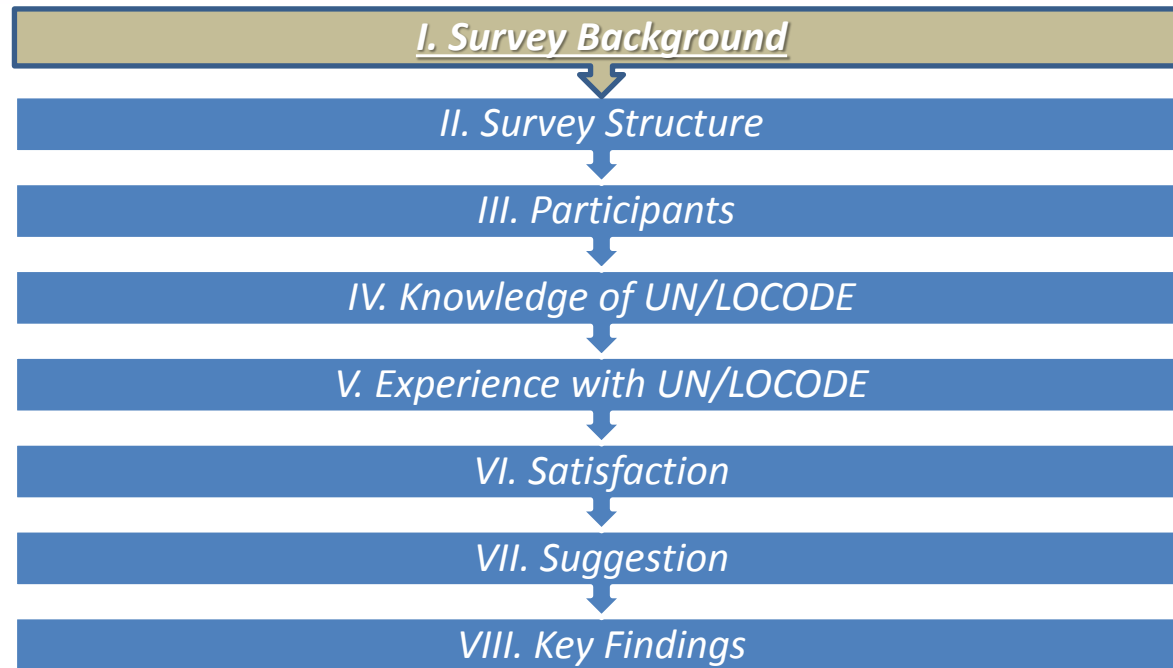


Preliminary Results of the Survey on UN/LOCODE

April 24, 2015



The Survey on UN/LOCODE





Survey Background

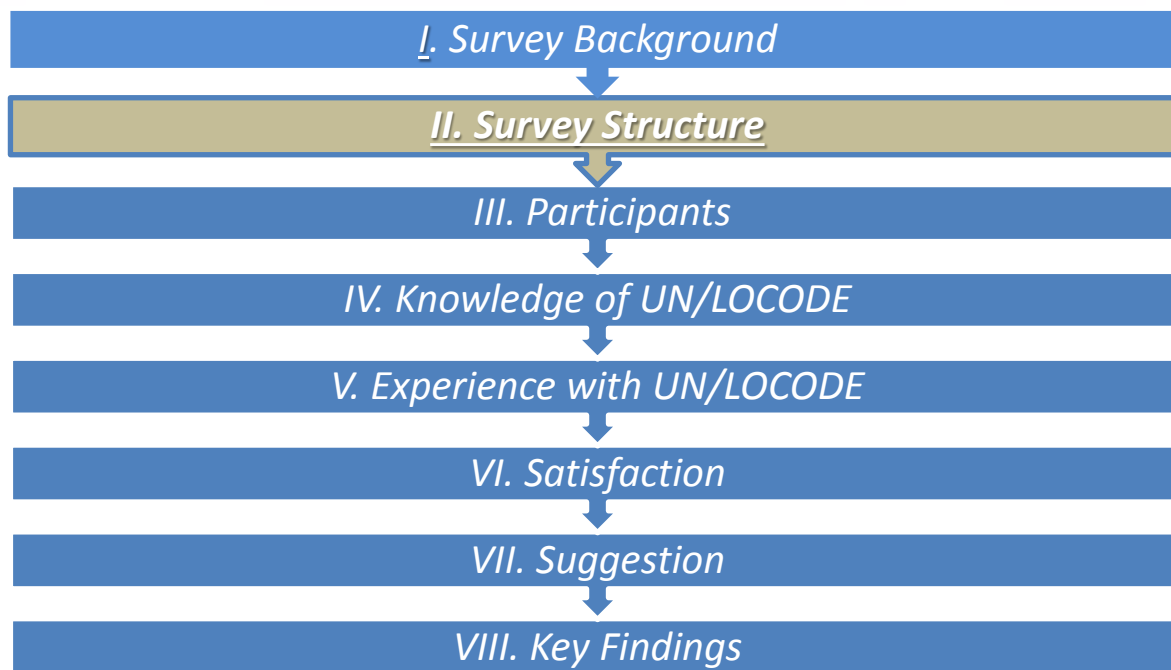
Announced on the UNECE website in March 2015, over 100 questions.

Purpose:

- How is UN/LOCODE perceived?
- How is UN/LOCODE used?
- Who is using UN/LOCODE?
- Does UN/LOCODE cover the user needs?
- How to improve UN/LOCODE



