



EGNOS, it's there. Use it.

EGNOS Users' Satisfaction

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European
Global Navigation
Satellite Systems
Agency



Precise navigation,
powered by Europe



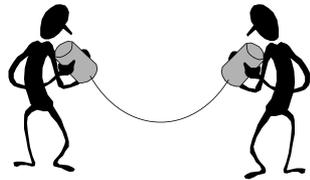
Table Of Contents

- **EGNOS Users' Satisfaction Pillars**
- **User Support Improvement Process**
- **EGNOS Users' Satisfaction**
- **EGNOS Users' Satisfaction Survey Results**
- **EGNOS Users' Satisfaction Analysis**
- **EGNOS Users' Satisfaction Implemented Actions**
- **EGNOS Survey open !!**

EGNOS Users' Satisfaction Pillars



Understand user needs



Communicate

EGNOS Users' Satisfaction Pillars



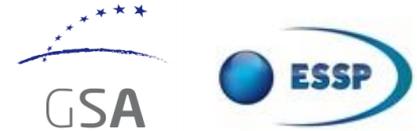
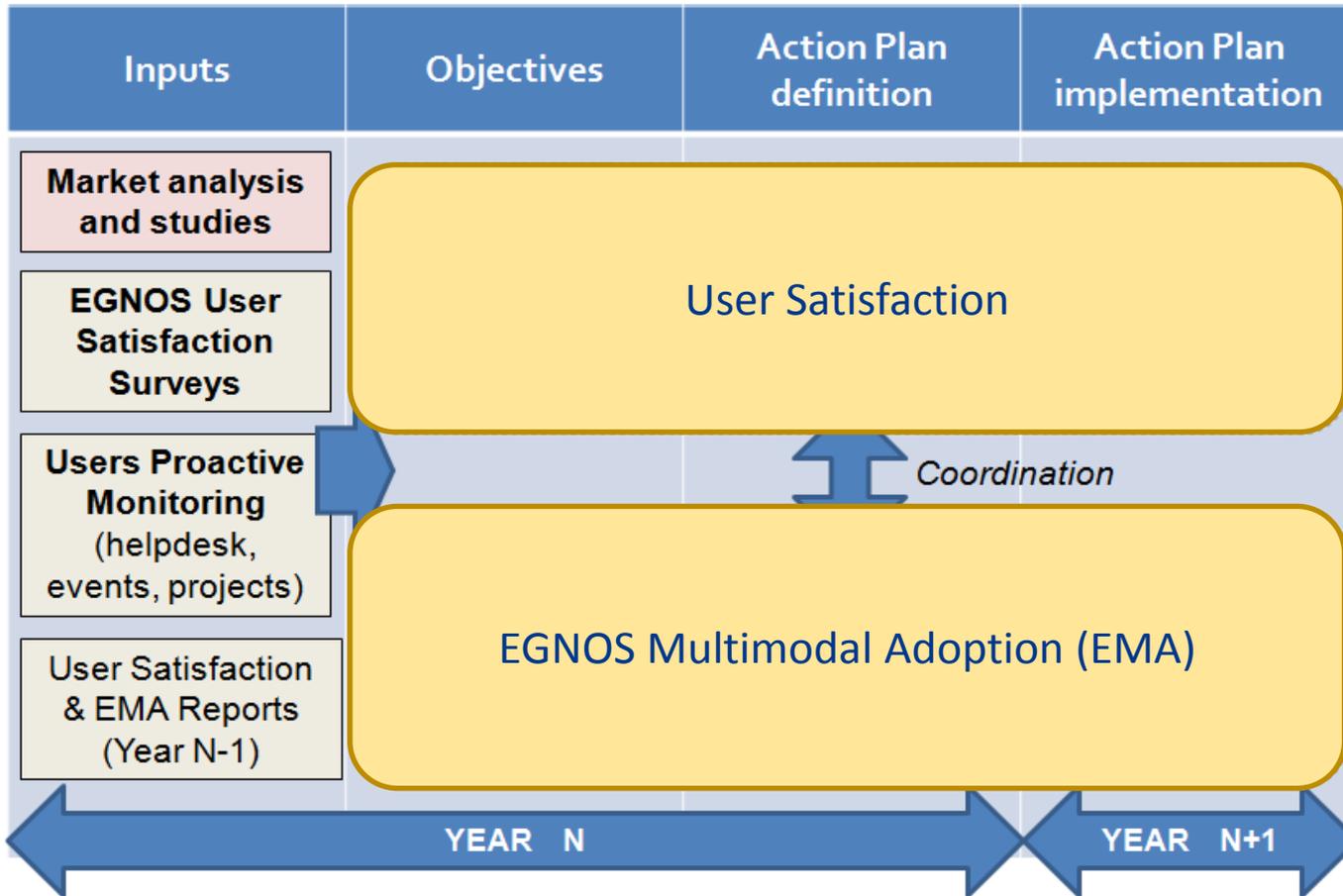
Engage & Satisfy users



