

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

Performance is presented in both volume and percentage by region:

- **On Time:** Notifications completed within the legislated timeframe (Single and Advanced requests);
- **Late:** Notifications completed outside of the legislated timeframe (Single and Advanced requests);
- **No 360 Feedback Response Provided:** Notifications that have not been updated with a status and closed date in 360 Feedback.

3 Renegotiated Date

The number of notifications that were renegotiated within the reporting period, presented by region.

4 Day to Close Breakdown

The volume and percentage of completed notifications categorized by the number of business days required for completion by the Member (UIO)

- **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:** Considered late.

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.

What's included in this report

The report is generated monthly 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.

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 designed to provide a timely and accurate snapshot of compliance performance. The report was last run on:

2026-02-24 03:01:35

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

1/1/2026



1/31/2026



Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Toronto	43,896	94.26%	2,211	4.75%	462	0.99%
ON-West	9,891	95.25%	254	2.45%	239	2.30%
GTA-East	8,065	94.53%	293	3.43%	174	2.04%
London-St. Thomas	4,953	94.58%	122	2.33%	162	3.09%
ON-Southeast	2,350	91.12%	151	5.85%	78	3.02%
ON-East	11,922	97.20%	285	2.32%	59	0.48%
Chatham-Essex	7,223	95.29%	305	4.02%	52	0.69%
Hamilton-Niagara	19,650	96.07%	753	3.68%	51	0.25%
ON-North	2,313	94.06%	101	4.11%	45	1.83%
Grey-Bruce	1,529	92.39%	94	5.68%	32	1.93%
ON-Northwest	1,209	87.29%	151	10.90%	25	1.81%
ON-Central	3,862	95.08%	183	4.51%	17	0.42%
Sarnia	2,574	95.23%	114	4.22%	15	0.55%
Total	119,437	94.89%	5,017	3.99%	1,411	1.12%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	5,183	68.38%	2,091	27.59%	175	2.31%	131	1.73%	7,580
Grey-Bruce	1,233	74.50%	340	20.54%	37	2.24%	45	2.72%	1,655
GTA-East	6,203	72.70%	1,892	22.18%	181	2.12%	256	3.00%	8,532
Hamilton-Niagara	13,854	67.73%	5,937	29.03%	334	1.63%	329	1.61%	20,454
London-St. Thomas	3,488	66.60%	1,483	28.32%	72	1.37%	194	3.70%	5,237
ON-Central	3,337	82.15%	544	13.39%	92	2.26%	89	2.19%	4,062
ON-East	8,994	73.32%	2,945	24.01%	183	1.49%	144	1.17%	12,266
ON-North	1,842	74.91%	489	19.89%	81	3.29%	47	1.91%	2,459
ON-Northwest	1,085	78.34%	127	9.17%	15	1.08%	158	11.41%	1,385
ON-Southeast	1,846	71.58%	546	21.17%	80	3.10%	107	4.15%	2,579
ON-West	7,792	75.04%	2,158	20.78%	128	1.23%	306	2.95%	10,384
Sarnia	1,944	71.92%	639	23.64%	74	2.74%	46	1.70%	2,703
Toronto	30,304	65.07%	13,747	29.52%	1,157	2.48%	1,361	2.92%	46,569
Total	87,105	69.21%	32,938	26.17%	2,609	2.07%	3,213	2.55%	125,865

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

1/1/2026



1/31/2026



Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	7,580	2,427	32.02%
Grey-Bruce	1,655	457	27.61%
GTA-East	8,532	1,082	12.68%
Hamilton-Niagara	20,454	3,044	14.88%
London-St. Thomas	5,237	2,005	38.29%
ON-Central	4,062	312	7.68%
ON-East	12,266	634	5.17%
ON-North	2,459	531	21.59%
ON-Northwest	1,385	66	4.77%
ON-Southeast	2,579	183	7.10%
ON-West	10,384	2,704	26.04%
Sarnia	2,703	1,066	39.44%
Toronto	46,569	7,870	16.90%
Total	125,865	22,381	17.78%

