



# Performance Summary Members Perspective

Request Submission Date

5/1/2024



5/31/2024



## Percentage of Notifications On Time

## Volume of Notifications and Renegotiated Due Dates

## Percentage of Notifications by Days to Close

Region	On Time	Late	No 360 Feedback Response Provided
Toronto	97.15%	1.56%	1.29%
Sarnia	96.39%	2.85%	0.75%
ON-West	96.00%	2.26%	1.74%
ON-Southeast	95.59%	2.49%	1.93%
ON-Northwest	91.04%	7.10%	1.86%
ON-North	90.08%	8.20%	1.72%
ON-East	97.59%	1.64%	0.78%
ON-Central	93.51%	6.02%	0.47%
London-St. Thomas	97.28%	1.45%	1.27%
Hamilton-Niagara	98.25%	1.46%	0.30%
GTA-East	95.32%	2.18%	2.49%
Grey-Bruce	96.50%	2.25%	1.25%
Chatham-Essex	97.72%	1.75%	0.53%
<b>Total</b>	<b>96.43%</b>	<b>2.41%</b>	<b>1.16%</b>

Region	Notifications	Renegotiated
Toronto	104,457	20,596
Hamilton-Niagara	62,860	15,303
ON-East	48,581	3,274
ON-West	40,974	2,160
GTA-East	28,258	3,499
London-St. Thomas	20,929	1,179
ON-Central	20,629	2,143
ON-North	20,037	1,654
Chatham-Essex	17,746	554
ON-Southeast	11,532	550
Grey-Bruce	9,375	568
Sarnia	7,959	589
ON-Northwest	7,680	52
<b>Total</b>	<b>401,017</b>	<b>52,121</b>

Region	0-5	6-10	11-15	16+
Toronto	84.40%	13.10%	0.54%	1.96%
Sarnia	82.51%	15.23%	1.01%	1.26%
ON-West	84.75%	12.51%	0.82%	1.93%
ON-Southeast	79.32%	17.14%	0.88%	2.66%
ON-Northwest	76.46%	18.35%	2.38%	2.81%
ON-North	82.29%	10.00%	2.52%	5.19%
ON-East	84.24%	13.96%	0.40%	1.40%
ON-Central	87.45%	6.90%	2.25%	3.39%
London-St. Thomas	83.00%	14.88%	0.63%	1.49%
Hamilton-Niagara	92.08%	6.71%	0.44%	0.77%
GTA-East	83.93%	12.04%	0.71%	3.32%
Grey-Bruce	85.12%	12.83%	0.67%	1.38%
Chatham-Essex	81.98%	16.58%	0.55%	0.90%
<b>Total</b>	<b>85.14%</b>	<b>12.09%</b>	<b>0.80%</b>	<b>1.97%</b>

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**Note:** May 1st onwards will include separate reporting pages for advanced locate delivery performance (0-10 days on time)



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## Number of Notifications On Time

Region	On Time	Late	No 360 Feedback Response Provided	Total
Toronto	101,482	1,630	1,345	<b>104,457</b>
Sarnia	7,672	227	60	<b>7,959</b>
ON-West	39,335	928	711	<b>40,974</b>
ON-Southeast	11,023	287	222	<b>11,532</b>
ON-Northwest	6,992	545	143	<b>7,680</b>
ON-North	18,049	1,643	345	<b>20,037</b>
ON-East	47,408	796	377	<b>48,581</b>
ON-Central	19,291	1,241	97	<b>20,629</b>
London-St. Thomas	20,359	304	266	<b>20,929</b>
Hamilton-Niagara	61,757	916	187	<b>62,860</b>
GTA-East	26,936	617	705	<b>28,258</b>
Grey-Bruce	9,047	211	117	<b>9,375</b>
Chatham-Essex	17,342	310	94	<b>17,746</b>
<b>Total</b>	<b>386,693</b>	<b>9,655</b>	<b>4,669</b>	<b>401,017</b>

## Volume of Notifications and Renegotiated Due dates

Region	Notifications	Renegotiated
Toronto	104,457	20,596
Sarnia	7,959	589
ON-West	40,974	2,160
ON-Southeast	11,532	550
ON-Northwest	7,680	52
ON-North	20,037	1,654
ON-East	48,581	3,274
ON-Central	20,629	2,143
London-St. Thomas	20,929	1,179
Hamilton-Niagara	62,860	15,303
GTA-East	28,258	3,499
Grey-Bruce	9,375	568
Chatham-Essex	17,746	554
<b>Total</b>	<b>401,017</b>	<b>52,121</b>

