Survey into Public Service Bodies using EO data and services

Initial Results

April 2016

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EUROPEAN ASSOCIATION OF REMOTE SENSING COMPANIES

Brussels, 2016

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Disclaimer

This report is available free of charge. We consider it a core responsibility of a representative association as we are to make data on the sector available. It is necessary to inform policy making and programmatic decisions.

We would like to sincerely thank all the public authorities which provided inputs to this survey and the national experts that have helped to collect, expand and analyse the results.

1. Introduction

The **Survey into Public Service Bodies using EO data and services** (further on referred to as *PSB survey*) has been carried out by EARSC in 2015. Its main purpose is to construct a complete and accurate picture of the public organisations in Europe that use EO data and services, documenting key aspects such as their involvement in and awareness of Copernicus and their engagement with external EO providers. This, in turn, will help to provide inputs to the European Commission in view of the upcoming Mid Term Review of Copernicus, whilst also contributing towards better shaping of EARSC's strategy vis-à-vis the engagement of public organisations using EO data and services.

In carrying out this activity, EARSC has first constructed a database of approximately 400 public organisations across Europe that were either already or could potentially become end-users for EO data and services. A dedicated questionnaire was constructed and disseminated through an on-line tool and through individual targeted mails to a total of 378 public service bodies (PSBs). Expert help has been sought towards validating the initial database, verifying the fitness-to-purpose of the questionnaire and supporting its dissemination. This report provides the initial results of the analysis of 119 valid responses collected over the period March-December 2015.

The final sample of responses cannot be considered as fully representative - both in terms of geographic and thematic area representation. However, given that (i) only two of those 119 respondents claimed to not be working with EO data, (ii) more than half of the respondents are active members of the Copernicus community and (iii) the majority of respondents has worked in some form with external EO providers, some initial conclusions could be drawn:

- **Positive current perception and future expectation of Copernicus benefits**. Of the 119 respondents, over 57% (69) recognise benefits of Copernicus in their work, of which 26% have experienced strong benefits. With the exception of new information or EO products - which is the most relevant benefit for PSBs, all other types of benefits are primarily projected in the future rather than the present.
- **The engagement of PSBs with external EO providers hints to untapped opportunities.** Of the 119 respondents, only 12% buy added-value services. This could hint to either the presence of barriers or an untapped market opportunity requiring further business development and awareness raising.

Despite these encouraging results, the execution of the survey has made apparent a number of challenges. The most important is the identification of appropriate contact persons in the respective public organisations and the effective engagement of those organisations that are recognised as being amongst the leading ones with regards to EO data and services utilisation. To address these issues, expand the geographic and thematic coverage, and strengthen the results of this activity, EARSC has planned a number of follow-up actions. These include (i) the construction of and dissemination to a more complete and representative sample of public service bodies across Europe, (ii) drawing a more conclusive picture on some key quantitative and qualitative aspects and (iii) seeking cross-fertilisation with other ongoing EARSC activities.

2. Strategic context

The primary objective of this survey is to support in the construction of a comprehensive picture of the uptake of EO data and services in Europe. This comes at a time when several significant developments have been taking place in the global EO landscape:

- **Major IT players** such as Google and Amazon are actively seeking to establish a global geospatial business
- **New business models** emerging especially in the US (e.g. Skybox, Planet Labs and Urthecast), often backed up by venture capital, have introduced a paradigm shift in the way EO data and services are delivered
- **The advent of innovative technologies and sensors** such as RPAS and citizen observatories, is contributing in the proliferation of data and ways to exploit it. This, coupled with the deployment of state-of-the-art satellites (such as the Sentinels), results in the **Big Data Era.**
- A concrete, even if gradual, **shift from science-driven to commercialisation-oriented** collaborative EO projects, often in the frame of innovative procurement schemes (e.g. PCP and PPI), is bringing the development of EO applications and services closer to the market and to end-user needs.

In this rapidly changing context, **Copernicus - the European Earth Monitoring Programme - plays an increasingly important role**, through the recent launch of the first two Sentinel satellites and the roll-out of operational services across six thematic areas (land monitoring, marine, atmosphere, climate, emergency and security). Copernicus primary objective is enable informed decision-making for the public sector but it is also strategically supporting the development of the downstream sector. The delegation of the Copernicus services procurement to 7 EEEs (European Entrusted Entities) should play a significant role towards meeting both objectives.

All the aforementioned elements are tightly linked to the growth of the EO sector as a whole. The recent Industry Survey conducted by EARSC has documented a growth of the total revenues of EO services at a rate of 7.6% per annum[1]. This growth is expected to be further supported by Copernicus, especially in relation to the large quantity and good quality data delivered by Sentinels being made freely, fully and openly available.

In this context and in light of the upcoming Mid-term review of Copernicus, understanding the impact of programme in Europe, requires the construction of a combined picture of the private and public sector service providers and users of EO data. The initial results of this survey serving this purpose are presented below.

[1] http://earsc.org/news/earsc-eo-industry-survey

3. Methodology

Driven by the strategic context considerations described previously, **EARSC has set out to draw an accurate and comprehensive picture of the Public Sector Bodies (PSBs) in Europe that use Earth Observation data and services**. From a methodological point of view, **three main steps have been followed** described in the sections below.

