



Compliance Department Year in Review 2017

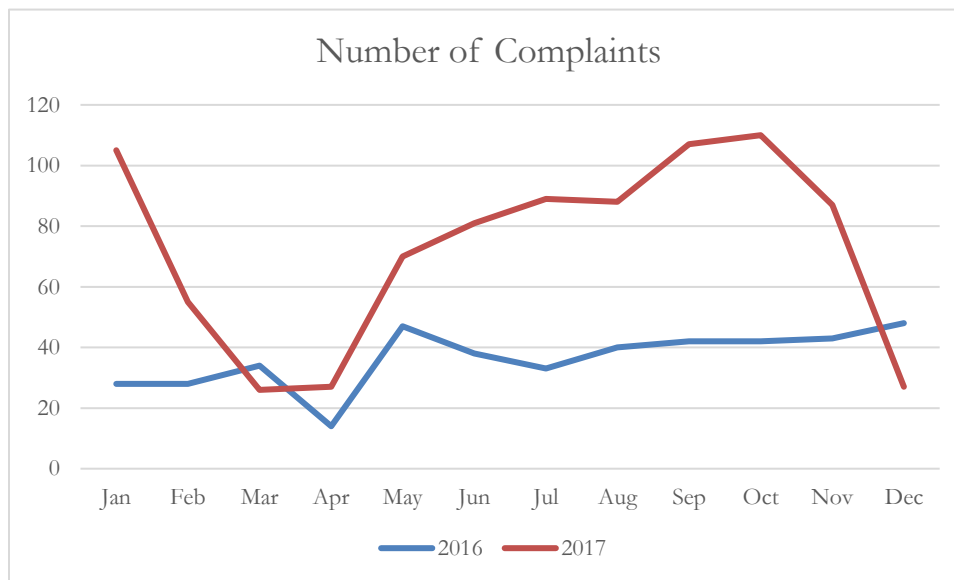
COMPLIANCE SUMMARY

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 2017 as they relate to the below stakeholders:

Complaints against Members:	847
Complaints against Excavators:	22
Complaints against ON1Call:	3

Comparison Total Complaints 2016 vs 2017



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

MEMBERS	Valid Total	Invalid Total
LATE LOCATES	681	34
INCOMPLETE LOCATES	2	0
EXCAVATION WITHOUT LOCATES	2	0
EMERGENCY ABUSE	8	4
FAILED TO REGISTER INFRASTRUCTURE	2	1
DID NOT RESPOND TO 360	49	2
RELOCATE ABUSE	1	0
DELINQUENT ACCOUNT	14	0
FAILED TO RESPOND TO A LOCATE	21	1
EXCAVATION IN UNSAFE MANNER	0	0
DEFICIENT CLEARANCE	1	0
FALSE RENEGOTIATED DATE	26	2

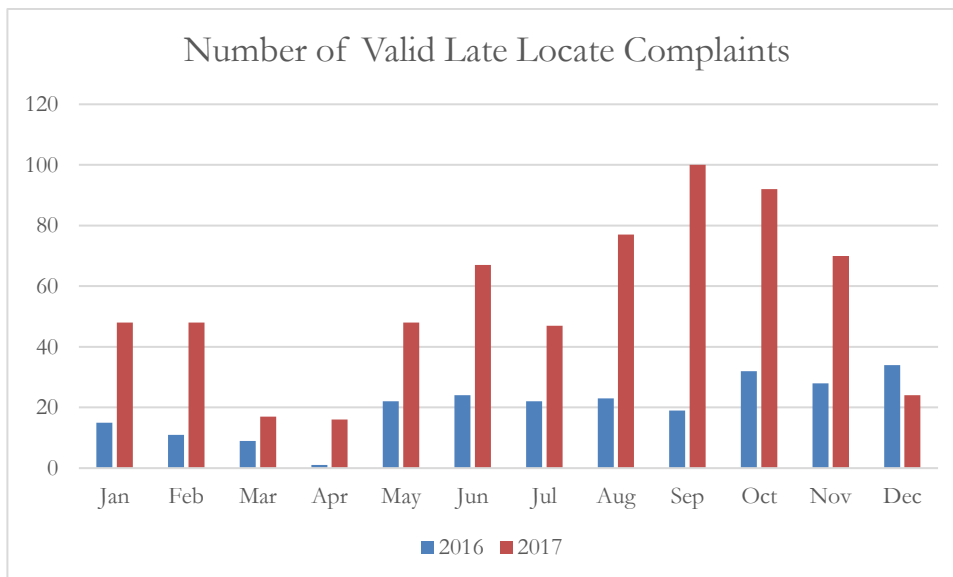
EXCAVATOR	Valid Total	Invalid Total
EMERGENCY ABUSE	7	3
EXCAVATION WITHOUT LOCATES	1	0
RELOCATE ABUSE	4	1
OTHER	5	0
EXCAVATION IN UNSAFE MANNER	1	0

ON1CALL	Valid Total	Invalid Total
SERVICE LEVEL COMPLAINT	0	0
AGENT COMPLAINT	1	2

Complaints by Geographic Area

Chatham-Essex	19
Grey-Bruce	6
GTA-East	68
Hamilton-Niagara	65
London-St. Thomas	12
ON-Central	49
ON-East	50
ON-North	19
ON-Northwest	6
ON-Southeast	11
ON-West	35
Sarnia	7
Toronto	525

As is consistent with 2016, 2017 the most frequent complaints relate to Late Locates. In contrast to 2016, 2017 has seen an increase in formal complaints related to Late Locates.



As compiled by Rob Matthews - Compliance Investigator