## Number of Notifications by Days to Close

Region	0-5	6-10	11-15	16+	Total
Toronto	88,162	13,680	567	2,048	<b>104,457</b>
Sarnia	6,567	1,212	80	100	<b>7,959</b>
ON-West	34,725	5,124	334	791	<b>40,974</b>
ON-Southeast	9,147	1,977	101	307	<b>11,532</b>
ON-Northwest	5,872	1,409	183	216	<b>7,680</b>
ON-North	16,489	2,003	505	1,040	<b>20,037</b>
ON-East	40,926	6,781	193	681	<b>48,581</b>
ON-Central	18,041	1,423	465	700	<b>20,629</b>
London-St. Thomas	17,372	3,114	132	311	<b>20,929</b>
Hamilton-Niagara	57,880	4,218	276	486	<b>62,860</b>
GTA-East	23,718	3,402	201	937	<b>28,258</b>
Grey-Bruce	7,980	1,203	63	129	<b>9,375</b>
Chatham-Essex	14,548	2,942	97	159	<b>17,746</b>
<b>Total</b>	<b>341,427</b>	<b>48,488</b>	<b>3,197</b>	<b>7,905</b>	<b>401,017</b>

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# Performance Summary Excavators Perspective

Request Submission Date

5/1/2024



5/31/2024



## Percentage of Requests On Time

Region	On Time	Late	No 360 Feedback Response Provided
Toronto	91.45%	3.79%	4.76%
Sarnia	88.27%	8.79%	2.95%
ON-West	86.25%	6.78%	6.97%
ON-Southeast	87.97%	6.07%	5.96%
ON-Northwest	74.01%	20.12%	5.87%
ON-North	75.10%	19.82%	5.08%
ON-East	93.06%	4.47%	2.46%
ON-Central	79.72%	18.56%	1.72%
London-St. Thomas	91.44%	3.52%	5.04%
Hamilton-Niagara	95.38%	3.55%	1.07%
GTA-East	86.38%	5.04%	8.58%
Grey-Bruce	87.86%	7.42%	4.72%
Chatham-Essex	91.74%	5.96%	2.30%
<b>Total</b>	<b>89.13%</b>	<b>6.64%</b>	<b>4.23%</b>

## Percentage of Requests by Days to close

Region	0-5	6-10	11-15	16+
Toronto	70.55%	21.74%	1.13%	6.59%
Sarnia	60.54%	31.84%	3.10%	4.52%
ON-West	67.89%	22.21%	2.23%	7.68%
ON-Southeast	66.10%	24.11%	1.83%	7.95%
ON-Northwest	56.70%	27.69%	7.02%	8.59%
ON-North	65.24%	14.28%	6.01%	14.46%
ON-East	69.41%	25.22%	1.02%	4.35%
ON-Central	70.92%	11.65%	6.13%	11.30%
London-St. Thomas	71.81%	21.14%	1.29%	5.75%
Hamilton-Niagara	81.50%	15.31%	1.20%	1.99%
GTA-East	71.14%	16.55%	1.38%	10.94%
Grey-Bruce	69.13%	23.58%	2.30%	5.00%
Chatham-Essex	62.19%	32.32%	1.83%	3.66%
<b>Total</b>	<b>70.67%</b>	<b>20.64%</b>	<b>2.06%</b>	<b>6.63%</b>

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Request Submission Date

5/1/2024



5/31/2024



# Performance Summary Excavators Perspective YTD

## Number of Requests On Time

Region	On Time	Late	No 360 Feedback Response Provided	Total
Toronto	24,281	1,006	1,263	<b>26,550</b>
Sarnia	1,738	173	58	<b>1,969</b>
ON-West	8,565	673	692	<b>9,930</b>
ON-Southeast	3,174	219	215	<b>3,608</b>
ON-Northwest	1,740	473	138	<b>2,351</b>
ON-North	4,611	1,217	312	<b>6,140</b>
ON-East	11,646	560	308	<b>12,514</b>
ON-Central	4,394	1,023	95	<b>5,512</b>
London-St. Thomas	4,593	177	253	<b>5,023</b>
Hamilton-Niagara	15,365	572	173	<b>16,110</b>
GTA-East	6,886	402	684	<b>7,972</b>
Grey-Bruce	2,143	181	115	<b>2,439</b>
Chatham-Essex	3,508	228	88	<b>3,824</b>
<b>Total</b>	<b>92,644</b>	<b>6,904</b>	<b>4,394</b>	<b>103,942</b>

## Number of Requests by Days to Close

Region	0-5	6-10	11-15	16+	Total
Toronto	18,730	5,771	299	1,750	<b>26,550</b>
Sarnia	1,192	627	61	89	<b>1,969</b>
ON-West	6,741	2,205	221	763	<b>9,930</b>
ON-Southeast	2,385	870	66	287	<b>3,608</b>
ON-Northwest	1,333	651	165	202	<b>2,351</b>
ON-North	4,006	877	369	888	<b>6,140</b>
ON-East	8,686	3,156	128	544	<b>12,514</b>
ON-Central	3,909	642	338	623	<b>5,512</b>
London-St. Thomas	3,607	1,062	65	289	<b>5,023</b>
Hamilton-Niagara	13,130	2,466	194	320	<b>16,110</b>
GTA-East	5,671	1,319	110	872	<b>7,972</b>
Grey-Bruce	1,686	575	56	122	<b>2,439</b>
Chatham-Essex	2,378	1,236	70	140	<b>3,824</b>
<b>Total</b>	<b>73,454</b>	<b>21,457</b>	<b>2,142</b>	<b>6,889</b>	<b>103,942</b>

