

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 (Single and Advanced requests) presented in volume and percent by region;
 - **Late:** Notifications completed outside of the legislated timeframe (Single 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 Single 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 Single 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 Advanced and Single requests.
- Data on pages 4-6 and 7-9 displays 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:

2026-01-23 03:00:36

What 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

01/12/2025 31/12/2025 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Toronto	36,945	93.84%	1,930	4.90%	497	1.26%
ON-West	9,704	94.25%	313	3.04%	279	2.71%
London-St. Thomas	4,415	94.02%	136	2.90%	145	3.09%
GTA-East	6,526	95.49%	207	3.03%	101	1.48%
ON-Central	4,066	93.60%	188	4.33%	90	2.07%
Hamilton-Niagara	15,714	91.32%	1,406	8.17%	88	0.51%
ON-East	10,176	95.34%	417	3.91%	80	0.75%
ON-North	3,506	90.78%	295	7.64%	61	1.58%
ON-Southeast	2,566	95.32%	74	2.75%	52	1.93%
Grey-Bruce	1,924	94.04%	73	3.57%	49	2.39%
Sarnia	1,788	94.06%	67	3.52%	46	2.42%
ON-Northwest	1,035	91.03%	76	6.68%	26	2.29%
Chatham-Essex	6,169	96.86%	177	2.78%	23	0.36%
Total	104,534	93.81%	5,359	4.81%	1,537	1.38%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	4,666	73.26%	1,581	24.82%	70	1.10%	52	0.82%	6,369
Grey-Bruce	1,529	74.73%	423	20.67%	37	1.81%	57	2.79%	2,046
GTA-East	5,341	78.15%	1,242	18.17%	86	1.26%	165	2.41%	6,834
Hamilton-Niagara	12,158	70.65%	3,766	21.89%	646	3.75%	638	3.71%	17,208
London-St. Thomas	3,130	66.65%	1,317	28.05%	67	1.43%	182	3.88%	4,696
ON-Central	3,410	78.50%	702	16.16%	104	2.39%	128	2.95%	4,344
ON-East	7,729	72.42%	2,482	23.25%	226	2.12%	236	2.21%	10,673
ON-North	2,911	75.38%	627	16.24%	165	4.27%	159	4.12%	3,862
ON-Northwest	919	80.83%	120	10.55%	7	0.62%	91	8.00%	1,137
ON-Southeast	1,950	72.44%	631	23.44%	32	1.19%	79	2.93%	2,692
ON-West	7,857	76.31%	1,922	18.67%	157	1.52%	360	3.50%	10,296
Sarnia	1,377	72.44%	422	22.20%	27	1.42%	75	3.95%	1,901
Toronto	26,654	67.70%	10,461	26.57%	1,192	3.03%	1,065	2.70%	39,372
Total	79,631	71.46%	25,696	23.06%	2,816	2.53%	3,287	2.95%	111,430

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

01/12/2025 31/12/2025 

Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	6,369	1,918	30.11%
Grey-Bruce	2,046	425	20.77%
GTA-East	6,834	546	7.99%
Hamilton-Niagara	17,208	1,863	10.83%
London-St. Thomas	4,696	1,826	38.88%
ON-Central	4,344	385	8.86%
ON-East	10,673	651	6.10%
ON-North	3,862	788	20.40%
ON-Northwest	1,137	50	4.40%
ON-Southeast	2,692	181	6.72%
ON-West	10,296	2,581	25.07%
Sarnia	1,901	635	33.40%
Toronto	39,372	6,504	16.52%
Total	111,430	18,353	16.47%

