Civil GPS Service Interface Committee (CGSIC)

UN International Committee on GNSS

Captain Bill Burns
CGSIC Deputy Chair
Prague, Czech Republic
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NAVCEN Report a Problem page

http://www.navcen.uscg.gov/?pageID=navcen/selfinput

1. Report an ECGPS Problem
2. Report a LOPR Problem
3. Report an NAS Problem
4. Contact Us

Maritime Information
- Marine Safety Information Downloads
- Marine Telecommunications
- CG Naht Distance System
- Global Maritime Distress and Safety System
- Marine Safety Information Broadcasts
- NIF & HF Channels
- NAV Nots and Documents
- Marine Watch Requirements
- Vessel Traffic Services
- VHF Channels & Fmrs
- USCG Transport Website

GPS Problem Reporting

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. Those 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)

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

5) What was the start time and date of the GPS disruption?
6) * Is the GPS disruption ongoing?
7) * Where did the disruption occur? (LAT/LONG, Nearest City or landmark)
8) GPS user equipment make and model (receiver manufacturer and model, antenna type, etc.)?
9) GPS installation type (aviation, marine, surveying, agriculture, transportation, timing)?
10) What was the elevation of the GPS antenna?
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?

Total Characters: 300

Remaining Characters:

Summary (If you please provide any additional information, unusual screen display indicating a problem and/or operator intervention that may have occurred):

Date: 10/15/2014
Time:

Zone: Select Time Zone

Select:

Lat
Long
City/Landmarks

Remaining Characters: 300

Click Here For Choices:

Other:

Above Ground Level
Above Sea Level
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/
Partner with the Map Data centers

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

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...
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](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