



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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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

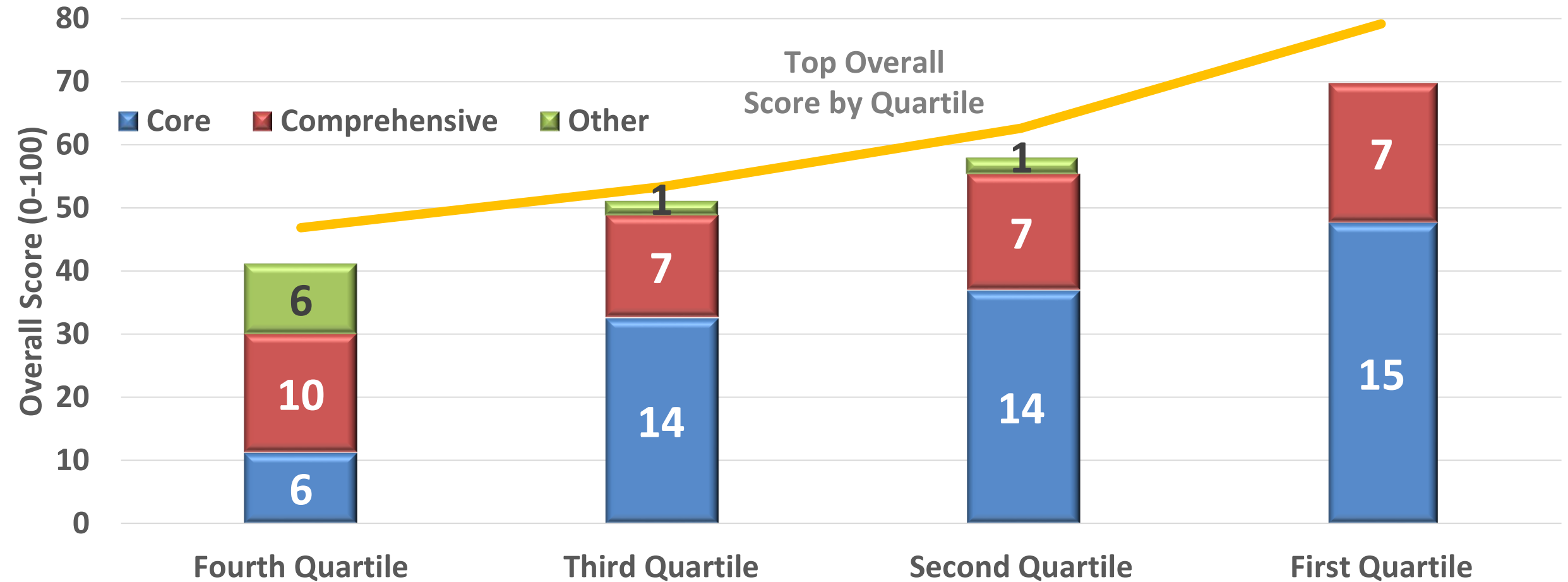
**) With an annual cargo turnover > 2 M tonnes or > 1 M passengers, incl. 3 EU seaports outside TEN-T*

