

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.
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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:

2025-06-23 02:01:28

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

01/05/2025 31/05/2025 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
ON-West	46,363	96.05%	1,165	2.41%	744	1.54%
Toronto	97,717	97.22%	2,343	2.33%	456	0.45%
London-St. Thomas	18,154	95.32%	459	2.41%	432	2.27%
ON-East	48,204	95.39%	1,931	3.82%	397	0.79%
Grey-Bruce	9,387	91.34%	530	5.16%	360	3.50%
Chatham-Essex	21,620	93.67%	1,132	4.90%	328	1.42%
GTA-East	28,941	96.35%	769	2.56%	328	1.09%
ON-North	18,180	85.72%	2,731	12.88%	297	1.40%
ON-Southeast	10,622	96.01%	211	1.91%	231	2.09%
ON-Northwest	7,534	87.58%	844	9.81%	224	2.60%
ON-Central	20,411	95.31%	860	4.02%	144	0.67%
Hamilton-Niagara	53,353	95.38%	2,467	4.41%	119	0.21%
Sarnia	5,665	94.76%	255	4.27%	58	0.97%
Total	386,151	95.12%	15,697	3.87%	4,118	1.01%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	16,233	70.33%	5,819	25.21%	634	2.75%	394	1.71%	23,080
Grey-Bruce	7,668	74.61%	1,906	18.55%	296	2.88%	407	3.96%	10,277
GTA-East	23,993	79.88%	5,192	17.28%	254	0.85%	599	1.99%	30,038
Hamilton-Niagara	44,526	79.60%	9,527	17.03%	752	1.34%	1,134	2.03%	55,939
London-St. Thomas	13,705	71.96%	4,632	24.32%	238	1.25%	470	2.47%	19,045
ON-Central	17,102	79.86%	3,515	16.41%	369	1.72%	429	2.00%	21,415
ON-East	39,948	79.05%	8,993	17.80%	771	1.53%	820	1.62%	50,532
ON-North	15,123	71.31%	4,178	19.70%	1,138	5.37%	769	3.63%	21,208
ON-Northwest	6,046	70.29%	1,838	21.37%	333	3.87%	385	4.48%	8,602
ON-Southeast	8,378	75.72%	2,296	20.75%	101	0.91%	289	2.61%	11,064
ON-West	37,195	77.05%	9,592	19.87%	575	1.19%	910	1.89%	48,272
Sarnia	4,792	80.16%	930	15.56%	124	2.07%	132	2.21%	5,978
Toronto	74,616	74.23%	23,368	23.25%	1,388	1.38%	1,144	1.14%	100,516
Total	309,325	76.19%	81,786	20.15%	6,973	1.72%	7,882	1.94%	405,966

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

01/05/2025 

31/05/2025 

Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	23,080	2,047	8.87%
Grey-Bruce	10,277	325	3.16%
GTA-East	30,038	2,329	7.75%
Hamilton-Niagara	55,939	11,109	19.86%
London-St. Thomas	19,045	1,325	6.96%
ON-Central	21,415	2,578	12.04%
ON-East	50,532	3,081	6.10%
ON-North	21,208	812	3.83%
ON-Northwest	8,602	40	0.47%
ON-Southeast	11,064	469	4.24%
ON-West	48,272	2,486	5.15%
Sarnia	5,978	136	2.28%
Toronto	100,516	19,775	19.67%
Total	405,966	46,512	11.46%

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

01/05/2025



31/05/2025



Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	4,019	81.67%	584	11.87%	318	6.46%
Grey-Bruce	2,101	72.03%	459	15.74%	357	12.24%
GTA-East	6,840	88.69%	556	7.21%	316	4.10%
Hamilton-Niagara	12,351	89.14%	1,389	10.02%	116	0.84%
London-St. Thomas	3,931	85.90%	251	5.49%	394	8.61%
ON-Central	4,601	85.92%	629	11.75%	125	2.33%
ON-East	12,086	89.91%	1,017	7.57%	340	2.53%
ON-North	4,296	68.19%	1,719	27.29%	285	4.52%
ON-Northwest	1,622	63.14%	732	28.49%	215	8.37%
ON-Southeast	2,876	88.85%	135	4.17%	226	6.98%
ON-West	10,159	87.21%	768	6.59%	722	6.20%
Sarnia	1,136	85.41%	136	10.23%	58	4.36%
Toronto	23,257	93.28%	1,250	5.01%	425	1.70%
Total	89,275	86.85%	9,625	9.36%	3,897	3.79%


Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	2,479	50.38%	2,167	44.04%	108	2.19%	167	3.39%	4,921
Grey-Bruce	1,464	50.19%	1,047	35.89%	140	4.80%	266	9.12%	2,917
GTA-East	5,113	66.30%	2,192	28.42%	82	1.06%	325	4.21%	7,712
Hamilton-Niagara	9,392	67.78%	3,795	27.39%	154	1.11%	515	3.72%	13,856
London-St. Thomas	2,669	58.33%	1,645	35.95%	62	1.35%	200	4.37%	4,576
ON-Central	3,452	64.46%	1,699	31.73%	70	1.31%	134	2.50%	5,355
ON-East	8,753	65.11%	4,081	30.36%	244	1.82%	365	2.72%	13,443
ON-North	3,159	50.14%	2,443	38.78%	363	5.76%	335	5.32%	6,300
ON-Northwest	1,191	46.36%	1,038	40.40%	146	5.68%	194	7.55%	2,569
ON-Southeast	2,011	62.13%	1,021	31.54%	25	0.77%	180	5.56%	3,237
ON-West	6,912	59.34%	3,994	34.29%	171	1.47%	572	4.91%	11,649
Sarnia	850	63.91%	376	28.27%	22	1.65%	82	6.17%	1,330
Toronto	15,915	63.83%	8,434	33.83%	240	0.96%	343	1.38%	24,932
Total	63,360	61.64%	33,932	33.01%	1,827	1.78%	3,678	3.58%	102,797

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

01/05/2025 31/05/2025 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	11,408	92.86%	669	5.45%	208	1.69%
Grey-Bruce	4,363	87.72%	299	6.01%	312	6.27%
GTA-East	12,119	95.32%	378	2.97%	217	1.71%
Hamilton-Niagara	22,058	94.23%	1,267	5.41%	84	0.36%
London-St. Thomas	8,591	93.98%	241	2.64%	309	3.38%
ON-Central	8,912	92.77%	595	6.19%	100	1.04%
ON-East	22,657	94.75%	1,013	4.24%	242	1.01%
ON-North	7,425	82.97%	1,332	14.88%	192	2.15%
ON-Northwest	2,467	85.66%	296	10.28%	117	4.06%
ON-Southeast	4,340	94.95%	121	2.65%	110	2.41%
ON-West	19,456	95.53%	609	2.99%	301	1.48%
Sarnia	1,966	92.26%	137	6.43%	28	1.31%
Toronto	58,706	96.22%	1,921	3.15%	383	0.63%
Total	184,468	94.14%	8,878	4.53%	2,603	1.33%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	6,021	49.01%	5,387	43.85%	612	4.98%	265	2.16%	12,285
Grey-Bruce	2,644	53.16%	1,719	34.56%	259	5.21%	352	7.08%	4,974
GTA-East	7,171	56.40%	4,948	38.92%	210	1.65%	385	3.03%	12,714
Hamilton-Niagara	13,231	56.52%	8,827	37.71%	690	2.95%	661	2.82%	23,409
London-St. Thomas	4,142	45.31%	4,449	48.67%	212	2.32%	338	3.70%	9,141
ON-Central	5,603	58.32%	3,309	34.44%	344	3.58%	351	3.65%	9,607
ON-East	14,401	60.22%	8,256	34.53%	642	2.68%	613	2.56%	23,912
ON-North	4,368	48.81%	3,057	34.16%	937	10.47%	587	6.56%	8,949
ON-Northwest	979	33.99%	1,488	51.67%	201	6.98%	212	7.36%	2,880
ON-Southeast	2,096	45.85%	2,244	49.09%	76	1.66%	155	3.39%	4,571
ON-West	10,288	50.52%	9,168	45.02%	490	2.41%	420	2.06%	20,366
Sarnia	1,093	51.29%	873	40.97%	116	5.44%	49	2.30%	2,131
Toronto	35,605	58.36%	23,101	37.86%	1,308	2.14%	996	1.63%	61,010
Total	107,642	54.93%	76,826	39.21%	6,097	3.11%	5,384	2.75%	195,949

