



GALILEO USER SATISFACTION SURVEY – 2019



The European GNSS Agency (GSA) launched the third Galileo User Satisfaction Survey between 3rd December 2019 and 14th April 2020. The aim is to gather valuable information regarding:

- perception and expectations about Galileo service.
- the specific needs by the users within different market-related segments and use.
- suggestions for improvement of the European GNSS Service Centre (GSC).

Thanks for your trust and contribution to improving the Galileo service!

This survey is intended to give voice to the growing Galileo User Community and build a continuous dialogue for the improvement of the Galileo system and its services.

Galileo is Europe's Global Navigation Satellite System (GNSS), providing improved positioning and timing information, and serving public authorities, businesses and citizens across Europe and beyond.

GALILEO USER SATISFACTION SURVEY – 2019

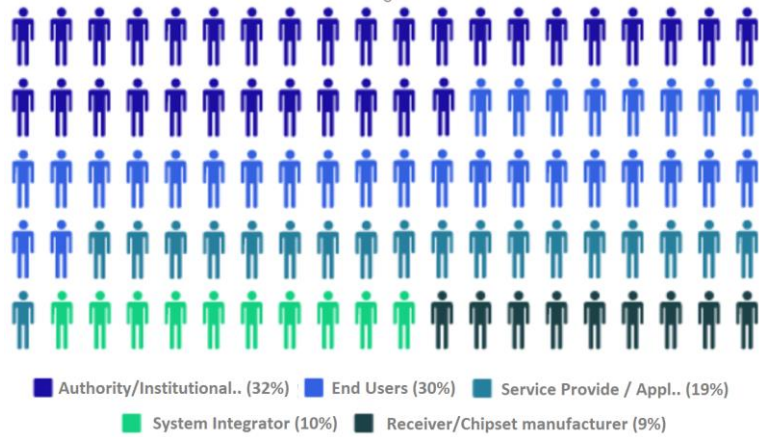
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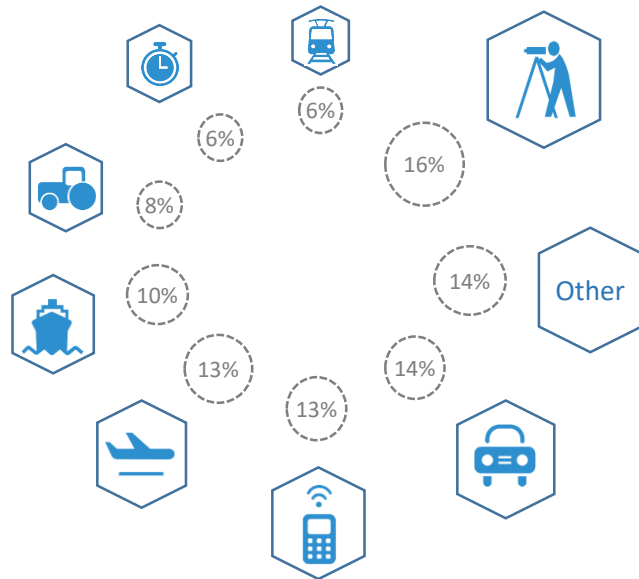
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IDENTIFICATION AND GENERAL GALILEO QUESTIONS

