



GALILEO USER SATISFACTION SURVEY – 2017



The European GNSS Agency (GSA) launched the first Galileo User Satisfaction Survey on 8th December 2017. The survey aimed at gathering valuable information regarding:

- the 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).

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

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

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IDENTIFICATION AND GENERAL GALILEO QUESTIONS

Distribution of the respondents by downstream actor



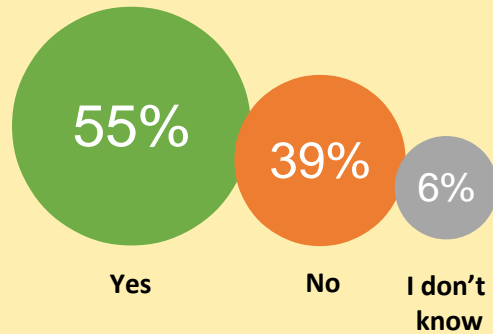
Distribution of the respondents by market segment



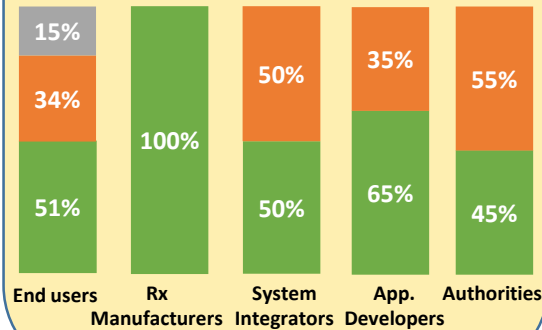
55% already **USING** Galileo

Use of Galileo Initial Services

All users:



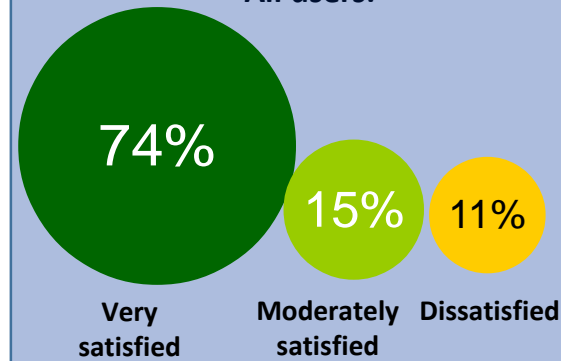
By type of user:



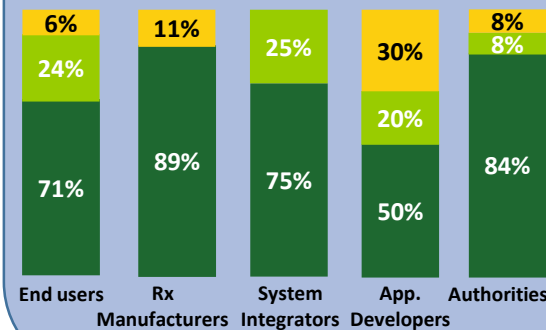
89% are **SATISFIED** with Galileo

Current level of satisfaction with Galileo

All users:



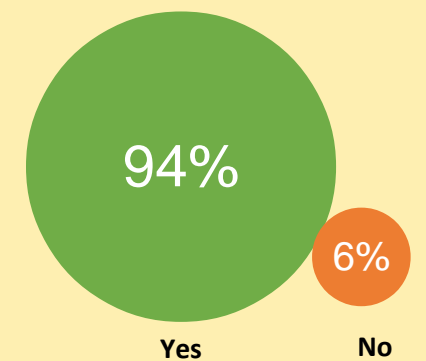
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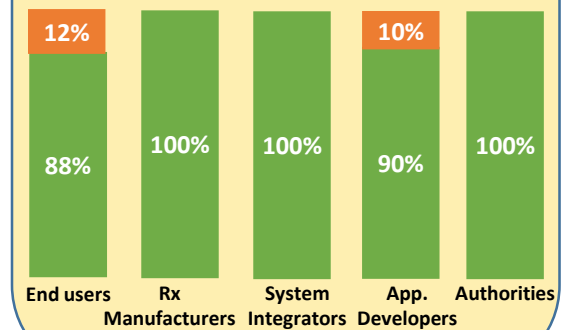
94% would **RECOMMEND** Galileo

Would you recommend Galileo to other users?