Assessment Categories

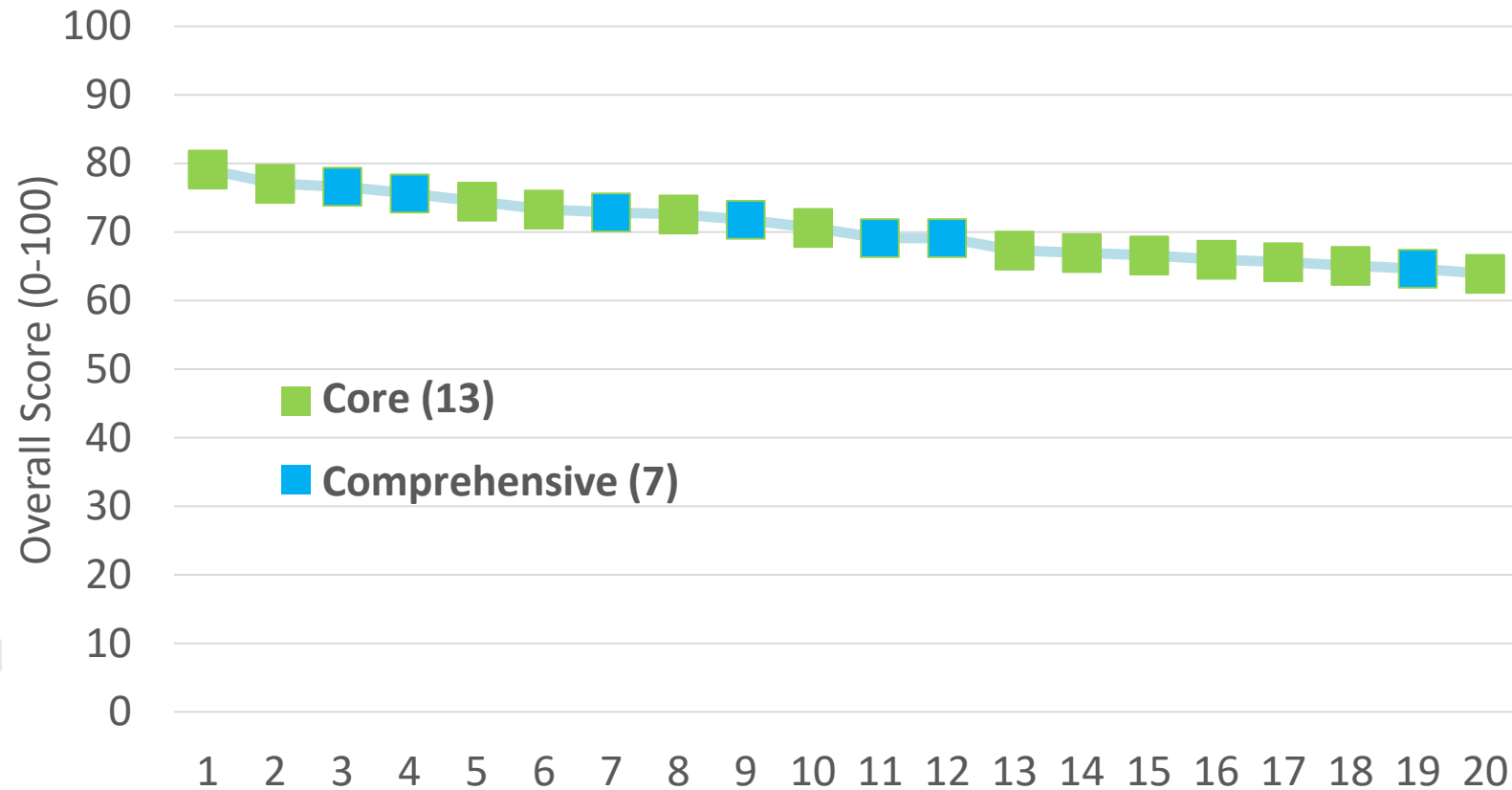
Category	Content					Usability	
Point of view	Passenger Operations (n = 30)		Cargo Operations (n = 88)		General Information on Port Authority	User opinion	Silktide Quality Assurance tool
Sub-category & the no. of dimensions	Basic Information (18)	Safety and Security Information (24)	Basic Information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

Average Overall Score by seaport type and Quartile

(N = 88)

