

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:

2025-03-11 02:00:25

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

01/01/2025



31/01/2025



Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Hamilton-Niagara	20,026	90.53%	1,838	8.31%	257	1.16%
Chatham-Essex	10,333	95.13%	277	2.55%	252	2.32%
ON-West	12,414	95.56%	353	2.72%	224	1.72%
Toronto	47,687	96.52%	1,513	3.06%	205	0.41%
London-St. Thomas	6,039	96.29%	119	1.90%	114	1.82%
GTA-East	8,080	97.13%	127	1.53%	112	1.35%
ON-East	11,555	97.29%	234	1.97%	88	0.74%
ON-Southeast	3,331	96.16%	49	1.41%	84	2.42%
ON-North	3,449	95.67%	102	2.83%	54	1.50%
ON-Central	4,979	95.26%	199	3.81%	49	0.94%
ON-Northwest	854	90.56%	41	4.35%	48	5.09%
Sarnia	1,657	94.85%	58	3.32%	32	1.83%
Grey-Bruce	1,830	93.51%	101	5.16%	26	1.33%
Total	132,234	95.28%	5,011	3.61%	1,545	1.11%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	7,152	65.84%	3,247	29.89%	172	1.58%	291	2.68%	10,862
Grey-Bruce	1,504	76.85%	349	17.83%	52	2.66%	52	2.66%	1,957
GTA-East	6,587	79.18%	1,499	18.02%	67	0.81%	166	2.00%	8,319
Hamilton-Niagara	16,717	75.57%	3,612	16.33%	867	3.92%	925	4.18%	22,121
London-St. Thomas	4,411	70.33%	1,654	26.37%	64	1.02%	143	2.28%	6,272
ON-Central	4,110	78.63%	900	17.22%	85	1.63%	132	2.53%	5,227
ON-East	9,049	76.19%	2,530	21.30%	120	1.01%	178	1.50%	11,877
ON-North	2,789	77.36%	674	18.70%	46	1.28%	96	2.66%	3,605
ON-Northwest	771	81.76%	84	8.91%	10	1.06%	78	8.27%	943
ON-Southeast	2,560	73.90%	776	22.40%	18	0.52%	110	3.18%	3,464
ON-West	9,413	72.46%	3,063	23.58%	224	1.72%	291	2.24%	12,991
Sarnia	1,438	82.31%	234	13.39%	13	0.74%	62	3.55%	1,747
Toronto	36,026	72.92%	11,809	23.90%	666	1.35%	904	1.83%	49,405
Total	102,527	73.87%	30,431	21.93%	2,404	1.73%	3,428	2.47%	138,790

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

01/01/2025



31/01/2025




Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	10,862	1,822	16.77%
Grey-Bruce	1,957	160	8.18%
GTA-East	8,319	842	10.12%
Hamilton-Niagara	22,121	8,071	36.49%
London-St. Thomas	6,272	574	9.15%
ON-Central	5,227	353	6.75%
ON-East	11,877	539	4.54%
ON-North	3,605	210	5.83%
ON-Northwest	943	2	0.21%
ON-Southeast	3,464	66	1.91%
ON-West	12,991	1,610	12.39%
Sarnia	1,747	16	0.92%
Toronto	49,405	10,056	20.35%
Total	138,790	24,321	17.52%

