

European Port Authorities' Website Content and Usability Evaluation 2018–2020

Authors

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European Port Authorities' Website Content and Usability evaluation focused on safety and security issues communicated via public websites of the Port Authorities. It also took into account general information about the Port Authority, alongside with evaluation of usability and quality of the websites.




The research was carried out in two parts:

- **Series 1** (10/2018–3/2019) focused on Northern Europe, British Isles and the northern parts of Western and Eastern Europe. 88 websites with English content were evaluated and ranked.
- **Series 2** (6/2019–1/2020) focused on Southern Europe and the southern parts of Western and Eastern Europe. 59 websites with English content were evaluated and ranked.

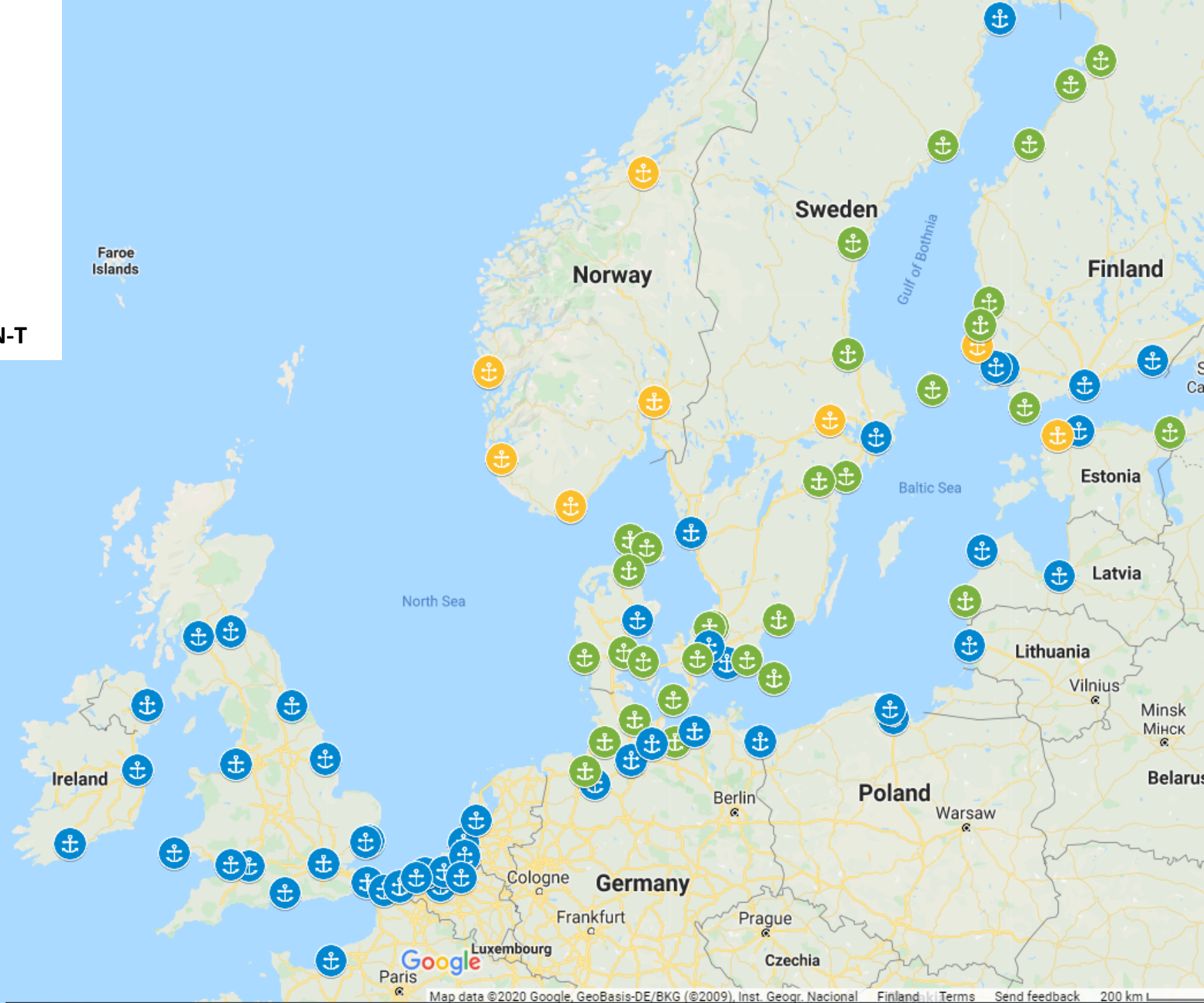
The ports were further divided into two categories depending on their position in the Trans-European Transport Network (TEN-T). TEN-T is a planned network of roads, railways, airports and water infrastructure in the European Union.

