

| 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 | Region | Notifications | Renegotiated | Region | 0-5 | 6-10 | 11-15 | 16+ |
| Toronto | 96.74% | 2.14% | 1.12% | Toronto | 89,028 | 16,329 | Toronto | 82.28% | 14.78% | 0.74% | 2.20% |
| Sarnia | 91.38% | 8.10% | 0.52% | Hamilton-Niagara | 52,602 | 14,538 | Sarnia | 76.90% | 17.03% | 2.60% | 3.46% |
| ON-West | 96.33% | 2.08% | 1.59% | ON-East | 40,419 | 2,216 | ON-West | 83.62% | 13.86% | 0.73% | 1.80% |
| ON-Southeast | 94.91% | 2.48% | 2.61% | ON-West | 36,352 | 2,830 | ON-Southeast | 78.18% | 17.14% | 0.72% | 3.96% |
| ON-Northwest | 92.03% | 5.98% | 1.98% | GTA-East | 22,009 | 2,375 | ON-Northwest | 79.78% | 14.56% | 1.70% | 3.97% |
| ON-North | 92.57% | 6.28% | 1.15% | ON-Central | 17,640 | 1,246 | ON-North | 83.28% | 11.13% | 2.24% | 3.36% |
| ON-East | 97.99% | 1.37% | 0.63% | ON-North | 16,509 | 751 | ON-East | 80.83% | 17.48% | 0.43% | 1.26% |
| ON-Central | 94.10% | 5.52% | 0.37% | London-St. Thomas | 16,073 | 729 | ON-Central | 83.58% | 11.28% | 2.44% | 2.69% |
| London-St. Thomas | 96.85% | 1.80% | 1.35% | Chatham-Essex | 14,352 | 609 | London-St. Thomas | 81.42% | 16.02% | 0.98% | 1.58% |
| Hamilton-Niagara | 98.12% | 1.49% | 0.39% | ON-Southeast | 8,903 | 386 | Hamilton-Niagara | 91.27% | 7.47% | 0.61% | 0.65% |
| GTA-East | 94.90% | 2.56% | 2.54% | Grey-Bruce | 7,313 | 362 | GTA-East | 82.97% | 12.66% | 1.14% | 3.23% |
| Grey-Bruce | 97.10% | 1.97% | 0.93% | ON-Northwest | 6,601 | 54 | Grey-Bruce | 87.17% | 11.09% | 0.62% | 1.12% |
| Chatham-Essex | 96.91% | 2.79% | 0.30% | Sarnia | 6,528 | 333 | Chatham-Essex | 75.54% | 22.55% | 1.32% | 0.60% |
| Total | 96.37% | 2.56% | 1.07% | Total | 334,329 | 42,758 | Total | 83.34% | 13.77% | 0.96% | 1.93% |

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. **Due to system constraints, Priority 0 requests could not be included in this report starting June 01, 2024. However, we are working towards including Priority 0 requests in this report beginning January 01, 2025.**

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 Members Perspective

Number of Notifications On Time

| Region | On Time | Late | No 360 Feedback Response Provided | Total |
|-------------------|---------|-------|-----------------------------------|---------|
| Toronto | 86,125 | 1,902 | 1,001 | 89,028 |
| Sarnia | 5,965 | 529 | 34 | 6,528 |
| ON-West | 35,017 | 756 | 579 | 36,352 |
| ON-Southeast | 8,450 | 221 | 232 | 8,903 |
| ON-Northwest | 6,075 | 395 | 131 | 6,601 |
| ON-North | 15,282 | 1,037 | 190 | 16,509 |
| ON-East | 39,608 | 555 | 256 | 40,419 |
| ON-Central | 16,600 | 974 | 66 | 17,640 |
| London-St. Thomas | 15,567 | 289 | 217 | 16,073 |
| Hamilton-Niagara | 51,615 | 783 | 204 | 52,602 |
| GTA-East | 20,886 | 563 | 560 | 22,009 |
| Grey-Bruce | 7,101 | 144 | 68 | 7,313 |
| Chatham-Essex | 13,909 | 400 | 43 | 14,352 |
| Total | 322,200 | 8,548 | 3,581 | 334,329 |