3.1 Construction of initial database of PSBs

The first step was to construct a list of public sector bodies across Europe that are either already recognised or could potentially become end-users for EO data and services. To that end, extensive desk research has been carried out, analysing available databases from sources such as EIONET, EU-funded projects and service contracts, GEO-related repositories (e.g. Permanent Networking Facility of BalkanGEONet), information from National Agencies and attendance lists in relevant conferences (e.g. Copernicus User Forum). Additional inputs were provided by national focal points (NFPs) and by the institutions themselves (as they were asked to indicate additional organisations that may be relevant for the purpose of the survey). The main difficulty faced in this process, included the identification of appropriate contact persons for the different organisations (or the competent departments therein). To overcome this, EARSC has consulted national experts to validate the findings of the desk research and provide additional or alternative contacts.

The synthesis of the data collected from the various sources has yielded a functional database of almost 400 organisations across Europe. In order to enable comparative analysis across the different countries and thematic activity areas, the database of PSBs has been organised accordingly. Thus apart from identifying PSBs in the different countries the database contained the following categories:

- Cartographic agencies
- Civil Protection agencies
- Defence and Security actors
- Cultural Heritage authorities
- Environmental bodies
- Forestry and resource management bodies
- Meteorological bodies
- Maritime authorities
- Transport bodies
- IT and communication organisations
- Research Institutes

3.2 Development and dissemination of dedicated questionnaire

In parallel with the construction of the initial database, a dedicated questionnaire has been prepared (see Annex 1), allowing the finer classification of the targeted organisations, and containing targeted **questions related to (i) activity focus, (ii) engagement in Copernicus, and**

(iii) links to EO industry. Experts from public institutions have been consulted in the preparation of the questionnaire to ensure its validity and applicability.

The questionnaire was disseminated as a web-based form through an on-line tool (www.surveymonkey.com). The utilisation of Survey Monkey has allowed on one hand ease of access for the PSBS filling in the questionnaire and on the other a consistent gathering of the data both online and in exported excel spreadsheet (.xls) form. Furthermore this tool provided the opportunity for graphical monitoring (charts) of the data as it was being gathered. A potential setback however is the possibility that some of the targeted PSBs did not fill in the questionnaire as it may have ended in their spam folder. The tool does not provide a method for tracking such occurrences. To compensate this effect, and in response to some significant gaps with regards to both country and thematic area representation, the questionnaire has been manually resent (last October) through individual mailing to well-targeted contacts. This has yielded an additional number of well-filled responses. The whole process was running from March to December 2015; reminders to fill in the on-line questionnaire were sent in June.

3.3 Data Gathering

Altogether 378 PSBs have received the questionnaire, of which 119 from 30 different countries (EU28 + Norway and Montenegro) have provided valid responses. The highest number of responses came from Spain, Germany and Portugal (figure 1). In terms of thematic areas, the highest number of responses came from environmental bodies, followed by cartographic agencies and research institutes. Together they formed almost 50% of the full sample (figure 1).