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# Performance Summary Excavators Perspective YTD

## Percentage of Requests On Time

Year	On Time	Late	No 360 Feedback Response Provided
2020	158,993	123,466	28,909
2021	184,184	178,637	30,473
2022	139,031	177,864	73,068
2023	220,798	99,767	40,025
2024	287,961	35,818	22,479
January	24,212	7,713	3,877
February	31,726	5,042	4,174
March	52,565	6,584	4,575
April	86,814	9,575	5,459
May	92,644	6,904	4,394
<b>Total</b>	<b>990,967</b>	<b>615,552</b>	<b>194,954</b>

Year	On Time	Late	No 360 Feedback Response Provided
2020	51.06%	39.65%	9.28%
2021	46.83%	45.42%	7.75%
2022	35.65%	45.61%	18.74%
2023	61.23%	27.67%	11.10%
2024	83.16%	10.34%	6.49%
January	67.63%	21.54%	10.83%
February	77.49%	12.31%	10.19%
March	82.49%	10.33%	7.18%
April	85.24%	9.40%	5.36%
May	89.13%	6.64%	4.23%
<b>Total</b>	<b>55.01%</b>	<b>34.17%</b>	<b>10.82%</b>

## Percentage of Requests by Days to close

Year	0-5	6-10	11-15	16+	Total
2020	158,993	44,406	12,198	95,771	311,368
2021	184,184	65,902	22,664	120,544	393,294
2022	139,031	57,414	24,326	169,192	389,963
2023	220,798	55,303	16,976	67,513	360,590
2024	266,570	41,353	8,379	29,956	346,258
January	24,212	3,000	933	7,657	35,802
February	31,726	4,139	2,253	2,824	40,942
March	52,565	4,505	1,244	5,410	63,724
April	84,613	8,252	1,807	7,176	101,848
May	73,454	21,457	2,142	6,889	103,942
<b>Total</b>	<b>969,576</b>	<b>264,378</b>	<b>84,543</b>	<b>482,976</b>	<b>1,801,473</b>

Year	0-5	6-10	11-15	16+	Total
2020	51.06%	14.26%	3.92%	30.76%	100.00%
2021	46.83%	16.76%	5.76%	30.65%	100.00%
2022	35.65%	14.72%	6.24%	43.39%	100.00%
2023	61.23%	15.34%	4.71%	18.72%	100.00%
2024	76.99%	11.94%	2.42%	8.65%	100.00%
January	67.63%	8.38%	2.61%	21.39%	100.00%
February	77.49%	10.11%	5.50%	6.90%	100.00%
March	82.49%	7.07%	1.95%	8.49%	100.00%
April	83.08%	8.10%	1.77%	7.05%	100.00%
May	70.67%	20.64%	2.06%	6.63%	100.00%
<b>Total</b>	<b>53.82%</b>	<b>14.68%</b>	<b>4.69%</b>	<b>26.81%</b>	<b>100.00%</b>

### Month

- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

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# Performance Summary Members Perspective - Advanced Requests

Request Submission Date

5/1/2024



5/31/2024



## Percentage of Notifications On Time

## Volume of Notifications and Renegotiated Due Dates

## Percentage of Notifications by Days to Close

Region	On Time	Late	No 360 Feedback Response Provided
Toronto	96.45%	1.75%	1.80%
Sarnia	96.79%	2.66%	0.54%
ON-West	96.70%	1.92%	1.39%
ON-Southeast	94.09%	3.27%	2.64%
ON-Northwest	89.94%	7.50%	2.55%
ON-North	87.70%	10.29%	2.01%
ON-East	97.17%	1.67%	1.17%
ON-Central	90.65%	8.84%	0.51%
London-St. Thomas	96.56%	1.65%	1.79%
Hamilton-Niagara	97.62%	1.96%	0.42%
GTA-East	94.82%	2.11%	3.07%
Grey-Bruce	97.76%	1.56%	0.68%
Chatham-Essex	97.72%	1.71%	0.56%
<b>Total</b>	<b>95.87%</b>	<b>2.66%</b>	<b>1.47%</b>

Region	Notifications	Renegotiated
Toronto	66,323	13,476
Hamilton-Niagara	28,770	11,038
ON-East	23,932	1,862
ON-West	16,311	1,565
GTA-East	15,032	2,090
ON-Central	10,451	831
London-St. Thomas	9,943	929
ON-North	8,708	876
Chatham-Essex	8,696	450
ON-Southeast	5,008	336
Grey-Bruce	3,835	260
Sarnia	3,678	563
ON-Northwest	2,665	32
<b>Total</b>	<b>203,352</b>	<b>34,308</b>

