

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:

- Every municipality in Ontario;
- Hydro One Inc., as defined in the Electricity Act, 1998;
- Ontario Power Generation Inc., as defined in the Electricity Act, 1998;
- 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;
- Every person or entity regulated under the Oil, Gas and Salt Resources Act;
- 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:



2025-01-15 10:15:20

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

01/11/2024 30/11/2024 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	12,643	94.41%	472	3.52%	277	2.07%
Grey-Bruce	4,355	93.60%	243	5.22%	55	1.18%
GTA-East	14,451	96.54%	318	2.12%	200	1.34%
Hamilton-Niagara	35,132	94.88%	1,469	3.97%	428	1.16%
London-St. Thomas	9,298	96.25%	194	2.01%	168	1.74%
ON-Central	9,727	97.30%	248	2.48%	22	0.22%
ON-East	20,234	96.18%	552	2.62%	251	1.19%
ON-North	8,615	95.87%	216	2.40%	155	1.72%
ON-Northwest	2,176	92.99%	75	3.21%	89	3.80%
ON-Southeast	5,311	93.97%	222	3.93%	119	2.11%
ON-West	24,082	95.63%	689	2.74%	411	1.63%
Sarnia	3,605	95.75%	130	3.45%	30	0.80%
Toronto	60,156	94.88%	2,429	3.83%	815	1.29%
Total	209,785	95.33%	7,257	3.30%	3,020	1.37%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	9,072	67.74%	3,771	28.16%	220	1.64%	329	2.46%	13,392
Grey-Bruce	3,728	80.12%	753	16.18%	103	2.21%	69	1.48%	4,653
GTA-East	11,574	77.32%	2,956	19.75%	139	0.93%	300	2.00%	14,969
Hamilton-Niagara	28,935	78.14%	6,630	17.90%	728	1.97%	736	1.99%	37,029
London-St. Thomas	7,121	73.72%	2,236	23.15%	105	1.09%	198	2.05%	9,660
ON-Central	8,665	86.68%	1,135	11.35%	53	0.53%	144	1.44%	9,997
ON-East	16,228	77.14%	4,157	19.76%	248	1.18%	404	1.92%	21,037
ON-North	7,245	80.63%	1,448	16.11%	79	0.88%	214	2.38%	8,986
ON-Northwest	1,863	79.62%	326	13.93%	14	0.60%	137	5.85%	2,340
ON-Southeast	3,961	70.08%	1,407	24.89%	128	2.26%	156	2.76%	5,652
ON-West	19,015	75.51%	5,389	21.40%	269	1.07%	509	2.02%	25,182
Sarnia	3,017	80.13%	615	16.33%	27	0.72%	106	2.82%	3,765
Toronto	47,426	74.80%	12,859	20.28%	593	0.94%	2,522	3.98%	63,400
Total	167,850	76.27%	43,682	19.85%	2,706	1.23%	5,824	2.65%	220,062

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

01/11/2024 30/11/2024 

Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	13,392	2,041	15.24%
Grey-Bruce	4,653	363	7.80%
GTA-East	14,969	1,440	9.62%
Hamilton-Niagara	37,029	10,403	28.09%
London-St. Thomas	9,660	709	7.34%
ON-Central	9,997	363	3.63%
ON-East	21,037	920	4.37%
ON-North	8,986	292	3.25%
ON-Northwest	2,340	15	0.64%
ON-Southeast	5,652	218	3.86%
ON-West	25,182	2,162	8.59%
Sarnia	3,765	98	2.60%
Toronto	63,400	9,930	15.66%
Total	220,062	28,954	13.16%

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

Locate Delivery Performance by Region

Excavator Perspective - Single and Advanced Requests

01/11/2024 30/11/2024 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	2,200	81.48%	248	9.19%	252	9.33%
Grey-Bruce	1,076	81.33%	195	14.74%	52	3.93%
GTA-East	3,652	90.46%	187	4.63%	198	4.90%
Hamilton-Niagara	7,721	88.91%	555	6.39%	408	4.70%
London-St. Thomas	2,199	89.14%	122	4.95%	146	5.92%
ON-Central	2,300	91.34%	197	7.82%	21	0.83%
ON-East	4,816	90.51%	305	5.73%	200	3.76%
ON-North	2,854	90.80%	151	4.80%	138	4.39%
ON-Northwest	644	81.73%	61	7.74%	83	10.53%
ON-Southeast	1,433	83.90%	162	9.48%	113	6.62%
ON-West	5,092	85.65%	479	8.06%	374	6.29%
Sarnia	771	85.10%	106	11.70%	29	3.20%
Toronto	12,935	85.12%	1,542	10.15%	720	4.74%
Total	47,693	87.13%	4,310	7.87%	2,734	4.99%

