

GSE Land



Users' feedback

*GMES Land User Meeting
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ETC/LUSI



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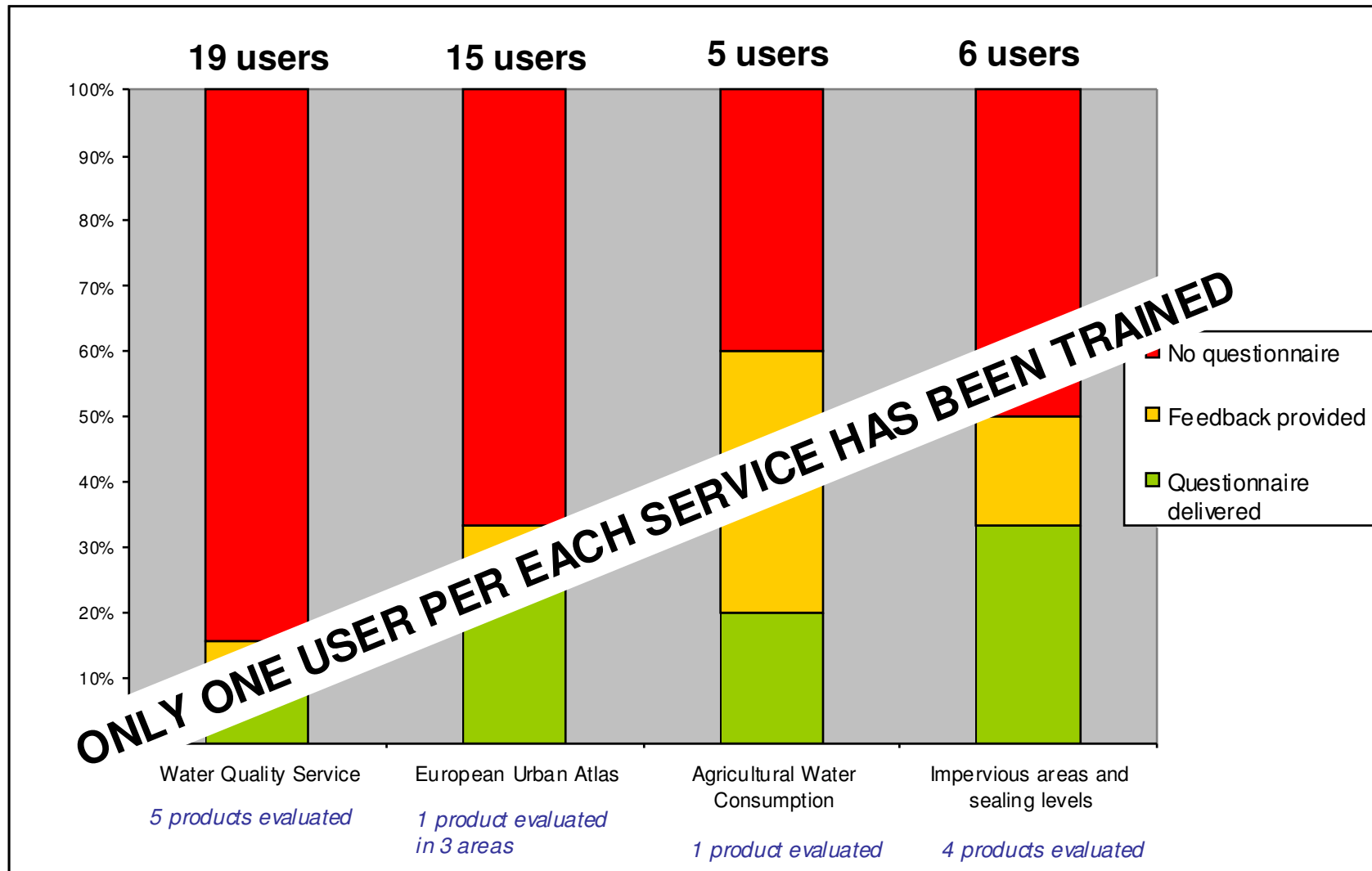
Global figures and statistics



