

## SATELLITE NAVIGATION ISSUES

The use of in-car Satellite Navigation systems (Sat Nav) have grown in popularity since their introduction. During this period more makes and models have been introduced to the market place:

**Below is a list of some providers (not exhaustive)**

|           |                |               |                   |               |
|-----------|----------------|---------------|-------------------|---------------|
| Acer      | Delphi Grundig | Magellan      | RAC               | <b>TomTom</b> |
| AvMap     | Evesham        | Medion        | <b>Road Angel</b> | Trumpion      |
| Becker    | <b>Garmin</b>  | Mitac         | Roadcom           | VDO Dayton    |
| Binatone  | Goodmans       | <b>Navman</b> | Smartnav          | ViaMichelin   |
| Blaupunkt | Holox          | NavTeq        | Snooper           |               |
| CarTrek   | Kenwood        | Pioneer       | Sony              |               |

**Garmin, Navman, Road Angel and Tom Tom** are thought to have the majority of the market in Sat Navs currently. This equipment relays information back to the driver both by means of a visual display and verbal commands. Verbal commands given are only a fraction of the information being displayed but this does allow the driver to keep their eyes on the road ahead. The visual displays vary in size depending on the model you buy plus how much you are willing to spend and can be as small as 25mm x 75mm right up to 150mm x 250mm.

**Warning: Sat Navs are only an aid to the driver like atlases but must not be used to override the rules of the road as governed by road markings, signs, etc. stipulated by the Department for Transport (DfT) and shown in the Highway Code. The use of Sat Navs does not give an excuse or protection from prosecution; drivers must always obey the rules of the road.**

### Common SatNav Problems:

1. Users of Sat Navs have found themselves being sent down inappropriate roads, bridleways, alleyways, footpaths, dead ends, no through roads, etc. This can lead to them getting stuck, having accidents, 3<sup>rd</sup> party property damage and can be costly to rectify for all concerned.
2. The accuracy of some Sat Nav models is debatable; this sometimes can be reflected in the price you pay. Buying new models does not always guarantee the mapping software is the newest available. Checks should be made beforehand as some software can be years out of date. Sat Navs are currently made and sold for a fixed price; in the future the industry aim to sell by the type of use. Users are advised to check for updates from the manufactures website, if you do not update on a regular basis the Sat Nav can have many inaccuracies due to its working with outdated mapping software.
3. In the main drivers of HGV's are currently using Sat Navs designed primarily for the use of cars. There is currently only one model on the market which is being developed by a company called Performance Products Ltd marketed as 'Snooper'. This still has flaws one being the

base mapping used. Snooper categorises roads and classifies those roads unsuitable for HGVs. Many car Sat Nav models have no height, weight and width restrictions built into the software. There are some downloadable bridge height restrictions available as Points of Interest (POI), but these have limited use because they only show bridges on 'A' roads.

4. Updates for Sat Nav software can take up to 6 months to be released and this then relies on Sat Nav owners to download the updates. This means it could take longer than 6 months to disseminate problems and solutions to the end user. If no one reports these issues to the correct body no update will take place.
5. Issues can arise when commercial premises are found in the vicinity of residential properties. Care must be taken with the address details shown on business's purchase orders. Post codes are not always 100 percent accurate in rural areas with distances between the same post code being as much as 2 to 3 miles. Urban areas will only be 10 houses within 100m of each other. Certain persistent problems can be resolved by identifying the HGV's destination and persuading the identified business generator to change their address slightly or by asking them to tell their supplier not to use the post code but the road name and other parts of the address.

### **A Solution to Sat Nav Software Mapping Errors:**

There are 3 mapping companies that supply base maps to the Sat Nav manufacturers, 'Ordnance Survey' (OS), 'TeleAtlas' (TA) and 'NavTeq' (NT). OS are British, TA are European and NT are American. All three of these companies now have websites which have links allowing individuals to update and modify errors currently being caused by Sat Nav usage. The links are as follows:

#### **NavTeq**

<http://mapreporter.navteq.com/dur-web-external/secured/submitDur.do?userType=CONSUMER&language=en>

#### **TeleAtlas**

<http://navigation.teleatlas.com/en/improvement/>

#### **Ordnance Survey**

<http://www.ordnancesurvey.co.uk/oswebsite/products/osmastermap/layers/itn/errors.html>

Each site will require information: e.g. what the issue is and location, address, grid references, road name or number to be entered. If you're not sure at any point just leave your name and contact details in the remarks area they will get back to you.



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