



Ontario One Call Compliance Summary

Members Perspective

10/1/2023

10/31/2023



% of notifications compliant

Region	Compliant	Non-Compliant	Non-Compliant No Response
Toronto	91.52%	6.29%	2.19%
Sarnia	91.12%	5.79%	3.09%
ON-West	90.53%	7.56%	1.91%
ON-Southeast	91.58%	6.71%	1.71%
ON-Northwest	84.65%	11.42%	3.94%
ON-North	90.89%	5.32%	3.79%
ON-East	95.45%	2.42%	2.12%
ON-Central	91.26%	6.29%	2.45%
London-St. Thomas	91.30%	4.98%	3.72%
Hamilton-Niagara	94.67%	3.92%	1.41%
GTA-East	87.59%	7.58%	4.83%
Grey-Bruce	87.89%	9.29%	2.82%
Chatham-Essex	90.92%	7.71%	1.38%
Total	91.78%	5.87%	2.35%

Volume of notifications and Renegotiated due dates

Region	Notifications	Renegotiated
Toronto	88686	24241
Sarnia	5496	1156
ON-West	37875	8404
ON-Southeast	11021	1798
ON-Northwest	4774	647
ON-North	13376	3134
ON-East	36352	6718
ON-Central	15554	3572
London-St. Thomas	15382	4183
Hamilton-Niagara	51349	11982
GTA-East	22448	5705
Grey-Bruce	8965	1659
Chatham-Essex	19337	4931
Total	330615	78130

% of notifications by days to close

360_geographicRegion	A 0-5	B 6-10	C 11-15	D 16+
Toronto	91.52%	4.48%	1.26%	2.74%
Sarnia	91.12%	4.86%	0.91%	3.11%
ON-West	90.53%	5.76%	0.94%	2.77%
ON-Southeast	91.58%	5.21%	0.46%	2.75%
ON-Northwest	84.65%	10.22%	0.82%	4.32%
ON-North	90.89%	3.72%	1.17%	4.21%
ON-East	95.45%	2.04%	0.36%	2.14%
ON-Central	91.26%	4.37%	1.23%	3.14%
London-St. Thomas	91.30%	3.71%	1.20%	3.78%
Hamilton-Niagara	94.67%	3.15%	0.63%	1.55%
GTA-East	87.59%	6.10%	1.06%	5.24%
Grey-Bruce	87.89%	5.55%	3.09%	3.47%
Chatham-Essex	90.92%	5.82%	1.20%	2.06%
Total	91.78%	4.41%	1.01%	2.80%

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



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ON-East	36352	6718
ON-Central	15554	3572
London-St. Thomas	15382	4183
Hamilton-Niagara	51349	11982
GTA-East	22448	5705
Grey-Bruce	8965	1659
Chatham-Essex	19337	4931
Total	330615	78130

% of notifications by days to close

Region	A 0-5	B 6-10	C 11-15	D 16+
Toronto	91.52%	4.48%	1.26%	2.74%
Sarnia	91.12%	4.86%	0.91%	3.11%
ON-West	90.53%	5.76%	0.94%	2.77%
ON-Southeast	91.58%	5.21%	0.46%	2.75%
ON-Northwest	84.65%	10.22%	0.82%	4.32%
ON-North	90.89%	3.72%	1.17%	4.21%
ON-East	95.45%	2.04%	0.36%	2.14%
ON-Central	91.26%	4.37%	1.23%	3.14%
London-St. Thomas	91.30%	3.71%	1.20%	3.78%
Hamilton-Niagara	94.67%	3.15%	0.63%	1.55%
GTA-East	87.59%	6.10%	1.06%	5.24%
Grey-Bruce	87.89%	5.55%	3.09%	3.47%
Chatham-Essex	90.92%	5.82%	1.20%	2.06%
Total	91.78%	4.41%	1.01%	2.80%

