



# 2022 MEMBER SURVEY RESULTS SERVICE LEVELS

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PROJECT**



Ontario One Call conducted an online survey asking Members about Ontario One Call services levels. The questions were intended to gauge where Members wanted Ontario One Call's service levels to be, and what level of budget increase they would accept to see the changes (if any). The following report outlines the results.

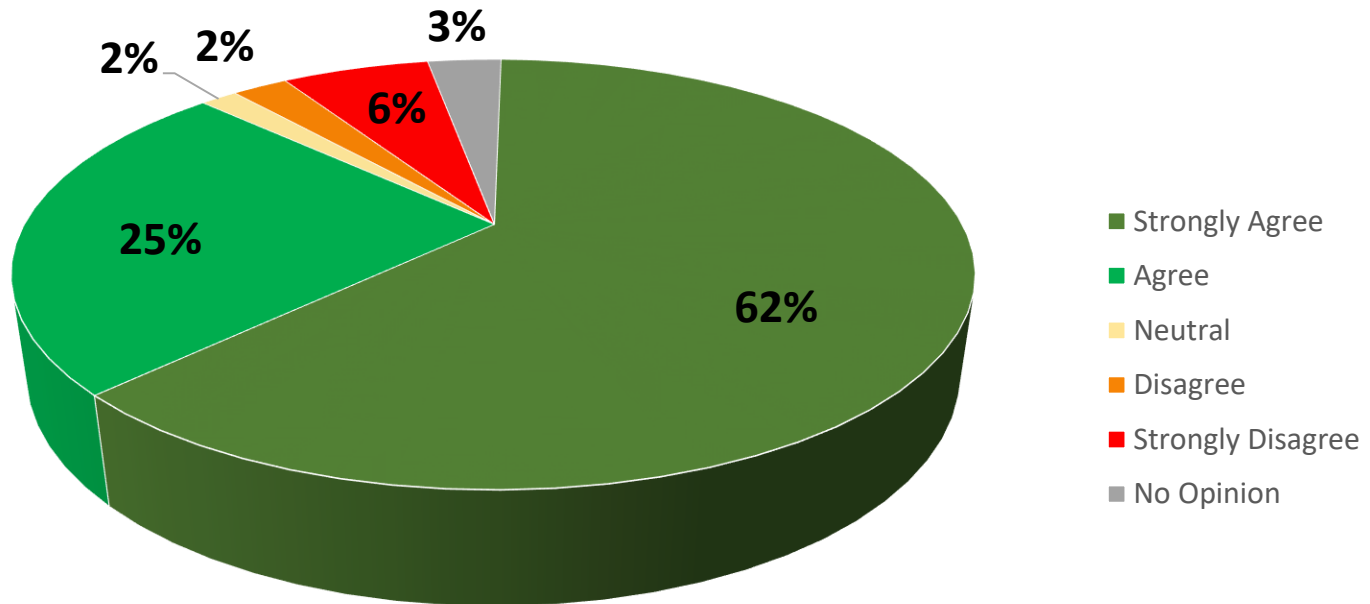
**Among the key findings:**

- Members are saying that Ontario One Call should have industry-leading service. An overwhelming 87% of those surveyed want Ontario One Call to provide exceptional service, well beyond what it offers today.
- When asked if they were willing to pay for industry-leading service, only 25% said that they would be happy with such an increase.
- 24% of those surveyed would be willing to pay a 10% increase in fees, which would sustain the current service level, and 14% stated they would only pay the bare minimum (rate of inflation) which would significantly drop the level of service currently offered.
- The discrepancy in terms of what service level is wanted vs what increase the Membership would be willing to pay is further exasperated by the number of survey respondents that had neutral or no opinion when asked about fee increases. On average 35% of survey respondents either had no opinion or were neutral about any question related to fee increases.