Requests by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	1,196	44.30%	1,094	40.52%	131	4.85%	279	10.33%	2,700
Grey-Bruce	809	61.15%	370	27.97%	84	6.35%	60	4.54%	1,323
GTA-East	2,500	61.93%	1,194	29.58%	67	1.66%	276	6.84%	4,037
Hamilton-Niagara	5,767	66.41%	2,153	24.79%	247	2.84%	517	5.95%	8,684
London-St. Thomas	1,496	60.64%	745	30.20%	57	2.31%	169	6.85%	2,467
ON-Central	1,728	68.63%	636	25.26%	39	1.55%	115	4.57%	2,518
ON-East	3,154	59.27%	1,755	32.98%	125	2.35%	287	5.39%	5,321
ON-North	2,111	67.17%	791	25.17%	51	1.62%	190	6.05%	3,143
ON-Northwest	517	65.61%	135	17.13%	13	1.65%	123	15.61%	788
ON-Southeast	878	51.41%	593	34.72%	100	5.85%	137	8.02%	1,708
ON-West	3,200	53.83%	2,111	35.51%	185	3.11%	449	7.55%	5,945
Sarnia	585	64.57%	206	22.74%	17	1.88%	98	10.82%	906
Toronto	8,890	58.50%	4,123	27.13%	247	1.63%	1,937	12.75%	15,197
Total	32,831	59.98%	15,906	29.06%	1,363	2.49%	4,637	8.47%	54,737

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

01/11/2024

30/11/2024

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	8,005	94.50%	261	3.08%	205	2.42%
Grey-Bruce	2,334	94.76%	97	3.94%	32	1.30%
GTA-East	9,671	96.34%	207	2.06%	160	1.59%
Hamilton-Niagara	19,259	94.02%	945	4.61%	281	1.37%
London-St. Thomas	5,916	95.62%	127	2.05%	144	2.33%
ON-Central	5,751	97.24%	150	2.54%	13	0.22%
ON-East	12,579	95.85%	362	2.76%	183	1.39%
ON-North	5,108	96.16%	113	2.13%	91	1.71%
ON-Northwest	1,063	91.17%	48	4.12%	55	4.72%
ON-Southeast	2,863	93.32%	135	4.40%	70	2.28%
ON-West	14,464	96.25%	304	2.02%	259	1.72%
Sarnia	1,596	94.27%	84	4.96%	13	0.77%
Toronto	44,296	93.99%	2,097	4.45%	735	1.56%
Total	132,905	94.88%	4,930	3.52%	2,241	1.60%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	4,434	52.34%	3,571	42.16%	212	2.50%	254	3.00%	8,471
Grey-Bruce	1,707	69.31%	627	25.46%	88	3.57%	41	1.66%	2,463
GTA-East	6,794	67.68%	2,877	28.66%	136	1.35%	231	2.30%	10,038
Hamilton-Niagara	13,062	63.76%	6,197	30.25%	691	3.37%	535	2.61%	20,485
London-St. Thomas	3,739	60.43%	2,177	35.19%	103	1.66%	168	2.72%	6,187
ON-Central	4,689	79.29%	1,062	17.96%	44	0.74%	119	2.01%	5,914
ON-East	8,573	65.32%	4,006	30.52%	232	1.77%	313	2.38%	13,124
ON-North	3,738	70.37%	1,370	25.79%	67	1.26%	137	2.58%	5,312
ON-Northwest	750	64.32%	313	26.84%	14	1.20%	89	7.63%	1,166
ON-Southeast	1,513	49.32%	1,350	44.00%	102	3.32%	103	3.36%	3,068
ON-West	9,397	62.53%	5,067	33.72%	232	1.54%	331	2.20%	15,027
Sarnia	1,008	59.54%	588	34.73%	23	1.36%	74	4.37%	1,693
Toronto	31,566	66.98%	12,730	27.01%	573	1.22%	2,259	4.79%	47,128
Total	90,970	64.94%	41,935	29.94%	2,517	1.80%	4,654	3.32%	140,076