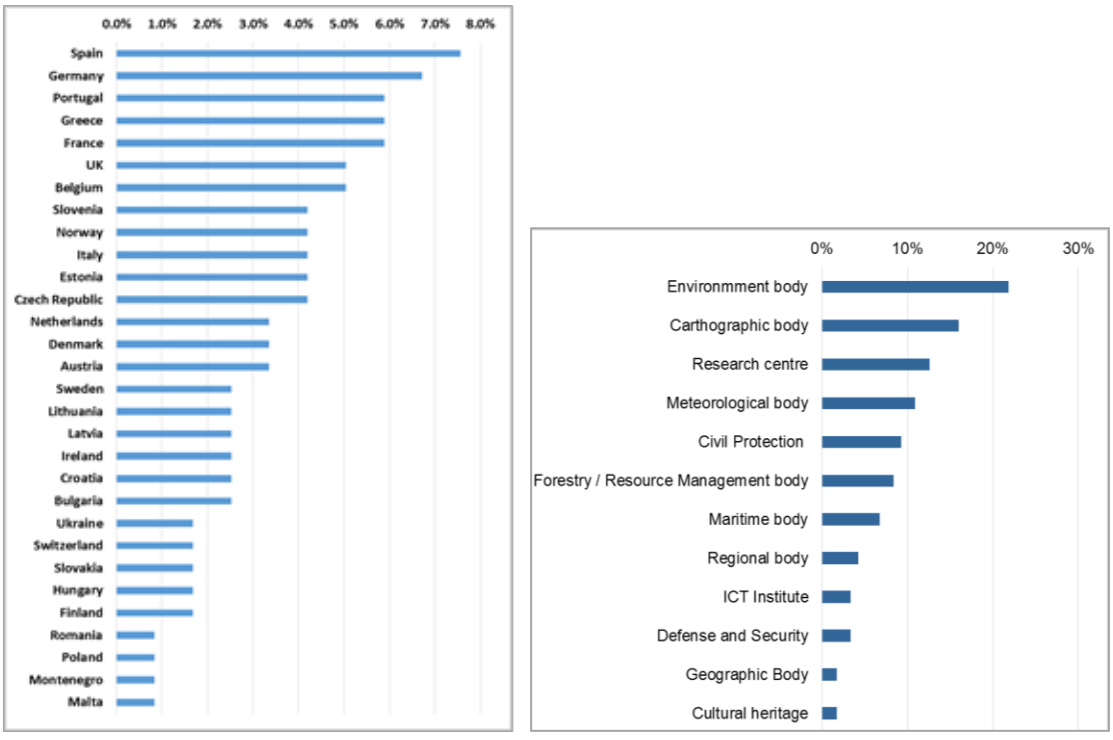

Figure 1: Respondents by country and thematic area

The data has been gathered and curated on a central database. It must be noted that on top of the provided responses and in order to ensure as representative a sample as possible, EARSC has implemented validation checks using publically available background information on some of the responding organisations, and verifying or enhancing the data with the aid of national experts. Thus, a number of phone "interviews" has been conducted during which national experts have commented on the structure of the database, the inter-connection between different public organisations, the experience of PSBs in their countries with regards to utilisation of EO data and services and, finally, the level of engagement with the private sector. These interviews have proven very helpful in providing clarity and consistency for the sample of PSBs, whilst also offering some first insights on cross-cutting matters (e.g. main challenges and barriers in utilisation of EO data and services by PSBs). It also allowed the informed identification of between 3 and 5 organisations per country that were marked as primary targets for the survey. It is foreseen that follow-up discussions will be conducted as a next step (see chapter 5).

4. Initial Findings

As discussed, the data collected through the on-line tool has been combined together with filled-in questionnaires sent by mail into a common database, allowing for statistical analysis and visualisation of the responses per question. As a next step, the extracted information has been checked and validated in order to identify potential misunderstandings or mismatches, as well as overlaps. All together the final qualified sample consisted of 119 completed questionnaires, most of which included answers to all available questions. Even if the full sample cannot be considered as fully representative - primarily due to low rate of responses in some countries, and also under-representation of certain types of entities - it nonetheless qualifies for meaningful analysis. This is due largely to the fact that a significant majority of PSBs responding to the questionnaire have been working in some way with EO service providers (>74%) and show awareness of current or future Copernicus benefits (>70%).

Whilst it is clear that there is scope for obtaining a more representative sample in the next phases of the PSB survey, the following sections present the initial results of the statistical analysis of the current sample, followed by some qualitative insights.

4.1 The profile of the respondents

As seen in figure 1, questionnaires have been filled by PSBs across 30 countries and various different types. Most prominent amongst them were environmental bodies such as environmental protection agencies (22%) and cartographic agencies (16%) incl. geological surveys. This is further reflected in the different areas of activity of PSBs as documented through the survey (figure 2).

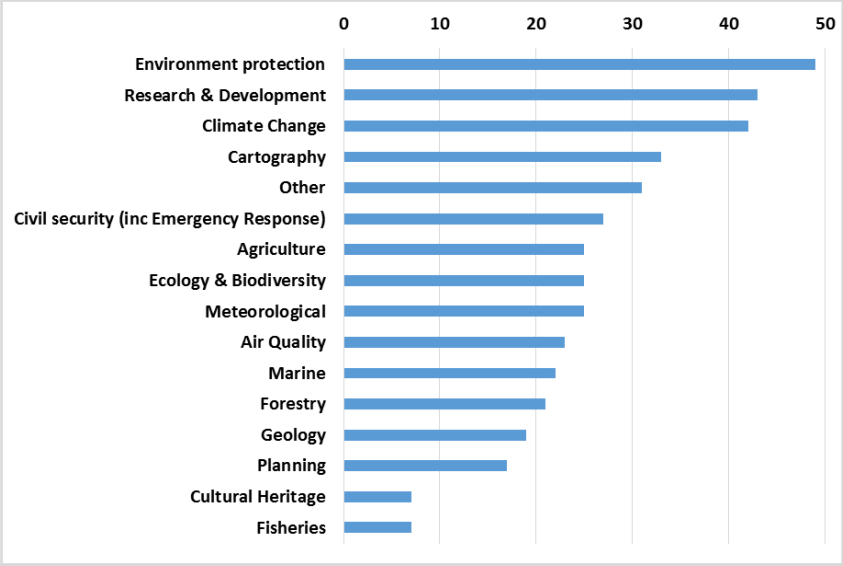

Figure 2: Areas of activity for the different PSBs.

Of all the respondents considered in the analysed sample (119 in total) only two claimed to not be working with EO/Satellite data or derived products. In addition, more than half of the respondents are active members of the Copernicus community (figure 3).

