



# Ontario One Call Compliance Summary

## Members Perspective

11/1/2023

11/30/2023



### % of notifications compliant

### Volume of notifications and Renegotiated due dates

### % of notifications by days to close

Region	Compliant	Non-Compliant	Non-Compliant No Response
Toronto	90.70%	5.83%	3.47%
Sarnia	88.22%	9.18%	2.61%
ON-West	86.93%	12.09%	0.98%
ON-Southeast	89.78%	6.24%	3.98%
ON-Northwest	85.79%	9.08%	5.14%
ON-North	85.71%	10.45%	3.84%
ON-East	95.34%	2.59%	2.08%
ON-Central	87.89%	10.66%	1.46%
London-St. Thomas	85.23%	11.02%	3.76%
Hamilton-Niagara	93.96%	4.28%	1.75%
GTA-East	88.80%	7.56%	3.64%
Grey-Bruce	84.91%	12.53%	2.56%
Chatham-Essex	85.83%	12.94%	1.22%
<b>Total</b>	<b>90.07%</b>	<b>7.32%</b>	<b>2.61%</b>

Region	Notifications	Renegotiated
Toronto	74534	16116
Sarnia	4947	885
ON-West	24542	2627
ON-Southeast	6439	1054
ON-Northwest	2181	17
ON-North	8883	1057
ON-East	23132	3489
ON-Central	11317	2014
London-St. Thomas	13232	2814
Hamilton-Niagara	43156	4448
GTA-East	17266	3599
Grey-Bruce	6362	576
Chatham-Essex	13658	1438
<b>Total</b>	<b>249649</b>	<b>40134</b>

360_geographicRegion	A   0-5	B   6-10	C   11-15	D   16+
Toronto	90.70%	3.86%	1.21%	4.23%
Sarnia	88.22%	6.43%	0.75%	4.61%
ON-West	86.93%	6.95%	1.35%	4.78%
ON-Southeast	89.78%	4.27%	0.57%	5.37%
ON-Northwest	85.79%	3.44%	0.92%	9.86%
ON-North	85.71%	5.94%	1.32%	7.02%
ON-East	95.34%	1.83%	0.48%	2.35%
ON-Central	87.89%	7.63%	1.86%	2.62%
London-St. Thomas	85.23%	8.62%	1.12%	5.04%
Hamilton-Niagara	93.96%	3.28%	0.63%	2.12%
GTA-East	88.80%	4.99%	1.75%	4.46%
Grey-Bruce	84.91%	7.43%	1.93%	5.72%
Chatham-Essex	85.83%	7.64%	1.21%	5.32%
<b>Total</b>	<b>90.07%</b>	<b>4.81%</b>	<b>1.11%</b>	<b>4.02%</b>

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



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ON-Central	87.89%	10.66%	1.46%
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Hamilton-Niagara	93.96%	4.28%	1.75%
GTA-East	88.80%	7.56%	3.64%
Grey-Bruce	84.91%	12.53%	2.56%
Chatham-Essex	85.83%	12.94%	1.22%
<b>Total</b>	<b>90.07%</b>	<b>7.32%</b>	<b>2.61%</b>

### Volume of notifications and Renegotiated due dates

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Chatham-Essex	13658	1438
<b>Total</b>	<b>249649</b>	<b>40134</b>

### % of notifications by days to close

Region	A   0-5	B   6-10	C   11-15	D   16+
Toronto	90.70%	3.86%	1.21%	4.23%
Sarnia	88.22%	6.43%	0.75%	4.61%
ON-West	86.93%	6.95%	1.35%	4.78%
ON-Southeast	89.78%	4.27%	0.57%	5.37%
ON-Northwest	85.79%	3.44%	0.92%	9.86%
ON-North	85.71%	5.94%	1.32%	7.02%
ON-East	95.34%	1.83%	0.48%	2.35%
ON-Central	87.89%	7.63%	1.86%	2.62%
London-St. Thomas	85.23%	8.62%	1.12%	5.04%
Hamilton-Niagara	93.96%	3.28%	0.63%	2.12%
GTA-East	88.80%	4.99%	1.75%	4.46%
Grey-Bruce	84.91%	7.43%	1.93%	5.72%
Chatham-Essex	85.83%	7.64%	1.21%	5.32%
<b>Total</b>	<b>90.07%</b>	<b>4.81%</b>	<b>1.11%</b>	<b>4.02%</b>

