

GALILEO USER SATISFACTION SURVEY – 2020



The European Union Agency for the Space Programme (EUSPA) launched the 4th Galileo User Satisfaction Survey between 9th December 2020 and 1st April 2021. The aim was to gather valuable information regarding:

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

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



This survey was 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.

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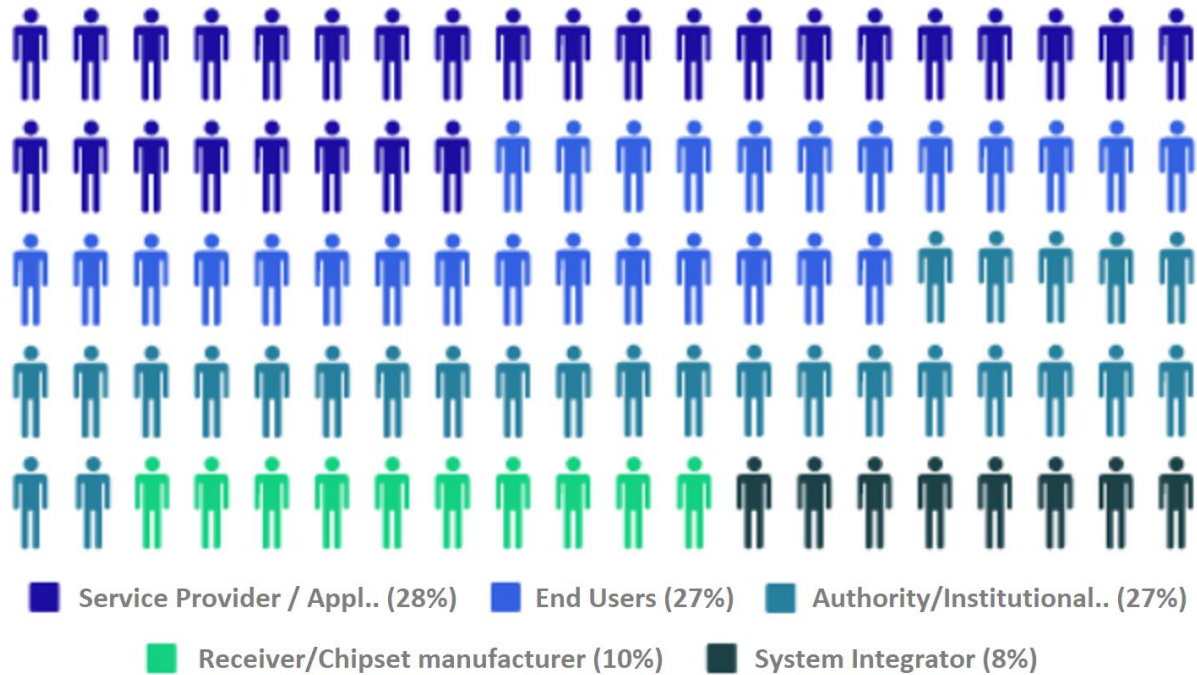
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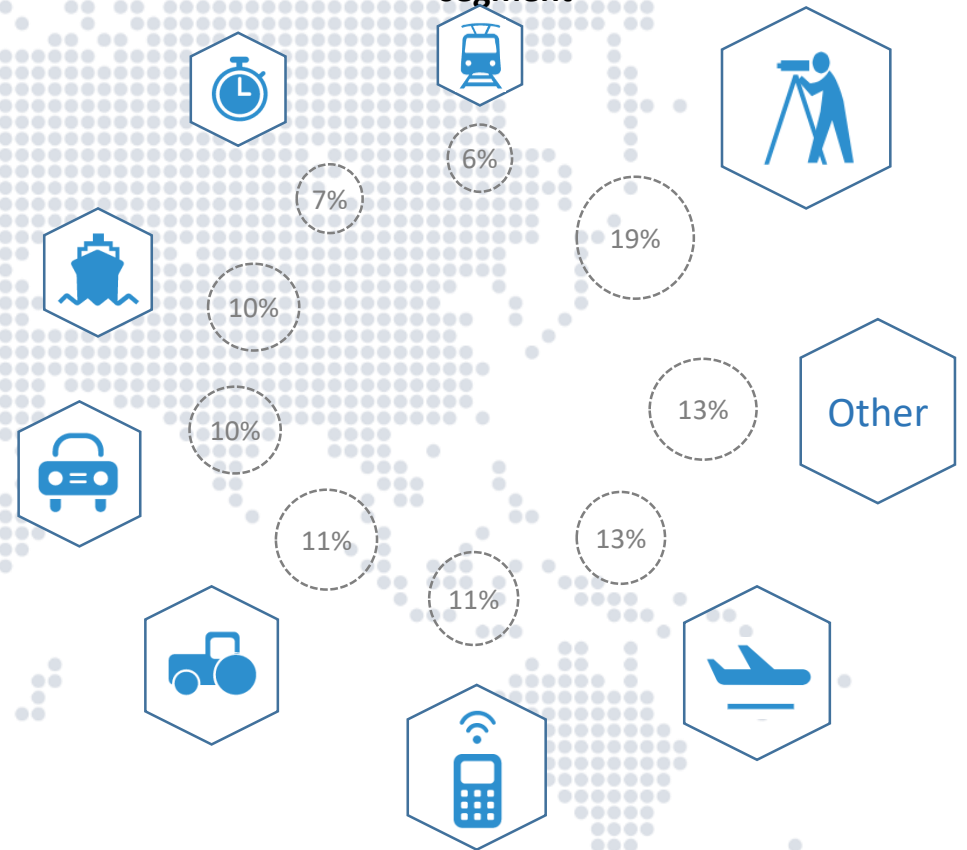
IDENTIFICATION QUESTIONS



