



MITIGATING THE EFFECTS OF EMERGENCIES IN BALTIC SEA REGION PORTS 2016–2019

# HAZARD Final Conference

## North European Port Authorities' Website Content and Usability Evaluation

Tallinn, Estonia

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*Ms. Sari Kokkila & Prof. Lauri Ojala*

# Port Authorities' website content and usability evaluation

- 97 Port Authorities within the scope, which manage 116 seaports
  - All TEN-T Core seaports north of Le Havre + British Isles (n = 54)
  - TEN-T Comprehensive seaports\* in the Baltic Sea Region (n = 41)
  - Selected Norwegian & Russian seaports\* (n = 21)
- 88 websites with English content were evaluated and ranked

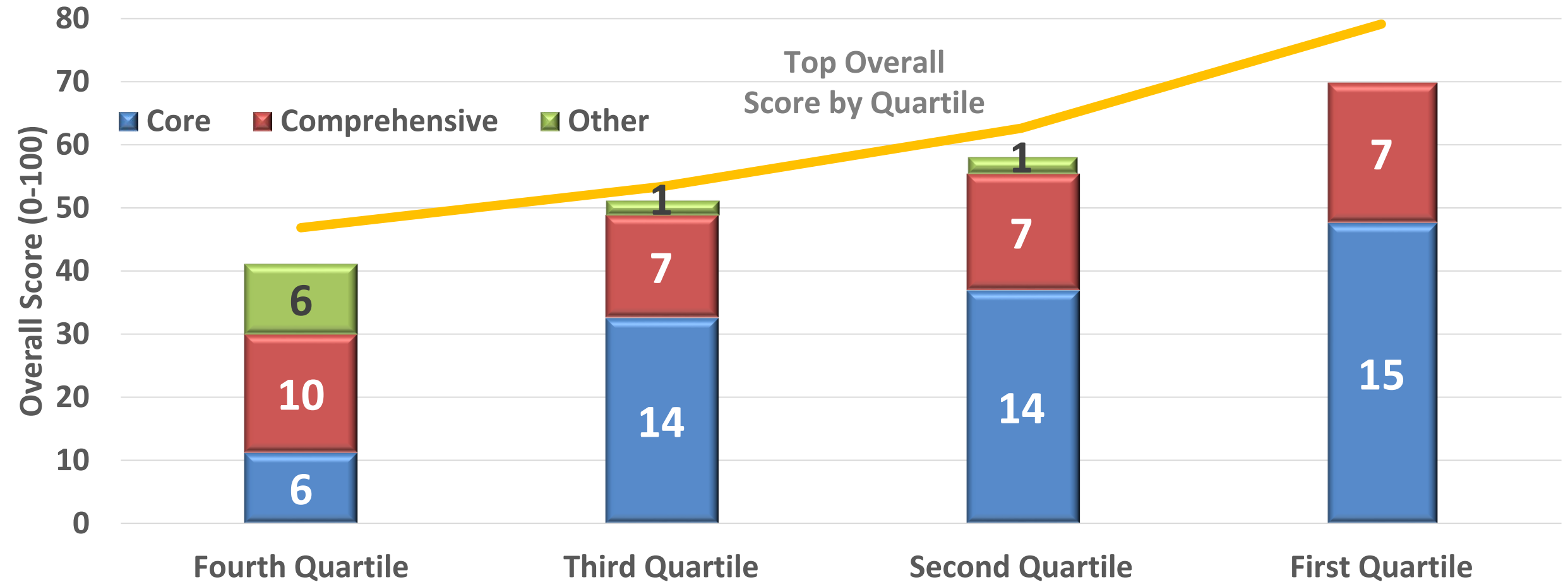
*\*) With an annual cargo turnover > 2 M tonnes or > 1 M passengers, incl. 3 EU seaports outside TEN-T*

