

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:

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:


2025-03-28 02:00:27

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

01/02/2025 28/02/2025 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	10,012	92.06%	481	4.42%	383	3.52%
Hamilton-Niagara	15,749	91.03%	1,304	7.54%	247	1.43%
ON-West	9,408	95.28%	255	2.58%	211	2.14%
Toronto	38,782	96.11%	1,363	3.38%	207	0.51%
London-St. Thomas	4,663	95.05%	113	2.30%	130	2.65%
GTA-East	5,996	96.43%	120	1.93%	102	1.64%
ON-Southeast	1,873	92.95%	70	3.47%	72	3.57%
ON-East	9,093	97.02%	210	2.24%	69	0.74%
ON-North	2,288	93.85%	88	3.61%	62	2.54%
ON-Central	3,579	93.30%	221	5.76%	36	0.94%
Grey-Bruce	1,004	88.69%	101	8.92%	27	2.39%
ON-Northwest	565	92.47%	23	3.76%	23	3.76%
Sarnia	933	94.43%	41	4.15%	14	1.42%
Total	103,945	94.57%	4,390	3.99%	1,583	1.44%


Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	7,202	66.22%	2,872	26.41%	351	3.23%	451	4.15%	10,876
Grey-Bruce	794	70.14%	224	19.79%	29	2.56%	85	7.51%	1,132
GTA-East	4,814	77.42%	1,189	19.12%	55	0.88%	160	2.57%	6,218
Hamilton-Niagara	12,555	72.57%	3,445	19.91%	696	4.02%	604	3.49%	17,300
London-St. Thomas	3,354	68.37%	1,332	27.15%	71	1.45%	149	3.04%	4,906
ON-Central	2,993	78.02%	613	15.98%	103	2.69%	127	3.31%	3,836
ON-East	7,125	76.02%	1,985	21.18%	105	1.12%	157	1.68%	9,372
ON-North	1,986	81.46%	324	13.29%	45	1.85%	83	3.40%	2,438
ON-Northwest	511	83.63%	56	9.17%	11	1.80%	33	5.40%	611
ON-Southeast	1,429	70.92%	461	22.88%	35	1.74%	90	4.47%	2,015
ON-West	7,251	73.44%	2,206	22.34%	167	1.69%	250	2.53%	9,874
Sarnia	803	81.28%	140	14.17%	15	1.52%	30	3.04%	988
Toronto	27,266	67.57%	11,605	28.76%	674	1.67%	807	2.00%	40,352
Total	78,083	71.04%	26,452	24.07%	2,357	2.14%	3,026	2.75%	109,918

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

01/02/2025 28/02/2025 


Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	10,876	1,225	11.26%
Grey-Bruce	1,132	27	2.39%
GTA-East	6,218	862	13.86%
Hamilton-Niagara	17,300	6,197	35.82%
London-St. Thomas	4,906	273	5.56%
ON-Central	3,836	361	9.41%
ON-East	9,372	650	6.94%
ON-North	2,438	95	3.90%
ON-Northwest	611	4	0.65%
ON-Southeast	2,015	86	4.27%
ON-West	9,874	704	7.13%
Sarnia	988	35	3.54%
Toronto	40,352	10,427	25.84%
Total	109,918	20,946	19.06%