## Ontario One Call's Service should be Industry Leading:

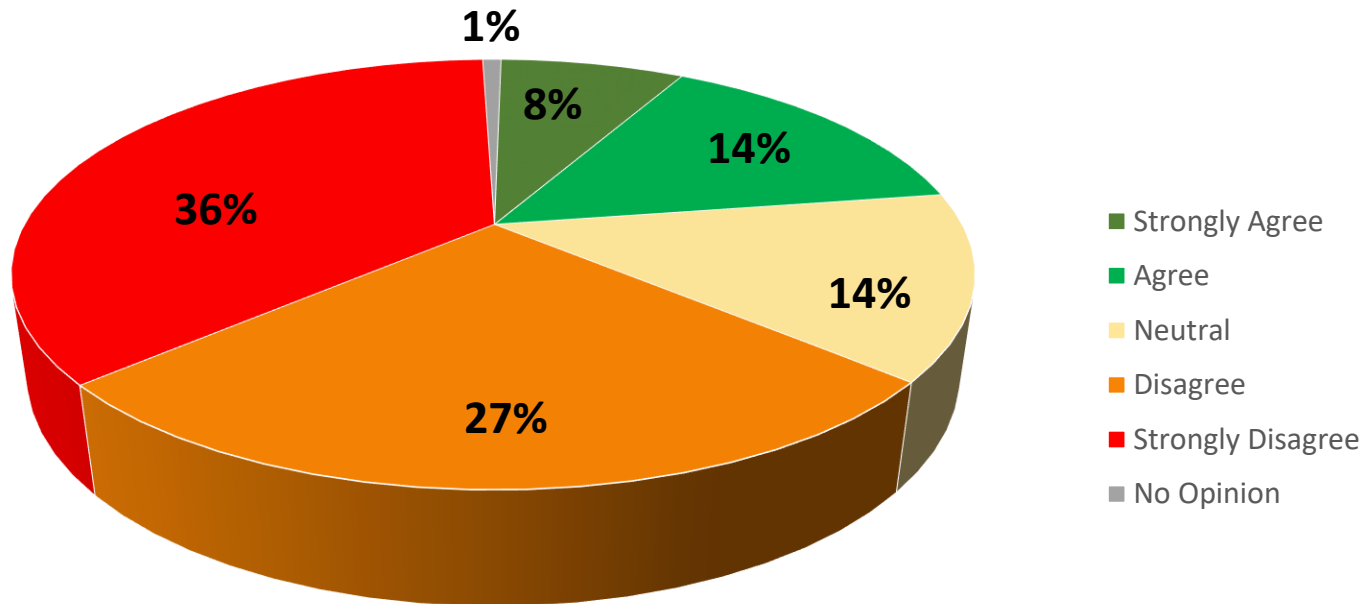
Phone calls are typically answered within 5 minutes and suspended web requests are reliably processed within 24 hours.





## Ontario One Call's Service should be Industry flexible:

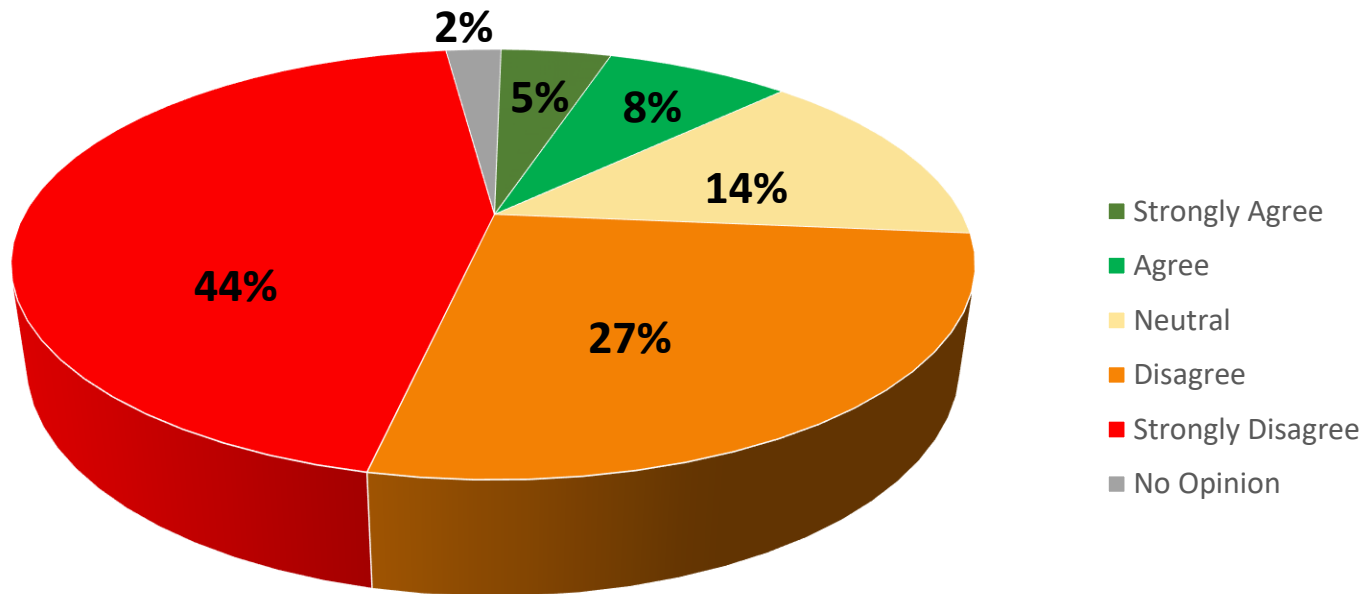
In peak periods, people should accept phone wait times of up to an hour for non-emergencies and processing times for suspended web requests of up to three days.