# Assessment Categories

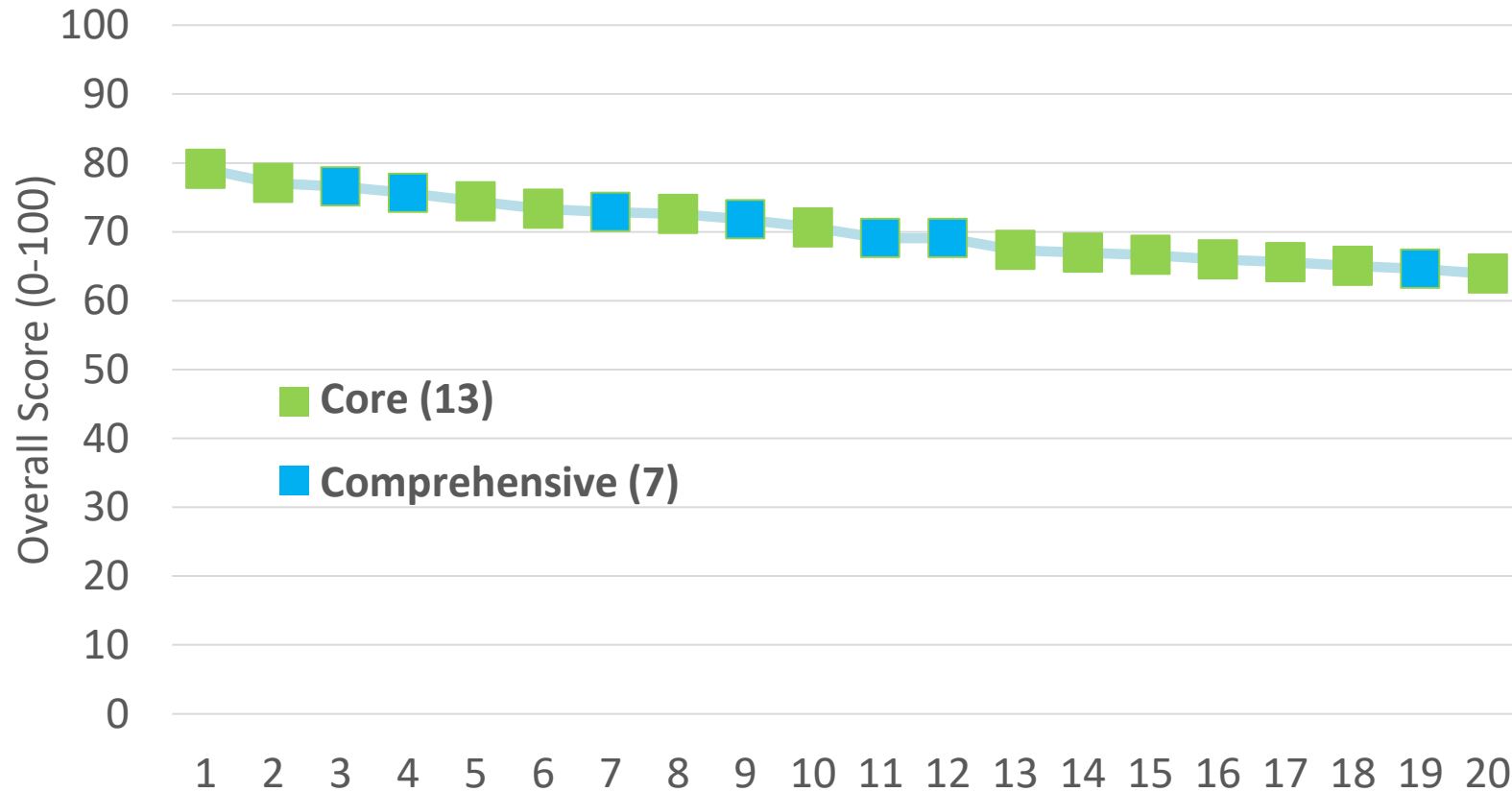
| Category                             | Content                          |                                         |                              |                                         |                                               | Usability                            |                                 |
|--------------------------------------|----------------------------------|-----------------------------------------|------------------------------|-----------------------------------------|-----------------------------------------------|--------------------------------------|---------------------------------|
| Point of view                        | Passenger Operations<br>(n = 30) |                                         | Cargo Operations<br>(n = 88) |                                         | General Information on Port Authority         | User opinion                         | Silktide Quality Assurance tool |
| Sub-category & the no. of dimensions | Basic Information<br>(18)        | Safety and Security Information<br>(24) | Basic Information<br>(42)    | Safety and Security Information<br>(31) | General Information on Port Authority<br>(15) | General usability and quality<br>(6) | Quality assurance<br>(144)      |
| Code                                 | B1                               | B2                                      | B3                           | B4                                      | B5                                            | B6                                   | B7                              |

