

Locate Delivery Performance by Region

How to find and interpret your organization's data

This report shows performance data from an Underground Infrastructure Owner's (UIO) perspective, focusing on notifications by region.

- 1
- UIO Performance**
Review how each region manages notifications sent by Ontario One Call (OOC).
- 2
- Notification Performance**
 - **On Time:** Notifications completed within the legislated timeframe (standard and advanced requests) presented in volume and percent by region;
 - **Late:** Notifications completed outside of the legislated timeframe (standard and advanced requests) presented in volume and percent by region;
 - **No 360 Feedback Response Provided:** Notifications that have not been updated with a status and closed date in 360 Feedback presented in volume and percent by region.
- 3
- Renegotiated Date**
The number of notifications that have been renegotiated within the reporting period presented in volume and percent by region.
- 4
- Day to Close Breakdown**
The volume and percentage of notifications completed and how many days it takes for the member (UIO) to complete the notification.
 - **0-5 Business Days:** Considered On Time for all requests;
 - **6-10 Business Days:** On Time for advanced requests but late for single-address requests (which must be completed within 5 days);
 - **11-15 & 16+ Business Days:** Late

What's included in this report

The report is generated monthly and captures data from the previous reporting period (month prior). It's designed to provide a timely and accurate snapshot of the UIOs locate delivery performance by region.

Included in this report Includes data for standard requests , and advanced requests.	Excluded in this report Excludes data for planning, sewer lateral, emergency, cancel, test, priority 0, and void requests.
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Key Definitions

Underground Infrastructure Owner (UIO) Name

Underground Infrastructure Owner is a Member of Ontario One Call. A person or entity described in one or more of the following paragraphs is a member of the Corporation if the person or entity owns or operates underground infrastructure:

1. Every municipality in Ontario;
2. Hydro One Inc., as defined in the Electricity Act, 1998;
3. Ontario Power Generation Inc., as defined in the Electricity Act, 1998;
4. Every gas distributor and every gas transmitter, as those terms are defined in the Ontario Energy Board Act, 1998;
5. Every Operator of a distribution system, as defined by the Electricity Act, 1998;
6. Every person or entity regulated under the Oil, Gas and Salt Resources Act;
7. Every person or entity that owns or operates underground infrastructure that crosses a public right of way or is in the vicinity of a public right of way.

Renegotiated Data

When the Member (UIO) and the Excavator have mutually agreed in writing to a different due date for a standard or advanced locate request, where such renegotiated date:

- a. reflects an actual agreement between the Member (UIO) and the Excavator confirmed in writing during the first five (5) business days (for a standard locate request) or during the first ten (10) business days (for an advanced locate request) from when the Member (UIO) received notification of the locate request;
- b. is recorded by the Member (UIO) in 360 Feedback or in a manner otherwise expressly permitted by Ontario One Call, by, at a minimum:
 - i. Changing the locate status to "renegotiated"
 - ii. Entering the agreed-upon renegotiated date;
 - iii. Entering details about the renegotiation including, but not limited to, the Member's (UIOs) and the Excavator's representatives, by name, who agreed to the new date, and the actual date the agreement was made.

Locate Delivery Performance by Region

Points to note

- Data shown on pages 1-3 displays performance data combining both standards and advanced requests.
- Data on pages 4-6 and 7-9 display the performance data for Advanced and Single requests respectively.
- The report template design has been updated to enhance reporting clarity and user experience. Changes include the addition of a cover page, improved layout and streamlined visualizations. These updates are intended to improve accessibility and provide a more comprehensive overview of the data.
- The new legislative change, Ontario Regulation 136/24, took effect on May 1, 2024. It would have impacted the data starting from the last week of April 2024. Consequently the numbers may not add due to rounding.

When this report is run

The report is generated monthly and captures data from the previous reporting period. It's designed to provide a timely and accurate snapshot of compliance performance. The report was last run on:

2025-07-31 20:14:00

What goes into creating the report

Data for this report is collected from Ontario One Call's 360 Feedback system housing locate information and UIOs self-reported locate delivery responses.