Region	0-5	6-10	11-15	16+
Toronto	76.36%	20.14%	0.79%	2.71%
Sarnia	66.75%	30.15%	1.63%	1.47%
ON-West	68.43%	28.57%	1.39%	1.61%
ON-Southeast	56.63%	37.50%	1.82%	4.05%
ON-Northwest	47.92%	42.03%	6.04%	4.02%
ON-North	69.79%	17.95%	3.80%	8.46%
ON-East	70.08%	27.15%	0.71%	2.06%
ON-Central	78.69%	12.00%	3.76%	5.55%
London-St. Thomas	66.52%	30.12%	1.27%	2.09%
Hamilton-Niagara	84.14%	13.84%	0.83%	1.19%
GTA-East	73.41%	21.50%	1.14%	3.94%
Grey-Bruce	69.93%	27.93%	1.23%	0.91%
Chatham-Essex	65.59%	32.28%	1.00%	1.13%
<b>Total</b>	<b>73.61%</b>	<b>22.39%</b>	<b>1.29%</b>	<b>2.71%</b>

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# Performance Summary Members Perspective - Advanced Requests

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## Number of Notifications On Time

Region	On Time	Late	No 360 Feedback Response Provided	Total
Toronto	63,967	1,163	1,193	<b>66,323</b>
Sarnia	3,560	98	20	<b>3,678</b>
ON-West	15,772	313	226	<b>16,311</b>
ON-Southeast	4,712	164	132	<b>5,008</b>
ON-Northwest	2,397	200	68	<b>2,665</b>
ON-North	7,637	896	175	<b>8,708</b>
ON-East	23,254	399	279	<b>23,932</b>
ON-Central	9,474	924	53	<b>10,451</b>
London-St. Thomas	9,601	164	178	<b>9,943</b>
Hamilton-Niagara	28,084	564	122	<b>28,770</b>
GTA-East	14,253	317	462	<b>15,032</b>
Grey-Bruce	3,749	60	26	<b>3,835</b>
Chatham-Essex	8,498	149	49	<b>8,696</b>
<b>Total</b>	<b>194,958</b>	<b>5,411</b>	<b>2,983</b>	<b>203,352</b>

## Volume of Notifications and Renegotiated Due dates

Region	Notifications	Renegotiated
Toronto	66,323	13,476
Sarnia	3,678	563
ON-West	16,311	1,565
ON-Southeast	5,008	336
ON-Northwest	2,665	32
ON-North	8,708	876
ON-East	23,932	1,862
ON-Central	10,451	831
London-St. Thomas	9,943	929
Hamilton-Niagara	28,770	11,038
GTA-East	15,032	2,090
Grey-Bruce	3,835	260
Chatham-Essex	8,696	450
<b>Total</b>	<b>203,352</b>	<b>34,308</b>

## Number of Notifications by Days to Close

Region	0-5	6-10	11-15	16+	Total
Toronto	50,647	13,358	521	1,797	<b>66,323</b>
Sarnia	2,455	1,109	60	54	<b>3,678</b>
ON-West	11,162	4,660	227	262	<b>16,311</b>
ON-Southeast	2,836	1,878	91	203	<b>5,008</b>
ON-Northwest	1,277	1,120	161	107	<b>2,665</b>
ON-North	6,077	1,563	331	737	<b>8,708</b>
ON-East	16,772	6,497	170	493	<b>23,932</b>
ON-Central	8,224	1,254	393	580	<b>10,451</b>
London-St. Thomas	6,614	2,995	126	208	<b>9,943</b>
Hamilton-Niagara	24,207	3,983	238	342	<b>28,770</b>
GTA-East	11,035	3,232	172	593	<b>15,032</b>
Grey-Bruce	2,682	1,071	47	35	<b>3,835</b>
Chatham-Essex	5,704	2,807	87	98	<b>8,696</b>
<b>Total</b>	<b>149,692</b>	<b>45,527</b>	<b>2,624</b>	<b>5,509</b>	<b>203,352</b>

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# Performance Summary Excavators Perspective - Advanced Requests

Request Submission Date

5/1/2024



5/31/2024



## Percentage of Requests On Time

Region	On Time	Late	No 360 Feedback Response Provided
Toronto	88.79%	4.23%	6.99%
Sarnia	89.85%	7.89%	2.25%
ON-West	89.38%	5.00%	5.63%
ON-Southeast	86.05%	6.78%	7.17%
ON-Northwest	73.14%	19.76%	7.10%
ON-North	71.57%	23.31%	5.13%
ON-East	91.92%	4.43%	3.65%
ON-Central	72.07%	26.10%	1.84%
London-St. Thomas	89.06%	3.70%	7.23%
Hamilton-Niagara	93.45%	4.97%	1.58%
GTA-East	85.46%	4.34%	10.20%
Grey-Bruce	92.93%	4.68%	2.39%
Chatham-Essex	91.92%	5.56%	2.51%
<b>Total</b>	<b>87.60%</b>	<b>7.10%</b>	<b>5.30%</b>