# Average Overall Score by seaport type and Quartile

(N = 88)

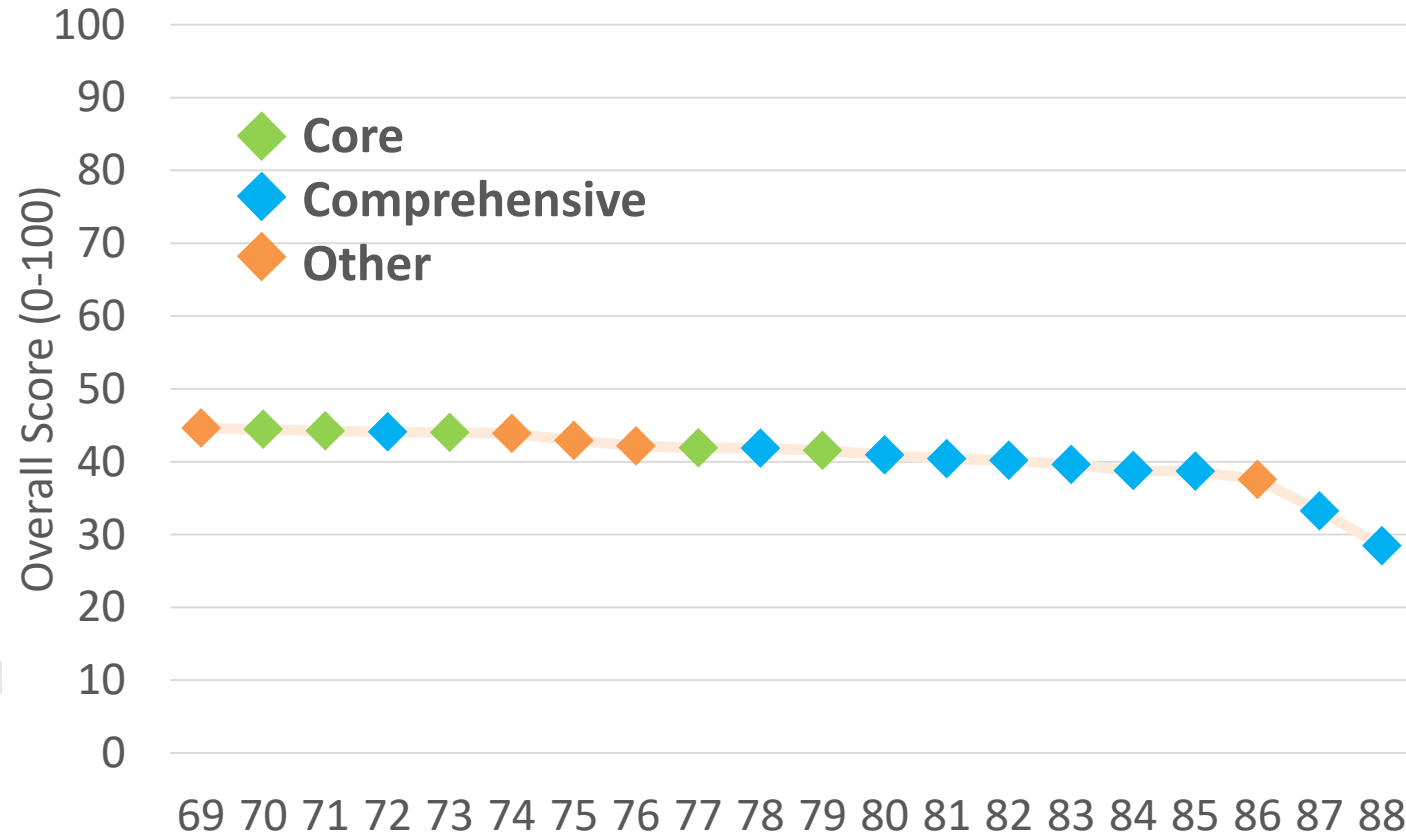


# Top 20 Seaport Authorities



| Rank | Port (City)       | Country | Overall Score (0-100) |
|------|-------------------|---------|-----------------------|
| 1    | Helsinki          | FI      | 79.1                  |
| 2    | Dover/Folkestone  | UK      | 77.1                  |
| 3    | Rauma             | FI      | 76.6                  |
| 4    | Pori              | FI      | 75.6                  |
| 5    | Tallinn           | EE      | 74.4                  |
| 6    | Felixstowe        | UK      | 73.3                  |
| 7    | Oxelösund         | SE      | 72.9                  |
| 8    | HaminaKotka       | FI      | 72.6                  |
| 9    | Oulu              | FI      | 71.8                  |
| 10   | Glasgow           | UK      | 70.6                  |
| 11   | Kokkola           | FI      | 69.1                  |
| 12   | Raahe             | FI      | 69.0                  |
| 13   | Milford Haven     | UK      | 67.3                  |
| 14   | Bristol           | UK      | 67.0                  |
| 15   | Cardiff & Newport | UK      | 66.6                  |
| 16   | Liverpool         | UK      | 66.0                  |
| 17   | Turku             | FI      | 65.6                  |
| 18   | Gdansk            | PL      | 65.1                  |
| 19   | Fredericia        | DK      | 64.6                  |
| 20   | Southampton       | UK      | 63.9                  |

