



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

**Attributing GIS Data:
Mitigating “Death by GPS”**

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Survey, Mapping and Geo-Sciences Subcommittee
September 12, 2016

GPS Global Address and Traffic Monitoring Center



GPS Global Address and Traffic Monitoring Center

No.

We
don't
have
this!



Maritime Information Operations Center Responsibilities

24/7 Operation:

- Web based Information Services
- Navigation Information Service (NIS)
- GPS Civil Interface
- Long Range Identification and Tracking (LRIT)
- DGPS Monitor & Control.
- Nationwide Automatic Information System (AIS).



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 you need to correct it.”**

The Cline Avenue Bridge was demolished and closed in 2009

Woman Dies After GPS Directs Couple Onto Closed Bridge, Police Say

Death by GPS

Why do we follow digital maps into dodgy places?



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.



[Go to homepage](#)

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

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Home » Support » Address, Route, & Map Problems

SUPPORT:

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- [Address, Route, & Map Problems](#)**
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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** →



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Partner with the Map Data centers

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SUPPORT:

Frequently Asked Questions

Address, Route, & Map Problems

Service Outages & Status Reports

Civil GPS Service Interface Committee (CGSIC)

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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](#) →

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 Get help and support

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 →
Corrects devices by Garmin, Nokia, etc.

TomTom Map Share Reporter →
Corrects devices by TomTom, Apple, etc.

Google Maps: Report a problem or fix the map →
Corrects the popular mobile app

OpenStreetMap Project →
Corrects MapQuest and other services

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....



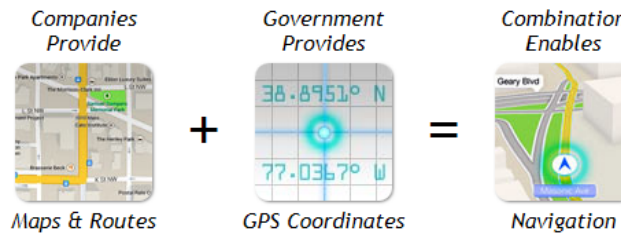
2 Wait patiently

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.

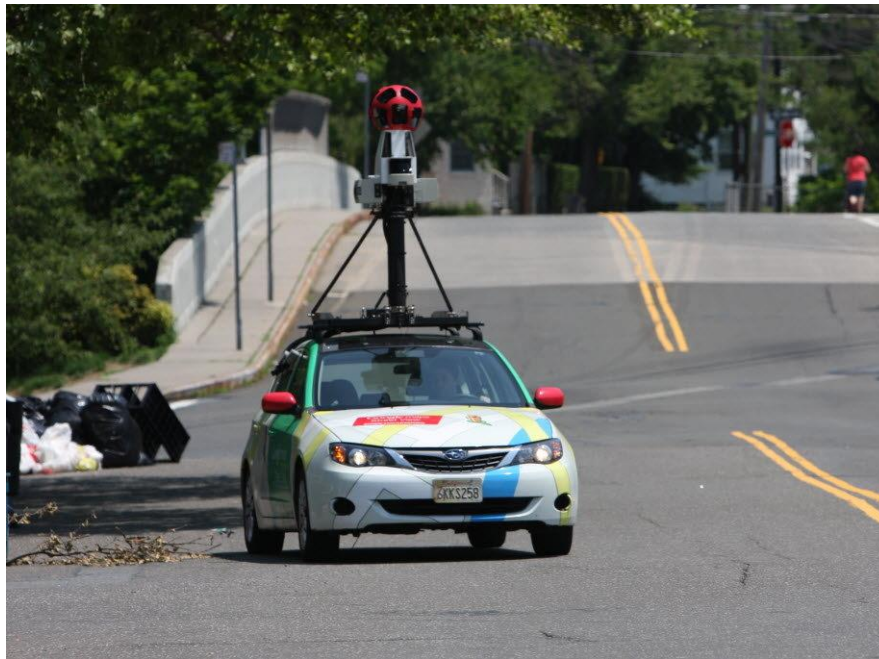
Please understand that the government cannot correct map/route errors in consumer devices. The government's GPS satellites are simply beacons, like lighthouses, that devices use to calculate their own latitude and longitude. [LEARN HOW GPS WORKS](#) →



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.

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



**“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.”**



**My GPS told me to!
Why would these drivers not
know this is a private driveway?**

If I
told
you
to...

Why
would
this
driver not
know this
is a goat
path?



Dedicated Truck Routing Guidance Systems

- “GPS is sending trucks down our road that cannot fit. You have to stop them.”



GPS and Designated Truck Routes



“Who would believe that this thing could be dangerous? But it is,” said Schumer.

Global Positioning Systems Tips for safe use of GPS navigation systems



GPS Selection Guide For CMVs



Did You Know...

Not all global positioning systems (GPS) are created equal. Some navigation systems are designed specifically for commercial truck and bus drivers.

Why does it matter which navigation system you use?

If you use a navigation system that does not provide you with important route restrictions, such as low bridge overpasses, the shortcut you thought would save you time and fuel, may, in fact, end up costing you a lot more money than you bargained for!

That's why it is critical that you use the right GPS navigation system when you operate your commercial truck or bus on our Nation's roadways.



Thanks for putting safety first!

[Learn more tips](#)

US DOT Federal Motor Carrier Safety Administration Increases Education and Awareness for Drivers Commercial Motor Vehicles



They are having
to actually FLY
people out of
precarious
situations, car
and all!

This woman was “A little embarrassed” but many others have not been so lucky.



It is not enough anymore to input data into GIS databases

Stay On
Designated
Roads

We need to find a way to attribute the data

Need data to activate voice over software

Warn users when the vehicle they are using is not appropriate for the path they are turning on to.

Pathways

- How do we partner with industry to engage them in the problem?
- Should we bring these companies to an “Industry Day” or to forums such as these CGSIC meetings?
- Why aren’t they at large exhibitions like ION?
- How do we propose equipment/software changes to inform users of dangerous turns?
- 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

Questions ?

