



EGNOS services status

EGNOS Workshop 2025

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*It's not in the stars to
hold our destiny but
in ourselves*

William Shakespeare



EGNOS

Source: EUSPA



Agenda

Is EGNOS performing as expected (Service Definition Documents)?



Are USERS satisfied with EGNOS?



Agenda



Signal in Space (SiS) Availability



EGNOS Safety of Life Service (SoL)



EGNOS Open Service (OS)



EGNOS SoL assisted service for Maritime Users (ESMAS)



EGNOS Data Access Service (EDAS)



User Satisfaction

Since **2011**



SAFETY OF LIFE SoL

It provides the most stringent level of signal-in-space performance to all Safety of Life user communities

Since **2009**

OPEN SERVICE OS

It improves positioning accuracy by correcting error sources affecting GNSS signals intended for a wide range of applications in various domains



Since **2012**

DATA ACCESS EDAS

It offers ground-based access to EGNOS data through the Internet on a controlled access basis

Since **2024**

EGNOS SOL ASSISTED SERVICE FOR MARITIME USERS ESMAS

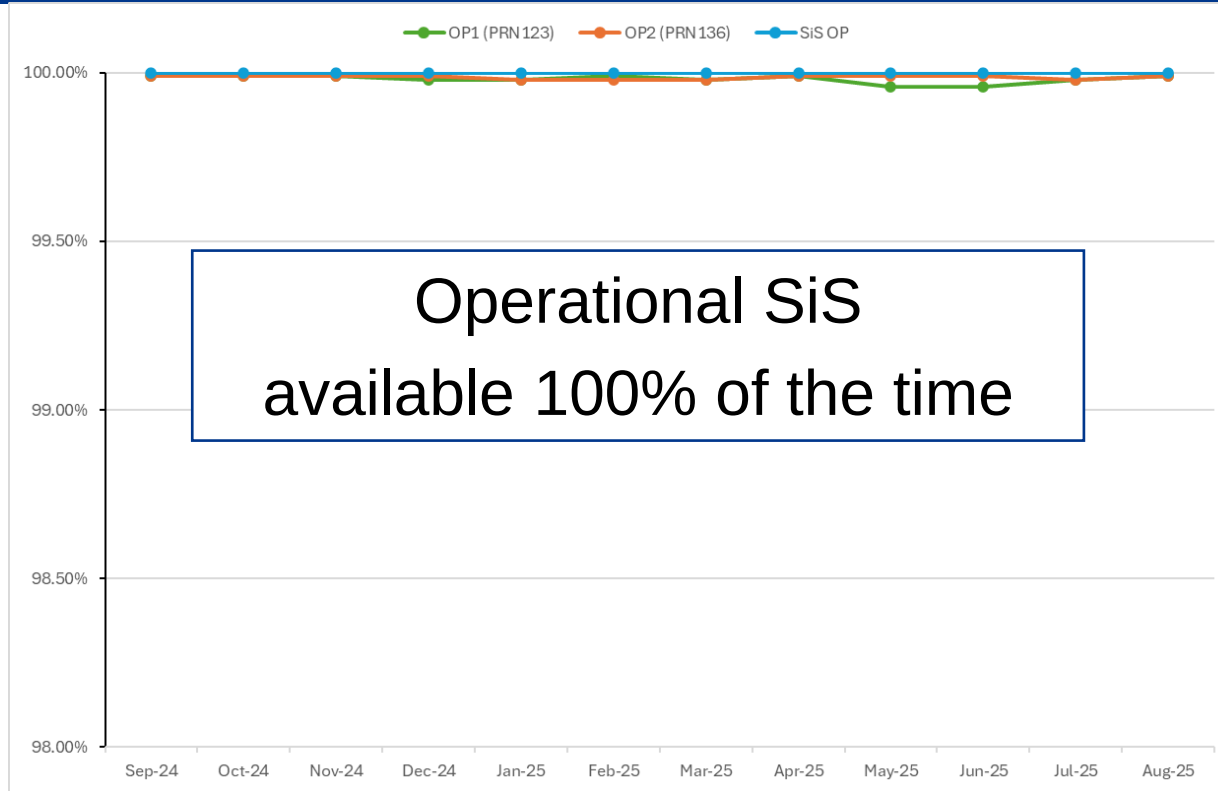
EGNOS SoL assisted service for Maritime users is tailored for maritime applications and provides an enhanced positioning and navigation solution with indications to support safe navigation



Signal in Space (SiS)



SIS Availability



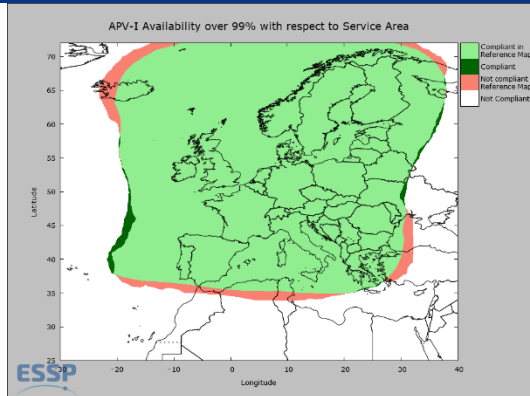
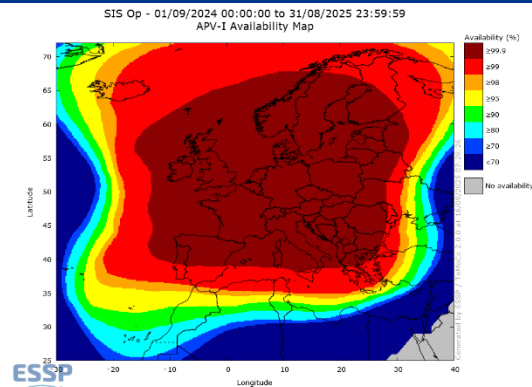


SAFETY OF LIFE SoL

It provides the most stringent level of signal-in-space performance to all Safety of Life user communities

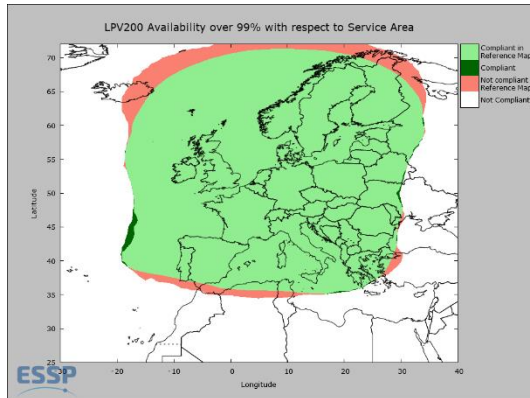
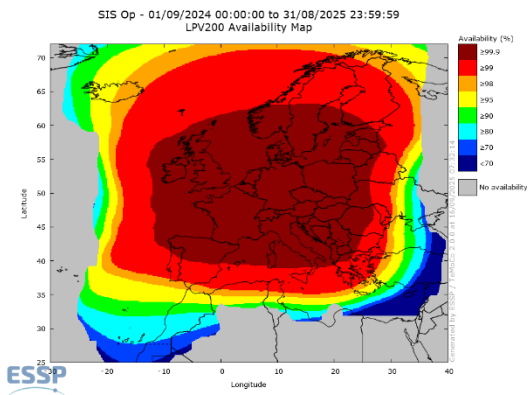
EGNOS SoL: Availability (Sep-24 to Aug-25) ✈

