



**Civil GPS Service Interface
Committee (CGSIC)**

**UN International Committee on
GNSS**

Captain Bill Burns
CGSIC Deputy Chair
Prague, Czech Republic
November 10, 2014

NAVCEN Report a Problem page

UNCLASSIFIED

http://www.navcen.uscg.gov/?pageName=gpsUserInput

GPS Problem Reporting

Page Safety Tools

- Report an NUDGPS Problem
- Report an LRIT Problem
- Report an NAIS Problem
- Contact Us

Maritime Information

- Maritime Safety Information Downloads
- Maritime Telecommunications
- CG Nat'l Distress System
- Global Maritime Distress and Safety System
- Marine Safety Information Broadcasts
- MF & HF Channels
- Nav Pubs and Documents
- Radio Watch Requirements
- Vessel Traffic Services
- VHF Channels & Freqs
- USCG 'Homeport' Website

You do not have to give us personal information to visit our site.

We will collect personally identifiable information (name, email address, telephone number) only if specifically and knowingly provided by you.

Any information provided will solely be used to resolve the problem that you are reporting. Resolution of the reported problem may entail the sharing of the information provided with other U.S. Government Agencies. These agencies may contact you directly in order to expedite resolution of the reported problem.

All personally identifiable information provided will be kept internal to the U.S. Government.

If you are experiencing GPS issues relating to positioning, navigation, timing or signals please proceed to fill out a GPS disruption report using the form below.

* Denotes a required field

1) * Your Name:

2) * Email Address:

3) * Telephone number: [i.e. - (703) 313-5900]

4) Preferred method and time to be contacted if additional information is necessary:

5) * What was the start time and date of the GPS disruption?
Date: Time:
Zone:

6) * Is the GPS disruption ongoing?

7) * Where did the disruption occur? (LAT/LONG; Nearest City or landmark)

Lat	Long	City/Landmarks
<input type="text"/>	<input type="text"/>	<input type="text"/>

8) GPS user equipment make and model (receiver manufacturer and model, antenna type, etc...)?

Remaining Characters

9) GPS installation type (aviation, marine, surveying, agriculture, transportation, timing)?
 Other:

10) What was the elevation of the GPS antenna?
 Above Ground Level
 Above Sea Level

11) What GPS frequency are you using?
(press Ctrl while selecting to select multiple satellites)

12) How many satellites were being tracked at the time of the disruption?

13) Which satellites were being tracked at the time of the disruption?
(press Ctrl while selecting to select multiple satellites)

14) What was the GPS receiver being used for at the time of occurrence?

15) Summary (Please provide any additional information, unusual screen display indicating a problem and/or operator intervention that may have helped?)

Users reporting mapping problems

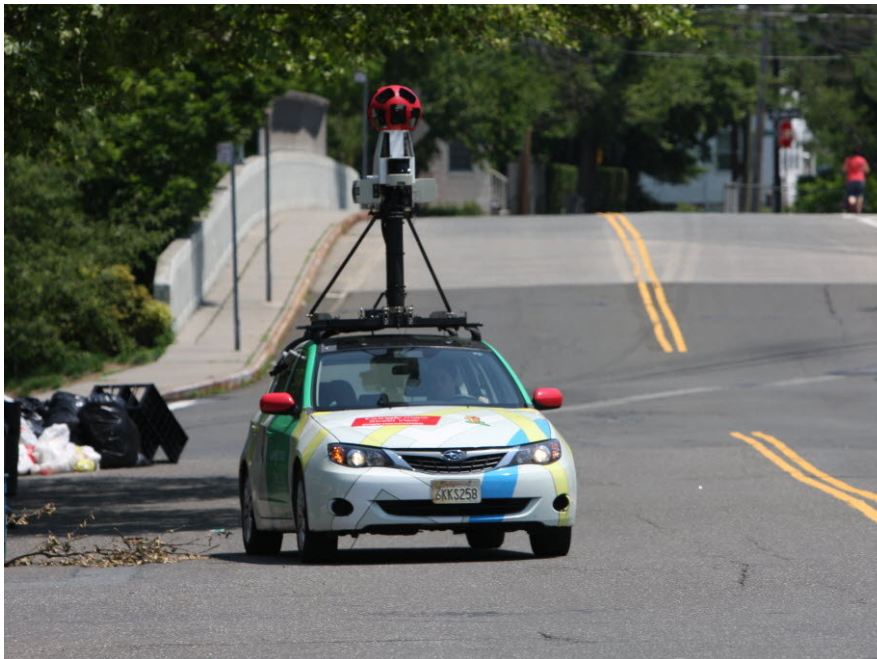
- **“My Grandmother’s address is wrong in GPS and I am worried about emergency services getting to her. You need to fix it.”**
- **“My customers cannot find my business location in GPS, please fix it.”**
- **“GPS is directing customers to a competitor’s location instead of mine. The address is wrong and needs to be corrected.”**
- **“GPS is sending trucks down our road that cannot fit. You have to stop them.”**
- **“If you send one more car down my driveway in the middle of the night, I don’t care, I’m putting out a spike strip.”**