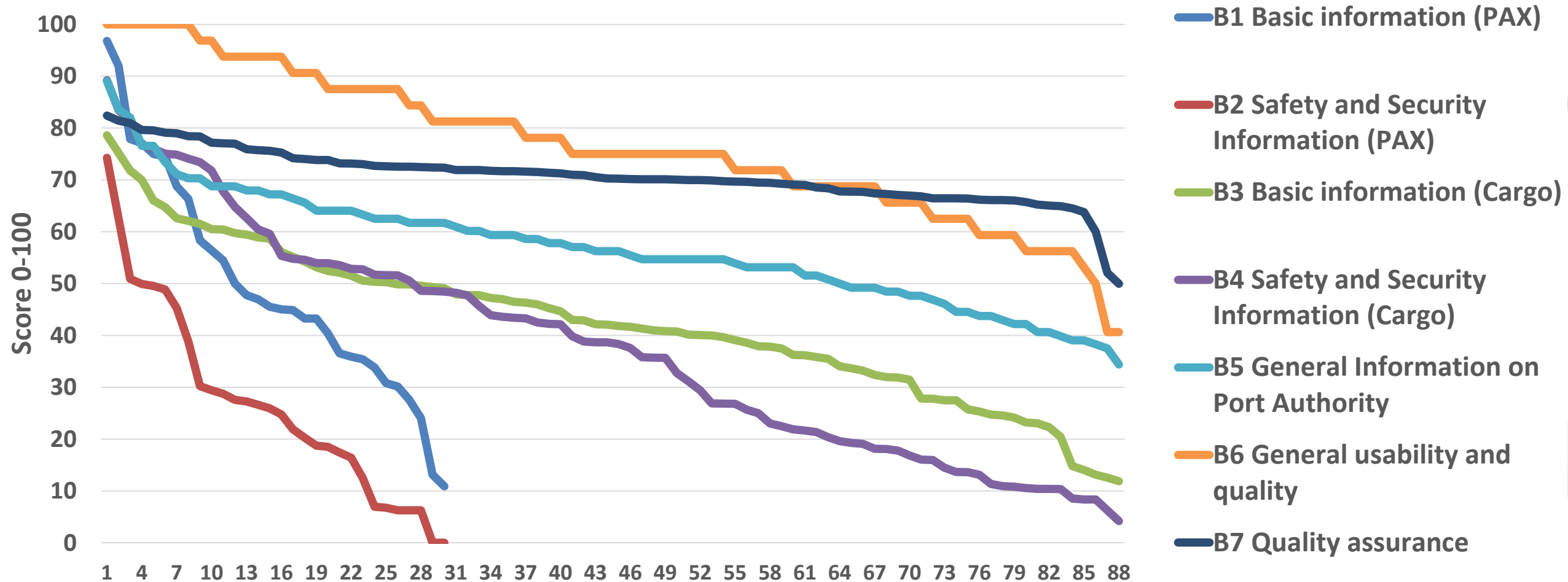
# Bottom 20 Seaport Authorities



| Rank | Port (City)                                                      | Country | Overall Score (0-100) |
|------|------------------------------------------------------------------|---------|-----------------------|
| 69   | Oslo                                                             | NO      | 44.6                  |
| 70   | Rostock                                                          | DE      | 44.4                  |
| 71   | Dunkerque                                                        | FR      | 44.2                  |
| 72   | Esbjerg                                                          | DK      | 44.1                  |
| 73   | Belfast                                                          | UK      | 44.0                  |
| 74   | Uusikaupunki                                                     | FI      | 43.9                  |
| 75   | Mälardalen: Köping & Västerås                                    | SE      | 42.9                  |
| 76   | Paldiski                                                         | EE      | 42.2                  |
| 77   | Antwerpen                                                        | BE      | 41.9                  |
| 78   | Karlshamn                                                        | SE      | 41.9                  |
| 79   | Copenhagen-Malmö                                                 | DK/SE   | 41.5                  |
| 80   | Ystad                                                            | SE      | 40.9                  |
| 81   | Rønne                                                            | DK      | 40.4                  |
| 82   | Sundsvall                                                        | SE      | 40.2                  |
| 83   | Niedersachsen Ports: Brake. Emden. Cuxhaven. Stade. Wilhemshaven | DE      | 39.6                  |
| 84   | Køge                                                             | DK      | 38.8                  |
| 85   | Helsingborg                                                      | SE      | 38.7                  |
| 86   | Kristiansand                                                     | NO      | 37.5                  |
| 87   | Elsinore                                                         | DK      | 33.2                  |
| 88   | Rødby                                                            | DK      | 28.4                  |