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

01/11/2024 30/11/2024 

Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	8,471	1,713	20.22%
Grey-Bruce	2,463	279	11.33%
GTA-East	10,038	1,067	10.63%
Hamilton-Niagara	20,485	9,519	46.47%
London-St. Thomas	6,187	616	9.96%
ON-Central	5,914	122	2.06%
ON-East	13,124	746	5.68%
ON-North	5,312	217	4.09%
ON-Northwest	1,166	10	0.86%
ON-Southeast	3,068	175	5.70%
ON-West	15,027	1,691	11.25%
Sarnia	1,693	92	5.43%
Toronto	47,128	8,106	17.20%
Total	140,076	24,353	17.39%

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

01/11/2024 30/11/2024 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	1,366	80.35%	148	8.71%	186	10.94%
Grey-Bruce	623	85.46%	75	10.29%	31	4.25%
GTA-East	2,422	89.64%	121	4.48%	159	5.88%
Hamilton-Niagara	4,032	87.29%	314	6.80%	273	5.91%
London-St. Thomas	1,374	87.52%	74	4.71%	122	7.77%
ON-Central	1,338	91.52%	111	7.59%	13	0.89%
ON-East	2,937	89.82%	178	5.44%	155	4.74%
ON-North	1,878	92.15%	79	3.88%	81	3.97%
ON-Northwest	313	77.48%	42	10.40%	49	12.13%
ON-Southeast	777	82.92%	95	10.14%	65	6.94%
ON-West	2,931	87.00%	205	6.08%	233	6.92%
Sarnia	306	79.27%	67	17.36%	13	3.37%
Toronto	8,453	81.36%	1,286	12.38%	650	6.26%
Total	28,750	85.63%	2,795	8.32%	2,030	6.05%



Requests by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	362	21.29%	1,004	59.06%	124	7.29%	210	12.35%	1,700
Grey-Bruce	356	48.83%	267	36.63%	70	9.60%	36	4.94%	729
GTA-East	1,270	47.00%	1,152	42.64%	64	2.37%	216	7.99%	2,702
Hamilton-Niagara	2,078	44.99%	1,954	42.30%	231	5.00%	356	7.71%	4,619
London-St. Thomas	671	42.74%	703	44.78%	56	3.57%	140	8.92%	1,570
ON-Central	766	52.39%	572	39.12%	31	2.12%	93	6.36%	1,462
ON-East	1,275	38.99%	1,662	50.83%	115	3.52%	218	6.67%	3,270
ON-North	1,135	55.69%	743	36.46%	40	1.96%	120	5.89%	2,038
ON-Northwest	186	46.04%	127	31.44%	13	3.22%	78	19.31%	404
ON-Southeast	222	23.69%	555	59.23%	74	7.90%	86	9.18%	937
ON-West	1,039	30.84%	1,892	56.16%	156	4.63%	282	8.37%	3,369
Sarnia	120	31.09%	186	48.19%	13	3.37%	67	17.36%	386
Toronto	4,408	42.43%	4,045	38.94%	232	2.23%	1,704	16.40%	10,389
Total	13,888	41.36%	14,862	44.27%	1,219	3.63%	3,606	10.74%	33,575

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

01/11/2024 30/11/2024 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	4,638	94.25%	211	4.29%	72	1.46%
Grey-Bruce	2,021	92.28%	146	6.67%	23	1.05%
GTA-East	4,780	96.94%	111	2.25%	40	0.81%
Hamilton-Niagara	15,873	95.94%	524	3.17%	147	0.89%
London-St. Thomas	3,382	97.38%	67	1.93%	24	0.69%
ON-Central	3,976	97.38%	98	2.40%	9	0.22%
ON-East	7,655	96.74%	190	2.40%	68	0.86%
ON-North	3,507	95.45%	103	2.80%	64	1.74%
ON-Northwest	1,113	94.80%	27	2.30%	34	2.90%
ON-Southeast	2,448	94.74%	87	3.37%	49	1.90%
ON-West	9,618	94.71%	385	3.79%	152	1.50%
Sarnia	2,009	96.96%	46	2.22%	17	0.82%
Toronto	15,860	97.47%	332	2.04%	80	0.49%
Total	76,880	96.12%	2,327	2.91%	779	0.97%



Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	4,638	94.25%	200	4.06%	8	0.16%	75	1.52%	4,921
Grey-Bruce	2,021	92.28%	126	5.75%	15	0.68%	28	1.28%	2,190
GTA-East	4,780	96.94%	79	1.60%	3	0.06%	69	1.40%	4,931
Hamilton-Niagara	15,873	95.94%	433	2.62%	37	0.22%	201	1.21%	16,544
London-St. Thomas	3,382	97.38%	59	1.70%	2	0.06%	30	0.86%	3,473
ON-Central	3,976	97.38%	73	1.79%	9	0.22%	25	0.61%	4,083
ON-East	7,655	96.74%	151	1.91%	16	0.20%	91	1.15%	7,913
ON-North	3,507	95.45%	78	2.12%	12	0.33%	77	2.10%	3,674
ON-Northwest	1,113	94.80%	13	1.11%	0	0.00%	48	4.09%	1,174
ON-Southeast	2,448	94.74%	57	2.21%	26	1.01%	53	2.05%	2,584
ON-West	9,618	94.71%	322	3.17%	37	0.36%	178	1.75%	10,155
Sarnia	2,009	96.96%	27	1.30%	4	0.19%	32	1.54%	2,072
Toronto	15,860	97.47%	129	0.79%	20	0.12%	263	1.62%	16,272
Total	76,880	96.12%	1,747	2.18%	189	0.24%	1,170	1.46%	79,986

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

01/11/2024 30/11/2024 

Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	4,921	328	6.67%
Grey-Bruce	2,190	84	3.84%
GTA-East	4,931	373	7.56%
Hamilton-Niagara	16,544	884	5.34%
London-St. Thomas	3,473	93	2.68%
ON-Central	4,083	241	5.90%
ON-East	7,913	174	2.20%
ON-North	3,674	75	2.04%
ON-Northwest	1,174	5	0.43%
ON-Southeast	2,584	43	1.66%
ON-West	10,155	471	4.64%
Sarnia	2,072	6	0.29%
Toronto	16,272	1,824	11.21%
Total	79,986	4,601	5.75%

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

01/11/2024 30/11/2024 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	834	83.40%	100	10.00%	66	6.60%
Grey-Bruce	453	76.26%	120	20.20%	21	3.54%
GTA-East	1,230	92.13%	66	4.94%	39	2.92%
Hamilton-Niagara	3,689	90.75%	241	5.93%	135	3.32%
London-St. Thomas	825	91.97%	48	5.35%	24	2.68%
ON-Central	962	91.10%	86	8.14%	8	0.76%
ON-East	1,879	91.61%	127	6.19%	45	2.19%
ON-North	976	88.33%	72	6.52%	57	5.16%
ON-Northwest	331	86.20%	19	4.95%	34	8.85%
ON-Southeast	656	85.08%	67	8.69%	48	6.23%
ON-West	2,161	83.89%	274	10.64%	141	5.47%
Sarnia	465	89.42%	39	7.50%	16	3.08%
Toronto	4,482	93.22%	256	5.32%	70	1.46%
Total	18,943	89.51%	1,515	7.16%	704	3.33%

Requests by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	834	83.40%	90	9.00%	7	0.70%	69	6.90%	1,000
Grey-Bruce	453	76.26%	103	17.34%	14	2.36%	24	4.04%	594
GTA-East	1,230	92.13%	42	3.15%	3	0.22%	60	4.49%	1,335
Hamilton-Niagara	3,689	90.75%	199	4.90%	16	0.39%	161	3.96%	4,065
London-St. Thomas	825	91.97%	42	4.68%	1	0.11%	29	3.23%	897
ON-Central	962	91.10%	64	6.06%	8	0.76%	22	2.08%	1,056
ON-East	1,879	91.61%	93	4.53%	10	0.49%	69	3.36%	2,051
ON-North	976	88.33%	48	4.34%	11	1.00%	70	6.33%	1,105
ON-Northwest	331	86.20%	8	2.08%	0	0.00%	45	11.72%	384
ON-Southeast	656	85.08%	38	4.93%	26	3.37%	51	6.61%	771
ON-West	2,161	83.89%	219	8.50%	29	1.13%	167	6.48%	2,576
Sarnia	465	89.42%	20	3.85%	4	0.77%	31	5.96%	520
Toronto	4,482	93.22%	78	1.62%	15	0.31%	233	4.85%	4,808
Total	18,943	89.51%	1,044	4.93%	144	0.68%	1,031	4.87%	21,162

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