GALILEO USER SATISFACTION SURVEY – 2021

The European Union Agency for the Space Programme (EUSPA) launched the 3rd Galileo User Satisfaction Survey between 21st December 2021 and 28th April 2022.

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 service!

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 – 2021

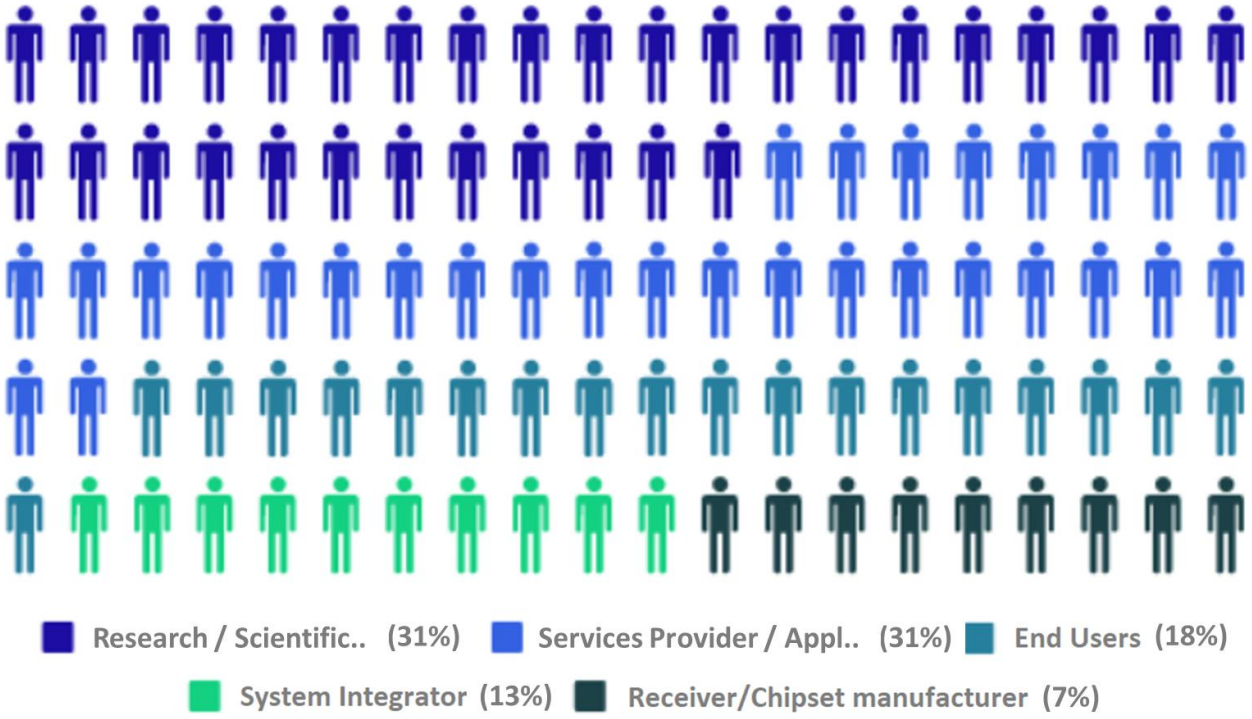
Copyright © European Union, 2022

Third parties may download, copy, print and provide the document in its entirety to other third parties provided that there is no alteration of any part of it. This document and the information contained within may be excerpted, copied, printed, republished, made available to third parties by wire or wireless means and/or otherwise provided to third parties only under the condition that the source and copyright owner is clearly stated as follows: “Source: Galileo User Satisfaction Survey, © European Union, 2022”. If you do republish we would be grateful if you link back to the GSC website www.gsc-europa.eu. All other uses, alteration, editing, changes to this document and the information contained therein must be expressly permitted in writing in advance by the European Union to be requested via EUSPA. Should you become aware of any breach of the above terms of use, please notify the European Union Agency for the Space Programme immediately. Any breach of these terms of use may be made subject to legal proceedings, seeking monetary damages and/or an injunction to stop the unlawful use of the document and/or any information contained therein. By downloading, forwarding, and/or copying this document or any parts thereof, in whichever format, whether digital or otherwise, the user acknowledges and accepts the above terms of use as applicable to him/her.