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

1/1/2026



1/31/2026



Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Toronto	7,376	82.80%	1,088	12.21%	444	4.98%
Hamilton-Niagara	3,911	90.26%	373	8.61%	49	1.13%
ON-East	2,642	92.18%	172	6.00%	52	1.81%
ON-West	2,032	83.66%	171	7.04%	226	9.30%
GTA-East	1,627	83.31%	152	7.78%	174	8.91%
Chatham-Essex	1,226	87.38%	135	9.62%	42	2.99%
London-St. Thomas	1,053	82.33%	78	6.10%	148	11.57%
ON-Central	859	85.05%	135	13.37%	16	1.58%
ON-North	745	85.83%	78	8.99%	45	5.18%
ON-Southeast	630	85.14%	51	6.89%	59	7.97%
Sarnia	588	85.47%	85	12.35%	15	2.18%
ON-Northwest	456	74.15%	136	22.11%	23	3.74%
Grey-Bruce	329	75.29%	76	17.39%	32	7.32%
Total	23,474	85.27%	2,730	9.92%	1,325	4.81%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	622	44.33%	733	52.25%	22	1.57%	26	1.85%	1,403
Grey-Bruce	226	51.72%	177	40.50%	14	3.20%	20	4.58%	437
GTA-East	946	48.44%	815	41.73%	44	2.25%	148	7.58%	1,953
Hamilton-Niagara	2,128	49.11%	2,030	46.85%	67	1.55%	108	2.49%	4,333
London-St. Thomas	604	47.22%	558	43.63%	22	1.72%	95	7.43%	1,279
ON-Central	616	60.99%	324	32.08%	36	3.56%	34	3.37%	1,010
ON-East	1,395	48.67%	1,349	47.07%	43	1.50%	79	2.76%	2,866
ON-North	511	58.87%	301	34.68%	32	3.69%	24	2.76%	868
ON-Northwest	415	67.48%	77	12.52%	8	1.30%	115	18.70%	615
ON-Southeast	411	55.54%	277	37.43%	17	2.30%	35	4.73%	740
ON-West	1,309	53.89%	962	39.60%	23	0.95%	135	5.56%	2,429
Sarnia	353	51.31%	284	41.28%	28	4.07%	23	3.34%	688
Toronto	3,609	40.51%	4,736	53.17%	215	2.41%	348	3.91%	8,908
Total	13,145	47.75%	12,623	45.85%	571	2.07%	1,190	4.32%	27,529

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

1/1/2026



1/31/2026



Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	5,217	94.58%	250	4.53%	49	0.89%
Grey-Bruce	890	93.98%	37	3.91%	20	2.11%
GTA-East	6,296	94.07%	242	3.62%	155	2.32%
Hamilton-Niagara	14,739	96.26%	535	3.49%	38	0.25%
London-St. Thomas	3,878	94.26%	94	2.28%	142	3.45%
ON-Central	3,021	94.97%	145	4.56%	15	0.47%
ON-East	9,559	97.05%	258	2.62%	33	0.34%
ON-North	1,685	93.72%	78	4.34%	35	1.95%
ON-Northwest	784	83.49%	140	14.91%	15	1.60%
ON-Southeast	1,617	91.98%	70	3.98%	71	4.04%
ON-West	6,790	95.16%	171	2.40%	174	2.44%
Sarnia	1,990	94.90%	94	4.48%	13	0.62%
Toronto	36,897	93.98%	1,912	4.87%	451	1.15%
Total	93,363	94.69%	4,026	4.08%	1,211	1.23%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	3,177	57.60%	2,040	36.98%	172	3.12%	127	2.30%	5,516
Grey-Bruce	594	62.72%	296	31.26%	32	3.38%	25	2.64%	947
GTA-East	4,434	66.25%	1,862	27.82%	169	2.53%	228	3.41%	6,693
Hamilton-Niagara	8,943	58.41%	5,796	37.85%	315	2.06%	258	1.68%	15,312
London-St. Thomas	2,413	58.65%	1,465	35.61%	70	1.70%	166	4.04%	4,114
ON-Central	2,496	78.47%	525	16.50%	87	2.73%	73	2.29%	3,181
ON-East	6,631	67.32%	2,928	29.73%	179	1.82%	112	1.14%	9,850
ON-North	1,214	67.52%	471	26.20%	77	4.28%	36	2.00%	1,798
ON-Northwest	660	70.29%	124	13.21%	15	1.60%	140	14.91%	939
ON-Southeast	1,113	63.31%	504	28.67%	45	2.56%	96	5.46%	1,758
ON-West	4,691	65.75%	2,099	29.42%	122	1.71%	223	3.13%	7,135
Sarnia	1,360	64.85%	630	30.04%	72	3.43%	35	1.67%	2,097
Toronto	23,305	59.36%	13,592	34.62%	1,116	2.84%	1,247	3.18%	39,260
Total	61,031	61.90%	32,332	32.79%	2,471	2.51%	2,766	2.81%	98,600

