



European
Global Navigation
Satellite Systems
Agency

EGNSS User Satisfaction surveys

European Space Week – EGNSS User Assembly

Carmen Aguilera – Head of Section. Safety Critical applications

3rd December 2019, Helsinki



GALILEO **EGNSS**

NAVIGATION SOLUTIONS
POWERED BY EUROPE

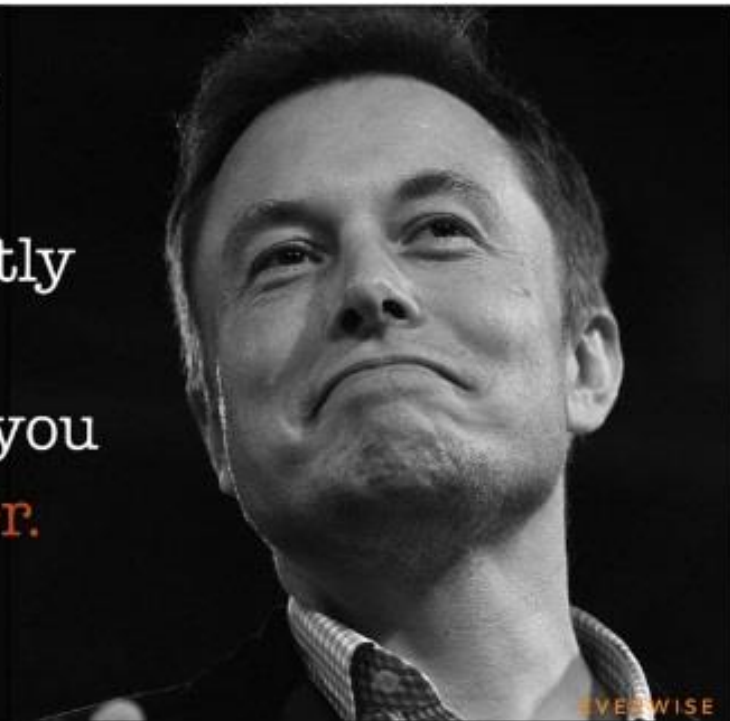
We want to hear from you to make EGNOS and Galileo **better!**



It's very important to have a feedback loop, where you're constantly thinking about what you've done and how you could be **doing it better.**

- Elon Musk

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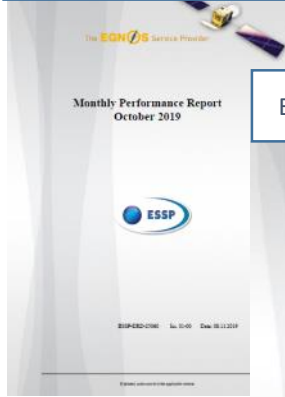
We want you to deliver better service to support your business based on EGNSS



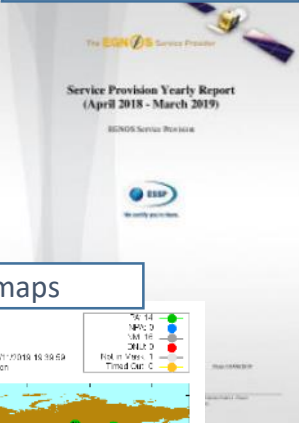
Galileo quarterly reports



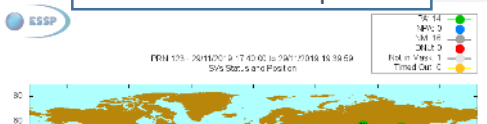
EGNOS monthly reports



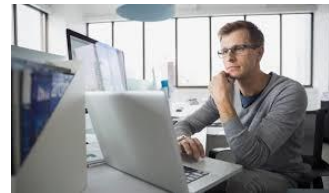
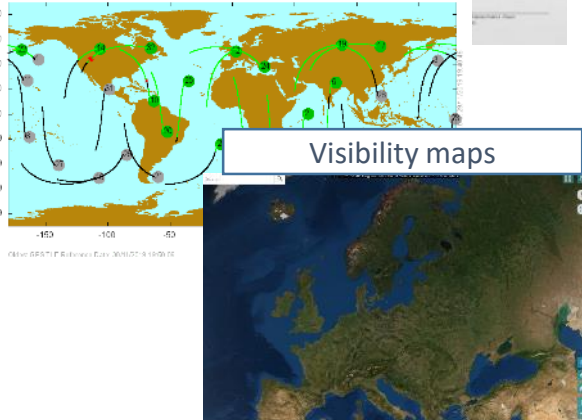
EGNOS Annual reports



Realtime maps



Visibility maps



Is the performance you perceive OK for your app?