APV-I Service Level



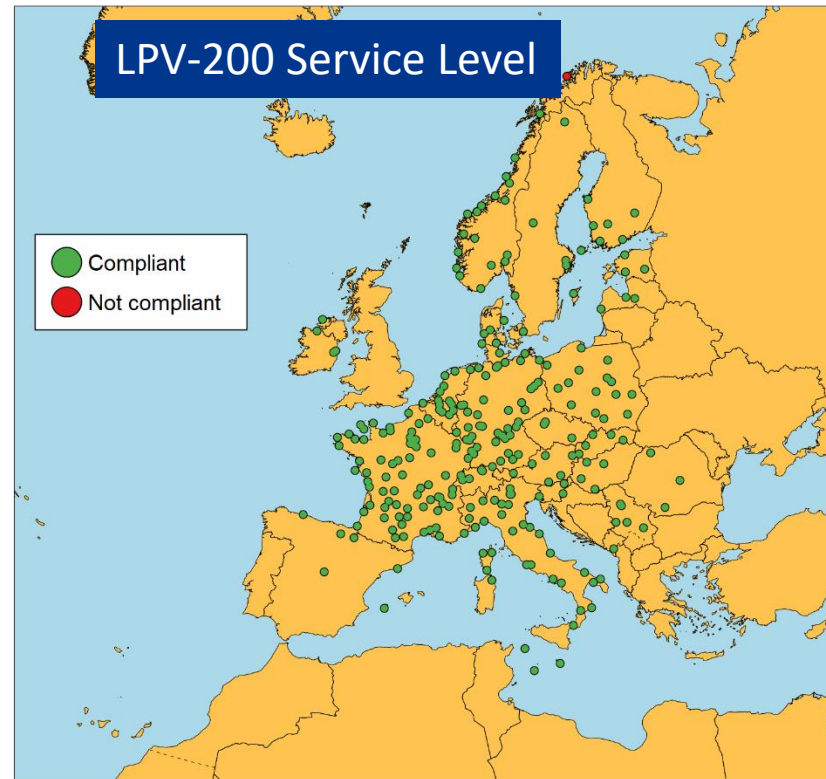
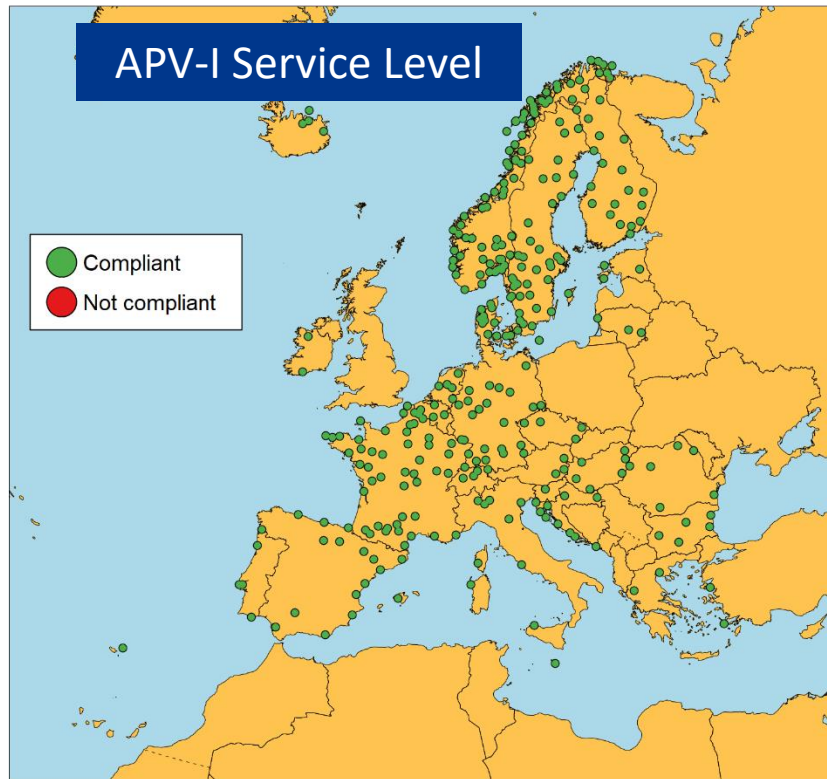
South and North
borders: availability
below 99%