Volume of Notifications and Renegotiated Due dates

| Region | Notifications | Renegotiated |
|-------------------|---------------|--------------|
| Toronto | 89,028 | 16,329 |
| Sarnia | 6,528 | 333 |
| ON-West | 36,352 | 2,830 |
| ON-Southeast | 8,903 | 386 |
| ON-Northwest | 6,601 | 54 |
| ON-North | 16,509 | 751 |
| ON-East | 40,419 | 2,216 |
| ON-Central | 17,640 | 1,246 |
| London-St. Thomas | 16,073 | 729 |
| Hamilton-Niagara | 52,602 | 14,538 |
| GTA-East | 22,009 | 2,375 |
| Grey-Bruce | 7,313 | 362 |
| Chatham-Essex | 14,352 | 609 |
| Total | 334,329 | 42,758 |

Number of Notifications by Days to Close

| Region | 0-5 | 6-10 | 11-15 | 16+ | Total |
|-------------------|---------|--------|-------|-------|---------|
| Toronto | 73,248 | 13,161 | 663 | 1,956 | 89,028 |
| Sarnia | 5,020 | 1,112 | 170 | 226 | 6,528 |
| ON-West | 30,396 | 5,038 | 264 | 654 | 36,352 |
| ON-Southeast | 6,960 | 1,526 | 64 | 353 | 8,903 |
| ON-Northwest | 5,266 | 961 | 112 | 262 | 6,601 |
| ON-North | 13,749 | 1,837 | 369 | 554 | 16,509 |
| ON-East | 32,672 | 7,066 | 172 | 509 | 40,419 |
| ON-Central | 14,744 | 1,990 | 431 | 475 | 17,640 |
| London-St. Thomas | 13,087 | 2,575 | 157 | 254 | 16,073 |
| Hamilton-Niagara | 48,009 | 3,928 | 321 | 344 | 52,602 |
| GTA-East | 18,261 | 2,787 | 251 | 710 | 22,009 |
| Grey-Bruce | 6,375 | 811 | 45 | 82 | 7,313 |
| Chatham-Essex | 10,841 | 3,236 | 189 | 86 | 14,352 |
| Total | 278,628 | 46,028 | 3,208 | 6,465 | 334,329 |

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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

Percentage of Requests On Time

| Region | On Time | Late | No 360 Feedback Response Provided |
|-------------------|---------|--------|-----------------------------------|
| ▼ | | | |
| Toronto | 90.60% | 5.26% | 4.15% |
| Sarnia | 69.67% | 28.22% | 2.11% |
| ON-West | 87.50% | 6.28% | 6.22% |
| ON-Southeast | 84.65% | 6.86% | 8.49% |
| ON-Northwest | 78.37% | 15.43% | 6.20% |
| ON-North | 81.79% | 14.91% | 3.30% |
| ON-East | 93.66% | 4.10% | 2.24% |
| ON-Central | 82.32% | 16.36% | 1.31% |
| London-St. Thomas | 90.60% | 4.50% | 4.90% |
| Hamilton-Niagara | 95.03% | 3.48% | 1.49% |
| GTA-East | 86.56% | 5.21% | 8.23% |
| Grey-Bruce | 90.56% | 6.16% | 3.28% |
| Chatham-Essex | 90.93% | 7.74% | 1.33% |
| Total | 89.19% | 6.93% | 3.89% |

Percentage of Requests by Days to close

| Region | 0-5 | 6-10 | 11-15 | 16+ |
|-------------------|--------|--------|-------|--------|
| ▼ | | | | |
| Toronto | 67.49% | 23.86% | 1.57% | 7.09% |
| Sarnia | 49.66% | 28.53% | 9.14% | 12.68% |
| ON-West | 66.72% | 24.53% | 1.84% | 6.91% |
| ON-Southeast | 61.36% | 24.59% | 1.38% | 12.67% |
| ON-Northwest | 64.25% | 20.02% | 3.68% | 12.05% |
| ON-North | 68.12% | 17.70% | 5.15% | 9.03% |
| ON-East | 64.16% | 30.41% | 1.10% | 4.33% |
| ON-Central | 66.11% | 18.66% | 7.20% | 8.03% |
| London-St. Thomas | 70.32% | 21.84% | 2.17% | 5.66% |
| Hamilton-Niagara | 78.03% | 18.26% | 1.50% | 2.21% |
| GTA-East | 69.77% | 18.29% | 2.27% | 9.68% |
| Grey-Bruce | 73.14% | 21.23% | 1.86% | 3.77% |
| Chatham-Essex | 54.84% | 39.89% | 3.15% | 2.11% |
| Total | 67.98% | 23.20% | 2.38% | 6.44% |