Do we help you when needed?



Do you need more from EGNSS?

GALILEO AND EGNOS USER SATISFACTION SURVEY

Join the survey and help us shape the future of satellite navigation!

EGNOS and Galileo User Satisfaction Improvement Process



Your voice



EGNSS Users



Satisfaction Process

User INTERFACES

- GSA Market Information
- EGNOS & Galileo Helpdesk
- User Fora
- R&D Projects
- Adoption activities
-

EGNSS User Satisfaction Improvement Process



EGNOS and Galileo Multimodal Action Plan



EGNOS and Galileo User Support Improvement Action Plan

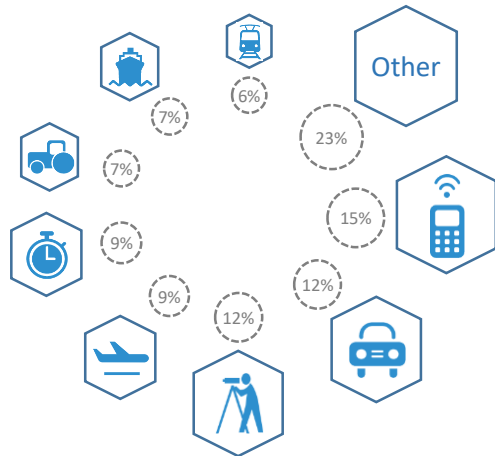


Inputs to Services Evolution

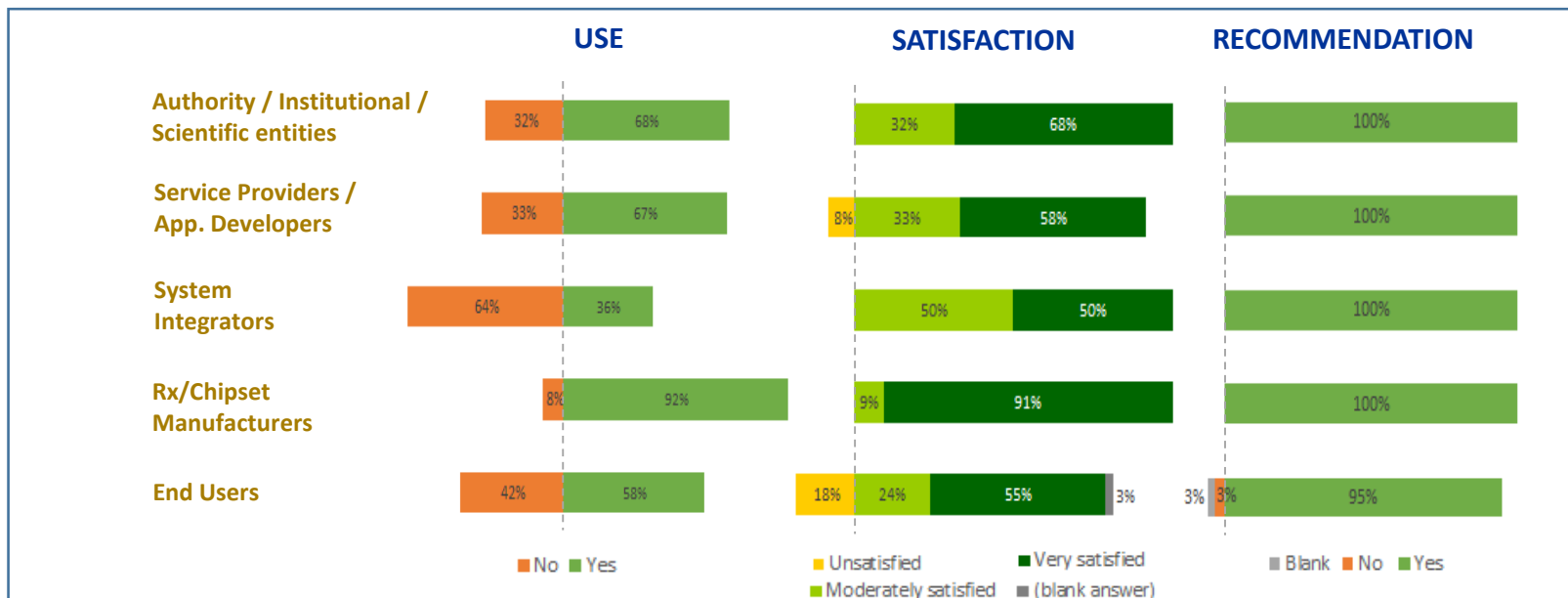
Galileo User Satisfaction Survey 2018



Distribution of the respondents by market segment



	2018	2017	
already USING Galileo	62%	55%	↑
are SATISFIED with Galileo	90%	89%	↑
would RECOMMEND Galileo	98%	94%	↑



EGNOS User Satisfaction Survey 2018



8.3 ▲

Global Satisfaction Score

8.1 - 2017

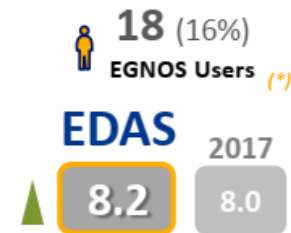
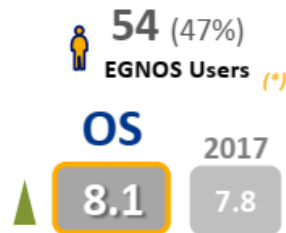
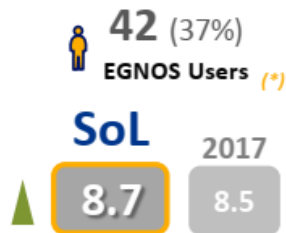


All scores are graded out of 10 points and are based on 115 EGNOS Users' answers.

EGNOS SUPPORT



EGNOS SERVICES



(*) Each respondent can use more than one service.

We are working on your requests



Hands-on support to Galileo application developers



Experts on raw measurements helping developers. Get in touch via the helpdesk

Simulators and test facilities database updated

New format for Galileo Almanacs provision, similar to YUMA/SEM, to increase usability of this service



Ongoing work to publish Almanacs in a text format, similar to YUMA.