All users:



By type of user:



REASONS TO USE GALILEO

End users

Improved accuracy

29%

24%

Improved availability/continuity

Already activated in the device

29%

24%

Less time to fix first position

Others

29%

24%

Reliability and trustworthiness to applications

Receiver/Chipset manufacturers

My customers appreciate the inclusion of Galileo

78%

44%

Galileo is positively perceived by potential customers

Improved availability/continuity

56%

33%

Precise timing and synchronisation

Improved accuracy

44%

33%

Civilian nature

System integrators

New market opportunities

75%

50%

Close support to users (European system)

Achieve more versatility

50%

50%

Incoming authentication capabilities (OS-NMA)

Implement additional functionalities

50%

25%

Increase the number of customers

Service Providers / Application Developers

Improved positioning accuracy

80%

40%

Galileo is positively perceived by potential customers

Improved availability/continuity

60%

40%

Introducing my products to new markets

My customers appreciate the inclusion of Galileo

40%

40%

Creating a new set of services/applications

Authority/Institutional/Scientific entities

Use of a public EU-owned infrastructure

46%

38%

Accuracy of a few centimetres

Independence from GPS

46%

38%

Resistance to interference (jamming, spoofing)

Others

46%

38%

Civilian nature

TOP-5 REASONS TO USE GALILEO

Improved positioning accuracy

49%

21%

My customers appreciate the inclusion of Galileo

Improved availability/continuity

28%

19%

Galileo is a European public infrastructure

Civilian nature

25%

FEATURES THAT GALILEO SHOULD STRENGTHEN

End users

Higher availability/continuity

47%

29%

Stronger protection regarding jamming / spoofing

All my needs are covered

29%

18%

More precise timing/synchronisation information

Higher accuracy

29%

18%

Others

Receiver/Chipset manufacturers

Stronger protection regarding jamming / spoofing

44%

22%

More precise timing and synchronisation

Higher availability/continuity

33%

11%

Stronger confidence regarding positioning error

Shorter Time To First Fix

33%

11%

Others

System integrators

Better positioning performance (accuracy, availability, continuity)

100%

50%

Current and/or potential customers do not really understand the benefits of Galileo

More precise timing/synchronisation information

50%

Service Providers / Application Developers

Better positioning performance (accuracy, availability, continuity)

70%

10%

More precise timing/synchronisation information

All my needs are covered

20%

10%

Inclusion of Galileo might add unnecessary complexity

Others

20%

10%

I need more information about Galileo to upgrade/maintain my network

Authority/Institutional/Scientific entities

Higher availability/continuity

62%

31%

More precise timing/synchronisation information

Stronger protection against jamming / spoofing

46%

15%

Higher accuracy

Stronger confidence regarding positioning error

38%

15%

Others

TOP-5 FEATURES THAT GALILEO SHOULD STRENGTHEN

Higher availability/continuity

36%

21%

Better positioning performance (accuracy, availability, continuity)

Stronger protection regarding jamming / spoofing

28%

15%

Higher accuracy

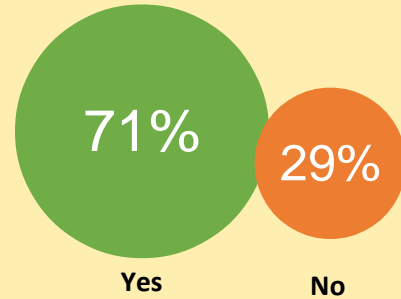
More precise timing/synchronisation information

23%

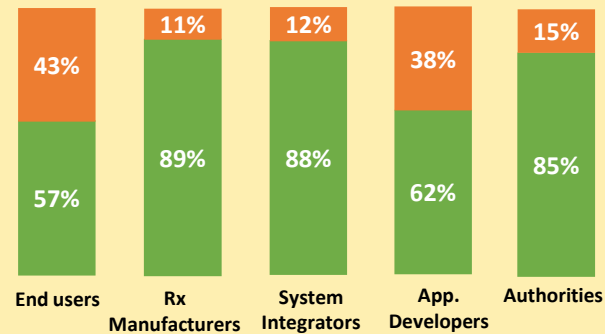
GSC-RELATED QUESTIONS

Do you know about the European GNSS Service Centre (GSC)?