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

01/02/2025 28/02/2025 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	1,415	67.03%	335	15.87%	361	17.10%
Grey-Bruce	175	66.04%	66	24.91%	24	9.06%
GTA-East	1,276	87.70%	78	5.36%	101	6.94%
Hamilton-Niagara	2,958	78.44%	581	15.41%	232	6.15%
London-St. Thomas	1,040	84.76%	73	5.95%	114	9.29%
ON-Central	806	79.80%	171	16.93%	33	3.27%
ON-East	2,045	91.62%	127	5.69%	60	2.69%
ON-North	740	85.65%	67	7.75%	57	6.60%
ON-Northwest	187	81.66%	19	8.30%	23	10.04%
ON-Southeast	482	83.54%	32	5.55%	63	10.92%
ON-West	1,901	84.23%	170	7.53%	186	8.24%
Sarnia	183	82.43%	25	11.26%	14	6.31%
Toronto	7,281	89.14%	691	8.46%	196	2.40%
Total	20,489	84.01%	2,435	9.98%	1,464	6.00%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	641	30.36%	1,152	54.57%	120	5.68%	198	9.38%	2,111
Grey-Bruce	136	51.32%	101	38.11%	7	2.64%	21	7.92%	265
GTA-East	891	61.24%	481	33.06%	17	1.17%	66	4.54%	1,455
Hamilton-Niagara	1,999	53.01%	1,354	35.91%	210	5.57%	208	5.52%	3,771
London-St. Thomas	615	50.12%	519	42.30%	19	1.55%	74	6.03%	1,227
ON-Central	556	55.05%	348	34.46%	45	4.46%	61	6.04%	1,010
ON-East	1,252	56.09%	867	38.84%	33	1.48%	80	3.58%	2,232
ON-North	568	65.74%	221	25.58%	19	2.20%	56	6.48%	864
ON-Northwest	149	65.07%	46	20.09%	7	3.06%	27	11.79%	229
ON-Southeast	295	51.13%	221	38.30%	12	2.08%	49	8.49%	577
ON-West	1,137	50.38%	918	40.67%	52	2.30%	150	6.65%	2,257
Sarnia	139	62.61%	65	29.28%	3	1.35%	15	6.76%	222
Toronto	3,761	46.05%	3,982	48.75%	143	1.75%	282	3.45%	8,168
Total	12,139	49.77%	10,275	42.13%	687	2.82%	1,287	5.28%	24,388

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

01/02/2025 28/02/2025 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	8,328	91.62%	418	4.60%	344	3.78%
Grey-Bruce	743	88.77%	71	8.48%	23	2.75%
GTA-East	4,659	95.81%	111	2.28%	93	1.91%
Hamilton-Niagara	11,063	90.67%	952	7.80%	187	1.53%
London-St. Thomas	3,624	94.89%	82	2.15%	113	2.96%
ON-Central	2,883	93.06%	187	6.04%	28	0.90%
ON-East	7,138	96.68%	182	2.47%	63	0.85%
ON-North	1,697	94.28%	58	3.22%	45	2.50%
ON-Northwest	337	90.84%	18	4.85%	16	4.31%
ON-Southeast	1,209	92.43%	50	3.82%	49	3.75%
ON-West	6,528	95.62%	167	2.45%	132	1.93%
Sarnia	495	93.05%	29	5.45%	8	1.50%
Toronto	32,949	95.87%	1,235	3.59%	183	0.53%
Total	81,653	94.40%	3,560	4.12%	1,284	1.48%


Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	5,518	60.70%	2,810	30.91%	350	3.85%	412	4.53%	9,090
Grey-Bruce	533	63.68%	210	25.09%	24	2.87%	70	8.36%	837
GTA-East	3,477	71.50%	1,182	24.31%	55	1.13%	149	3.06%	4,863
Hamilton-Niagara	7,869	64.49%	3,194	26.18%	608	4.98%	531	4.35%	12,202
London-St. Thomas	2,315	60.62%	1,309	34.28%	64	1.68%	131	3.43%	3,819
ON-Central	2,297	74.14%	586	18.92%	98	3.16%	117	3.78%	3,098
ON-East	5,170	70.03%	1,968	26.66%	104	1.41%	141	1.91%	7,383
ON-North	1,395	77.50%	302	16.78%	41	2.28%	62	3.44%	1,800
ON-Northwest	283	76.28%	54	14.56%	10	2.70%	24	6.47%	371
ON-Southeast	765	58.49%	444	33.94%	33	2.52%	66	5.05%	1,308
ON-West	4,371	64.03%	2,157	31.60%	141	2.07%	158	2.31%	6,827
Sarnia	365	68.61%	130	24.44%	13	2.44%	24	4.51%	532
Toronto	21,433	62.37%	11,516	33.51%	667	1.94%	751	2.19%	34,367
Total	55,791	64.50%	25,862	29.90%	2,208	2.55%	2,636	3.05%	86,497