If I
told
you
to...



Unless the address has been accurately recorded by the Google StreetMap car or other GIS data mapper, it may, in fact, not be in the correct location.

New automobile map version may already be 1-2 years out of date at time of purchase



That house at the end may be the third house on this street but to mapping algorithms, its at the end of the street so it is #10, or #100 or #1000



Easy to dismiss but....

- These are your users **and system as a whole is blamed**
- Some are very important business users:
 - Grocery Stores
 - Hotels
 - Dealerships
 - Tech industry
 - Gas Station
 - Banks
 - Government Services
- Education is important and necessary

Disclaimer on the NAVCEN web-site

Please read before submitting a report:

If your GPS unit or others' GPS units are leading people to an incorrect address OR are otherwise leading people to an incorrect location, the problem is not likely a "GPS" problem, but rather, it is very likely a MAPPING problem.

Unfortunately, the Navigation Center cannot assist you with GPS unit mapping problems, as we do not develop, control, nor repair the mapping software contained in GPS units, including vehicle navigation systems. Please see our [GPS mapping problems](#) page for additional information.

To correct mapping problems such as an incorrect address, or to request a change to the address for a business or home, or to add an address, please submit your corrections to these websites: [Map Share Reporter](#) and [NAVTEQ](#) .

Please understand that until mapping software is updated in GPS units (owners must usually purchase and install update mapping data), GPS units will continue to show previously incorrect addresses or locations. Again, this is not a GPS problem.

http://www.gps.gov/support/user/mapfix/

The screenshot shows the GPS.gov website's support page for map issues. The header includes the GPS.gov logo, a search bar, and navigation tabs for Home, What's New, Systems, Applications, Governance, Multimedia, and Support. The main content area is titled "Help with Address, Route, and Map Problems in GPS Devices and Apps" and explains that map data is from the private sector. It offers three specific help options: "Affects many GPS devices and maps", "Affects your own GPS device", and "Increases residential truck traffic". A sidebar on the left provides additional support links and actions. The footer contains information about the website's operation and maintenance by NOAA.

GPS.gov Official U.S. Government information about the Global Positioning System (GPS) and related topics

Home What's New Systems Applications Governance Multimedia **Support**

Home » Support » Address, Route, & Map Problems

SUPPORT:

- Frequently Asked Questions
- Address, Route, & Map Problems**
- Service Outages & Status Reports
- Civil GPS Service Interface Committee (CGSIC)
- Technical Documentation
- External Links
- About This Website
- Website Feedback

TAKE ACTION:

- Bookmark this page
- Share this page via Facebook, Twitter, etc.
- Print this page
- Get website updates via RSS
- Comment on this page
- Get help and support

Help with Address, Route, and Map Problems in GPS Devices and Apps

Frustrated by wrong/missing addresses, improper directions, or other mapping errors in GPS devices and apps? **The problem is not GPS.** The problem is inaccurate map data within the devices/apps.

Map data comes from the private sector, not the government's GPS satellites. The following links will help you contact the companies responsible for updating GPS device maps/routes.

Get help with a map/route problem that...