Locate Delivery Performance by Region

UIO Perspective - Single and Advanced Requests

01/06/2025 30/06/2025 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Toronto	90,476	95.88%	3,223	3.42%	669	0.71%
ON-West	38,652	95.91%	1,031	2.56%	619	1.54%
GTA-East	22,967	95.86%	687	2.87%	304	1.27%
ON-East	41,674	96.61%	1,184	2.74%	278	0.64%
London-St. Thomas	14,862	95.62%	403	2.59%	277	1.78%
Chatham-Essex	17,908	93.38%	1,020	5.32%	250	1.30%
ON-North	15,961	92.73%	1,070	6.22%	181	1.05%
Grey-Bruce	8,727	92.29%	550	5.82%	179	1.89%
ON-Southeast	9,466	95.25%	301	3.03%	171	1.72%
ON-Northwest	6,487	86.17%	911	12.10%	130	1.73%
Hamilton-Niagara	49,578	93.31%	3,447	6.49%	109	0.21%
ON-Central	19,864	97.11%	516	2.52%	76	0.37%
Sarnia	5,661	96.92%	119	2.04%	61	1.04%
Total	342,283	95.07%	14,462	4.02%	3,304	0.92%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	13,038	67.98%	5,206	27.15%	603	3.14%	331	1.73%	19,178
Grey-Bruce	6,818	72.10%	2,062	21.81%	214	2.26%	362	3.83%	9,456
GTA-East	17,969	75.00%	5,089	21.24%	229	0.96%	671	2.80%	23,958
Hamilton-Niagara	40,895	76.97%	9,635	18.13%	1,589	2.99%	1,015	1.91%	53,134
London-St. Thomas	10,916	70.24%	4,119	26.50%	195	1.25%	312	2.01%	15,542
ON-Central	17,147	83.82%	2,860	13.98%	166	0.81%	283	1.38%	20,456
ON-East	33,847	78.47%	8,066	18.70%	574	1.33%	649	1.50%	43,136
ON-North	13,443	78.10%	2,980	17.31%	405	2.35%	383	2.23%	17,212
ON-Northwest	5,273	70.05%	1,695	22.52%	224	2.98%	336	4.46%	7,528
ON-Southeast	7,564	76.11%	1,965	19.77%	148	1.49%	261	2.63%	9,938
ON-West	31,643	78.51%	7,455	18.50%	404	1.00%	800	1.99%	40,302
Sarnia	4,834	82.76%	837	14.33%	63	1.08%	107	1.83%	5,841
Toronto	66,624	70.60%	24,280	25.73%	1,688	1.79%	1,776	1.88%	94,368
Total	270,011	74.99%	76,249	21.18%	6,502	1.81%	7,286	2.02%	360,049

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

UIO Perspective - Single and Advanced Requests

01/06/2025 

30/06/2025 

Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	19,178	1,837	9.58%
Grey-Bruce	9,456	600	6.35%
GTA-East	23,958	1,822	7.60%
Hamilton-Niagara	53,134	11,565	21.77%
London-St. Thomas	15,542	953	6.13%
ON-Central	20,456	2,808	13.73%
ON-East	43,136	2,117	4.91%
ON-North	17,212	494	2.87%
ON-Northwest	7,528	50	0.66%
ON-Southeast	9,938	521	5.24%
ON-West	40,302	1,452	3.60%
Sarnia	5,841	136	2.33%
Toronto	94,368	17,843	18.91%
Total	360,049	42,198	11.72%

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

Excavator Perspective - Single and Advanced Requests

01/06/2025 30/06/2025 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	3,130	81.77%	475	12.41%	223	5.83%
Grey-Bruce	2,073	74.95%	515	18.62%	178	6.44%
GTA-East	5,541	87.81%	469	7.43%	300	4.75%
Hamilton-Niagara	11,071	85.15%	1,825	14.04%	106	0.82%
London-St. Thomas	3,338	87.54%	221	5.80%	254	6.66%
ON-Central	4,646	90.62%	407	7.94%	74	1.44%
ON-East	10,386	92.11%	638	5.66%	252	2.23%
ON-North	4,168	81.89%	743	14.60%	179	3.52%
ON-Northwest	1,408	60.35%	799	34.25%	126	5.40%
ON-Southeast	2,581	87.79%	192	6.53%	167	5.68%
ON-West	8,233	86.35%	702	7.36%	600	6.29%
Sarnia	1,249	90.12%	78	5.63%	59	4.26%
Toronto	19,849	89.63%	1,713	7.74%	584	2.64%
Total	77,673	86.74%	8,777	9.80%	3,102	3.46%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	1,815	47.41%	1,826	47.70%	86	2.25%	101	2.64%	3,828
Grey-Bruce	1,373	49.64%	1,050	37.96%	89	3.22%	254	9.18%	2,766
GTA-East	3,696	58.57%	2,181	34.56%	70	1.11%	363	5.75%	6,310
Hamilton-Niagara	8,307	63.89%	3,983	30.63%	390	3.00%	322	2.48%	13,002
London-St. Thomas	2,200	57.70%	1,445	37.90%	34	0.89%	134	3.51%	3,813
ON-Central	3,527	68.79%	1,446	28.20%	40	0.78%	114	2.22%	5,127
ON-East	7,190	63.76%	3,636	32.25%	137	1.21%	313	2.78%	11,276
ON-North	3,084	60.59%	1,740	34.18%	110	2.16%	156	3.06%	5,090
ON-Northwest	1,031	44.19%	1,018	43.63%	66	2.83%	218	9.34%	2,333
ON-Southeast	1,786	60.75%	946	32.18%	54	1.84%	154	5.24%	2,940
ON-West	5,584	58.56%	3,354	35.18%	115	1.21%	482	5.06%	9,535
Sarnia	984	71.00%	326	23.52%	6	0.43%	70	5.05%	1,386
Toronto	12,504	56.46%	8,835	39.89%	378	1.71%	429	1.94%	22,146
Total	53,081	59.27%	31,786	35.49%	1,575	1.76%	3,110	3.47%	89,552

