

Locate Delivery Performance by Region

How to find and interpret your organization's data

This report shows performance data from an Underground Infrastructure Owner's (UIO) perspective, focusing on notifications by region.

- 1 **UIO Performance**
Review how each region manages notifications sent by Ontario One Call (OOC).
- 2 **Notification Performance**
 - **On Time:** Notifications completed within the legislated timeframe (standard and advanced requests) presented in volume and percent by region;
 - **Late:** Notifications completed outside of the legislated timeframe (standard and advanced requests) presented in volume and percent by region;
 - **No 360 Feedback Response Provided:** Notifications that have not been updated with a status and closed date in 360 Feedback presented in volume and percent by region.
- 3 **Renegotiated Date**
The number of notifications that have been renegotiated within the reporting period presented in volume and percent by region.
- 4 **Day to Close Breakdown**
The volume and percentage of notifications completed and how many days it takes for the member (UIO) to complete the notification.
 - **0-5 Business Days:** Considered On Time for all requests;
 - **6-10 Business Days:** On Time for advanced requests but late for single-address requests (which must be completed within 5 days);
 - **11-15 & 16+ Business Days:** Late

What's included in this report

The report is generated monthly and captures data from the previous reporting period (month prior). It's designed to provide a timely and accurate snapshot of the UIOs locate delivery performance by region.

Included in this report

Includes data for standard requests, and advanced requests.

Excluded in this report

Excludes data for planning, sewer lateral, emergency, cancel, test, priority 0, and void requests.

Key Definitions

Underground Infrastructure Owner (UIO) Name

Underground Infrastructure Owner is a Member of Ontario One Call. A person or entity described in one or more of the following paragraphs is a member of the Corporation if the person or entity owns or operates underground infrastructure:

1. Every municipality in Ontario;
2. Hydro One Inc., as defined in the Electricity Act, 1998;
3. Ontario Power Generation Inc., as defined in the Electricity Act, 1998;
4. Every gas distributor and every gas transmitter, as those terms are defined in the Ontario Energy Board Act, 1998;
5. Every Operator of a distribution system, as defined by the Electricity Act, 1998;
6. Every person or entity regulated under the Oil, Gas and Salt Resources Act;
7. Every person or entity that owns or operates underground infrastructure that crosses a public right of way or is in the vicinity of a public right of way.

Renegotiated Data

When the Member (UIO) and the Excavator have mutually agreed in writing to a different due date for a standard or advanced locate request, where such renegotiated date:

- a. reflects an actual agreement between the Member (UIO) and the Excavator confirmed in writing during the first five (5) business days (for a standard locate request) or during the first ten (10) business days (for an advanced locate request) from when the Member (UIO) received notification of the locate request;
- b. is recorded by the Member (UIO) in 360 Feedback or in a manner otherwise expressly permitted by Ontario One Call, by, at a minimum:
 - i. Changing the locate status to "renegotiated"
 - ii. Entering the agreed-upon renegotiated date;
 - iii. Entering details about the renegotiation including, but not limited to, the Member's (UIOs) and the Excavator's representatives, by name, who agreed to the new date, and the actual date the agreement was made.

Locate Delivery Performance by Region

Points to note

- Data shown on pages 1-3 displays performance data combining both standards and advanced requests.
- Data on pages 4-6 and 7-9 display the performance data for Advanced and Single requests respectively.
- The report template design has been updated to enhance reporting clarity and user experience. Changes include the addition of a cover page, improved layout, and streamlined visualizations. These updates are intended to improve accessibility and provide a more comprehensive overview of the data.
- The new legislative change, Ontario Regulation 136/24, took effect on May 1, 2024. It would have impacted the data starting from the last week of April 2024. Consequently the numbers may not add due to rounding.

When this report is run

The report is generated monthly and captures data from the previous reporting period. It's designed to provide a timely and accurate snapshot of compliance performance. The report was last run on:


2025-01-24 10:10:30

When goes into creating the report

Data for this report is collected from Ontario One Call's 360 Feedback system housing locate information and UIOs self-reported locate delivery responses.

