

GALILEO USER SATISFACTION SURVEY – 2022



The European Union Agency for the Space Programme (EUSPA) launched the 6th Galileo User Satisfaction Survey between 24th October 2022 and 28th February 2023.

We gathered valuable information regarding:

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

**Thanks for your trust and
contribution to improving the
Galileo services!**

This survey gave 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 – 2022

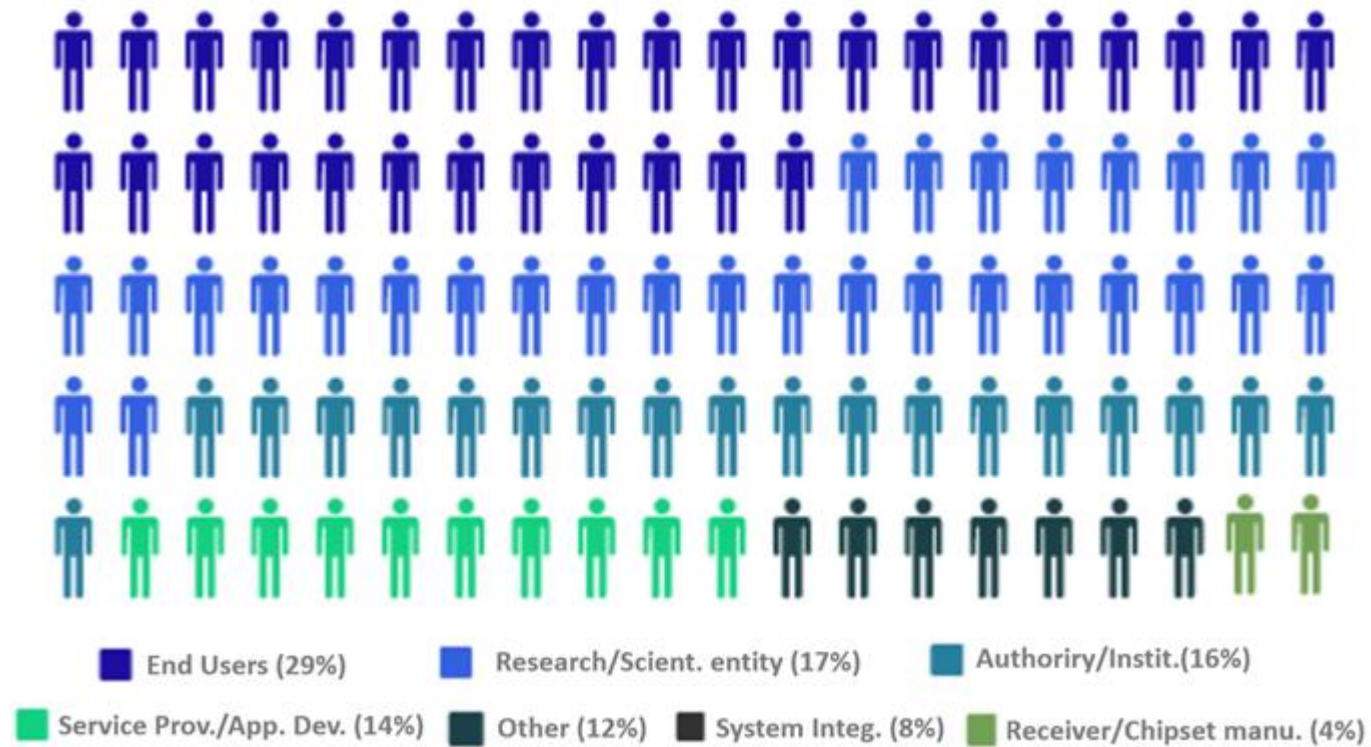
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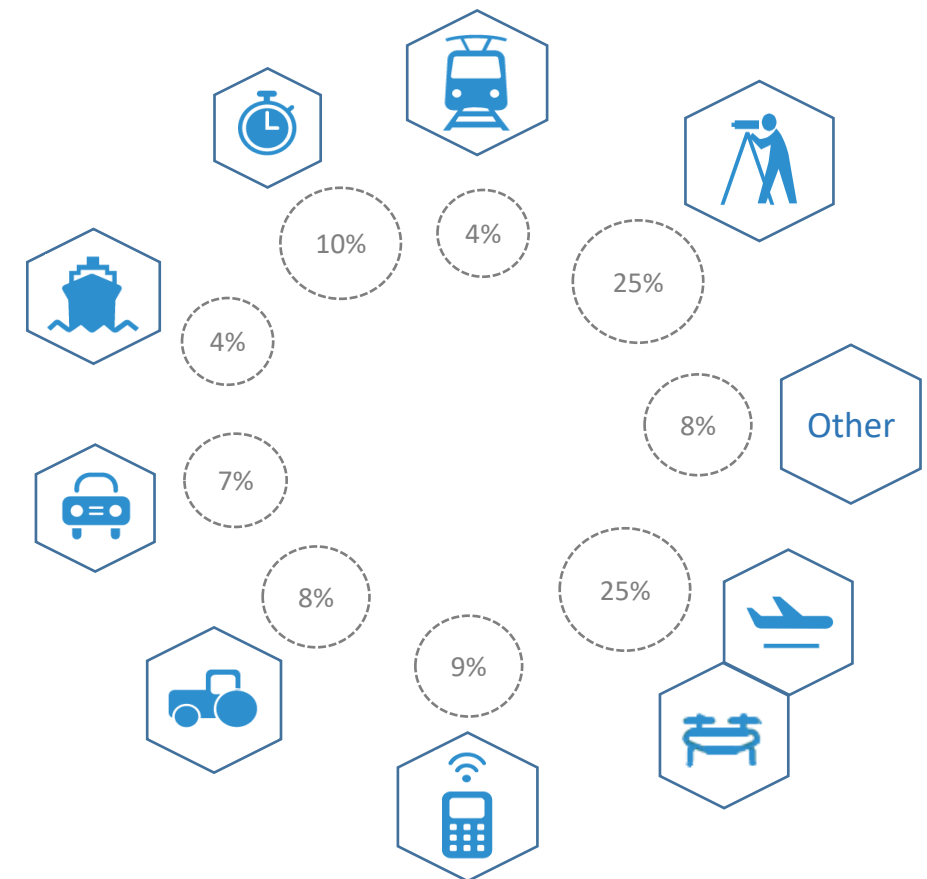
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IDENTIFICATION QUESTIONS

