

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:

2026-01-04 07:00:17

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

01/11/2025 30/11/2025 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Toronto	54,411	92.56%	3,752	6.38%	624	1.06%
ON-West	20,839	94.99%	669	3.05%	431	1.96%
London-St. Thomas	8,820	94.99%	195	2.10%	270	2.91%
GTA-East	13,780	95.81%	363	2.52%	240	1.67%
Hamilton-Niagara	29,207	91.99%	2,418	7.62%	126	0.40%
ON-East	18,937	97.21%	419	2.15%	125	0.64%
ON-North	7,231	92.56%	467	5.98%	114	1.46%
Chatham-Essex	12,038	93.53%	734	5.70%	99	0.77%
ON-Southeast	5,264	95.31%	177	3.20%	82	1.48%
Grey-Bruce	5,698	95.33%	205	3.43%	74	1.24%
ON-Central	10,032	93.84%	591	5.53%	68	0.64%
ON-Northwest	2,117	92.20%	142	6.18%	37	1.61%
Sarnia	3,526	94.78%	159	4.27%	35	0.94%
Total	191,900	93.83%	10,291	5.03%	2,325	1.14%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	9,080	70.55%	3,195	24.82%	368	2.86%	228	1.77%	12,871
Grey-Bruce	4,644	77.70%	1,128	18.87%	121	2.02%	84	1.41%	5,977
GTA-East	10,940	76.06%	2,962	20.59%	174	1.21%	307	2.13%	14,383
Hamilton-Niagara	22,601	71.18%	7,152	22.53%	1,153	3.63%	845	2.66%	31,751
London-St. Thomas	6,610	71.19%	2,274	24.49%	77	0.83%	324	3.49%	9,285
ON-Central	8,719	81.55%	1,501	14.04%	268	2.51%	203	1.90%	10,691
ON-East	14,976	76.87%	4,056	20.82%	173	0.89%	276	1.42%	19,481
ON-North	6,317	80.86%	1,009	12.92%	196	2.51%	290	3.71%	7,812
ON-Northwest	1,814	79.01%	334	14.55%	35	1.52%	113	4.92%	2,296
ON-Southeast	4,190	75.86%	1,156	20.93%	60	1.09%	117	2.12%	5,523
ON-West	17,446	79.52%	3,638	16.58%	289	1.32%	566	2.58%	21,939
Sarnia	2,914	78.33%	649	17.45%	42	1.13%	115	3.09%	3,720
Toronto	40,615	69.09%	14,408	24.51%	2,020	3.44%	1,744	2.97%	58,787
Total	150,866	73.77%	43,462	21.25%	4,976	2.43%	5,212	2.55%	204,516

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

01/11/2025 30/11/2025 

Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	12,871	3,783	29.39%
Grey-Bruce	5,977	1,213	20.29%
GTA-East	14,383	1,201	8.35%
Hamilton-Niagara	31,751	2,381	7.50%
London-St. Thomas	9,285	3,369	36.28%
ON-Central	10,691	855	8.00%
ON-East	19,481	520	2.67%
ON-North	7,812	1,414	18.10%
ON-Northwest	2,296	126	5.49%
ON-Southeast	5,523	132	2.39%
ON-West	21,939	5,025	22.90%
Sarnia	3,720	1,053	28.31%
Toronto	58,787	7,621	12.96%
Total	204,516	28,693	14.03%