Locate Delivery Performance by Region

UIO Perspective - Single and Advanced Requests

01/12/2024 31/12/2024 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	9,633	95.79%	287	2.85%	136	1.35%
Grey-Bruce	1,294	95.29%	51	3.76%	13	0.96%
GTA-East	6,539	95.78%	130	1.90%	158	2.31%
Hamilton-Niagara	17,611	93.35%	1,072	5.68%	182	0.96%
London-St. Thomas	4,719	95.76%	112	2.27%	97	1.97%
ON-Central	3,725	96.70%	110	2.86%	17	0.44%
ON-East	9,461	95.45%	355	3.58%	96	0.97%
ON-North	2,836	93.97%	115	3.81%	67	2.22%
ON-Northwest	579	95.23%	13	2.14%	16	2.63%
ON-Southeast	2,246	95.21%	74	3.14%	39	1.65%
ON-West	11,103	96.88%	234	2.04%	123	1.07%
Sarnia	1,404	96.43%	38	2.61%	14	0.96%
Toronto	35,934	94.93%	1,458	3.85%	462	1.22%
Total	107,084	95.14%	4,049	3.60%	1,420	1.26%


Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	7,729	76.86%	1,983	19.72%	191	1.90%	153	1.52%	10,056
Grey-Bruce	1,146	84.39%	170	12.52%	18	1.33%	24	1.77%	1,358
GTA-East	5,517	80.81%	1,039	15.22%	81	1.19%	190	2.78%	6,827
Hamilton-Niagara	14,830	78.61%	2,989	15.84%	538	2.85%	508	2.69%	18,865
London-St. Thomas	3,550	72.04%	1,203	24.41%	67	1.36%	108	2.19%	4,928
ON-Central	3,237	84.03%	501	13.01%	28	0.73%	86	2.23%	3,852
ON-East	7,388	74.54%	2,150	21.69%	147	1.48%	227	2.29%	9,912
ON-North	2,301	76.24%	564	18.69%	59	1.95%	94	3.11%	3,018
ON-Northwest	513	84.38%	68	11.18%	0	0.00%	27	4.44%	608
ON-Southeast	1,718	72.83%	540	22.89%	39	1.65%	62	2.63%	2,359
ON-West	8,975	78.32%	2,203	19.22%	118	1.03%	164	1.43%	11,460
Sarnia	1,193	81.94%	222	15.25%	3	0.21%	38	2.61%	1,456
Toronto	28,203	74.50%	7,798	20.60%	686	1.81%	1,167	3.08%	37,854
Total	86,300	76.67%	21,430	19.04%	1,975	1.75%	2,848	2.53%	112,553

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

UIO Perspective - Single and Advanced Requests

01/12/2024 31/12/2024 


Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	10,056	1,754	17.44%
Grey-Bruce	1,358	45	3.31%
GTA-East	6,827	757	11.09%
Hamilton-Niagara	18,865	6,301	33.40%
London-St. Thomas	4,928	444	9.01%
ON-Central	3,852	223	5.79%
ON-East	9,912	556	5.61%
ON-North	3,018	117	3.88%
ON-Northwest	608	1	0.16%
ON-Southeast	2,359	102	4.32%
ON-West	11,460	1,658	14.47%
Sarnia	1,456	34	2.34%
Toronto	37,854	8,697	22.98%
Total	112,553	20,689	18.38%

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

Excavator Perspective - Single and Advanced Requests

01/12/2024 31/12/2024 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	1,645	83.00%	204	10.29%	133	6.71%
Grey-Bruce	332	86.46%	39	10.16%	13	3.39%
GTA-East	1,559	87.73%	64	3.60%	154	8.67%
Hamilton-Niagara	3,994	88.11%	360	7.94%	179	3.95%
London-St. Thomas	1,062	86.69%	76	6.20%	87	7.10%
ON-Central	922	90.57%	81	7.96%	15	1.47%
ON-East	2,222	88.92%	195	7.80%	82	3.28%
ON-North	809	84.10%	87	9.04%	66	6.86%
ON-Northwest	204	90.27%	9	3.98%	13	5.75%
ON-Southeast	581	87.50%	45	6.78%	38	5.72%
ON-West	2,442	89.16%	179	6.54%	118	4.31%
Sarnia	321	89.17%	25	6.94%	14	3.89%
Toronto	7,108	86.38%	701	8.52%	420	5.10%
Total	23,201	87.23%	2,065	7.76%	1,332	5.01%



