



Ontario One Call Compliance Summary

Members Perspective

7/1/2023

7/31/2023



% of notifications compliant

Volume of notifications and Renegotiated due dates

% of notifications by days to close

Region	Compliant	Non-Compliant	Non-Compliant No Response
Toronto	84.42%	7.91%	7.67%
Sarnia	88.73%	8.58%	2.69%
ON-West	89.53%	7.41%	3.07%
ON-Southeast	87.77%	9.74%	2.49%
ON-Northwest	86.96%	8.56%	4.48%
ON-North	86.51%	9.37%	4.12%
ON-East	93.55%	3.93%	2.51%
ON-Central	79.81%	8.65%	11.53%
London-St. Thomas	81.06%	10.57%	8.37%
Hamilton-Niagara	83.46%	8.97%	7.58%
GTA-East	87.14%	6.16%	6.70%
Grey-Bruce	76.98%	16.84%	6.18%
Chatham-Essex	89.86%	8.83%	1.31%
Total	85.91%	8.05%	6.03%

Region	Notifications	Renegotiated
Toronto	95092	23098
Sarnia	5385	1221
ON-West	39346	9712
ON-Southeast	9766	1382
ON-Northwest	6458	1107
ON-North	15956	3668
ON-East	40666	6358
ON-Central	19524	3152
London-St. Thomas	20015	5764
Hamilton-Niagara	61456	18357
GTA-East	22880	5034
Grey-Bruce	8776	2631
Chatham-Essex	14462	3453
Total	359782	84937

360_geographicRegion	A 0-5	B 6-10	C 11-15	D 16+
Toronto	84.42%	5.59%	1.68%	8.31%
Sarnia	88.73%	7.13%	1.50%	2.64%
ON-West	89.53%	5.18%	1.24%	4.05%
ON-Southeast	87.77%	7.02%	1.39%	3.81%
ON-Northwest	86.96%	7.37%	1.02%	4.65%
ON-North	86.51%	7.65%	1.47%	4.37%
ON-East	93.55%	3.12%	0.63%	2.69%
ON-Central	79.81%	5.87%	2.22%	12.09%
London-St. Thomas	81.06%	6.67%	2.15%	10.12%
Hamilton-Niagara	83.46%	6.91%	1.88%	7.75%
GTA-East	87.14%	4.90%	1.00%	6.97%
Grey-Bruce	76.98%	11.70%	4.07%	7.25%
Chatham-Essex	89.86%	6.10%	1.49%	2.55%
Total	85.91%	5.88%	1.58%	6.63%

This report excludes data for PLANNING,PRIORITY 0,SEWER LATERAL, EMERGENCY and cancel, test and void



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ON-West	89.53%	7.41%	3.07%
ON-Southeast	87.77%	9.74%	2.49%
ON-Northwest	86.96%	8.56%	4.48%
ON-North	86.51%	9.37%	4.12%
ON-East	93.55%	3.93%	2.51%
ON-Central	79.81%	8.65%	11.53%
London-St. Thomas	81.06%	10.57%	8.37%
Hamilton-Niagara	83.46%	8.97%	7.58%
GTA-East	87.14%	6.16%	6.70%
Grey-Bruce	76.98%	16.84%	6.18%
Chatham-Essex	89.86%	8.83%	1.31%
Total	85.91%	8.05%	6.03%

Volume of notifications and Renegotiated due dates

Region	Notifications	Renegotiated
Toronto	95092	23098
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ON-East	40666	6358
ON-Central	19524	3152
London-St. Thomas	20015	5764
Hamilton-Niagara	61456	18357
GTA-East	22880	5034
Grey-Bruce	8776	2631
Chatham-Essex	14462	3453
Total	359782	84937

% of notifications by days to close

Region	A 0-5	B 6-10	C 11-15	D 16+
Toronto	84.42%	5.59%	1.68%	8.31%
Sarnia	88.73%	7.13%	1.50%	2.64%
ON-West	89.53%	5.18%	1.24%	4.05%
ON-Southeast	87.77%	7.02%	1.39%	3.81%
ON-Northwest	86.96%	7.37%	1.02%	4.65%
ON-North	86.51%	7.65%	1.47%	4.37%
ON-East	93.55%	3.12%	0.63%	2.69%
ON-Central	79.81%	5.87%	2.22%	12.09%
London-St. Thomas	81.06%	6.67%	2.15%	10.12%
Hamilton-Niagara	83.46%	6.91%	1.88%	7.75%
GTA-East	87.14%	4.90%	1.00%	6.97%
Grey-Bruce	76.98%	11.70%	4.07%	7.25%
Chatham-Essex	89.86%	6.10%	1.49%	2.55%
Total	85.91%	5.88%	1.58%	6.63%

This report excludes data for PLANNING,PRIORITY 0,SEWER LATERAL, EMERGENCY and cancel, test and void



Ontario One Call Compliance Summary

Excavators Perspective

7/1/2023

7/31/2023



% of requests compliant

360_geographicRegion	Compliant	Non-Compliant	Non-Compliant No Response
Toronto	73.93%	19.46%	6.62%
Sarnia	73.32%	25.10%	1.57%
ON-West	76.40%	20.75%	2.84%
ON-Southeast	77.85%	19.94%	2.21%
ON-Northwest	70.21%	26.38%	3.41%
ON-North	74.55%	22.01%	3.43%
ON-East	86.58%	10.37%	3.05%
ON-Central	71.14%	21.59%	7.27%
London-St. Thomas	69.20%	19.25%	11.56%
Hamilton-Niagara	71.23%	18.32%	10.46%
GTA-East	77.63%	13.48%	8.89%
Grey-Bruce	55.76%	39.84%	4.40%
Chatham-Essex	72.19%	27.33%	0.48%
Total	74.52%	19.24%	6.24%

