

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.

UIO Performance

Review how each region manages notifications sent by Ontario One Call (OOC).

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.

Renegotiated Date

The number of notifications that have been renegotiated within the reporting period presented in volume and percent by region.

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;
- 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;
- 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.

For questions, contact Member Services at <u>MemberServices@ON1Call.com</u> or (844) 257-9490.



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:

2025-04-24 02:00:42

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.

UIO Perspective - Single and Advanced Requests

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Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
ON-West	27,932	94.97%	850	2.89%	629	2.14%
Chatham-Essex	19,707	92.83%	973	4.58%	548	2.58%
Hamilton-Niagara	43,229	93.99%	2,301	5.00%	462	1.00%
Toronto	72,259	96.88%	2,010	2.69%	315	0.42%
London-St. Thomas	15,445	96.24%	339	2.11%	264	1.65%
ON-East	21,490	97.48%	393	1.78%	162	0.73%
GTA-East	14,082	95.54%	496	3.37%	161	1.09%
ON-North	5,501	92.45%	318	5.34%	131	2.20%
ON-Southeast	5,703	96.33%	93	1.57%	124	2.09%
Grey-Bruce	5,022	93.00%	322	5.96%	56	1.04%
ON-Northwest	1,093	91.93%	60	5.05%	36	3.03%
ON-Central	9,057	91.74%	782	7.92%	33	0.33%
Sarnia	5,222	95.36%	226	4.13%	28	0.51%
Total	245,742	95.30%	9,163	3.55%	2,949	1.14%

Percentage of Notifications On Time

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	13,827	65.14%	6,069	28.59%	709	3.34%	623	2.93%	21,228
Grey-Bruce	3,885	71.94%	1,251	23.17%	158	2.93%	106	1.96%	5,400
GTA-East	11,432	77.56%	2,710	18.39%	295	2.00%	302	2.05%	14,739
Hamilton-Niagara	35,056	76.22%	9,094	19.77%	1,019	2.22%	823	1.79%	45,992
London-St. Thomas	10,726	66.84%	4,807	29.95%	259	1.61%	256	1.60%	16,048
ON-Central	7,235	73.29%	1,915	19.40%	211	2.14%	511	5.18%	9,872
ON-East	16,332	74.08%	5,215	23.66%	258	1.17%	240	1.09%	22,045
ON-North	4,139	69.56%	1,415	23.78%	181	3.04%	215	3.61%	5,950
ON-Northwest	967	81.33%	132	11.10%	19	1.60%	71	5.97%	1,189
ON-Southeast	4,395	74.24%	1,324	22.36%	53	0.90%	148	2.50%	5,920
ON-West	21,088	71.70%	7,092	24.11%	519	1.76%	712	2.42%	29,411
Sarnia	4,113	75.11%	1,175	21.46%	101	1.84%	87	1.59%	5,476
Toronto	51,948	69.65%	20,495	27.48%	1,232	1.65%	909	1.22%	74,584
Total	185,143	71.80%	62,694	24.31%	5,014	1.94%	5,003	1.94%	257,854

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



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UIO Perspective - Single and Advanced Requests

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Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	21,228	3,256	15.34%
Grey-Bruce	5,400	482	8.93%
GTA-East	14,739	2,113	14.34%
Hamilton-Niagara	45,992	12,724	27.67%
London-St. Thomas	16,048	1,682	10.48%
ON-Central	9,872	1,081	10.95%
ON-East	22,045	1,609	7.30%
ON-North	5,950	220	3.70%
ON-Northwest	1,189	12	1.01%
ON-Southeast	5,920	157	2.65%
ON-West	29,411	2,178	7.41%
Sarnia	5,476	323	5.90%
Toronto	74,584	16,942	22.72%
Total	257,854	42,779	16.59%

Volume of Renegotiated Notifications



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Excavator Perspective - Single and Advanced Requests

Region	On Time	On Time (%)	Late	Late (%)	Late (%) No 360 Feedback No 360 Response Res Provided Prov	
Chatham-Essex	3,383	76.40%	542	12.24%	503	11.36%
Grey-Bruce	1,095	77.94%	260	18.51%	50	3.56%
GTA-East	3,422	89.39%	247	6.45%	159	4.15%
Hamilton-Niagara	9,238	84.84%	1,196	10.98%	455	4.18%
London-St. Thomas	3,453	89.34%	179	4.63%	233	6.03%
ON-Central	1,825	73.41%	629	25.30%	32	1.29%
ON-East	4,976	93.29%	211	3.96%	147	2.76%
ON-North	1,838	83.70%	234	10.66%	124	5.65%
ON-Northwest	312	78.99%	52	13.16%	31	7.85%
ON-Southeast	1,604	89.16%	74	4.11%	121	6.73%
ON-West	5,623	83.02%	535	7.90%	615	9.08%
Sarnia	1,123	88.56%	117	9.23%	28	2.21%
Toronto	15,219	92.24%	984	5.96%	296	1.79%
Total	53,111	86.83%	5,260	8.60%	2,794	4.57%