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

01/01/2025 31/01/2025 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	1,569	79.36%	162	8.19%	246	12.44%
Grey-Bruce	413	82.60%	61	12.20%	26	5.20%
GTA-East	1,763	89.81%	88	4.48%	112	5.71%
Hamilton-Niagara	3,976	81.19%	678	13.85%	243	4.96%
London-St. Thomas	1,387	88.85%	70	4.48%	104	6.66%
ON-Central	1,081	85.86%	130	10.33%	48	3.81%
ON-East	2,723	92.84%	132	4.50%	78	2.66%
ON-North	1,255	91.01%	71	5.15%	53	3.84%
ON-Northwest	286	81.71%	30	8.57%	34	9.71%
ON-Southeast	831	88.40%	32	3.40%	77	8.19%
ON-West	2,714	86.54%	234	7.46%	188	5.99%
Sarnia	319	79.75%	49	12.25%	32	8.00%
Toronto	9,152	90.66%	759	7.52%	184	1.82%
Total	27,469	87.51%	2,496	7.95%	1,425	4.54%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	769	38.90%	1,071	54.17%	32	1.62%	105	5.31%	1,977
Grey-Bruce	310	62.00%	162	32.40%	8	1.60%	20	4.00%	500
GTA-East	1,221	62.20%	619	31.53%	20	1.02%	103	5.25%	1,963
Hamilton-Niagara	2,937	59.98%	1,376	28.10%	263	5.37%	321	6.56%	4,897
London-St. Thomas	834	53.43%	630	40.36%	14	0.90%	83	5.32%	1,561
ON-Central	694	55.12%	490	38.92%	27	2.14%	48	3.81%	1,259
ON-East	1,647	56.15%	1,160	39.55%	43	1.47%	83	2.83%	2,933
ON-North	854	61.93%	455	32.99%	23	1.67%	47	3.41%	1,379
ON-Northwest	241	68.86%	58	16.57%	5	1.43%	46	13.14%	350
ON-Southeast	536	57.02%	330	35.11%	4	0.43%	70	7.45%	940
ON-West	1,615	51.50%	1,328	42.35%	71	2.26%	122	3.89%	3,136
Sarnia	261	65.25%	92	23.00%	10	2.50%	37	9.25%	400
Toronto	5,338	52.88%	4,327	42.86%	116	1.15%	314	3.11%	10,095
Total	17,257	54.98%	12,098	38.54%	636	2.03%	1,399	4.46%	31,390

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

01/01/2025 31/01/2025 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	8,122	94.87%	201	2.35%	238	2.78%
Grey-Bruce	1,293	93.90%	61	4.43%	23	1.67%
GTA-East	6,314	96.87%	105	1.61%	99	1.52%
Hamilton-Niagara	14,661	89.72%	1,481	9.06%	198	1.21%
London-St. Thomas	4,651	96.37%	89	1.84%	86	1.78%
ON-Central	3,870	94.95%	163	4.00%	43	1.05%
ON-East	9,114	97.08%	193	2.06%	81	0.86%
ON-North	2,708	95.49%	81	2.86%	47	1.66%
ON-Northwest	595	89.34%	38	5.71%	33	4.95%
ON-Southeast	2,215	95.93%	33	1.43%	61	2.64%
ON-West	8,874	95.10%	268	2.87%	189	2.03%
Sarnia	859	94.81%	20	2.21%	27	2.98%
Toronto	39,969	96.44%	1,292	3.12%	182	0.44%
Total	103,245	95.09%	4,025	3.71%	1,307	1.20%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	4,941	57.72%	3,181	37.16%	167	1.95%	272	3.18%	8,561
Grey-Bruce	967	70.23%	326	23.67%	49	3.56%	35	2.54%	1,377
GTA-East	4,821	73.96%	1,493	22.91%	64	0.98%	140	2.15%	6,518
Hamilton-Niagara	11,352	69.47%	3,309	20.25%	834	5.10%	845	5.17%	16,340
London-St. Thomas	3,023	62.64%	1,628	33.73%	62	1.28%	113	2.34%	4,826
ON-Central	3,001	73.63%	869	21.32%	82	2.01%	124	3.04%	4,076
ON-East	6,608	70.39%	2,506	26.69%	119	1.27%	155	1.65%	9,388
ON-North	2,048	72.21%	660	23.27%	45	1.59%	83	2.93%	2,836
ON-Northwest	512	76.88%	83	12.46%	9	1.35%	62	9.31%	666
ON-Southeast	1,444	62.54%	771	33.39%	14	0.61%	80	3.46%	2,309
ON-West	5,873	62.94%	3,001	32.16%	215	2.30%	242	2.59%	9,331
Sarnia	640	70.64%	219	24.17%	9	0.99%	38	4.19%	906
Toronto	28,308	68.31%	11,661	28.14%	650	1.57%	824	1.99%	41,443
Total	73,538	67.73%	29,707	27.36%	2,319	2.14%	3,013	2.77%	108,577

