



Compliance Department Year in Review 2020

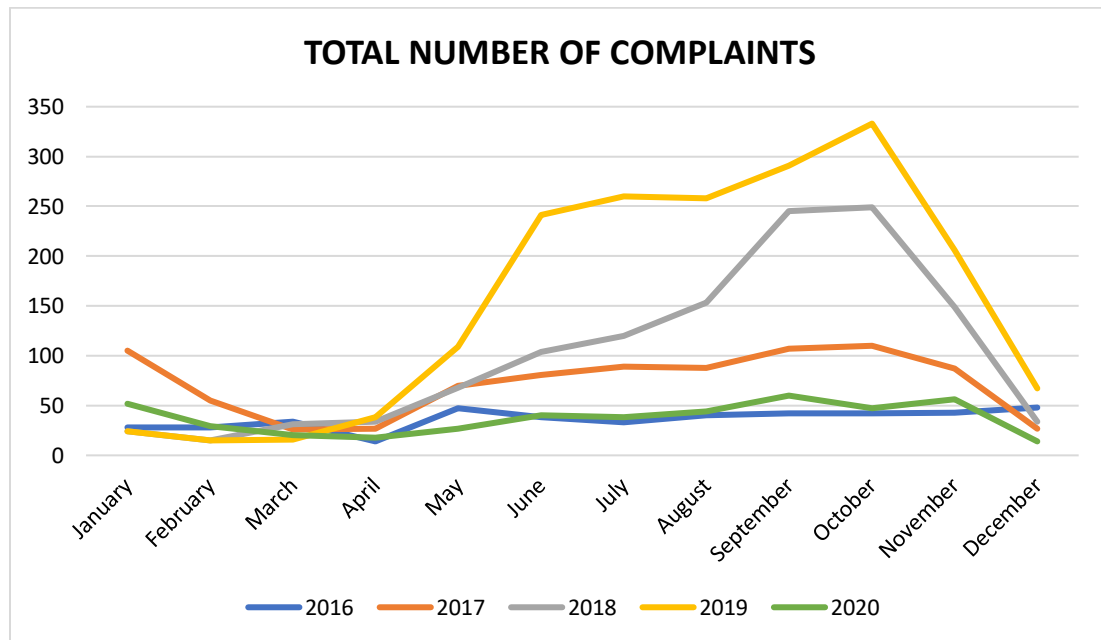
COMPLIANCE SUMMARY

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 2020 as they relate to the below stakeholders:

Complaints against Members:	441
Complaints against Excavators:	4
Complaints against Ontario One Call:	0

Year Over Year Comparison of the Total Number of Complaints 2016 – 2020





Complaints are broken down into stakeholder, offence and validity groups

MEMBERS	Valid Total	Invalid Total
LATE LOCATES	361	4
FALSE RENEGOTIATED DATE	43	0
DELINQUENT ACCOUNT	10	0
INCOMPLETE LOCATES	8	0
DID NOT RESPOND TO 360	4	0
DEFICIENT CLEARANCE	4	0
EMERGENCY ABUSE	3	0
FAILED TO REGISTER INFRASTRUCTURE	2	0
EXCAVATION WITHOUT LOCATES	1	0
OTHER	1	0

EXCAVATORS	Valid Total	Invalid Total
OTHER	3	0
RELOCATE ABUSE	1	0

Late locates may consist of multiple members, and/or multiple ticket numbers. In 2020 the total number of tickets involved in late locate complaints was 694.

FORMAL LATE LOCATE COMPLAINT NOTIFICATIONS SENT BY SECTOR	
TELECOMMUNICATIONS	319
GAS/OIL/PIPELINE	217
ELECTRICAL	170
MUNICIPAL	150
OTHER	4

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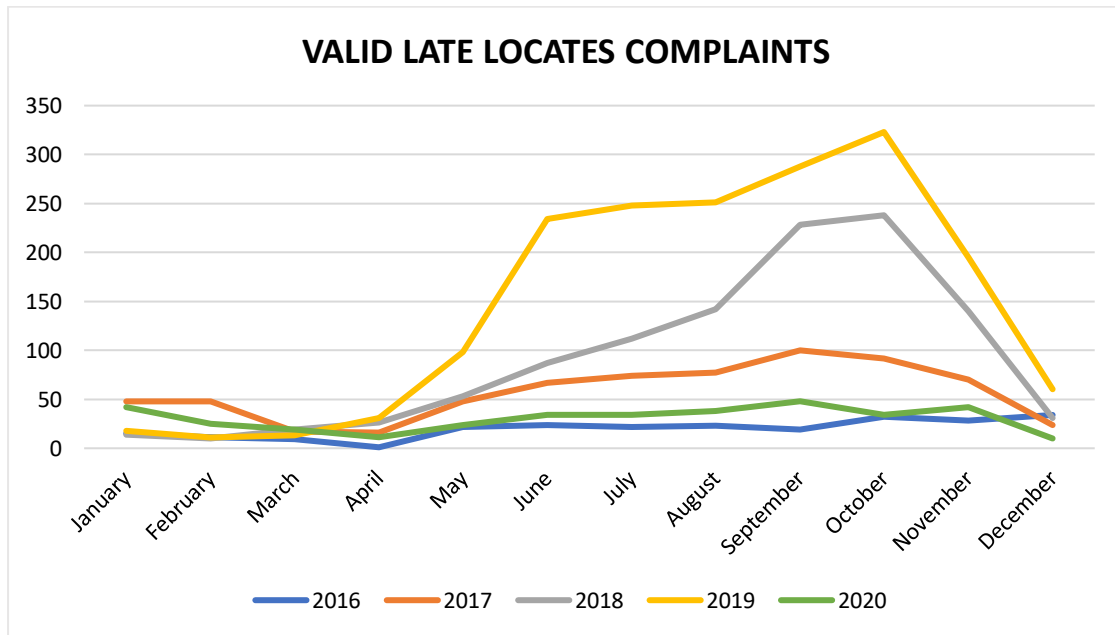
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As seen in previous years, the most frequent complaint type is Late Locates. Typically there has been an increasing trend of year-over-year complaint volumes however, 2020 did not follow the same trend. The halt of non-essential construction due to the COVID-19 lockdown during the start of the 2020 dig season appears to have interrupted the traditional rise of complaints. Overall, the systemic lack of complaints in 2020 appears to have been the direct impact of COVID-19 on stakeholders.



Complaints by Geographic Area

AREA	2016	2017	2018	2019	2020
Chatham-Essex	10	19	64	57	10
Grey-Bruce	4	6	14	42	13
GTA-East	12	68	58	52	18
Hamilton-Niagara	14	65	195	589	46
London-St. Thomas	11	12	16	63	16
ON-Central	31	49	38	62	37
ON-East	16	50	20	148	19
ON-North	10	19	30	171	24
ON-Northwest	5	6	3	3	7
ON-Southeast	8	11	2	7	7
ON-West	35	35	90	339	55
Sarnia	3	7	1	4	3
Toronto	278	525	593	321	190

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