



Ontario One Call Compliance Summary

Members Perspective

8/1/2023

8/31/2023



% 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	86.40%	7.63%	5.96%
Sarnia	89.79%	7.69%	2.52%
ON-West	90.82%	5.54%	3.64%
ON-Southeast	90.30%	7.87%	1.83%
ON-Northwest	88.30%	7.03%	4.67%
ON-North	89.63%	6.44%	3.93%
ON-East	92.96%	4.90%	2.14%
ON-Central	85.71%	7.99%	6.30%
London-St. Thomas	85.83%	9.43%	4.74%
Hamilton-Niagara	89.19%	6.98%	3.84%
GTA-East	87.84%	6.75%	5.41%
Grey-Bruce	74.46%	22.48%	3.06%
Chatham-Essex	93.07%	5.23%	1.70%
Total	88.47%	7.25%	4.28%

Region	Notifications	Renegotiated
Toronto	99110	25833
Sarnia	6712	1655
ON-West	40770	10235
ON-Southeast	11080	1493
ON-Northwest	6601	1071
ON-North	15858	3698
ON-East	43041	6267
ON-Central	18665	4009
London-St. Thomas	20446	7191
Hamilton-Niagara	66142	18812
GTA-East	24716	5883
Grey-Bruce	9152	2368
Chatham-Essex	15172	3174
Total	377465	91689

360_geographicRegion	A 0-5	B 6-10	C 11-15	D 16+
Toronto	86.40%	5.11%	1.71%	6.77%
Sarnia	89.79%	5.93%	1.22%	3.05%
ON-West	90.82%	4.74%	0.78%	3.66%
ON-Southeast	90.30%	5.56%	0.94%	3.20%
ON-Northwest	88.30%	6.30%	0.55%	4.85%
ON-North	89.63%	5.73%	1.19%	3.44%
ON-East	92.96%	3.78%	0.74%	2.51%
ON-Central	85.71%	5.54%	1.48%	7.26%
London-St. Thomas	85.83%	6.68%	1.94%	5.55%
Hamilton-Niagara	89.19%	5.28%	1.07%	4.47%
GTA-East	87.84%	4.98%	1.25%	5.93%
Grey-Bruce	74.46%	12.27%	6.18%	7.08%
Chatham-Essex	93.07%	3.90%	0.53%	2.50%
Total	88.47%	5.25%	1.35%	4.94%

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



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ON-North	89.63%	6.44%	3.93%
ON-East	92.96%	4.90%	2.14%
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Renegotiated due dates

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ON-Central	18665	4009
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GTA-East	24716	5883
Grey-Bruce	9152	2368
Chatham-Essex	15172	3174
Total	377465	91689

% of notifications by days to close

Region	A 0-5	B 6-10	C 11-15	D 16+
Toronto	86.40%	5.11%	1.71%	6.77%
Sarnia	89.79%	5.93%	1.22%	3.05%
ON-West	90.82%	4.74%	0.78%	3.66%
ON-Southeast	90.30%	5.56%	0.94%	3.20%
ON-Northwest	88.30%	6.30%	0.55%	4.85%
ON-North	89.63%	5.73%	1.19%	3.44%
ON-East	92.96%	3.78%	0.74%	2.51%
ON-Central	85.71%	5.54%	1.48%	7.26%
London-St. Thomas	85.83%	6.68%	1.94%	5.55%
Hamilton-Niagara	89.19%	5.28%	1.07%	4.47%
GTA-East	87.84%	4.98%	1.25%	5.93%
Grey-Bruce	74.46%	12.27%	6.18%	7.08%
Chatham-Essex	93.07%	3.90%	0.53%	2.50%
Total	88.47%	5.25%	1.35%	4.94%

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



Ontario One Call Compliance Summary

Excavators Perspective

8/1/2023

8/31/2023



% of requests compliant

360_geographicRegion	Compliant	Non-Compliant	Non-Compliant No Response
Toronto	76.33%	18.77%	4.90%
Sarnia	78.10%	18.90%	3.00%
ON-West	79.04%	16.91%	4.06%
ON-Southeast	80.95%	17.51%	1.54%
ON-Northwest	76.41%	20.17%	3.42%
ON-North	80.71%	16.12%	3.17%
ON-East	86.12%	12.34%	1.53%
ON-Central	73.60%	21.13%	5.26%
London-St. Thomas	76.88%	20.00%	3.12%
Hamilton-Niagara	79.11%	14.78%	6.11%
GTA-East	78.06%	14.82%	7.12%
Grey-Bruce	49.65%	48.82%	1.53%
Chatham-Essex	79.41%	19.83%	0.77%
Total	77.97%	17.78%	4.25%

