

Problems with Your Navigational System (GPS)?



If you're having problems with information displayed by car navigation systems like wrong addresses, missing streets or roads, etc., it's likely you're experiencing a mapping software issue, not a problem with the Global Positioning System (GPS).

Who Provides the Maps?

The maps and other information about roads, addresses, businesses, etc., are loaded onto consumer navigation devices by the commercial companies that manufacture them. Neither the U.S. government's GPS programs NOR Cherokee County Government, SC, provides any of this data.

Most manufacturers get their digital maps and data from commercial map makers (or digital content suppliers).

In addition to maps, many navigation devices offer features such as route suggestions, traffic alerts, and voice announcements of turns and street names. These extras are provided by the device manufacturers and have nothing to do with the GPS satellites.

Why Are My Maps/Routes Incorrect?

If your navigation device says you are driving off-road when you aren't, it's possible your GPS coordinates are correct, but your device is drawing the road incorrectly.

Some information in your navigation device may be based on older maps prepared before the era of GPS precision. Also, maps require constant updates to stay accurate. Roads continually change due to

construction, temporary detours, etc. New housing developments and business parks appear every week. And restaurants and stores are always opening, closing, relocating, or changing names.

Even a brand new vehicle with an installed navigation system could have outdated map information if, for example, it sat at the dealership for a few months before you bought it. If you do not install the latest maps or subscribe to an update service, your navigation system will fall even further behind the times.

Another cause of map errors is the software that approximates the location of street addresses. For example, say you live at 150 Main Street, next to a large property that occupies two-thirds of the block. Lacking a plot-by-plot map of your neighborhood, a navigation device may assume your home is halfway up the block, leading delivery trucks to the wrong location.

Devices providing route assistance need both their maps and software to be up to date, or they may make bad suggestions, such as taking a dirt road through someone's private property.

In any case, homes and businesses are required to have their addresses clearly visible from the street. More importantly, drivers are still responsible for observing posted road signs.

What Can I Do To Fix Map/Route Errors?

The first thing to do is find out if there is an updated map available for your device. Most navigation device makers charge a fee for map updates, but some offer one update for free. Some also offer free access to user-submitted map fixes. Review your user manual and contact your device manufacturer.

Once you submit a map or route correction, the content providers typically verify and implement it through a map update. This can take weeks, months, or years, depending on the provider. The change won't show up in your device until you download and install the update. Likewise, it won't show up on anyone else's device unless they also apply the update or buy a brand new device.

If you have a map-related issue, hopefully this article has helped you understand that Cherokee County Government can't do much about navigation devices. You'll need to contact your device manufacturer and digital content providers.

You can, however, be assured that 911 Dispatch is provided with all road updates, changes and deletions on a weekly basis. These updates are provided to them in-house by this office to insure that emergency service responders can locate callers in a time of emergency.