LPV-200 Service Level

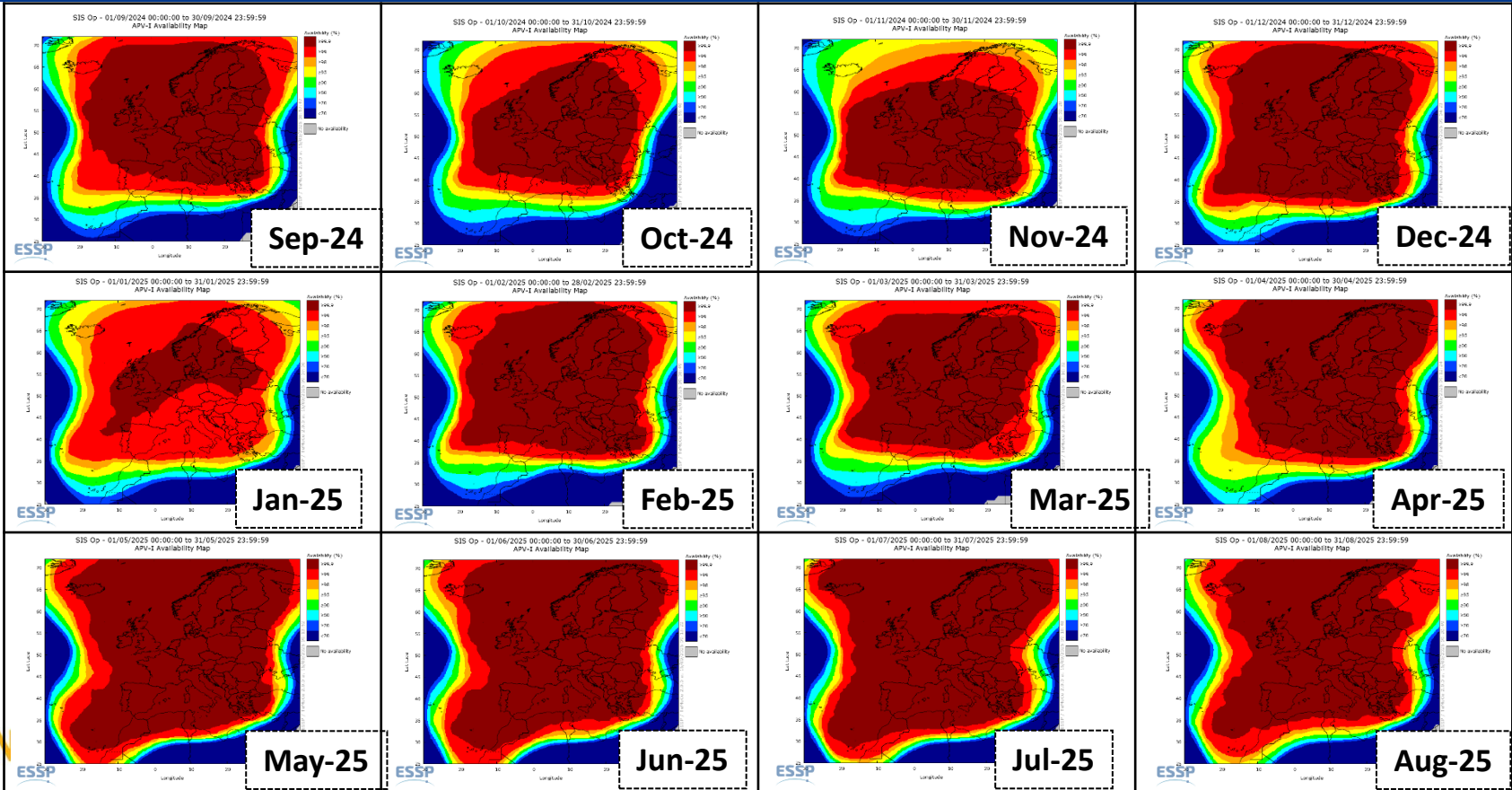


South and North
borders: availability
below 99%

EGNOS SoL: Availability at airports (Sep-24 to Aug-25)

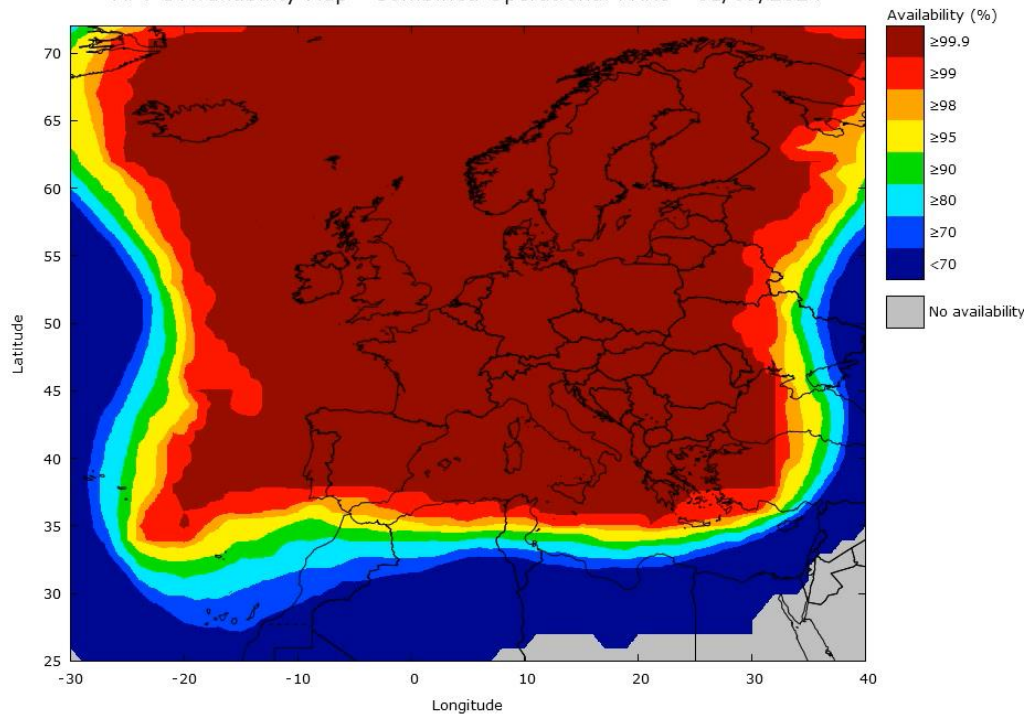


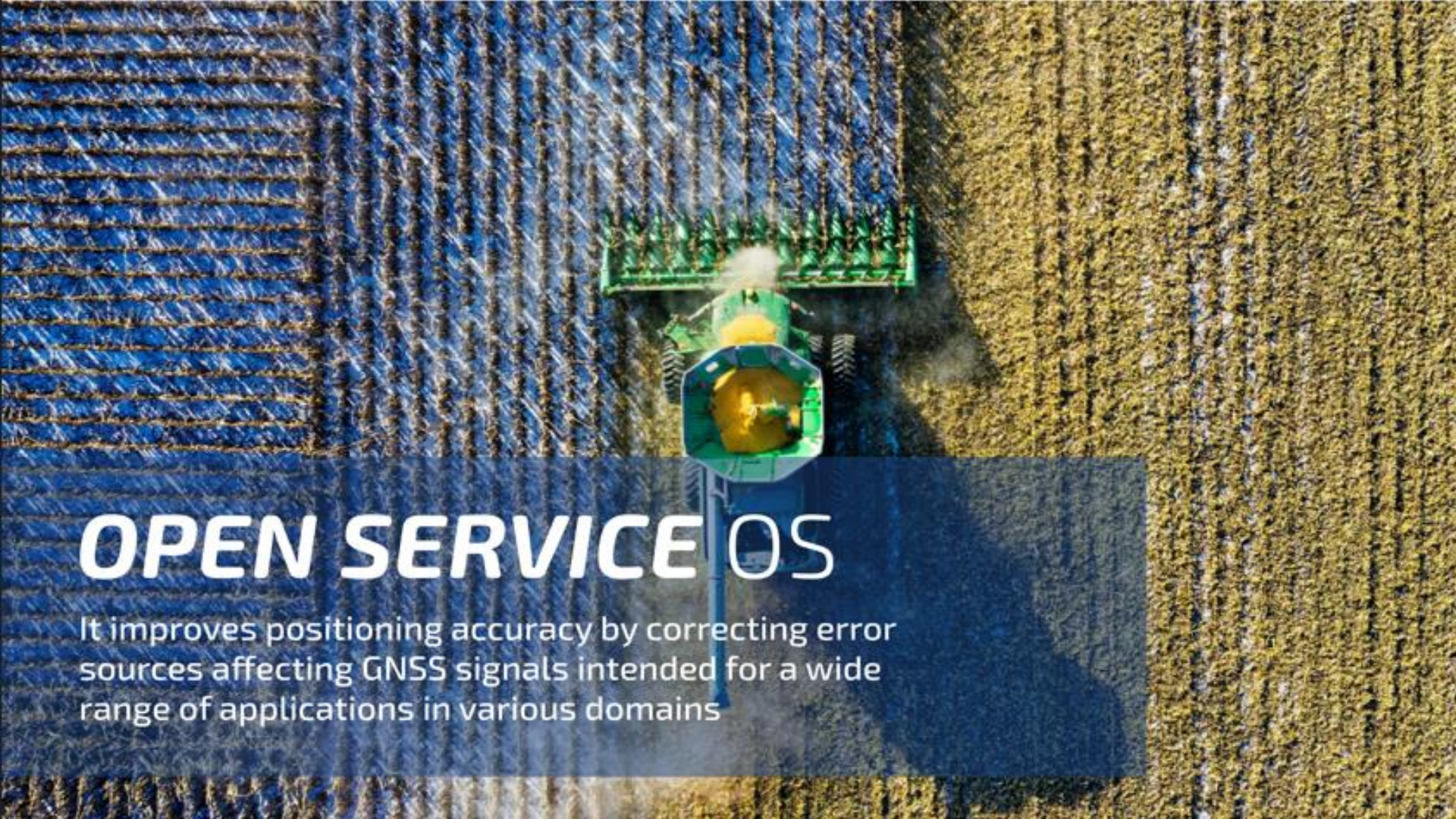
EGNOS SoL: APV-I Availability monthly maps ✈