Distribution of the respondents by downstream actor

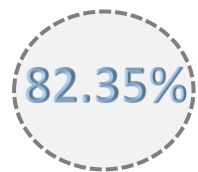


Distribution of the respondents by market segment



GENERAL GALILEO QUESTIONS

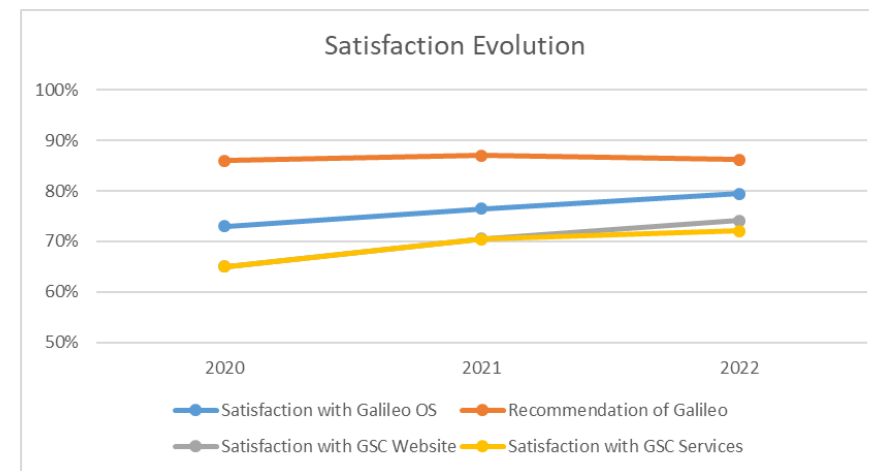
Overall **SATISFACTION**
with Galileo continues to grow



2021



2022



USE

Other



Research / Scientific entities



Authority / Institutional

Services Provider /
App. Developers

System Integrators

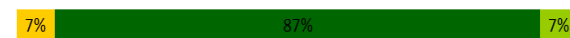
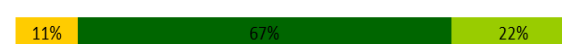
Rx / Chipset
Manufacturers

End Users

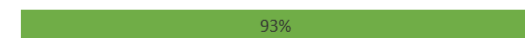


No Yes

SATISFACTION*

Unsatisfied Very satisfied
Moderately satisfied no opinion

RECOMMENDATION*



No Yes

FEEDBACK ABOUT GALILEO

Galileo Users

Top-5 reasons to use Galileo

There are more satellites available	64%
I experience better positioning performance	50%
My device gets faster position solution	31%
My customers appreciate the inclusion of Galileo	29%
Galileo was already activated by default in my device	26%

Top-5 features expected from Galileo

Stronger protection regarding jamming/spoofing	50%
Better performance (accuracy, availability ...)	48%
Strong confidence regarding positioning error	40%
Lower time to obtain the first position	33%
More precise timing/synchronization information	24%

Main comments: More satellites in the constellation for better productivity; more detailed metadata: transmit power, gain pattern; confidence in the availability and prompt and open communication in case of issues.