Distribution of the respondents by downstream actor



Distribution of the respondents by market segment



Authority / Institutional / Scientific entities

Service Providers / App. Developers

System Integrators

Rx/Chipset Manufacturers

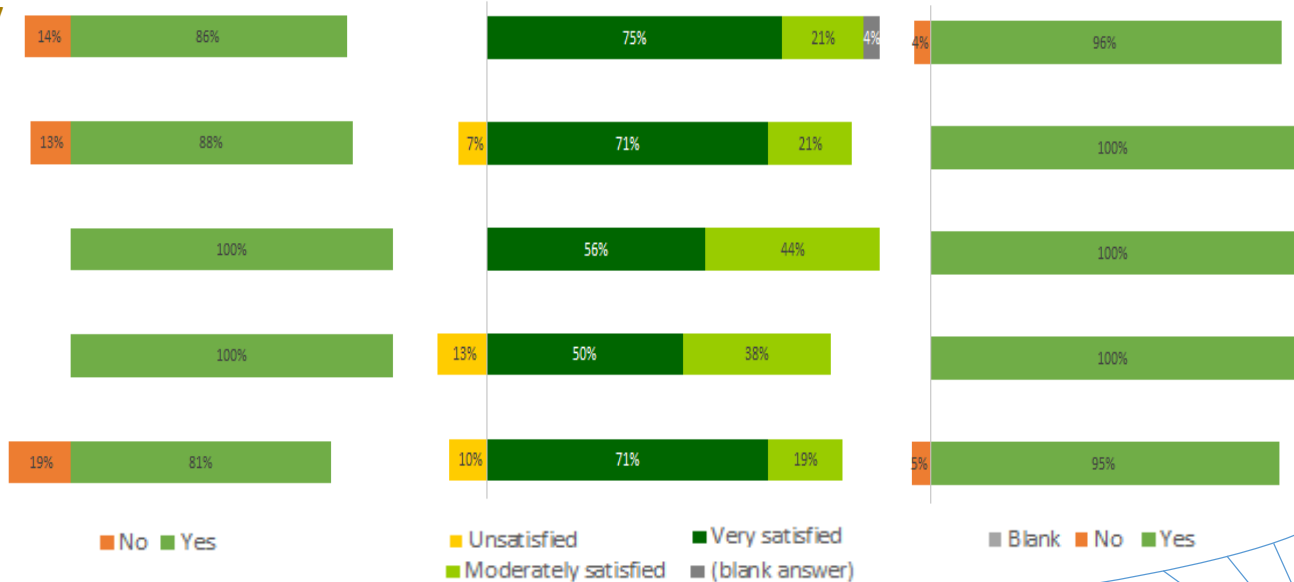
End Users

| | 2019 | 2018 | |
|-----------------------------------|------|------|---|
| already USING Galileo | 87% | 62% | ↑ |
| are SATISFIED with Galileo | 94% | 90% | ↑ |
| would RECOMMEND Galileo | 97% | 98% | ↓ |

USE

SATISFACTION

RECOMMENDATION



FEEDBACK ABOUT GALILEO

Galileo Users

Top-5 reasons to use Galileo

| | |
|--|-----|
| There are more satellites available | 83% |
| It is a European project designed for civil purposes | 51% |
| I experience better positioning performance | 50% |
| Position solution is not lost in harsh environments | 37% |
| My customers appreciate the inclusion of Galileo | 29% |

Top-5 features expected from Galileo

| | |
|--|-----|
| Better performance (accuracy, availability ...) | 53% |
| Strong confidence regarding positioning error | 51% |
| Stronger protection regarding jamming/spoofing | 41% |
| Lower time to obtain the first position | 29% |
| More precise timing/synchronization information | 21% |

Most repeated comments: Return Link Service is mentioned several times as an important reason to use Galileo, while expansion of Metadata information and implementation of High Accuracy Services on E6B appear to be important features expected from Galileo in the near future for some users.

Non-Galileo users

Top-3 reasons to not use Galileo

| | |
|---|-----|
| My device is not Galileo compatible | 45% |
| Galileo cannot be activated in my device (even if it is Galileo compatible) | 36% |
| Other | 18% |

Top-5 features expected from Galileo

| | |
|---|-----|
| Possibility to get authenticated GNSS signals | 82% |
| Resistance to interferences (jamming, spoofing) | 73% |
| Better performance in harsh environments | 73% |
| Higher accuracy | 73% |
| Less time needed to fix my first position | 64% |

Note: for all questions, users could select one or more answers

GSC-RELATED QUESTIONS

16% of respondents are REGISTERED in the GSC

Global Statistics

| | 2019 | 2018 | |
|--|------|------|---|
| KNOW about the GSC | 75% | 72% | ↑ |
| have VISITED the GSC | 49% | 57% | ↓ |
| overall ASSESSMENT for the GSC (1-5 scale) | 3.66 | 3.92 | ↓ |

NAGU satisfaction (1-5 scale)

2019 2018

3.60 4.12 ↓

HELPDESK satisfaction (1-5 scale)

3.60 3.57 ↑

ALMANACS satisfaction (1-5 scale)

4.00 3.91 ↑

ELECTRONIC LIBRARY satisfaction (1-5 scale)