Get user feedback



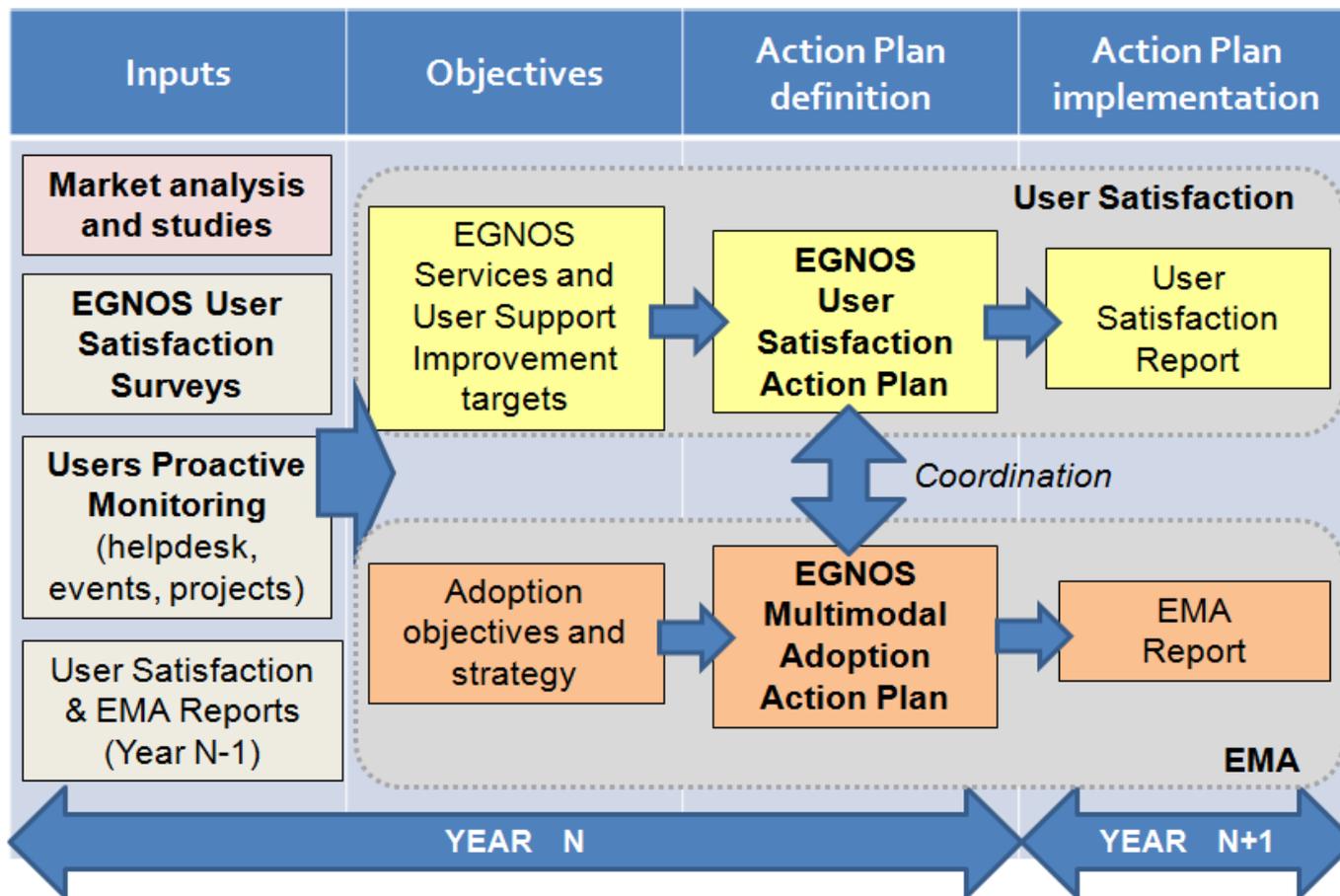
User Support Improvement Process



User Satisfaction: Activities addressed to improve users' perception on EGNOS service provision (especially those aspects directly related to GSA & ESSP responsibilities).