Non-Galileo users

Reasons to not use Galileo

Operators not deciding about Galileo adoption	50%
I do not experience a better positioning performance	50%

Top-5 features expected from Galileo

Use a public and civil EU owned infrastructure	44%
Higher availability of satellites	33%
Higher accuracy	33%
Resistance to interferences (jamming, spoofing)	22%
Less time needed to fix my position	22%

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

GSC-RELATED QUESTIONS (1)

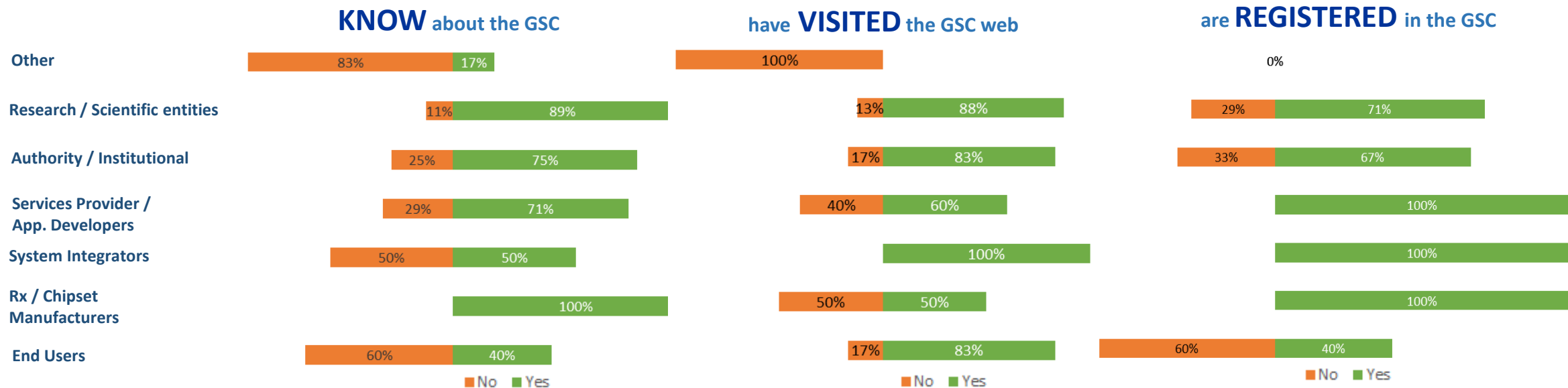
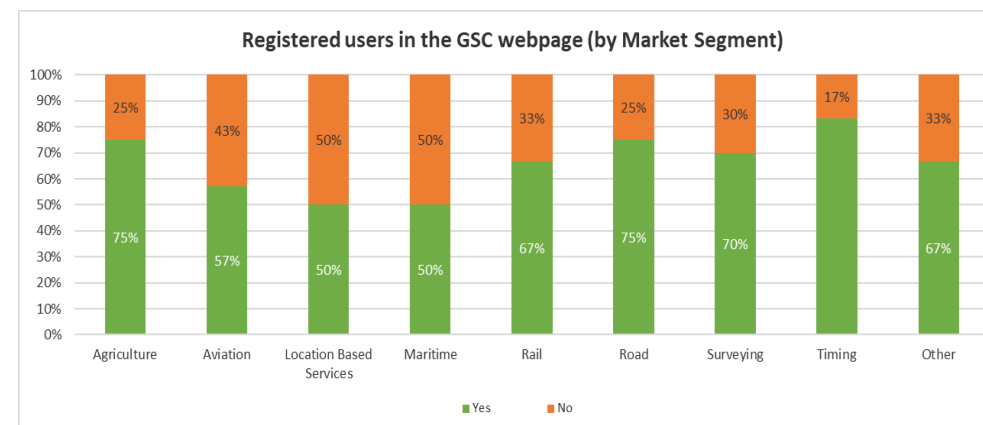
Global Statistics