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

01/12/2025

31/12/2025

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Toronto	6,577	84.12%	802	10.26%	440	5.63%
Hamilton-Niagara	3,306	83.15%	593	14.91%	77	1.94%
ON-East	2,315	88.12%	240	9.14%	72	2.74%
ON-West	2,033	80.13%	239	9.42%	265	10.45%
GTA-East	1,486	86.60%	131	7.63%	99	5.77%
ON-North	1,204	80.32%	235	15.68%	60	4.00%
Chatham-Essex	1,151	90.42%	99	7.78%	23	1.81%
ON-Central	972	81.89%	150	12.64%	65	5.48%
London-St. Thomas	941	80.57%	90	7.71%	137	11.73%
ON-Southeast	734	87.90%	53	6.35%	48	5.75%
Grey-Bruce	492	81.59%	62	10.28%	49	8.13%
ON-Northwest	421	82.87%	63	12.40%	24	4.72%
Sarnia	379	79.79%	51	10.74%	45	9.47%
Total	22,011	83.94%	2,808	10.71%	1,404	5.35%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	580	45.56%	665	52.24%	13	1.02%	15	1.18%	1,273
Grey-Bruce	348	57.71%	207	34.33%	14	2.32%	34	5.64%	603
GTA-East	1,008	58.74%	575	33.51%	27	1.57%	106	6.18%	1,716
Hamilton-Niagara	2,138	53.77%	1,509	37.95%	158	3.97%	171	4.30%	3,976
London-St. Thomas	531	45.46%	524	44.86%	23	1.97%	90	7.71%	1,168
ON-Central	694	58.47%	406	34.20%	36	3.03%	51	4.30%	1,187
ON-East	1,278	48.65%	1,166	44.39%	73	2.78%	110	4.19%	2,627
ON-North	906	60.44%	413	27.55%	93	6.20%	87	5.80%	1,499
ON-Northwest	367	72.24%	81	15.94%	3	0.59%	57	11.22%	508
ON-Southeast	455	54.49%	328	39.28%	14	1.68%	38	4.55%	835
ON-West	1,372	54.08%	947	37.33%	71	2.80%	147	5.79%	2,537
Sarnia	229	48.21%	194	40.84%	9	1.89%	43	9.05%	475
Toronto	3,583	45.82%	3,720	47.58%	239	3.06%	277	3.54%	7,819
Total	13,489	51.44%	10,735	40.94%	773	2.95%	1,226	4.68%	26,223

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

01/12/2025 31/12/2025 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	4,482	97.63%	90	1.96%	19	0.41%
Grey-Bruce	1,305	94.50%	35	2.53%	41	2.97%
GTA-East	4,785	95.53%	138	2.76%	86	1.72%
Hamilton-Niagara	9,978	90.23%	1,014	9.17%	66	0.60%
London-St. Thomas	3,332	93.94%	96	2.71%	119	3.35%
ON-Central	2,906	93.44%	125	4.02%	79	2.54%
ON-East	8,083	94.95%	362	4.25%	68	0.80%
ON-North	2,598	89.96%	242	8.38%	48	1.66%
ON-Northwest	703	89.55%	68	8.66%	14	1.78%
ON-Southeast	1,764	95.20%	51	2.75%	38	2.05%
ON-West	6,755	94.25%	199	2.78%	213	2.97%
Sarnia	1,329	94.59%	35	2.49%	41	2.92%
Toronto	30,476	93.46%	1,662	5.10%	472	1.45%
Total	78,496	93.54%	4,117	4.91%	1,304	1.55%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	2,979	64.89%	1,503	32.74%	69	1.50%	40	0.87%	4,591
Grey-Bruce	910	65.89%	395	28.60%	29	2.10%	47	3.40%	1,381
GTA-East	3,600	71.87%	1,185	23.66%	83	1.66%	141	2.81%	5,009
Hamilton-Niagara	6,422	58.08%	3,556	32.16%	586	5.30%	494	4.47%	11,058
London-St. Thomas	2,047	57.71%	1,285	36.23%	67	1.89%	148	4.17%	3,547
ON-Central	2,250	72.35%	656	21.09%	95	3.05%	109	3.50%	3,110
ON-East	5,636	66.20%	2,447	28.74%	225	2.64%	205	2.41%	8,513
ON-North	2,003	69.36%	595	20.60%	153	5.30%	137	4.74%	2,888
ON-Northwest	587	74.78%	116	14.78%	7	0.89%	75	9.55%	785
ON-Southeast	1,148	61.95%	616	33.24%	27	1.46%	62	3.35%	1,853
ON-West	4,908	68.48%	1,847	25.77%	133	1.86%	279	3.89%	7,167
Sarnia	918	65.34%	411	29.25%	22	1.57%	54	3.84%	1,405
Toronto	20,185	61.90%	10,291	31.56%	1,124	3.45%	1,010	3.10%	32,610
Total	53,593	63.86%	24,903	29.68%	2,620	3.12%	2,801	3.34%	83,917