EMA: Activities addressed to promote EGNOS and foster its adoption in different market segments.

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EGNOS Users' Satisfaction

- The EGNOS users' satisfaction process covers GSA & ESSP objectives to identify and satisfy user needs:

- EGNOS SoL Users
- EGNOS OS Users
- EDAS Users

SES Regulation
"User Consultation Process"

ESSP Quality Management System
ISO 9001:2008

- How to assess the level of satisfaction of this heterogeneous group of Users?

GSA & ESSP INTERFACES WITH USERS (EGNOS HELPDESK, EVENTS, PROJECTS, ADOPTION ACTIVITIES, EGNOS SERVICE PROVISION WS...)

SPECIFIC USER ORIENTED SATISFACTION SURVEY

EGNOS Users' Satisfaction

ESSP & GSA INTERFACES

- EGNOS Helpdesk
- Events
- Projects
- Adoption activities
- EGNOS Service Provision WS
-



EGNOS Users



Satisfaction Process

ESSP User Support Improvement Process

- **EMA Action Plan**
- **EGNOS User Satisfaction Action Plan**

EGNOS Users Satisfaction Survey

(Online)



Independent Company

Around **2,500** EGNOS users contacted

Inputs to EGNOS Mission Evolutions



EGNOS
EGNOS, it's there. Use it.

EGNOS USERS Satisfaction Survey

Results



EGNOS SUPPORT



7.1

Support Website



7.9

Documentation



8.0

Helpdesk

The Global Satisfaction Score shows a good level of satisfaction with respect to EGNOS in general terms.



7.6
Global
Satisfaction
Score

(*) All scores are out of 10 points.

USER SATISFACTION SCORE PER DOMAIN (1)



5% respondents

6.6

Agriculture



6% respondents

8.3

Rail



51% respondents

7.9

Aviation



5% respondents

7.7

Road



6% respondents

7.6

Maritime



13% respondents

6.9

Surveying & Mapping

(1) The 14% of respondents are users from "other" domains.

EGNOS SERVICES



YOUR
SATISFACTION is
our reason for
being!



53%
respondents (2)

SoL

7.7



43%
respondents (2)

OS

6.9



23%
respondents (2)

EDAS

7.3

8.6
EGNOS SoL
accuracy

7.9
EGNOS SoL
availability

7.2
EGNOS SoL
continuity

7.0
EGNOS SoL
coverage

6.8
EGNOS OS
accuracy

7.3
EGNOS OS
availability

6.6
EGNOS OS
coverage

7.4
EDAS
service

(2) Each respondent can use more than one service.

EGNOS Users' Satisfaction Analysis (Recommendations)

AWARENESS / COMMUNICATION

- ❑ Increase user awareness about the EGNOS services and activities. As well as on the EGNOS Service provision scheme and actors.
- ❑ Improve awareness on the EGNOS information sources available and improve accessibility / usability of the available sources (e.g. mobile app).
- ❑ Provide more practical / customized / specific information in different fairs and workshops and implement the co-marketing concept.

SUPPORT TO IMPLEMENTATION

- ❑ Increase the GSA and ESSP support to use EGNOS in users' application(s).
- ❑ Increase customized support offered to EGNOS users depending on the type of organisation.
- ❑ Analyse the reasons of low satisfaction levels on EGNOS services and the classification per country or organisation type.

EGNOS Users' Satisfaction Analysis (Recommendations)

SUPPORT WEBSITE

- ❑ Overall EGNOS User Support Website improvement.
- ❑ Better categorization of Service Notices in the website.

HELPDESK

- ❑ Improve EGNOS Helpdesk quality and increase awareness & communication on its functionalities (a deeper analysis of the user's question, questions and user post-tracking, more detailed information, improve speed and quality of responses, etc.).