KNOW about the GSC **59%**

have **VISITED** the GSC (& KNOW about) **77%**

Overall GSC services **SATISFACTION** **72.10%**

71% of respondents are REGISTERED in the GSC



GSC-RELATED QUESTIONS (2)

GSC website

Design & layout satisfaction 82.61%

Easy access to info satisfaction 77%

Usability satisfaction 77%

GSC documentation (1-10 scale)

Programme Ref. Docs. satisfaction 9.00

Quarterly Perfo. Reports satisfaction 6.75

Service Notices satisfaction 6.75

Market Reports satisfaction 6.75

GSC Customer Portal (1-10 scale)

Time taken to respond 7.67

Answer quality 8.33

Communication skills 7.67

GSC services (1-10 scale)

NAGU satisfaction 7.44

Helpdesk satisfaction 8.20

Almanacs satisfaction 7.67

Electronic Library satisfaction 7.57

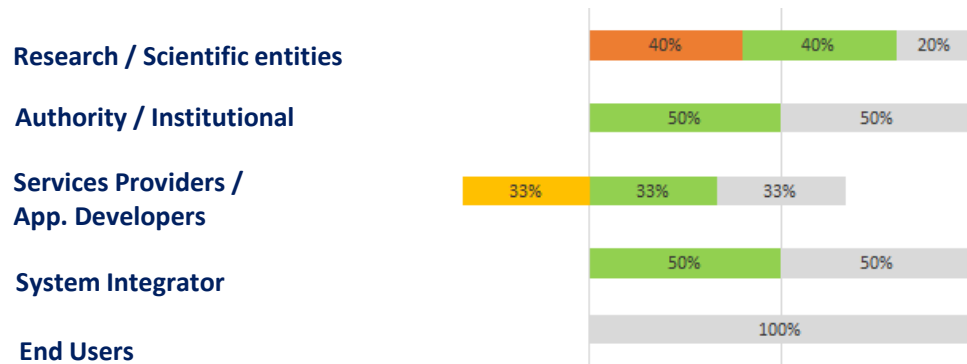
Incident Reports satisfaction 7.25

Satellite Metadata satisfaction 7.38

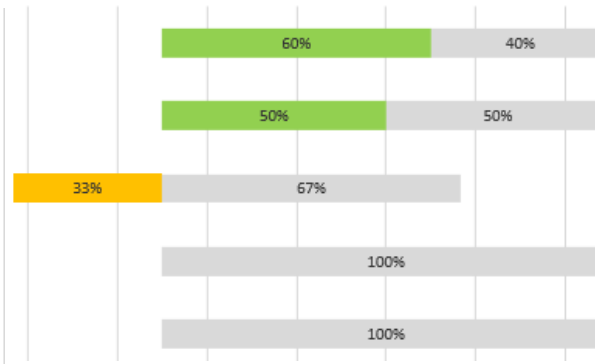
Iono. Correction Algorithms satisfaction 7.13

