User survey

Introduction

The TIGGE(global) archive consists of global ensemble forecasts from 11 NWP centres, starting from October 2006. The TIGGE-LAM is an extension of TIGGE archive to include ensemble weather forecasts from 7 limited area models (LAM), starting from January 2013. The data can be retrieved directly from the web interface or programmatically via a Web-API.

To assess the user satisfaction with the TIGGE/TIGGE-LAM archives and the quality of the service provided by ECMWF, a user survey was issued on 26 November 2018. The invitation was sent to **3,791 users** who had registered to access (but not necessarily retrieved) the data. The survey was open for few weeks, during which **10.3% (383) of invitees responded**.

Results

The full results of the survey have been published on 1 April 2019. They can be shortly summarised as follows (user percentage):

- 93% used TIGGE
- 12% used TIGGE-LAM
- 17% used TIGGE tropical cyclone tracks (dedicated output in CXML format)

TIGGE/TIGGE-LAM (gridded data) related:

- overall, 93% generally satisfied or very satisfied with TIGGE/TIGGE-LAM datasets as a research tool
- 87% at least satisfied with exploring the data via the dedicated web Data Portals
- 85% at least satisfied with the Web API interface to get the data programmatically
- 86% (resp.76%) at least satisfied with the (TIGGE resp. TIGGE-LAM) documentation
- 4.1% (i.e. 6 users) the highest dissatisfaction in the survey related to getting the data via Web API service
- almost 50 additional research articles identified (out of 270 in total)

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