



Ontario One Call Compliance Summary

Members Perspective

9/1/2023

9/30/2023



% 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	91.00%	5.93%	3.07%
Sarnia	91.09%	5.49%	3.42%
ON-West	90.63%	6.08%	3.29%
ON-Southeast	90.58%	7.36%	2.05%
ON-Northwest	85.04%	10.68%	4.28%
ON-North	89.00%	8.15%	2.85%
ON-East	94.98%	3.12%	1.90%
ON-Central	91.16%	7.04%	1.80%
London-St. Thomas	90.05%	6.23%	3.72%
Hamilton-Niagara	93.82%	4.75%	1.44%
GTA-East	89.49%	5.87%	4.64%
Grey-Bruce	86.31%	11.24%	2.45%
Chatham-Essex	91.87%	6.46%	1.68%
Total	91.48%	5.84%	2.67%

Region	Notifications	Renegotiated
Toronto	95076	26400
Sarnia	5755	1551
ON-West	39193	10123
ON-Southeast	9930	1292
ON-Northwest	5702	898
ON-North	14819	3188
ON-East	40888	6677
ON-Central	19115	4553
London-St. Thomas	19448	6513
Hamilton-Niagara	57478	15485
GTA-East	23357	5721
Grey-Bruce	7482	1994
Chatham-Essex	17901	4476
Total	356144	88871

360_geographicRegion	A 0-5	B 6-10	C 11-15	D 16+
Toronto	91.00%	4.22%	1.02%	3.76%
Sarnia	91.09%	4.26%	0.94%	3.72%
ON-West	90.63%	5.11%	0.70%	3.56%
ON-Southeast	90.58%	5.68%	0.72%	3.02%
ON-Northwest	85.04%	9.79%	0.49%	4.68%
ON-North	89.00%	5.38%	1.53%	4.09%
ON-East	94.98%	2.79%	0.23%	2.01%
ON-Central	91.16%	4.63%	1.54%	2.67%
London-St. Thomas	90.05%	4.85%	1.15%	3.95%
Hamilton-Niagara	93.82%	3.79%	0.67%	1.72%
GTA-East	89.49%	4.80%	0.78%	4.93%
Grey-Bruce	86.31%	7.77%	2.23%	3.69%
Chatham-Essex	91.87%	4.15%	1.44%	2.54%
Total	91.48%	4.43%	0.91%	3.18%

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



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ON-North	89.00%	8.15%	2.85%
ON-East	94.98%	3.12%	1.90%
ON-Central	91.16%	7.04%	1.80%
London-St. Thomas	90.05%	6.23%	3.72%
Hamilton-Niagara	93.82%	4.75%	1.44%
GTA-East	89.49%	5.87%	4.64%
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Total	91.48%	5.84%	2.67%

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Renegotiated due dates

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London-St. Thomas	19448	6513
Hamilton-Niagara	57478	15485
GTA-East	23357	5721
Grey-Bruce	7482	1994
Chatham-Essex	17901	4476
Total	356144	88871

% of notifications by days to close

Region	A 0-5	B 6-10	C 11-15	D 16+
Toronto	91.00%	4.22%	1.02%	3.76%
Sarnia	91.09%	4.26%	0.94%	3.72%
ON-West	90.63%	5.11%	0.70%	3.56%
ON-Southeast	90.58%	5.68%	0.72%	3.02%
ON-Northwest	85.04%	9.79%	0.49%	4.68%
ON-North	89.00%	5.38%	1.53%	4.09%
ON-East	94.98%	2.79%	0.23%	2.01%
ON-Central	91.16%	4.63%	1.54%	2.67%
London-St. Thomas	90.05%	4.85%	1.15%	3.95%
Hamilton-Niagara	93.82%	3.79%	0.67%	1.72%
GTA-East	89.49%	4.80%	0.78%	4.93%
Grey-Bruce	86.31%	7.77%	2.23%	3.69%
Chatham-Essex	91.87%	4.15%	1.44%	2.54%
Total	91.48%	4.43%	0.91%	3.18%