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

UIO Perspective - Advanced Requests

01/06/2025 30/06/2025 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	10,631	92.39%	646	5.61%	230	2.00%
Grey-Bruce	4,431	89.55%	367	7.42%	150	3.03%
GTA-East	12,383	94.81%	461	3.53%	217	1.66%
Hamilton-Niagara	22,894	90.87%	2,234	8.87%	66	0.26%
London-St. Thomas	7,142	94.71%	207	2.74%	192	2.55%
ON-Central	7,809	95.59%	308	3.77%	52	0.64%
ON-East	20,854	95.30%	836	3.82%	192	0.88%
ON-North	6,751	91.49%	511	6.93%	117	1.59%
ON-Northwest	2,244	86.11%	307	11.78%	55	2.11%
ON-Southeast	3,995	93.17%	199	4.64%	94	2.19%
ON-West	17,822	96.08%	423	2.28%	304	1.64%
Sarnia	2,015	94.87%	79	3.72%	30	1.41%
Toronto	60,240	94.99%	2,553	4.03%	624	0.98%
Total	179,211	93.99%	9,131	4.79%	2,323	1.22%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	5,761	50.07%	4,870	42.32%	579	5.03%	297	2.58%	11,507
Grey-Bruce	2,522	50.97%	1,909	38.58%	193	3.90%	324	6.55%	4,948
GTA-East	7,385	56.54%	4,998	38.27%	201	1.54%	477	3.65%	13,061
Hamilton-Niagara	14,211	56.41%	8,683	34.46%	1,461	5.80%	839	3.33%	25,194
London-St. Thomas	3,196	42.38%	3,946	52.33%	185	2.45%	214	2.84%	7,541
ON-Central	5,092	62.33%	2,717	33.26%	139	1.70%	221	2.71%	8,169
ON-East	13,027	59.53%	7,827	35.77%	551	2.52%	477	2.18%	21,882
ON-North	4,233	57.37%	2,518	34.12%	362	4.91%	265	3.59%	7,379
ON-Northwest	1,030	39.52%	1,214	46.58%	183	7.02%	179	6.87%	2,606
ON-Southeast	2,093	48.81%	1,902	44.36%	137	3.19%	156	3.64%	4,288
ON-West	10,813	58.29%	7,009	37.79%	336	1.81%	391	2.11%	18,549
Sarnia	1,188	55.93%	827	38.94%	61	2.87%	48	2.26%	2,124
Toronto	36,388	57.38%	23,852	37.61%	1,536	2.42%	1,641	2.59%	63,417
Total	106,939	56.09%	72,272	37.91%	5,924	3.11%	5,529	2.90%	190,665

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

UIO Perspective - Advanced Requests

01/06/2025



30/06/2025



Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	11,507	1,564	13.59%
Grey-Bruce	4,948	558	11.28%
GTA-East	13,061	1,359	10.41%
Hamilton-Niagara	25,194	10,591	42.04%
London-St. Thomas	7,541	794	10.53%
ON-Central	8,169	717	8.78%
ON-East	21,882	1,461	6.68%
ON-North	7,379	320	4.34%
ON-Northwest	2,606	36	1.38%
ON-Southeast	4,288	361	8.42%
ON-West	18,549	891	4.80%
Sarnia	2,124	91	4.28%
Toronto	63,417	13,456	21.22%
Total	190,665	32,199	16.89%