- **The Core network** includes the most important connections that are supported by a **Comprehensive network** of routes, feeding into the core network at regional and national level

Ports of series 1



-  All TEN-T Core Ports
-  TEN-T Comprehensive Ports *
-  Selected important ports for the Baltic region*

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





Ports of series 2

-  All TEN-T Core Ports
-  TEN-T Comprehensive Ports *

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

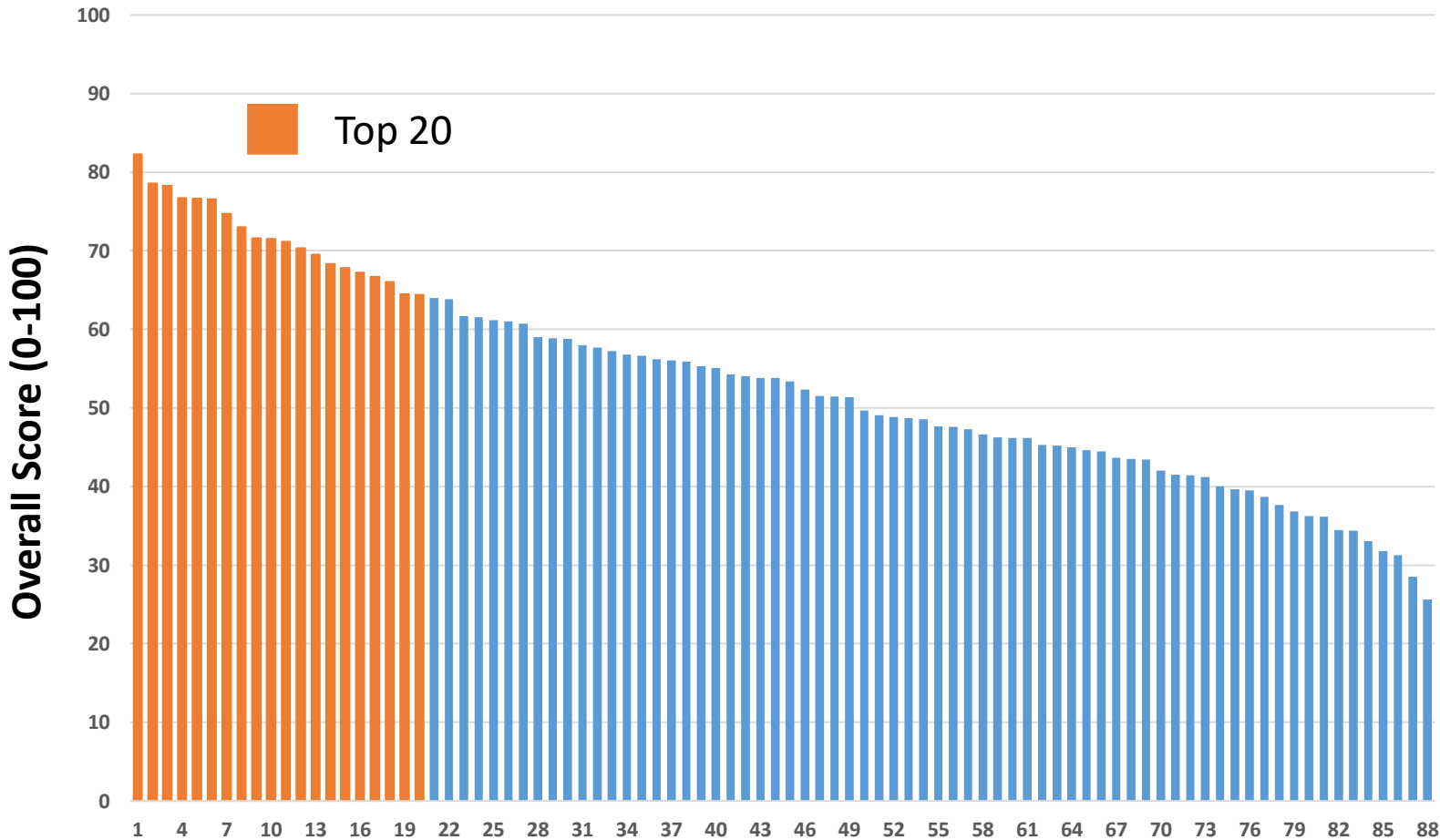
The structure and Categories used in the evaluation