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



Ontario One Call Compliance Summary

Excavators Perspective

9/1/2023

9/30/2023



% of requests compliant

360_geographicRegion	Compliant	Non-Compliant	Non-Compliant No Response
Toronto	81.93%	16.05%	2.02%
Sarnia	80.99%	16.73%	2.28%
ON-West	78.16%	19.17%	2.67%
ON-Southeast	81.03%	17.69%	1.28%
ON-Northwest	69.53%	27.44%	3.03%
ON-North	78.17%	19.75%	2.08%
ON-East	89.69%	8.72%	1.59%
ON-Central	78.95%	19.67%	1.37%
London-St. Thomas	82.32%	14.01%	3.67%
Hamilton-Niagara	87.12%	10.73%	2.15%
GTA-East	82.09%	12.56%	5.35%
Grey-Bruce	68.73%	30.06%	1.21%
Chatham-Essex	74.14%	25.18%	0.68%
Total	82.01%	15.71%	2.29%

% of requests by days to close

360_geographicRegion	A 0-5	B 6-10	C 11-15	D 16+
Toronto	81.93%	11.13%	2.71%	4.23%
Sarnia	80.99%	12.80%	2.99%	3.22%
ON-West	78.16%	16.44%	1.87%	3.53%
ON-Southeast	81.03%	13.47%	1.54%	3.96%
ON-Northwest	69.53%	24.66%	1.48%	4.33%
ON-North	78.17%	13.85%	3.34%	4.64%
ON-East	89.69%	7.74%	0.64%	1.94%
ON-Central	78.95%	13.45%	3.90%	3.70%
London-St. Thomas	82.32%	10.80%	2.33%	4.54%
Hamilton-Niagara	87.12%	8.62%	1.53%	2.73%
GTA-East	82.09%	10.17%	1.71%	6.03%
Grey-Bruce	68.73%	20.83%	6.20%	4.24%
Chatham-Essex	74.14%	15.76%	5.92%	4.19%
Total	82.01%	11.86%	2.35%	3.78%

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Ontario One Call Compliance Summary

Excavators Perspective

9/1/2023

9/30/2023



% of requests compliant

360_geographicRegion	Compliant	Non-Compliant	Non-Compliant No Response
Toronto	18857	3695	464
Sarnia	1031	213	29
ON-West	7594	1863	259
ON-Southeast	2473	540	39
ON-Northwest	1077	425	47
ON-North	3420	864	91
ON-East	8886	864	158
ON-Central	3969	989	69
London-St. Thomas	3878	660	173
Hamilton-Niagara	11860	1461	292
GTA-East	5293	810	345
Grey-Bruce	1363	596	24
Chatham-Essex	2494	847	23
Total	72195	13827	2013

% of requests by days to close

360_geographicRegion	A 0-5	B 6-10	C 11-15	D 16+	Total
Toronto	18857	2562	623	974	23016
Sarnia	1031	163	38	41	1273
ON-West	7594	1597	182	343	9716
ON-Southeast	2473	411	47	121	3052
ON-Northwest	1077	382	23	67	1549
ON-North	3420	606	146	203	4375
ON-East	8886	767	63	192	9908
ON-Central	3969	676	196	186	5027
London-St. Thomas	3878	509	110	214	4711
Hamilton-Niagara	11860	1173	208	372	13613
GTA-East	5293	656	110	389	6448
Grey-Bruce	1363	413	123	84	1983
Chatham-Essex	2494	530	199	141	3364
Total	72195	10445	2068	3327	88035

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

Multiple selections

% of requests compliant

Year	Compliant	Non-Compliant	Non-Compliant No Response
2020	555709	141401	35216
2021	449699	318524	28761
2022	266096	310347	23132
2023	539621	163584	44164
Total	1811125	933856	131273

Year	Compliant	Non-Compliant	Non-Compliant No Response
2020	75.88%	19.31%	4.81%
2021	56.43%	39.97%	3.61%
2022	44.38%	51.76%	3.86%
2023	72.20%	21.89%	5.91%
Total	62.97%	32.47%	4.56%

% of requests by days to close

Year	A 0-5	B 6-10	C 11-15	D 16+	Total
2020	555709	98879	19265	58473	732326
2021	449699	155425	57811	134049	796984
2022	266096	131227	51680	150572	599575
2023	539621	114721	29038	63989	747369
Total	1811125	500252	157794	407083	2876254

Year	A 0-5	B 6-10	C 11-15	D 16+	Total
2020	75.88%	13.50%	2.63%	7.98%	100.00%
2021	56.43%	19.50%	7.25%	16.82%	100.00%
2022	44.38%	21.89%	8.62%	25.11%	100.00%
2023	72.20%	15.35%	3.89%	8.56%	100.00%
Total	62.97%	17.39%	5.49%	14.15%	100.00%

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