## Percentage of Requests by Days to close

Region	0-5	6-10	11-15	16+
Toronto	54.14%	34.75%	1.65%	9.46%
Sarnia	28.30%	61.78%	4.74%	5.19%
ON-West	41.41%	48.88%	3.23%	6.47%
ON-Southeast	41.50%	44.66%	3.22%	10.62%
ON-Northwest	28.71%	44.43%	16.05%	10.81%
ON-North	50.89%	20.75%	7.52%	20.85%
ON-East	43.67%	48.38%	1.74%	6.21%
ON-Central	54.61%	17.53%	9.72%	18.14%
London-St. Thomas	47.11%	42.13%	2.60%	8.17%
Hamilton-Niagara	63.69%	31.09%	2.32%	2.90%
GTA-East	57.57%	28.01%	2.00%	12.42%
Grey-Bruce	50.96%	42.33%	3.76%	2.94%
Chatham-Essex	31.46%	60.73%	3.32%	4.49%
<b>Total</b>	<b>50.99%</b>	<b>36.97%</b>	<b>3.16%</b>	<b>8.89%</b>

**Data Source:** The data is self-reported by Members and Underground Infrastructure Owners (UIOs).

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**Legislative Impact:** The new legislative change, Ontario Regulation 1/24, which took effect on May 1, 2024, will impact the data starting from the last week of April 2024. Consequently, numbers may not add due to rounding.

**Note:** May 1st onwards will include separate reporting pages for advanced locate delivery performance (0-10 days on time)





# Performance Summary Excavators Perspective YTD - Advanced Requests

Request Submission Date

5/1/2024 5/31/2024

## Number of Requests On Time

Region	On Time	Late	No 360 Feedback Response Provided	Total
Toronto	14,224	677	1,119	<b>16,020</b>
Sarnia	797	70	20	<b>887</b>
ON-West	3,399	190	214	<b>3,803</b>
ON-Southeast	1,524	120	127	<b>1,771</b>
ON-Northwest	670	181	65	<b>916</b>
ON-North	2,094	682	150	<b>2,926</b>
ON-East	5,639	272	224	<b>6,135</b>
ON-Central	2,002	725	51	<b>2,778</b>
London-St. Thomas	2,093	87	170	<b>2,350</b>
Hamilton-Niagara	7,018	373	119	<b>7,510</b>
GTA-East	3,722	189	444	<b>4,355</b>
Grey-Bruce	1,012	51	26	<b>1,089</b>
Chatham-Essex	1,718	104	47	<b>1,869</b>
<b>Total</b>	<b>45,912</b>	<b>3,721</b>	<b>2,776</b>	<b>52,409</b>

## Number of Requests by Days to Close

Region	0-5	6-10	11-15	16+	Total
Toronto	8,673	5,567	264	1,516	<b>16,020</b>
Sarnia	251	548	42	46	<b>887</b>
ON-West	1,575	1,859	123	246	<b>3,803</b>
ON-Southeast	735	791	57	188	<b>1,771</b>
ON-Northwest	263	407	147	99	<b>916</b>
ON-North	1,489	607	220	610	<b>2,926</b>
ON-East	2,679	2,968	107	381	<b>6,135</b>
ON-Central	1,517	487	270	504	<b>2,778</b>
London-St. Thomas	1,107	990	61	192	<b>2,350</b>
Hamilton-Niagara	4,783	2,335	174	218	<b>7,510</b>
GTA-East	2,507	1,220	87	541	<b>4,355</b>
Grey-Bruce	555	461	41	32	<b>1,089</b>
Chatham-Essex	588	1,135	62	84	<b>1,869</b>
<b>Total</b>	<b>26,722</b>	<b>19,375</b>	<b>1,655</b>	<b>4,657</b>	<b>52,409</b>

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**Note:** May 1st onwards will include separate reporting pages for advanced locate delivery performance (0-10 days on time)



# Performance Summary Excavators Perspective YTD - Advanced Requests

## Percentage of Requests On Time

Year	On Time	Late	No 360 Feedback Response Provided
⊕ 2020	10,171	8,921	2,008
⊕ 2021	10,788	11,537	2,160
⊕ 2022	42,008	70,096	26,822
⊕ 2023	114,034	58,494	22,427
⊖ 2024	156,492	22,637	14,762
January	16,793	5,628	2,839
February	21,241	3,947	2,974
March	29,418	4,602	2,951
April	43,128	4,739	3,222
May	45,912	3,721	2,776
<b>Total</b>	<b>333,493</b>	<b>171,685</b>	<b>68,179</b>

Year	On Time	Late	No 360 Feedback Response Provided
⊕ 2020	48.20%	42.28%	9.52%
⊕ 2021	44.06%	47.12%	8.82%
⊕ 2022	30.24%	50.46%	19.31%
⊕ 2023	58.49%	30.00%	11.50%
⊖ 2024	80.71%	11.68%	7.61%
January	66.48%	22.28%	11.24%
February	75.42%	14.02%	10.56%
March	79.57%	12.45%	7.98%
April	84.42%	9.28%	6.31%
May	87.60%	7.10%	5.30%
<b>Total</b>	<b>58.16%</b>	<b>29.94%</b>	<b>11.89%</b>