The Survey on UN/LOCODE





Survey Structure

Knowledge
of
UN/LOCODE

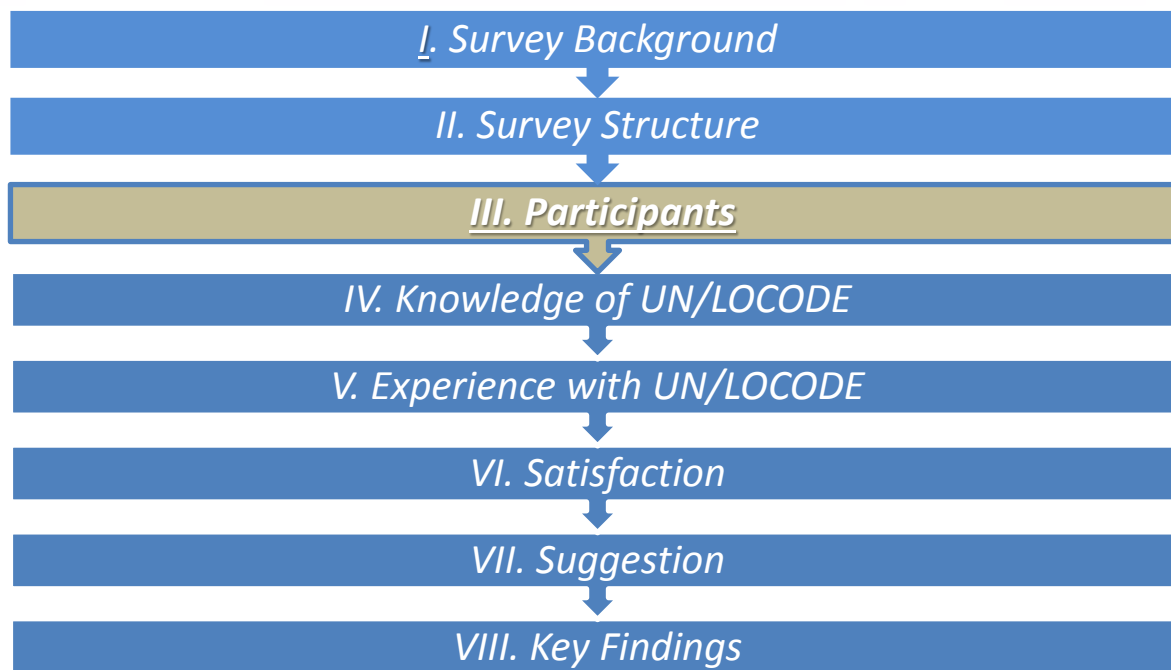
Experience
with
UN/LOCODE

Satisfaction

