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**

**Use of Galileo Initial Services**

![Chart showing the distribution of respondents by type of user.

55% already USING Galileo

89% are SATISFIED with Galileo

94% would RECOMMEND Galileo

Current level of satisfaction with Galileo

Very satisfied: 74%

Moderately satisfied: 15%

Dissatisfied: 11%

Would you recommend Galileo to other users?

Yes: 94%

No: 6%

By type of user:

- End users: 51%
- Rx Manufacturers: 34%
- System Integrators: 50%
- App. Developers: 65%
- Authorities: 45%

**By type of user:**

- End users: 15%
- Rx Manufacturers: 6%
- System Integrators: 24%
- App. Developers: 11%
- Authorities: 55%

- End users: 71%
- Rx Manufacturers: 89%
- System Integrators: 75%
- App. Developers: 20%
- Authorities: 84%

**Distribution of respondents by downstream actor**

**Distribution of respondents by market segment**

- End User: 47%
- Authority/Institutional/Scientific entity: 21%
- System Integrator: 10%
- Services Provider/Application developer: 10%
- Device/Chipset Manufacturer: 8%

- Other: 11%

- Not Applicable: 14%

- Not Available: 6%
**Reasons To Use Galileo**

### End users
- **Improved accuracy**: 29%
- **Already activated in the device**: 29%
- **Others**: 29%

- **Improved availability/continuity**: 24%
- **Less time to fix first position**: 24%
- **Reliability and trustworthiness to applications**: 24%

### Receiver/Chipset manufacturers
- **My customers appreciate the inclusion of Galileo**: 78%
- **Improved availability/continuity**: 56%
- **Improved accuracy**: 44%

- **Galileo is positively perceived by potential customers**: 44%
- **Precise timing and synchronisation**: 33%
- **Civilian nature**: 33%

### System integrators
- **New market opportunities**: 75%
- **Achieve more versatility**: 50%
- **Implement additional functionalities**: 50%

- **Close support to users (European system)**: 50%
- **Incoming authentication capabilities (OS-NMA)**: 50%
- **Increase the number of customers**: 25%

### Service Providers / Application Developers
- **Improved positioning accuracy**: 80%
- **Improved availability/continuity**: 60%
- **My customers appreciate the inclusion of Galileo**: 40%

- **Galileo is positively perceived by potential customers**: 40%
- **Introducing my products to new markets**: 40%
- **Creating a new set of services/applications**: 40%

### Authority/Institutional/Scientific entities
- **Use of a public EU-owned infrastructure**: 46%
- **Independence from GPS**: 46%
- **Others**: 46%

- **Accuracy of a few centimetres**: 38%
- **Resistance to interference (jamming, spoofing)**: 38%
- **Civilian nature**: 38%

### TOP-5 Reasons To Use Galileo
- **Improved positioning accuracy**: 49%
- **Improved availability/continuity**: 28%
- **Civilian nature**: 25%

- **My customers appreciate the inclusion of Galileo**: 21%
- **Galileo is a European public infrastructure**: 19%

*All this information has been obtained through multiple-choice questions*
Features that Galileo should strengthen

End users
- Higher availability/continuity: 47%
- Stronger protection regarding jamming / spoofing: 29%
- All my needs are covered: 29%
- More precise timing/synchronisation information: 18%
- Higher accuracy: 29%
- Others: 18%

Receiver/Chipset manufacturers
- Stronger protection regarding jamming / spoofing: 44%
- More precise timing and synchronisation: 22%
- Higher availability/continuity: 33%
- Stronger confidence regarding positioning error: 11%
- Shorter Time To First Fix: 33%
- Others: 11%

System integrators
- Better positioning performance (accuracy, availability, continuity): 100%
- More precise timing/synchronisation information: 50%
- Current and/or potential customers do not really understand the benefits of Galileo: 50%

Service Providers / Application Developers
- Better positioning performance (accuracy, availability, continuity): 70%
- More precise timing/synchronisation information: 10%
- All my needs are covered: 20%
- Inclusion of Galileo might add unnecessary complexity: 10%
- Others: 10%

Authority/Institutional/Scientific entities
- Higher availability/continuity: 62%
- More precise timing/synchronisation information: 31%
- Stronger protection against jamming / spoofing: 46%
- Higher accuracy: 15%
- Others: 15%

System integrators
- Higher availability/continuity: 36%
- Better positioning performance (accuracy, availability, continuity): 21%
- Stronger protection regarding jamming / spoofing: 28%
- More precise timing/synchronisation information: 15%
- Higher accuracy: 15%

*All this information has been obtained through multiple-choice questions.*
GSC-Related Questions

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

- Yes: 71%
- No: 29%

By type of user:

- All users:
  - End users: 43% Yes, 57% No
  - Rx Manufacturers: 11% Yes, 89% No
  - System Integrators: 12% Yes, 88% No
  - App. Developers: 38% Yes, 62% No
  - Authorities: 15% Yes, 85% No

Are you registered on the GSC web portal?

- Yes: 63%
- No: 37%

By type of user:

- All users:
  - End users: 43% Yes, 57% No
  - Rx Manufacturers: 25% Yes, 75% No
  - System Integrators: 25% Yes, 75% No
  - App. Developers: 25% Yes, 75% No
  - Authorities: 26% Yes, 74% No

Question for Non-Registered Users

Current level of satisfaction with Galileo

- Very satisfied: 67%
- Moderately satisfied: 27%
- Dissatisfied: 7%

By type of user:

- All users:
  - End users: 100%
  - Rx Manufacturers: 50%
  - System Integrators: 50%
  - App. Developers: 50%
  - Authorities: 33%

Only answers from people that expressed their opinion have been taken into account.
**GSC-Related Questions for Registered Users**

**NAGU**
- Very satisfied: 73%
- Moderately satisfied: 21%
- Dissatisfied: 6%

**HELPDESK**
- Very satisfied: 52%
- Moderately satisfied: 38%
- Dissatisfied: 10%

**ALMANACS**
- Very satisfied: 58%
- Moderately satisfied: 29%
- Dissatisfied: 13%

**ELECTRONIC LIBRARY**
- Very satisfied: 74%
- Moderately satisfied: 15%
- Dissatisfied: 11%

**GSC WEBSITE ACCESSIBILITY**
- Very satisfied: 70%
- Moderately satisfied: 22%
- Dissatisfied: 8%

**Suggested Additional Improvements in the GSC**
- Graphics of Galileo performance: 68%
- Support to developers (e.g. APIs, etc.): 48%
- Tools for Galileo graphical representation: 60%
- Training resources: 45%
- Documentation assessing the benefits of combined constellation use: 50%
- Awareness resources (e.g. links, events follow-up, etc.): 40%
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.
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