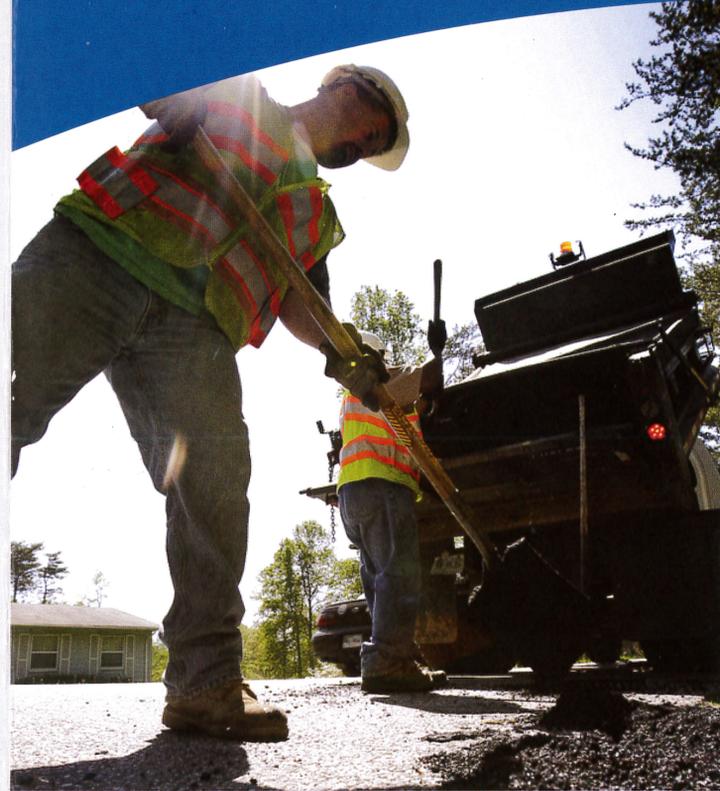
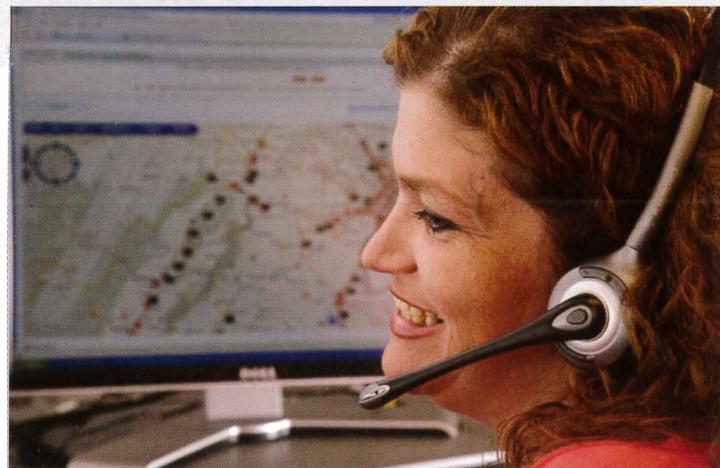


Customer Service



www.virginiaDOT.org • 1-800-367-7623



Operations

VDOT is constantly working to improve the efficient operation of Virginia's road network. This includes keeping travelers informed of current traffic conditions via electronic message boards, traffic cameras, highway advisory radio and 511. VDOT's free 511 traffic information system provides real-time traffic information 24 hours a day, seven days a week. Motorists can use the 511 system to find traffic information three ways:

- Call 511 from any telephone in Virginia
- Access 511Virginia.org
- Download the free mobile apps for Android and iPhone platforms

VDOT also works to keep Virginia moving by performing traffic studies and maintaining signs, signals, and pavement markings. Citizens can request specific traffic studies or traffic signal repairs by contacting VDOT's Customer Service Center.

Communicating with VDOT

VDOT makes every effort to keep people informed of traffic, construction, and maintenance activities on Virginia's roads. Citizens are encouraged to contact the VDOT Customer Service Center to ask specific questions, report an issue, or make a request. By keeping in touch, VDOT can continue its mission to keep traffic moving safely on Virginia's roadways.



Virginia Traffic Information
Reliable, Free, 24/7.
www.511Virginia.org



VDOT's Customer Service Center

The Virginia Department of Transportation (VDOT) is responsible for building, operating and maintaining the commonwealth's roads, bridges and tunnels. With 57,867 miles of roadways, Virginia has the third-largest state-maintained highway system in the country, behind Texas and North Carolina.

VDOT has established a Customer Service Center to take citizen calls and answer questions about Virginia's roadway network 24 hours a day, seven days a week. Citizens can dial 1-800-FOR-ROAD (1-800-367-7623) to request road maintenance, ask transportation questions, or get information related to Virginia's roads. Citizens can also submit requests to the Customer Service Center via the VDOT website at VirginiaDOT.org.

Construction

VDOT conducts numerous projects and studies to determine the need, costs and impacts of proposed highway construction projects across the commonwealth. These projects are financed through the Six-Year Improvement Program.

Citizens can find more information about VDOT's road construction projects at VirginiaDOT.org, or by contacting the VDOT Customer Service Center.

Maintenance

VDOT provides a variety of roadway maintenance services. You can contact VDOT's Customer Service Center to enter a specific maintenance request. Some examples of maintenance services VDOT performs are:

- Culvert cleaning
- Curb and gutter repairs
- Dead animal removal
- Ditch cleaning
- Dust control
- Grading
- Gravel/stone placement
- Guard rail replacement
- Mowing
- Pothole filling
- Snow removal
- Debris removal from roadway
- Tree trimming/removal from right of way



1-800-FOR-ROAD
(1-800-367-7623)

www.VirginiaDOT.org