Suggestions

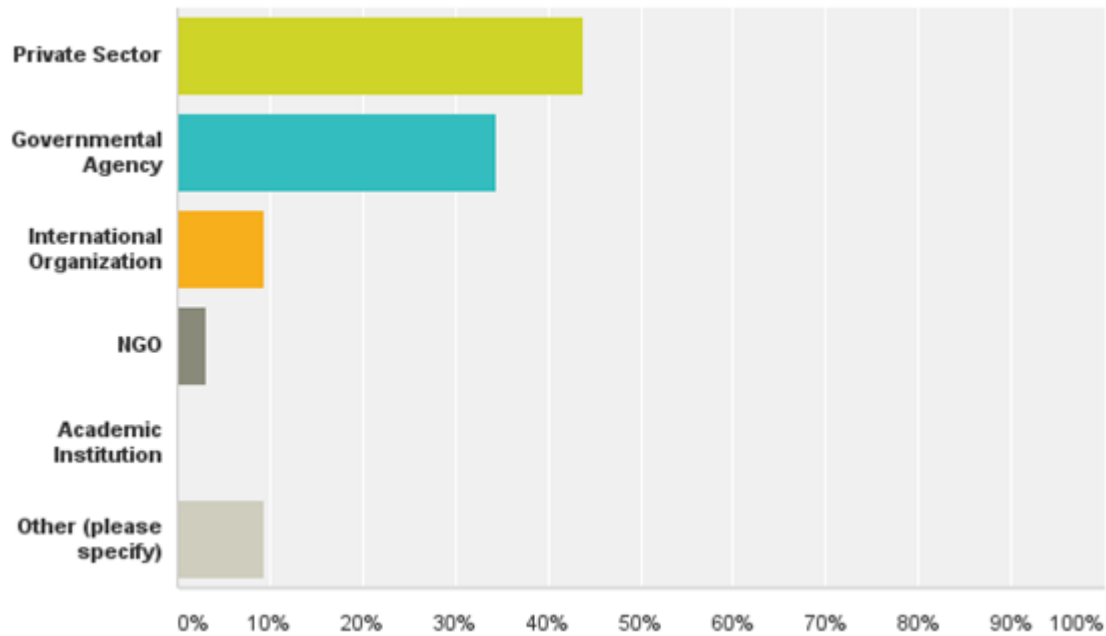


The Survey on UN/LOCODE



Participants

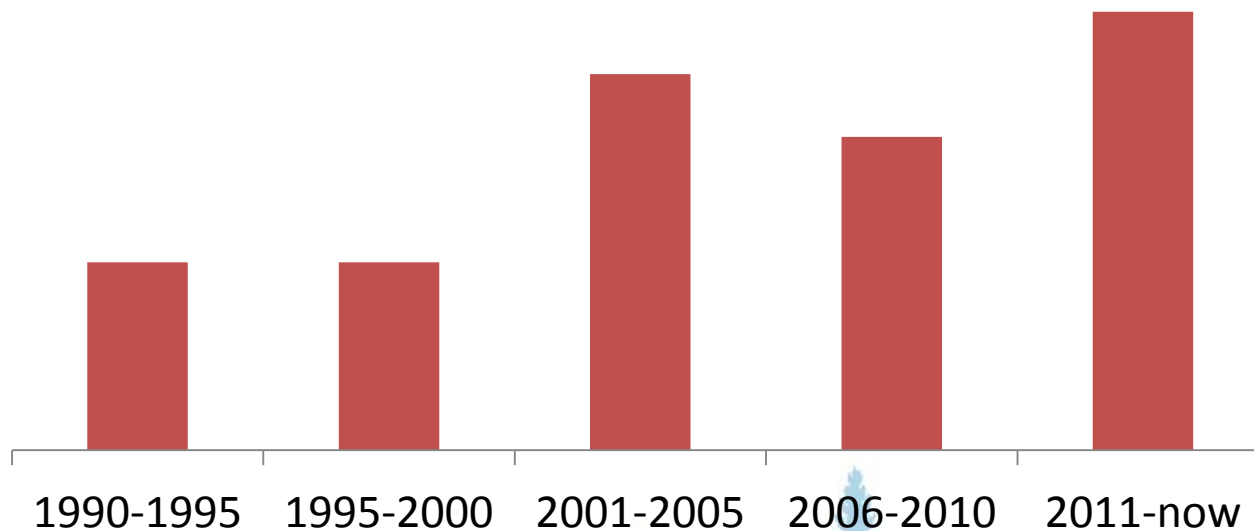