Category	Point of view	Sub-category	Code
Content	Passenger Operations	Basic Information	B1
		Safety and Security Information	B2
	Cargo Operations	Basic Information	B3
		Safety and Security Information	B4
	General Information on Porth Authority	General Information on Porth Authority	B5
Usability	User Opinion	General Usability and quality	B6

The evaluation criteria were divided into two main Categories: Content and Usability sorted under six (6) sub-categories.

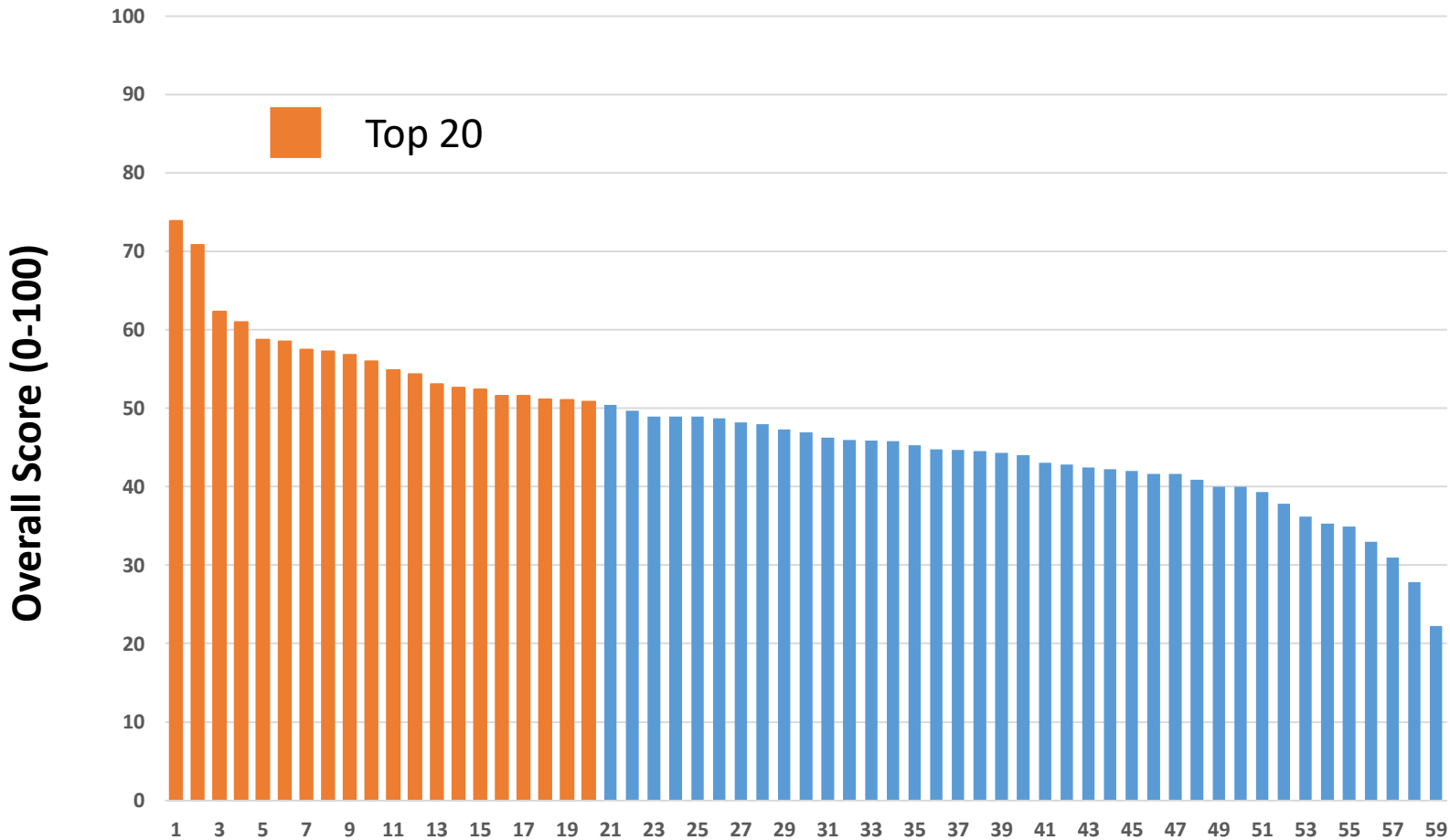
More details about the evaluation are available [here](#).

