GIS Road Centerline Data - Frequently Asked Questions

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How can I tell if a route is state maintained?

The NCDOT Public Street Information Database Map (HB620) is a web map that shows the ownership and/or maintenance status of roads within North Carolina.

For secondary routes, you can also use the SR Lookup database to search by road name and see if a street is assigned an SR number. The SR Lookup can be searched by county, DOT Division, or statewide, and it accepts partial matches. Results can be downloaded in an Excel spreadsheet.

Any question regarding the Online SR Lookup should be sent to GISHelp@ncdot.gov.

* Please note: While every effort has been made to assure the accuracy of the street name data, NCDOT does not assign or maintain local road names and only provides this lookup as a courtesy to users of NCDOT's roadway data. This site is to be used for reference purposes only.

Why hasn't my road been updated yet? When will my project be processed?

The GIS Unit cannot add, remove, or update roads until we have documentation officially approving the road change to the state-maintained system.

Official documentation the GIS Unit can use includes:

- Completion or open to traffic notice for Transportation Improvement Projects (TIPs)
- Highway Traffic Ordinances (HTO) with approval date
- Field Requests (known as an LRS Change) with approval from the field offices (Division, District, or County Maintenance Engineer)

- BOT approval for BOT Actions, BOT Corrections, Petitions and Municipal Agreements

Note: The GIS Unit does make updates to Non-System routes (non-state-maintained routes). Data received from counties and other local agencies is used as the authoritative source for these changes.

Once the GIS Unit has the approved documentation to implement the change to the state-maintained system the project is placed in the queue of work and prioritized based on a number of factors. If there is a project you'd like to request receive a higher priority, please email GISHelp@ncdot.gov.

The timeframe for when changes made to the system will be available is different for each product:

- Go!NC: 1-3 business days (for daily products, some Go!NC products are updated less frequently, check webmap description to help you decide which products best meet your needs)
- DE Letters: At the end of the month
- Published Spatial Data and county maps: At the end of the quarter

How can I notify the GIS Unit that a project is complete?

Signed Final Acceptance of Project or Open to Traffic notices for completed road projects can be sent to rd_status@ncdot.gov. This is the best way to ensure the GIS Unit knows the work is complete so that the project can be added to the work queue.

Please make sure to include the completion notice or open to traffic notice in the email. It is not necessary to send partial completion notices.

How can I request a change to a road?

Contact GISHelp@ncdot.gov for questions about routes.

The GIS Unit can research any routes and make sure they match existing documentation. If the route matches current documentation, changes to a name or configuration of a route require the documentation go through the BOT or HTO approval process.

Each route class has a different process for changes:

- Primary Routes – Changes to primary routes must go through the Route Change committee (via the Regional Traffic Engineer). See the Traffic Safety Unit's page https://connect.ncdot.gov/resources/safety/Pages/Route-Changes.aspx for more information about route changes and for a list of proposed routes changes and approved HTOs (Highway Traffic Ordinances).
    - Interstates
        - Changes to interstates must be approved by the Federal Highway Administration (FHWA) and American Association of State Highway and Transportation Officials (AASHTO)
        - It takes about 30 months from the time of request for GIS to get approval to process
    - US Highways

        - Changes to US highways must be approved by AASHTO
        - It takes 1-2 years from the time of request for GIS to get approval to process
    - NC Highways
        - NC highways must go through the State Traffic Engineer
        - It takes 1-2 years from the time of the request for GIS to get approval to process
- Secondary Routes (SRs) – Changes to SRs can come from Petitions or Municipal Agreements, TIPs and other projects, or field requests (LRS Changes)
    - How is an SR added to or removed from the state system?
        - By the petition/municipal agreement process – Division Engineers may submit a petition (outside municipalities) or a municipal agreement (inside municipalities) to the Secondary Roads group to request a change of maintenance to a secondary route.
        - Via TIP – TIPs may add routes that will be maintained by NCDOT that are not primary routes (highways) or ramps. These routes are designated as SRs.
        - Through an LRS Change (field request) – An NCDOT Division Engineer, District Engineer, or Maintenance Engineer can request an update to a secondary route to match what the field has or has not been maintaining. Official change of maintenance requires a petition or municipal agreement.
    - How can I request a change to existing SR numbers?
        - NCDOT Division Engineers, District Engineers or Maintenance Engineers can email GISHelp@ncdot.gov to request an update to an SR number
        - Anyone else can request an SR number change but the GIS Unit will need to work with NCDOT Division Engineers, District Engineers or Maintenance Engineers to get approval.
    - A TIP shows Right of Way (ROW) being acquired, why has that route not been added to the state-maintained system?
        - For a TIP to create a road where one did not previously exist, ROW must be acquired. Sometimes that route is intended to be maintained by the state permanently and other times the ROW is temporary. For example, if new construction is built to reestablish access to houses or businesses that has been removed, that road would not be added to the state system. Or, if by adding the road to the system it would not have access to the state system via other state-maintained routes, that would also not be added to the state system.
        - For road work on existing roads, even if ROW is acquired the TIP would not add that road to the state system. A petition or municipal agreement would be needed to add those sections to the system.

  Any other questions regarding Secondary Routes can be sent to GISHelp@ncdot.gov.
- Non-system – The GIS Unit makes updates to Non-System routes (non-state-maintained routes). Data received from counties and other local agencies is used as the authoritative source for these changes. Questions about non-system routes can be sent to GISHelp@ncdot.gov.
- Ramps/Rest Area – These routes are added through the TIP process.