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

01/11/2025

30/11/2025

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Toronto	11,187	83.55%	1,691	12.63%	511	3.82%
Hamilton-Niagara	6,326	84.59%	1,055	14.11%	97	1.30%
ON-East	4,551	92.07%	271	5.48%	121	2.45%
ON-West	4,380	82.39%	519	9.76%	417	7.84%
GTA-East	3,268	88.76%	180	4.89%	234	6.36%
ON-Central	2,352	81.24%	484	16.72%	59	2.04%
ON-North	2,289	82.13%	388	13.92%	110	3.95%
Chatham-Essex	2,118	83.55%	337	13.29%	80	3.16%
London-St. Thomas	1,909	82.78%	135	5.85%	262	11.36%
Grey-Bruce	1,515	85.11%	191	10.73%	74	4.16%
ON-Southeast	1,412	88.69%	99	6.22%	81	5.09%
Sarnia	734	82.66%	120	13.51%	34	3.83%
ON-Northwest	563	77.66%	126	17.38%	36	4.97%
Total	42,604	84.67%	5,596	11.12%	2,116	4.21%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	1,178	46.47%	1,242	48.99%	57	2.25%	58	2.29%	2,535
Grey-Bruce	1,123	63.09%	562	31.57%	32	1.80%	63	3.54%	1,780
GTA-East	2,171	58.96%	1,300	35.31%	37	1.00%	174	4.73%	3,682
Hamilton-Niagara	4,232	56.59%	2,748	36.75%	235	3.14%	263	3.52%	7,478
London-St. Thomas	1,211	52.52%	883	38.29%	21	0.91%	191	8.28%	2,306
ON-Central	1,869	64.56%	878	30.33%	75	2.59%	73	2.52%	2,895
ON-East	2,862	57.90%	1,868	37.79%	54	1.09%	159	3.22%	4,943
ON-North	1,786	64.08%	674	24.18%	116	4.16%	211	7.57%	2,787
ON-Northwest	426	58.76%	205	28.28%	21	2.90%	73	10.07%	725
ON-Southeast	952	59.80%	554	34.80%	17	1.07%	69	4.33%	1,592
ON-West	3,123	58.75%	1,754	32.99%	110	2.07%	329	6.19%	5,316
Sarnia	526	59.23%	279	31.42%	9	1.01%	74	8.33%	888
Toronto	7,196	53.75%	5,348	39.94%	328	2.45%	517	3.86%	13,389
Total	28,655	56.95%	18,295	36.36%	1,112	2.21%	2,254	4.48%	50,316

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

01/11/2025 30/11/2025 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	7,528	93.11%	469	5.80%	88	1.09%
Grey-Bruce	3,390	95.41%	117	3.29%	46	1.29%
GTA-East	9,108	95.78%	213	2.24%	188	1.98%
Hamilton-Niagara	15,816	90.20%	1,625	9.27%	94	0.54%
London-St. Thomas	5,407	95.56%	98	1.73%	153	2.70%
ON-Central	5,786	93.58%	345	5.58%	52	0.84%
ON-East	12,534	97.20%	266	2.06%	95	0.74%
ON-North	4,433	91.16%	351	7.22%	79	1.62%
ON-Northwest	966	89.61%	87	8.07%	25	2.32%
ON-Southeast	2,772	95.42%	80	2.75%	53	1.82%
ON-West	10,393	95.16%	314	2.87%	215	1.97%
Sarnia	1,896	95.81%	62	3.13%	21	1.06%
Toronto	39,938	92.06%	2,885	6.65%	560	1.29%
Total	119,967	93.32%	6,912	5.38%	1,669	1.30%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	4,570	56.52%	2,958	36.59%	358	4.43%	199	2.46%	8,085
Grey-Bruce	2,336	65.75%	1,054	29.67%	111	3.12%	52	1.46%	3,553
GTA-East	6,268	65.92%	2,840	29.87%	160	1.68%	241	2.53%	9,509
Hamilton-Niagara	9,210	52.52%	6,606	37.67%	1,114	6.35%	605	3.45%	17,535
London-St. Thomas	3,197	56.50%	2,210	39.06%	65	1.15%	186	3.29%	5,658
ON-Central	4,473	72.34%	1,313	21.24%	233	3.77%	164	2.65%	6,183
ON-East	8,573	66.48%	3,961	30.72%	162	1.26%	199	1.54%	12,895
ON-North	3,519	72.36%	914	18.79%	188	3.87%	242	4.98%	4,863
ON-Northwest	663	61.50%	303	28.11%	30	2.78%	82	7.61%	1,078
ON-Southeast	1,698	58.45%	1,074	36.97%	53	1.82%	80	2.75%	2,905
ON-West	7,000	64.09%	3,393	31.07%	235	2.15%	294	2.69%	10,922
Sarnia	1,284	64.88%	612	30.92%	23	1.16%	60	3.03%	1,979
Toronto	26,142	60.26%	13,796	31.80%	1,909	4.40%	1,536	3.54%	43,383
Total	78,933	61.40%	41,034	31.92%	4,641	3.61%	3,940	3.07%	128,548