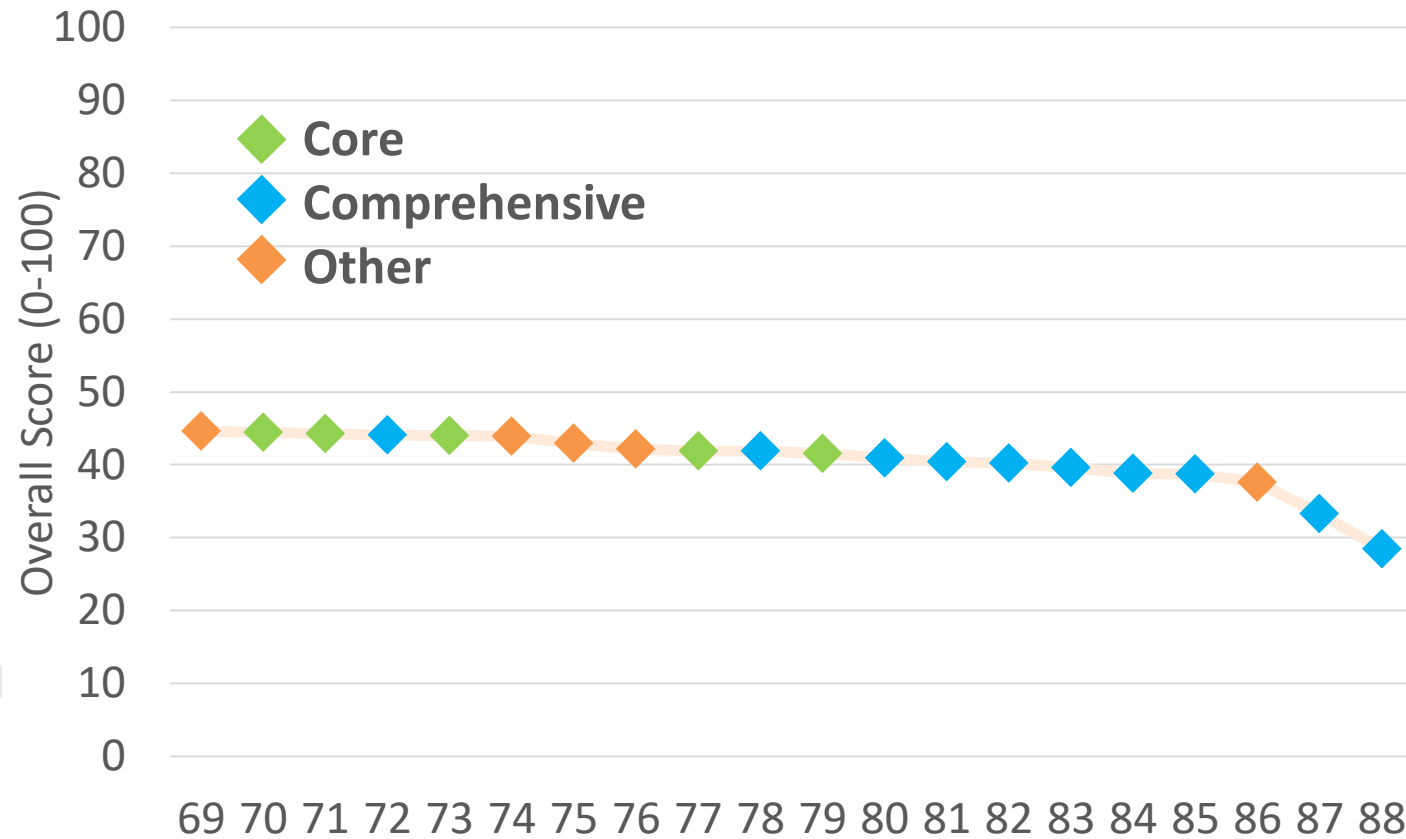


Top 20 Seaport Authorities



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

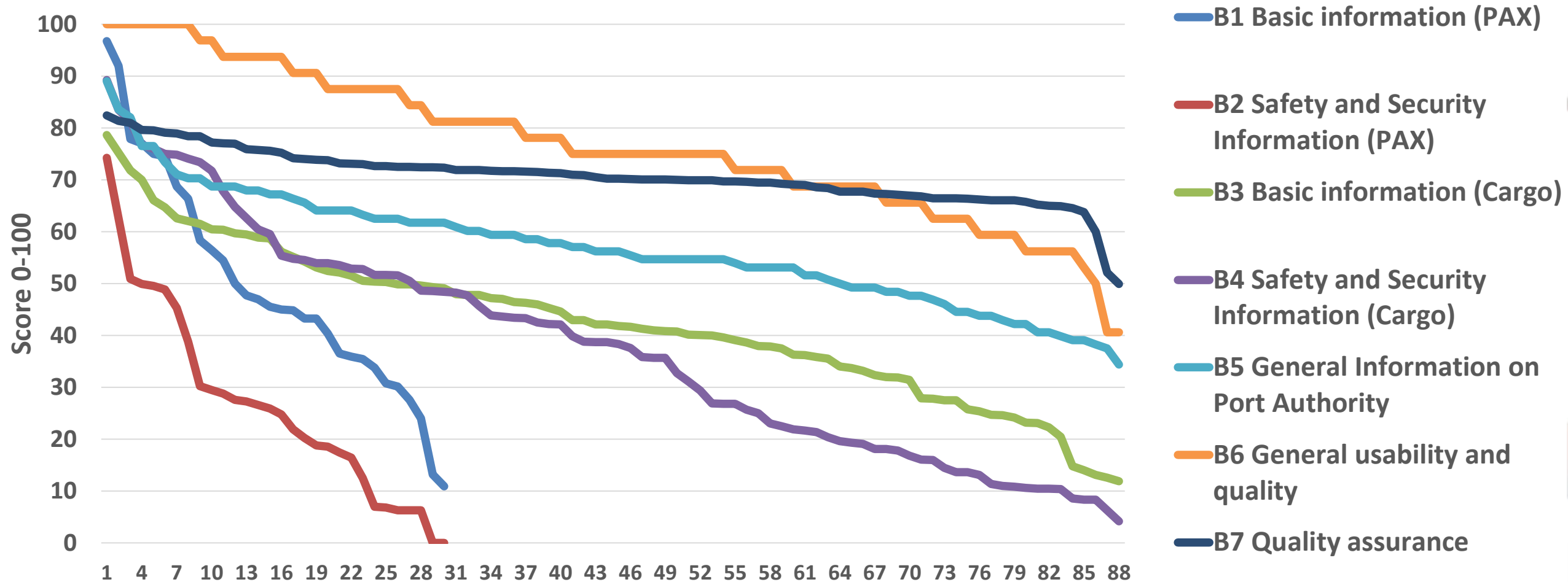
Bottom 20 Seaport Authorities



