

**North Carolina Department of Transportation
Division of Highways
Transportation Mobility and Safety Division**

**STANDARD PRACTICE for
Notifying Digital Map Providers of Road Changes**

It is the standard practice of the North Carolina Department of Transportation (NCDOT) to follow these procedures when making requests for updating or correcting digital maps used by the traveling public on the web, smartphone apps, in-vehicle navigation systems, and GPS units (collectively referred to as "Digital Maps"). Providers include Google, Waze, Apple Maps, HERE, Bing (Microsoft), and TomTom.

Reasons and Processes for Digital Map Updates

Case 1: Temporary Road Closures (e.g., work zones, major crashes, flooding)

Information on temporary closures is provided directly from DriveNC.gov (TIMS) to mapping companies. These incidents must first be entered into TIMS. For assistance with TIMS, contact the Statewide Transportation Operations Center at stoc@ncdot.gov or 877-NCS-STOC. If an incident is in TIMS but is not shown in one or more Digital Maps, please contact the Traveler Information Engineer in the Traffic Systems Operations Unit to troubleshoot. *Do not other processes outlined here for temporary road closures.*

Case 2: Permanent road changes (e.g., new roads, road realignments, or closures)

A. NCDOT Area Construction Engineers notify the GIS unit when new roads open or alignments change. Digital Map providers can obtain this information from Go! NC. Check the **State Maintained Network Map** at Go! NC:

<http://ncdot.maps.arcgis.com/home/webmap/viewer.html?webmap=c91dd1eff61a4456abad89fe0383114d> . If the info is incorrect, email rd_status@ncdot.gov to alert the GIS Unit.

B. Use the **TEPPL-74 Attachment** on the [Connect NCDOT TEPPL Page](https://connect.ncdot.gov/resources/safety/Teppl/Pages/Teppl-Topic-Original.aspx?Topic_List=T74) (direct link: https://connect.ncdot.gov/resources/safety/Teppl/Pages/Teppl-Topic-Original.aspx?Topic_List=T74) for specific update requests to Digital Map providers. Advance notice of upcoming changes are helpful, so use the Attachment to share planned updates with providers before new roads open or close. Once changes are in place, send a follow-up notice.

C. If an error is found on one Digital Map, review all providers listed in the Attachment to determine if additional updates are necessary. Follow the outlined process for each map that requires correction.

D. This update process may take several months due to quarterly map release schedules. For assistance in escalating unresolved updates after three months, or general help with the process, please contact the Traveler Information Engineer.

Case 3: Truck Restrictions (e.g., length, weight, height limits)

Although most of the maps listed in Case 2 are not designed for truck-specific navigation, many truckers still rely on them. Work is underway to identify and engage the Digital Map providers specializing in truck navigation. This TEPPL will be updated once more information becomes available on this use case. More information about Truck Networks and Restrictions can be found here:

<https://connect.ncdot.gov/business/trucking/Pages/Truck-Network-and-Restrictions.aspx>