EGNOS SoL: APV-I Availability daily evolution ✈

APV-I Availability Map - Combined Operational PRNs - 01/09/2024

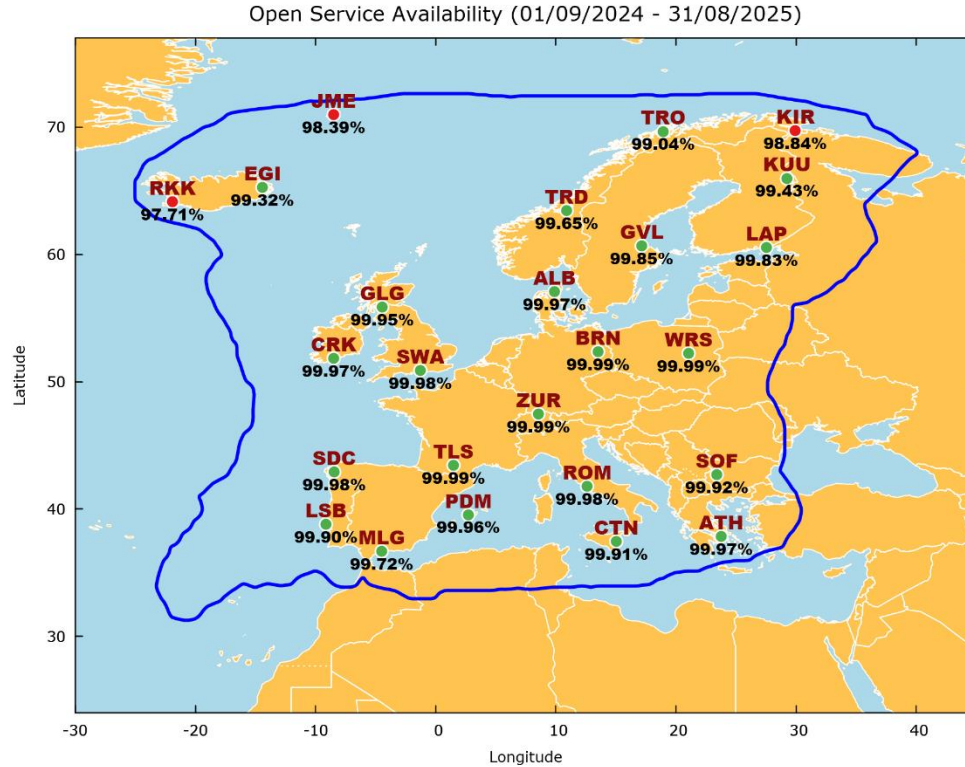


An aerial photograph of a green combine harvester operating in a large agricultural field. The field is divided into two distinct color-coded sections: a blue section on the left and a yellow section on the right. The harvester is positioned in the center, moving from the blue section towards the yellow section. It is leaving a trail of harvested grain behind it. The image is used as a background for a promotional graphic.

OPEN SERVICE OS

It improves positioning accuracy by correcting error sources affecting GNSS signals intended for a wide range of applications in various domains

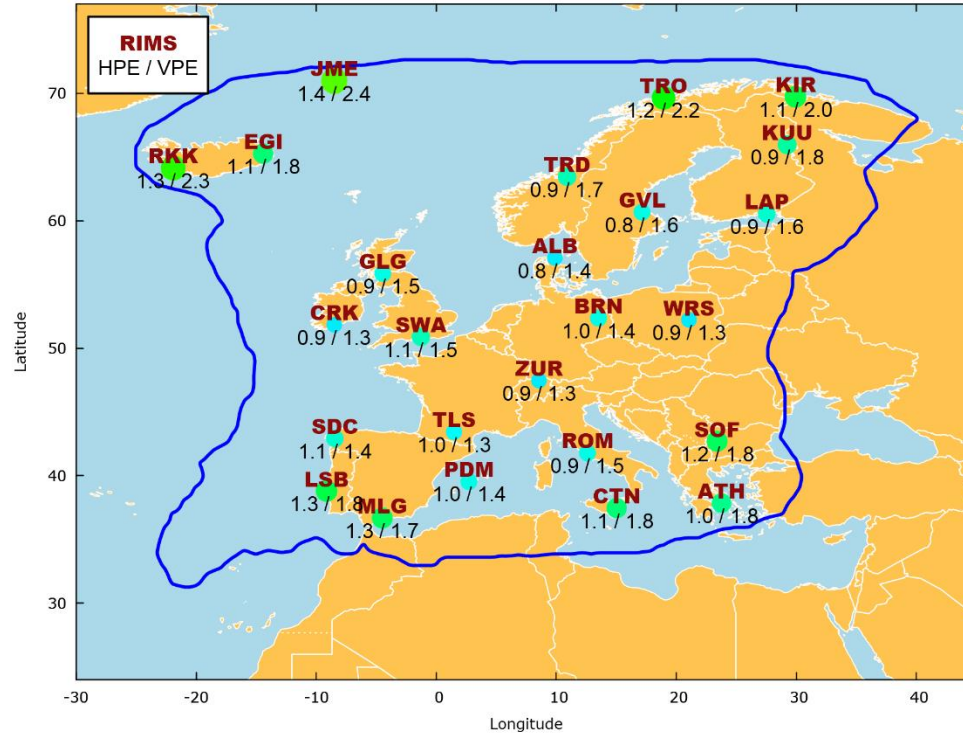
EGNOS Open Service: Availability



Availability > 99% with
horizontal and vertical
errors below 3m and 4m
respectively