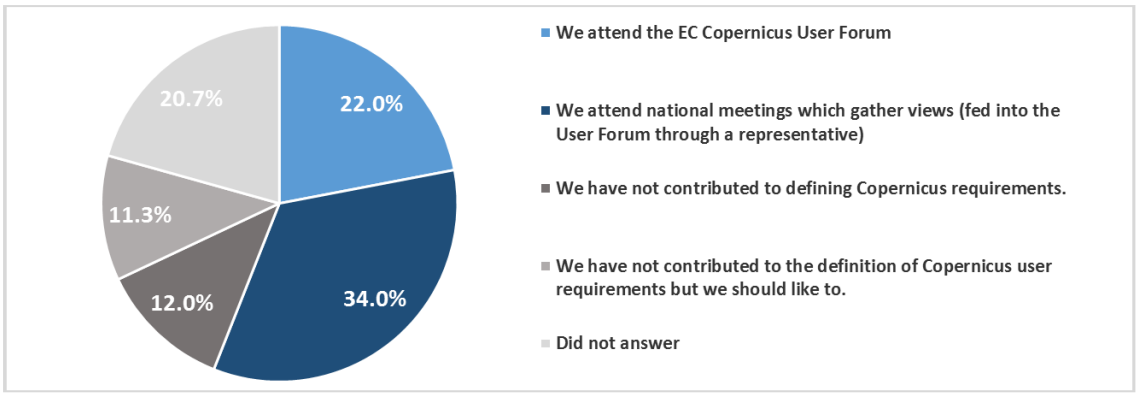

Figure 3: Involvement of responders in Copernicus User Requirements definition

Furthermore, the majority of PSBs responding to the survey have been working in some form together with EO service providers. This is summarised in the following charts, the second presenting the comparative picture between different types of organisations.

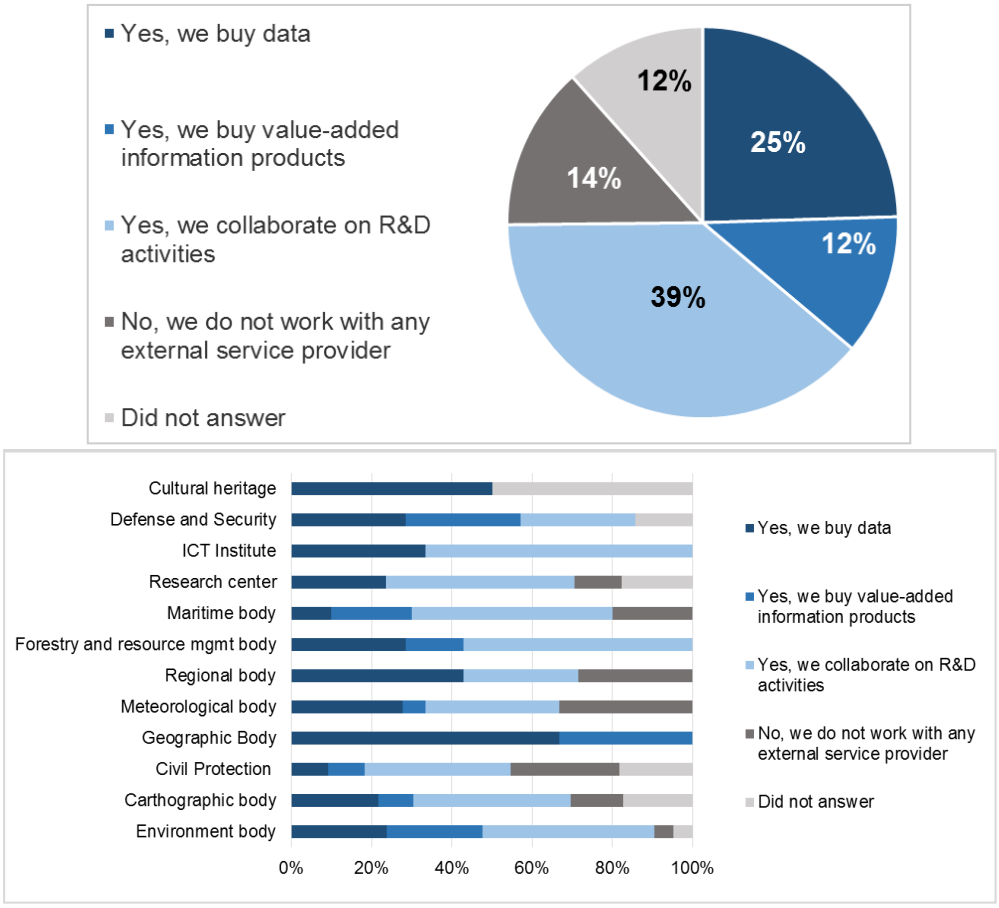

Figure 4: Engagement of PSBs with external EO service providers (companies)

Looking closer at figure 4, it becomes apparent that whilst a small portion of environment bodies does not cooperate with external EO service providers, this is more evident for civil protection agencies, regional authorities and meteorological agencies. Furthermore, amongst the organisations for which the sample is larger, i.e. environment bodies and cartographic

agencies, ½ and ⅓ respectively buy data and/or value-added information products. However, when looking at the full sample of responding PSBs, only 12% of them buy added-value services. This could hint to either the presence of barriers or an untapped market opportunity requiring further business development and awareness raising.

In view of these sample qualification considerations, the following section presents an overview of the responses against the various questions raised in the questionnaire.