% of requests by days to close

360_geographicRegion	A 0-5	B 6-10	C 11-15	D 16+
Toronto	73.93%	13.19%	4.14%	8.74%
Sarnia	73.32%	20.80%	3.65%	2.24%
ON-West	76.40%	14.56%	3.01%	6.02%
ON-Southeast	77.85%	15.00%	2.32%	4.84%
ON-Northwest	70.21%	22.51%	3.18%	4.09%
ON-North	74.55%	17.20%	2.86%	5.39%
ON-East	86.58%	8.34%	1.47%	3.61%
ON-Central	71.14%	14.17%	5.64%	9.05%
London-St. Thomas	69.20%	13.76%	3.30%	13.74%
Hamilton-Niagara	71.23%	13.79%	2.95%	12.03%
GTA-East	77.63%	10.61%	2.20%	9.56%
Grey-Bruce	55.76%	26.93%	7.92%	9.40%
Chatham-Essex	72.19%	20.50%	3.21%	4.09%
Total	74.52%	13.93%	3.37%	8.18%

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Ontario One Call Compliance Summary

Excavators Perspective

7/1/2023

7/31/2023



% of requests compliant

360_geographicRegion	Compliant	Non-Compliant	Non-Compliant No Response
Toronto	17800	4685	1593
Sarnia	885	303	19
ON-West	7790	2116	290
ON-Southeast	2253	577	64
ON-Northwest	1235	464	60
ON-North	3390	1001	156
ON-East	8919	1068	314
ON-Central	4267	1295	436
London-St. Thomas	3545	986	592
Hamilton-Niagara	10906	2805	1601
GTA-East	4838	840	554
Grey-Bruce	1317	941	104
Chatham-Essex	2116	801	14
Total	69261	17882	5797

% of requests by days to close

360_geographicRegion	A 0-5	B 6-10	C 11-15	D 16+	Total
Toronto	17800	3177	996	2105	24078
Sarnia	885	251	44	27	1207
ON-West	7790	1485	307	614	10196
ON-Southeast	2253	434	67	140	2894
ON-Northwest	1235	396	56	72	1759
ON-North	3390	782	130	245	4547
ON-East	8919	859	151	372	10301
ON-Central	4267	850	338	543	5998
London-St. Thomas	3545	705	169	704	5123
Hamilton-Niagara	10906	2112	452	1842	15312
GTA-East	4838	661	137	596	6232
Grey-Bruce	1317	636	187	222	2362
Chatham-Essex	2116	601	94	120	2931
Total	69261	12949	3128	7602	92940

This report excludes data for PLANNING,PRIORITY 0,SEWER LATERAL, EMERGENCY and cancel, test and void



Ontario One Call Compliance Summary

Excavators Perspective Year over Year

Month

All ▼

% of requests compliant

Year	Compliant	Non-Compliant	Non-Compliant No Response
2020	695594	175590	44318
2021	543626	405611	35927
2022	292532	345665	26271
2023	393660	133171	38047
Total	1925412	1060037	144563

Year	Compliant	Non-Compliant	Non-Compliant No Response
⊕ 2020	75.98%	19.18%	4.84%
⊕ 2021	55.18%	41.17%	3.65%
⊕ 2022	44.02%	52.02%	3.95%
⊖ 2023	69.69%	23.58%	6.74%
January	61.56%	31.23%	7.22%
February	63.29%	23.38%	13.32%
March	69.93%	24.04%	6.03%
April	71.53%	21.91%	6.56%
May	68.10%	26.37%	5.53%
June	70.92%	22.47%	6.60%
July	74.52%	19.24%	6.24%
Total	61.51%	33.87%	4.62%

% of requests by days to close

Year	A 0-5	B 6-10	C 11-15	D 16+	Total
2020	695594	122613	23934	73361	915502
2021	543626	197684	74169	169685	985164
2022	292532	140494	54844	176598	664468
2023	393660	92048	24130	55040	564878
Total	1925412	552839	177077	474684	3130012

Year	A 0-5	B 6-10	C 11-15	D 16+	Total
⊕ 2020	75.98%	13.39%	2.61%	8.01%	100.00%
⊕ 2021	55.18%	20.07%	7.53%	17.22%	100.00%
⊕ 2022	44.02%	21.14%	8.25%	26.58%	100.00%
⊖ 2023	69.69%	16.30%	4.27%	9.74%	100.00%
January	61.56%	17.88%	5.83%	14.73%	100.00%
February	63.29%	16.85%	4.44%	15.42%	100.00%
March	69.93%	16.47%	3.97%	9.63%	100.00%
April	71.53%	16.42%	3.66%	8.39%	100.00%
May	68.10%	17.60%	4.99%	9.31%	100.00%
June	70.92%	15.80%	4.36%	8.92%	100.00%
July	74.52%	13.93%	3.37%	8.18%	100.00%
Total	61.51%	17.66%	5.66%	15.17%	100.00%

This report excludes data for PLANNING,PRIORITY 0,SEWER LATERAL, EMERGENCY and cancel, test and void

Request Type	PROJECT WORK		STANDARD		Total	
Year	Request Volume	Map Selection M sq	Request Volume	Map Selection M sq	Request Volume	Map Selection M sq
⊕ 2020	56323	29,939.88	859179	27,131.04	915502	27,315.64
⊕ 2021	64757	23,698.07	920407	23,558.99	985164	23,568.72
⊕ 2022	287788	15,932.36	376680	11,377.66	664468	13,413.78
⊕ 2023	307321	15,371.41	257557	8,774.07	564878	12,322.53
Total	716189	17,565.06	2413823	21,260.07	3130012	20,390.77