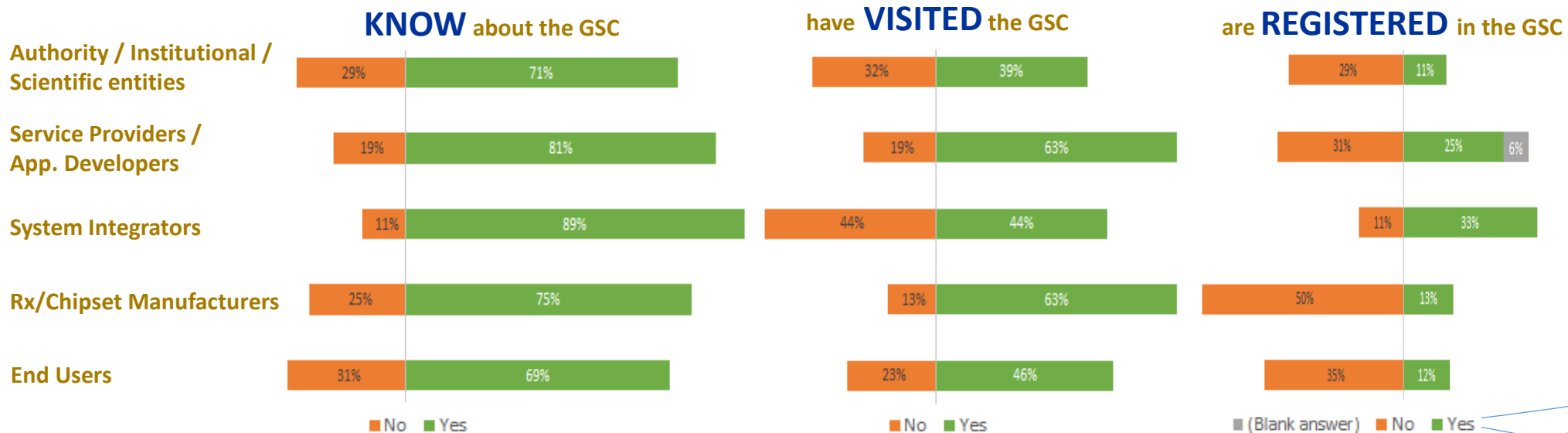
3.50 4.06 ↓

INCIDENT REPORTS satisfaction (1-5 scale)

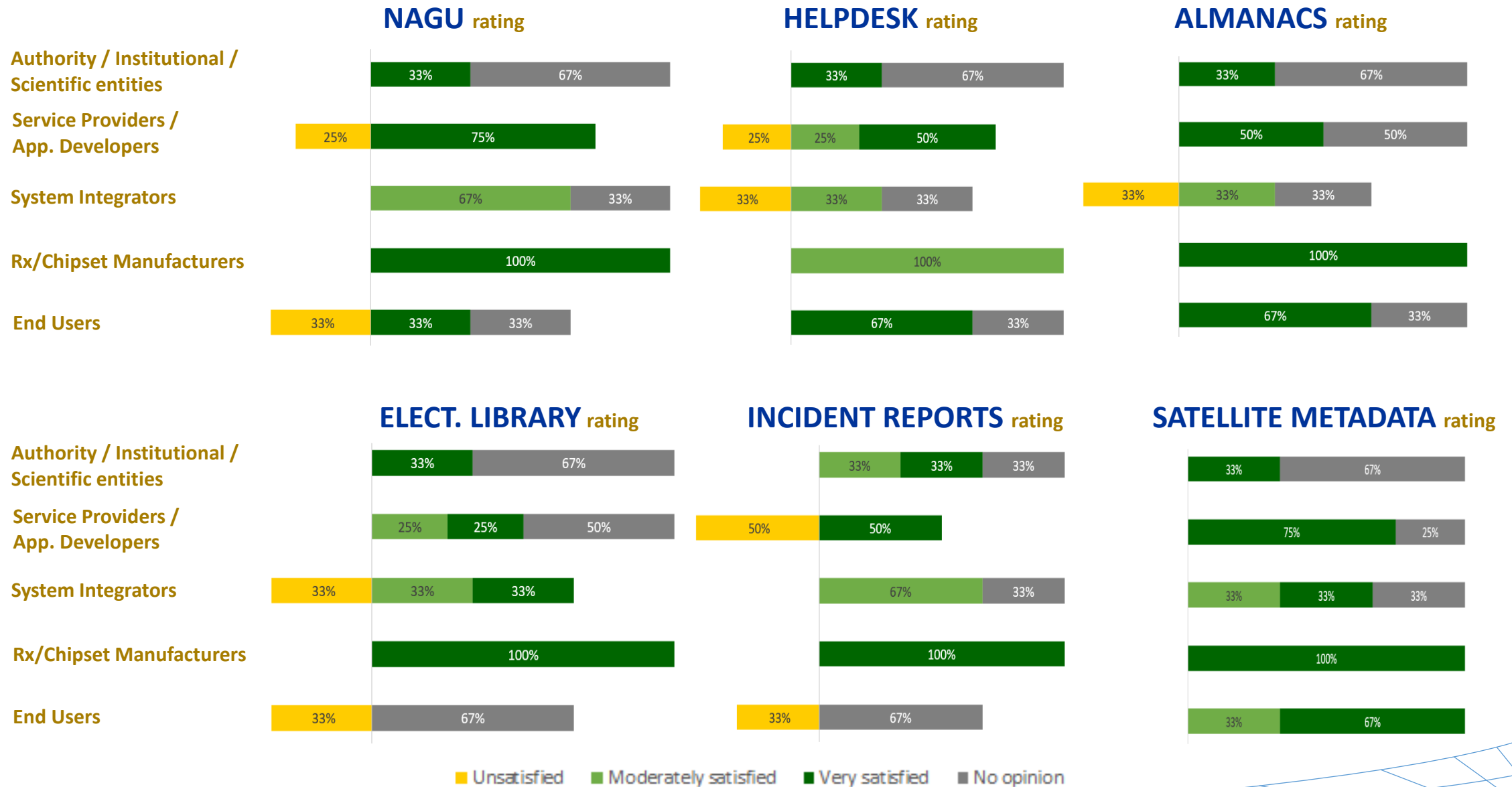
3.30 3.59 ↓

SATELLITE METADATA satisfaction (1-5 scale)

