

# Contract Locator Transition Best Practices

1. The operator shall ensure that the new contract locate company is trained on Virginia Law and the Commission Rules.
2. The operator will set the terms, timelines and accountability for both the incoming and outgoing contract locator. The operator will remain involved in the process until completion and conduct follow-up meetings with the parties involved.
3. The operator and contract locators will inform VA811 and the SCC in advance of a transition (timelines and accountability).
4. The cutover should occur at 7:00 a.m. during normal business hours so that parties involved can respond to issues as they arise.



# Contract Locator Transition Best Practices (Continued)

5. Transitions should be as short as possible depending on the operator's ticket volume. However, if the operator has a large ticket volume or operates in various parts of the state, the transition should be staggered in phases.
6. The operator shall monitor staffing of the outgoing and incoming contractors to ensure sufficient staffing for a smooth transition.
7. If practical, the operator should attempt to transition during non-peak excavation periods (December – February).



# Contract Locator Transition Best Practices (Continued)

8. The operator should involve VA811 as early as possible to ensure terminal codes are established and tickets are going to the proper locate company.
9. All appropriate stakeholders should be made aware of transitions and cutover dates through VA811, LDPC meetings and other venues.