## Percentage of Requests by Days to close

Year	0-5	6-10	11-15	16+	Total
⊕ 2020	10,171	3,012	837	7,080	21,100
⊕ 2021	10,788	4,481	1,311	7,905	24,485
⊕ 2022	42,008	19,164	9,239	68,515	138,926
⊕ 2023	114,034	28,730	10,291	41,900	194,955
⊖ 2024	134,738	32,661	6,063	20,429	193,891
January	16,793	2,221	699	5,547	25,260
February	21,241	3,107	1,698	2,116	28,162
March	29,418	3,023	879	3,651	36,971
April	40,564	4,935	1,132	4,458	51,089
May	26,722	19,375	1,655	4,657	52,409
<b>Total</b>	<b>311,739</b>	<b>88,048</b>	<b>27,741</b>	<b>145,829</b>	<b>573,357</b>

Year	0-5	6-10	11-15	16+	Total
⊕ 2020	48.20%	14.27%	3.97%	33.55%	100.00%
⊕ 2021	44.06%	18.30%	5.35%	32.29%	100.00%
⊕ 2022	30.24%	13.79%	6.65%	49.32%	100.00%
⊕ 2023	58.49%	14.74%	5.28%	21.49%	100.00%
⊖ 2024	69.49%	16.85%	3.13%	10.54%	100.00%
January	66.48%	8.79%	2.77%	21.96%	100.00%
February	75.42%	11.03%	6.03%	7.51%	100.00%
March	79.57%	8.18%	2.38%	9.88%	100.00%
April	79.40%	9.66%	2.22%	8.73%	100.00%
May	50.99%	36.97%	3.16%	8.89%	100.00%
<b>Total</b>	<b>54.37%</b>	<b>15.36%</b>	<b>4.84%</b>	<b>25.43%</b>	<b>100.00%</b>

### Month

- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

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# Performance Summary Members Perspective - Single Address

Request Submission Date

5/1/2024



5/31/2024



## Percentage of Notifications On Time

## Volume of Notifications and Renegotiated Due Dates

## Percentage of Notifications by Days to Close

Region	On Time	Late	No 360 Feedback Response Provided
Toronto	98.38%	1.22%	0.40%
Sarnia	96.05%	3.01%	0.93%
ON-West	95.54%	2.49%	1.97%
ON-Southeast	96.74%	1.89%	1.38%
ON-Northwest	91.63%	6.88%	1.50%
ON-North	91.91%	6.59%	1.50%
ON-East	97.99%	1.61%	0.40%
ON-Central	96.45%	3.11%	0.43%
London-St. Thomas	97.92%	1.27%	0.80%
Hamilton-Niagara	98.78%	1.03%	0.19%
GTA-East	95.89%	2.27%	1.84%
Grey-Bruce	95.63%	2.73%	1.64%
Chatham-Essex	97.72%	1.78%	0.50%
<b>Total</b>	<b>97.00%</b>	<b>2.15%</b>	<b>0.85%</b>

Region	Notifications	Renegotiated
Toronto	38,134	7,120
Hamilton-Niagara	34,090	4,265
ON-West	24,663	595
ON-East	24,649	1,412
GTA-East	13,226	1,409
ON-North	11,329	778
London-St. Thomas	10,986	250
ON-Central	10,178	1,312
Chatham-Essex	9,050	104
ON-Southeast	6,524	214
Grey-Bruce	5,540	308
ON-Northwest	5,015	20
Sarnia	4,281	26
<b>Total</b>	<b>197,665</b>	<b>17,813</b>

Region	0-5	6-10	11-15	16+
Toronto	98.38%	0.84%	0.12%	0.66%
Sarnia	96.05%	2.41%	0.47%	1.07%
ON-West	95.54%	1.88%	0.43%	2.14%
ON-Southeast	96.74%	1.52%	0.15%	1.59%
ON-Northwest	91.63%	5.76%	0.44%	2.17%
ON-North	91.91%	3.88%	1.54%	2.67%
ON-East	97.99%	1.15%	0.09%	0.76%
ON-Central	96.45%	1.66%	0.71%	1.18%
London-St. Thomas	97.92%	1.08%	0.05%	0.94%
Hamilton-Niagara	98.78%	0.69%	0.11%	0.42%
GTA-East	95.89%	1.29%	0.22%	2.60%
Grey-Bruce	95.63%	2.38%	0.29%	1.70%
Chatham-Essex	97.72%	1.49%	0.11%	0.67%
<b>Total</b>	<b>97.00%</b>	<b>1.50%</b>	<b>0.29%</b>	<b>1.21%</b>

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# Performance Summary Members Perspective - Single Address

Request Submission Date

5/1/2024



5/31/2024



## Number of Notifications On Time

Region	On Time	Late	No 360 Feedback Response Provided	Total
Toronto	37,515	467	152	<b>38,134</b>
Sarnia	4,112	129	40	<b>4,281</b>
ON-West	23,563	615	485	<b>24,663</b>
ON-Southeast	6,311	123	90	<b>6,524</b>
ON-Northwest	4,595	345	75	<b>5,015</b>
ON-North	10,412	747	170	<b>11,329</b>
ON-East	24,154	397	98	<b>24,649</b>
ON-Central	9,817	317	44	<b>10,178</b>
London-St. Thomas	10,758	140	88	<b>10,986</b>
Hamilton-Niagara	33,673	352	65	<b>34,090</b>
GTA-East	12,683	300	243	<b>13,226</b>
Grey-Bruce	5,298	151	91	<b>5,540</b>
Chatham-Essex	8,844	161	45	<b>9,050</b>
<b>Total</b>	<b>191,735</b>	<b>4,244</b>	<b>1,686</b>	<b>197,665</b>