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

1/1/2026



1/31/2026



Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	5,516	1,904	34.52%
Grey-Bruce	947	238	25.13%
GTA-East	6,693	961	14.36%
Hamilton-Niagara	15,312	2,496	16.30%
London-St. Thomas	4,114	1,631	39.65%
ON-Central	3,181	231	7.26%
ON-East	9,850	565	5.74%
ON-North	1,798	371	20.63%
ON-Northwest	939	26	2.77%
ON-Southeast	1,758	167	9.50%
ON-West	7,135	1,850	25.93%
Sarnia	2,097	901	42.97%
Toronto	39,260	6,494	16.54%
Total	98,600	17,835	18.09%

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

1/1/2026



1/31/2026



Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	832	85.95%	97	10.02%	39	4.03%
Grey-Bruce	208	80.62%	30	11.63%	20	7.75%
GTA-East	1,209	81.41%	121	8.15%	155	10.44%
Hamilton-Niagara	2,828	90.76%	252	8.09%	36	1.16%
London-St. Thomas	766	80.63%	54	5.68%	130	13.68%
ON-Central	601	83.70%	103	14.35%	14	1.95%
ON-East	2,055	91.82%	151	6.75%	32	1.43%
ON-North	548	85.36%	59	9.19%	35	5.45%
ON-Northwest	359	71.80%	128	25.60%	13	2.60%
ON-Southeast	439	85.41%	23	4.47%	52	10.12%
ON-West	1,308	82.37%	117	7.37%	163	10.26%
Sarnia	475	85.13%	70	12.54%	13	2.33%
Toronto	5,796	81.46%	886	12.45%	433	6.09%
Total	17,424	84.38%	2,091	10.13%	1,135	5.50%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	228	23.55%	697	72.00%	20	2.07%	23	2.38%	968
Grey-Bruce	105	40.70%	137	53.10%	11	4.26%	5	1.94%	258
GTA-East	528	35.56%	795	53.54%	38	2.56%	124	8.35%	1,485
Hamilton-Niagara	1,045	33.54%	1,951	62.61%	54	1.73%	66	2.12%	3,116
London-St. Thomas	317	33.37%	542	57.05%	20	2.11%	71	7.47%	950
ON-Central	358	49.86%	307	42.76%	31	4.32%	22	3.06%	718
ON-East	808	36.10%	1,335	59.65%	40	1.79%	55	2.46%	2,238
ON-North	314	48.91%	284	44.24%	31	4.83%	13	2.02%	642
ON-Northwest	318	63.60%	74	14.80%	8	1.60%	100	20.00%	500
ON-Southeast	220	42.80%	261	50.78%	7	1.36%	26	5.06%	514
ON-West	585	36.84%	921	58.00%	20	1.26%	62	3.90%	1,588
Sarnia	240	43.01%	278	49.82%	26	4.66%	14	2.51%	558
Toronto	2,029	28.52%	4,643	65.26%	189	2.66%	254	3.57%	7,115
Total	7,095	34.36%	12,225	59.20%	495	2.40%	835	4.04%	20,650