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



# Ontario One Call Compliance Summary

## Excavators Perspective

11/1/2023

11/30/2023



### % of requests compliant

360_geographicRegion	Compliant	Non-Compliant	Non-Compliant No Response
Toronto	80.27%	15.12%	4.61%
Sarnia	68.56%	29.07%	2.36%
ON-West	62.71%	36.30%	0.99%
ON-Southeast	81.85%	12.89%	5.26%
ON-Northwest	67.73%	27.12%	5.15%
ON-North	71.61%	25.97%	2.42%
ON-East	90.05%	8.23%	1.72%
ON-Central	73.32%	25.71%	0.97%
London-St. Thomas	68.21%	28.83%	2.96%
Hamilton-Niagara	87.61%	10.21%	2.18%
GTA-East	78.13%	14.86%	7.01%
Grey-Bruce	64.54%	34.28%	1.19%
Chatham-Essex	55.58%	44.00%	0.42%
<b>Total</b>	<b>77.36%</b>	<b>19.55%</b>	<b>3.09%</b>

### % of requests by days to close

360_geographicRegion	A   0-5	B   6-10	C   11-15	D   16+
Toronto	80.27%	9.97%	2.89%	6.87%
Sarnia	68.56%	15.76%	2.45%	13.22%
ON-West	62.71%	19.69%	4.26%	13.35%
ON-Southeast	81.85%	8.45%	1.26%	8.45%
ON-Northwest	67.73%	10.00%	2.27%	20.00%
ON-North	71.61%	12.61%	2.85%	12.92%
ON-East	90.05%	5.74%	1.60%	2.61%
ON-Central	73.32%	18.44%	4.03%	4.21%
London-St. Thomas	68.21%	18.02%	2.90%	10.87%
Hamilton-Niagara	87.61%	7.23%	1.53%	3.63%
GTA-East	78.13%	10.11%	3.01%	8.75%
Grey-Bruce	64.54%	19.17%	5.54%	10.75%
Chatham-Essex	55.58%	25.01%	3.62%	15.80%
<b>Total</b>	<b>77.36%</b>	<b>12.03%</b>	<b>2.78%</b>	<b>7.84%</b>

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# Ontario One Call Compliance Summary

## Excavators Perspective

11/1/2023

11/30/2023



### % of requests compliant

360_geographicRegion	Compliant	Non-Compliant	Non-Compliant No Response
Toronto	13790	2598	792
Sarnia	783	332	27
ON-West	3743	2167	59
ON-Southeast	1822	287	117
ON-Northwest	447	179	34
ON-North	1834	665	62
ON-East	5240	479	100
ON-Central	2421	849	32
London-St. Thomas	2328	984	101
Hamilton-Niagara	9015	1051	224
GTA-East	3633	691	326
Grey-Bruce	1141	606	21
Chatham-Essex	1460	1156	11
<b>Total</b>	<b>47657</b>	<b>12044</b>	<b>1906</b>

### % of requests by days to close

360_geographicRegion	A   0-5	B   6-10	C   11-15	D   16+	Total
Toronto	13790	1713	497	1180	<b>17180</b>
Sarnia	783	180	28	151	<b>1142</b>
ON-West	3743	1175	254	797	<b>5969</b>
ON-Southeast	1822	188	28	188	<b>2226</b>
ON-Northwest	447	66	15	132	<b>660</b>
ON-North	1834	323	73	331	<b>2561</b>
ON-East	5240	334	93	152	<b>5819</b>
ON-Central	2421	609	133	139	<b>3302</b>
London-St. Thomas	2328	615	99	371	<b>3413</b>
Hamilton-Niagara	9015	744	157	374	<b>10290</b>
GTA-East	3633	470	140	407	<b>4650</b>
Grey-Bruce	1141	339	98	190	<b>1768</b>
Chatham-Essex	1460	657	95	415	<b>2627</b>
<b>Total</b>	<b>47657</b>	<b>7413</b>	<b>1710</b>	<b>4827</b>	<b>61607</b>

