



EGNOS SoL Service Questionnaire

Code: ESSP-COM-R002

Revision: 1.0

This questionnaire aims at collecting valuable feedback from current and potential EGNOS Safety of Life (SoL) service users in the Civil Aviation domain, as part of the European Satellite Services Provider (ESSP) user consultation process. The main conclusions and outputs of this questionnaire will be shared with the users through the ESSP website and future ESSP annual reports.

Both the European Commission (EC) and the ESSP, as a certified EGNOS service provider, consider this consultation process as essential in order to establish a direct mean for EGNOS SoL users to provide feedback of their experiences with EGNOS. The EGNOS SoL users' feedback is conceived as the main catalyst of the EGNOS continuous improvement process required for achieving the highest levels of use, performance, service and user support.

The ESSP user consultation process is aimed at maintaining openness and transparency to the users of the EGNOS service, to ensure the quality of this service in terms of the user needs, this process is in accordance with the Single European Sky (SES) regulations.

Please note that, this questionnaire is mainly based on check boxes in order assist you in providing your answers, however please take advantage of the free text areas to provide additional feedback including comments on the questionnaire itself.

Respondent Details

Please enter yours details in the space provided below. This information will be useful in enabling us to analysis the results of this consultation process, please be assured that this data will be treated and managed in accordance to the applicable law on the protection of personal data.

Name:

Function:

Organization / Company:

Activity domain:



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1. ESSP SAS company

Please indicate, from your experience, your assessment of the European Satellite Services Provider (ESSP SAS) as the company in charge of the EGNOS SoL service provision.

1. Have you heard of the ESSP (European Satellite Services Provider) company?

Yes No

a. *If yes, how did you hear about ESSP SAS?*

Comments:

2. Did you know that the ESSP is the EGNOS service provider and the first pan-European certified Air Navigation Service Provider (ANSP) according to Single European Sky (SES) regulation?

Yes No

a. *If yes, how did you know it?*

Comments:

3. The ESSP provides the following three EGNOS services:

- **Open Service**: Gives positioning precision by improving the accuracy of GPS.
- **Safety-of-Life Service**: Supports civil aviation operations down to LPV (Localiser Performance with Vertical guidance) minima.
- **EGNOS Data Access Server (EDAS)**: disseminates EGNOS data in real-time via telecommunication network and is the single point of access for the data collected and generated by the EGNOS infrastructure

a. Please, indicate what services you are interested in (one or more):

Open Service SoL Service EDAS None of them



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4. Overall assessment of the ESSP as Air Navigation Services Provider (ANSP):

Very good Good Average Poor Very Poor NA

Comments / suggestions:

5. Within your activity area, how do you see the future scope and growth projection of the ESSP as ANSP in the mid-term?:

Very good Good Average Poor Very Poor NA

Comments / suggestions:

6. From your own experience, what is the level of promotion and visibility of the ESSP and EGNOS in:

a. Aviation conferences/shows/fairs?:

Very good Good Average Poor Very poor

b. Technical events?:

Very good Good Average Poor Very poor

c. Institutional events?:

Very good Good Average Poor Very poor

d. Do you think ESSP and EGNOS should intensify its presence in the aforementioned group of events?:

Yes No

Comments / suggestions:



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7. Have you ever visited the ESSP corporate website (www.essp-sas.eu)?

Yes No

• **If yes, please assess next features and items of the ESSP corporate website:**

a. Quality and completeness of the information/contents:

Very good Good Average Poor Very poor

b. Usefulness:

Very good Good Average Poor Very poor

c. Appearance:

Very good Good Average Poor Very poor

d. Accessibility:

Very good Good Average Poor Very poor

e. User Friendly:

Very good Good Average Poor Very poor

f. Access to helpdesk, assistance to users:

Very good Good Average Poor Very poor

g. Do you miss any content in the web that might be interesting?

Yes No

If yes, please list them:

Comments / suggestions:



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8. Did you know that ESSP publishes an annual report?

Yes No

Comments / suggestions:

9. Please, provide any additional comments on ESSP as EGNOS services provider:

Comments / suggestions:



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2. EGNOS User Support

Please indicate your assessment with regards to the support that ESSP provides to EGNOS users.