Professional background of participants



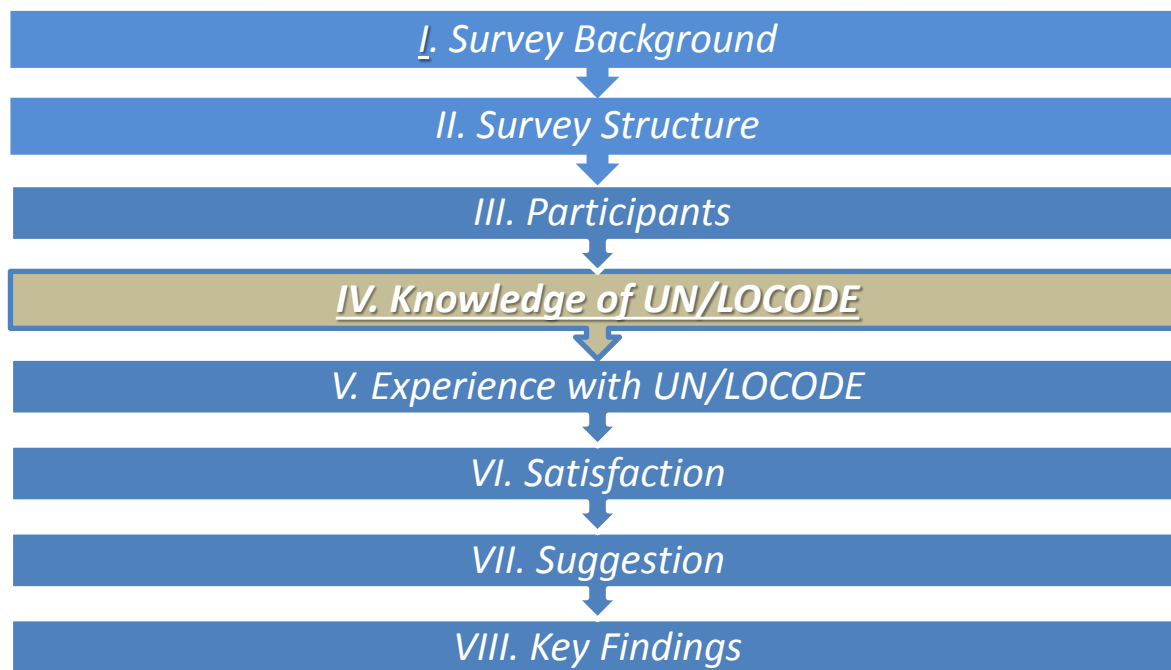


Participants

When was the first time you heard about UN/LOCODE?