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

01/01/2025



31/01/2025



Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	8,561	1,699	19.85%
Grey-Bruce	1,377	148	10.75%
GTA-East	6,518	700	10.74%
Hamilton-Niagara	16,340	7,796	47.71%
London-St. Thomas	4,826	539	11.17%
ON-Central	4,076	253	6.21%
ON-East	9,388	465	4.95%
ON-North	2,836	194	6.84%
ON-Northwest	666	2	0.30%
ON-Southeast	2,309	49	2.12%
ON-West	9,331	1,444	15.48%
Sarnia	906	14	1.55%
Toronto	41,443	8,685	20.96%
Total	108,577	21,988	20.25%

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

01/01/2025 31/01/2025 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	1,152	76.70%	118	7.86%	232	15.45%
Grey-Bruce	304	84.68%	32	8.91%	23	6.41%
GTA-East	1,326	88.87%	67	4.49%	99	6.64%
Hamilton-Niagara	2,758	79.90%	508	14.72%	186	5.39%
London-St. Thomas	1,038	89.10%	50	4.29%	77	6.61%
ON-Central	795	84.39%	105	11.15%	42	4.46%
ON-East	2,105	92.32%	102	4.47%	73	3.20%
ON-North	1,047	91.28%	54	4.71%	46	4.01%
ON-Northwest	220	81.48%	28	10.37%	22	8.15%
ON-Southeast	546	87.92%	21	3.38%	54	8.70%
ON-West	1,867	85.60%	161	7.38%	153	7.02%
Sarnia	142	75.94%	18	9.63%	27	14.44%
Toronto	7,294	90.19%	630	7.79%	163	2.02%
Total	20,594	86.95%	1,894	8.00%	1,197	5.05%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	352	23.44%	1,035	68.91%	27	1.80%	88	5.86%	1,502
Grey-Bruce	201	55.99%	145	40.39%	6	1.67%	7	1.95%	359
GTA-East	784	52.55%	614	41.15%	17	1.14%	77	5.16%	1,492
Hamilton-Niagara	1,719	49.80%	1,226	35.52%	244	7.07%	263	7.62%	3,452
London-St. Thomas	485	41.63%	610	52.36%	12	1.03%	58	4.98%	1,165
ON-Central	408	43.31%	467	49.58%	24	2.55%	43	4.56%	942
ON-East	1,029	45.13%	1,141	50.04%	42	1.84%	68	2.98%	2,280
ON-North	646	56.32%	444	38.71%	22	1.92%	35	3.05%	1,147
ON-Northwest	175	64.81%	57	21.11%	4	1.48%	34	12.59%	270
ON-Southeast	251	40.42%	327	52.66%	3	0.48%	40	6.44%	621
ON-West	768	35.21%	1,271	58.28%	64	2.93%	78	3.58%	2,181
Sarnia	84	44.92%	82	43.85%	6	3.21%	15	8.02%	187
Toronto	3,480	43.03%	4,236	52.38%	108	1.34%	263	3.25%	8,087
Total	10,382	43.83%	11,655	49.21%	579	2.44%	1,069	4.51%	23,685

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

01/01/2025 31/01/2025 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	2,211	96.09%	76	3.30%	14	0.61%
Grey-Bruce	537	92.59%	40	6.90%	3	0.52%
GTA-East	1,766	98.06%	22	1.22%	13	0.72%
Hamilton-Niagara	5,365	92.80%	357	6.18%	59	1.02%
London-St. Thomas	1,388	95.99%	30	2.07%	28	1.94%
ON-Central	1,109	96.35%	36	3.13%	6	0.52%
ON-East	2,441	98.07%	41	1.65%	7	0.28%
ON-North	741	96.36%	21	2.73%	7	0.91%
ON-Northwest	259	93.50%	3	1.08%	15	5.42%
ON-Southeast	1,116	96.62%	16	1.39%	23	1.99%
ON-West	3,540	96.72%	85	2.32%	35	0.96%
Sarnia	798	94.89%	38	4.52%	5	0.59%
Toronto	7,718	96.94%	221	2.78%	23	0.29%
Total	28,989	95.95%	986	3.26%	238	0.79%


Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	2,211	96.09%	66	2.87%	5	0.22%	19	0.83%	2,301
Grey-Bruce	537	92.59%	23	3.97%	3	0.52%	17	2.93%	580
GTA-East	1,766	98.06%	6	0.33%	3	0.17%	26	1.44%	1,801
Hamilton-Niagara	5,365	92.80%	303	5.24%	33	0.57%	80	1.38%	5,781
London-St. Thomas	1,388	95.99%	26	1.80%	2	0.14%	30	2.07%	1,446
ON-Central	1,109	96.35%	31	2.69%	3	0.26%	8	0.70%	1,151
ON-East	2,441	98.07%	24	0.96%	1	0.04%	23	0.92%	2,489
ON-North	741	96.36%	14	1.82%	1	0.13%	13	1.69%	769
ON-Northwest	259	93.50%	1	0.36%	1	0.36%	16	5.78%	277
ON-Southeast	1,116	96.62%	5	0.43%	4	0.35%	30	2.60%	1,155
ON-West	3,540	96.72%	62	1.69%	9	0.25%	49	1.34%	3,660
Sarnia	798	94.89%	15	1.78%	4	0.48%	24	2.85%	841
Toronto	7,718	96.94%	148	1.86%	16	0.20%	80	1.00%	7,962
Total	28,989	95.95%	724	2.40%	85	0.28%	415	1.37%	30,213

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

01/01/2025 

31/01/2025 

Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	2,301	123	5.35%
Grey-Bruce	580	12	2.07%
GTA-East	1,801	142	7.88%
Hamilton-Niagara	5,781	275	4.76%
London-St. Thomas	1,446	35	2.42%
ON-Central	1,151	100	8.69%
ON-East	2,489	74	2.97%
ON-North	769	16	2.08%
ON-Northwest	277		
ON-Southeast	1,155	17	1.47%
ON-West	3,660	166	4.54%
Sarnia	841	2	0.24%
Toronto	7,962	1,371	17.22%
Total	30,213	2,333	7.72%

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

01/01/2025 31/01/2025 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	417	87.79%	44	9.26%	14	2.95%
Grey-Bruce	109	77.30%	29	20.57%	3	2.13%
GTA-East	437	92.78%	21	4.46%	13	2.76%
Hamilton-Niagara	1,218	84.29%	170	11.76%	57	3.94%
London-St. Thomas	349	88.13%	20	5.05%	27	6.82%
ON-Central	286	90.22%	25	7.89%	6	1.89%
ON-East	618	94.64%	30	4.59%	5	0.77%
ON-North	208	89.66%	17	7.33%	7	3.02%
ON-Northwest	66	82.50%	2	2.50%	12	15.00%
ON-Southeast	285	89.34%	11	3.45%	23	7.21%
ON-West	847	88.69%	73	7.64%	35	3.66%
Sarnia	177	83.10%	31	14.55%	5	2.35%
Toronto	1,858	92.53%	129	6.42%	21	1.05%
Total	6,875	89.23%	602	7.81%	228	2.96%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	417	87.79%	36	7.58%	5	1.05%	17	3.58%	475
Grey-Bruce	109	77.30%	17	12.06%	2	1.42%	13	9.22%	141
GTA-East	437	92.78%	5	1.06%	3	0.64%	26	5.52%	471
Hamilton-Niagara	1,218	84.29%	150	10.38%	19	1.31%	58	4.01%	1,445
London-St. Thomas	349	88.13%	20	5.05%	2	0.51%	25	6.31%	396
ON-Central	286	90.22%	23	7.26%	3	0.95%	5	1.58%	317
ON-East	618	94.64%	19	2.91%	1	0.15%	15	2.30%	653
ON-North	208	89.66%	11	4.74%	1	0.43%	12	5.17%	232
ON-Northwest	66	82.50%	1	1.25%	1	1.25%	12	15.00%	80
ON-Southeast	285	89.34%	3	0.94%	1	0.31%	30	9.40%	319
ON-West	847	88.69%	57	5.97%	7	0.73%	44	4.61%	955
Sarnia	177	83.10%	10	4.69%	4	1.88%	22	10.33%	213
Toronto	1,858	92.53%	91	4.53%	8	0.40%	51	2.54%	2,008
Total	6,875	89.23%	443	5.75%	57	0.74%	330	4.28%	7,705

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