All users:

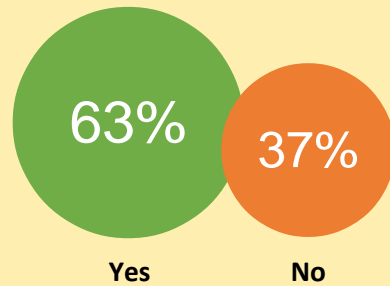


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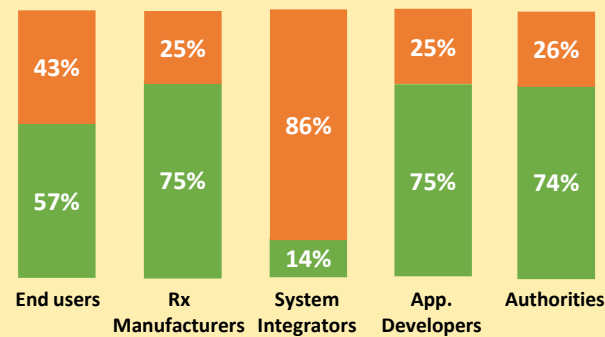


Are you registered on the GSC web portal?

All users:



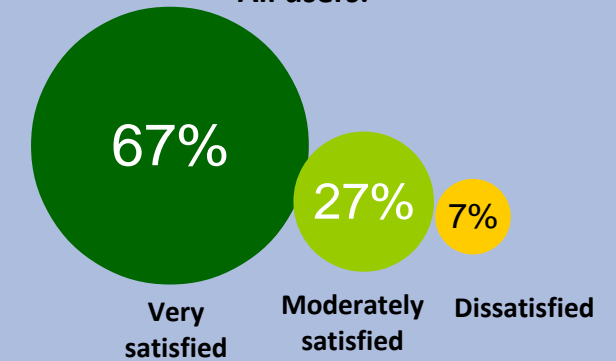
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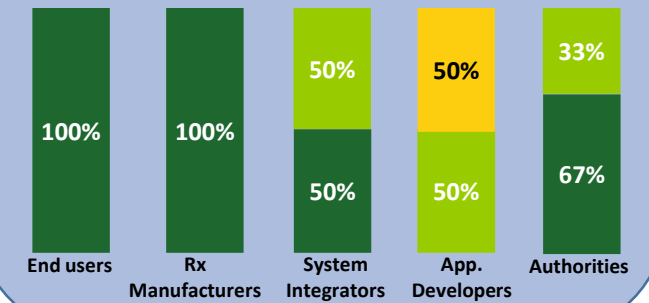
QUESTION FOR NON-REGISTERED USERS

Current level of satisfaction with Galileo

All users:



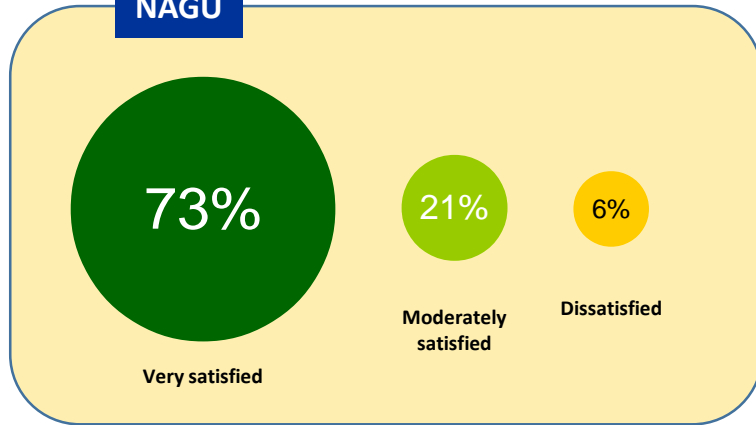
By type of user:



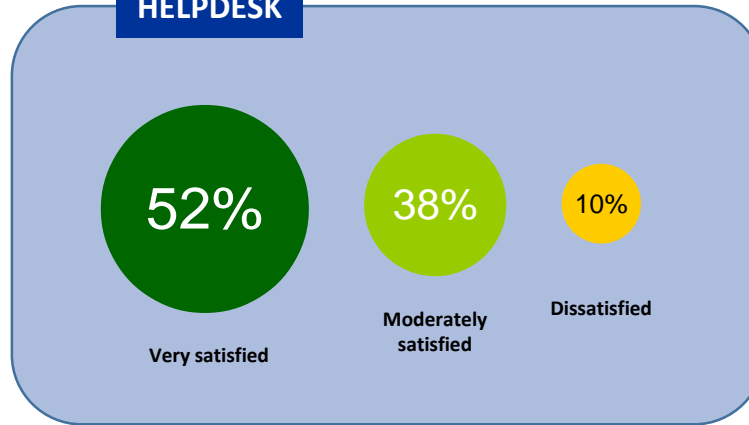
Only answers from people that expressed their opinion have been taken into account

GSC-RELATED QUESTIONS FOR REGISTERED USERS

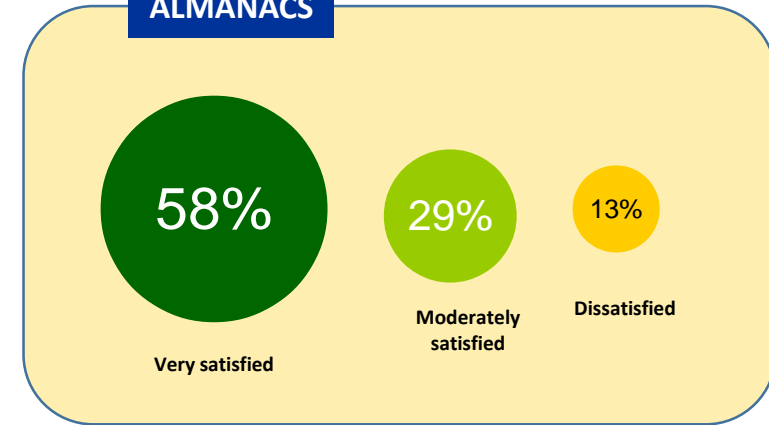
NAGU



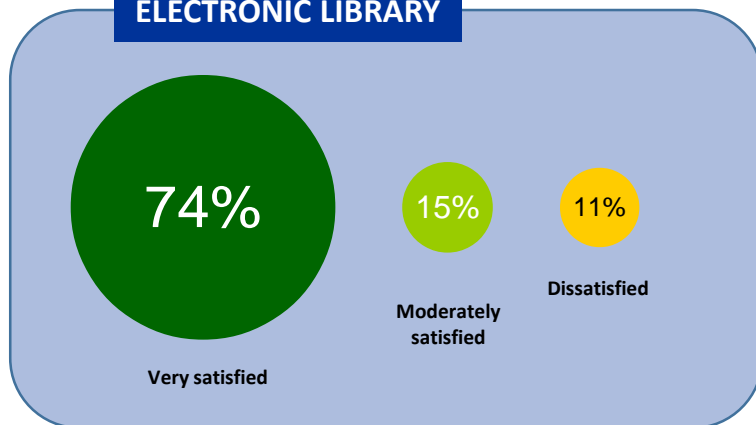
HELPDESK



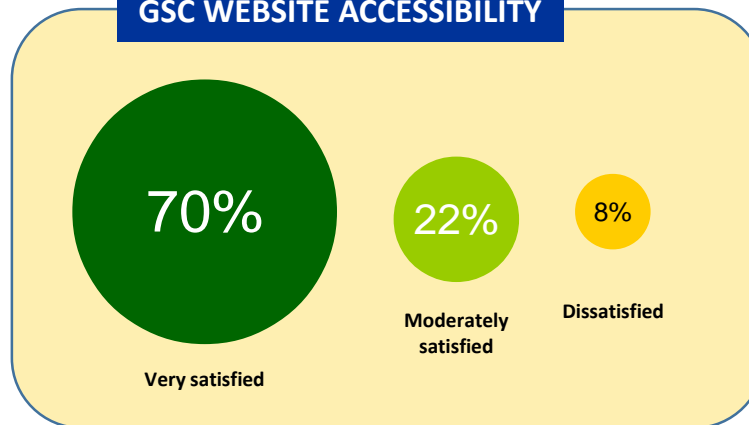
ALMANACS



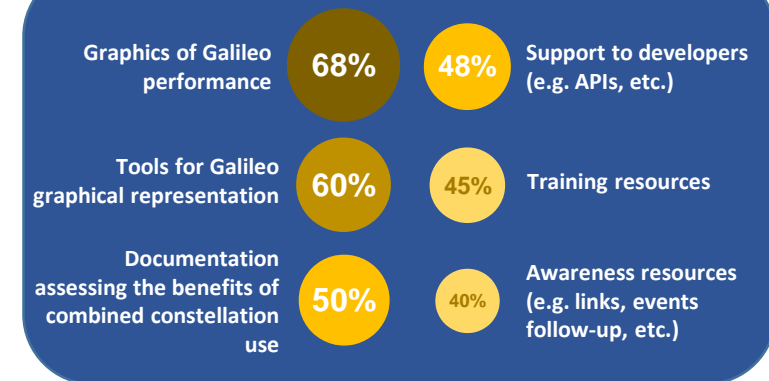
ELECTRONIC LIBRARY



GSC WEBSITE ACCESSIBILITY

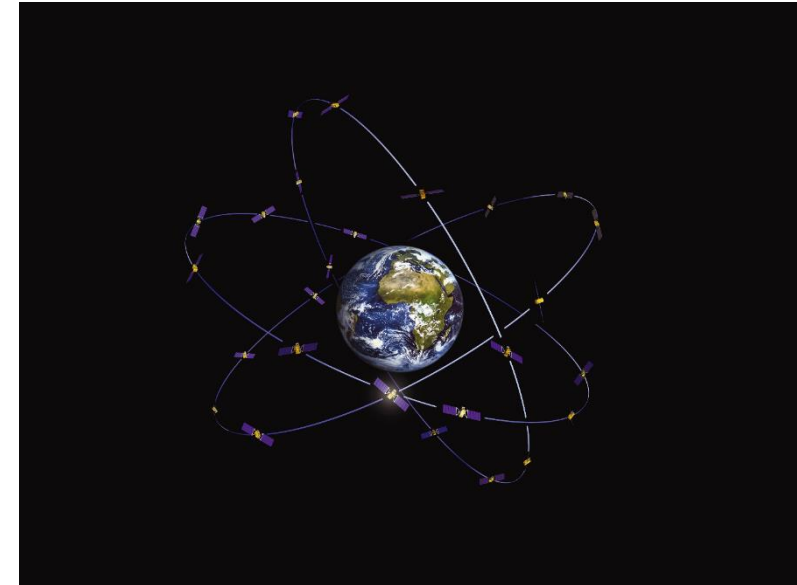


SUGGESTED ADDITIONAL IMPROVEMENTS IN THE GSC



MAIN SURVEY OUTCOMES ON GALILEO SERVICES

- 1. To improve the availability of the Galileo services.**
- 2. To aim for a better positioning accuracy.**
- 3. To think about further research activities linked to the protection regarding jamming/spoofing in the coming years.**



MAIN SURVEY OUTCOMES ON GNSS SERVICE CENTRE (GSC) RELATED SERVICES

- 1. To improve the GSC website in order to provide more graphical capabilities showing Galileo status and performance.**
- 2. To increase the range of available GSC products (formats, distribution mechanisms, combined constellation reports, etc.).**
- 3. To improve the User Services support specifically on the application developers domain.**



THANK YOU!



www.gsa.europa.eu



GALILEO

www.gsc-europa.eu

Linking space to user needs