



"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".



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!



USER SATISFACTION SURVEY 2025

QUESTIONNAIRE STRUCTURE

1.- Introduction and Classification

2.- Support in Developing Apps.

3.- EGNOS User Support Services

- Website
- Documentation
- Helpdesk

4.- EGNOS Services (Perceived Performance)

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

5.- EGNOS Value (by Market Segment)

- Aviation and UAS/Drones
- Rail
- Maritime

6.- EGNOS Market Development

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EGNOS

122
Respondents
138 in 2024



2025

EGNOS USER SATISFACTION SURVEY

Infographic - main outcomes

All scores are based on EGNOS Users' answers.

8.4 ▼

Global Satisfaction Score

8.6 - 2024

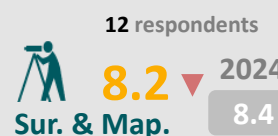
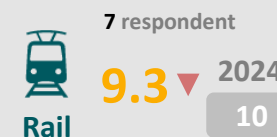
10-point Scale.

84.7% ▼

EGNOS satisfaction:
User Recommendation

88.0% - 2024

USER SATISFACTION SCORE PER MARKET SEGMENT



Your SATISFACTION is our reason for being!

EGNOS SUPPORT



8.1 ▼

8.6

2024

Support Websites



8.2 ▼

8.4

2024

Documentation



Helpdesks

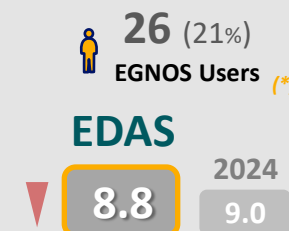
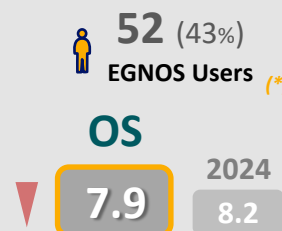
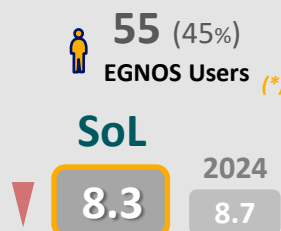
8.8 ▼

8.9

2024

EGNOS SERVICES

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



Performance

1 ESMAS user and 4 users interested in ESMAS.

8.6 ▼

EGNOS SoL
accuracy
2024

9.0

7.8 ▼

EGNOS SoL
availability
2024

8.9

8.1 ▼

EGNOS SoL
continuity
2024

8.5

8.2 ▼

EGNOS SoL
coverage
2024

8.5

7.5 ▼

EGNOS OS
accuracy
2024

7.8

7.6 ▼

EGNOS OS
availability
2024

8.4

7.5 ▼

EGNOS OS
coverage
2024

8.1

**EGNOS**

Main conclusion



The primary reason for the decrease in satisfaction scores is the SIS outages that occurred in October 2025, as reflected in multiple user comments.

E.g.: “The service degradation increased: 4 days without service at all IREs”, “Severe four days outage in Oct.2025 for 1000+ LPV/LPV200 approach procedures simultaneously”, “Better communication in case of problem, for example outage of 13 October”, etc.



EGNOS



Recommendations identified from your feedback...

❑ **Increase the number of news published per year.**

➤ ***An EGNOS user (Services Provider / Application Developer) proposes "Increase the news/newsletters for the end users" as a recommendation to improve EGNOS services to better meet their current and future needs.***

**EGNOS SUPPORT
GENERAL**

*Action derived from the identified
recommendation...*

*Increase the number of news to be published on the
EGNOS User Support Website.*



EGNOS



Recommendations identified from your feedback...

- ❑ **Provide the EGNOS LPV200 and APV-1 Availability for airports that do not have published LPV/APV procedures.**
- *An EGNOS user from Aviation comments that "It would have helped us to have coverage histograms for airports that don't yet have LPV/APV procedures" on the Support Website.*

USER SUPPORT WEBSITES

Action derived from the identified recommendation...

Inform EGNOS users that the “Interactive Real Time Availability Map”, which provides real-time EGNOS APV-I and LPV200 availability for each coordinate (latitude and longitude) within the Service Area, is available on the EGNOS User Support Website, detailing its features and functionalities.



EGNOS



Recommendations identified from your feedback...

- ❑ **Improve the information search function on the Aviation Portal to facilitate access to airport data.**
- *An EGNOS user from Aviation proposes "Easier to find your own airport data" as recommendation to improve the User Support Website.*

**USER SUPPORT
WEBSITES**

*Action derived from the identified
recommendation...*

Inform EGNOS users that the "LPV Availability Map" in the Aviation Portal has been improved with a drop-down menu auto filter functionality, detailing how it works.



EGNOS



Recommendations identified from your feedback...

USER SATISFACTION SURVEY 2025

- ❑ Increase the number of Helpdesk users and promote awareness of how the Helpdesk can support them.
- *Two EGNOS users propose "Account support and Helpdesk" (user from **Surveying and Mapping**) and "Technical support when we will have questions or doubts" (user from **Maritime**) as further support in using EGNOS in the near, medium or longer term.*

USER SUPPORT
HELPDESKS

Action derived from the identified recommendation...

Design and launch a Helpdesk promotion plan to increase the number of Helpdesk users and promote awareness of how the Helpdesk can support them.



EGNOS



Recommendations identified from your feedback...

❏ **To continue support and adoption activities in Agriculture market segment.**

➤ **Two EGNOS users from Agriculture comment:**

- ❖ "More dissemination" and "Lack of support in developing an EGNOS based solution."
- ❖ "I find all EGNOS is now focused on aviation, but we have lot of agriculture customers using EGNOS."

**EGNOS OPEN SERVICE
(OS)**

Action derived from the identified recommendation...

Contact receiver manufacturers to support and coordinate an agriculture GNSS campaign to show the EGNOS benefits.



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

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



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**THANK YOU FOR
YOUR ATTENTION !**



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

- Safety of Life
- Open Service
- ESMAS Service
- EDAS Service



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