



Compliance Department Year in Review 2018

COMPLIANCE SUMMARY

Review of the complaints Compliance received as they relate to the Ontario Underground Infrastructure Notification System Act, 2012 and the corresponding regulations.

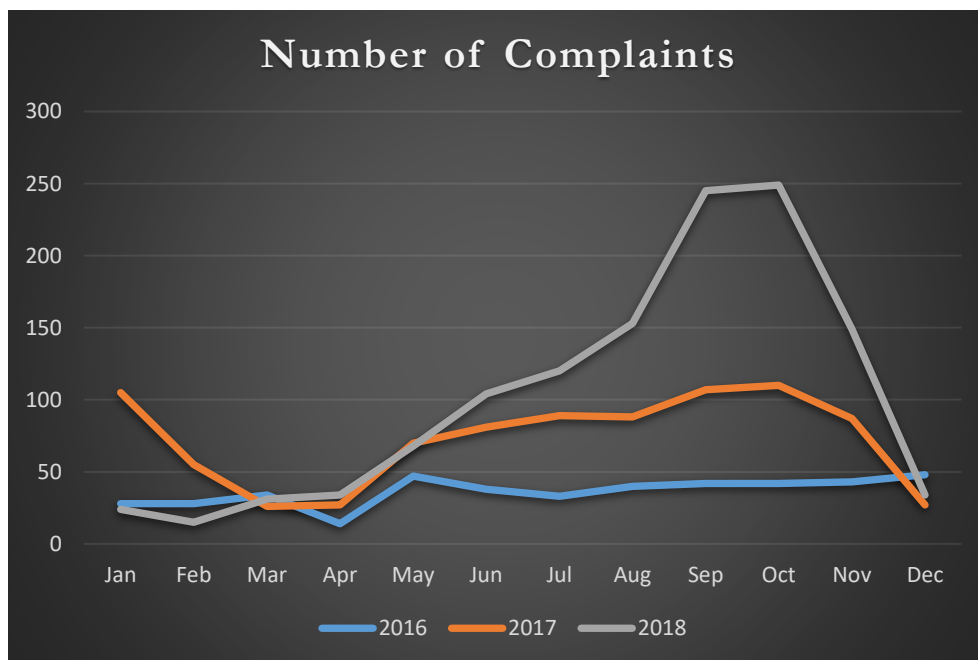
Overall Complaints in 2018 as they relate to the below stakeholders:

Complaints against Members: **1219**

Complaints against Excavators: **21**

Complaints against ON1Call: **0**

Year Over Year Comparison Of The Total Number Of Complaints 2016 - 2018



Complaints are broken down into stakeholder, offence, and validity groups

MEMBERS	Valid Total	Invalid Total
Late Locates	1100	17
False Renegotiated Date	41	2
Delinquent Account	20	0
Incomplete Locates	12	0
Emergency Abuse	6	1
Failed To Respond To A Locate	6	2
Excavation Without Locates	5	2
Deficient Clearance	2	1
Abuse	1	0
Failed To Register Infrastructure	1	0

EXCAVATORS	Valid Total	Invalid Total
Other	3	0
Excavation without Locates	2	0
Relocate Abuse	0	1
Emergency Abuse	1	0

Complaints by Geographic Area

Area	2016	2017	2018
Chatham-Essex	10	19	64
Grey-Bruce	4	6	14
GTA-East	12	68	58
Hamilton-Niagara	14	65	195
London-St. Thomas	11	12	16
ON-Central	31	49	38
ON-East	16	50	20
ON-North	10	19	30
ON-Northwest	5	6	3
ON-Southeast	8	11	2
ON-West	35	35	90
Sarnia	3	7	1
Toronto	278	525	593

As is consistent with 2016 and 2017, 2018 the most frequent complaints relate to Late Locates. An upward trend continues year over year surrounding Late Locate Complaints.