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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

Number of Requests On Time

| Region | On Time | Late | No 360 Feedback Response Provided | Total |
|-------------------|---------|-------|-----------------------------------|--------|
| ▼ | | | | |
| Toronto | 20,648 | 1,198 | 945 | 22,791 |
| Sarnia | 1,121 | 454 | 34 | 1,609 |
| ON-West | 7,696 | 552 | 547 | 8,795 |
| ON-Southeast | 2,272 | 184 | 228 | 2,684 |
| ON-Northwest | 1,554 | 306 | 123 | 1,983 |
| ON-North | 4,339 | 791 | 175 | 5,305 |
| ON-East | 9,674 | 424 | 231 | 10,329 |
| ON-Central | 3,945 | 784 | 63 | 4,792 |
| London-St. Thomas | 3,584 | 178 | 194 | 3,956 |
| Hamilton-Niagara | 12,590 | 461 | 197 | 13,248 |
| GTA-East | 5,732 | 345 | 545 | 6,622 |
| Grey-Bruce | 1,851 | 126 | 67 | 2,044 |
| Chatham-Essex | 2,797 | 238 | 41 | 3,076 |
| Total | 77,803 | 6,041 | 3,390 | 87,234 |

Number of Requests by Days to Close

| Region | 0-5 | 6-10 | 11-15 | 16+ | Total |
|-------------------|--------|--------|-------|-------|--------|
| ▼ | | | | | |
| Toronto | 15,381 | 5,437 | 358 | 1,615 | 22,791 |
| Sarnia | 799 | 459 | 147 | 204 | 1,609 |
| ON-West | 5,868 | 2,157 | 162 | 608 | 8,795 |
| ON-Southeast | 1,647 | 660 | 37 | 340 | 2,684 |
| ON-Northwest | 1,274 | 397 | 73 | 239 | 1,983 |
| ON-North | 3,614 | 939 | 273 | 479 | 5,305 |
| ON-East | 6,627 | 3,141 | 114 | 447 | 10,329 |
| ON-Central | 3,168 | 894 | 345 | 385 | 4,792 |
| London-St. Thomas | 2,782 | 864 | 86 | 224 | 3,956 |
| Hamilton-Niagara | 10,337 | 2,419 | 199 | 293 | 13,248 |
| GTA-East | 4,620 | 1,211 | 150 | 641 | 6,622 |
| Grey-Bruce | 1,495 | 434 | 38 | 77 | 2,044 |
| Chatham-Essex | 1,687 | 1,227 | 97 | 65 | 3,076 |
| Total | 59,299 | 20,239 | 2,079 | 5,617 | 87,234 |

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| Percentage of Notifications On Time | | | |
|-------------------------------------|---------|-------|-----------------------------------|
| Region | On Time | Late | No 360 Feedback Response Provided |
| Toronto | 96.08% | 2.50% | 1.42% |
| Sarnia | 93.14% | 6.41% | 0.45% |
| ON-West | 96.41% | 1.67% | 1.92% |
| ON-Southeast | 93.80% | 3.36% | 2.84% |
| ON-Northwest | 89.45% | 7.69% | 2.86% |
| ON-North | 91.67% | 6.86% | 1.48% |
| ON-East | 97.61% | 1.47% | 0.93% |
| ON-Central | 91.98% | 7.62% | 0.40% |
| London-St. Thomas | 95.97% | 2.12% | 1.91% |
| Hamilton-Niagara | 97.99% | 1.41% | 0.60% |
| GTA-East | 94.55% | 2.51% | 2.94% |
| Grey-Bruce | 97.77% | 1.23% | 1.00% |
| Chatham-Essex | 96.60% | 2.98% | 0.42% |
| Total | 95.89% | 2.77% | 1.35% |

| Volume of Notifications and Renegotiated Due Dates | | |
|--|---------------|--------------|
| Region | Notifications | Renegotiated |
| Toronto | 60,125 | 11,702 |
| Hamilton-Niagara | 25,664 | 11,411 |
| ON-East | 21,509 | 1,481 |
| ON-West | 15,726 | 2,144 |
| GTA-East | 12,289 | 1,364 |
| ON-Central | 9,960 | 489 |
| ON-North | 8,271 | 489 |
| London-St. Thomas | 7,956 | 602 |
| Chatham-Essex | 7,393 | 502 |
| ON-Southeast | 4,369 | 284 |
| Grey-Bruce | 3,415 | 175 |
| Sarnia | 3,134 | 319 |
| ON-Northwest | 2,379 | 37 |
| Total | 182,190 | 30,999 |

