



## 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



**88** <sup>82</sup> In 2022  
respondents

USER SATISFACTION SURVEY 2023

**24** <sup>20</sup> In 2022  
Non-EGNOS Users

+ **64** <sup>62</sup> In 2022  
EGNOS Users

**8.2** ▼

Global Satisfaction Score

8.6 - 2022

10-point Scale.

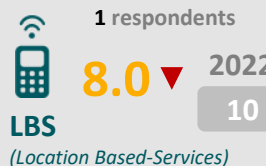
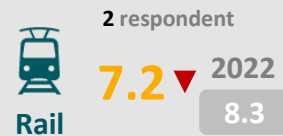
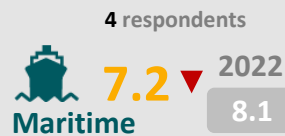
**85.6%** ▲

EGNOS satisfaction:  
User Recommendation

84.6% - 2022

USER SATISFACTION SCORE PER MARKET SEGMENT

All scores are based on EGNOS Users' answers.



*1 respondent marked "other" Market Segment.*

Your SATISFACTION is our reason for being!

EGNOS SUPPORT



**7.8** ▼  
8.3  
2022

Support Website



**8.5** ▼  
8.9  
2022  
Documentation

EGNOS SERVICES

**19** (30%)  
EGNOS Users (\*)

**SoL**  
**8.0** ▼ 2022  
8.7

**27** (42%)  
EGNOS Users (\*)

**OS**  
**8.4** ▲ 2022  
7.6

**7** (11%)  
EGNOS Users (\*)

**EDAS**  
**7.8** ▼ 2022  
9.2

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



Helpdesk

**8.8** ▼  
9.0  
2022

**8.5** ▼  
EGNOS SoL accuracy  
2022  
9.4

**8.1** ▼  
EGNOS SoL availability  
2022  
8.6

**7.7** ▼  
EGNOS SoL continuity  
2022  
8.3

**7.4** ▼  
EGNOS SoL coverage  
2022  
8.5

**8.0** ▲  
EGNOS OS accuracy  
2022  
7.3

**8.7** ▲  
EGNOS OS availability  
2022  
7.9

**8.6** ▲  
EGNOS OS coverage  
2022  
7.3

Performance



**EGNOS**



*Recommendations identified from your feedback...*

- ❑ **Increase the granularity of the Pass to Pass (P2P) data to 1 hour:** At least the last hour P2P.
- *Comment from an EGNOS user (Agriculture): "To have pass to pass info at least from the last hour. The information is too slow and from 2 days ago. It is not helpful".*

EGNOS USER SUPPORT  
WEBSITE

*Action derived from the identified  
recommendation...*

*To publish VPE and HPE Real Time graphs per RIMS inside OS Real Time section of the EGNOS User Support Website.*



**EGNOS**



*Recommendations identified from your feedback...*

- ❑ **Provide an interactive map with EGNOS performance in Real Time where users can select any position in the map and obtain their performance.**
- *An EGNOS user from Aviation proposes "Local & Historical Availability of EGNOS Services & monitored GPS Satellites at any position any time" as recommendation to improve the Support Website.*

**EGNOS USER SUPPORT  
WEBSITE**

*Action derived from the identified  
recommendation...*

*To publish an interactive Real Time Availability Map on the  
website for the Service Area.*

**EGNOS**

## *Recommendations identified from your feedback...*

- ❑ **Grants/funds and tailored support in certifying EGNOS based solutions for Aviation.**
  - *An non-EGNOS user from Aviation indicated that "lack of support in certifying an EGNOS based solution" is the reason for not implementing EGNOS solutions.*
  - *An EGNOS user from Aviation indicated that "high cost" and "lack of support in certifying an EGNOS based solution" are the reason for not implementing EGNOS solutions. This user proposes "all the way to certification" as further support in using EGNOS in the near, medium or longer term.*

## *Action derived from the identified recommendation...*

*To evaluate potential funds/grants for certifying EGNOS-based procedures in small airports/heliports or to improve the promotion of existing ones.*

**EGNOS**

*Recommendations identified from your feedback...*

- ❑ **Improve Continuity of service for Aviation in compliance with ICAO Annex 10 requirements.**
- *An EGNOS user from Aviation proposes "Improve LPV service continuity " as further support in using EGNOS in the near, medium or longer term. This user also comments that "the continuity shall be compliant with ICAO Annex 10 requirements".*

*Action derived from the identified recommendation...*

*Improve Continuity of service for Aviation in compliance with ICAO Annex 10 requirements.*

**EGNOS SAFETY OF LIFE  
(SoL)**

**EGNOS**

*Recommendations identified from your feedback...*

- ❑ **Increase the Pass to Pass (P2P) accuracy on the track and in the time compared with private commercial solutions.**
- *An EGNOS user from Agriculture comments that "Not enough accuracy pass to pass on the track and in the time, by comparison to private solutions" is the reason for not implementing EGNOS solutions.*
- *2 EGNOS users from Agriculture recommend the following to improve in the EGNOS open service in order to meet their needs: "To maintain the error during time. To have one error not drifting". "The error of EGNOS is what it is but it must be the same all the time. Not start to vary and drift".*

**EGNOS OPEN SERVICE  
(OS)**

*Action derived from the identified  
recommendation...*

*Generate material to understand the benefits of EGNOS in  
Agriculture for Autosteering.*



<https://egnos.gsc-europa.eu>

<https://edas-maritime.gsc-europa.eu>



[helpdesk@egnos.gsc-europa.eu](mailto:helpdesk@egnos.gsc-europa.eu)

[helpdesk@edas-maritime.gsc-europa.eu](mailto:helpdesk@edas-maritime.gsc-europa.eu)

+34 911 236 555 (H24/7)

## *Actions implemented during 2023 based on 2022 User Satisfaction Survey:*



- ❑ **EGNOS Performance Viewer** updated with new performance figures.
- ❑ **Airport Data Generation Tool** update to show a map with the Airport's coordinates before saving AIXMs.
- ❑ **LPV Map** updated to group aerodromes based on the zoom level, improving the usability.





<https://egnos.gsc-europa.eu>

<https://edas-maritime.gsc-europa.eu>



[helpdesk@egnos.gsc-europa.eu](mailto:helpdesk@egnos.gsc-europa.eu)

[helpdesk@edas-maritime.gsc-europa.eu](mailto:helpdesk@edas-maritime.gsc-europa.eu)

+34 911 236 555 (H24/7)



# THANK YOU FOR YOUR ATTENTION !



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



- Safety of Life
- Open Service
- EDAS Service



#EUSpace 