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

01/02/2025 28/02/2025 


Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	9,090	1,133	12.46%
Grey-Bruce	837	20	2.39%
GTA-East	4,863	708	14.56%
Hamilton-Niagara	12,202	5,573	45.67%
London-St. Thomas	3,819	252	6.60%
ON-Central	3,098	247	7.97%
ON-East	7,383	596	8.07%
ON-North	1,800	73	4.06%
ON-Northwest	371	2	0.54%
ON-Southeast	1,308	75	5.73%
ON-West	6,827	605	8.86%
Sarnia	532	35	6.58%
Toronto	34,367	9,148	26.62%
Total	86,497	18,467	21.35%

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

01/02/2025 28/02/2025 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	1,104	63.63%	304	17.52%	327	18.85%
Grey-Bruce	136	68.34%	43	21.61%	20	10.05%
GTA-East	958	85.46%	71	6.33%	92	8.21%
Hamilton-Niagara	1,993	78.96%	355	14.06%	176	6.97%
London-St. Thomas	795	84.48%	47	4.99%	99	10.52%
ON-Central	645	79.04%	144	17.65%	27	3.31%
ON-East	1,566	90.89%	103	5.98%	54	3.13%
ON-North	580	86.57%	47	7.01%	43	6.42%
ON-Northwest	140	81.87%	15	8.77%	16	9.36%
ON-Southeast	321	84.03%	20	5.24%	41	10.73%
ON-West	1,235	85.23%	100	6.90%	114	7.87%
Sarnia	88	80.00%	14	12.73%	8	7.27%
Toronto	5,856	88.25%	608	9.16%	172	2.59%
Total	15,417	83.44%	1,871	10.13%	1,189	6.44%

Requests by Days to Close


Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	330	19.02%	1,120	64.55%	119	6.86%	166	9.57%	1,735
Grey-Bruce	97	48.74%	88	44.22%	3	1.51%	11	5.53%	199
GTA-East	573	51.12%	476	42.46%	17	1.52%	55	4.91%	1,121
Hamilton-Niagara	1,034	40.97%	1,183	46.87%	164	6.50%	143	5.67%	2,524
London-St. Thomas	370	39.32%	498	52.92%	13	1.38%	60	6.38%	941
ON-Central	395	48.41%	324	39.71%	43	5.27%	54	6.62%	816
ON-East	773	44.86%	852	49.45%	33	1.92%	65	3.77%	1,723
ON-North	408	60.90%	204	30.45%	17	2.54%	41	6.12%	670
ON-Northwest	102	59.65%	44	25.73%	6	3.51%	19	11.11%	171
ON-Southeast	134	35.08%	207	54.19%	11	2.88%	30	7.85%	382
ON-West	471	32.51%	881	60.80%	30	2.07%	67	4.62%	1,449
Sarnia	44	40.00%	56	50.91%	1	0.91%	9	8.18%	110
Toronto	2,336	35.20%	3,928	59.19%	136	2.05%	236	3.56%	6,636
Total	7,067	38.25%	9,861	53.37%	593	3.21%	956	5.17%	18,477