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

Multiple selections ▼

### % of requests compliant

Year	Compliant	Non-Compliant	Non-Compliant No Response
⊕ 2020	669206	170574	42573
⊕ 2021	521934	392570	34550
⊕ 2022	273073	335248	24208
⊕ 2023	654475	188778	47916
<b>Total</b>	<b>2118688</b>	<b>1087170</b>	<b>149247</b>

### % of requests by days to close

Year	A   0-5	B   6-10	C   11-15	D   16+	Total
⊕ 2020	669206	119034	23191	70922	<b>882353</b>
⊕ 2021	521934	190844	71355	164921	<b>949054</b>
⊕ 2022	273073	134975	53043	171438	<b>632529</b>
⊕ 2023	654475	131924	32738	72032	<b>891169</b>
<b>Total</b>	<b>2118688</b>	<b>576777</b>	<b>180327</b>	<b>479313</b>	<b>3355105</b>

Year	Compliant	Non-Compliant	Non-Compliant No Response
⊕ <b>2020</b>	<b>75.84%</b>	<b>19.33%</b>	<b>4.82%</b>
⊕ <b>2021</b>	<b>55.00%</b>	<b>41.36%</b>	<b>3.64%</b>
⊕ <b>2022</b>	<b>43.17%</b>	<b>53.00%</b>	<b>3.83%</b>
⊖ <b>2023</b>	<b>73.44%</b>	<b>21.18%</b>	<b>5.38%</b>
January	61.56%	31.23%	7.22%
February	63.29%	23.38%	13.32%
March	69.93%	24.04%	6.03%
April	71.53%	21.91%	6.56%
May	68.13%	26.35%	5.52%
June	70.94%	22.42%	6.64%
July	74.53%	19.20%	6.27%
August	78.02%	17.72%	4.26%
September	82.01%	15.71%	2.29%
October	81.72%	16.00%	2.28%
November	77.36%	19.55%	3.09%
<b>Total</b>	<b>63.15%</b>	<b>32.40%</b>	<b>4.45%</b>

Year	A   0-5	B   6-10	C   11-15	D   16+	Total
⊕ <b>2020</b>	<b>75.84%</b>	<b>13.49%</b>	<b>2.63%</b>	<b>8.04%</b>	<b>100.00%</b>
⊕ <b>2021</b>	<b>55.00%</b>	<b>20.11%</b>	<b>7.52%</b>	<b>17.38%</b>	<b>100.00%</b>
⊕ <b>2022</b>	<b>43.17%</b>	<b>21.34%</b>	<b>8.39%</b>	<b>27.10%</b>	<b>100.00%</b>
⊖ <b>2023</b>	<b>73.44%</b>	<b>14.80%</b>	<b>3.67%</b>	<b>8.08%</b>	<b>100.00%</b>
January	61.56%	17.88%	5.83%	14.73%	<b>100.00%</b>
February	63.29%	16.85%	4.44%	15.42%	<b>100.00%</b>
March	69.93%	16.47%	3.97%	9.63%	<b>100.00%</b>
April	71.53%	16.42%	3.66%	8.39%	<b>100.00%</b>
May	68.13%	17.60%	5.00%	9.27%	<b>100.00%</b>
June	70.94%	15.80%	4.35%	8.91%	<b>100.00%</b>
July	74.53%	13.92%	3.34%	8.20%	<b>100.00%</b>
August	78.02%	12.96%	3.03%	5.99%	<b>100.00%</b>
September	82.01%	11.86%	2.35%	3.78%	<b>100.00%</b>
October	81.72%	11.91%	2.42%	3.95%	<b>100.00%</b>
November	77.36%	12.03%	2.78%	7.84%	<b>100.00%</b>
<b>Total</b>	<b>63.15%</b>	<b>17.19%</b>	<b>5.37%</b>	<b>14.29%</b>	<b>100.00%</b>

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