Requests On Time

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	1,929	43.56%	2,118	47.83%	158	3.57%	223	5.04%	4,428
Grey-Bruce	747	53.17%	570	40.57%	49	3.49%	39	2.78%	1,405
GTA-East	2,478	64.73%	1,107	28.92%	81	2.12%	162	4.23%	3,828
Hamilton-Niagara	6,699	61.52%	3,588	32.95%	287	2.64%	315	2.89%	10,889
London-St. Thomas	1,963	50.79%	1,748	45.23%	49	1.27%	105	2.72%	3,865
ON-Central	1,286	51.73%	990	39.82%	64	2.57%	146	5.87%	2,486
ON-East	2,900	54.37%	2,253	42.24%	76	1.42%	105	1.97%	5,334
ON-North	1,012	46.08%	993	45.22%	71	3.23%	120	5.46%	2,196
ON-Northwest	251	63.54%	83	21.01%	13	3.29%	48	12.15%	395
ON-Southeast	1,082	60.14%	607	33.74%	22	1.22%	88	4.89%	1,799
ON-West	3,255	48.06%	3,016	44.53%	117	1.73%	385	5.68%	6,773
Sarnia	784	61.83%	440	34.70%	16	1.26%	28	2.21%	1,268
Toronto	8,730	52.91%	7,252	43.95%	228	1.38%	289	1.75%	16,499
Total	33,116	54.14%	24,765	40.49%	1,231	2.01%	2,053	3.36%	61,165

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



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UIO Perspective - Advanced Requests

Region	On Time	On Time (%)	Late	Late (%) No 360 Feedback Response Provided		No 360 Feedback Response Provided (%)
Chatham-Essex	13,225	91.38%	774	5.35%	473	3.27%
Grey-Bruce	2,635	92.65%	176	6.19%	33	1.16%
GTA-East	8,506	94.57%	372	4.14%	116	1.29%
Hamilton-Niagara	22,417	93.47%	1,250	5.21%	316	1.32%
London-St. Thomas	9,990	95.85%	237	2.27%	196	1.88%
ON-Central	6,344	90.56%	640	9.14%	21	0.30%
ON-East	14,798	97.13%	311	2.04%	126	0.83%
ON-North	4,037	92.66%	239	5.49%	81	1.86%
ON-Northwest	660	91.29%	44	6.09%	19	2.63%
ON-Southeast	3,145	95.53%	70	2.13%	77	2.34%
ON-West	16,878	94.89%	513	2.88%	396	2.23%
Sarnia	2,276	93.70%	136	5.60%	17	0.70%
Toronto	53,695	96.39%	1,746	3.13%	264	0.47%
Total	158,606	94.83%	6,508	3.89%	2,135	1.28%

Percentage of Notifications On Time

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	7,345	50.75%	5,880	40.63%	696	4.81%	551	3.81%	14,472
Grey-Bruce	1,498	52.67%	1,137	39.98%	132	4.64%	77	2.71%	2,844
GTA-East	5,856	65.11%	2,650	29.46%	284	3.16%	204	2.27%	8,994
Hamilton-Niagara	14,244	59.39%	8,173	34.08%	899	3.75%	667	2.78%	23,983
London-St. Thomas	5,271	50.57%	4,719	45.27%	241	2.31%	192	1.84%	10,423
ON-Central	4,522	64.55%	1,822	26.01%	192	2.74%	469	6.70%	7,005
ON-East	9,640	63.28%	5,158	33.86%	246	1.61%	191	1.25%	15,235
ON-North	2,675	61.40%	1,362	31.26%	168	3.86%	152	3.49%	4,357
ON-Northwest	534	73.86%	126	17.43%	19	2.63%	44	6.09%	723
ON-Southeast	1,837	55.80%	1,308	39.73%	49	1.49%	98	2.98%	3,292
ON-West	10,034	56.41%	6,844	38.48%	438	2.46%	471	2.65%	17,787
Sarnia	1,167	48.04%	1,109	45.66%	92	3.79%	61	2.51%	2,429
Toronto	33,384	59.93%	20,311	36.46%	1,185	2.13%	825	1.48%	55,705
Total	98,007	58.60%	60,599	36.23%	4,641	2.77%	4,002	2.39%	167,249