DOCUMENTATION

- ❑ Improve the SDDs in layout, frequency and services continuity information and provide customize contents for new operations (LPV-200, LP, RNPO.3).
- ❑ Provide more information / documentation related to EGNOS Projects funded by GSA / EC and their main results and applications.
- ❑ Improve Service Implementation Roadmaps to include new operations (LPV-200, LP, etc.) and consolidate the consistency & dependencies of all ESSP's roadmaps.
- ❑ Improve EGNOS Performance Reports (customizable performance graphics, improve performance maps resolution, more information on EDAS-based positioning performance, etc.).
- ❑ Improve the EGNOS Notifications Service (information more understandable and more fitted to user needs, notifications customized per site impacted, Include more information besides PRN number and time, etc.).

EGNOS Users' Satisfaction Analysis (Recommendations)

EGNOS SoL PERFORMANCE

- ❑ Ensure EGNOS APV-I availability and continuity in the SoL Service Area with special effort in the boundaries and the north and south of Europe.
- ❑ Extend the geographical coverage to Canary Island, the north of Africa and the Middle East regions.
- ❑ Analyse the capability of EGNOS to meet the performance requirements for the implementation of EGNOS Cat-I (autoland) operations [HAL=40m, VAL=10m and continuity of 2x10⁻⁷/150sec]. LPV-200 actually considers VAL of 35m.

EGNOS SoL AVIATION

- ❑ Increase communication and awareness on the benefits of EGNOS for aviation including the generation/update of guidance material for operators and ANSPs.
- ❑ Increase support to rotorcraft users and analyse current promulgation criteria for private heliports.
- ❑ Analyse ways to support implementation of LPVs at private airports with no lighting or no ATC.
- ❑ Increase support to aviation users to better anticipate impact of LPV-200 and provide them with additional information on EGNOS LPV STCs available or third parties that could support their implementation based on EGNOS.

EGNOS Users' Satisfaction Analysis (Recommendations)

EGNOS SoL MARITIME

- Analyse the possibility to transmit EGNOS corrections via IALA beacons, Automatic Identification System (AIS) or VHF Data Exchange System (VDES).
- Continue the support provided in different projects aimed at defining the appropriate service provision framework for EGNOS in the maritime domain.

EGNOS SoL RAIL

- Analyse how current EGNOS performance could support *Safety Integrity Levels (SIL)* rail requirements.

EGNOS OS

- Overall improvement of availability and accuracy and extend the geographical coverage to northern Europe, Africa, Middle East and ENPI South region.
- Increase awareness of the EGNOS Time Service and about its use and potential applications.
- Improve support provided to agriculture users by providing them with more customized information (e.g. maps) and customized means (e.g. not used to speak English).

EGNOS EDAS

- Improve the quality of data provided by the EDAS Services.
- Improve EDAS services to provide more selective data filtering and to ensure better consistency between DGNSS and RTK data. In addition deployment of correction needs to be fast.
- Improve the EDAS Client SW to provide additional information (e.g. statistical data) and increase its robustness.

EGNOS Users' Satisfaction Implemented Actions

- ❑ The **EGNOS User Support Website** has been completely redesigned and restructured!
- ❑ **Innovative ways** to present the information to users are being defined.
- ❑ The **EGNOS Multimodal Adoption (EMA)** action plan for 2015 considers user recommendations to foster the EGNOS adoption in all market segments.
- ❑ **Different action plans** are being developed or updated in order to improve the way EGNOS is promoted and documented.



EGNOS Survey open !!

- **EGNOS Survey (GSA-ESSP) launched in 2015 (30/09)** covering EGNOS Services' users during 2015

Take Part in the EGNOS User Satisfaction Survey!

Dear EGNOS User/Stakeholder,

The actual EGNOS services are currently delivered by European Satellite Services Provider (ESSP SAS) under contract with the European GNSS Agency (GSA) for the period 2014 – 2021. Together, GSA and ESSP work to meet and improve EGNOS users' needs and expectations and to support the promotion and marketing of the services offered by the EGNOS programme.

The [EGNOS User Satisfaction Survey](#)* is intended to measure EGNOS user satisfaction and gather valuable suggestions to improve the quality of the EGNOS services and to measure the ESSP performance as EGNOS Service Provider. Your opinions are important to us, and will help EGNOS continue to improve, meet and hopefully exceed your expectations.

Completing the survey should only take about 15 minutes and all responses will be treated under applicable European Data Protection law.

- <https://gsa-2015-egnos-uss.typeform.com/to/BjTUY4>



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<http://egnos-user-support.essp-sas.eu>



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Corporate Video

Thank you!