| Percentage of Notifications by Days to Close | | | | |
|--|--------|--------|-------|-------|
| Region | 0-5 | 6-10 | 11-15 | 16+ |
| Toronto | 74.66% | 21.42% | 1.05% | 2.87% |
| Sarnia | 62.99% | 30.15% | 3.10% | 3.77% |
| ON-West | 67.02% | 29.38% | 1.46% | 2.14% |
| ON-Southeast | 59.69% | 34.10% | 0.98% | 5.22% |
| ON-Northwest | 55.44% | 34.01% | 3.91% | 6.64% |
| ON-North | 73.14% | 18.53% | 3.63% | 4.70% |
| ON-East | 65.36% | 32.25% | 0.67% | 1.72% |
| ON-Central | 73.34% | 18.63% | 3.79% | 4.24% |
| London-St. Thomas | 64.79% | 31.17% | 1.72% | 2.31% |
| Hamilton-Niagara | 83.94% | 14.05% | 1.00% | 1.01% |
| GTA-East | 73.19% | 21.36% | 1.68% | 3.77% |
| Grey-Bruce | 76.52% | 21.26% | 0.97% | 1.26% |
| Chatham-Essex | 55.11% | 41.50% | 2.46% | 0.93% |
| Total | 71.97% | 23.92% | 1.50% | 2.61% |

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Performance Summary Members Perspective - Advanced Requests

Request Submission Date

6/1/2024



6/30/2024



Number of Notifications On Time

| Region | On Time | Late | No 360 Feedback Response Provided | Total |
|-------------------|---------|-------|-----------------------------------|---------|
| Toronto | 57,766 | 1,505 | 854 | 60,125 |
| Sarnia | 2,919 | 201 | 14 | 3,134 |
| ON-West | 15,161 | 263 | 302 | 15,726 |
| ON-Southeast | 4,098 | 147 | 124 | 4,369 |
| ON-Northwest | 2,128 | 183 | 68 | 2,379 |
| ON-North | 7,582 | 567 | 122 | 8,271 |
| ON-East | 20,994 | 316 | 199 | 21,509 |
| ON-Central | 9,161 | 759 | 40 | 9,960 |
| London-St. Thomas | 7,635 | 169 | 152 | 7,956 |
| Hamilton-Niagara | 25,149 | 361 | 154 | 25,664 |
| GTA-East | 11,619 | 309 | 361 | 12,289 |
| Grey-Bruce | 3,339 | 42 | 34 | 3,415 |
| Chatham-Essex | 7,142 | 220 | 31 | 7,393 |
| Total | 174,693 | 5,042 | 2,455 | 182,190 |

Volume of Notifications and Renegotiated Due dates

| Region | Notifications | Renegotiated |
|-------------------|---------------|--------------|
| Toronto | 60,125 | 11,702 |
| Sarnia | 3,134 | 319 |
| ON-West | 15,726 | 2,144 |
| ON-Southeast | 4,369 | 284 |
| ON-Northwest | 2,379 | 37 |
| ON-North | 8,271 | 489 |
| ON-East | 21,509 | 1,481 |
| ON-Central | 9,960 | 489 |
| London-St. Thomas | 7,956 | 602 |
| Hamilton-Niagara | 25,664 | 11,411 |
| GTA-East | 12,289 | 1,364 |
| Grey-Bruce | 3,415 | 175 |
| Chatham-Essex | 7,393 | 502 |
| Total | 182,190 | 30,999 |

Number of Notifications by Days to Close

| Region | 0-5 | 6-10 | 11-15 | 16+ | Total |
|-------------------|---------|--------|-------|-------|---------|
| Toronto | 44,889 | 12,877 | 634 | 1,725 | 60,125 |
| Sarnia | 1,974 | 945 | 97 | 118 | 3,134 |
| ON-West | 10,540 | 4,621 | 229 | 336 | 15,726 |
| ON-Southeast | 2,608 | 1,490 | 43 | 228 | 4,369 |
| ON-Northwest | 1,319 | 809 | 93 | 158 | 2,379 |
| ON-North | 6,049 | 1,533 | 300 | 389 | 8,271 |
| ON-East | 14,058 | 6,936 | 145 | 370 | 21,509 |
| ON-Central | 7,305 | 1,856 | 377 | 422 | 9,960 |
| London-St. Thomas | 5,155 | 2,480 | 137 | 184 | 7,956 |
| Hamilton-Niagara | 21,543 | 3,606 | 257 | 258 | 25,664 |
| GTA-East | 8,994 | 2,625 | 207 | 463 | 12,289 |
| Grey-Bruce | 2,613 | 726 | 33 | 43 | 3,415 |
| Chatham-Essex | 4,074 | 3,068 | 182 | 69 | 7,393 |
| Total | 131,121 | 43,572 | 2,734 | 4,763 | 182,190 |