The Survey on UN/LOCODE





Knowledge of UN/LOCODE

UN/LOCODE stands for:

Answer Choices	Responses
Codes for Ports and Other Locations	75.86%
Codes for Trade and Transport Locations	58.62%
Other (please specify)	6.90%

Note: Since 2001, UN/LOCODE was renamed after Codes for Trade and Transport Locations.

Published on website, but Rec. No. 16 (edition 1998) is outdated.





Knowledge of UN/LOCODE

UN/LOCODE relevance:



Answer Choices	Responses
Any geographic location	26.92%
A location for door-to-door delivery like postal code in the U.S.A.	11.54%
A location for international trade, for example a seaport, a rail station, an airport and a road terminal, ICD (Inland Clearing Depot), etc.	84.62%
Other (please specify)	3.85%

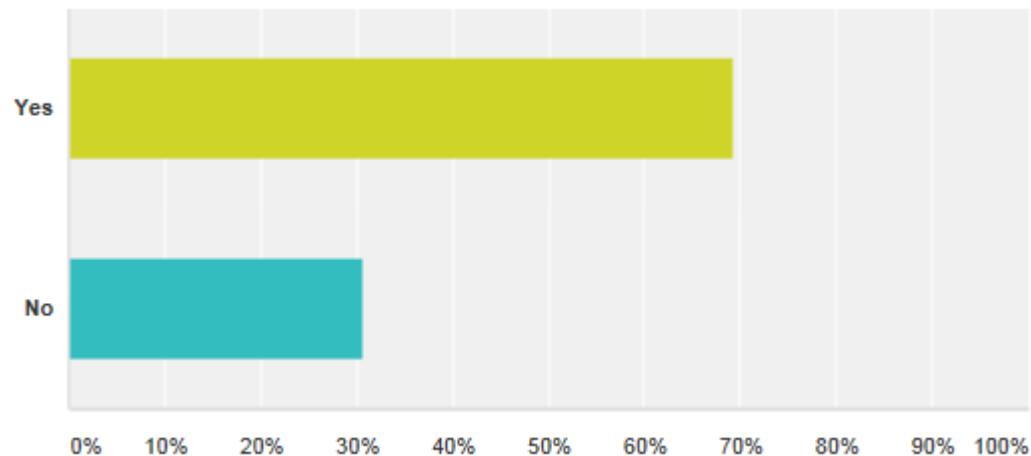
42% of the submitted requests are not within the scope of UN/LOCODE and, as a consequence, limit the 'address space' provided by 3-character.





Knowledge of UN/LOCODE

Awareness of potential crisis caused by saturation of 'address space'