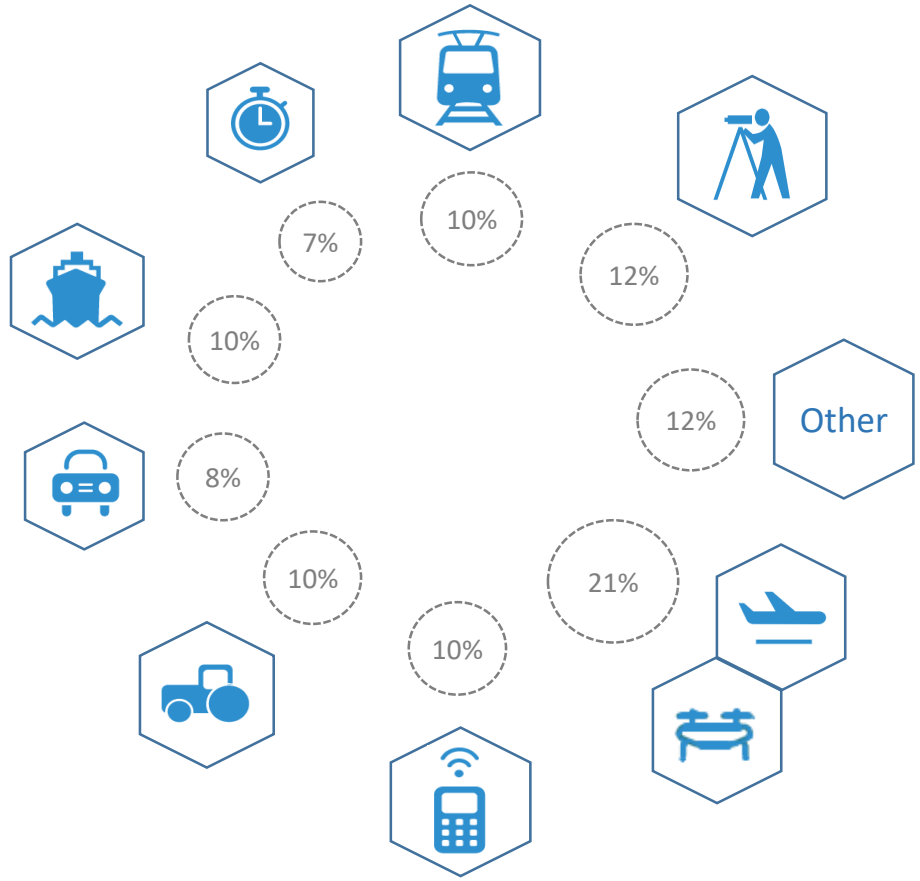
The present document is being distributed without warranty of any kind, either express or implied in relation to its content and/or use and the views expressed herein do not necessarily represent the opinions or the stated policy of either EUSPA or the European Union. To the extent permitted by the applicable law, EUSPA and the European Union shall not be liable for any damages arising from the content and use of the present document.

IDENTIFICATION QUESTIONS

Distribution of the respondents by downstream actor



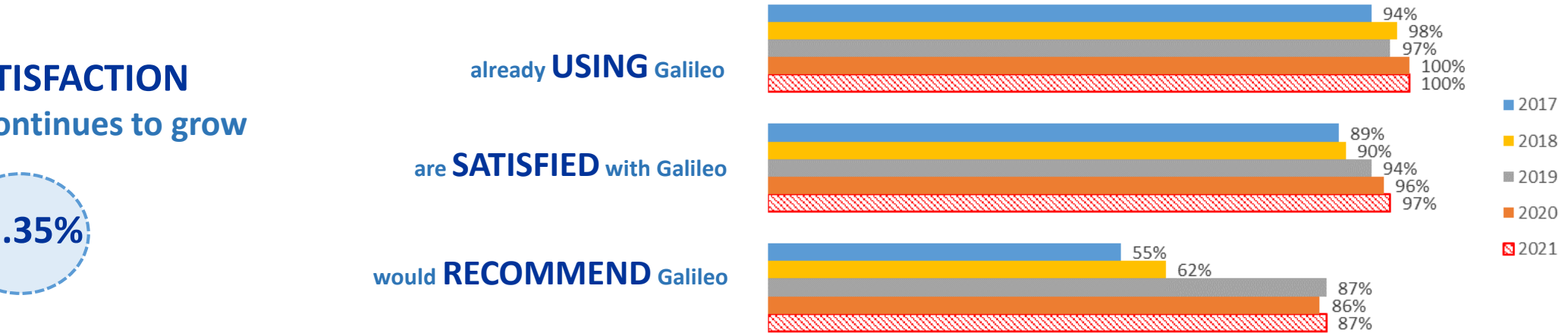
Distribution of the respondents by market segment