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

01/11/2025 30/11/2025 

Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	8,085	2,474	30.60%
Grey-Bruce	3,553	709	19.95%
GTA-East	9,509	798	8.39%
Hamilton-Niagara	17,535	1,518	8.66%
London-St. Thomas	5,658	2,193	38.76%
ON-Central	6,183	465	7.52%
ON-East	12,895	395	3.06%
ON-North	4,863	821	16.88%
ON-Northwest	1,078	51	4.73%
ON-Southeast	2,905	115	3.96%
ON-West	10,922	2,651	24.27%
Sarnia	1,979	665	33.60%
Toronto	43,383	5,384	12.41%
Total	128,548	18,239	14.19%

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

01/11/2025 30/11/2025 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	1,285	83.55%	184	11.96%	69	4.49%
Grey-Bruce	851	84.42%	111	11.01%	46	4.56%
GTA-East	2,029	88.10%	91	3.95%	183	7.95%
Hamilton-Niagara	3,196	82.39%	618	15.93%	65	1.68%
London-St. Thomas	1,119	84.45%	59	4.45%	147	11.09%
ON-Central	1,272	80.00%	275	17.30%	43	2.70%
ON-East	2,990	92.34%	155	4.79%	93	2.87%
ON-North	1,464	79.65%	296	16.10%	78	4.24%
ON-Northwest	265	72.21%	78	21.25%	24	6.54%
ON-Southeast	752	87.95%	51	5.96%	52	6.08%
ON-West	1,995	82.40%	222	9.17%	204	8.43%
Sarnia	384	85.33%	46	10.22%	20	4.44%
Toronto	7,403	81.73%	1,202	13.27%	453	5.00%
Total	25,005	83.71%	3,388	11.34%	1,477	4.94%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	345	22.43%	1,102	71.65%	51	3.32%	40	2.60%	1,538
Grey-Bruce	459	45.54%	494	49.01%	22	2.18%	33	3.27%	1,008
GTA-East	932	40.47%	1,226	53.23%	30	1.30%	115	4.99%	2,303
Hamilton-Niagara	1,102	28.41%	2,434	62.75%	215	5.54%	128	3.30%	3,879
London-St. Thomas	421	31.77%	824	62.19%	14	1.06%	66	4.98%	1,325
ON-Central	789	49.62%	715	44.97%	44	2.77%	42	2.64%	1,590
ON-East	1,301	40.18%	1,802	55.65%	45	1.39%	90	2.78%	3,238
ON-North	961	52.29%	595	32.37%	111	6.04%	171	9.30%	1,838
ON-Northwest	128	34.88%	176	47.96%	16	4.36%	47	12.81%	367
ON-Southeast	292	34.15%	510	59.65%	14	1.64%	39	4.56%	855
ON-West	738	30.48%	1,538	63.53%	65	2.68%	80	3.30%	2,421
Sarnia	176	39.11%	249	55.33%	1	0.22%	24	5.33%	450
Toronto	3,412	37.67%	4,989	55.08%	272	3.00%	385	4.25%	9,058
Total	11,056	37.01%	16,654	55.75%	900	3.01%	1,260	4.22%	29,870

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

01/11/2025 

30/11/2025 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	4,510	94.23%	265	5.54%	11	0.23%
Grey-Bruce	2,308	95.21%	88	3.63%	28	1.16%
GTA-East	4,672	95.86%	150	3.08%	52	1.07%
Hamilton-Niagara	13,391	94.20%	793	5.58%	32	0.23%
London-St. Thomas	3,413	94.10%	97	2.67%	117	3.23%
ON-Central	4,246	94.19%	246	5.46%	16	0.35%
ON-East	6,403	97.22%	153	2.32%	30	0.46%
ON-North	2,798	94.88%	116	3.93%	35	1.19%
ON-Northwest	1,151	94.50%	55	4.52%	12	0.99%
ON-Southeast	2,492	95.19%	97	3.71%	29	1.11%
ON-West	10,446	94.82%	355	3.22%	216	1.96%
Sarnia	1,630	93.62%	97	5.57%	14	0.80%
Toronto	14,473	93.96%	867	5.63%	64	0.42%
Total	71,933	94.69%	3,379	4.45%	656	0.86%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	4,510	94.23%	237	4.95%	10	0.21%	29	0.61%	4,786
Grey-Bruce	2,308	95.21%	74	3.05%	10	0.41%	32	1.32%	2,424
GTA-East	4,672	95.86%	122	2.50%	14	0.29%	66	1.35%	4,874
Hamilton-Niagara	13,391	94.20%	546	3.84%	39	0.27%	240	1.69%	14,216
London-St. Thomas	3,413	94.10%	64	1.76%	12	0.33%	138	3.80%	3,627
ON-Central	4,246	94.19%	188	4.17%	35	0.78%	39	0.87%	4,508
ON-East	6,403	97.22%	95	1.44%	11	0.17%	77	1.17%	6,586
ON-North	2,798	94.88%	95	3.22%	8	0.27%	48	1.63%	2,949
ON-Northwest	1,151	94.50%	31	2.55%	5	0.41%	31	2.55%	1,218
ON-Southeast	2,492	95.19%	82	3.13%	7	0.27%	37	1.41%	2,618
ON-West	10,446	94.82%	245	2.22%	54	0.49%	272	2.47%	11,017
Sarnia	1,630	93.62%	37	2.13%	19	1.09%	55	3.16%	1,741
Toronto	14,473	93.96%	612	3.97%	111	0.72%	208	1.35%	15,404
Total	71,933	94.69%	2,428	3.20%	335	0.44%	1,272	1.67%	75,968