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

Excavator Perspective - Advanced Requests

01/06/2025 30/06/2025 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	1,727	77.97%	283	12.78%	205	9.26%
Grey-Bruce	1,101	68.81%	350	21.88%	149	9.31%
GTA-East	2,929	85.15%	297	8.63%	214	6.22%
Hamilton-Niagara	4,677	80.67%	1,056	18.21%	65	1.12%
London-St. Thomas	1,532	85.21%	94	5.23%	172	9.57%
ON-Central	1,671	86.27%	214	11.05%	52	2.68%
ON-East	5,220	90.05%	403	6.95%	174	3.00%
ON-North	1,803	79.36%	353	15.54%	116	5.11%
ON-Northwest	552	65.09%	245	28.89%	51	6.01%
ON-Southeast	1,162	85.57%	105	7.73%	91	6.70%
ON-West	3,625	87.16%	244	5.87%	290	6.97%
Sarnia	370	84.67%	39	8.92%	28	6.41%
Toronto	11,789	86.74%	1,261	9.28%	541	3.98%
Total	38,158	84.33%	4,944	10.93%	2,148	4.75%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	412	18.60%	1,658	74.85%	73	3.30%	72	3.25%	2,215
Grey-Bruce	401	25.06%	909	56.81%	69	4.31%	221	13.81%	1,600
GTA-East	1,084	31.51%	2,118	61.57%	55	1.60%	183	5.32%	3,440
Hamilton-Niagara	1,913	32.99%	3,360	57.95%	322	5.55%	203	3.50%	5,798
London-St. Thomas	394	21.91%	1,318	73.30%	28	1.56%	58	3.23%	1,798
ON-Central	552	28.50%	1,312	67.73%	14	0.72%	59	3.05%	1,937
ON-East	2,024	34.91%	3,489	60.19%	122	2.10%	162	2.79%	5,797
ON-North	719	31.65%	1,394	61.36%	83	3.65%	76	3.35%	2,272
ON-Northwest	175	20.64%	552	65.09%	28	3.30%	93	10.97%	848
ON-Southeast	367	27.03%	889	65.46%	43	3.17%	59	4.34%	1,358
ON-West	976	23.47%	2,997	72.06%	56	1.35%	130	3.13%	4,159
Sarnia	105	24.03%	316	72.31%	4	0.92%	12	2.75%	437
Toronto	4,444	32.70%	8,574	63.09%	264	1.94%	309	2.27%	13,591
Total	13,566	29.98%	28,886	63.84%	1,161	2.57%	1,637	3.62%	45,250

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

UIO Perspective - Single Requests

01/06/2025 30/06/2025 

Percentage of Notifications On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	7,277	94.86%	374	4.88%	20	0.26%
Grey-Bruce	4,296	95.30%	183	4.06%	29	0.64%
GTA-East	10,584	97.13%	226	2.07%	87	0.80%
Hamilton-Niagara	26,684	95.50%	1,213	4.34%	43	0.15%
London-St. Thomas	7,720	96.49%	196	2.45%	85	1.06%
ON-Central	12,055	98.11%	208	1.69%	24	0.20%
ON-East	20,820	97.96%	348	1.64%	86	0.40%
ON-North	9,210	93.66%	559	5.68%	64	0.65%
ON-Northwest	4,243	86.20%	604	12.27%	75	1.52%
ON-Southeast	5,471	96.83%	102	1.81%	77	1.36%
ON-West	20,830	95.76%	608	2.80%	315	1.45%
Sarnia	3,646	98.09%	40	1.08%	31	0.83%
Toronto	30,236	97.69%	670	2.16%	45	0.15%
Total	163,072	96.27%	5,331	3.15%	981	0.58%

Notifications by Days to Close

Region	0-5	0-5 (%)	6-10	6-10 (%)	11-15	11-15 (%)	16+	16+ (%)	Total
Chatham-Essex	7,277	94.86%	336	4.38%	24	0.31%	34	0.44%	7,671
Grey-Bruce	4,296	95.30%	153	3.39%	21	0.47%	38	0.84%	4,508
GTA-East	10,584	97.13%	91	0.84%	28	0.26%	194	1.78%	10,897
Hamilton-Niagara	26,684	95.50%	952	3.41%	128	0.46%	176	0.63%	27,940
London-St. Thomas	7,720	96.49%	173	2.16%	10	0.12%	98	1.22%	8,001
ON-Central	12,055	98.11%	143	1.16%	27	0.22%	62	0.50%	12,287
ON-East	20,820	97.96%	239	1.12%	23	0.11%	172	0.81%	21,254
ON-North	9,210	93.66%	462	4.70%	43	0.44%	118	1.20%	9,833
ON-Northwest	4,243	86.20%	481	9.77%	41	0.83%	157	3.19%	4,922
ON-Southeast	5,471	96.83%	63	1.12%	11	0.19%	105	1.86%	5,650
ON-West	20,830	95.76%	446	2.05%	68	0.31%	409	1.88%	21,753
Sarnia	3,646	98.09%	10	0.27%	2	0.05%	59	1.59%	3,717
Toronto	30,236	97.69%	428	1.38%	152	0.49%	135	0.44%	30,951
Total	163,072	96.27%	3,977	2.35%	578	0.34%	1,757	1.04%	169,384