EGNOS Open Service: Accuracy

Open Service Accuracy (01/09/2024 - 31/08/2025)





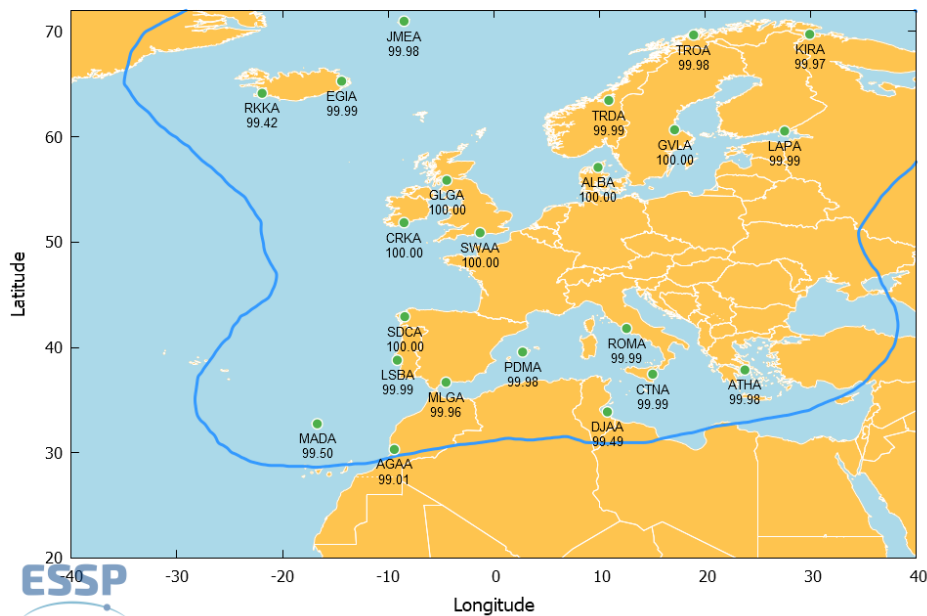
EGNOS SOL ASSISTED SERVICE FOR MARITIME USERS ESMAS

EGNOS SoL assisted service for MAritime userS is tailored for maritime applications and provides an enhanced positioning and navigation solution with indications to support safe navigation

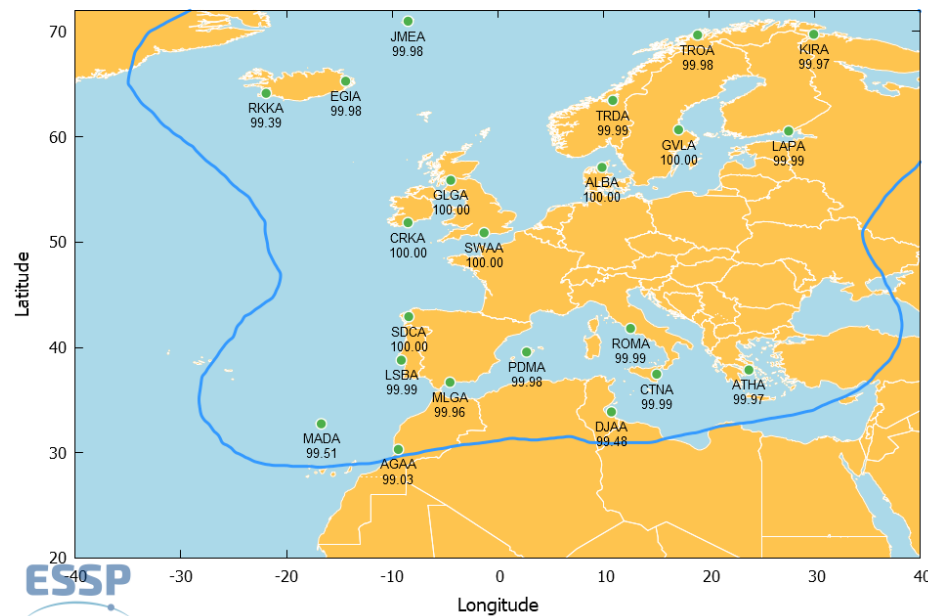
EGNOS Maritime Service Availability



EGNOS Maritime Availability of Accuracy
GEO 123



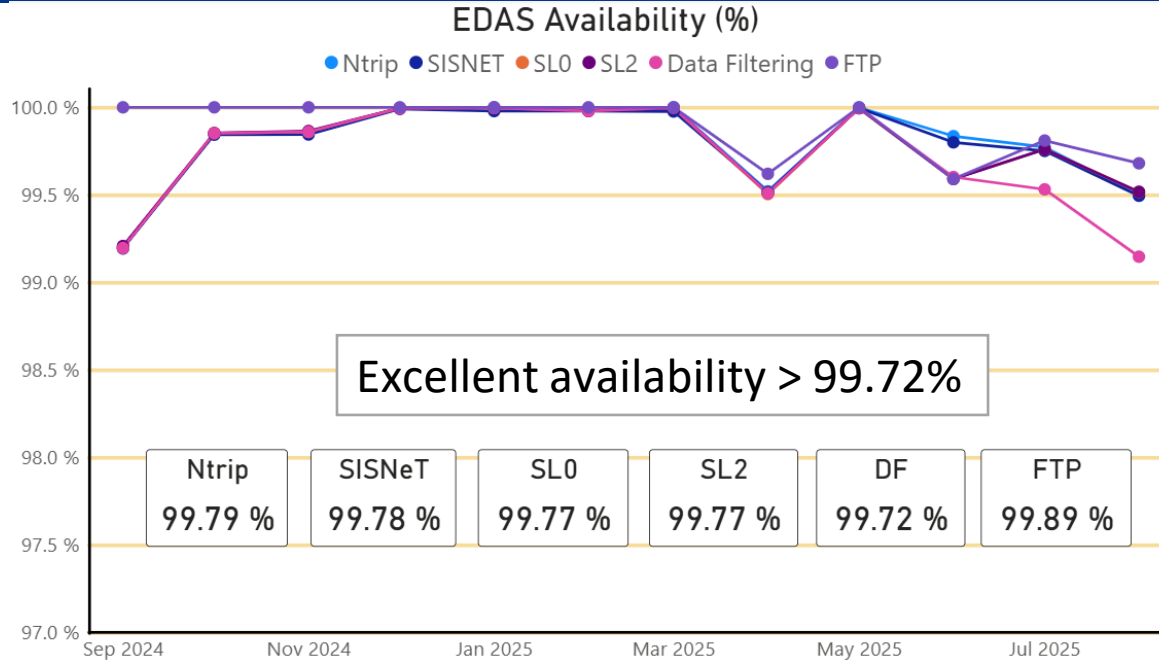
EGNOS Maritime Availability of Accuracy
GEO 136



