



Ontario One Call Compliance Summary

Members Perspective

6/1/2023

6/30/2023



% 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	84.78%	7.95%	7.27%
Sarnia	80.75%	13.78%	5.47%
ON-West	81.58%	13.44%	4.97%
ON-Southeast	87.08%	8.56%	4.36%
ON-Northwest	80.51%	13.96%	5.53%
ON-North	78.91%	13.65%	7.44%
ON-East	93.81%	3.26%	2.92%
ON-Central	75.81%	12.39%	11.81%
London-St. Thomas	69.35%	21.43%	9.22%
Hamilton-Niagara	83.58%	9.89%	6.53%
GTA-East	85.32%	5.95%	8.73%
Grey-Bruce	70.18%	18.77%	11.05%
Chatham-Essex	86.41%	10.16%	3.43%
Total	83.46%	9.95%	6.58%

Region	Notifications	Renegotiated
Toronto	102234	27659
Sarnia	6726	1414
ON-West	43043	10126
ON-Southeast	10657	1502
ON-Northwest	8024	1434
ON-North	20289	3994
ON-East	48283	7928
ON-Central	19265	3002
London-St. Thomas	20979	5219
Hamilton-Niagara	64237	19282
GTA-East	26955	5737
Grey-Bruce	9143	2514
Chatham-Essex	17031	4134
Total	396866	93945

360_geographicRegion	A 0-5	B 6-10	C 11-15	D 16+
Toronto	84.78%	5.49%	2.08%	7.65%
Sarnia	80.75%	8.65%	2.91%	7.69%
ON-West	81.58%	9.38%	2.96%	6.07%
ON-Southeast	87.08%	6.55%	0.91%	5.46%
ON-Northwest	80.51%	11.89%	2.12%	5.48%
ON-North	78.91%	8.65%	3.09%	9.35%
ON-East	93.81%	2.72%	0.47%	3.01%
ON-Central	75.81%	7.63%	3.10%	13.46%
London-St. Thomas	69.35%	11.44%	5.90%	13.31%
Hamilton-Niagara	83.58%	6.28%	2.58%	7.55%
GTA-East	85.32%	4.47%	1.76%	8.45%
Grey-Bruce	70.18%	12.29%	4.64%	12.88%
Chatham-Essex	86.41%	8.13%	2.23%	3.24%
Total	83.46%	6.70%	2.39%	7.45%

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



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ON-West	81.58%	13.44%	4.97%
ON-Southeast	87.08%	8.56%	4.36%
ON-Northwest	80.51%	13.96%	5.53%
ON-North	78.91%	13.65%	7.44%
ON-East	93.81%	3.26%	2.92%
ON-Central	75.81%	12.39%	11.81%
London-St. Thomas	69.35%	21.43%	9.22%
Hamilton-Niagara	83.58%	9.89%	6.53%
GTA-East	85.32%	5.95%	8.73%
Grey-Bruce	70.18%	18.77%	11.05%
Chatham-Essex	86.41%	10.16%	3.43%
Total	83.46%	9.95%	6.58%

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Renegotiated due dates

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Chatham-Essex	17031	4134
Total	396866	93945

% of notifications by days to close

Region	A 0-5	B 6-10	C 11-15	D 16+
Toronto	84.78%	5.49%	2.08%	7.65%
Sarnia	80.75%	8.65%	2.91%	7.69%
ON-West	81.58%	9.38%	2.96%	6.07%
ON-Southeast	87.08%	6.55%	0.91%	5.46%
ON-Northwest	80.51%	11.89%	2.12%	5.48%
ON-North	78.91%	8.65%	3.09%	9.35%
ON-East	93.81%	2.72%	0.47%	3.01%
ON-Central	75.81%	7.63%	3.10%	13.46%
London-St. Thomas	69.35%	11.44%	5.90%	13.31%
Hamilton-Niagara	83.58%	6.28%	2.58%	7.55%
GTA-East	85.32%	4.47%	1.76%	8.45%
Grey-Bruce	70.18%	12.29%	4.64%	12.88%
Chatham-Essex	86.41%	8.13%	2.23%	3.24%
Total	83.46%	6.70%	2.39%	7.45%