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

01/11/2025 30/11/2025 

Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	4,786	1,309	27.35%
Grey-Bruce	2,424	504	20.79%
GTA-East	4,874	403	8.27%
Hamilton-Niagara	14,216	863	6.07%
London-St. Thomas	3,627	1,176	32.42%
ON-Central	4,508	390	8.65%
ON-East	6,586	125	1.90%
ON-North	2,949	593	20.11%
ON-Northwest	1,218	75	6.16%
ON-Southeast	2,618	17	0.65%
ON-West	11,017	2,374	21.55%
Sarnia	1,741	388	22.29%
Toronto	15,404	2,237	14.52%
Total	75,968	10,454	13.76%

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

01/11/2025 30/11/2025 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	833	83.55%	153	15.35%	11	1.10%
Grey-Bruce	664	86.01%	80	10.36%	28	3.63%
GTA-East	1,239	89.85%	89	6.45%	51	3.70%
Hamilton-Niagara	3,130	86.97%	437	12.14%	32	0.89%
London-St. Thomas	790	80.53%	76	7.75%	115	11.72%
ON-Central	1,080	82.76%	209	16.02%	16	1.23%
ON-East	1,561	91.55%	116	6.80%	28	1.64%
ON-North	825	86.93%	92	9.69%	32	3.37%
ON-Northwest	298	83.24%	48	13.41%	12	3.35%
ON-Southeast	660	89.55%	48	6.51%	29	3.93%
ON-West	2,385	82.38%	297	10.26%	213	7.36%
Sarnia	350	79.91%	74	16.89%	14	3.20%
Toronto	3,784	87.37%	489	11.29%	58	1.34%
Total	17,599	86.08%	2,208	10.80%	639	3.13%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	833	83.55%	140	14.04%	6	0.60%	18	1.81%	997
Grey-Bruce	664	86.01%	68	8.81%	10	1.30%	30	3.89%	772
GTA-East	1,239	89.85%	74	5.37%	7	0.51%	59	4.28%	1,379
Hamilton-Niagara	3,130	86.97%	314	8.72%	20	0.56%	135	3.75%	3,599
London-St. Thomas	790	80.53%	59	6.01%	7	0.71%	125	12.74%	981
ON-Central	1,080	82.76%	163	12.49%	31	2.38%	31	2.38%	1,305
ON-East	1,561	91.55%	66	3.87%	9	0.53%	69	4.05%	1,705
ON-North	825	86.93%	79	8.32%	5	0.53%	40	4.21%	949
ON-Northwest	298	83.24%	29	8.10%	5	1.40%	26	7.26%	358
ON-Southeast	660	89.55%	44	5.97%	3	0.41%	30	4.07%	737
ON-West	2,385	82.38%	216	7.46%	45	1.55%	249	8.60%	2,895
Sarnia	350	79.91%	30	6.85%	8	1.83%	50	11.42%	438
Toronto	3,784	87.37%	359	8.29%	56	1.29%	132	3.05%	4,331
Total	17,599	86.08%	1,641	8.03%	212	1.04%	994	4.86%	20,446

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