Series 1 Top 20 Seaport Authorities



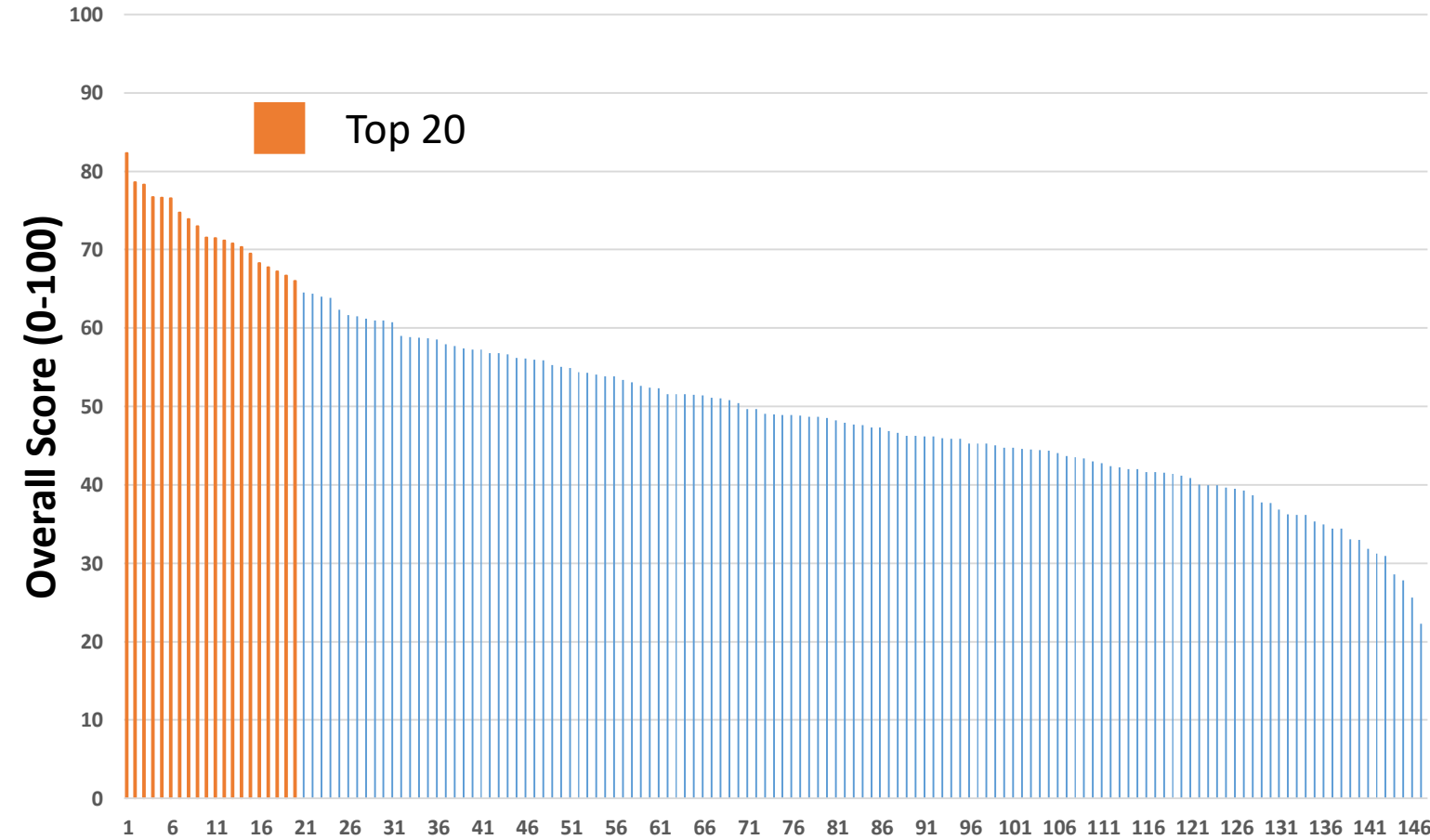
Rank	Port (City)	Overall Score	Type	Country
1	Helsinki	82,29	Core	FI
2	Tallinn	78,57	Core	EE
3	Rauma	78,27	Compr.	FI
4	Southampton	76,73	Core	UK
5	Pori	76,61	Compr.	FI
6	Dover/Folkestone	76,57	Core	UK
7	Felixstowe	74,72	Core	UK
8	Oxelösund	72,99	Compr.	SE
9	Oulu	71,58	Compr.	FI
10	HaminaKotka	71,48	Core	FI
11	Rotterdam	71,13	Core	NL
12	Glasgow	70,31	Core	UK
13	Kokkola	69,47	Compr.	FI
14	Gdańsk	68,29	Core	PL
15	Raahe	67,77	Compr.	FI
16	Bristol	67,20	Core	UK
17	Cardiff & Newport	66,68	Core	UK
18	Milford Haven	66,03	Core	UK
19	Liverpool	64,50	Core	UK
20	Świnoujście - Szczecin	64,37	Core	PL