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Performance Summary Excavators Perspective - Advanced Requests

Percentage of Requests On Time

| Region | On Time | Late | No 360 Feedback Response Provided |
|-------------------|---------|--------|-----------------------------------|
| ▼ | | | |
| Toronto | 87.64% | 6.63% | 5.73% |
| Sarnia | 76.24% | 21.88% | 1.88% |
| ON-West | 88.37% | 4.12% | 7.51% |
| ON-Southeast | 82.97% | 8.44% | 8.59% |
| ON-Northwest | 75.31% | 16.79% | 7.89% |
| ON-North | 81.59% | 14.60% | 3.81% |
| ON-East | 92.53% | 4.25% | 3.22% |
| ON-Central | 76.61% | 21.94% | 1.45% |
| London-St. Thomas | 88.05% | 5.29% | 6.66% |
| Hamilton-Niagara | 94.15% | 3.51% | 2.35% |
| GTA-East | 87.04% | 4.31% | 8.65% |
| Grey-Bruce | 93.73% | 3.23% | 3.04% |
| Chatham-Essex | 91.21% | 6.98% | 1.81% |
| Total | 87.86% | 7.24% | 4.90% |

Percentage of Requests by Days to close

| Region | 0-5 | 6-10 | 11-15 | 16+ |
|-------------------|--------|--------|--------|--------|
| ▼ | | | | |
| Toronto | 50.10% | 37.54% | 2.37% | 9.99% |
| Sarnia | 33.02% | 43.22% | 10.60% | 13.15% |
| ON-West | 38.48% | 49.89% | 3.52% | 8.11% |
| ON-Southeast | 38.99% | 43.98% | 1.62% | 15.41% |
| ON-Northwest | 40.23% | 35.09% | 7.02% | 17.67% |
| ON-North | 56.74% | 24.85% | 7.27% | 11.14% |
| ON-East | 37.39% | 55.14% | 1.72% | 5.75% |
| ON-Central | 47.67% | 28.94% | 10.91% | 12.48% |
| London-St. Thomas | 47.25% | 40.79% | 3.81% | 8.14% |
| Hamilton-Niagara | 59.35% | 34.80% | 2.49% | 3.37% |
| GTA-East | 59.48% | 27.56% | 2.83% | 10.14% |
| Grey-Bruce | 60.89% | 32.84% | 2.68% | 3.60% |
| Chatham-Essex | 22.01% | 69.20% | 5.80% | 2.99% |
| Total | 48.45% | 39.41% | 3.60% | 8.54% |

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Performance Summary Excavators Perspective YTD - Advanced Requests

Request Submission Date

6/1/2024



6/30/2024



Number of Requests On Time

| Region | On Time | Late | No 360 Feedback Response Provided | Total |
|-------------------|---------|-------|-----------------------------------|--------|
| ▼ | | | | |
| Toronto | 12,297 | 931 | 804 | 14,032 |
| Sarnia | 568 | 163 | 14 | 745 |
| ON-West | 3,238 | 151 | 275 | 3,664 |
| ON-Southeast | 1,179 | 120 | 122 | 1,421 |
| ON-Northwest | 601 | 134 | 63 | 798 |
| ON-North | 2,380 | 426 | 111 | 2,917 |
| ON-East | 5,113 | 235 | 178 | 5,526 |
| ON-Central | 2,057 | 589 | 39 | 2,685 |
| London-St. Thomas | 1,731 | 104 | 131 | 1,966 |
| Hamilton-Niagara | 6,096 | 227 | 152 | 6,475 |
| GTA-East | 3,512 | 174 | 349 | 4,035 |
| Grey-Bruce | 1,016 | 35 | 33 | 1,084 |
| Chatham-Essex | 1,463 | 112 | 29 | 1,604 |
| Total | 41,251 | 3,401 | 2,300 | 46,952 |