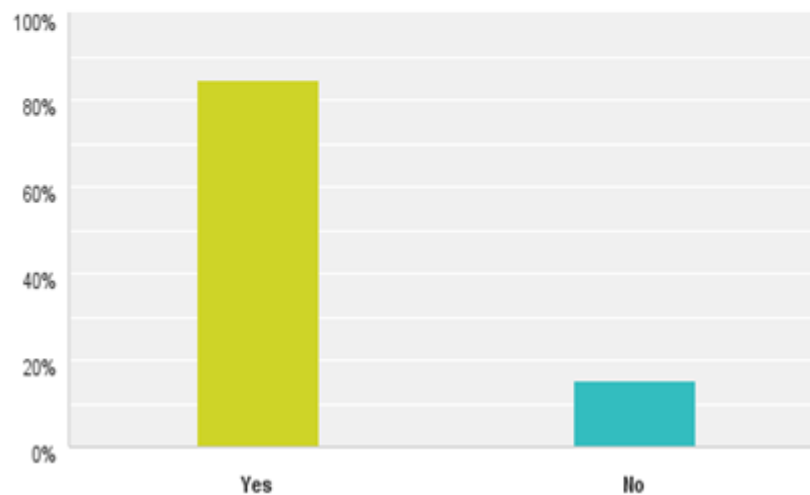




Knowledge of UN/LOCODE

Role of UNECE Rec. No.16

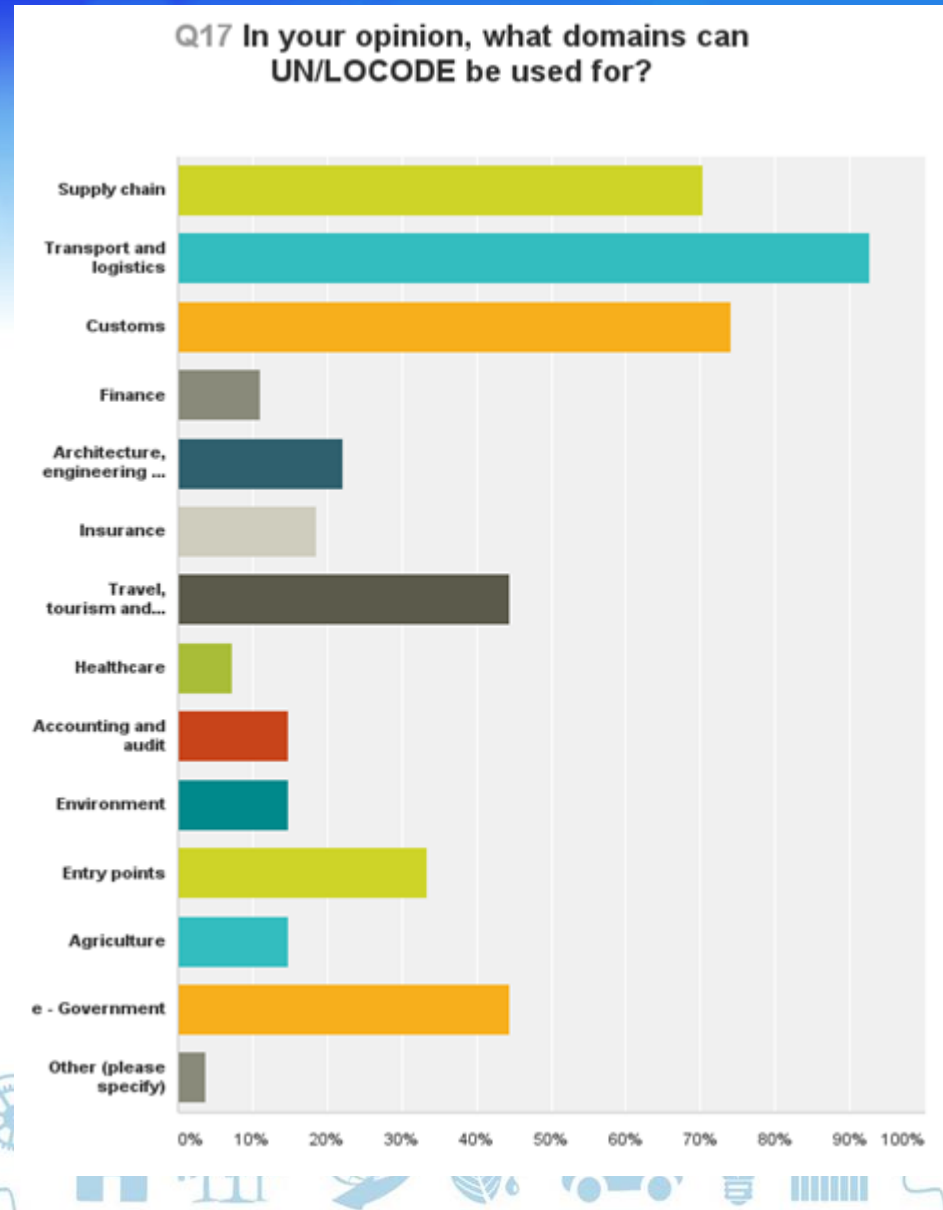
Q12: Do you think Recommendation No 16 addresses your concerns and provides guidelines on UN/LOCODE?