% of requests by days to close

360_geographicRegion	A 0-5	B 6-10	C 11-15	D 16+
Toronto	76.33%	12.38%	3.94%	7.35%
Sarnia	78.10%	15.08%	2.50%	4.32%
ON-West	79.04%	14.12%	2.21%	4.63%
ON-Southeast	80.95%	11.84%	2.06%	5.15%
ON-Northwest	76.41%	17.85%	1.74%	4.00%
ON-North	80.71%	12.79%	3.06%	3.44%
ON-East	86.12%	9.66%	1.59%	2.63%
ON-Central	73.60%	15.39%	3.64%	7.37%
London-St. Thomas	76.88%	15.11%	3.45%	4.56%
Hamilton-Niagara	79.11%	11.84%	1.92%	7.13%
GTA-East	78.06%	10.69%	2.75%	8.50%
Grey-Bruce	49.65%	28.04%	13.16%	9.15%
Chatham-Essex	79.41%	15.06%	2.30%	3.23%
Total	77.97%	13.01%	3.04%	5.98%

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Ontario One Call Compliance Summary

Excavators Perspective

8/1/2023

8/31/2023



% of requests compliant

360_geographicRegion	Compliant	Non-Compliant	Non-Compliant No Response
Toronto	18693	4597	1199
Sarnia	1248	302	48
ON-West	7835	1676	402
ON-Southeast	2672	578	51
ON-Northwest	1451	383	65
ON-North	3615	722	142
ON-East	9209	1320	164
ON-Central	3887	1116	278
London-St. Thomas	3744	974	152
Hamilton-Niagara	13119	2451	1014
GTA-East	5161	980	471
Grey-Bruce	1264	1243	39
Chatham-Essex	2283	570	22
Total	74181	16912	4047

% of requests by days to close

360_geographicRegion	A 0-5	B 6-10	C 11-15	D 16+	Total
Toronto	18693	3031	964	1801	24489
Sarnia	1248	241	40	69	1598
ON-West	7835	1400	219	459	9913
ON-Southeast	2672	391	68	170	3301
ON-Northwest	1451	339	33	76	1899
ON-North	3615	573	137	154	4479
ON-East	9209	1033	170	281	10693
ON-Central	3887	813	192	389	5281
London-St. Thomas	3744	736	168	222	4870
Hamilton-Niagara	13119	1963	319	1183	16584
GTA-East	5161	707	182	562	6612
Grey-Bruce	1264	714	335	233	2546
Chatham-Essex	2283	433	66	93	2875
Total	74181	12374	2893	5692	95140

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	475567	120321	30347
+ 2021	405758	266847	25413
+ 2022	242400	279395	21276
+ 2023	467841	150083	42094
Total	1591566	816646	119130

Year	Compliant	Non-Compliant	Non-Compliant No Response
+ 2020	75.94%	19.21%	4.85%
+ 2021	58.13%	38.23%	3.64%
+ 2022	44.64%	51.45%	3.92%
- 2023	70.88%	22.74%	6.38%
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%
August	77.97%	17.78%	4.25%
Total	62.97%	32.31%	4.71%

% of requests by days to close

Year	A 0-5	B 6-10	C 11-15	D 16+	Total
+ 2020	475567	84459	16569	49640	62623
+ 2021	405758	132631	48554	111075	69801
+ 2022	242400	119397	47864	133410	54307
+ 2023	467841	104422	27023	60732	66001
Total	1591566	440909	140010	354857	252734

Year	A 0-5	B 6-10	C 11-15	D 16+	Total
+ 2020	75.94%	13.49%	2.65%	7.93%	100.00%
+ 2021	58.13%	19.00%	6.96%	15.91%	100.00%
+ 2022	44.64%	21.99%	8.81%	24.57%	100.00%
- 2023	70.88%	15.82%	4.09%	9.20%	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%
August	77.97%	13.01%	3.04%	5.98%	100.00%
Total	62.97%	17.45%	5.54%	14.04%	100.00%

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