USER SATISFACTION SURVEY 2025

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!

"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".

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) for Aviation
- Open Service (OS)
- ESMAS
- EDAS

5.- EGNOS Value (by Market Segment)

- Aviation and UAS/Drones
- Rail
- Maritime

6.- EGNOS Market Development

EUSPA European Union Agency for the Space Programme

ESSP WE COMMIT TO SAFE AND CONNECTED WORLDS

#EUSpace

EGNOS USER SATISFACTION SURVEY 2025

Infographic - main outcomes

122 Respondents
138 in 2024

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

All scores are based on EGNOS Users' answers.

Aviation — 59 respondents — 8.1 ▼ — 2024: 8.7

Agriculture — 11 respondents — 7.6 ▼ — 2024: 7.7

Maritime — 8 respondents — 9.3 ▲ — 2024: 9.2

Rail — 7 respondent — 9.3 ▼ — 2024: 10

Road — 5 respondents — 8.7 ↔ — 2024: 8.7

Sur. & Map. — 12 respondents — 8.2 ▼ — 2024: 8.4

LBS (Location Based-Services) — 4 respondents — 9.1 ▲ — 2024: 8.6

16 respondents indicated "other" Market Segment.

Your SATISFACTION is our reason for being!

EGNOS SUPPORT

Support Websites — 8.1 ▼ — 2024: 8.6

Documentation — 8.2 ▼ — 2024: 8.4

Helpdesks — 8.8 ▼ — 2024: 8.9

EGNOS SERVICES

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

SoL for Aviation — 55 (45%) EGNOS Users (*) — 8.3 ▼ — 2024: 8.7

OS — 52 (43%) EGNOS Users (*) — 7.9 ▼ — 2024: 8.2

EDAS — 26 (21%) EGNOS Users (*) — 8.8 ▼ — 2024: 9.0

1 ESMAS user and 4 users interested in ESMAS.

Performance

EGNOS SoL for Aviation accuracy	EGNOS SoL for Aviation availability	EGNOS SoL for Aviation continuity	EGNOS SoL for Aviation coverage	EGNOS OS accuracy	EGNOS OS availability	EGNOS OS coverage
8.6 ▼	7.8 ▼	8.1 ▼	8.2 ▼	7.5 ▼	7.6 ▼	7.5 ▼
2024: 9.0	2024: 8.9	2024: 8.5	2024: 8.5	2024: 7.8	2024: 8.4	2024: 8.1

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

USER SUPPORT WEBSITES

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.*

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

USER SUPPORT HELPDESKS

Recommendations identified from your feedback…

- **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.*

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

EGNOS OPEN SERVICE (OS)

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."*

Action derived from the identified recommendation…

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

USER SATISFACTION SURVEY 2025

EGNOS

THANK YOU FOR YOUR ATTENTION !

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



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