

Compliance Department Year in Review 2019

COMPLIANCE SUMMARY

Review of the complaints Compliance received as they relate to the Ontario Underground Infrastructure Notification System Act, 2012 and the corresponding regulations.

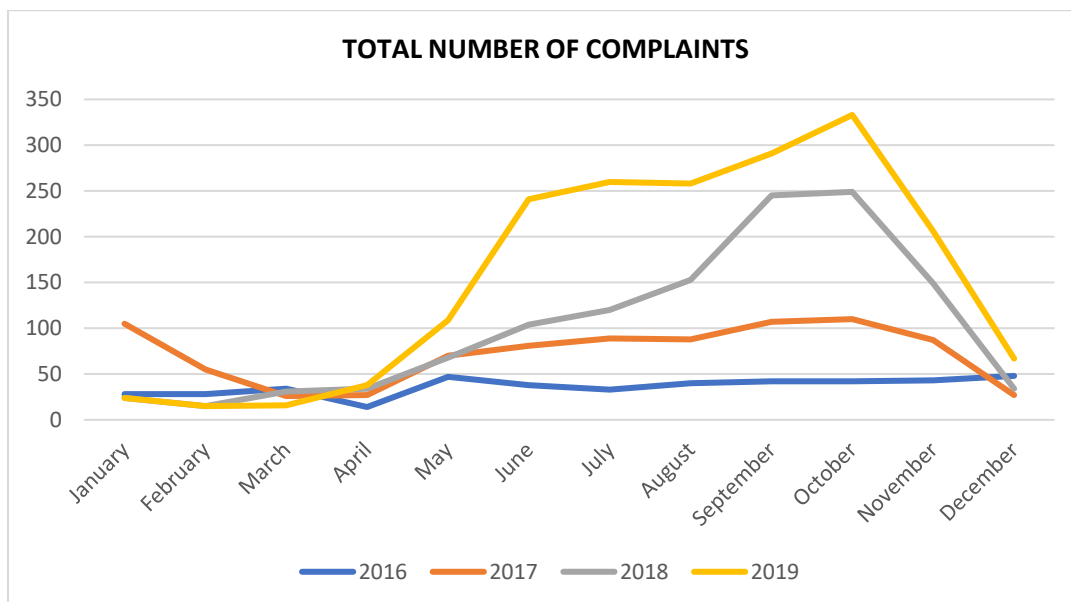
Overall Complaints in 2019 as they relate to the below stakeholders:

Complaints against Members: **1858**

Complaints against Excavators: **2**

Complaints against ON1Call: **0**

Year Over Year Comparison Of The Total Number Of Complaints 2016 - 2019



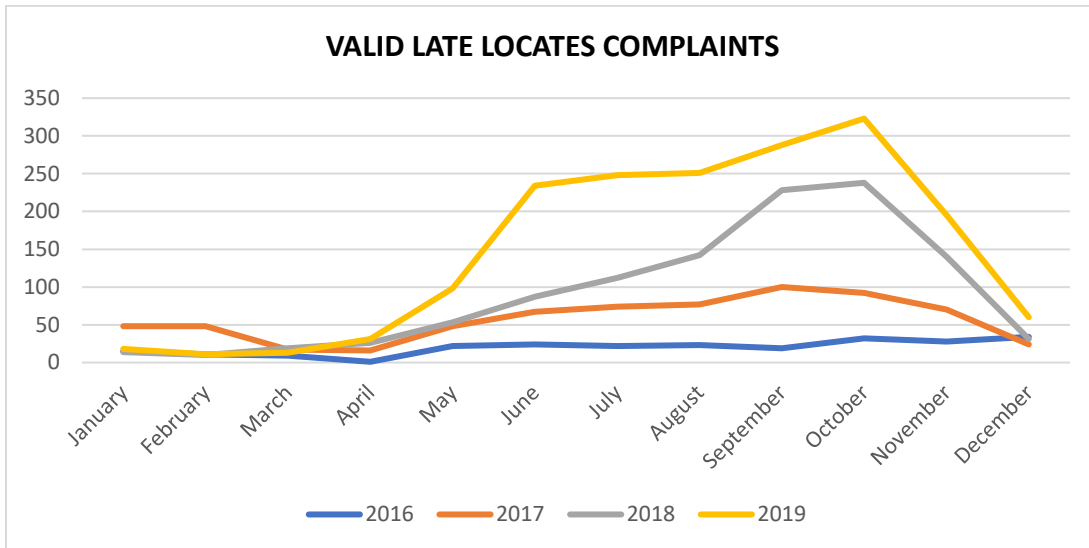
Complaints are broken down into stakeholder, offence, and validity groups

MEMBERS	Valid Total	Invalid Total
LATE LOCATES	1770	9
FALSE RENEGOTIATED DATE	29	2
DELINQUENT ACCOUNT	13	0
INCOMPLETE LOCATES	11	1
EMERGENCY ABUSE	8	0
OTHER	4	0
EXCAVATION WITHOUT LOCATES	3	0
DEFICIENT CLEARANCE	3	1
EXCAVATOR	Valid Total	Invalid Total
OTHER	2	0
ON1CALL	Valid Total	Invalid Total
AGENT COMPLAINT	0	1

Late Locates may consists of multiple members, and/or multiple ticket numbers. In 2019 the total number of tickets involved in late locate complaints was 3993.

FORMAL LATE LOCATE COMPLAINT NOTIFICATIONS SENT BY SECTOR	
COMMUNICATIONS	1341
GAS	1249
HYDRO	1041
MUNICIPAL & GOVERNMENT	499
OTHER	5

As is consistent with previous years the most frequent complaints relate to Late Locates. An upward trend continues year over year surrounding Late Locate Complaints.



Complaints by Geographic Area

Area	2016	2017	2018	2019
Chatham-Essex	10	19	64	57
Grey-Bruce	4	6	14	42
GTA-East	12	68	58	52
Hamilton-Niagara	14	65	195	589
London-St. Thomas	11	12	16	63
ON-Central	31	49	38	62
ON-East	16	50	20	148
ON-North	10	19	30	171
ON-Northwest	5	6	3	3
ON-Southeast	8	11	2	7
ON-West	35	35	90	339
Sarnia	3	7	1	4
Toronto	278	525	593	321