4.10 4.03 ↑



FEEDBACK ABOUT GSC SERVICES



ACTIONS PERFORMED TO STRENGTHEN THE GNSS SERVICE CENTRE (GSC) (SHORT/MEDIUM TERM)

Some actions have already been implemented to strengthen the European GNSS Service Centre (GSC):

1. Publication of the **NeQuick G** source code as part of the **Support to Developers** section
2. Creation of the **SAR Information** page, containing the status of the **SAR Forward and Return Link Services**.
3. Addition of the **Archive of all the Service Notices** published up to now.
4. The ongoing process to update the **GNSS Simulation and Testing** section (formerly known as **GSTI**), with the forthcoming publication of new tools before end of the year.
5. The publication of **Success Stories on the use of Galileo by third parties and users segments**, something that will be continued in the years to come.

SAR/Galileo Satellites Information

- > SAR/Galileo Satellites Information
 - > Description of the fields
- > SAR Payload Characteristics
- > SAR/Galileo Reference Beacons
- > SAR/Galileo Server

The GNSS Simulation and Testing tools database

- > Tools
- > User Guidelines
- > Developer Registration

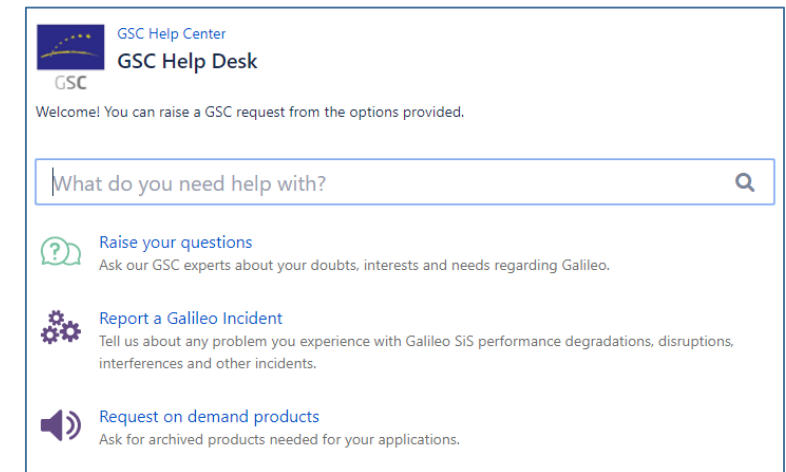
NeQuick G Source Code

[Download NeQuick G source code](#)

FURTHER RECOMMENDATIONS TO STRENGTHEN THE GNSS SERVICE CENTRE (GSC) (SHORT/MEDIUM TERM)

The most repeated comments regarding the European GNSS Service Centre (GSC) have generated the following recommendations.

1. To further explain the purpose of the Incident Reports service or to re-scope it to avoid confusion with NAGUs Provision Service.
2. To provide more information in cases of outages or similar situations.
3. To implement new user support tools in the GSC (such as graphics for Galileo performance, tools for Galileo representation, training resources, etc.).
4. To provide information (guidelines, training) on Galileo activation on different devices.
5. To improve content differentiation between GSA and GSC web portals.



RECOMMENDATIONS FOR ACTIONS TO STRENGTHEN THE GNSS SERVICE CENTRE (GSC) (SHORT/MEDIUM TERM)

6. To include in the GSC web portal timely information on future Galileo services under development.
7. To offer additional technical data on the Galileo Satellite Metadata page.

The screenshot displays the Galileo Service Centre website with three main service sections:

- Open Service**
 - Galileo Open Service - Service Definition Document (OS SDD V1.1)
 - Galileo - Open Service - Signal In Space Interface Control Document (OS SIS ICD V1.3)
 - Complementary Informative Note 2
Last update: 2018-10-05
 - Complementary Informative Note 1
Last update: 2018-08-08
- High Accuracy Service**
 - Galileo E6-B/C SIS Technical Note
- Search and Rescue Service**
 - Galileo - Search and Rescue - Service Definition Document (SAR SDD v2.0)

THANK YOU!



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GALILEO

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Linking space to user needs