# Scores by sub-category from top to bottom

B1 - B2 n = 30; B3 - B7 n = 88

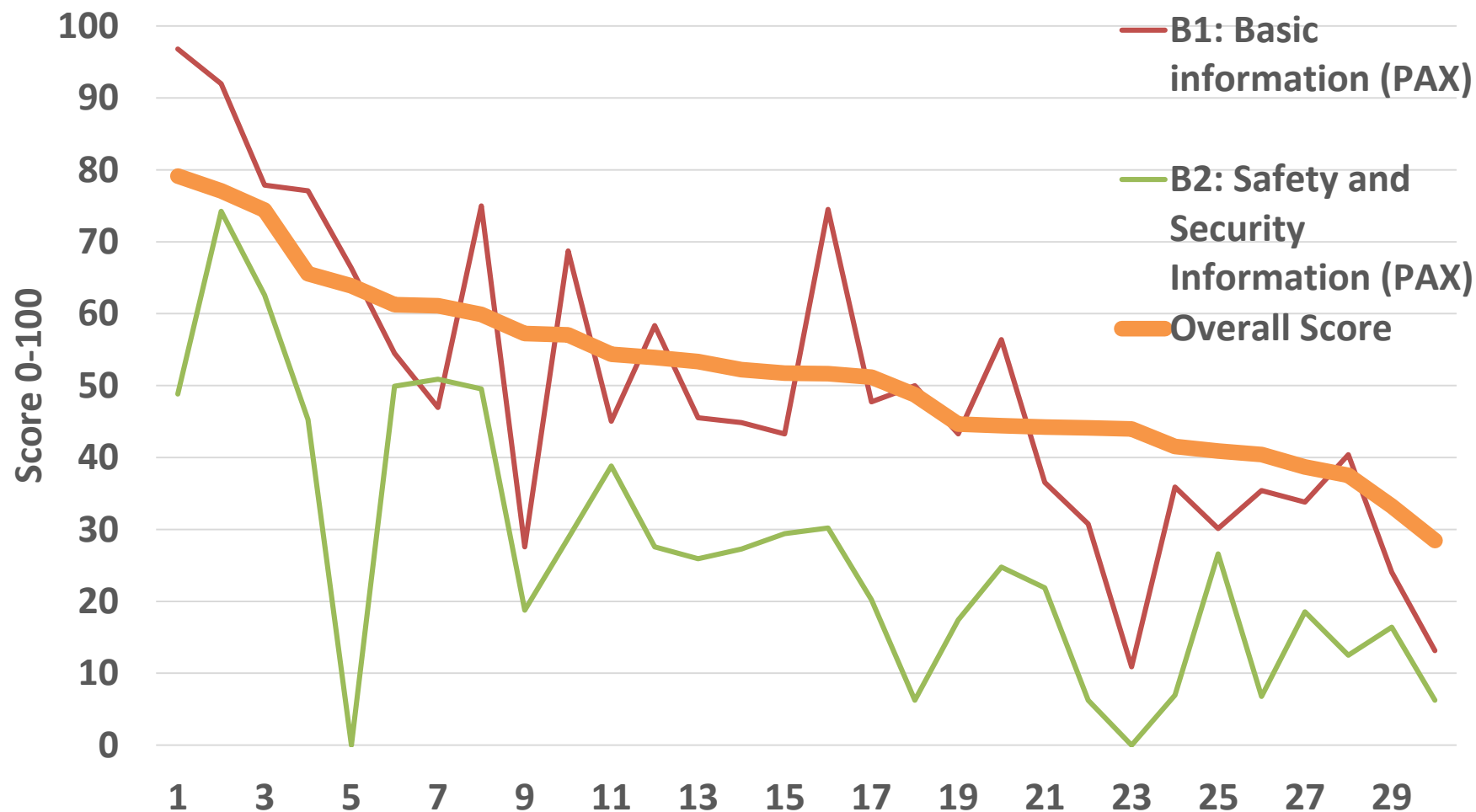


# Sub-category scores - Passenger port Categories

n = 30

Top 10 Passenger Seaports

| Rank | Port (City)            | Country | Overall Score |
|------|------------------------|---------|---------------|
| 1    | Helsinki               | FI      | 79.1          |
| 2    | Dover/Folkestone       | UK      | 77.1          |
| 3    | Tallinn                | EE      | 74.4          |
| 4    | Turku                  | FI      | 65.6          |
| 5    | Southampton            | UK      | 63.9          |
| 6    | Świnoujście - Szczecin | PL      | 61.2          |
| 7    | Ports of Stockholm     | SE      | 61.1          |
| 8    | Mariehamn              | FI      | 59.9          |
| 9    | Rotterdam              | DE      | 57.2          |
| 10   | Kiel                   | DE      | 57.1          |



Pillar height indicates the  
Overall Score of each seaport

- First Quartile
- Second Quartile
- Third Quartile
- Fourth Quartile