4.2 The use of EO data and products by PSBs

The survey has foreseen a number of questions related to the type of geospatial products used by PSBs and the purpose of their use, i.e. who they supply their end-products to. In the former case, the thematic relevance of geospatial products to the mandate of each organisation has been confirmed as expected; thus, environmental agencies use primarily air quality, land cover and forest monitoring products, whereas civil protection agencies utilise geo-information relevant to the different types of disasters. The expectations have been equally met in the latter case; with most PSBs being governmental end-users themselves the final beneficiary of the geospatial products are indeed governmental authorities.

Possibly of greater interest where PSBs responses on the supply of data on a free and open basis or if charges are applied. As seen in figure 5 below several PSBs provide their data in a fully open and free basis whilst others apply charges for specific cases described subsequently.

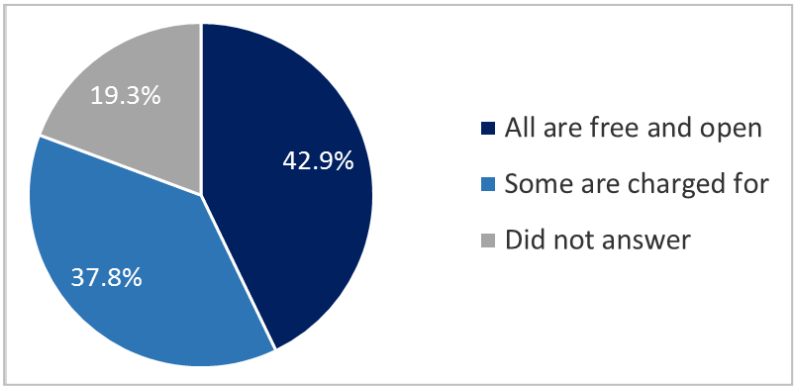

Figure 5: Data policy across the PSBs

Charges are applied in such cases where customisation for private or public users is implemented. This includes for example specialised weather or wind forecasts, customised formats (e.g. weather report for media) or costs for fulfilling specific user requests (e.g. COFUR applied by DLR). Charges are also applied in cases where the end-products are partially funded by private enterprises as foreseen in their funding agreements with the PSBs.

4.3 Copernicus Impact

The PSB survey, as already explained in the strategic context section in the beginning of this report, aims at developing a better understanding of the engagement of PSBs in Copernicus and at constructing a comprehensive picture with regards to the programme's impact in their

activities. Therefore, significant focus in the questionnaire has been set on analysis the awareness on and involvement in Copernicus across the different public service organisations that have responded.

A first insight in that direction is provided by analysing the responses related to expected benefits of Copernicus for PSBs. Of the 119 respondents, over 57% (69) recognise benefits of Copernicus in their work, of which 26% have experienced strong benefits. Of those reporting being unaffected most are meteorological agencies, as is one PSB that reported negative impact (without further qualifying it though). Finally 32 PSBs have not answered this question.

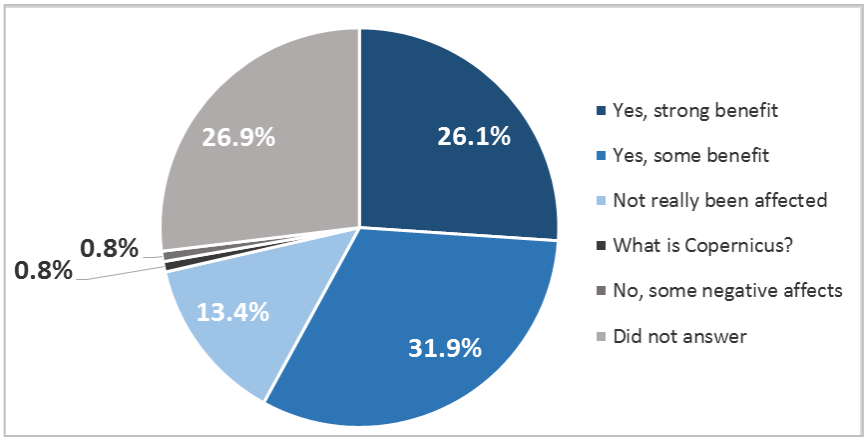

Figure 6: Overall perception of Copernicus benefits for PSBs

To further pinpoint the benefits of Copernicus, PSBs have been asked to specify what types of benefits they have experienced and if they would place them more in the present or the future.

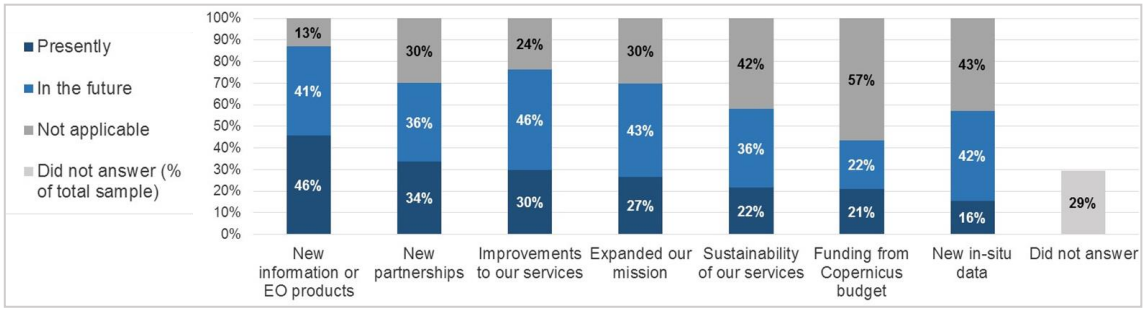

Figure 7: Expected benefits of Copernicus

The graphic representation (figure 7) of the acquired statistics (35 PSBs did not answer) is quite revealing:

