2.14%	16.09%
<b>Total</b>	<b>67.63%</b>	<b>8.38%</b>	<b>2.61%</b>	<b>21.39%</b>

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# Performance Summary Excavators Perspective YTD

## Advanced and Single Address Requests

Request Submission Date

1/1/2024



1/31/2024



Type of Request

All



### Number of Requests On Time

Region	On Time	Late	No 360 Feedback Response Provided	Total
Toronto	7,060	2,810	1,200	<b>11,070</b>
Sarnia	485	94	61	<b>640</b>
ON-West	2,310	850	440	<b>3,600</b>
ON-Southeast	606	180	77	<b>863</b>
ON-Northwest	298	79	31	<b>408</b>
ON-North	689	110	196	<b>995</b>
ON-East	1,957	633	158	<b>2,748</b>
ON-Central	1,114	609	108	<b>1,831</b>
London-St. Thomas	1,209	363	200	<b>1,772</b>
Hamilton-Niagara	5,136	1,019	772	<b>6,927</b>
GTA-East	1,864	478	319	<b>2,661</b>
Grey-Bruce	465	173	108	<b>746</b>
Chatham-Essex	1,019	315	207	<b>1,541</b>
<b>Total</b>	<b>24,212</b>	<b>7,713</b>	<b>3,877</b>	<b>35,802</b>

### Number of Requests by Days to Close

Region	0-5	6-10	11-15	16+	Total
Toronto	7,060	1,034	364	2,612	<b>11,070</b>
Sarnia	485	56	9	90	<b>640</b>
ON-West	2,310	270	111	909	<b>3,600</b>
ON-Southeast	606	92	26	139	<b>863</b>
ON-Northwest	298	52	3	55	<b>408</b>
ON-North	689	60	20	226	<b>995</b>
ON-East	1,957	205	51	535	<b>2,748</b>
ON-Central	1,114	318	77	322	<b>1,831</b>
London-St. Thomas	1,209	101	31	431	<b>1,772</b>
Hamilton-Niagara	5,136	317	111	1,363	<b>6,927</b>
GTA-East	1,864	163	49	585	<b>2,661</b>
Grey-Bruce	465	91	48	142	<b>746</b>
Chatham-Essex	1,019	241	33	248	<b>1,541</b>
<b>Total</b>	<b>24,212</b>	<b>3,000</b>	<b>933</b>	<b>7,657</b>	<b>35,802</b>

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# Performance Summary Excavators Perspective YTD

## Advanced and Single Address Requests

Type of Request

All ▼

### Percentage of Requests On Time

Year	On Time	Late	No 360 Feedback Response Provided
<input type="checkbox"/> 2020	44.56%	40.38%	15.06%
<input type="checkbox"/> 2021	58.78%	32.81%	8.41%
<input type="checkbox"/> 2022	44.17%	43.98%	11.85%
<input type="checkbox"/> 2023	59.53%	35.27%	5.20%
<input type="checkbox"/> 2024	67.63%	21.54%	10.83%
January	67.63%	21.54%	10.83%
<b>Total</b>	<b>54.61%</b>	<b>35.11%</b>	<b>10.28%</b>

### Percentage of Requests by Days to close

Year	0-5	6-10	11-15	16+	Total
<input type="checkbox"/> 2020	44.56%	15.12%	2.50%	37.82%	100.00%
<input type="checkbox"/> 2021	58.78%	10.99%	2.72%	27.51%	100.00%
<input type="checkbox"/> 2022	44.17%	14.21%	5.26%	36.36%	100.00%
<input type="checkbox"/> 2023	59.53%	15.13%	5.68%	19.66%	100.00%
<input type="checkbox"/> 2024	67.63%	8.38%	2.61%	21.39%	100.00%
January	67.63%	8.38%	2.61%	21.39%	100.00%
<b>Total</b>	<b>54.61%</b>	<b>12.91%</b>	<b>3.79%</b>	<b>28.69%</b>	<b>100.00%</b>

Month

- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

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# Performance Summary Excavators Perspective YTD

## Advanced and Single Address Requests

Type of Request

All ▼

### Requests On Time

Year	On Time	Late	No 360 Feedback Response Provided
⊕ 2020	18,683	16,930	6,316
⊕ 2021	21,959	12,259	3,140
⊕ 2022	17,133	17,059	4,596
⊕ 2023	24,730	14,650	2,159
⊖ 2024	24,212	7,713	3,877
January	24,212	7,713	3,877
<b>Total</b>	<b>106,717</b>	<b>68,611</b>	<b>20,088</b>

### Requests by Days to close

Year	0-5	6-10	11-15	16+	Total
⊕ 2020	18,683	6,338	1,049	15,859	41,929
⊕ 2021	21,959	4,104	1,018	10,277	37,358
⊕ 2022	17,133	5,511	2,040	14,104	38,788
⊕ 2023	24,730	6,283	2,361	8,165	41,539
⊖ 2024	24,212	3,000	933	7,657	35,802
January	24,212	3,000	933	7,657	35,802
<b>Total</b>	<b>106,717</b>	<b>25,236</b>	<b>7,401</b>	<b>56,062</b>	<b>195,416</b>

Month

- January
- February
- March
- April
- May
- June
- July
- August
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- November
- December

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