Requests by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	1,031	52.02%	663	33.45%	148	7.47%	140	7.06%	1,982
Grey-Bruce	265	69.01%	85	22.14%	12	3.13%	22	5.73%	384
GTA-East	1,158	65.17%	411	23.13%	32	1.80%	176	9.90%	1,777
Hamilton-Niagara	3,052	67.33%	1,031	22.74%	178	3.93%	272	6.00%	4,533
London-St. Thomas	680	55.51%	406	33.14%	43	3.51%	96	7.84%	1,225
ON-Central	661	64.93%	273	26.82%	23	2.26%	61	5.99%	1,018
ON-East	1,372	54.90%	894	35.77%	79	3.16%	154	6.16%	2,499
ON-North	522	54.26%	308	32.02%	45	4.68%	87	9.04%	962
ON-Northwest	158	69.91%	47	20.80%	0	0.00%	21	9.29%	226
ON-Southeast	362	54.52%	229	34.49%	18	2.71%	55	8.28%	664
ON-West	1,556	56.81%	940	34.32%	89	3.25%	154	5.62%	2,739
Sarnia	250	69.44%	73	20.28%	2	0.56%	35	9.72%	360
Toronto	4,591	55.79%	2,557	31.07%	260	3.16%	821	9.98%	8,229
Total	15,658	58.87%	7,917	29.77%	929	3.49%	2,094	7.87%	26,598

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

UIO Perspective - Advanced Requests

01/12/2024 31/12/2024 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	6,737	95.93%	190	2.71%	96	1.37%
Grey-Bruce	855	96.28%	29	3.27%	4	0.45%
GTA-East	4,782	95.03%	106	2.11%	144	2.86%
Hamilton-Niagara	10,887	92.36%	783	6.64%	118	1.00%
London-St. Thomas	3,365	95.76%	67	1.91%	82	2.33%
ON-Central	2,810	96.60%	89	3.06%	10	0.34%
ON-East	7,014	95.66%	237	3.23%	81	1.10%
ON-North	2,134	94.30%	74	3.27%	55	2.43%
ON-Northwest	369	95.60%	11	2.85%	6	1.55%
ON-Southeast	1,277	93.97%	54	3.97%	28	2.06%
ON-West	7,008	96.90%	136	1.88%	88	1.22%
Sarnia	687	97.72%	13	1.85%	3	0.43%
Toronto	28,381	94.20%	1,339	4.44%	408	1.35%
Total	76,306	94.72%	3,128	3.88%	1,123	1.39%


Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	4,833	68.82%	1,904	27.11%	166	2.36%	120	1.71%	7,023
Grey-Bruce	707	79.62%	148	16.67%	18	2.03%	15	1.69%	888
GTA-East	3,760	74.72%	1,022	20.31%	80	1.59%	170	3.38%	5,032
Hamilton-Niagara	8,106	68.76%	2,781	23.59%	480	4.07%	421	3.57%	11,788
London-St. Thomas	2,196	62.49%	1,169	33.27%	59	1.68%	90	2.56%	3,514
ON-Central	2,322	79.82%	488	16.78%	26	0.89%	73	2.51%	2,909
ON-East	4,941	67.39%	2,073	28.27%	126	1.72%	192	2.62%	7,332
ON-North	1,599	70.66%	535	23.64%	52	2.30%	77	3.40%	2,263
ON-Northwest	303	78.50%	66	17.10%	0	0.00%	17	4.40%	386
ON-Southeast	749	55.11%	528	38.85%	33	2.43%	49	3.61%	1,359
ON-West	4,880	67.48%	2,128	29.42%	112	1.55%	112	1.55%	7,232
Sarnia	476	67.71%	211	30.01%	1	0.14%	15	2.13%	703
Toronto	20,650	68.54%	7,731	25.66%	664	2.20%	1,083	3.59%	30,128
Total	55,522	68.92%	20,784	25.80%	1,817	2.26%	2,434	3.02%	80,557