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

UIO Perspective - Single Requests

01/06/2025 

30/06/2025 

Volume of Renegotiated Notifications

Region	Notifications	Renegotiated	Renegotiated (%)
Chatham-Essex	7,671	273	3.56%
Grey-Bruce	4,508	42	0.93%
GTA-East	10,897	463	4.25%
Hamilton-Niagara	27,940	974	3.49%
London-St. Thomas	8,001	159	1.99%
ON-Central	12,287	2,091	17.02%
ON-East	21,254	656	3.09%
ON-North	9,833	174	1.77%
ON-Northwest	4,922	14	0.28%
ON-Southeast	5,650	160	2.83%
ON-West	21,753	561	2.58%
Sarnia	3,717	45	1.21%
Toronto	30,951	4,387	14.17%
Total	169,384	9,999	5.90%

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)

Locate Delivery Performance by Region

Excavator Perspective - Single Requests

01/06/2025 30/06/2025 

Requests On Time

Region	On Time	On Time (%)	Late	Late (%)	No 360 Feedback Response Provided	No 360 Feedback Response Provided (%)
Chatham-Essex	1,403	86.98%	192	11.90%	18	1.12%
Grey-Bruce	972	83.36%	165	14.15%	29	2.49%
GTA-East	2,612	91.01%	172	5.99%	86	3.00%
Hamilton-Niagara	6,394	88.76%	769	10.67%	41	0.57%
London-St. Thomas	1,806	89.63%	127	6.30%	82	4.07%
ON-Central	2,975	93.26%	193	6.05%	22	0.69%
ON-East	5,166	94.29%	235	4.29%	78	1.42%
ON-North	2,365	83.92%	390	13.84%	63	2.24%
ON-Northwest	856	57.64%	554	37.31%	75	5.05%
ON-Southeast	1,419	89.70%	87	5.50%	76	4.80%
ON-West	4,608	85.71%	458	8.52%	310	5.77%
Sarnia	879	92.62%	39	4.11%	31	3.27%
Toronto	8,060	94.21%	452	5.28%	43	0.50%
Total	39,515	89.19%	3,833	8.65%	954	2.15%

Requests by Days to Close

Region	0 - 5	0 - 5 (%)	6 - 10	6 - 10 (%)	11 - 15	11 - 15 (%)	16+	16+ (%)	Total
Chatham-Essex	1,403	86.98%	168	10.42%	13	0.81%	29	1.80%	1,613
Grey-Bruce	972	83.36%	141	12.09%	20	1.72%	33	2.83%	1,166
GTA-East	2,612	91.01%	63	2.20%	15	0.52%	180	6.27%	2,870
Hamilton-Niagara	6,394	88.76%	623	8.65%	68	0.94%	119	1.65%	7,204
London-St. Thomas	1,806	89.63%	127	6.30%	6	0.30%	76	3.77%	2,015
ON-Central	2,975	93.26%	134	4.20%	26	0.82%	55	1.72%	3,190
ON-East	5,166	94.29%	147	2.68%	15	0.27%	151	2.76%	5,479
ON-North	2,365	83.92%	346	12.28%	27	0.96%	80	2.84%	2,818
ON-Northwest	856	57.64%	466	31.38%	38	2.56%	125	8.42%	1,485
ON-Southeast	1,419	89.70%	57	3.60%	11	0.70%	95	6.01%	1,582
ON-West	4,608	85.71%	357	6.64%	59	1.10%	352	6.55%	5,376
Sarnia	879	92.62%	10	1.05%	2	0.21%	58	6.11%	949
Toronto	8,060	94.21%	261	3.05%	114	1.33%	120	1.40%	8,555
Total	39,515	89.19%	2,900	6.55%	414	0.93%	1,473	3.32%	44,302

Data Source: The data is self-reported by Members of Ontario One Call (Underground Infrastructure Owners)