Reporting on Galileo positioning performance in real scenarios in the Electronic Library



Analysis of Performance indicators targeted to specific user communities (starting with maritime and UAVs)

Additional information into Galileo Satellite Metadata



Update of the Satellite Metadata. Further information under analysis

We are working on your requests



Increase the EGNOS visibility of planned outages and their expected duration



Further information on Signal in Space configuration and availability for the affected periods added

Improve EGNOS documentation for non-technical audience



Info campaign for EGNOS Open Service users to inform about the future GEO swap

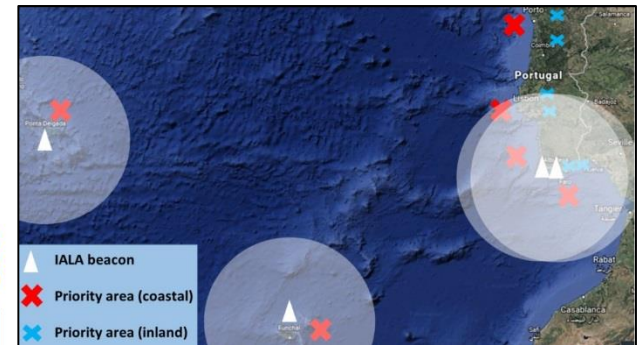


EGNOS demonstrator for agriculture

Customised EGNOS User Cost Benefit Analysis and dedicated tools



CBA tool



CBA for Instituto Hidrográfico Marinha, Divisão de Navegação

CBA's under request at egnos-adoption@essp-sas.eu

EGNSS 2019 User satisfaction surveys are open!

Help us to shape EGNSS to meet your needs



GALILEO USER SATISFACTION SURVEY 2019

Join the survey and help us shape the future of Galileo!



EGNOS

User satisfaction survey
Tell us what you think



EGNOS
USERS



10 Minutes

<https://www.gsc-europa.eu/galileo-user-survey>

<https://www.gsa.europa.eu/european-gnss/egnos/what-egnos/egnos-user-satisfaction-survey>

Linking space to user needs



Get in touch:



www.GSA.europa.eu



EGNOS-portal.eu



GALILEO

GSC-europa.eu



UseGalileo.eu



The European GNSS Agency is hiring!

Apply today and help shape the future of satellite navigation!