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

UIO Perspective - Advanced Requests

01/12/2024 31/12/2024 


Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	7,023	1,530	21.79%
Grey-Bruce	888	38	4.28%
GTA-East	5,032	609	12.10%
Hamilton-Niagara	11,788	5,657	47.99%
London-St. Thomas	3,514	383	10.90%
ON-Central	2,909	160	5.50%
ON-East	7,332	452	6.16%
ON-North	2,263	109	4.82%
ON-Northwest	386		
ON-Southeast	1,359	60	4.42%
ON-West	7,232	1,477	20.42%
Sarnia	703	23	3.27%
Toronto	30,128	7,261	24.10%
Total	80,557	17,759	22.05%

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

Excavator Perspective - Advanced Requests

01/12/2024 31/12/2024 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	1,117	82.62%	141	10.43%	94	6.95%
Grey-Bruce	223	89.92%	21	8.47%	4	1.61%
GTA-East	1,094	85.40%	47	3.67%	140	10.93%
Hamilton-Niagara	2,327	86.86%	236	8.81%	116	4.33%
London-St. Thomas	735	86.27%	45	5.28%	72	8.45%
ON-Central	676	90.37%	62	8.29%	10	1.34%
ON-East	1,633	89.28%	127	6.94%	69	3.77%
ON-North	620	85.05%	55	7.54%	54	7.41%
ON-Northwest	148	91.93%	8	4.97%	5	3.11%
ON-Southeast	332	85.79%	28	7.24%	27	6.98%
ON-West	1,447	88.61%	103	6.31%	83	5.08%
Sarnia	142	91.61%	10	6.45%	3	1.94%
Toronto	5,201	84.05%	618	9.99%	369	5.96%
Total	15,695	86.04%	1,501	8.23%	1,046	5.73%


Requests by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	503	37.20%	614	45.41%	127	9.39%	108	7.99%	1,352
Grey-Bruce	156	62.90%	67	27.02%	12	4.84%	13	5.24%	248
GTA-East	693	54.10%	401	31.30%	31	2.42%	156	12.18%	1,281
Hamilton-Niagara	1,385	51.70%	942	35.16%	152	5.67%	200	7.47%	2,679
London-St. Thomas	353	41.43%	382	44.84%	39	4.58%	78	9.15%	852
ON-Central	415	55.48%	261	34.89%	21	2.81%	51	6.82%	748
ON-East	783	42.81%	850	46.47%	70	3.83%	126	6.89%	1,829
ON-North	333	45.68%	287	39.37%	38	5.21%	71	9.74%	729
ON-Northwest	102	63.35%	46	28.57%	0	0.00%	13	8.07%	161
ON-Southeast	113	29.20%	219	56.59%	13	3.36%	42	10.85%	387
ON-West	561	34.35%	886	54.26%	84	5.14%	102	6.25%	1,633
Sarnia	71	45.81%	71	45.81%	1	0.65%	12	7.74%	155
Toronto	2,684	43.37%	2,517	40.68%	243	3.93%	744	12.02%	6,188
Total	8,152	44.69%	7,543	41.35%	831	4.56%	1,716	9.41%	18,242

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

UIO Perspective - Single Requests

01/12/2024 31/12/2024 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	2,896	95.48%	97	3.20%	40	1.32%
Grey-Bruce	439	93.40%	22	4.68%	9	1.91%
GTA-East	1,757	97.88%	24	1.34%	14	0.78%
Hamilton-Niagara	6,724	95.01%	289	4.08%	64	0.90%
London-St. Thomas	1,354	95.76%	45	3.18%	15	1.06%
ON-Central	915	97.03%	21	2.23%	7	0.74%
ON-East	2,447	94.84%	118	4.57%	15	0.58%
ON-North	702	92.98%	41	5.43%	12	1.59%
ON-Northwest	210	94.59%	2	0.90%	10	4.50%
ON-Southeast	969	96.90%	20	2.00%	11	1.10%
ON-West	4,095	96.85%	98	2.32%	35	0.83%
Sarnia	717	95.22%	25	3.32%	11	1.46%
Toronto	7,553	97.76%	119	1.54%	54	0.70%
Total	30,778	96.19%	921	2.88%	297	0.93%


Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	2,896	95.48%	79	2.60%	25	0.82%	33	1.09%	3,033
Grey-Bruce	439	93.40%	22	4.68%	0	0.00%	9	1.91%	470
GTA-East	1,757	97.88%	17	0.95%	1	0.06%	20	1.11%	1,795
Hamilton-Niagara	6,724	95.01%	208	2.94%	58	0.82%	87	1.23%	7,077
London-St. Thomas	1,354	95.76%	34	2.40%	8	0.57%	18	1.27%	1,414
ON-Central	915	97.03%	13	1.38%	2	0.21%	13	1.38%	943
ON-East	2,447	94.84%	77	2.98%	21	0.81%	35	1.36%	2,580
ON-North	702	92.98%	29	3.84%	7	0.93%	17	2.25%	755
ON-Northwest	210	94.59%	2	0.90%	0	0.00%	10	4.50%	222
ON-Southeast	969	96.90%	12	1.20%	6	0.60%	13	1.30%	1,000
ON-West	4,095	96.85%	75	1.77%	6	0.14%	52	1.23%	4,228
Sarnia	717	95.22%	11	1.46%	2	0.27%	23	3.05%	753
Toronto	7,553	97.76%	67	0.87%	22	0.28%	84	1.09%	7,726
Total	30,778	96.19%	646	2.02%	158	0.49%	414	1.29%	31,996

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

UIO Perspective - Single Requests

01/12/2024 31/12/2024 



Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	3,033	224	7.39%
Grey-Bruce	470	7	1.49%
GTA-East	1,795	148	8.25%
Hamilton-Niagara	7,077	644	9.10%
London-St. Thomas	1,414	61	4.31%
ON-Central	943	63	6.68%
ON-East	2,580	104	4.03%
ON-North	755	8	1.06%
ON-Northwest	222	1	0.45%
ON-Southeast	1,000	42	4.20%
ON-West	4,228	181	4.28%
Sarnia	753	11	1.46%
Toronto	7,726	1,436	18.59%
Total	31,996	2,930	9.16%

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

Excavator Perspective - Single Requests

01/12/2024 31/12/2024 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	528	83.81%	63	10.00%	39	6.19%
Grey-Bruce	109	80.15%	18	13.24%	9	6.62%
GTA-East	465	93.75%	17	3.43%	14	2.82%
Hamilton-Niagara	1,667	89.91%	124	6.69%	63	3.40%
London-St. Thomas	327	87.67%	31	8.31%	15	4.02%
ON-Central	246	91.11%	19	7.04%	5	1.85%
ON-East	589	87.91%	68	10.15%	13	1.94%
ON-North	189	81.12%	32	13.73%	12	5.15%
ON-Northwest	56	86.15%	1	1.54%	8	12.31%
ON-Southeast	249	89.89%	17	6.14%	11	3.97%
ON-West	995	89.96%	76	6.87%	35	3.16%
Sarnia	179	87.32%	15	7.32%	11	5.37%
Toronto	1,907	93.43%	83	4.07%	51	2.50%
Total	7,506	89.83%	564	6.75%	286	3.42%

Requests by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	528	83.81%	49	7.78%	21	3.33%	32	5.08%	630
Grey-Bruce	109	80.15%	18	13.24%	0	0.00%	9	6.62%	136
GTA-East	465	93.75%	10	2.02%	1	0.20%	20	4.03%	496
Hamilton-Niagara	1,667	89.91%	89	4.80%	26	1.40%	72	3.88%	1,854
London-St. Thomas	327	87.67%	24	6.43%	4	1.07%	18	4.83%	373
ON-Central	246	91.11%	12	4.44%	2	0.74%	10	3.70%	270
ON-East	589	87.91%	44	6.57%	9	1.34%	28	4.18%	670
ON-North	189	81.12%	21	9.01%	7	3.00%	16	6.87%	233
ON-Northwest	56	86.15%	1	1.54%	0	0.00%	8	12.31%	65
ON-Southeast	249	89.89%	10	3.61%	5	1.81%	13	4.69%	277
ON-West	995	89.96%	54	4.88%	5	0.45%	52	4.70%	1,106
Sarnia	179	87.32%	2	0.98%	1	0.49%	23	11.22%	205
Toronto	1,907	93.43%	40	1.96%	17	0.83%	77	3.77%	2,041
Total	7,506	89.83%	374	4.48%	98	1.17%	378	4.52%	8,356

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)