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



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ON-Northwest

ON-Southeast

ON-West

Sarnia

Total

Toronto

Locate Delivery Performance by Region

UIO Perspective - Advanced Requests

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

		Volume of	Renegotiated No
Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	14,472	3,017	20.85%
Grey-Bruce	2,844	374	13.15%
GTA-East	8,994	1,546	17.19%
Hamilton-Niagara	23,983	9,686	40.39%
London-St. Thomas	10,423	1,548	14.85%
ON-Central	7,005	722	10.31%
ON-East	15,235	1,188	7.80%
ON-North	4,357	206	4.73%

11

121

270

1,799

12,811

33,299

723

3,292

17,787

2,429

55,705

167,249

cations

1.52%

3.68%

10.11%

11.12%

23.00%

19.91%

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Excavator Perspective - Advanced Requests

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

Requests	On Time
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Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	2,002	70.44%	411	14.46%	429	15.10%
Grey-Bruce	649	79.93%	136	16.75%	27	3.33%
GTA-East	1,933	88.02%	148	6.74%	115	5.24%
Hamilton-Niagara	4,682	85.02%	513	9.32%	312	5.67%
London-St. Thomas	2,168	88.63%	111	4.54%	167	6.83%
ON-Central	1,134	67.74%	519	31.00%	21	1.25%
ON-East	3,306	92.53%	152	4.25%	115	3.22%
ON-North	1,532	85.78%	179	10.02%	75	4.20%
ON-Northwest	207	79.31%	38	14.56%	16	6.13%
ON-Southeast	901	87.39%	54	5.24%	76	7.37%
ON-West	3,278	83.35%	271	6.89%	384	9.76%
Sarnia	407	84.27%	59	12.22%	17	3.52%
Toronto	10,614	90.89%	816	6.99%	248	2.12%
Total	32,813	85.85%	3,407	8.91%	2,002	5.24%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	548	19.28%	1,991	70.06%	147	5.17%	156	5.49%	2,842
Grey-Bruce	301	37.07%	469	57.76%	31	3.82%	11	1.35%	812
GTA-East	989	45.04%	1,066	48.54%	72	3.28%	69	3.14%	2,196
Hamilton-Niagara	2,143	38.91%	2,981	54.13%	207	3.76%	176	3.20%	5,507
London-St. Thomas	678	27.72%	1,684	68.85%	38	1.55%	46	1.88%	2,446
ON-Central	595	35.54%	923	55.14%	46	2.75%	110	6.57%	1,674
ON-East	1,230	34.42%	2,210	61.85%	66	1.85%	67	1.88%	3,573
ON-North	706	39.53%	950	53.19%	64	3.58%	66	3.70%	1,786
ON-Northwest	146	55.94%	78	29.89%	13	4.98%	24	9.20%	261
ON-Southeast	379	36.76%	594	57.61%	19	1.84%	39	3.78%	1,031
ON-West	910	23.14%	2,800	71.19%	53	1.35%	170	4.32%	3,933
Sarnia	68	14.08%	400	82.82%	9	1.86%	6	1.24%	483
Toronto	4,125	35.32%	7,137	61.11%	201	1.72%	215	1.84%	11,678
Total	12,818	33.54%	23,283	60.92%	966	2.53%	1,155	3.02%	38,222

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UIO Perspective - Single Requests

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)	
Chatham-Essex	6,482	95.94%	199	2.95%	75	1.11%	
Grey-Bruce	2,387	93.39%	146	5.71%	23	0.90%	
GTA-East	5,576	97.06%	124	2.16%	45	0.78%	
Hamilton-Niagara	20,812	94.56%	1,051	4.78%	146	0.66%	
London-St. Thomas	5,455	96.98%	102	1.81%	68	1.21%	
ON-Central	2,713	94.63%	142	4.95%	12	0.42%	
ON-East	6,692	98.27%	82	1.20%	36	0.53%	
ON-North	1,464	91.90%	79	4.96%	50	3.14%	
ON-Northwest	433	92.92%	16	3.43%	17	3.65%	
ON-Southeast	2,558	97.34%	23	0.88%	47	1.79%	
ON-West	11,054	95.10%	337	2.90%	233	2.00%	
Sarnia	2,946	96.69%	90	2.95%	11	0.36%	
Toronto	18,564	98.33%	264	1.40%	51	0.27%	
Total	87,136	96.17%	2,655	2.93%	814	0.90%	