Service	User organisations	Country	CONTRIBUTION TO		
			U7 v1 - 2006	U7 v2 - 2007	U7 v3 -
Water Quality Service	Ministerio de Agricultura, Pesca y Alimentación	ES	Report on product M2.5 sent in April 2007	M2.5 old version questionnaire will be included in an Annex of the first issue	<p>User Feedback - U7 questionnaire (October 2006)</p> <p>Late delivery of the questionnaire 7%</p> <p>Questionnaire delivered 22%</p> <p>Feedback provided, but no questionnaire available 0%</p> <p>No questionnaire sent / no mail answered 71%</p>
	Finnish Water Authority of the Bothnian Bay	FI			
	Alueelliset ympäristökeskukset Lounais-Suomi	FI			
	Water Protection Association of Kokemäenjoki River	FI			
	Institut Für Seenforschung-Landesanstalt für Umweltschutz Baden-Württemberg	DE			
	Saar	LU			
	Institut Français de l'Environnement	FR			
				FAL-LR, Braunschweig answered on behalf of FG	
	Flussgebietsgemeinschaft Weser	DE			
	Bundesministerium für Ernährung, Landwirtschaft und Verbraucherschutz	DE			
	Vattenmyndighet för Bottenhavets vattendistrikt (Swedish Water Authority for the Bothnian Sea River Basin)	SE	Y	Y (products M2.3, WQ 1.1, WQ1.2 and WQ1.3)	
	Thüringer Landesamt für Wald und Fischerei	DE			
	Centro de Estudios Hidrográficos del CEDEX	ES		(sickness leave)	
	Umweltbundesamt Deutschland	DE			
	Instituto Geográfico Nacional	ES		Y (product M2.5)	
	Agence de l'Eau Rhin-Meuse	BE	Y		
	Ministerium für Umwelt, Forsten und Verbraucherschutz Rheinland-Pfalz	DE			
	Ministerium für Umwelt des Saarlandes	DE			
	Administration de la Gestion de l'Eau Luxembourg	LU			
	Lower Saxony OH Protection (NLK)	DE			
European Urban Atlas	European Comm	--		Y (product M1.1)	<p>User Feedback - U7 questionnaire (October 2007)</p> <p>Questionnaire delivered 20%</p> <p>Feedback provided, but no questionnaire available 11%</p> <p>No questionnaire sent / no mail answered 69%</p>
	Comunidad de Madrid (Dirección General de Urbanismo y Planificación Regional)	ES		Y (products M2.4 and M2.6)	
	Planificación Regional	ES			
	Junta de Andalucía - Consejería de Medio Ambiente	ES			
	Intercommunale Leiedal	BE	Y	still pending	
	Provincia de Treviso (SITI - Sistema Informativo Territoriale Integrato)	IT			
	Sächsisches Landesamt für Umwelt und Geologie	DE			
	Landeshauptstadt München - Referat für Gesundheit und Umwelt (Department for health and environment)	DE	Y	Y (test area)	
	Thüringer Landesanstalt für Umwelt und Geologie	DE			
	Stadt Jena	DE			
	Regione del Veneto	IT	Y + update received on March 2007	Y (product M1.1)	
	Junta de Extremadura	ES			
	Instituto Geográfico Nacional	ES		Y (product M1.1)	
Napoli - Patto Città del Fare	IT	Y			
Patto di Cristiano	IT	late delivery in 2006	old version will be included in an Annex of the first issue		
Bari - Patto Nord Barese Ofantino	IT	Y			
Agricultural areas and Water Consumption	Ministerio de Agricultura, Pesca y Alimentación	ES		Y (WQ 1.5)	
	Institut Français de l'Environnement	FR			
	Centro de Estudios Hidrográficos del CEDEX	ES		(sickness leave)	
	Agence de l'Eau Adour Garonne	FR	Y		
Imperious areas and seaing levels	Confederación Hidrográfica del Ebro	ES		(sickness leave)	
	Comunidad de Madrid (Dirección General de Urbanismo y Planificación Regional)	ES		Y (products M2.4 and M2.6)	
	Vlaams Instituut voor de Zee (VLIZ)	BE	Y	still pending	
	Land Vorarlberg - Landesvermessungsamt Feldkirch	AT			
	Umweltbundesamt Österreich	AT			
Osterreichischen Raumordnungskonferenz	AT				
Landesamt für Bergbau, Energie und Geologie	DE		late delivery in 2006	Y (products M2.4, M2.6, PR1 and PR2)	

40 user organisations

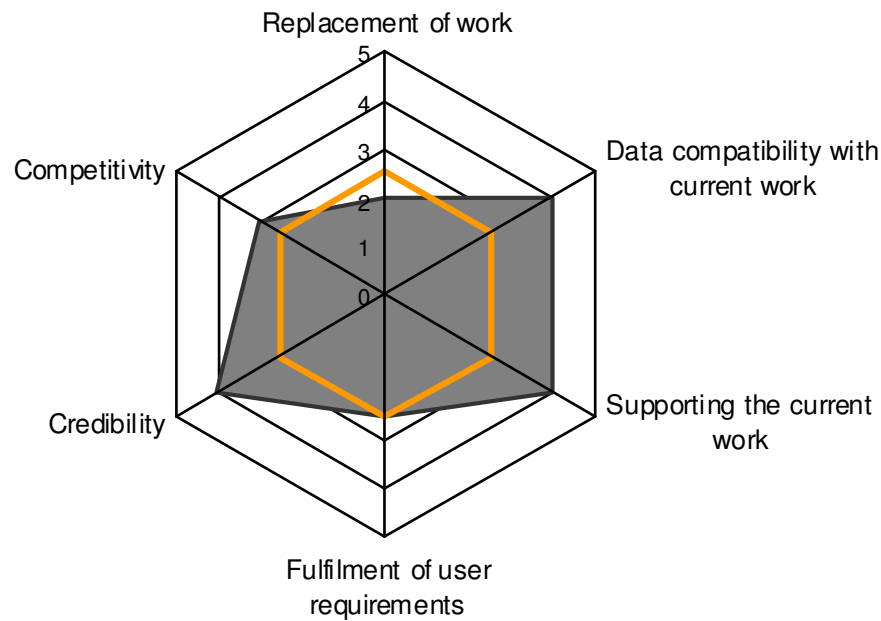
Users' feedback per service (1/3)