FEEDBACK ABOUT GSC SERVICES*

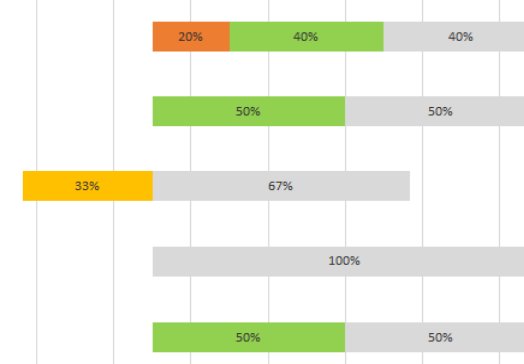
NAGU rating



HELPDESK rating



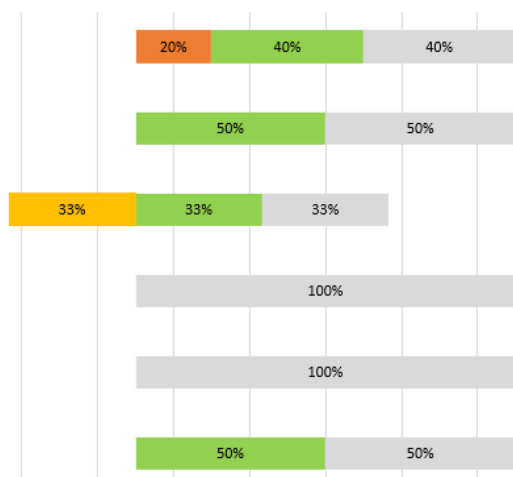
ALMANACS rating



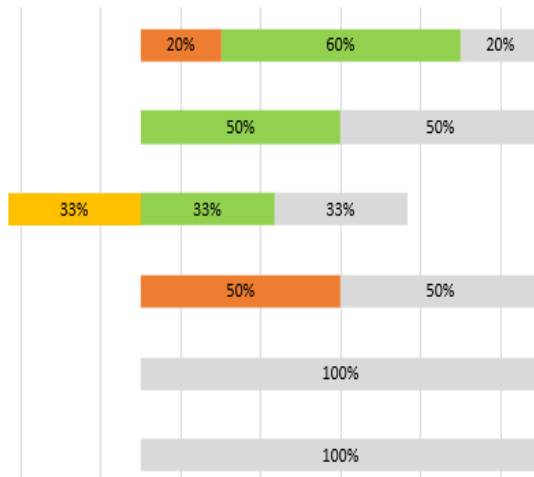
Notes: 0% feedback of "Other"; the number of answers received from "RX / Chipset manufacturers" is not enough for extracting a significant value.

■ Unsatified ■ Moderately satisfied ■ Very satisfied ■ Blanks

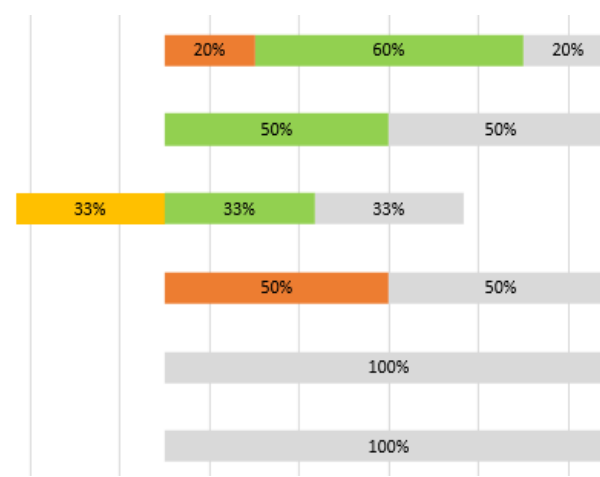
ELECT. LIBRARY rating



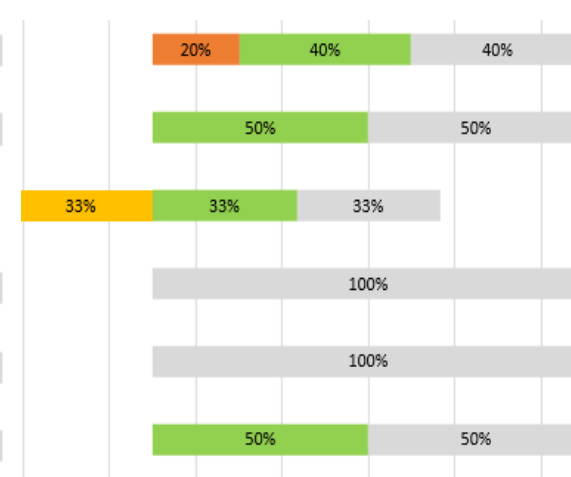
INCIDENT REPORTS rating



SATELLITE METADATA rating



IONO CORR. ALG. rating



■ Unsatified ■ Moderately satisfied ■ Very satisfied ■ Blanks

*Only for registered users

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

Recommendations

To publish some information or a roadmap of the new Galileo services to come (i.e. CAS, EWSS).

2. To publish additional Galileo Satellite Metadata.

3. To provide information on Galileo HAS and OSNMA capable receivers.

4. To develop specific material, including training, on Galileo use and added value from differentiators for specific communities.

5. To provide users with a faster communication of Galileo outages.

Roadmaps on the coming Galileo Services are under preparation.

Additional satellite metadata information will be published in the mid-term.

List of Galileo HAS capable receivers published in the Galileo HAS Days. Updated list of receivers with differentiators available and distributed upon request.

Second training for drones planned in Amsterdam Drone Week. Testing/demonstrations launched with drones, flight inspection and inland waterways.

The publication time of certain types of NAGUs has been reduced, as per latest OS SDD.

Actions

THANK YOU!



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

#EUSpace 



www.gsc-europa.eu

Linking space to user needs