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

01/02/2025 

28/02/2025 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	1,684	94.29%	63	3.53%	39	2.18%
Grey-Bruce	261	88.47%	30	10.17%	4	1.36%
GTA-East	1,337	98.67%	9	0.66%	9	0.66%
Hamilton-Niagara	4,686	91.92%	352	6.90%	60	1.18%
London-St. Thomas	1,039	95.58%	31	2.85%	17	1.56%
ON-Central	696	94.31%	34	4.61%	8	1.08%
ON-East	1,955	98.29%	28	1.41%	6	0.30%
ON-North	591	92.63%	30	4.70%	17	2.66%
ON-Northwest	228	95.00%	5	2.08%	7	2.92%
ON-Southeast	664	93.92%	20	2.83%	23	3.25%
ON-West	2,880	94.52%	88	2.89%	79	2.59%
Sarnia	438	96.05%	12	2.63%	6	1.32%
Toronto	5,833	97.46%	128	2.14%	24	0.40%
Total	22,292	95.18%	830	3.54%	299	1.28%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	1,684	94.29%	62	3.47%	1	0.06%	39	2.18%	1,786
Grey-Bruce	261	88.47%	14	4.75%	5	1.69%	15	5.08%	295
GTA-East	1,337	98.67%	7	0.52%	0	0.00%	11	0.81%	1,355
Hamilton-Niagara	4,686	91.92%	251	4.92%	88	1.73%	73	1.43%	5,098
London-St. Thomas	1,039	95.58%	23	2.12%	7	0.64%	18	1.66%	1,087
ON-Central	696	94.31%	27	3.66%	5	0.68%	10	1.36%	738
ON-East	1,955	98.29%	17	0.85%	1	0.05%	16	0.80%	1,989
ON-North	591	92.63%	22	3.45%	4	0.63%	21	3.29%	638
ON-Northwest	228	95.00%	2	0.83%	1	0.42%	9	3.75%	240
ON-Southeast	664	93.92%	17	2.40%	2	0.28%	24	3.39%	707
ON-West	2,880	94.52%	49	1.61%	26	0.85%	92	3.02%	3,047
Sarnia	438	96.05%	10	2.19%	2	0.44%	6	1.32%	456
Toronto	5,833	97.46%	89	1.49%	7	0.12%	56	0.94%	5,985
Total	22,292	95.18%	590	2.52%	149	0.64%	390	1.67%	23,421

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

01/02/2025 28/02/2025 


Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	1,786	92	5.15%
Grey-Bruce	295	7	2.37%
GTA-East	1,355	154	11.37%
Hamilton-Niagara	5,098	624	12.24%
London-St. Thomas	1,087	21	1.93%
ON-Central	738	114	15.45%
ON-East	1,989	54	2.71%
ON-North	638	22	3.45%
ON-Northwest	240	2	0.83%
ON-Southeast	707	11	1.56%
ON-West	3,047	99	3.25%
Sarnia	456		
Toronto	5,985	1,279	21.37%
Total	23,421	2,479	10.58%

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

01/02/2025 28/02/2025 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	311	82.71%	31	8.24%	34	9.04%
Grey-Bruce	39	59.09%	23	34.85%	4	6.06%
GTA-East	318	95.21%	7	2.10%	9	2.69%
Hamilton-Niagara	965	77.39%	226	18.12%	56	4.49%
London-St. Thomas	245	85.66%	26	9.09%	15	5.24%
ON-Central	161	82.99%	27	13.92%	6	3.09%
ON-East	479	94.11%	24	4.72%	6	1.18%
ON-North	160	82.47%	20	10.31%	14	7.22%
ON-Northwest	47	81.03%	4	6.90%	7	12.07%
ON-Southeast	161	82.56%	12	6.15%	22	11.28%
ON-West	666	82.43%	70	8.66%	72	8.91%
Sarnia	95	84.82%	11	9.82%	6	5.36%
Toronto	1,425	93.02%	83	5.42%	24	1.57%
Total	5,072	85.81%	564	9.54%	275	4.65%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	311	82.71%	32	8.51%	1	0.27%	32	8.51%	376
Grey-Bruce	39	59.09%	13	19.70%	4	6.06%	10	15.15%	66
GTA-East	318	95.21%	5	1.50%	0	0.00%	11	3.29%	334
Hamilton-Niagara	965	77.39%	171	13.71%	46	3.69%	65	5.21%	1,247
London-St. Thomas	245	85.66%	21	7.34%	6	2.10%	14	4.90%	286
ON-Central	161	82.99%	24	12.37%	2	1.03%	7	3.61%	194
ON-East	479	94.11%	15	2.95%	0	0.00%	15	2.95%	509
ON-North	160	82.47%	17	8.76%	2	1.03%	15	7.73%	194
ON-Northwest	47	81.03%	2	3.45%	1	1.72%	8	13.79%	58
ON-Southeast	161	82.56%	14	7.18%	1	0.51%	19	9.74%	195
ON-West	666	82.43%	37	4.58%	22	2.72%	83	10.27%	808
Sarnia	95	84.82%	9	8.04%	2	1.79%	6	5.36%	112
Toronto	1,425	93.02%	54	3.52%	7	0.46%	46	3.00%	1,532
Total	5,072	85.81%	414	7.00%	94	1.59%	331	5.60%	5,911

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