



## EUSPA & ESSP

launched the EGNOS survey intended to measure EGNOS user satisfaction and gather valuable suggestions to improve the quality of the EGNOS services.

*Thank you for your collaboration. Your opinion is essential to improve the EGNOS services!*



**YOUR SATISFACTION is our reason for being!**

### QUESTIONNAIRE STRUCTURE

1.- Introduction and Classification

2.- EGNOS Use

3.- Support in Developing Apps.

4.- EGNOS User Support Services

- Website
- Documentation
- Helpdesk

5.- EGNOS Services (Perceived Performance)

- Safety of Life (SoL)
- EDAS
- Open Service (OS)

6.- EGNOS Value (by Market Segment)

- Agriculture
- Aviation
- Maritime
- Road
- Rail
- Surveying & mapping
- Location-Based Services
- Other

7.- EGNOS Market Development



*“The European Geostationary Navigation Overlay Service (EGNOS) is Europe’s regional satellite-based augmentation system (SBAS). It is used to improve the performance of global navigation satellite systems (GNSSs), such as GPS and Galileo in the future. EGNOS was deployed to provide safety of life navigation services to aviation, maritime and land-based users”.*



The questionnaire has been filled in by



**82** 124 In 2021  
respondents

USER SATISFACTION SURVEY 2022

**20** 37 In 2021  
Non-EGNOS Users

**62** 87 In 2021  
EGNOS Users

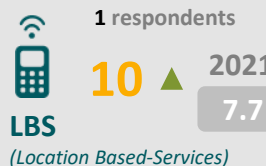
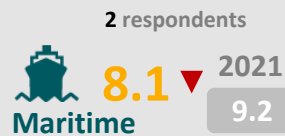
USER SATISFACTION SCORE PER MARKET SEGMENT

**8.6** ▼

Global Satisfaction Score

8.7 - 2021

All scores are graded out of 10 points and are based on 62 EGNOS Users' answers.



*3 respondents marked "other" Market Segment.*

Your SATISFACTION is our reason for being!

EGNOS SUPPORT



2021  
8.2  
**8.3** ▲

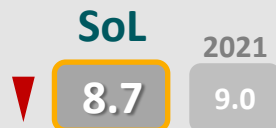
Support Website



2021  
8.8  
**8.9** ▲  
Documentation

EGNOS SERVICES

**19** (31%)  
EGNOS Users (\*)



**19** (31%)  
EGNOS Users (\*)



**11** (18%)  
EGNOS Users (\*)



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



2021  
9.0  
**9.0** ↔

Helpdesk

Performance



**EGNOS***Recommendations derived from your feedback...***GENERAL EGNOS SYSTEM**

- ❑ **Extend the EGNOS Service Area and RIMS network** (to Ukraine, Northern Africa, the Middle East, and Central Asia).
- ❑ **PRN 123 is not visible in certain regions of the Service Area. Ensure both operational PRNs are visible in all regions.**
- ❑ **Improve the algorithm to be robust against the ionospheric conditions.**
- ❑ **Improve the robustness against jamming and spoofing.**

**EGNOS  
DOCUMENTATION**

- ❑ **Update Service Implementation Roadmaps (SIRs) and announce each milestone completion.**

**EGNOS USER SUPPORT  
WEBSITE**

- ❑ **Improve the Website Navigation.**
- ❑ **Display a map with the selected coordinates in Airport Data Generation Tool upon their insert in the lat. / long. Fields.**
- ❑ **Optimize the usability of the LPV Procedures Map** (scrolling, zooming, etc.).

**EGNOS***Recommendations derived from your feedback...***EGNOS SoL  
RAIL**

- ❑ Define a Safety-Critical Service for Rail with Integrity using certified receivers.

**EGNOS SoL  
AVIATION**

- ❑ Improve Continuity of service in line with ICAO values described in Annex 10.
- ❑ Send NOTAMs via email.

**EGNOS OS**

- ❑ Improve the awareness of EGNOS Implementation in development phase.

**EGNOS EDAS**

- ❑ Allow access to EDAS without registration and a release public API for accessing data.
- ❑ Add additional information about the maintenance time of the RIMS in the EDAS FTP in order to take this into account in case of data evaluation.



**THANK YOU FOR  
YOUR ATTENTION !**



<http://egnos-user-support.essp-sas.eu>



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**YOUR SATISFACTION is our  
reason for being!**

- Safety of Life
- Open Service
- EDAS Service



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