## Volume of Notifications and Renegotiated Due dates

Region	Notifications	Renegotiated
Toronto	38,134	7,120
Sarnia	4,281	26
ON-West	24,663	595
ON-Southeast	6,524	214
ON-Northwest	5,015	20
ON-North	11,329	778
ON-East	24,649	1,412
ON-Central	10,178	1,312
London-St. Thomas	10,986	250
Hamilton-Niagara	34,090	4,265
GTA-East	13,226	1,409
Grey-Bruce	5,540	308
Chatham-Essex	9,050	104
<b>Total</b>	<b>197,665</b>	<b>17,813</b>

## Number of Notifications by Days to Close

Region	0-5	6-10	11-15	16+	Total
Toronto	37,515	322	46	251	<b>38,134</b>
Sarnia	4,112	103	20	46	<b>4,281</b>
ON-West	23,563	464	107	529	<b>24,663</b>
ON-Southeast	6,311	99	10	104	<b>6,524</b>
ON-Northwest	4,595	289	22	109	<b>5,015</b>
ON-North	10,412	440	174	303	<b>11,329</b>
ON-East	24,154	284	23	188	<b>24,649</b>
ON-Central	9,817	169	72	120	<b>10,178</b>
London-St. Thomas	10,758	119	6	103	<b>10,986</b>
Hamilton-Niagara	33,673	235	38	144	<b>34,090</b>
GTA-East	12,683	170	29	344	<b>13,226</b>
Grey-Bruce	5,298	132	16	94	<b>5,540</b>
Chatham-Essex	8,844	135	10	61	<b>9,050</b>
<b>Total</b>	<b>191,735</b>	<b>2,961</b>	<b>573</b>	<b>2,396</b>	<b>197,665</b>

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# Performance Summary Excavators Perspective - Single Address

Request Submission Date

5/1/2024



5/31/2024



## Percentage of Requests On Time

Region	On Time	Late	No 360 Feedback Response Provided
Toronto	95.51%	3.12%	1.37%
Sarnia	86.97%	9.52%	3.51%
ON-West	84.32%	7.88%	7.80%
ON-Southeast	89.82%	5.39%	4.79%
ON-Northwest	74.56%	20.35%	5.09%
ON-North	78.31%	16.65%	5.04%
ON-East	94.17%	4.51%	1.32%
ON-Central	87.49%	10.90%	1.61%
London-St. Thomas	93.53%	3.37%	3.11%
Hamilton-Niagara	97.06%	2.31%	0.63%
GTA-East	87.48%	5.89%	6.64%
Grey-Bruce	83.78%	9.63%	6.59%
Chatham-Essex	91.56%	6.34%	2.10%
<b>Total</b>	<b>90.68%</b>	<b>6.18%</b>	<b>3.14%</b>

## Percentage of Requests by Days to close

Region	0-5	6-10	11-15	16+
Toronto	95.51%	1.94%	0.33%	2.22%
Sarnia	86.97%	7.30%	1.76%	3.97%
ON-West	84.32%	5.65%	1.60%	8.44%
ON-Southeast	89.82%	4.30%	0.49%	5.39%
ON-Northwest	74.56%	17.00%	1.25%	7.18%
ON-North	78.31%	8.40%	4.64%	8.65%
ON-East	94.17%	2.95%	0.33%	2.56%
ON-Central	87.49%	5.67%	2.49%	4.35%
London-St. Thomas	93.53%	2.69%	0.15%	3.63%
Hamilton-Niagara	97.06%	1.52%	0.23%	1.19%
GTA-East	87.48%	2.74%	0.64%	9.15%
Grey-Bruce	83.78%	8.44%	1.11%	6.67%
Chatham-Essex	91.56%	5.17%	0.41%	2.86%
<b>Total</b>	<b>90.68%</b>	<b>4.04%</b>	<b>0.95%</b>	<b>4.33%</b>

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# Performance Summary Excavators Perspective YTD - Single Address

Request Submission Date

5/1/2024



5/31/2024



## Number of Requests On Time

Region	On Time	Late	No 360 Feedback Response Provided	Total
Toronto	10,057	329	144	<b>10,530</b>
Sarnia	941	103	38	<b>1,082</b>
ON-West	5,166	483	478	<b>6,127</b>
ON-Southeast	1,650	99	88	<b>1,837</b>
ON-Northwest	1,070	292	73	<b>1,435</b>
ON-North	2,517	535	162	<b>3,214</b>
ON-East	6,007	288	84	<b>6,379</b>
ON-Central	2,392	298	44	<b>2,734</b>
London-St. Thomas	2,500	90	83	<b>2,673</b>
Hamilton-Niagara	8,347	199	54	<b>8,600</b>
GTA-East	3,164	213	240	<b>3,617</b>
Grey-Bruce	1,131	130	89	<b>1,350</b>
Chatham-Essex	1,790	124	41	<b>1,955</b>
<b>Total</b>	<b>46,732</b>	<b>3,183</b>	<b>1,618</b>	<b>51,533</b>