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

01/05/2025



31/05/2025



Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	12,285	1,550	12.62%
Grey-Bruce	4,974	250	5.03%
GTA-East	12,714	1,158	9.11%
Hamilton-Niagara	23,409	9,193	39.27%
London-St. Thomas	9,141	1,138	12.45%
ON-Central	9,607	1,055	10.98%
ON-East	23,912	2,137	8.94%
ON-North	8,949	508	5.68%
ON-Northwest	2,880	15	0.52%
ON-Southeast	4,571	365	7.99%
ON-West	20,366	1,753	8.61%
Sarnia	2,131	119	5.58%
Toronto	61,010	13,256	21.73%
Total	195,949	32,497	16.58%

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

01/05/2025 31/05/2025 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	1,933	78.39%	335	13.58%	198	8.03%
Grey-Bruce	1,038	64.43%	261	16.20%	312	19.37%
GTA-East	2,860	86.80%	230	6.98%	205	6.22%
Hamilton-Niagara	4,782	87.79%	583	10.70%	82	1.51%
London-St. Thomas	1,766	82.56%	99	4.63%	274	12.81%
ON-Central	1,852	79.31%	396	16.96%	87	3.73%
ON-East	5,835	89.48%	473	7.25%	213	3.27%
ON-North	1,798	64.75%	799	28.77%	180	6.48%
ON-Northwest	556	60.43%	253	27.50%	111	12.07%
ON-Southeast	1,186	86.70%	74	5.41%	108	7.89%
ON-West	4,037	86.26%	356	7.61%	287	6.13%
Sarnia	348	81.50%	51	11.94%	28	6.56%
Toronto	12,336	90.53%	938	6.88%	352	2.58%
Total	40,327	84.70%	4,848	10.18%	2,437	5.12%


Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	393	15.94%	1,930	78.26%	94	3.81%	49	1.99%	2,466
Grey-Bruce	401	24.89%	882	54.75%	107	6.64%	221	13.72%	1,611
GTA-East	1,133	34.39%	1,991	60.42%	44	1.34%	127	3.85%	3,295
Hamilton-Niagara	1,823	33.47%	3,387	62.18%	113	2.07%	124	2.28%	5,447
London-St. Thomas	504	23.56%	1,510	70.59%	41	1.92%	84	3.93%	2,139
ON-Central	703	30.11%	1,508	64.58%	48	2.06%	76	3.25%	2,335
ON-East	2,502	38.37%	3,636	55.76%	178	2.73%	205	3.14%	6,521
ON-North	661	23.80%	1,671	60.17%	254	9.15%	191	6.88%	2,777
ON-Northwest	125	13.59%	707	76.85%	32	3.48%	56	6.09%	920
ON-Southeast	321	23.46%	974	71.20%	12	0.88%	61	4.46%	1,368
ON-West	790	16.88%	3,673	78.48%	93	1.99%	124	2.65%	4,680
Sarnia	62	14.52%	339	79.39%	16	3.75%	10	2.34%	427
Toronto	4,994	36.65%	8,234	60.43%	184	1.35%	214	1.57%	13,626
Total	14,412	30.27%	30,442	63.94%	1,216	2.55%	1,542	3.24%	47,612

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

01/05/2025 31/05/2025 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	10,212	94.60%	463	4.29%	120	1.11%
Grey-Bruce	5,024	94.74%	231	4.36%	48	0.91%
GTA-East	16,822	97.10%	391	2.26%	111	0.64%
Hamilton-Niagara	31,295	96.20%	1,200	3.69%	35	0.11%
London-St. Thomas	9,563	96.56%	218	2.20%	123	1.24%
ON-Central	11,499	97.38%	265	2.24%	44	0.37%
ON-East	25,547	95.97%	918	3.45%	155	0.58%
ON-North	10,755	87.73%	1,399	11.41%	105	0.86%
ON-Northwest	5,067	88.55%	548	9.58%	107	1.87%
ON-Southeast	6,282	96.75%	90	1.39%	121	1.86%
ON-West	26,907	96.42%	556	1.99%	443	1.59%
Sarnia	3,699	96.15%	118	3.07%	30	0.78%
Toronto	39,011	98.75%	422	1.07%	73	0.18%
Total	201,683	96.03%	6,819	3.25%	1,515	0.72%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	10,212	94.60%	432	4.00%	22	0.20%	129	1.19%	10,795
Grey-Bruce	5,024	94.74%	187	3.53%	37	0.70%	55	1.04%	5,303
GTA-East	16,822	97.10%	244	1.41%	44	0.25%	214	1.24%	17,324
Hamilton-Niagara	31,295	96.20%	700	2.15%	62	0.19%	473	1.45%	32,530
London-St. Thomas	9,563	96.56%	183	1.85%	26	0.26%	132	1.33%	9,904
ON-Central	11,499	97.38%	206	1.74%	25	0.21%	78	0.66%	11,808
ON-East	25,547	95.97%	737	2.77%	129	0.48%	207	0.78%	26,620
ON-North	10,755	87.73%	1,121	9.14%	201	1.64%	182	1.48%	12,259
ON-Northwest	5,067	88.55%	350	6.12%	132	2.31%	173	3.02%	5,722
ON-Southeast	6,282	96.75%	52	0.80%	25	0.39%	134	2.06%	6,493
ON-West	26,907	96.42%	424	1.52%	85	0.30%	490	1.76%	27,906
Sarnia	3,699	96.15%	57	1.48%	8	0.21%	83	2.16%	3,847
Toronto	39,011	98.75%	267	0.68%	80	0.20%	148	0.37%	39,506
Total	201,683	96.03%	4,960	2.36%	876	0.42%	2,498	1.19%	210,017