DATA ACCESS EDAS

It offers ground-based access to EGNOS data through the Internet on a controlled access basis

EDAS Availability



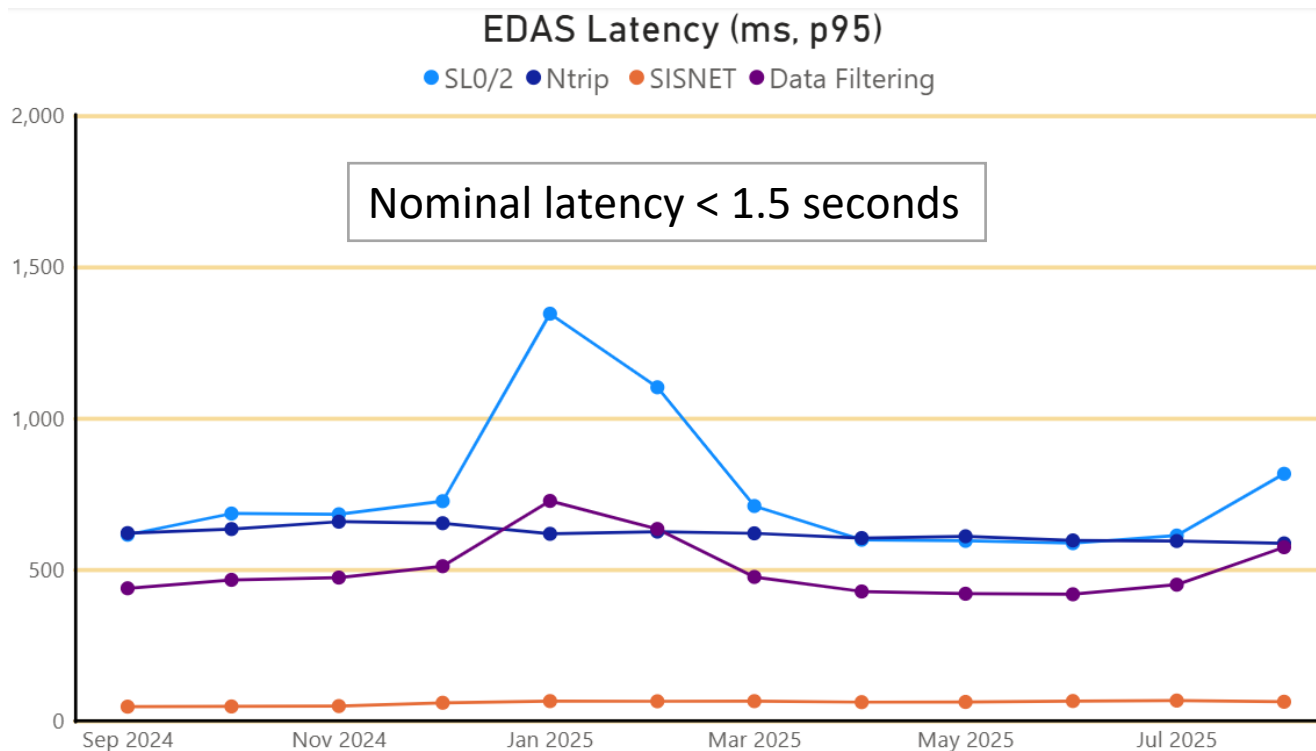
High availability – 24/7
service operation