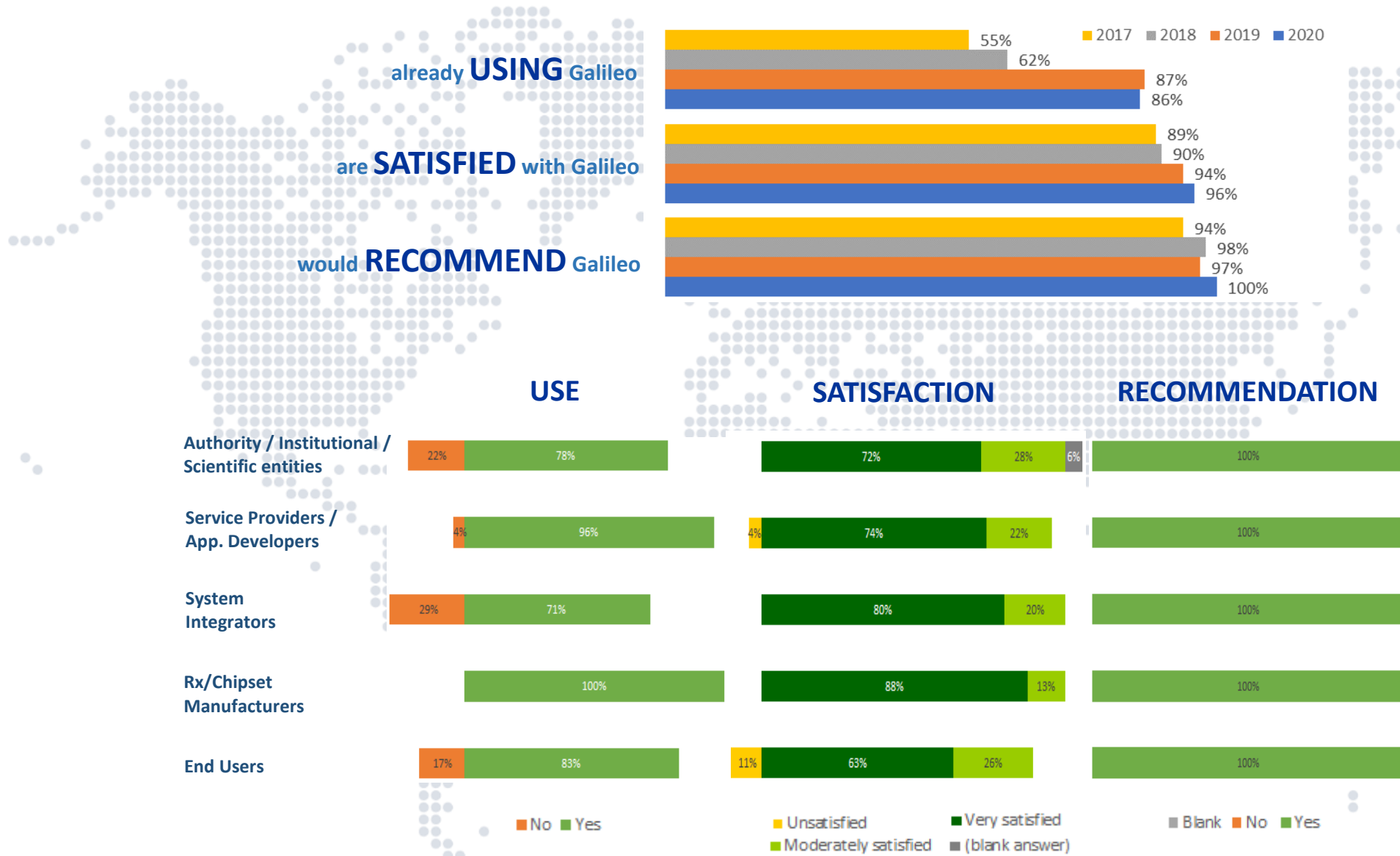
Distribution of the respondents by downstream actor