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



Ontario One Call Compliance Summary

Excavators Perspective

6/1/2023

6/30/2023



% of requests compliant

360_geographicRegion	Compliant	Non-Compliant	Non-Compliant No Response
Toronto	74.04%	19.58%	6.39%
Sarnia	61.99%	33.50%	4.51%
ON-West	60.34%	34.76%	4.89%
ON-Southeast	77.44%	19.01%	3.55%
ON-Northwest	55.87%	39.04%	5.08%
ON-North	63.24%	31.35%	5.41%
ON-East	87.41%	9.14%	3.45%
ON-Central	63.63%	27.57%	8.80%
London-St. Thomas	53.78%	36.27%	9.95%
Hamilton-Niagara	72.82%	17.66%	9.52%
GTA-East	77.01%	12.42%	10.57%
Grey-Bruce	53.94%	40.72%	5.34%
Chatham-Essex	71.11%	27.24%	1.66%
Total	70.92%	22.47%	6.60%

% of requests by days to close

360_geographicRegion	A 0-5	B 6-10	C 11-15	D 16+
Toronto	74.04%	13.19%	4.23%	8.54%
Sarnia	61.99%	22.48%	5.26%	10.27%
ON-West	60.34%	25.03%	6.20%	8.43%
ON-Southeast	77.44%	14.62%	1.77%	6.16%
ON-Northwest	55.87%	33.35%	5.21%	5.57%
ON-North	63.24%	21.14%	6.01%	9.61%
ON-East	87.41%	7.65%	1.00%	3.94%
ON-Central	63.63%	17.74%	5.98%	12.64%
London-St. Thomas	53.78%	23.46%	7.98%	14.78%
Hamilton-Niagara	72.82%	12.36%	3.75%	11.07%
GTA-East	77.01%	8.99%	2.88%	11.12%
Grey-Bruce	53.94%	27.05%	8.77%	10.23%
Chatham-Essex	71.11%	20.79%	4.99%	3.11%
Total	70.92%	15.80%	4.36%	8.92%

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Ontario One Call Compliance Summary

Excavators Perspective

6/1/2023

6/30/2023



% of requests compliant

360_geographicRegion	Compliant	Non-Compliant	Non-Compliant No Response
Toronto	19097	5049	1647
Sarnia	990	535	72
ON-West	6337	3651	514
ON-Southeast	2489	611	114
ON-Northwest	1275	891	116
ON-North	3580	1775	306
ON-East	10580	1106	418
ON-Central	3543	1535	490
London-St. Thomas	2838	1914	525
Hamilton-Niagara	11640	2823	1521
GTA-East	5617	906	771
Grey-Bruce	1334	1007	132
Chatham-Essex	2449	938	57
Total	71769	22741	6683

% of requests by days to close

360_geographicRegion	A 0-5	B 6-10	C 11-15	D 16+	Total
Toronto	19097	3402	1091	2203	25793
Sarnia	990	359	84	164	1597
ON-West	6337	2629	651	885	10502
ON-Southeast	2489	470	57	198	3214
ON-Northwest	1275	761	119	127	2282
ON-North	3580	1197	340	544	5661
ON-East	10580	926	121	477	12104
ON-Central	3543	988	333	704	5568
London-St. Thomas	2838	1238	421	780	5277
Hamilton-Niagara	11640	1975	599	1770	15984
GTA-East	5617	656	210	811	7294
Grey-Bruce	1334	669	217	253	2473
Chatham-Essex	2449	716	172	107	3444
Total	71769	15986	4415	9023	101193

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

All

% of requests compliant

Year	Compliant	Non-Compliant	Non-Compliant No Response
2020	695594	175590	44318
2021	543626	405611	35927
2022	292532	345665	26271
2023	324399	115289	32250
Total	1856151	1042155	138766

Year	Compliant	Non-Compliant	Non-Compliant No Response
2020	75.98%	19.18%	4.84%
2021	55.18%	41.17%	3.65%
2022	44.02%	52.02%	3.95%
2023	68.74%	24.43%	6.83%
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%
Total	61.12%	34.31%	4.57%

% of requests by days to close

Year	A 0-5	B 6-10	C 11-15	D 16+	Total
2020	695594	122613	23934	73361	915502
2021	543626	197684	74169	169685	985164
2022	292532	140494	54844	176598	664468
2023	324399	79099	21002	47438	471938
Total	1856151	539890	173949	467082	3037072

Year	A 0-5	B 6-10	C 11-15	D 16+	Total
2020	75.98%	13.39%	2.61%	8.01%	100.00%
2021	55.18%	20.07%	7.53%	17.22%	100.00%
2022	44.02%	21.14%	8.25%	26.58%	100.00%
2023	68.74%	16.76%	4.45%	10.05%	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%
Total	61.12%	17.78%	5.73%	15.38%	100.00%

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