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

01/05/2025



31/05/2025




Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	10,795	497	4.60%
Grey-Bruce	5,303	75	1.41%
GTA-East	17,324	1,171	6.76%
Hamilton-Niagara	32,530	1,916	5.89%
London-St. Thomas	9,904	187	1.89%
ON-Central	11,808	1,523	12.90%
ON-East	26,620	944	3.55%
ON-North	12,259	304	2.48%
ON-Northwest	5,722	25	0.44%
ON-Southeast	6,493	104	1.60%
ON-West	27,906	733	2.63%
Sarnia	3,847	17	0.44%
Toronto	39,506	6,519	16.50%
Total	210,017	14,015	6.67%

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

01/05/2025 31/05/2025 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	2,086	84.97%	249	10.14%	120	4.89%
Grey-Bruce	1,063	81.39%	198	15.16%	45	3.45%
GTA-East	3,980	90.11%	326	7.38%	111	2.51%
Hamilton-Niagara	7,569	90.01%	806	9.58%	34	0.40%
London-St. Thomas	2,165	88.84%	152	6.24%	120	4.92%
ON-Central	2,749	91.03%	233	7.72%	38	1.26%
ON-East	6,251	90.31%	544	7.86%	127	1.83%
ON-North	2,498	70.91%	920	26.11%	105	2.98%
ON-Northwest	1,066	64.65%	479	29.05%	104	6.31%
ON-Southeast	1,690	90.42%	61	3.26%	118	6.31%
ON-West	6,122	87.85%	412	5.91%	435	6.24%
Sarnia	788	87.26%	85	9.41%	30	3.32%
Toronto	10,921	96.59%	312	2.76%	73	0.65%
Total	48,948	88.70%	4,777	8.66%	1,460	2.65%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	2,086	84.97%	237	9.65%	14	0.57%	118	4.81%	2,455
Grey-Bruce	1,063	81.39%	165	12.63%	33	2.53%	45	3.45%	1,306
GTA-East	3,980	90.11%	201	4.55%	38	0.86%	198	4.48%	4,417
Hamilton-Niagara	7,569	90.01%	408	4.85%	41	0.49%	391	4.65%	8,409
London-St. Thomas	2,165	88.84%	135	5.54%	21	0.86%	116	4.76%	2,437
ON-Central	2,749	91.03%	191	6.32%	22	0.73%	58	1.92%	3,020
ON-East	6,251	90.31%	445	6.43%	66	0.95%	160	2.31%	6,922
ON-North	2,498	70.91%	772	21.91%	109	3.09%	144	4.09%	3,523
ON-Northwest	1,066	64.65%	331	20.07%	114	6.91%	138	8.37%	1,649
ON-Southeast	1,690	90.42%	47	2.51%	13	0.70%	119	6.37%	1,869
ON-West	6,122	87.85%	321	4.61%	78	1.12%	448	6.43%	6,969
Sarnia	788	87.26%	37	4.10%	6	0.66%	72	7.97%	903
Toronto	10,921	96.59%	200	1.77%	56	0.50%	129	1.14%	11,306
Total	48,948	88.70%	3,490	6.32%	611	1.11%	2,136	3.87%	55,185

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