



# EGNOS Users' Satisfaction

**Miguel A. Sánchez, ESSP SAS**  
[miguel-angel.sanchez@essp-sas.eu](mailto:miguel-angel.sanchez@essp-sas.eu)



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EGNOS Workshop 2021



# EGNOS Users' Satisfaction

## ESSP & EUSPA INTERFACES

- EUSPA Market Information
- EGNOS Helpdesk
- Events & Projects
- Adoption activities
- EGNOS Annual Workshop
- .....

## EGNOS Users Satisfaction Process



## EGNOS Users Satisfaction Survey (Online)



More than **5,000** EGNOS  
users contacted.

## ESSP User Support Improvement Process

- EMA Action Plan
- EGNOS User Satisfaction  
Action Plan

## Inputs to EGNOS Mission Evolutions



# 2020 EGNOS Users' Satisfaction

- ❖ The EGNOS User Satisfaction Survey 2020 was opened on **December 8<sup>th</sup> 2020** and was closed on **April 6<sup>th</sup> 2021**.

**124 answers received**

- 91 EGNOS Users
- 33 Non-EGNOS Users



# 2020 EGNOS Users' Satisfaction Results -Sample Characterization-



The questionnaire has been filled by **91 EGNOS users**

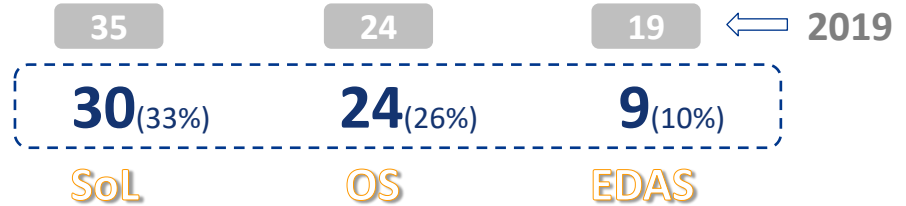
98 in 2019

33 Non-EGNOS Users have filled in the questionnaire.

## Country of origin of respondents (TOP 5)



## EGNOS Services



(\* ) Each respondent can use more than one service. 38 respondents did not indicate their EGNOS Service.

Note: 3 respondents (3%) marked "other" Market Segment.

## Answers received per Market Segment



# 2020 EGNOS Users' Satisfaction Results -Global Score- EGNOS Support & Services

# 8.5

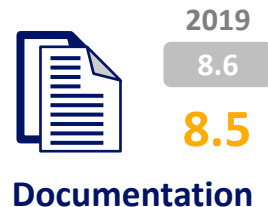
Global  
Satisfaction Score

8.6 - 2019



**91 EGNOS USERS**  
filled in the questionnaire

## EGNOS SUPPORT



## EGNOS SERVICES

(\*) Each respondent can use more than one service. 38 respondents did not indicate their EGNOS Service.