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

01/12/2025 31/12/2025 

Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	4,591	1,427	31.08%
Grey-Bruce	1,381	284	20.56%
GTA-East	5,009	450	8.98%
Hamilton-Niagara	11,058	1,393	12.60%
London-St. Thomas	3,547	1,380	38.91%
ON-Central	3,110	231	7.43%
ON-East	8,513	623	7.32%
ON-North	2,888	543	18.80%
ON-Northwest	785	33	4.20%
ON-Southeast	1,853	156	8.42%
ON-West	7,167	1,861	25.97%
Sarnia	1,405	524	37.30%
Toronto	32,610	5,653	17.34%
Total	83,917	14,558	17.35%

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

01/12/2025 31/12/2025 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	841	92.93%	45	4.97%	19	2.10%
Grey-Bruce	331	82.13%	31	7.69%	41	10.17%
GTA-East	1,052	86.66%	78	6.43%	84	6.92%
Hamilton-Niagara	2,048	82.41%	382	15.37%	55	2.21%
London-St. Thomas	694	80.05%	61	7.04%	112	12.92%
ON-Central	611	80.50%	94	12.38%	54	7.11%
ON-East	1,790	87.53%	195	9.54%	60	2.93%
ON-North	938	79.29%	197	16.65%	48	4.06%
ON-Northwest	340	82.32%	59	14.29%	14	3.39%
ON-Southeast	518	87.65%	38	6.43%	35	5.92%
ON-West	1,315	78.60%	156	9.32%	202	12.07%
Sarnia	285	79.83%	32	8.96%	40	11.20%
Toronto	4,959	82.16%	659	10.92%	418	6.93%
Total	15,722	83.05%	2,027	10.71%	1,182	6.24%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	270	29.83%	617	68.18%	12	1.33%	6	0.66%	905
Grey-Bruce	187	46.40%	183	45.41%	7	1.74%	26	6.45%	403
GTA-East	574	47.28%	530	43.66%	25	2.06%	85	7.00%	1,214
Hamilton-Niagara	880	35.41%	1,383	55.65%	130	5.23%	92	3.70%	2,485
London-St. Thomas	284	32.76%	499	57.55%	23	2.65%	61	7.04%	867
ON-Central	333	43.87%	361	47.56%	30	3.95%	35	4.61%	759
ON-East	753	36.82%	1,138	55.65%	72	3.52%	82	4.01%	2,045
ON-North	640	54.10%	390	32.97%	83	7.02%	70	5.92%	1,183
ON-Northwest	286	69.25%	78	18.89%	3	0.73%	46	11.14%	413
ON-Southeast	239	40.44%	318	53.81%	10	1.69%	24	4.06%	591
ON-West	654	39.09%	881	52.66%	53	3.17%	85	5.08%	1,673
Sarnia	135	37.82%	188	52.66%	7	1.96%	27	7.56%	357
Toronto	1,965	32.55%	3,637	60.26%	199	3.30%	235	3.89%	6,036
Total	7,200	38.03%	10,203	53.90%	654	3.45%	874	4.62%	18,931

