

How to Report a Problem to VDOT

1. **Call:** Contact the Virginia Department of Transportation (VDOT) Customer Service Center at **800-367-7623**, available 24/7.
2. **Submit Online:**
 - Visit [VDOT's online service portal](#).
 - **Log In or Continue as a Guest:** You can create an account for easier tracking or submit a report without logging in.
 - **Provide Location Details:** Use the map tool or manually enter the address or landmark where the issue is located.
 - **Describe the Problem:** Select the type of issue (e.g., pothole, damaged sign, drainage problem) and provide a detailed description.
 - **Attach Photos (Optional):** Upload any pictures that can help identify or explain the issue.
 - **Submit Your Report:** Review the details and click "Submit" to complete the process.

For faster processing, include specific details like road names, intersections, or nearby landmarks. After submission, you may receive a reference number to track your request.