- Affects many GPS devices and maps**
- Affects your own GPS device**
- Increases residential truck traffic**

If you are experiencing GPS signal loss (outside of a building, tunnel, etc.) or other unusual behavior, please visit our GPS Service Outages & Status Reports page. **GO THERE** →

SPACE-BASED POSITIONING NAVIGATION & TIMING NATIONAL EXECUTIVE COMMITTEE

GPS is operated and maintained by the U.S. Air Force. GPS.gov is maintained by the National Coordination Office for Space-Based Positioning, Navigation, and Timing. Contact us / Tell us what you think of this website. Website host: NOAA. Privacy policy. This page was last modified on August 4, 2014.

Partner with the Map Data centers

GPS.GOV  Official U.S. Government information about the Global Positioning System (GPS) and related topics →







Home What's New Systems Applications Governance Multimedia **Support**

Home » Support » Address, Route, & Map Problems » Many Devices & Maps

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TAKE ACTION:

-  Bookmark this page
-  Share this page via Facebook, Twitter, etc.
-  Print this page
-  Get website updates via RSS
-  Comment on this page
-  Get help and support

How to Report a Map/Route Problem Affecting Many GPS Devices and Maps

Follow these instructions if you have a problem caused by a map/route error in other people's GPS devices/apps and online maps. For example:



- Your address, street name, etc., is wrong/missing
- Drivers can't navigate properly to your location
- Other people's deliveries arrive at your location
- GPS devices send drivers through your property, back roads, etc.

If your problem doesn't quite fit this description, return to the main Address, Route, and Map Problems page. [GO THERE](#) →

1 Submit a correction online

Visit the following websites to report the map/route error directly to the companies and organizations that maintain digital maps. To reach the most GPS users, we recommend reporting the same problem at each of these websites.

NAVTEQ Map Reporter → <i>Corrects devices by Garmin, Nokia, etc.</i>	TomTom Map Share Reporter → <i>Corrects devices by TomTom, Apple, etc.</i>
Google Maps: Report a problem or fix the map → <i>Corrects the popular mobile app</i>	OpenStreetMap Project → <i>Corrects MapQuest and other services</i>

The websites above are not run by the government and may require registration and/or browser plug-ins. We list them for information only and do not endorse any non-governmental products, services, or views.

Most importantly....

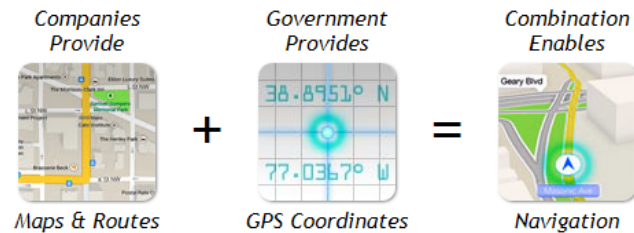
2 Wait patiently

After you submit your problem report, it may take weeks or months for each map provider to verify it and issue a map update.

Once an update is issued, users of mobile apps and online maps will see it immediately.

However, people with dedicated GPS devices, such as car navigation systems, will have to download the update to see the change. Unfortunately, most people do not update their devices regularly.

Please understand that the government cannot correct map/route errors in consumer devices. The government's GPS satellites are simply beacons, like lighthouses, that devices use to calculate their own latitude and longitude. [LEARN HOW GPS WORKS](#)



The private sector is responsible for maintaining the map and route data in GPS devices/apps. For further help with maps, devices, and apps, please contact the companies that produce them.

Pathways

- How do users know where to get this information, how to report?
- Should we partner with industry to engage them in the problem?
- Should we bring these companies to an “Industry Day” or to forums such as ICG?
- Why aren’t they at large exhibitions like ION?
- Should we propose equipment/software changes to inform users of correction methods that are built right in to the GNSS devices?
- Should there be an industry standard for this kind of information exchange method for UE?

No matter who is driving and where they are trying to go, at some point....



It will always be necessary to look out the window.



NAVCEN Contact Information

- Navigation Information Service
- <http://www.navcen.uscg.gov>
- E-mail: nisws@navcen.uscg.mil
- Phone: +1 703 313 5900
- Fax: +1 703 313 5920
- Civil GPS Service Interface Committee Secretariat
- E-mail: rick.hamilton@uscg.mil