

Contact

Frequently Asked Questions

In case of a roadway emergency, such as a slide or wash out, who do I need to contact?

During an emergency in which roadways unexpectedly become unsafe, local law enforcement should be notified immediately to take the appropriate public safety measures. They will contact NCDOT to dispatch necessary personnel.

How do I report damaged roads (including potholes) or debris (rocks, mud, trees, dead animals) in roadways?

If there is damage or an obstruction in a public roadway that might pose a hazard to motorists, contact local law enforcement. If necessary, they will contact the appropriate NCDOT office. If the debris or damage does not pose a serious hazard, contact the local [NCDOT county maintenance office](#) to make a report.

During inclement weather, how can I find out when my road will be cleared?

NCDOT has established policies regarding the order in which roads are cleared. Our [Snow Clearing Policy](#) outlines the priority order for clearing snow and ice from roadways.

Who do I contact to request that a gravel road be scraped or new gravel applied?

For maintenance on state-maintained gravel roads, contact the local [NCDOT county maintenance office](#).

How do I request a culvert be installed in a driveway, or report a blocked culvert or ditch?

Installing a culvert is a task that requires joint commitments and cooperation from the land owner and NCDOT. To initiate such a request or report culvert or ditch blockage, contact the local [NCDOT county maintenance office](#).

Where do I report an obstructed view at an intersection?

Bring this matter to the attention of the local [NCDOT county maintenance office](#).

How do I inquire about litter pick up along a road?

If you wish to report a litter problem, contact your local [NCDOT county maintenance office](#). To learn more on how you can help keep North Carolina's roadsides litter-free, visit our [Roadside Environmental and Beautification Programs](#) page.

If my roadside needs to be mowed or my property is damaged by a roadside mowing crew, who should I call?

Mowing contractors are supervised through [NCDOT county maintenance office](#). If you have a request or problem regarding mowing, contact your county's office.

How can I get a road added to the state system?

There is a specific procedure to add roads to the state system, and approval must be granted before such additions can be made. If you would like to request that your road be added to the state system, contact the appropriate NCDOT district engineer's office to discuss the process and file the proper paperwork.

When will a particular road be eligible for paving or resurfacing?

Road maintenance is based on planning and budget allocations for the area. If you would like to check the status of a planned project or suggest a road be considered in the future, contact your local [NCDOT county maintenance office](#).

Who do I contact to obtain a permit for oversize, overweight, or overlength loads?

In order to obtain an overweight, overlength, or oversize permit, you need to contact the **Central Permit Unit**, located in Raleigh. Please have the following information ready when you call:

- Type of vehicle (tractor/trailer or truck) being used for haul;
- Applicant's name, address and telephone number;
- Gross weight, gross licensed weight and total number axles of combination;
- Width;
- Length (overall length is from the front of the truck to the back of the trailer including overhang of load, if any);
- Height;
- Front overhang (if any), rear overhang (if any);
- Commodity transported or towed;
- Origin, destination, requested routes of travel including route numbers;
- Trailer license number and state it is registered in, truck license number and state it is registered in (If you are moving a mobile home, you will need the serial number from the mobile home.); and
- NCDOT transportation division or district nearest you.

After ordering the permit from the Central Permit Unit, a pre-issue will be printed at the local NCDOT office you provided at the time of application. Please call that office before pick up to make sure your issue has been received. A fee ranging from \$12 to \$36 will be charged upon receipt of permit.

House moves are done through local NCDOT transportation division and district offices and require the same information as single trip permits. Local law enforcement officers and officials must be notified and arrangements made for a N.C. State Highway Patrol escort by the permittee. The application fee to move a house is \$20. If the application is approved, there is no fee for the permit. House moves should be done by licensed house movers. For reference purposes, a copy of permit applications may be obtained from the local NCDOT office.

Can I get a "Slow, Children at Play" sign?

No. This sign is not approved for use on state roads for several reasons. The sign may convey to parents and children the message that they are protected if they play in the street when actually there is no such protection. It may also make parents less vigilant if they think a sign protects their children. In addition, these types of warning signs are put in place to advise motorists of unforeseen hazards. The presence of children in a residential area should be expected.

What is the speed limit on my road?

If no signs are posted, general statute sets speed limits within municipal limits at 35 miles per hour. They can be changed by ordinances enacted by NCDOT. Changes, either higher or lower, inside city limits require the agreement of the municipality and NCDOT.

If signs are not posted in areas outside municipalities, the speed limit is 55 mph; however, motorists are advised to drive at reasonable and prudent speeds as dictated by driving conditions.

When the department conducts a speed zone study and recommends a speed limit, it drafts the ordinance and submits it to the **State Traffic Engineer's Office** for approval. When it is approved, the **Traffic Services Unit** installs the appropriate speed limit signs.

Can you lower the speed limit so traffic will slow down?