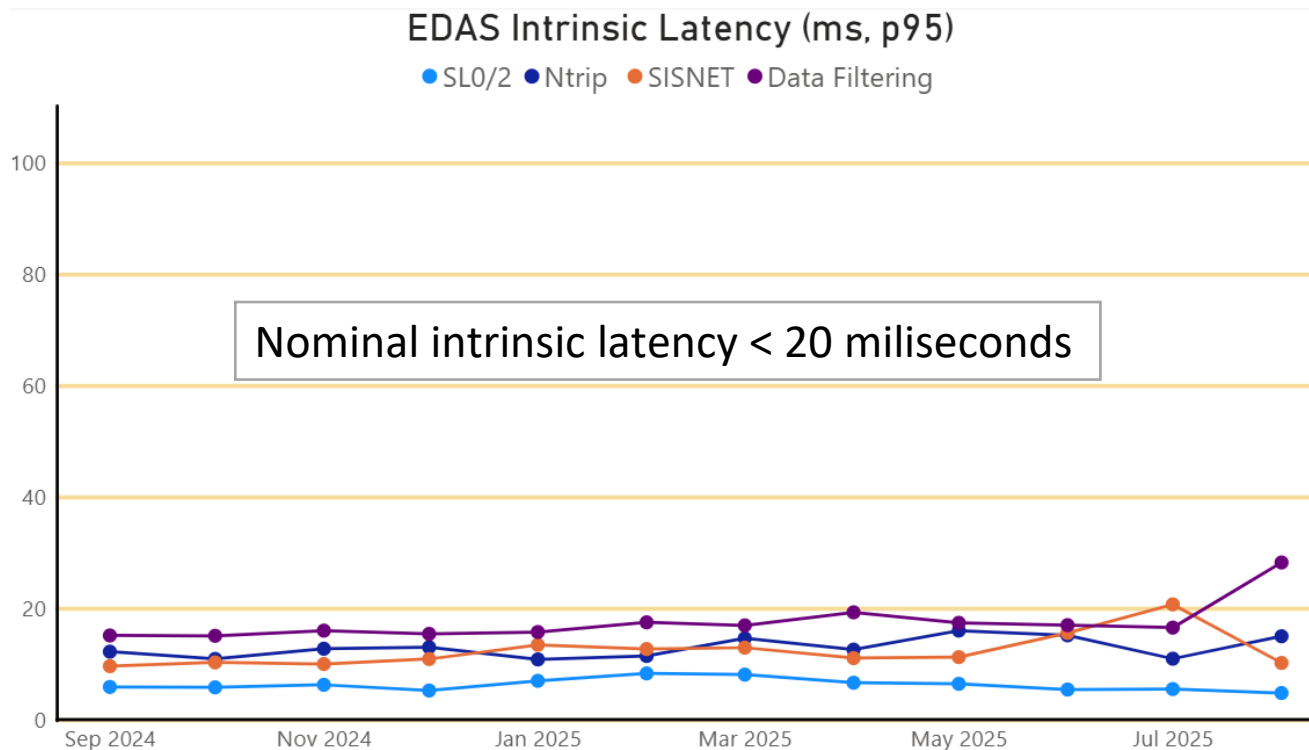
#EUSpace



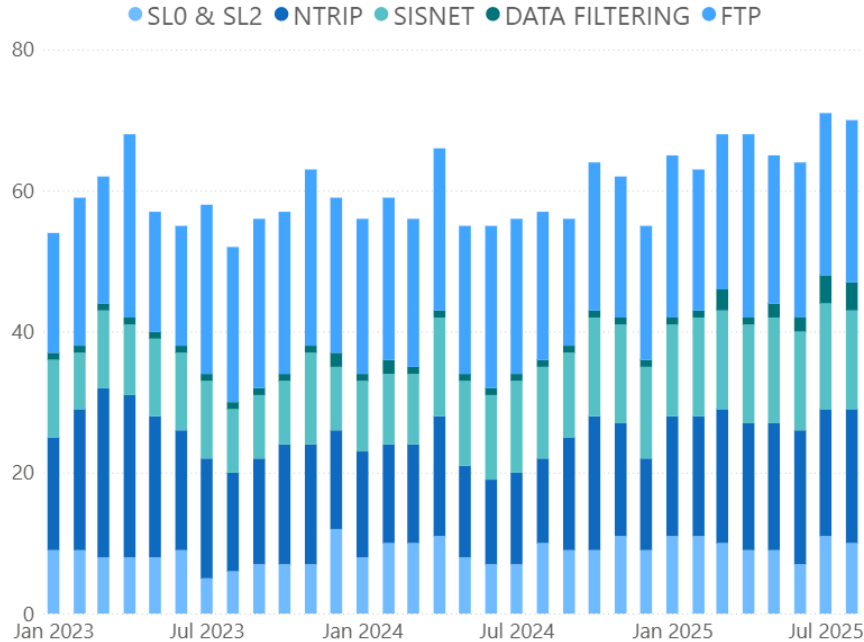
EDAS Latency



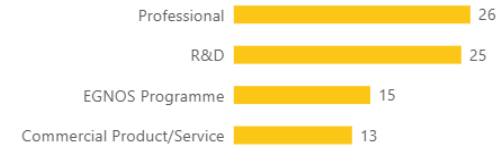
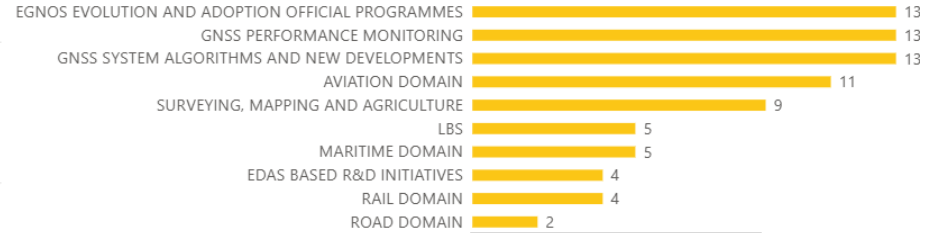
EDAS Latency



EDAS Users



EDAS Active Users



A blurred background image of an office setting. Four people (three men and one woman) are standing and talking in the background. In the foreground, the top of a computer monitor is visible. The overall tone is professional and collaborative.

USER SATISFACTION

Your SATISFACTION is our reason for being!

EGNOS Users' Satisfaction 2024



EGNOS

138

Respondents
64 EGNOS Users in 2023



2024

EGNOS USER SATISFACTION SURVEY

Infographic - main outcomes

All scores are based on EGNOS Users' answers.

8.6

Global Satisfaction Score

8.2 - 2023

10-point Scale.

88.0%

EGNOS satisfaction:
User Recommendation

85.6% - 2023

USER SATISFACTION SCORE PER MARKET SEGMENT

90 respondents



Aviation

8.7

2023

8.5

6 respondents



Agriculture

7.7

2023

7.3

7 respondents



Maritime

9.2

2023

7.2

1 respondent



Rail

10

2023

7.2

4 respondents



Road

8.7

2023

8.1

11 respondents



Sur. & Map.

8.4

2023

8.8

6 respondents



LBS

(Location Based-Services)

8.6

2023

8.0



13 respondents indicated
"other" Market Segment.

EGNOS Users' Satisfaction 2024



EGNOS

138

Respondents
64 EGNOS Users in 2023



2024

EGNOS USER SATISFACTION SURVEY

Infographic - main outcomes

Your SATISFACTION is our reason for being!

EGNOS SUPPORT



8.6 ▲
7.8
2023

Support Websites



8.4 ▼
8.5
2023

Documentation



Helpdesks

8.9 ▲
8.8
2023

EGNOS SERVICES

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



65 (47%)
EGNOS Users (*)

SoL

8.7 ▲
2023
8.0



46 (33%)
EGNOS Users (*)

OS

8.2 ▼
2023
8.4



44 (32%)
EGNOS Users (*)

EDAS

9.0 ▲
2023
7.8

Performance

2 users interested in ESMAS. They did not assess any ESMAS quantitative question.

9.0 ▲
EGNOS SoL
accuracy
2023
8.5

8.9 ▲
EGNOS SoL
availability
2023
8.1

8.5 ▲
EGNOS SoL
continuity
2023
7.7

8.5 ▲
EGNOS SoL
coverage
2023
7.4

7.8 ▼
EGNOS OS
accuracy
2023
8.0

8.4 ▼
EGNOS OS
availability
2023
8.7

8.1 ▼
EGNOS OS
coverage
2023
8.6

EGNOS Users' Satisfaction 2024



User Support Helpdesks

"EGNOS Helpdesk is good and useful."

"Thank you. I was ably helped."

ESSP support

"Great working together with the ESSP team. Great cooperation on various topics."

"I am very satisfied with the support and interaction."

"Everything has been excellent."

Have you perceived any
Changes with regards to the
EGNOS services provision you
use during the last year?

*Positive comments
from respondents*

EDAS service

"We are happy to use EDAS for our application."

"We are satisfied with the current EDAS service."



"Better stability and availability."



"A big improvement of SoL availability after the system version 2.4.2B introduction in November 2023."

"Continuity of the EGNOS signal is at much higher level."



EGNOS

EGNOS



#EUSpace 

EGNOS Users' Satisfaction 2024



Actions derived from the analysis...

Create an acronyms page in the User Support Websites and reference it when using them.

Include the exact coordinates and information related to the EGNOS GEOS / PRN in the User Support Websites.

Analyse the current notification scheme and develop / evolve notifications to improve the usefulness from user perspective.

Inform EGNOS OS users that current EGNOS receivers will remain usable to improve GPS performance after the release of EGNOS V3.

Study the feasibility of using an additional source of data (e.g. Archive Server) to manually upload data to FTP server.

ESMAS evolutions to consider further integrity needs tailored to maritime users.