- The most relevant benefit both at present and in the future is new information or EO products, followed by expected improvements on PSB services.
- With the exception of new information or EO products, all other types of benefits are primarily projected in the future rather than the present; this can be correlated well to the deployment progress of the various Copernicus services and infrastructure. It is thus probably no surprise that new in-situ data associated to Copernicus programme are primarily expected as a future benefit.

In order to better qualify the above conclusions it is important to understand how the responding PSBs are placed in the supply of Copernicus services and the definition of user requirements for the various services. In the former case, exactly half of the respondents have been involved in the supply of Copernicus services (37 did not answer this question). This includes also cases where PSBs have been involved in the pre-operational services and the specific FP projects (during GMES era) leading to Copernicus services definition and deployment.

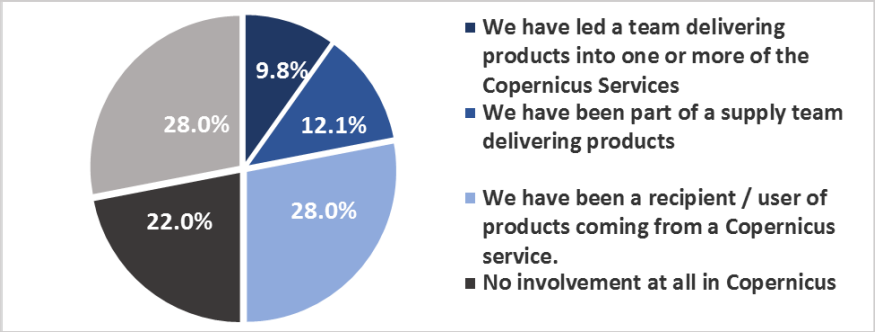

Figure 8: Involvement by PSBs in Copernicus services provision

Whilst this picture supports the representativeness of the sample, it is clear that deeper insights in the involvement of PSBs in Copernicus service provision and related products must be acquired. To that end, open ended questions at the end of the questionnaire have allowed to collect some first inputs. These are presented in the following section.

4.4 Further Insights

Aspects frequently touched upon by several PSBs are summarised below:

- **Overall coordination of Copernicus service provision with the support of Member States**. One hand, PSBs suggested that "*Measures should be adopted to promote the convergence of EU Member States in the use of Copernicus data and information…access to the technology and development in Earth Observation requires top-down coordination initiated at the National level*". However, other PSBs suggested that "*Most Copernicus services should be produced in decentralized manner (bottom-up)".*

- **Data access and applicability.** The importance of easy, free and open access to data has been underlined, even to the extent of having direct access to data rather than only to products, e.g. in the case of disasters the raw data and not only the maps. Moreover, the modernisation of certain datasets (e.g. CORINE) needs to be implemented driven more tightly by user requirements.

- **Role of private sector.** Even if PSBs were not specifically prompted to elaborate on this aspect, some of them have underlined the need to *"define the role of private sector separately for each service"*.

In the next phase of the PSB survey, EARSC aims to perform additional interviews with selected organisations in order to further examine the aspects brought forward by PSBs responding to the survey. A short summary of these next steps is provided in the next chapter.

5. Next steps

The execution of the survey into the public service bodies that use EO data and services has yielded some important conclusions whilst also allowing the identification of certain challenges that need to be addressed in the following phases. Thus, whilst the analysed sample consisted of public entities having concrete links with EO external providers and also being well aware of Copernicus, neither the overall number of respondents nor the geographic/thematic spread can be considered fully representative. Therefore the **first objective for the next phase of the PSB survey is the construction of and dissemination to a more complete and representative sample of public service bodies across Europe.** To that end, EARSC plans to (i) activate additional dissemination channels (e.g. Copernicus User Forum, EARSC members' networks), (ii) seek the support of entities that can enable a multiplier effect (e.g. EGS for Geological Surveys, etc.) and (ii) engage more closely some of the most important public organisations in the EO ecosystem.

The greater participation of PSBs filling in the survey, will also help towards achieving the **second objective for the next phase, which is to construct a more conclusive picture on some key aspects**. Thus, the efforts in the next phase of PSB survey shall be concentrated on getting concrete and complete responses with regards to:

- **Quantitative aspects**, such as the number of PSB employees working on EO-related activities and the annual budget earmarked for the procurement of EO data and services.
- **Qualitative considerations** such as the type and level of engagement of PSBs with external EO service providers (recall figure 4), and the better identification of key challenges faced by PSBs in different countries and in different sectors.

These activities will be pursued through a relaunch of the survey to a greater and more representative sample. It must be noted that EARSC is currently assessing the possibility to add or modify some of the questions raised in the questionnaire in order to grasp more accurately aspects such as the ones described above. The whole process will be coupled with targeted interviews with some of the key organisations.