# 2020 EGNOS Users' Satisfaction Results -EGNOS Services- Performance

## SAFETY OF LIFE

**9.2** <sup>2019</sup>  
**9.3**  
EGNOS SoL  
accuracy

**8.6** <sup>2019</sup>  
**9.3**  
EGNOS SoL  
availability

**8.4** <sup>2019</sup>  
**8.8**  
EGNOS SoL  
continuity

**8.6** <sup>2019</sup>  
**8.9**  
EGNOS SoL  
coverage



## OPEN SERVICE

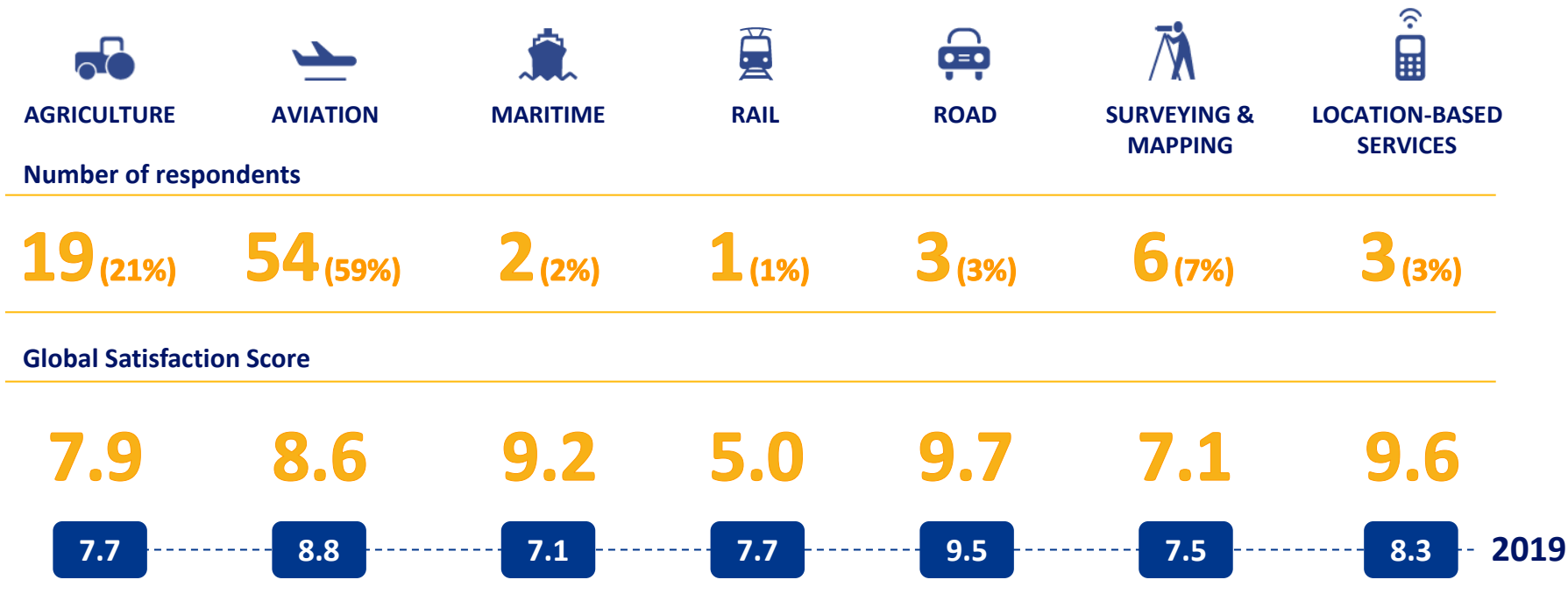
**8.4** <sup>2019</sup>  
**8.8**  
EGNOS OS  
availability

**8.6** <sup>2019</sup>  
**8.0**  
EGNOS OS  
accuracy

**9.0** <sup>2019</sup>  
**8.1**  
EGNOS OS  
coverage



# 2020 EGNOS Users' Satisfaction Results -Market Segments-



**NOTE:** 3 respondents (3%) marked "other" Market Segment: Aerodrome flight information (1); Air Force (1); Airport(1). (Global Satisfaction Score.- 9.0).





# 2021 EGNOS User Satisfaction Action Plan

Actions obtained from the survey analysis. These actions have been defined with the aim to increase the satisfaction level in 2021.





# List of actions

1	Ensure information in the website can be accessed easier avoiding the need of navigating through the menu.
2	Analyse feasibility of regular subscription newsletter providing information about main updates / changes done and coming for the next period in the website (e.g. news, contents, documentation...)
3	Analyse feasibility of providing EGNOS availability from a position/date (not only from a RIMS) introduced by the user.
4	In the EDAS DGNSS coverage map include a sentence indicating users can click on a point of the map to see the expected performance.
5	Include hyperlinks in the "Table of contents" of the SDD PDFs published in the EUSW.
6	Increase the number of PoCs displayed on the EWA Portal (some organizations have up to 6 different PoCs).
7	Include the meaning of "TBC" at the EGNOS SIS availability forecast calendar.
8	Develop a multiplatform application/library that could be offered to EDAS users to easily integrate EDAS SISNeT corrections in their systems.

## thank you!

[www.essp-sas.eu](http://www.essp-sas.eu)

[miguel-angel.sanchez@essp-sas.eu](mailto:miguel-angel.sanchez@essp-sas.eu)

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

[egnos-helpdesk@essp-sas.eu](mailto:egnos-helpdesk@essp-sas.eu)

+34 911 236 555 (H24/7)



**Thanks for your attention!**



**Now it is  
your turn**