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



Ontario One Call Compliance Summary

Excavators Perspective

10/1/2023

10/31/2023



% of requests compliant

360_geographicRegion	Compliant	Non-Compliant	Non-Compliant No Response
Toronto	81.68%	16.73%	1.58%
Sarnia	79.60%	16.23%	4.17%
ON-West	74.79%	23.38%	1.83%
ON-Southeast	81.51%	17.17%	1.32%
ON-Northwest	71.26%	26.62%	2.12%
ON-North	84.80%	13.23%	1.97%
ON-East	89.49%	8.15%	2.37%
ON-Central	81.36%	16.68%	1.96%
London-St. Thomas	84.84%	11.76%	3.40%
Hamilton-Niagara	88.79%	8.62%	2.59%
GTA-East	77.49%	16.44%	6.07%
Grey-Bruce	69.68%	28.59%	1.72%
Chatham-Essex	70.43%	29.28%	0.29%
Total	81.72%	16.00%	2.28%

% of requests by days to close

360_geographicRegion	A 0-5	B 6-10	C 11-15	D 16+
Toronto	81.68%	11.98%	2.79%	3.55%
Sarnia	79.60%	12.98%	2.86%	4.56%
ON-West	74.79%	17.44%	2.51%	5.26%
ON-Southeast	81.51%	12.53%	1.22%	4.74%
ON-Northwest	71.26%	23.48%	1.91%	3.34%
ON-North	84.80%	8.97%	2.86%	3.38%
ON-East	89.49%	6.72%	0.86%	2.93%
ON-Central	81.36%	12.07%	2.85%	3.72%
London-St. Thomas	84.84%	8.99%	2.24%	3.93%
Hamilton-Niagara	88.79%	6.99%	1.28%	2.94%
GTA-East	77.49%	13.02%	1.94%	7.55%
Grey-Bruce	69.68%	17.08%	9.01%	4.22%
Chatham-Essex	70.43%	22.14%	4.22%	3.21%
Total	81.72%	11.91%	2.42%	3.95%

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Ontario One Call Compliance Summary

Excavators Perspective

10/1/2023

10/31/2023



% of requests compliant

360_geographicRegion	Compliant	Non-Compliant	Non-Compliant No Response
Toronto	17700	3626	343
Sarnia	1030	210	54
ON-West	6702	2095	164
ON-Southeast	2478	522	40
ON-Northwest	1044	390	31
ON-North	3441	537	80
ON-East	8020	730	212
ON-Central	3741	767	90
London-St. Thomas	3217	446	129
Hamilton-Niagara	10822	1050	316
GTA-East	4638	984	363
Grey-Bruce	1701	698	42
Chatham-Essex	2634	1095	11
Total	67168	13150	1875

% of requests by days to close

360_geographicRegion	A 0-5	B 6-10	C 11-15	D 16+	Total
Toronto	17700	2596	604	769	21669
Sarnia	1030	168	37	59	1294
ON-West	6702	1563	225	471	8961
ON-Southeast	2478	381	37	144	3040
ON-Northwest	1044	344	28	49	1465
ON-North	3441	364	116	137	4058
ON-East	8020	602	77	263	8962
ON-Central	3741	555	131	171	4598
London-St. Thomas	3217	341	85	149	3792
Hamilton-Niagara	10822	852	156	358	12188
GTA-East	4638	779	116	452	5985
Grey-Bruce	1701	417	220	103	2441
Chatham-Essex	2634	828	158	120	3740
Total	67168	9790	1990	3245	82193

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	621121	160161	39483
2021	489059	363314	32164
2022	269079	328633	23780
2023	606789	176734	46039
Total	1986048	1028842	141466

Year	Compliant	Non-Compliant	Non-Compliant No Response
2020	75.68%	19.51%	4.81%
2021	55.29%	41.07%	3.64%
2022	43.30%	52.88%	3.83%
2023	73.15%	21.30%	5.55%
Total	62.92%	32.60%	4.48%

% of requests by days to close

Year	A 0-5	B 6-10	C 11-15	D 16+	Total
2020	621121	111401	21837	66406	820765
2021	489059	175751	65890	153837	884537
2022	269079	133425	52533	166455	621492
2023	606789	124511	31028	67234	829562
Total	1986048	545088	171288	453932	3156356

Year	A 0-5	B 6-10	C 11-15	D 16+	Total
2020	75.68%	13.57%	2.66%	8.09%	100.00%
2021	55.29%	19.87%	7.45%	17.39%	100.00%
2022	43.30%	21.47%	8.45%	26.78%	100.00%
2023	73.15%	15.01%	3.74%	8.10%	100.00%
Total	62.92%	17.27%	5.43%	14.38%	100.00%

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