The **third objective of the next phase is the establishment of synergies and cross-fertilisation with other ongoing activities carried out by EARSC.** This includes:

- **Analysing correlations of the PSB survey findings with those of the Industry Survey performed in 2015.** The enhanced analysis of certain findings of the PSB survey (e.g. level and type of engagement of PSBs with external EO providers across different countries and/or thematic areas) could enable the identification of correlations with the results of the Industry Survey.

- **Seeking cross-fertilisation with market development activities under EOVOX4**. Given that PSBs are or can potentially be end-users for EO data, products and services provided by EARSC members, a more integrated and targeted approach of the revamped PSB survey to activities foreseen under EOVOX4 could yield additional market development support.

- **Expanding geographic and thematic representation of the PSB survey through synergies with other EARSC activities.** This includes the participation of EARSC in GEO-CRADLE (H2020 project) which foresees - amongst else - the analysis of EO capacities in the Balkan region, and the targeted exploitation of Copernicus User Uptake activities supported by the association. Furthermore, the economic benefit studies such as the one performed on *"Winter navigation in the Baltics"*[2], can be further leveraged for the purpose of detailing the PSB findings.

All these steps will support the verification and enhancement of the initial results presented herein, ultimately allowing a more concrete input towards Copernicus Mid Term review and towards a comprehensive EARSC strategy in engaging the public sector.

[2] http://earsc.org/news/between-24m-and-116m-per-annum-of-economic-value-generated-thanks-to-the-use-of-satellite-radar-images

Annex 1: Survey into Public Bodies using EO data - the questionnaire

Guidelines for Survey into Public Bodies using EO data

Copernicus is a European programme devoted to delivering geo-information for public policy makers throughout the EU. It has a second goal which is to help develop the downstream industry. EARSC is collecting evidence on the benefits of Copernicus for the 2017 mid-term review through this survey and another which addresses the private sector.

In 2013, EARSC completed a comprehensive survey of the EO services industry in Europe and Canada (see "studies" at www.earsc.org/library) which included questions concerning Copernicus. A second survey of the industry has been launched, with more detailed questions and which will provide information on the programme impacts on the private sector. This survey for Public Sector Bodies aims to complete the information which will help understand the full impact of the programme.

Many public bodies have a responsibility to supply their governments with the appropriate information for policy decision-making. Given the considerable number of persons engaged in this activity throughout Europe, it is important to understand the scale and scope of the role. With a combined picture of the private and the public sector service providers, we can develop a better understanding of the impact Copernicus is having in Europe and how future policies may be implemented.

This questionnaire is directed at those public bodies which are engaged in the delivery of services based on EO data and information to their governments. It should not take longer than 15 minutes to complete but even if you can only spend 5 minutes providing some of the basic information it will still be extremely useful and will register your organisation amongst the survey statistics.

The survey will be open until end of October and our goal is to publish the results in the winter. A full report will be generated and will be publicly available. EARSC is a non-profit industry association whose interest is to have the appropriate information available to support the industry and policy makers; the results of this survey will not be sold.

If you require any further information or wish to discuss the survey with us then please contact either Monica Miguel-Lago (secretariat@earsc.org) or Geoff Sawyer (Geoff.sawyer@earsc.org).

About your Organisation

This page gathers basic information about your organisation. Please respond if you are a publicly owned body with responsibility to provide information which uses any satellite EO data as a primary input (even if this is provided by others).
Note we are using the term EO in this context to mean any geospatial (or geo-information) products where there is some element of satellite observation data used in its production. It may be a very small part (even 1%) but if so, we include it in the scope of this survey. Hence, FTE's concerned with gathering of in-situ data would not be included but those processing it with satellite data should be included.

*** 1. What is the name of your organisation and the part of it for which you are responding?**

*** 2. Contact Details.**

City:

Respondent Name:

Position:

Phone Number:

E-mail:

*** 3. In which country is your organisation located?**

*** 4. Do you do any work with EO / satellite data or derived products? ie products which have some satellite data used in generating them.**

- ◯ yes
- ◯ no

5. How many persons are employed by your organisation in total? How many of these are concerned with EO related activities?

Total Employees

Total EO related employees

6. What best describes the type of organisation for which you are responding?

- ◯ Commercial company (profit or non-profit)
- ◯ Government department
- ◯ Local or regional government
- ◯ Agency or institute responsible to government (at any level; national, regional, local)
- ◯ European or Inter-governmental organisation
- ◯ Research & development or business innovation organisation
- ◯ University department or Institute

Comments

Focus of your Activity

This information is to establish some parameters which describe the types of work in which you are engaged and the types of information provided to policy makers.

7. What are the main areas of activity of your organisation?

- ☐ Agriculture
- ☐ Air Quality
- ☐ Cartography
- ☐ Civil security (inc Emergency Response)
- ☐ Climate Change
- ☐ Cultural Heritage
- ☐ Ecology & Biodiversity
- ☐ Environment protection
- ☐ Fisheries
- ☐ Forestry
- ☐ Geology
- ☐ Marine
- ☐ Meteorological
- ☐ Planning
- ☐ Research & Development

Other (please specify)

8. What sorts of geospatial products are you working with?
Please can you give us an indication of the rough percentage of your activity is in each EO thematic category (approximation to nearest 10% is fine)?