1. Have you ever visited the EGNOS user support website (<http://egnos-user-support.essp-sas.eu/>)?

Yes No

2. Regarding the EGNOS user support website, how would you assess the following aspects:

a. Usefulness:

Very good Good Average Poor Very poor

b. Appearance:

Very good Good Average Poor Very poor

c. Accessibility:

Very good Good Average Poor Very poor

d. User Friendly:

Very good Good Average Poor Very poor

Comments / suggestions:

3. With regards to the content of the EGNOS user support website, how would you assess the quality and completeness of the:

a. public reports:

Very good Good Average Poor Very poor

b. Maps, plots and figures:

Very good Good Average Poor Very poor

c. Tables of data:

Very good Good Average Poor Very poor



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d. Real time information on SoL service availability:

- Very good
 Good
 Average
 Poor
 Very poor

e.

f. Do you miss any content in the web that might be interesting?

- Yes
 No

If yes, please list them:

Comments / suggestions:

4. ESSP provides a service that allows EGNOS users to know the Signal-In-Space (SIS) status and information of the SIS outages and recoveries. Would you be interested in receiving EGNOS SIS outage/recovery alerts in real time by email / SMS?

- Yes
 No

a. If yes,

i. Do you think it would be useful to provide information about SIS outages in both operational GEO satellites at the same time?:

- Yes
 No

ii. Please indicate the minimum duration of a SIS outage (in one or both GEOs) that would be acceptable for your applications?:

- < 1min
 1min<x<10min
 10min<x<30min
 > 30min
 DK/NC

iii. Please indicate the level of tolerance in the delay of the information provided in the SIS outages that would be acceptable for your applications?:

- < 5%
 5% < x < 10%
 10% < x < 20%
 > 20%
 DK/NC

Comments / suggestions:



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5. Would you be interested in EGNOS Real-time performances?:

Yes No

Comments / suggestions:

6. Did you know that ESSP provides an EGNOS Helpdesk that:

- responds to questions on EGNOS Signal in Space status, EGNOS architecture and performance and on the EGNOS receivers,
- assists users who want to exploit the EGNOS for specific applications and service development in aviation and other domains ?:

Yes No

Comments / suggestions:

7. Have you ever contacted the EGNOS Helpdesk Yes No
(egnos-helpdesk@essp-sas.eu)?:

b. *If yes, what is your level of satisfaction with the service?:*

Very good Good Average Poor Very poor

c. *If no, what would you expect from this service?:*

Comments / suggestions:

8. Do you know that ESSP generates a monthly Service Provision report containing the summary of global performances, user support activities and service provision tasks developed during the corresponding month?:

Yes No

Comments / suggestions:



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3. EGNOS SoL service

Please indicate your assessment with regards to the EGNOS Safety of Life (SoL) service provided by ESSP.

1. The EGNOS SoL Service is defined in the EGNOS SoL Service Definition Document (EGNOS SoL SDD) that is available in the ESSP website (http://www.essp-sas.eu/docs/service_definition_documents/egnos_sol_sdd_in_force.pdf)

a. Have you ever read this document?:

Yes No

b. Please assess the usefulness and completeness of the EGNOS SoL SDD:

Very good Good Average Poor Very poor

c. Did you know that ESSP publishes Service Notices as amendments to the EGNOS SoL SDD that are available in the ESSP corporate website (http://www.essp-sas.eu/service_notices)?:

Yes No

Comments / suggestions:

2. Based on the EGNOS SoL SDD information, do you think that the current EGNOS service areas for NPA and APV-1 are sufficient for your applications? Yes No

a. *If yes*, do you expect to require a wider EGNOS coverage area in future?:

b. *If no*, what service area improvements would you request?:

Comments / suggestions:



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3. How would you assess the quality and availability of information provided about the EGNOS SoL service:

a. before the Service availability declaration?:

- Very good Good Average Poor Very poor

b. during the Service availability declaration process?:

- Very good Good Average Poor Very poor

c. once the Service was declared available?:

- Very good Good Average Poor Very poor

Comments / suggestions:

4. Are you using the EGNOS SoL service for your applications? Yes No

a. *If yes, based on the SDD information, are the current EGNOS performances enough for its use in your SoL applications?:*

- Yes No

➤ *If not, what sort of performance improvements would you request?:*

- Accuracy Integrity Continuity Availability

b. *If yes, in which area:*

- Civil Aviation (approach)
 Civil Aviation (en route)
 Ground operations
 Other (please specify)

c. *If no, when do you expect to use it?:*

- < 1 year 1 < x < 3 years > 3 years Never

Comments / suggestions:



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5. Are you monitoring the level of performances provided by EGNOS? Yes No

a. *If yes, how do you do that?:*

Comments / suggestions:



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4. EGNOS implementation in Aviation

Please respond to the relevant part of this section if you are an aircraft owner or a representative of one of the following groups; airlines, ANSPs, airport operators or receiver manufacturers (*or you work in the aviation sector*). Please provide your feedback regarding your experience with EGNOS and your assessment of our implementation plans and the benefits provided by EGNOS to aviation.

