

General

The base map information in OneCallAccess (OCA) and DamagePreventionPortal (DPP) is generated via Google Maps. Google is responsible for all map data and functionality. Updates to the OCA and DPP base maps are done automatically via feed(s) from Google, and the frequency of these updates is unknown.

If there is a subdivision, street, etc. showing incorrectly or not showing up when you place tickets, we advise that you work around the issue by utilizing cross streets and a description in the *Remarks* ticket field.

If you would like assistance with this when placing tickets online, please contact our Quality Control Department.

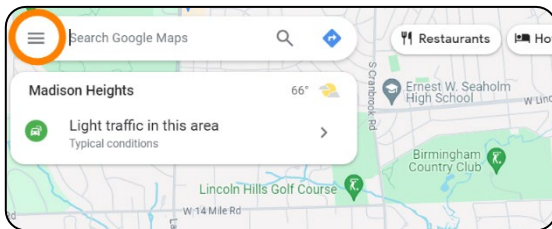
Report to Google

Google users can also report issues or provide feedback, suggestions, and corrections directly to Google.

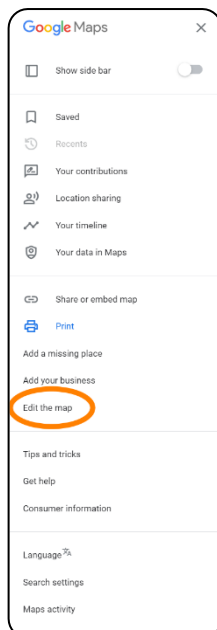
Option 1

To report an issue with Google Maps, sign into your Google account and go to <https://www.google.com/maps>.

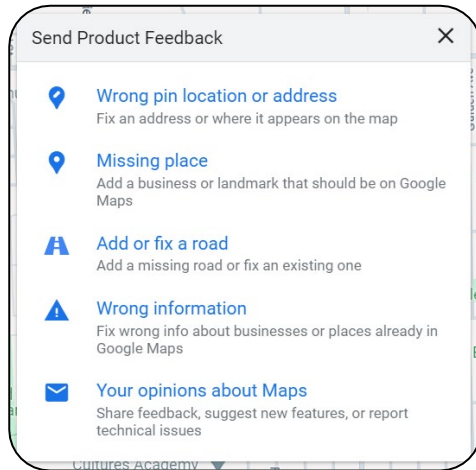
1. Click the menu icon.



2. Select "Edit the Map" from the menu options.



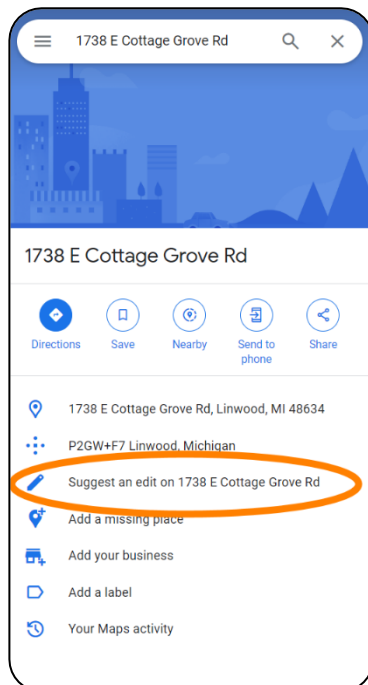
3. You will then have the option to “Submit Product Feedback” through the options presented.



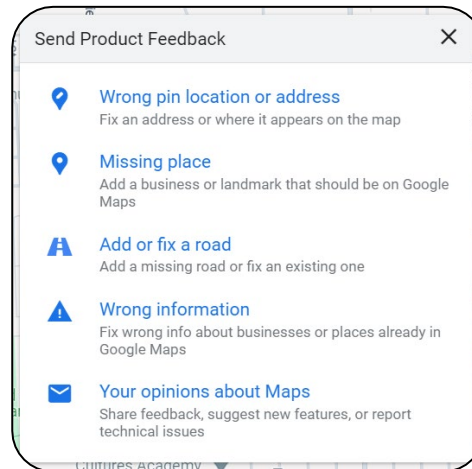
Option 2

When you are signed into your Google account, users can also complete the following steps after geocoding/searching an address in Google Maps:

1. Click “Suggest an Edit on [Address]”.



4. You will then have the option to “Submit Product Feedback” through the options presented.



Note

This information goes directly to Google, and it is the responsibility of Google to implement any updates/suggestions made. MISS DIG 811 is not responsible for Google product feedback.