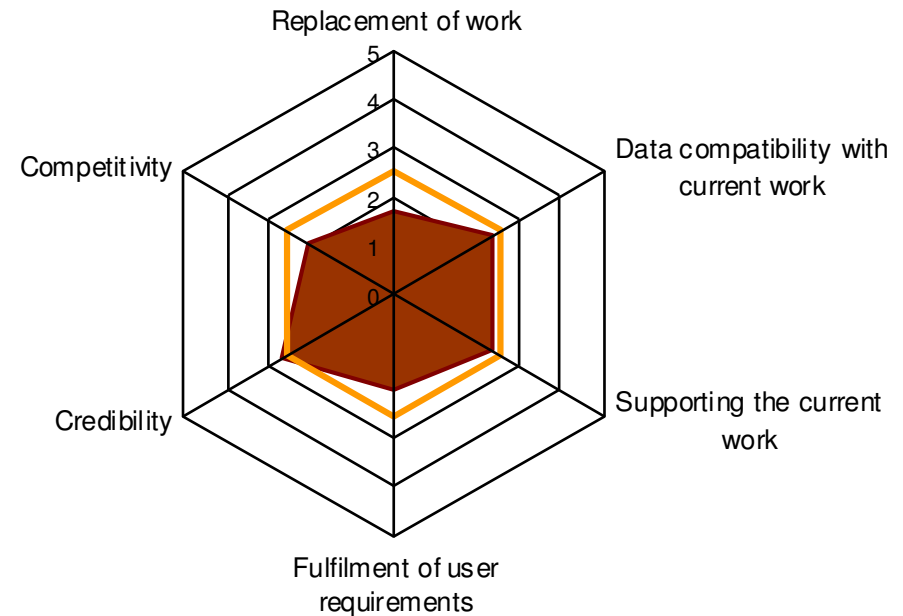
Users' feedback per service (3/3)



Impervious areas and sealing levels



European Urban Atlas



Answers and comments highlighted by the users (1/2)



- **Experiences between users and service providers:**
 - The flow of communication is not constant, but some users feel well informed. Questions are answered rapidly and clearly
 - The experience is very positive, some users interested in what is coming next
 - Service provider adaptability to new requests is very good, examples:
 - Extension of the agreed territory
 - Provide presentations of the products developed to "sub-partners"

- **Product evaluation:**
 - Useful to validate and improve existing data at the user organisation
 - Harmonised approach, temporal series availability, repeatability
 - Automation of processes
 - More competitive on time (faster deliveries, quicker updates) and costs
 - Reduction of field work
 - Accuracy at pixel level; higher resolution than previous; better MMU

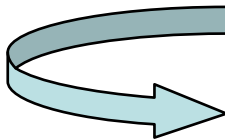


- **Main constraints/shortcomings of the products/ project/ etc.**
 - User organisation regular data is more exactly than data from GSE. Some users highlight that they do not work so much with the data provided
 - Incomplete coverage caused by clouds (not a simple solution existing)
 - Shortage of available satellite data
 - Manipulation and ponderation of individual data values in order to compare data gathered at different scales, which introduces uncertainties in the results
 - Replacement of existing methodologies/products not possible at this moment in some user organisations
 - Geometric accuracy not sufficient
 - No direct input: need of reprocessing the data from the geometrical point of view
 - Facilitate the transfer of know how between countries (GMES role?)

Major concerns at the current stage



- Perception that users are disconnected from the general project: bilateral relation user – service provider
- Role of the users in the project:
 - Participate in the training sessions
 - Participate in the Users' and project meetings
 - Fulfillment of the utility questionnaire to evaluate the products received once a year
- **BUT low feedback** due to:
 - Lack of interest?
 - No reception of the products?
 - Language?
 - Work that should be done for the project not foreseen into the year work plan of the user organisation?
 - No information from the service providers about the developments of the products, changes on the working plans?
 - Variations of expectations at project level not communicated?



**HOW TO IMPROVE THE PROCESS (as User Federator)
IF WE DO NOT HAVE THIS INFORMATION?**

Conclusions



- **It is very difficult to determine a common conclusion from the users side due to the low feedback received regarding the project, the products, etc.**
- **ETCLUSI conclusions, or questions, in this case:**
 - **There is a lack of response from the user group in general terms: are users feeling involved in the project? Feeling part of the development chain that the project is following?**
 - **Flow of communication at project level: new developments, updates, delays**
 - **Facing the 3rd phase of the project:**
 - **Do you feel comfortable with the expectations that the project have on your side?**
 - **Do you think that you will obtain from the project side what you expect?**
 - **Do you think user meetings are fruitful enough? Improvements that you can propose to obtain a better feedback? To obtain a greater participation and involvement of the whole group of users?**
 - **Do you consider as a possibility to improve this situation, the initiative to create a user forum/user platform?**

GSE Land



THANK YOU VERY MUCH!!