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

01/12/2025 31/12/2025 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	1,687	94.88%	87	4.89%	4	0.22%
Grey-Bruce	619	93.08%	38	5.71%	8	1.20%
GTA-East	1,741	95.40%	69	3.78%	15	0.82%
Hamilton-Niagara	5,736	93.27%	392	6.37%	22	0.36%
London-St. Thomas	1,083	94.26%	40	3.48%	26	2.26%
ON-Central	1,160	94.00%	63	5.11%	11	0.89%
ON-East	2,093	96.90%	55	2.55%	12	0.56%
ON-North	908	93.22%	53	5.44%	13	1.33%
ON-Northwest	332	94.32%	8	2.27%	12	3.41%
ON-Southeast	802	95.59%	23	2.74%	14	1.67%
ON-West	2,949	94.25%	114	3.64%	66	2.11%
Sarnia	459	92.54%	32	6.45%	5	1.01%
Toronto	6,469	95.67%	268	3.96%	25	0.37%
Total	26,038	94.64%	1,242	4.51%	233	0.85%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	1,687	94.88%	78	4.39%	1	0.06%	12	0.67%	1,778
Grey-Bruce	619	93.08%	28	4.21%	8	1.20%	10	1.50%	665
GTA-East	1,741	95.40%	57	3.12%	3	0.16%	24	1.32%	1,825
Hamilton-Niagara	5,736	93.27%	210	3.41%	60	0.98%	144	2.34%	6,150
London-St. Thomas	1,083	94.26%	32	2.79%	0	0.00%	34	2.96%	1,149
ON-Central	1,160	94.00%	46	3.73%	9	0.73%	19	1.54%	1,234
ON-East	2,093	96.90%	35	1.62%	1	0.05%	31	1.44%	2,160
ON-North	908	93.22%	32	3.29%	12	1.23%	22	2.26%	974
ON-Northwest	332	94.32%	4	1.14%	0	0.00%	16	4.55%	352
ON-Southeast	802	95.59%	15	1.79%	5	0.60%	17	2.03%	839
ON-West	2,949	94.25%	75	2.40%	24	0.77%	81	2.59%	3,129
Sarnia	459	92.54%	11	2.22%	5	1.01%	21	4.23%	496
Toronto	6,469	95.67%	170	2.51%	68	1.01%	55	0.81%	6,762
Total	26,038	94.64%	793	2.88%	196	0.71%	486	1.77%	27,513

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

01/12/2025 31/12/2025 

Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	1,778	491	27.62%
Grey-Bruce	665	141	21.20%
GTA-East	1,825	96	5.26%
Hamilton-Niagara	6,150	470	7.64%
London-St. Thomas	1,149	446	38.82%
ON-Central	1,234	154	12.48%
ON-East	2,160	28	1.30%
ON-North	974	245	25.15%
ON-Northwest	352	17	4.83%
ON-Southeast	839	25	2.98%
ON-West	3,129	720	23.01%
Sarnia	496	111	22.38%
Toronto	6,762	851	12.59%
Total	27,513	3,795	13.79%

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

01/12/2025 31/12/2025 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	310	84.24%	54	14.67%	4	1.09%
Grey-Bruce	161	80.50%	31	15.50%	8	4.00%
GTA-East	434	86.45%	53	10.56%	15	2.99%
Hamilton-Niagara	1,258	84.37%	211	14.15%	22	1.48%
London-St. Thomas	247	82.06%	29	9.63%	25	8.31%
ON-Central	361	84.35%	56	13.08%	11	2.57%
ON-East	525	90.21%	45	7.73%	12	2.06%
ON-North	266	84.18%	38	12.03%	12	3.80%
ON-Northwest	81	85.26%	4	4.21%	10	10.53%
ON-Southeast	216	88.52%	15	6.15%	13	5.33%
ON-West	718	83.10%	83	9.61%	63	7.29%
Sarnia	94	79.66%	19	16.10%	5	4.24%
Toronto	1,618	90.75%	143	8.02%	22	1.23%
Total	6,289	86.25%	781	10.71%	222	3.04%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	310	84.24%	48	13.04%	1	0.27%	9	2.45%	368
Grey-Bruce	161	80.50%	24	12.00%	7	3.50%	8	4.00%	200
GTA-East	434	86.45%	45	8.96%	2	0.40%	21	4.18%	502
Hamilton-Niagara	1,258	84.37%	126	8.45%	28	1.88%	79	5.30%	1,491
London-St. Thomas	247	82.06%	25	8.31%	0	0.00%	29	9.63%	301
ON-Central	361	84.35%	45	10.51%	6	1.40%	16	3.74%	428
ON-East	525	90.21%	28	4.81%	1	0.17%	28	4.81%	582
ON-North	266	84.18%	23	7.28%	10	3.16%	17	5.38%	316
ON-Northwest	81	85.26%	3	3.16%	0	0.00%	11	11.58%	95
ON-Southeast	216	88.52%	10	4.10%	4	1.64%	14	5.74%	244
ON-West	718	83.10%	66	7.64%	18	2.08%	62	7.18%	864
Sarnia	94	79.66%	6	5.08%	2	1.69%	16	13.56%	118
Toronto	1,618	90.75%	83	4.66%	40	2.24%	42	2.36%	1,783
Total	6,289	86.25%	532	7.30%	119	1.63%	352	4.83%	7,292

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