Number of Requests by Days to Close

| Region | 0-5 | 6-10 | 11-15 | 16+ | Total |
|-------------------|--------|--------|-------|-------|--------|
| ▼ | | | | | |
| Toronto | 7,030 | 5,267 | 333 | 1,402 | 14,032 |
| Sarnia | 246 | 322 | 79 | 98 | 745 |
| ON-West | 1,410 | 1,828 | 129 | 297 | 3,664 |
| ON-Southeast | 554 | 625 | 23 | 219 | 1,421 |
| ON-Northwest | 321 | 280 | 56 | 141 | 798 |
| ON-North | 1,655 | 725 | 212 | 325 | 2,917 |
| ON-East | 2,066 | 3,047 | 95 | 318 | 5,526 |
| ON-Central | 1,280 | 777 | 293 | 335 | 2,685 |
| London-St. Thomas | 929 | 802 | 75 | 160 | 1,966 |
| Hamilton-Niagara | 3,843 | 2,253 | 161 | 218 | 6,475 |
| GTA-East | 2,400 | 1,112 | 114 | 409 | 4,035 |
| Grey-Bruce | 660 | 356 | 29 | 39 | 1,084 |
| Chatham-Essex | 353 | 1,110 | 93 | 48 | 1,604 |
| Total | 22,747 | 18,504 | 1,692 | 4,009 | 46,952 |

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

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Performance Summary Members Perspective - Single Address

Request Submission Date

6/1/2024



6/30/2024



Percentage of Notifications On Time

| Region | On Time | Late | No 360 Feedback Response Provided |
|-------------------|---------|-------|-----------------------------------|
| ▼ | | | |
| Toronto | 98.12% | 1.37% | 0.51% |
| Sarnia | 89.75% | 9.66% | 0.59% |
| ON-West | 96.27% | 2.39% | 1.34% |
| ON-Southeast | 95.99% | 1.63% | 2.38% |
| ON-Northwest | 93.49% | 5.02% | 1.49% |
| ON-North | 93.47% | 5.71% | 0.83% |
| ON-East | 98.43% | 1.26% | 0.30% |
| ON-Central | 96.86% | 2.80% | 0.34% |
| London-St. Thomas | 97.72% | 1.48% | 0.80% |
| Hamilton-Niagara | 98.25% | 1.57% | 0.19% |
| GTA-East | 95.34% | 2.61% | 2.05% |
| Grey-Bruce | 96.51% | 2.62% | 0.87% |
| Chatham-Essex | 97.24% | 2.59% | 0.17% |
| Total | 96.96% | 2.30% | 0.74% |

Volume of Notifications and Renegotiated Due Dates

| Region | Notifications | Renegotiated |
|-------------------|---------------|--------------|
| ▼ | | |
| Toronto | 28,903 | 4,627 |
| Hamilton-Niagara | 26,938 | 3,127 |
| ON-West | 20,626 | 686 |
| ON-East | 18,910 | 735 |
| GTA-East | 9,720 | 1,011 |
| ON-North | 8,238 | 262 |
| London-St. Thomas | 8,117 | 127 |
| ON-Central | 7,680 | 757 |
| Chatham-Essex | 6,959 | 107 |
| ON-Southeast | 4,534 | 102 |
| ON-Northwest | 4,222 | 17 |
| Grey-Bruce | 3,898 | 187 |
| Sarnia | 3,394 | 14 |
| Total | 152,139 | 11,759 |

Percentage of Notifications by Days to Close

| Region | 0-5 | 6-10 | 11-15 | 16+ |
|-------------------|--------|-------|-------|-------|
| ▼ | | | | |
| Toronto | 98.12% | 0.98% | 0.10% | 0.80% |
| Sarnia | 89.75% | 4.92% | 2.15% | 3.18% |
| ON-West | 96.27% | 2.02% | 0.17% | 1.54% |
| ON-Southeast | 95.99% | 0.79% | 0.46% | 2.76% |
| ON-Northwest | 93.49% | 3.60% | 0.45% | 2.46% |
| ON-North | 93.47% | 3.69% | 0.84% | 2.00% |
| ON-East | 98.43% | 0.69% | 0.14% | 0.74% |
| ON-Central | 96.86% | 1.74% | 0.70% | 0.69% |
| London-St. Thomas | 97.72% | 1.17% | 0.25% | 0.86% |
| Hamilton-Niagara | 98.25% | 1.20% | 0.24% | 0.32% |
| GTA-East | 95.34% | 1.67% | 0.45% | 2.54% |
| Grey-Bruce | 96.51% | 2.18% | 0.31% | 1.00% |
| Chatham-Essex | 97.24% | 2.41% | 0.10% | 0.24% |
| Total | 96.96% | 1.61% | 0.31% | 1.12% |