Distribution of the respondents by market segment



GENERAL GALILEO QUESTIONS



FEEDBACK ABOUT GALILEO



Galileo Users

Top-5 reasons to use Galileo

There are more satellites available	73%
I experience better positioning performance	44%
Position solution is not lost in harsh environments	38%
It is a European project designed for civil purposes	36%
My customers appreciate the inclusion of Galileo	33%

Top-5 features expected from Galileo

Better performance (accuracy, availability ...)	62%
Stronger protection regarding jamming/spoofing	45%
Strong confidence regarding positioning error	41%
Lower time to obtain the first position	30%
More precise timing/synchronization information	23%

Most repeated comments: Full Operational Capability is the top-repeated comment, followed by the use of HAS and the reduction in the time to inform users about any degradation in the Signal-In-Space.

Non-Galileo users

Top-3 reasons to not use Galileo

My device is not Galileo compatible	42%
Other	33%
Galileo cannot be activated in my device (even if it is Galileo compatible)	17%

Comments to "Others": Backwards compatibility with GPS-only devices, network not processing Galileo, necessity of data from reference stations.

Top-5 features expected from Galileo

Higher accuracy	83%
Higher availability of satellites	75%
Better performance in harsh environments	58%
Less time needed to fix my first position	50%
Possibility to get authenticated GNSS signals	42%

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

GSC-RELATED QUESTIONS



15% of respondents are REGISTERED in the GSC

Global Statistics*

KNOW about the GSC **59%**

have **VISITED** the GSC **41%**

overall **ASSESSMENT** for the GSC **3.60**
(1-5 scale)

* New products will soon be provided to improve GSC visibility

NAGU satisfaction (1-5 scale)

HELPDESK satisfaction (1-5 scale)

ALMANACS satisfaction (1-5 scale)

ELECTRONIC LIBRARY satisfaction (1-5 scale)

INCIDENT REPORTS satisfaction (1-5 scale)

SATELLITE METADATA satisfaction (1-5 scale)