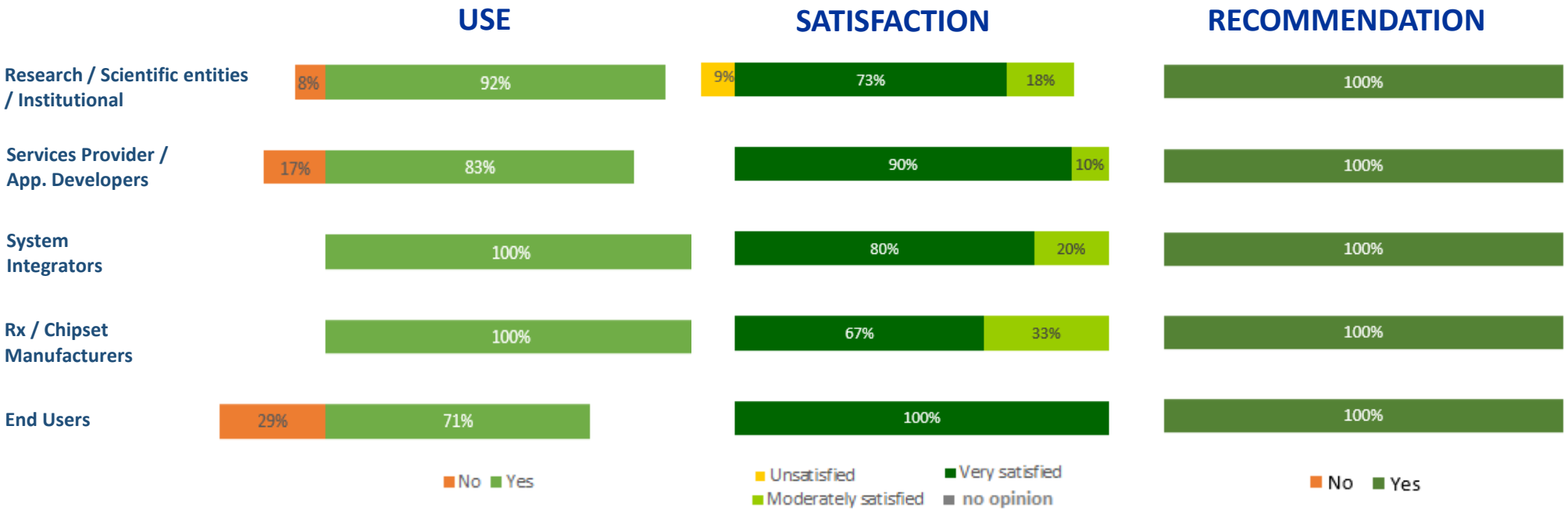


General Galileo Questions

Overall **SATISFACTION** with Galileo continues to grow

82.35%





Feedback about Galileo

Galileo Users

Top-5 reasons to use Galileo

It is a European project designed for civil purposes	65%
There are more satellites available	62%
I experience better positioning performance	50%
My customers appreciate the inclusion of Galileo	29%
It is better protected against interferences	26%

Top-5 features expected from Galileo

Stronger protection regarding jamming/spoofing	56%
Better performance (accuracy, availability …)	38%
Lower time to obtain the first position	32%
Strong confidence regarding positioning error	29%
More precise timing/synchronization information	18%