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

1/1/2026



1/31/2026



Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	2,006	97.19%	55	2.66%	3	0.15%
Grey-Bruce	639	90.25%	57	8.05%	12	1.69%
GTA-East	1,769	96.19%	51	2.77%	19	1.03%
Hamilton-Niagara	4,911	95.51%	218	4.24%	13	0.25%
London-St. Thomas	1,075	95.73%	28	2.49%	20	1.78%
ON-Central	841	95.46%	38	4.31%	2	0.23%
ON-East	2,363	97.81%	27	1.12%	26	1.08%
ON-North	628	95.01%	23	3.48%	10	1.51%
ON-Northwest	425	95.29%	11	2.47%	10	2.24%
ON-Southeast	733	89.28%	81	9.87%	7	0.85%
ON-West	3,101	95.44%	83	2.55%	65	2.00%
Sarnia	584	96.37%	20	3.30%	2	0.33%
Toronto	6,999	95.76%	299	4.09%	11	0.15%
Total	26,074	95.63%	991	3.63%	200	0.73%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	2,006	97.19%	51	2.47%	3	0.15%	4	0.19%	2,064
Grey-Bruce	639	90.25%	44	6.21%	5	0.71%	20	2.82%	708
GTA-East	1,769	96.19%	30	1.63%	12	0.65%	28	1.52%	1,839
Hamilton-Niagara	4,911	95.51%	141	2.74%	19	0.37%	71	1.38%	5,142
London-St. Thomas	1,075	95.73%	18	1.60%	2	0.18%	28	2.49%	1,123
ON-Central	841	95.46%	19	2.16%	5	0.57%	16	1.82%	881
ON-East	2,363	97.81%	17	0.70%	4	0.17%	32	1.32%	2,416
ON-North	628	95.01%	18	2.72%	4	0.61%	11	1.66%	661
ON-Northwest	425	95.29%	3	0.67%	0	0.00%	18	4.04%	446
ON-Southeast	733	89.28%	42	5.12%	35	4.26%	11	1.34%	821
ON-West	3,101	95.44%	59	1.82%	6	0.18%	83	2.55%	3,249
Sarnia	584	96.37%	9	1.49%	2	0.33%	11	1.82%	606
Toronto	6,999	95.76%	155	2.12%	41	0.56%	114	1.56%	7,309
Total	26,074	95.63%	606	2.22%	138	0.51%	447	1.64%	27,265

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

1/1/2026



1/31/2026



Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	2,064	523	25.34%
Grey-Bruce	708	219	30.93%
GTA-East	1,839	121	6.58%
Hamilton-Niagara	5,142	548	10.66%
London-St. Thomas	1,123	374	33.30%
ON-Central	881	81	9.19%
ON-East	2,416	69	2.86%
ON-North	661	160	24.21%
ON-Northwest	446	40	8.97%
ON-Southeast	821	16	1.95%
ON-West	3,249	854	26.29%
Sarnia	606	165	27.23%
Toronto	7,309	1,376	18.83%
Total	27,265	4,546	16.67%

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

1/1/2026



1/31/2026



Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	394	90.57%	38	8.74%	3	0.69%
Grey-Bruce	121	67.60%	46	25.70%	12	6.70%
GTA-East	418	89.32%	31	6.62%	19	4.06%
Hamilton-Niagara	1,083	88.99%	121	9.94%	13	1.07%
London-St. Thomas	287	87.23%	24	7.29%	18	5.47%
ON-Central	258	88.36%	32	10.96%	2	0.68%
ON-East	587	93.47%	21	3.34%	20	3.18%
ON-North	197	87.17%	19	8.41%	10	4.42%
ON-Northwest	97	84.35%	8	6.96%	10	8.70%
ON-Southeast	191	84.51%	28	12.39%	7	3.10%
ON-West	724	86.09%	54	6.42%	63	7.49%
Sarnia	113	86.92%	15	11.54%	2	1.54%
Toronto	1,580	88.12%	202	11.27%	11	0.61%
Total	6,050	87.95%	639	9.29%	190	2.76%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	394	90.57%	36	8.28%	2	0.46%	3	0.69%	435
Grey-Bruce	121	67.60%	40	22.35%	3	1.68%	15	8.38%	179
GTA-East	418	89.32%	20	4.27%	6	1.28%	24	5.13%	468
Hamilton-Niagara	1,083	88.99%	79	6.49%	13	1.07%	42	3.45%	1,217
London-St. Thomas	287	87.23%	16	4.86%	2	0.61%	24	7.29%	329
ON-Central	258	88.36%	17	5.82%	5	1.71%	12	4.11%	292
ON-East	587	93.47%	14	2.23%	3	0.48%	24	3.82%	628
ON-North	197	87.17%	17	7.52%	1	0.44%	11	4.87%	226
ON-Northwest	97	84.35%	3	2.61%	0	0.00%	15	13.04%	115
ON-Southeast	191	84.51%	16	7.08%	10	4.42%	9	3.98%	226
ON-West	724	86.09%	41	4.88%	3	0.36%	73	8.68%	841
Sarnia	113	86.92%	6	4.62%	2	1.54%	9	6.92%	130
Toronto	1,580	88.12%	93	5.19%	26	1.45%	94	5.24%	1,793
Total	6,050	87.95%	398	5.79%	76	1.10%	355	5.16%	6,879

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