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Performance Summary Members Perspective - Single Address

Request Submission Date

6/1/2024



6/30/2024



Number of Notifications On Time

| Region | On Time | Late | No 360 Feedback Response Provided | Total |
|-------------------|----------------|--------------|-----------------------------------|----------------|
| ▼ | | | | |
| Toronto | 28,359 | 397 | 147 | 28,903 |
| Sarnia | 3,046 | 328 | 20 | 3,394 |
| ON-West | 19,856 | 493 | 277 | 20,626 |
| ON-Southeast | 4,352 | 74 | 108 | 4,534 |
| ON-Northwest | 3,947 | 212 | 63 | 4,222 |
| ON-North | 7,700 | 470 | 68 | 8,238 |
| ON-East | 18,614 | 239 | 57 | 18,910 |
| ON-Central | 7,439 | 215 | 26 | 7,680 |
| London-St. Thomas | 7,932 | 120 | 65 | 8,117 |
| Hamilton-Niagara | 26,466 | 422 | 50 | 26,938 |
| GTA-East | 9,267 | 254 | 199 | 9,720 |
| Grey-Bruce | 3,762 | 102 | 34 | 3,898 |
| Chatham-Essex | 6,767 | 180 | 12 | 6,959 |
| Total | 147,507 | 3,506 | 1,126 | 152,139 |

Volume of Notifications and Renegotiated Due dates

| Region | Notifications | Renegotiated |
|-------------------|----------------|---------------|
| ▼ | | |
| Toronto | 28,903 | 4,627 |
| Sarnia | 3,394 | 14 |
| ON-West | 20,626 | 686 |
| ON-Southeast | 4,534 | 102 |
| ON-Northwest | 4,222 | 17 |
| ON-North | 8,238 | 262 |
| ON-East | 18,910 | 735 |
| ON-Central | 7,680 | 757 |
| London-St. Thomas | 8,117 | 127 |
| Hamilton-Niagara | 26,938 | 3,127 |
| GTA-East | 9,720 | 1,011 |
| Grey-Bruce | 3,898 | 187 |
| Chatham-Essex | 6,959 | 107 |
| Total | 152,139 | 11,759 |

Number of Notifications by Days to Close

| Region | 0-5 | 6-10 | 11-15 | 16+ | Total |
|-------------------|----------------|--------------|------------|--------------|----------------|
| ▼ | | | | | |
| Toronto | 28,359 | 284 | 29 | 231 | 28,903 |
| Sarnia | 3,046 | 167 | 73 | 108 | 3,394 |
| ON-West | 19,856 | 417 | 35 | 318 | 20,626 |
| ON-Southeast | 4,352 | 36 | 21 | 125 | 4,534 |
| ON-Northwest | 3,947 | 152 | 19 | 104 | 4,222 |
| ON-North | 7,700 | 304 | 69 | 165 | 8,238 |
| ON-East | 18,614 | 130 | 27 | 139 | 18,910 |
| ON-Central | 7,439 | 134 | 54 | 53 | 7,680 |
| London-St. Thomas | 7,932 | 95 | 20 | 70 | 8,117 |
| Hamilton-Niagara | 26,466 | 322 | 64 | 86 | 26,938 |
| GTA-East | 9,267 | 162 | 44 | 247 | 9,720 |
| Grey-Bruce | 3,762 | 85 | 12 | 39 | 3,898 |
| Chatham-Essex | 6,767 | 168 | 7 | 17 | 6,959 |
| Total | 147,507 | 2,456 | 474 | 1,702 | 152,139 |

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Performance Summary Excavators Perspective - Single Address