Most repeated comments: *additional information about public keys for OS-NMA; publication of RINEX data; timely provision of satellite metadata is the top-repeated comment.*

Non-Galileo users

Top-3 reasons to not use Galileo

Other	60%
I do not experience a better positioning performance	20%
Galileo cannot be activated in my device (even if it is Galileo compatible)	20%

Comments to "Others": *Galileo use in civil aviation is still not supported.*

Top-5 features expected from Galileo

Possibility to get authenticated GNSS signals	80%
Higher accuracy	60%
Higher availability of satellites	60%
Resistance to interferences (jamming, spoofing)	40%
Use a public and civil EU owned infrastructure	40%

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

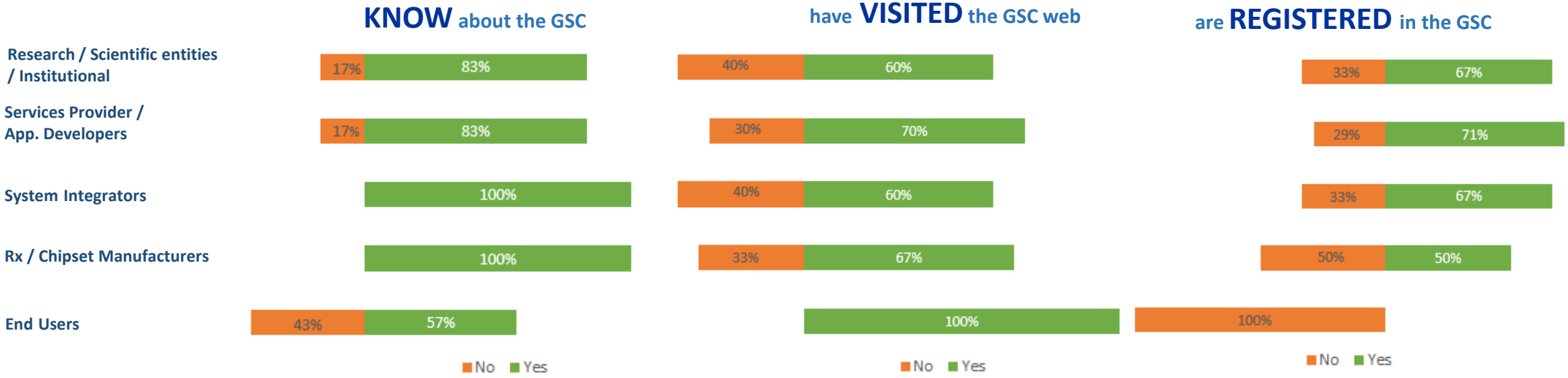
GSC-Related Questions

55% of respondents are REGISTERED in the GSC

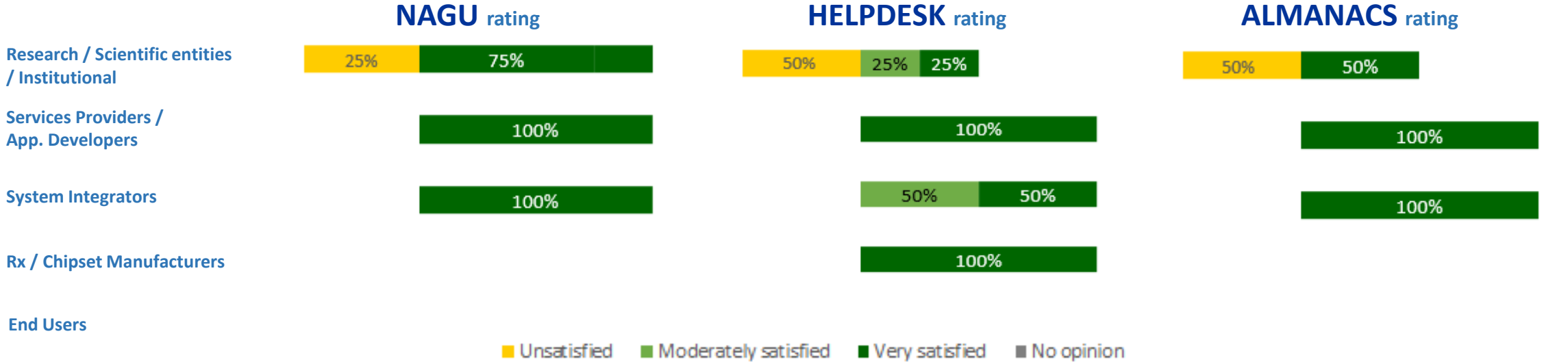
Global Statistics

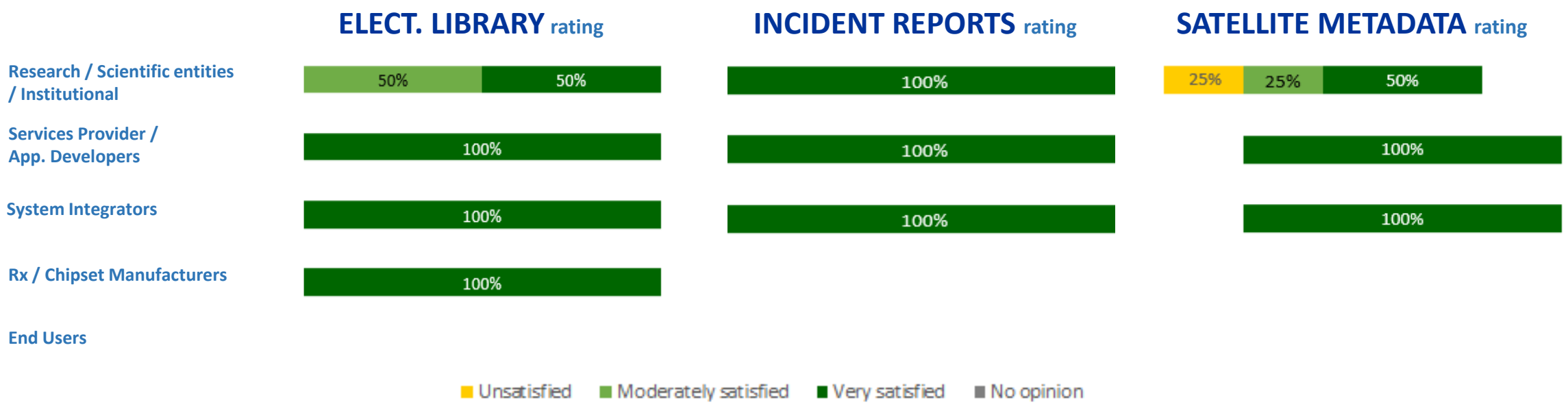
KNOW about the GSC	82%
have VISITED the GSC	69%
overall ASSESSMENT for the GSC (1-5 scale)	3.82

	2021	2020	
NAGU satisfaction (1-5 scale)	4.60	3.90	↑
HELPDESK satisfaction (1-5 scale)	3.82	3.57	↑
ALMANACS satisfaction (1-5 scale)	4.25	4.50	≈
ELECTRONIC LIBRARY satisfaction (1-5 scale)	4.00	4.00	=
INCIDENT REPORTS satisfaction (1-5 scale)	4.33	3.75	↑
SATELLITE METADATA satisfaction (1-5 scale)	4.10	4.25	≈



FEEDBACK ABOUT GSC SERVICES*





*Only for registered users

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

Recommendations	Actions
1.1. To consider including on the GSC website a detailed roadmap on future Galileo satellite launches.	Publication of future Galileo launches on the GSC website is under assessment. Roadmaps on Galileo Services are under preparation.
2.2 To consider the provision of more Galileo products through the GSC website, such as RINEX Navigation files.	New Galileo products will be available promptly in the GSC Web portal, as almanacs from GMS.
3.3. To improve the publication time of Galileo satellite metadata and to offer additional information.	Additional satellite metadata information will be published in the short term.
4.4. To consider new features on the web, such as the publication of additional information on Galileo satellite's active clocks and to have a dedicated Training section with content for both technical and non-technical users.	A Training section will be an integral part of the future "User Workspace" on the GSC website. Other features will be ready on future GSC versions.

THANK YOU!

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

www.gsc-europa.eu

Linking space to user needs