2020 2019

3.90 3.60

3.57 3.60

4.50 4.00

4.00 3.50

3.75 3.30

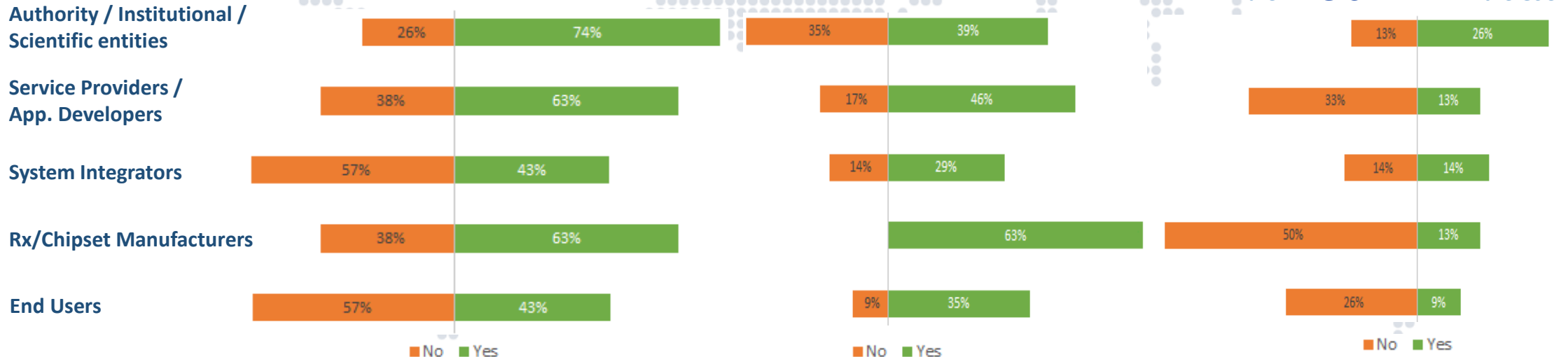
4.25 4.10



KNOW about the GSC

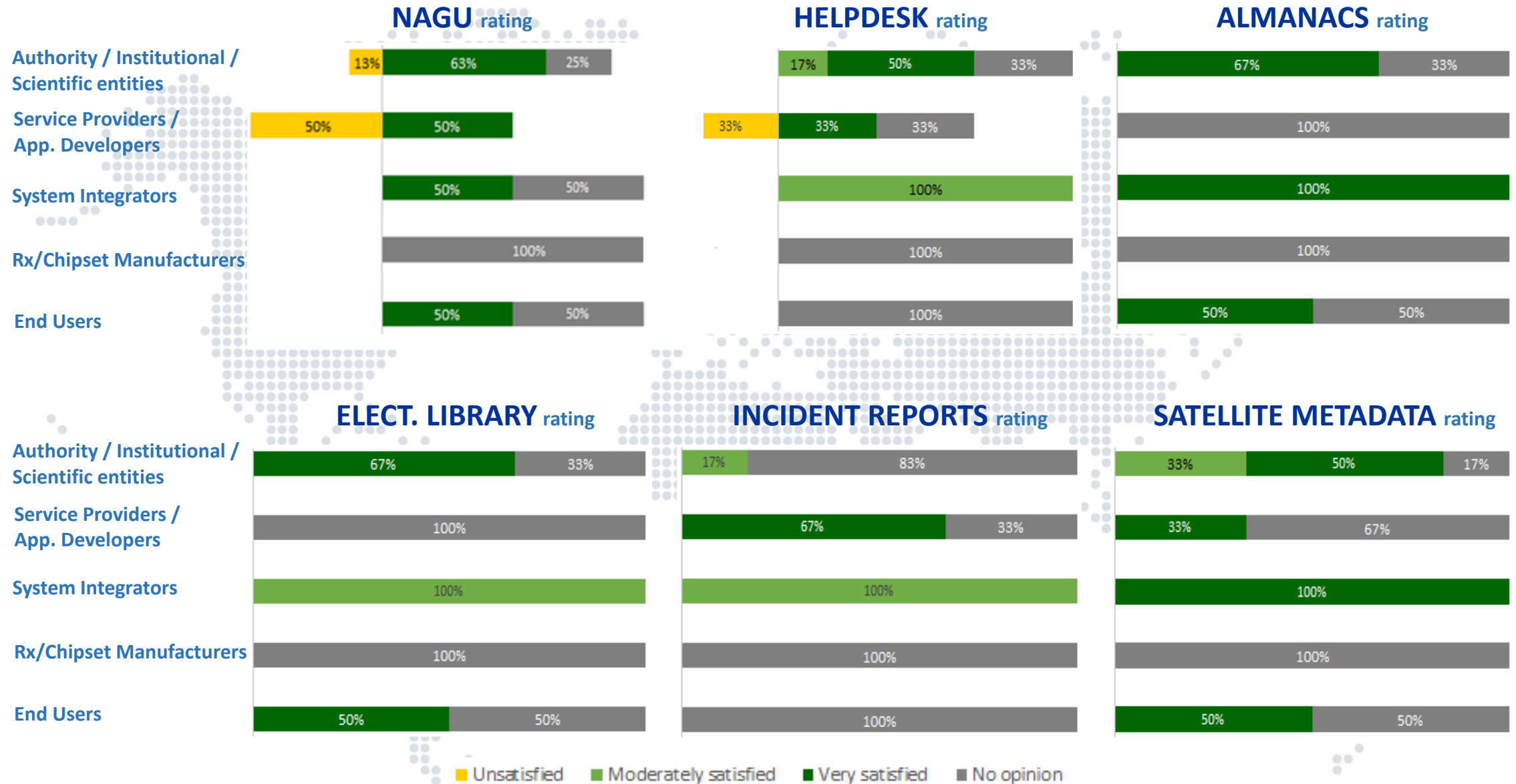
have **VISITED** the GSC web

are **REGISTERED** in the GSC





FEEDBACK ABOUT GSC SERVICES





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

Recommendations

1. Include on the GSC web portal detailed roadmaps on future Galileo services under development and satellite launches.
2. Consider the provision of more Galileo products, such as RINEX Navigation files, in the GSC website.
3. Improve the publication time and content of Galileo NAGUs.
4. Improve the reactivity of the Galileo helpdesk.
5. Consider new features in the web portal, such as the provision of past system status, support to developers, graphics of Galileo performance or a map of ground elements.

The OSNMA and HAS Info Notes have been published, with the roadmap of these services.

Work is ongoing and new products will be available soon, including more frequent publications of Galileo almanacs.

New OS SDD 1.2 addresses improved NAGU publication time. The publication of Service Notices provides additional information to complement NAGUs.

Current average time to reply user requests is now ~1 day.

Some of these features are already in the pipeline and will be ready in the next versions of the GSC.

Actions

THANK YOU!



<https://www.euspa.europa.eu/>



GALILEO

www.gsc-europa.eu

Linking space to user needs