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## Frequently Asked Questions

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### **Q: Why should I use Google Chrome; I prefer another internet browser?**

A: The web mapping application is built using Google map API, which will successfully run within many browsers; however, the performance of this tool seems to be the most reliable when using Google Chrome.

### **Q: What if a map layer (e.g., berths, properties, etc.) doesn't reappear once it has been toggled off and then on again?**

A: Occasionally, there appears to an intermittent issue that causes the underlying Google Maps to 'loose' contact with the map layers. The most reliable solution, in this case, is to close the browser window and restart the tool within Google Chrome and/or a new browser window.

### **Q: What if individual data for a map element doesn't appear?**

A: If a data box does not appear, it could be two possible issues. First possibility, two of the layers - *Properties* and *Port of Philadelphia* - do not have individual attribute data, therefore no data box will be displayed if those map elements. Second possibility, there occasionally appears to an intermittent issue that causes the underlying map to 'loose' contact with map elements. The most reliable solution, in this case, is to close the browser window and restart with a new window.

### **Q: What if individual data shown appears to be inaccurate?**

A: You should contact [dcrotty@wgianalytics.com](mailto:dcrotty@wgianalytics.com) with a screen capture of the data you believe is incorrect and provide your suggested correction. If possible an original data source documenting those corrections would be helpful.

### **Q: The tool seems to require regular restarting, why hasn't this been fixed?**

A: The tool was created with a combination of Google map API and custom code. If the API is modified or updated in a way that effects the custom code, it may take up to a week or more to fix any display or function issues.