Percentage of Notifications On Time

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	6,482	95.94%	189	2.80%	13	0.19%	72	1.07%	6,756
Grey-Bruce	2,387	93.39%	114	4.46%	26	1.02%	29	1.13%	2,556
GTA-East	5,576	97.06%	60	1.04%	11	0.19%	98	1.71%	5,745
Hamilton-Niagara	20,812	94.56%	921	4.18%	120	0.55%	156	0.71%	22,009
London-St. Thomas	5,455	96.98%	88	1.56%	18	0.32%	64	1.14%	5,625
ON-Central	2,713	94.63%	93	3.24%	19	0.66%	42	1.46%	2,867
ON-East	6,692	98.27%	57	0.84%	12	0.18%	49	0.72%	6,810
ON-North	1,464	91.90%	53	3.33%	13	0.82%	63	3.95%	1,593
ON-Northwest	433	92.92%	6	1.29%	0	0.00%	27	5.79%	466
ON-Southeast	2,558	97.34%	16	0.61%	4	0.15%	50	1.90%	2,628
ON-West	11,054	95.10%	248	2.13%	81	0.70%	241	2.07%	11,624
Sarnia	2,946	96.69%	66	2.17%	9	0.30%	26	0.85%	3,047
Toronto	18,564	98.33%	184	0.97%	47	0.25%	84	0.44%	18,879
Total	87,136	96.17%	2,095	2.31%	373	0.41%	1,001	1.10%	90,605

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



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UIO Perspective - Single Requests

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Region	Notifications	Renegotiated	Renegotiated (%)	
Chatham-Essex	6,756	239	3.54%	
Grey-Bruce	2,556	108	4.23%	
GTA-East	5,745	567	9.87%	
Hamilton-Niagara	22,009	3,038	13.80%	
London-St. Thomas	5,625	134	2.38%	
ON-Central	2,867	359	12.52%	
ON-East	6,810	421	6.18%	
ON-North	1,593	14	0.88%	
ON-Northwest	466	1	0.21%	
ON-Southeast	2,628	36	1.37%	
ON-West	11,624	379	3.26%	
Sarnia	3,047	53	1.74%	
Toronto	18,879	4,131	21.88%	
Total	90,605	9,480	10.46%	

Volume of Renegotiated Notifications



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Excavator Perspective - Single Requests

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

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)	
Chatham-Essex	1,381	87.07%	131	8.26%	74	4.67%	
Grey-Bruce	446	75.21%	124	20.91%	23	3.88%	
GTA-East	1,489	91.24%	99	6.07%	44	2.70%	
Hamilton-Niagara	4,556	84.65%	683	12.69%	143	2.66%	
London-St. Thomas	1,285	90.56%	68	4.79%	66	4.65%	
ON-Central	691	85.10%	110	13.55%	11	1.35%	
ON-East	1,670	94.83%	59	3.35%	32	1.82%	
ON-North	306	74.63%	55	13.41%	49	11.95%	
ON-Northwest	105	78.36%	14	10.45%	15	11.19%	
ON-Southeast	703	91.54%	20	2.60%	45	5.86%	
ON-West	2,345	82.57%	264	9.30%	231	8.13%	
Sarnia	716	91.21%	58	7.39%	11	1.40%	
Toronto	4,605	95.52%	168	3.48%	48	1.00%	
Total	20,298	88.47%	1,853	8.08%	792	3.45%	

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	1,381	87.07%	127	8.01%	11	0.69%	67	4.22%	1,586
Grey-Bruce	446	75.21%	101	17.03%	18	3.04%	28	4.72%	593
GTA-East	1,489	91.24%	41	2.51%	9	0.55%	93	5.70%	1,632
Hamilton-Niagara	4,556	84.65%	607	11.28%	80	1.49%	139	2.58%	5,382
London-St. Thomas	1,285	90.56%	64	4.51%	11	0.78%	59	4.16%	1,419
ON-Central	691	85.10%	67	8.25%	18	2.22%	36	4.43%	812
ON-East	1,670	94.83%	43	2.44%	10	0.57%	38	2.16%	1,761
ON-North	306	74.63%	43	10.49%	7	1.71%	54	13.17%	410
ON-Northwest	105	78.36%	5	3.73%	0	0.00%	24	17.91%	134
ON-Southeast	703	91.54%	13	1.69%	3	0.39%	49	6.38%	768
ON-West	2,345	82.57%	216	7.61%	64	2.25%	215	7.57%	2,840
Sarnia	716	91.21%	40	5.10%	7	0.89%	22	2.80%	785
Toronto	4,605	95.52%	115	2.39%	27	0.56%	74	1.53%	4,821
Total	20,298	88.47%	1,482	6.46%	265	1.16%	898	3.91%	22,943



01/03/2025 🛅