Series 2 Top 20 Seaport Authorities



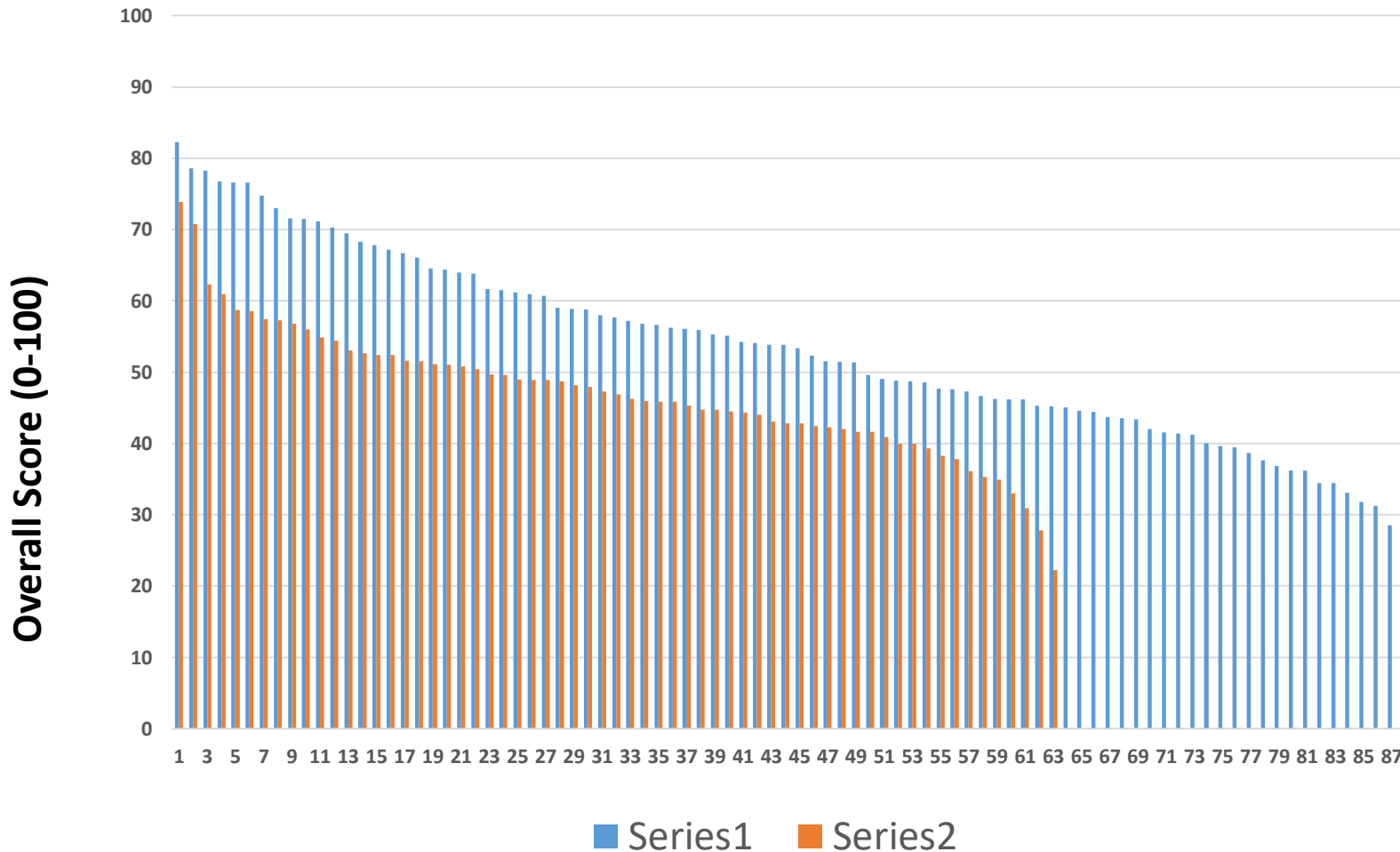
Rank	Port (City)	Overall Score	Type	Country
1	Koper	73,88	Core	SL
2	Marseille	70,80	Core	FR
3	Tarragona	62,30	Core	ES
4	Bilbao	60,96	Core	ES
5	Valencia	58,71	Core	ES
6	Bordeaux	58,52	Core	FR
7	Algeciras	57,43	Core	ES
8	Marsaxklokk	57,24	Core	MAL
9	Lisbon	56,77	Core	PR
10	Leixoes	55,96	Core	PR
11	Constanta	54,86	Core	ROU
12	Genoa	54,37	Core	IT
13	Venezia	53,07	Core	IT
14	Lemesos	52,62	Core	CY
15	Varna	52,40	Compr.	BU
16	Saint-Nazaire	51,58	Core	FR
17	Barcelona	51,55	Core	ES
18	Split	51,11	Compr.	CRO
19	Palma (Mallorca)	51,02	Core	ES
20	A Coruna	50,80	Core	ES

Series 1 & 2 Top 20 Seaport Authorities



		Series 1	Series 2		
Rank	Port (City)	Overall Score	Type	Country	
1	Helsinki	82,29	Core	FI	
2	Tallinn	78,57	Core	EE	
3	Rauma	78,27	Compr.	FI	
4	Southampton	76,73	Core	UK	
5	Pori	76,61	Compr.	FI	
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Comparison between series 1 & 2



	Series 1	Series 2
Mean	53,46	47,24
Median	53,59	46,89
Max	82,29	73,88
Min	25,64	22,26

Results for series 1 available [here](#).
Results for series 2 available [here](#).
Combined results available [here](#).

ResQU2 Project Platform

October 2018 – September 2020



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