NCDOT looks at several criteria when setting speed limits: roadway alignment, sight distance, the weighted average speed, crash history and development.

For any sign to be effective, it must command the respect of motorists. That means speed limits must be reasonable and enforced. NCDOT is responsible for establishing speed limits, but law enforcement officers have enforcement responsibility.

How can I get a speed limit changed?

Contact your local NCDOT traffic engineer and request a speed zone study. Changing residential and business development often affects operating speed conditions and may warrant changes in the speed limit. NCDOT does not normally lower speed limits on dead-end roads less than a mile long.

Can I get a "Blind Driveway" or "Hidden Driveway" sign?

No. The responsibility for providing a safe driveway falls to the driveway owner. A sign does not improve the view or make the driveway safer. Vehicles entering the road from driveways are required to yield to traffic on the road. To report vegetation along the highway right of way that obscures sight distance, contact your local [NCDOT county maintenance office](#).

How can I find out how many vehicles use a given road?

NCDOT's statewide planning branch publishes annual traffic count maps. Information is collected during a year and usually published by April of the following year. The local NCDOT traffic engineer has past editions on hand. You can view the maps online by [clicking here](#). You may also request traffic counts for a particular road or intersection via [e-mail](#).

Who is responsible for the reflectors on the road?

Reflectors are installed on more heavily traveled roads with centerline markings when they are resurfaced and on major construction projects. The traffic engineering office lets a contract each year for the installation of new reflectors and the replacement of worn out ones. Primary routes and secondary roads carrying more than 3,000 vehicles per day are considered for reflectors. To suggest adding reflectors to a road, contact your local [NCDOT traffic engineer](#).

Why do some paved roads not have centerlines and edge lines painted?

Generally, dead-end roads and subdivision roads do not require markings. Exceptions have been made to roads where a traffic engineering investigation determined that markings would enhance safety. Striping of residential roads is only considered if the homeowners association makes a request in writing. HOAs need to canvass their members on the issue first, because some residents may not want the road painted.

Who fixes broken traffic signals?

NCDOT signal technicians fix malfunctioning traffic signals that are not on a city's network. To report a traffic signal problem, contact the local NCDOT traffic engineer. It is helpful to explain what the signal appears to be doing wrong (flashing, power out, bulbs out, etc.) and leave a follow-up phone number so the technician can call to ask additional questions about the problem.

The "stop" sign at the end of my road has been stolen or knocked down.

A missing "stop" sign is an urgent matter, and NCDOT will replace it as soon as possible. If the sign is on or entering a state road, contact the local [NCDOT county maintenance office](#) to report it. If the sign is on a municipal street, call the municipality.

Who will get traffic paint off of my vehicle?

Painting centerlines and edge lines on roads is a routine part of highway maintenance. When painting, NCDOT staff uses a slow-moving caravan to identify the work area and protect the paint job and traffic from each other. Employees also place signs warning motorists about the work area before painting begins and then puts cones on the wet paint.

If you think NCDOT is at fault for the paint on your vehicle, you can get a claim form from the [Traffic Services Unit](#). The decision to pay the claim rests with our insurance company. Although the paint used is water-based, once it is dry it is difficult to remove. It is recommended that you talk to a professional body shop about removal.

How do I get a street name sign for my road?

Street name signs are installed by counties and municipalities. Contact your county manager's office or emergency coordinator (DO NOT CALL 911) to find out your county's policy for erecting street name signs. NCDOT allows counties by encroachment agreement to install these signs on the right of way as long as they meet NCDOT standards.

What are "LOGO" signs, and who can get one?

LOGO signs are service signs that show the symbol or "logo" of the service business that is signed. Availability is limited by many factors, including the presence of other signs in the area and the number of positions on the LOGO sign. Businesses pay maintenance fees to have their signs in place. For more information, visit our [LOGO Signing Program page](#).

Why do crews cut up the road after it is just paved?

They are removing an asphalt core, which allows the lab technician to determine the percent compaction of the asphalt pavement. If the minimum compaction percentage has not been met, the contractor can be penalized or required to remove and replace the defective mix with mix that meets the compaction specifications.

Why do they roll the road with a rubber tire roller?

The rubber tire roller, which is also referred to as a *pneumatic roller*, provides some compaction. It also provides a kneading action that seals the surface of the mat. This helps prevent moisture from getting into the pavement.

How hot is asphalt pavement when it is placed on the road?

The suggested temperature is around 300 degrees Fahrenheit.

Why do crews spray tar on the old road before they pave?

The substance sprayed on the old pavement is a liquid asphalt called *tack*. It is a mixture of asphalt and water or asphalt and solvent. It is heated so it can be sprayed. Its main purpose is to bond the old pavement with the new pavement.

What happens to the pavement that gets milled?

This varies by the project, but most of the time it gets recycled and reused again in a Reclaimed Asphalt Pavement mix. For more information on asphalt recycling, click [here](#).