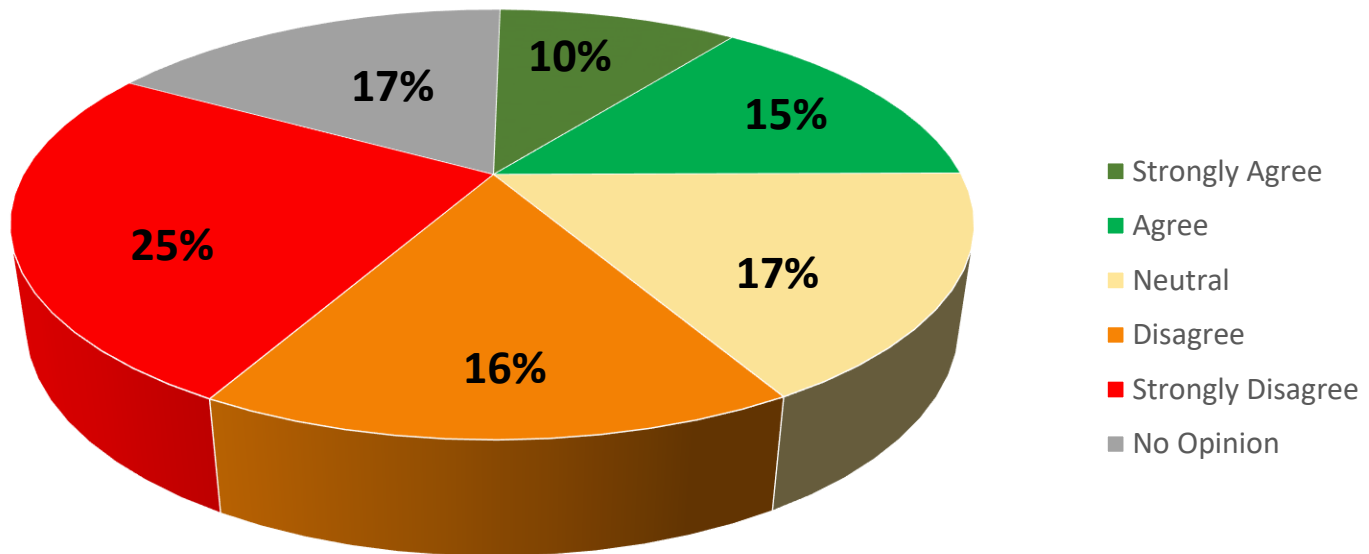


## Ontario One Call should not make a priority of service levels.

Members, excavators and the public have the ability to submit locate requests online and, if their request suspends, they can wait until it is reviewed.

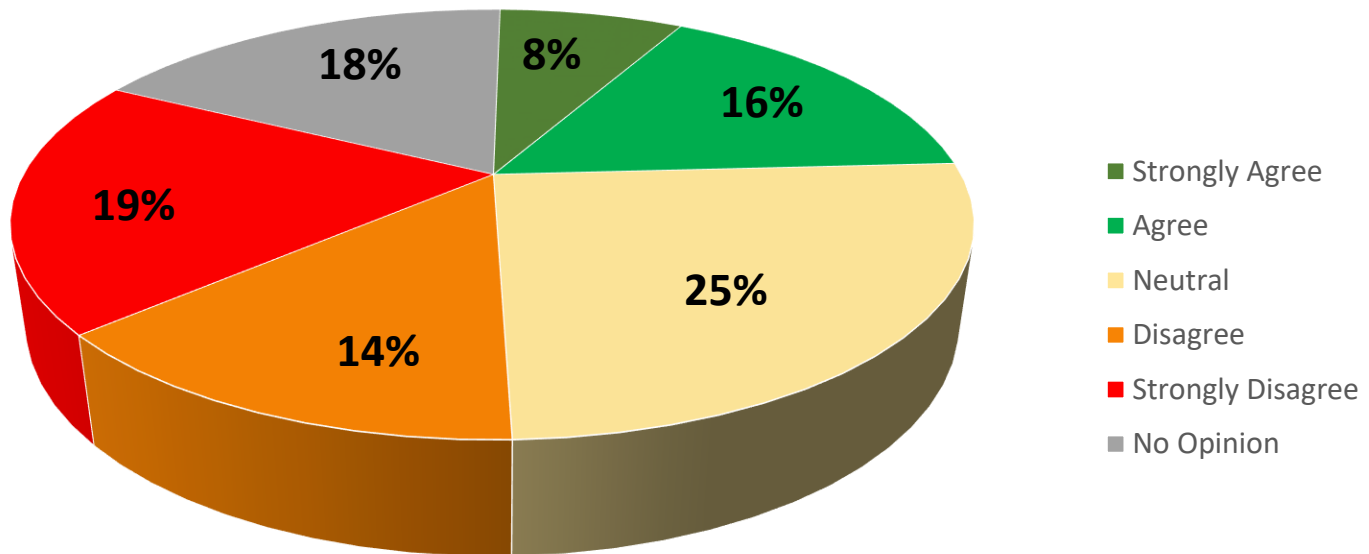


**I would be willing to consider a large fee increase (up to 25%):**  
Significant improvement to service levels for both my organization and members of the public.



## I would be willing to somewhat above inflationary increases (up to 10%):

This will only stabilize – and not improve – current service levels.





## Ontario One Call fee increases should be limited to around the rate of inflation:

This would reduce or remove services currently provided to members, excavators and the public.