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

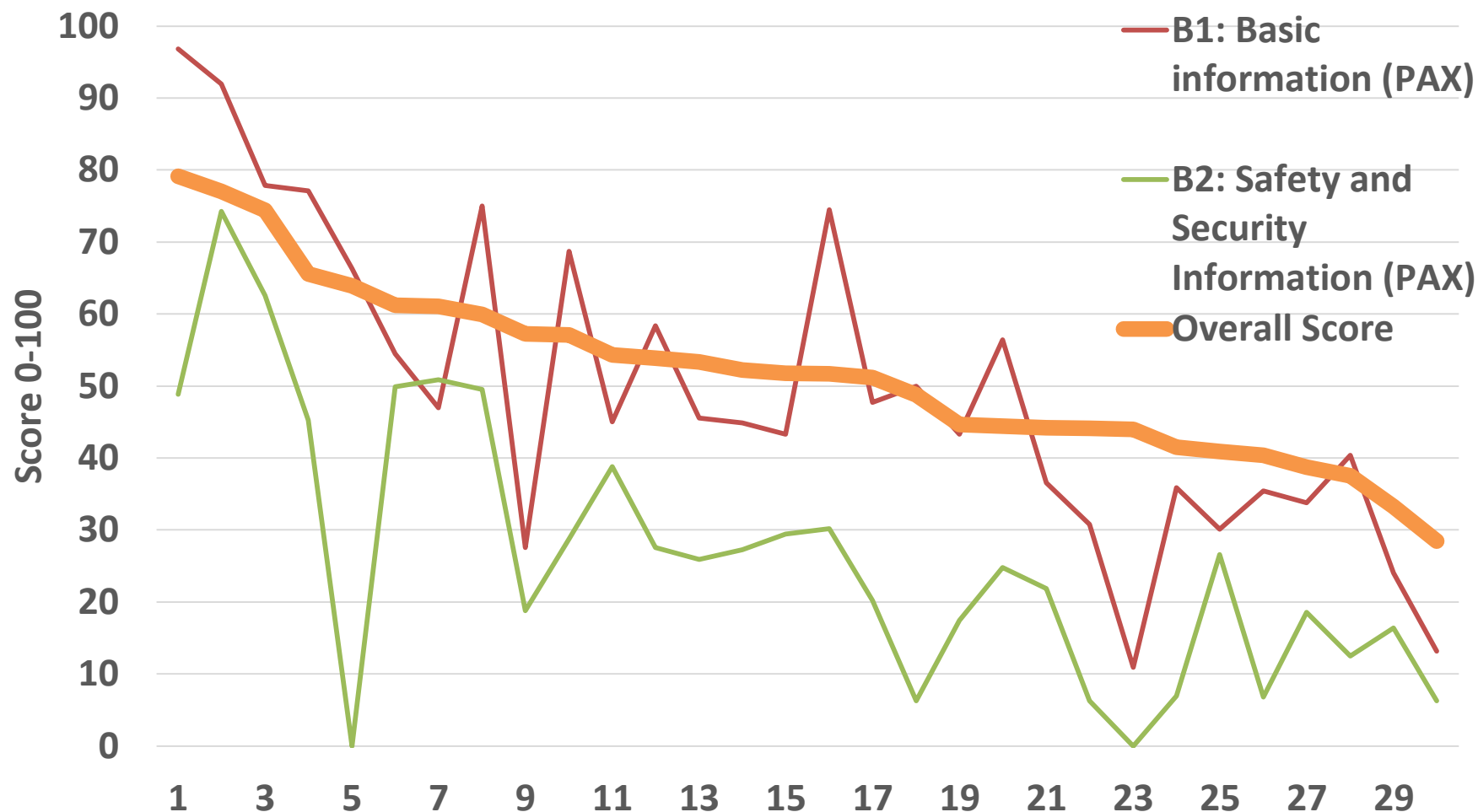


Sub-category scores - Passenger port Categories

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