ANSP

1. ICAO is encouraging States through the Assembly Resolutions 36-23 and 37-11 (superseding the 36-23) to complete a PBN implementation plan as a matter of urgency, to implement approach procedures with vertical guidance (APV) (Baro-VNAV and/or augmented GNSS), including LNAV only minima for all instrument runway ends, either as the primary approach or as a back-up for precision approaches by 2016. Do you expect to fulfill this ICAO recommendation?:

Yes No

a. *If no, when do you expect it?:*

Comments / suggestions:

2. Do you support or publish any APV SBAS procedures?:

Yes No

a. *If yes, what is the users feedback?:*

Comments / suggestions:

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3. In your opinion, what will be the distribution (in relative percentage) between the expected published APV BARO and APV SBAS procedures?:

APV BARO:

0% 25% 50% 75% 100%

APV SBAS:

0% 25% 50% 75% 100%

Comments:

4. In your opinion, what is the main decision driver to publish APV SBAS procedures?:

SBAS Coverage area Public Funding Number of equipped operators
 ICAO recommendation Safety improvements Interest of airports/operators
 PBN implementation Others

Comments:

5. What is the main difficulty you see as an ANSP in publishing APV SBAS procedures?:

Comments:

6. Did you know that there are incentive plans to promote the publication of APV SBAS procedures as it is the case of the EC 7th Framework Programme?:

Yes No

Comments:



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7. What could be done to accelerate development of procedures?

Comments:

Airlines/Aircraft owners

8. In your opinion, which airports or geographical areas would you see as the most interesting/beneficial for publishing APV SBAS procedures?:

Comments:

9. What is the number and percentage of aircrafts SBAS enabled in your company or fleet?:

- **Percentage:**

0% 0%-25% 25%-50% 50%-75% 75% -100% 100%

- **Number:**

10. In your opinion, what is the main decision driver to get aircrafts SBAS enabled?:

- SBAS Coverage area Public Funding Number of published procedures
- Accessibility Safety improvements Cost reduction Other

Comments:

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11. What is the main difficulty for an airline/aircraft owner to get aircrafts SBAS enabled?:

Comments:

12. Did you know that there are incentive plans to promote the SBAS enabling of aircrafts as it is the case of the EC 7th Framework Programme?:

Yes

No

Airports

13. What would be the added value or main benefit derived from the publication of APV SBAS procedures at your airport(s)?:

Capacity

Accessibility

Safety (vertical guidance)

Situational awareness

Environmental impact
reduction

Others

Comments:

14. Do you expect to publish SBAS procedures at your airport(s) in the future? Yes No

a. *If yes*, when do you expect to publish the first procedure?:

< 1 year

1 < x < 3 years

> 3 years

b. *If no*, please could you briefly explain the reason?:



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15. In your opinion, what is the main decision driver to publish APV SBAS procedures at your airport?:

- SBAS Coverage area
- Public Funding
- Number of equipped operators
- ICAO recommendation
- Safety improvements
- PBN implementation
- Others

Comments:

16. What is the main difficulty for an airport to get APV SBAS procedures published?:

Comments:

17. Do you know that there are incentive plans to promote the publication of APV SBAS procedures?:

- Yes
- No

GNSS receiver manufacturers

18. How many SBAS enabled receivers are manufactured by your company? What does this represent as a percentage of all the receivers you produce?

• Percentage:

- 0%
- 0%-25%
- 25%-50%
- 50%-75%
- 75% -100%
- 100%

• Number:



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19. What is your market penetration in Europe?:

Comments:

20. What is your current and potential (targeted) type of market?:

Comments:



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THANK YOU FOR YOUR TIME AND PARTICIPATION

CONTACT US

Should you have any question related to this questionnaire or EGNOS Service Provision, please, contact Egnos-helpdesk@essp-sas.eu

For more information about EGNOS Service Provision, please, visit ESSP website at www.essp-sas.eu and user support website at <http://egnos-user-support.essp-sas.eu>