## Number of Requests by Days to Close

Region	0-5	6-10	11-15	16+	Total
Toronto	10,057	204	35	234	<b>10,530</b>
Sarnia	941	79	19	43	<b>1,082</b>
ON-West	5,166	346	98	517	<b>6,127</b>
ON-Southeast	1,650	79	9	99	<b>1,837</b>
ON-Northwest	1,070	244	18	103	<b>1,435</b>
ON-North	2,517	270	149	278	<b>3,214</b>
ON-East	6,007	188	21	163	<b>6,379</b>
ON-Central	2,392	155	68	119	<b>2,734</b>
London-St. Thomas	2,500	72	4	97	<b>2,673</b>
Hamilton-Niagara	8,347	131	20	102	<b>8,600</b>
GTA-East	3,164	99	23	331	<b>3,617</b>
Grey-Bruce	1,131	114	15	90	<b>1,350</b>
Chatham-Essex	1,790	101	8	56	<b>1,955</b>
<b>Total</b>	<b>46,732</b>	<b>2,082</b>	<b>487</b>	<b>2,232</b>	<b>51,533</b>

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# Performance Summary Excavators Perspective YTD - Single Address

## Percentage of Requests On Time

Year	On Time	Late	No 360 Feedback Response Provided
2020	148,822	114,545	26,901
2021	173,396	167,100	28,313
2022	97,023	107,768	46,246
2023	106,764	41,273	17,598
2024	131,469	13,181	7,717
January	7,419	2,085	1,038
February	10,485	1,095	1,200
March	23,147	1,982	1,624
April	43,686	4,836	2,237
May	46,732	3,183	1,618
<b>Total</b>	<b>657,474</b>	<b>443,867</b>	<b>126,775</b>

  

Year	On Time	Late	No 360 Feedback Response Provided
2020	51.27%	39.46%	9.27%
2021	47.02%	45.31%	7.68%
2022	38.65%	42.93%	18.42%
2023	64.46%	24.92%	10.62%
2024	86.28%	8.65%	5.06%
January	70.38%	19.78%	9.85%
February	82.04%	8.57%	9.39%
March	86.52%	7.41%	6.07%
April	86.07%	9.53%	4.41%
May	90.68%	6.18%	3.14%
<b>Total</b>	<b>53.54%</b>	<b>36.14%</b>	<b>10.32%</b>

## Percentage of Requests by Days to close

Year	0-5	6-10	11-15	16+	Total
2020	148,822	41,394	11,361	88,691	290,268
2021	173,396	61,421	21,353	112,639	368,809
2022	97,023	38,250	15,087	100,677	251,037
2023	106,764	26,573	6,685	25,613	165,635
2024	131,832	8,692	2,316	9,527	152,367
January	7,419	779	234	2,110	10,542
February	10,485	1,032	555	708	12,780
March	23,147	1,482	365	1,759	26,753
April	44,049	3,317	675	2,718	50,759
May	46,732	2,082	487	2,232	51,533
<b>Total</b>	<b>657,837</b>	<b>176,330</b>	<b>56,802</b>	<b>337,147</b>	<b>1,228,116</b>

  

Year	0-5	6-10	11-15	16+	Total
2020	51.27%	14.26%	3.91%	30.55%	100.00%
2021	47.02%	16.65%	5.79%	30.54%	100.00%
2022	38.65%	15.24%	6.01%	40.10%	100.00%
2023	64.46%	16.04%	4.04%	15.46%	100.00%
2024	86.52%	5.70%	1.52%	6.25%	100.00%
January	70.38%	7.39%	2.22%	20.02%	100.00%
February	82.04%	8.08%	4.34%	5.54%	100.00%
March	86.52%	5.54%	1.36%	6.57%	100.00%
April	86.78%	6.53%	1.33%	5.35%	100.00%
May	90.68%	4.04%	0.95%	4.33%	100.00%
<b>Total</b>	<b>53.56%</b>	<b>14.36%</b>	<b>4.63%</b>	<b>27.45%</b>	<b>100.00%</b>

### Month

- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

**Data Source:** The data is self-reported by Members and Underground Infrastructure Owners (UIOs).

**Exclusions:** The report excludes data for Planning, Sewer Lateral, **Emergency**, Cancel, Test and Void requests. Starting June 1st the report will include Priority 0 requests going forward.

**Legislative Impact:** The new legislative change, Ontario Regulation 1/24, which took effect on May 1, 2024, will impact the data starting from the last week of April 2024. Consequently, numbers may not add due to rounding.

**Note:** May 1st onwards will include separate reporting pages for advanced locate delivery performance (0-10 days on time)