The more you engage with customers, the clearer things become and the easier is to determine what you should be doing

John Russel
Former President of Harley Davidson

Source: EUSPA



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Marco.Plaza@essp-sas.eu



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

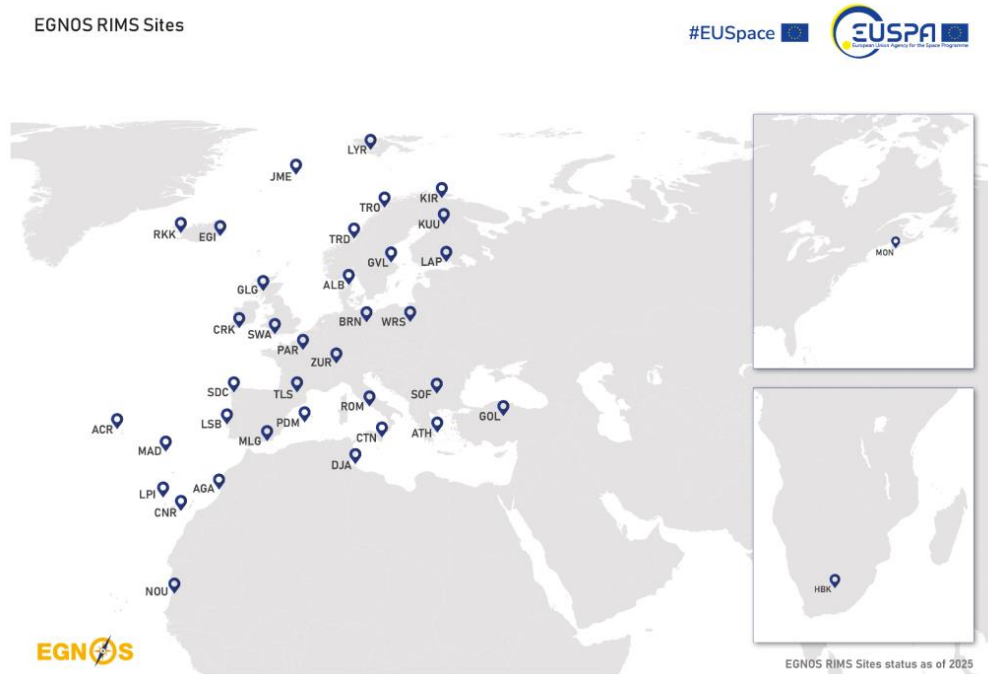
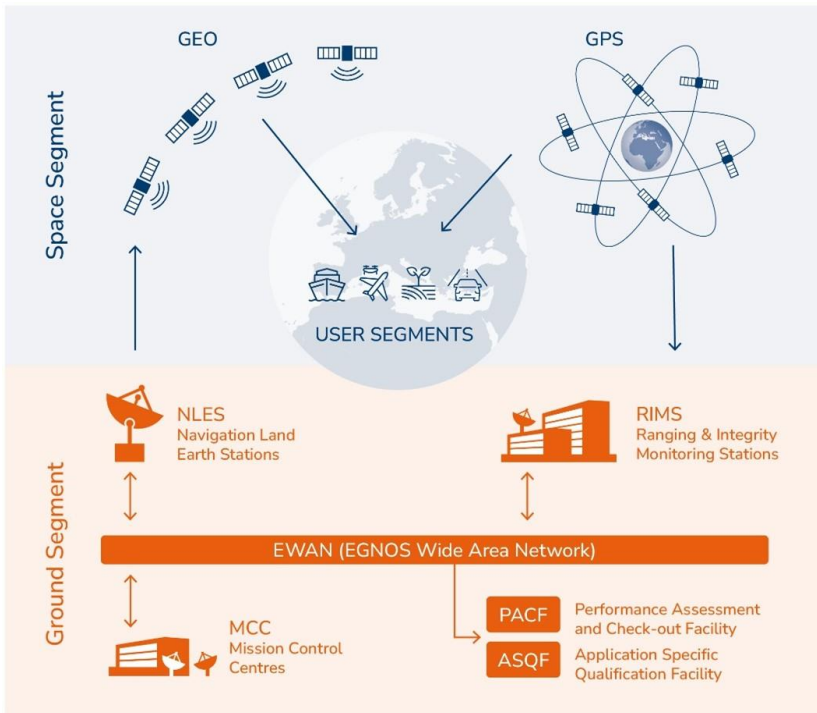


egnos-helpdesk@essp-sas.eu

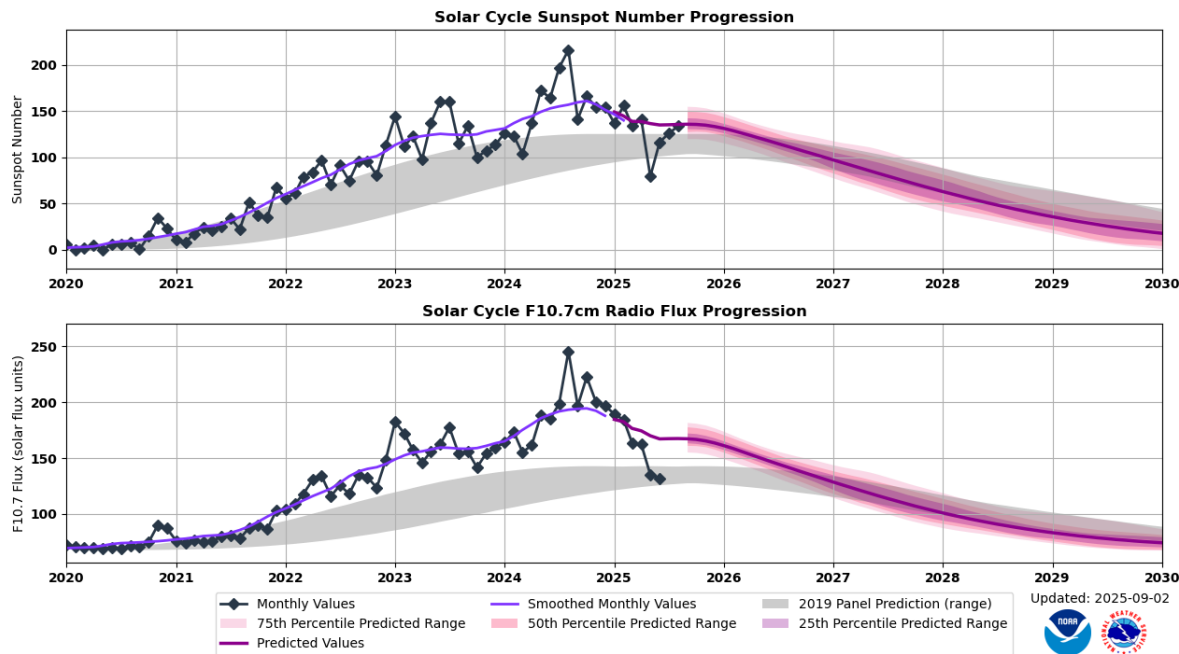
+34 911 236 555 (H24/7)

Thank you!

Backup slides



Solar Cycle 25 evolution



Source NOAA: <https://testbed.swpc.noaa.gov/products/solar-cycle-progression-update-experimental-interactive-charts-vpc>