How can I find a street name or SR number?

For secondary routes, the SR Lookup database can be searched by county, DOT Division, or statewide, and it accepts partial matches. Results can be downloaded in an Excel spreadsheet.

Any question regarding the Online SR Lookup should be sent to GISHelp@ncdot.gov.

* Please note: While every effort has been made to assure the accuracy of the street name data, NCDOT does not assign or maintain local road names and only provides this lookup as a courtesy to users of NCDOT's roadway data. This site is to be used for reference purposes only.

How can I request a correction to a street name?

NCDOT provides the SRLookup database to allow users to search for street names and SR numbers. However, NCDOT does not assign or maintain road names and only provides this lookup as a courtesy to users of NCDOT's roadway data for their reference. If you believe there is an error to street name, email GISHelp@ncdot.gov and the records can be updated, but we cannot guarantee the correctness of all street names.

What's the difference between DE Letters, published GIS data, county maps, and Go! NC? Which one do I want to use?

NCDOT provides road centerline data in a variety of products. You can use this list to help figure out what best suits your needs:

- County Maps – https://connect.ncdot.gov/resources/State-Mapping/Pages/County-Bridge-Maps.aspx
    - These are traditional maps that can be printed out. They identify primary and secondary roads and bridges that make up the State Transportation System. The maps also include incorporated towns, communities, waterways, airports, railroads, and other points of interest.
    - They're created by the Mapping Group, and are available in pdf format.
    - They're updated quarterly.
    - Helpful if you need a static map – one that is easily printed out or available without internet access
    - For questions, please contact the Mapping Group - mappingsupport@ncdot.gov
- Go!NC – https://ncdot.maps.arcgis.com/home/index.html
    - This is an online interactive map. You can access and publish geospatial information pertaining to transportation in North Carolina.
    - Changes to the GIS Centerline are available within 1-3 business days.
    - You'd choose Go!NC if you need to view, query, or analyze the data but do not have access to GIS software, or if you need to see changes more frequently than once a quarter. It does require internet access.
    - For questions about Go!NC email GISHelp@ncdot.gov.
- DE Letters - https://connect.ncdot.gov/resources/gis/Pages/DELetters.aspx
    - These are reports that detail changes to the state-maintained road network approved by the Board of Transportation (BOT). The letters consist of a cover letter, road system changes page, and a color-coded map illustrating the changes.

    - These reports are helpful if you need to know what routes were added, removed, or reassigned via a particular project or petition. They give detailed information about the route length changes.
    - The DE Letter website is updated at the end of each month with the projects that were processed that month.
    - For questions about DE Letters email GISHelp@ncdot.gov.
- Published GIS Data - https://connect.ncdot.gov/resources/gis/Pages/GIS-Data-Layers.aspx
    - GIS Data layers available for download.
    - You'd choose these if you need downloaded GIS data and have access to GIS software.
    - These layers are updated quarterly.
    - For questions about published GIS data email GISHelp@ncdot.gov.

What are the different types of DE Letters?

- TIPs – Transportation Improvement Projects – Roadway improvement projects that are part of the State Transportation Improvement Program.
- Highway Traffic Ordinances (HTO) – Ordinances that allow for changes to primary routes
- LRS Change (formerly known as a field request) – Used for requests from field offices or for making corrections to the way historical projects were processed
- BOT action – Any change to the system approved by the Board of Transportation (BOT) that is not part of Item G (Petitions) or Item P (Municipal Agreements). These are mainly railroad crossing closures.
- BOT Corrections – Corrections to Item G or Item P in the BOT agenda
- Petition/Municipal Agreement - Item G and Item P, respectively, on the BOT agenda

How can I request a fix to a county map?

If you find an error or have a question about the county maps at https://connect.ncdot.gov/resources/State-Mapping/Pages/County-Bridge-Maps.aspx, please contact the Mapping Group - mappingsupport@ncdot.gov

I have another question, who can I contact?

For any other questions you can contact:

- The GIS Unit – GIS Services provided for NCDOT and its customers.
    - GISHelp@ncdot.gov
    - https://connect.ncdot.gov/resources/gis/Pages/default.aspx
- Operations Program Management – Maintenance plans, condition assessments, asset inventories, and assistance in implementing Division of Highways' maintenance operations.
    - roadinventoryhelp@ncdot.gov
    - https://connect.ncdot.gov/resources/Asset-Management/Pages/MSA.aspx
- Mapping Group – County and bridge maps that identify primary and secondary roads and bridges in the State Transportation System
    - mappingsupport@ncdot.gov
    - https://connect.ncdot.gov/resources/State-Mapping/Pages/default.aspx

- Select Historical Information – If you're looking for older information NCDOT offers some historical documentation.
    - Historical County Maps – the Mapping Group Select offers sets of historical county maintenance maps that it stores in its archives
        - mappingsupport@ncdot.gov
        - https://connect.ncdot.gov/resources/State-Mapping/Pages/Historical-County-Maps.aspx
    - District Files – Historical information about NCDOT managed roads, organized by county and route.
        - districtfileshelp@ncdot.gov
        - https://connect.ncdot.gov/site/files/road-file/Pages/RFSearch.aspx