

FREIGHT INITIATIVES UPDATE 17072014

HOW TO REPORT HGV PROBLEM ROUTES AND OTHER SATNAV MAPPING ERRORS TO THE SATELLITE NAVIGATION MAPPING COMPANIES

Satnav technology now enables lorry specific satnavs to filter out minor unsuitable routes however anomalies in the mapping system still occur. Simple online procedures for reporting mapping errors are available on the satnav mapping providers' websites. They can be used to report any satnav routing errors or changes to local roads, not just problems with lorries. The Satnav mapping companies will investigate the problem location and change the mapping if appropriate.

Satnav systems use a combination of data from a variety of sources. Base mapping is provided by the Ordnance Survey and then processed by satnav mapping specialists into a format for use on Satnav systems. Most satnav systems throughout the world now use specialist mapping provided by **TomTom** (formally teleatlas) and **here** (now part of Nokia and formally navteq).

8

Making a map change report to TomTom

- Go to <http://www.tomtom.com/mapshare/tools/>
- You will need to enter an email address and password the first time you use it
- This should take you to the TomTom Map Share Reporter page
- Enter address (village name is ok) or enter post code in the **find location** box in the top right hand corner of the map to select area where map change is needed.
- Zoom in to precise location using +/- tool at bottom of page
- Select an icon from "**choose what to report**" on the left on the screen. You may need to zoom in to your precise location. A **push-pin** icon will appear in the left hand panel
- Drag the pin to your location. This will open up a dialogue box in the left hand panel
- Enter a description of the problem in the box and submit
- An orange disk will appear on the map at the report location
- Go back to the map at a later date and check the status of your report by clicking on the orange disk

Reporting a mapping error to here:

- Go to www.here.com
- Open up home page. You will need to enter an email and password
- Select **Map Creator** from top menu bar
- Enter address (village name is ok) or enter post code at "**find an area to edit**" on top menu bar to select area where map change is needed.
- Zoom in to precise location using +/- tool at bottom of page
- Right click on location to open up address box
- Click on "**Report map changes**" and then select type of change
- Enter a description of the problem in the dialogue box and submit
- You will be sent an email on the status of your report

The Here mapping website is not yet fully operational or compatible with Surrey County Council's website browser. In the meantime an email address where issues relating to satnav errors can be sent has been set up. The email address is:

satnav.report@surreycc.gov.uk

17 July 2014

EXAMPLE OF SATNAV MAP ERROR REPORT – LONG HILL WOLDINGHAM

TOMTOM

Products Maps Services Shop Live Traffic Support For Business About TomTom

Map Share™ Reporter Help TomTom Discussions More info

My previous reports:

Choose what to report

- Address
- Street
- Block or Unblock
- Roundabout
- Traffic direction
- Turn restriction
- Bridge
- Toll
- Motorway slip road
- Speed camera
- Places
- Other

Map data © 2014 TomTom

Type	Status
Other	Accepted
submitted	20 Jan 2014 16:56
comments	Long Hill is a private road with very narrow unmade sections which are impassable for HGV's. Delivery lorries are regularly attempting to access Woldingham by this route, getting stuck and having difficulty turning around. The alternative Woldingham Road/Church Road/Station Road route is more appropriate for HGV's.
coordinates	-0.04323, 51.29295
id	51e84b42-d33a-1031-a330-3a5a14587d6b