Agriculture (farming, crops, yields, etc)	
Forest	
Inland Water (rivers and lakes)	
Snow & Ice	
Ecosystems (desertification, environmental impact, pollution)	
Land Use / Cover & Change (classified activities and statistics)	
Land Motion/Ground Movement	
Geology	
Urban Areas	
Infrastructure (buildings, telecommunications and energy supply)	
Marine Ecosystem (including pollution, oil spills)	
Coastal (depth and sea-level)	
Metocean (wind, waves)	
Fisheries (illegal and legal activities)	
Ships (including surveillance and routing)	
Sea-Ice & Icebergs	
Air Quality	
Climate	
Weather	
Floods	
Fires	
Earthquakes	
Landslides	
Volcanos	
Security	
Can't be allocated into the above categories	

9. To whom do you supply your products and services?

- [ ] Government department(s) to which you report
- [ ] Other government departments in your country
- [ ] Other governments (in other countries)
- [ ] General Public
- [ ] Other non-government users in your country
- [ ] Non-governmental users in other countries
- [ ] European organisations
- [ ] International organisations

Other (please specify)

10. Are all products supplied on a "free and open" basis or are charges made?

- ◯ All are free and open
- ◯ Some are charged for

If some are charged for can you explain under what conditions this is the case?

11. Do you work with external EO service providers (companies) and if so on which basis?

- [ ] yes, we buy data
- [ ] yes, we buy value-added information products
- [ ] yes, we collaborate on R&D activities
- [ ] no, we do not work with any external service provider.

Expand on the collaboration if appropriate.

12. If you purchase EO data or services, can you give a rough indication of how much you spent last year?

Amount spent (€k) in 2014 (rough indication)

Benefits from Copernicus

Copernicus is a key European programme whose goal is to ensure the availability of geo-information to European policy makers. We wish to understand how your organisation is benefiting or will benefit from the Copernicus programme.

13. Overall, do you consider that you have benefited from the Copernicus Programme and if so in what ways?

- ◯ yes, strong benefit
- ◯ yes, some benefit
- ◯ not really been affected
- ◯ no, some negative affects
- ◯ no, strong negative affects
- ◯ What is Copernicus?

14. The Copernicus services are structured into 6 main areas. Which of these themes is of most interest to you? The assumption is that this is positive, if this is not the case, please comment in the box provided.

Which of the Copernicus Services will / has the most impact on your mission?

☐ Atmosphere ☐ Climate Change ☐ Emergency ☐ Land ☐ Marine ☐ Security ☐ None of them

Comments

15. How have you or do you expect to benefit from Copernicus?

	Presently	In the future	Not-applicable
We have access to new information / EO products which help us meet our mission	☐	☐	☐
We have been able to expand our mission as a result of Copernicus	☐	☐	☐
We have been able to improve our service using products coming from Copernicus Services	☐	☐	☐
We have been able to access new in-situ data	☐	☐	☐
We have received funding coming directly from the EC Copernicus budget	☐	☐	☐
We have made new partnerships as a result of Copernicus	☐	☐	☐
We have been able to secure continuity of service ie sustainability.	☐	☐	☐

Comments

16. Are you (or have you been) involved directly in the supply of Copernicus Services?

- ☐ We have led a team delivering products into one or more of the Copernicus Services
- ☐ We have been part of a supply team delivering products
- ☐ We have been a recipient / user of products coming from a Copernicus service.
- ☐ No involvement at all in Copernicus

Any comments?

17. If you have not been involved in the supply of Copernicus Services, do you expect to be in the future?

- ◯ yes
- ◯ no
- ◯ don't know

18. If you have been involved in supplying Copernicus Services could you describe your role?

19. If you are / have been a user of products from Copernicus, can you describe this?

- ☐ We have received products coming from one of the Copernicus Services
- ☐ We have benefited from in-situ data coming from one of the Copernicus Services
- ☐ Products coming from Copernicus services have substituted for other data we have used in the past

Comments

20. Do you contribute to defining the Copernicus User Requirements?

- ☐ We attend the EC Copernicus User Forum
- ☐ We attend national meetings which gather views (fed into the User Forum through a representative)
- ☐ We have not contributed to defining Copernicus requirements.
- ☐ We have not contributed to the definition of Copernicus user requirements but we should like to.

21. Has the number of persons employed changed as a result of Copernicus?

- ◯ large decrease
- ◯ small decrease
- ◯ no change
- ◯ small increase
- ◯ large increase

Conclusion

22. We look to expand the survey as far as we are able to and are using several channels. You may get a request through one of these. At the same time, we would like to address as many organisations as possible. Could you provide the names and contacts for three qualifying public bodies in the same country as you which we can contact?

23. Similar to the above question, could you please provide a few names (and contacts if possible) for organisations in other EU countries with the same mission as yours?

24. Thank you for having completed the survey. If you have any further comments or suggestions we are happy to have them. Results of the survey should be published in mid-2015. If you have any further comments then please enter them below.