



Ontario One Call Compliance Summary

Members Perspective

01/05/2023

31/05/2023



% of notifications compliant

| Region | Compliant | Non-Compliant | Non-Compliant No Response |
|-------------------|---------------|---------------|---------------------------|
| Toronto | 85.12% | 9.04% | 5.85% |
| Sarnia | 84.60% | 10.38% | 5.02% |
| ON-West | 78.68% | 17.80% | 3.52% |
| ON-Southeast | 90.12% | 6.55% | 3.33% |
| ON-Northwest | 76.49% | 17.82% | 5.69% |
| ON-North | 75.50% | 16.67% | 7.83% |
| ON-East | 93.54% | 4.36% | 2.10% |
| ON-Central | 76.89% | 11.65% | 11.46% |
| London-St. Thomas | 65.73% | 25.67% | 8.60% |
| Hamilton-Niagara | 80.87% | 13.97% | 5.16% |
| GTA-East | 85.09% | 7.09% | 7.82% |
| Grey-Bruce | 67.51% | 20.46% | 12.03% |
| Chatham-Essex | 88.07% | 10.75% | 1.19% |
| Total | 82.50% | 11.97% | 5.53% |

Volume of notifications and Renegotiated due dates

| Region | Notifications | Renegotiated |
|-------------------|---------------|---------------|
| Toronto | 111573 | 29292 |
| Sarnia | 7489 | 1563 |
| ON-West | 51971 | 12203 |
| ON-Southeast | 13046 | 1794 |
| ON-Northwest | 9593 | 1680 |
| ON-North | 23164 | 4988 |
| ON-East | 58580 | 10472 |
| ON-Central | 24267 | 4032 |
| London-St. Thomas | 25079 | 6733 |
| Hamilton-Niagara | 78214 | 23302 |
| GTA-East | 33805 | 7116 |
| Grey-Bruce | 9851 | 2170 |
| Chatham-Essex | 19469 | 4811 |
| Total | 466101 | 110156 |

% of notifications by days to close

| 360_geographicRegion | A 0-5 | B 6-10 | C 11-15 | D 16+ |
|----------------------|---------------|--------------|--------------|--------------|
| Toronto | 85.12% | 5.27% | 2.00% | 7.61% |
| Sarnia | 84.60% | 7.65% | 1.95% | 5.80% |
| ON-West | 78.68% | 11.36% | 4.02% | 5.94% |
| ON-Southeast | 90.12% | 4.78% | 0.88% | 4.22% |
| ON-Northwest | 76.49% | 14.12% | 3.38% | 6.00% |
| ON-North | 75.50% | 9.59% | 4.03% | 10.88% |
| ON-East | 93.54% | 3.49% | 0.51% | 2.46% |
| ON-Central | 76.89% | 7.87% | 2.05% | 13.19% |
| London-St. Thomas | 65.73% | 12.90% | 6.70% | 14.67% |
| Hamilton-Niagara | 80.87% | 8.16% | 3.06% | 7.91% |
| GTA-East | 85.09% | 4.54% | 1.40% | 8.97% |
| Grey-Bruce | 67.51% | 13.25% | 4.01% | 15.24% |
| Chatham-Essex | 88.07% | 7.10% | 1.71% | 3.12% |
| Total | 82.50% | 7.37% | 2.56% | 7.57% |

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



Ontario One Call Compliance Summary

Excavators Perspective

01/05/2023

31/05/2023



% of requests compliant

| 360_geographicRegion | Compliant | Non-Compliant | Non-Compliant No Response |
|----------------------|---------------|---------------|---------------------------|
| Toronto | 71.86% | 22.41% | 5.73% |
| Sarnia | 70.90% | 25.03% | 4.07% |
| ON-West | 53.07% | 43.89% | 3.05% |
| ON-Southeast | 81.85% | 15.18% | 2.98% |
| ON-Northwest | 40.87% | 54.23% | 4.90% |
| ON-North | 56.98% | 36.94% | 6.08% |
| ON-East | 86.08% | 11.82% | 2.10% |
| ON-Central | 63.97% | 28.02% | 8.01% |
| London-St. Thomas | 48.12% | 42.50% | 9.39% |
| Hamilton-Niagara | 69.85% | 23.29% | 6.86% |
| GTA-East | 75.97% | 13.99% | 10.04% |
| Grey-Bruce | 48.30% | 45.99% | 5.70% |
| Chatham-Essex | 70.22% | 29.32% | 0.45% |
| Total | 68.08% | 26.37% | 5.55% |

% of requests by days to close

| 360_geographicRegion | A 0-5 | B 6-10 | C 11-15 | D 16+ |
|----------------------|---------------|---------------|--------------|--------------|
| Toronto | 71.86% | 13.13% | 4.73% | 10.27% |
| Sarnia | 70.90% | 18.70% | 4.01% | 6.38% |
| ON-West | 53.07% | 29.89% | 9.34% | 7.70% |
| ON-Southeast | 81.85% | 10.92% | 2.17% | 5.07% |
| ON-Northwest | 40.87% | 43.26% | 10.25% | 5.61% |
| ON-North | 56.98% | 22.69% | 7.95% | 12.37% |
| ON-East | 86.08% | 9.67% | 1.15% | 3.10% |
| ON-Central | 63.97% | 19.79% | 4.63% | 11.61% |
| London-St. Thomas | 48.12% | 25.44% | 8.94% | 17.50% |
| Hamilton-Niagara | 69.85% | 15.65% | 4.06% | 10.44% |
| GTA-East | 75.97% | 9.20% | 2.56% | 12.27% |
| Grey-Bruce | 48.30% | 30.71% | 8.09% | 12.90% |
| Chatham-Essex | 70.22% | 21.81% | 3.50% | 4.46% |
| Total | 68.08% | 17.56% | 4.96% | 9.40% |

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