Percentage of Requests On Time

| Region | On Time | Late | No 360 Feedback Response Provided |
|-------------------|---------|--------|--------------------------------------|
| ▼ | | | |
| Toronto | 95.34% | 3.05% | 1.61% |
| Sarnia | 64.00% | 33.68% | 2.31% |
| ON-West | 86.88% | 7.82% | 5.30% |
| ON-Southeast | 86.54% | 5.07% | 8.39% |
| ON-Northwest | 80.42% | 14.51% | 5.06% |
| ON-North | 82.04% | 15.28% | 2.68% |
| ON-East | 94.96% | 3.94% | 1.10% |
| ON-Central | 89.61% | 9.25% | 1.14% |
| London-St. Thomas | 93.12% | 3.72% | 3.17% |
| Hamilton-Niagara | 95.88% | 3.45% | 0.66% |
| GTA-East | 85.81% | 6.61% | 7.58% |
| Grey-Bruce | 86.98% | 9.48% | 3.54% |
| Chatham-Essex | 90.63% | 8.56% | 0.82% |
| Total | 90.74% | 6.55% | 2.71% |

Percentage of Requests by Days to close

| Region | 0-5 | 6-10 | 11-15 | 16+ |
|-------------------|--------|--------|-------|--------|
| ▼ | | | | |
| Toronto | 95.34% | 1.94% | 0.29% | 2.43% |
| Sarnia | 64.00% | 15.86% | 7.87% | 12.27% |
| ON-West | 86.88% | 6.41% | 0.64% | 6.06% |
| ON-Southeast | 86.54% | 2.77% | 1.11% | 9.58% |
| ON-Northwest | 80.42% | 9.87% | 1.43% | 8.27% |
| ON-North | 82.04% | 8.96% | 2.55% | 6.45% |
| ON-East | 94.96% | 1.96% | 0.40% | 2.69% |
| ON-Central | 89.61% | 5.55% | 2.47% | 2.37% |
| London-St. Thomas | 93.12% | 3.12% | 0.55% | 3.22% |
| Hamilton-Niagara | 95.88% | 2.45% | 0.56% | 1.11% |
| GTA-East | 85.81% | 3.83% | 1.39% | 8.97% |
| Grey-Bruce | 86.98% | 8.13% | 0.94% | 3.96% |
| Chatham-Essex | 90.63% | 7.95% | 0.27% | 1.15% |
| Total | 90.74% | 4.31% | 0.96% | 3.99% |

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Performance Summary Excavators Perspective YTD - Single Address

Number of Requests On Time

| Region | On Time | Late | No 360 Feedback Response Provided | Total |
|-------------------|---------|-------|-----------------------------------|--------|
| Toronto | 8,351 | 267 | 141 | 8,759 |
| Sarnia | 553 | 291 | 20 | 864 |
| ON-West | 4,458 | 401 | 272 | 5,131 |
| ON-Southeast | 1,093 | 64 | 106 | 1,263 |
| ON-Northwest | 953 | 172 | 60 | 1,185 |
| ON-North | 1,959 | 365 | 64 | 2,388 |
| ON-East | 4,561 | 189 | 53 | 4,803 |
| ON-Central | 1,888 | 195 | 24 | 2,107 |
| London-St. Thomas | 1,853 | 74 | 63 | 1,990 |
| Hamilton-Niagara | 6,494 | 234 | 45 | 6,773 |
| GTA-East | 2,220 | 171 | 196 | 2,587 |
| Grey-Bruce | 835 | 91 | 34 | 960 |
| Chatham-Essex | 1,334 | 126 | 12 | 1,472 |
| Total | 36,552 | 2,640 | 1,090 | 40,282 |

Number of Requests by Days to Close

| Region | 0-5 | 6-10 | 11-15 | 16+ | Total |
|-------------------|--------|-------|-------|-------|--------|
| Toronto | 8,351 | 170 | 25 | 213 | 8,759 |
| Sarnia | 553 | 137 | 68 | 106 | 864 |
| ON-West | 4,458 | 329 | 33 | 311 | 5,131 |
| ON-Southeast | 1,093 | 35 | 14 | 121 | 1,263 |
| ON-Northwest | 953 | 117 | 17 | 98 | 1,185 |
| ON-North | 1,959 | 214 | 61 | 154 | 2,388 |
| ON-East | 4,561 | 94 | 19 | 129 | 4,803 |
| ON-Central | 1,888 | 117 | 52 | 50 | 2,107 |
| London-St. Thomas | 1,853 | 62 | 11 | 64 | 1,990 |
| Hamilton-Niagara | 6,494 | 166 | 38 | 75 | 6,773 |
| GTA-East | 2,220 | 99 | 36 | 232 | 2,587 |
| Grey-Bruce | 835 | 78 | 9 | 38 | 960 |
| Chatham-Essex | 1,334 | 117 | 4 | 17 | 1,472 |
| Total | 36,552 | 1,735 | 387 | 1,608 | 40,282 |

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

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