Knowledge of UN/LOCODE

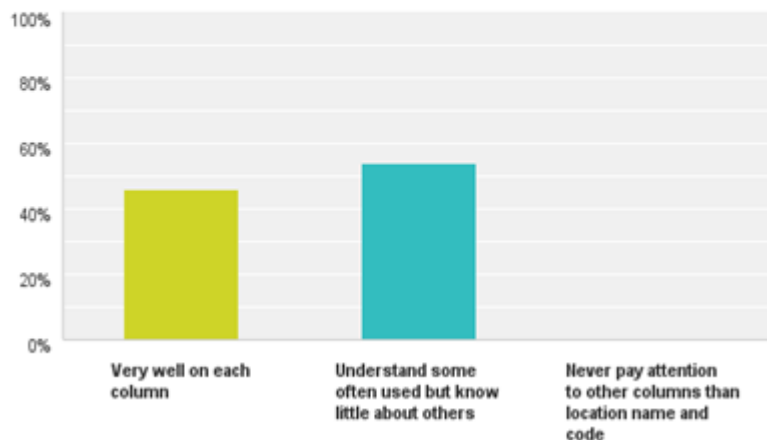
The scope of UN/LOCODE



Knowledge of UN/LOCODE

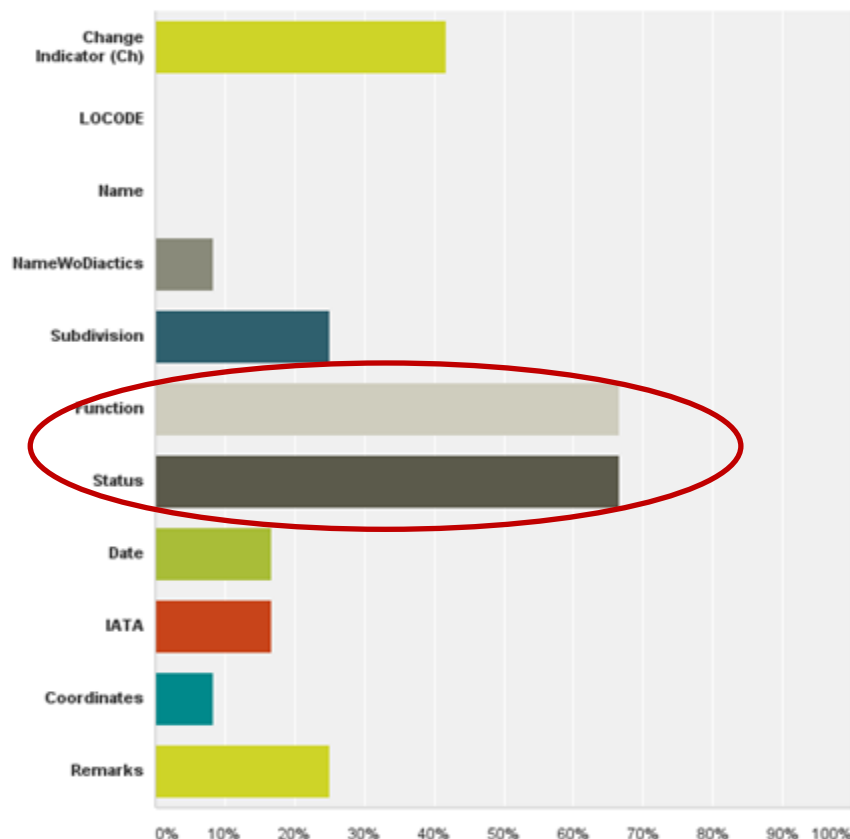
Understanding on data structure of UN/LOCODE

Q24 Do you know the structure of the UN/LOCODE directories and what each column stands for?



Each column should be revisited while revising Rec. No.16, especially 'Function' and 'Status'

Q25 Which column confuses you the most?

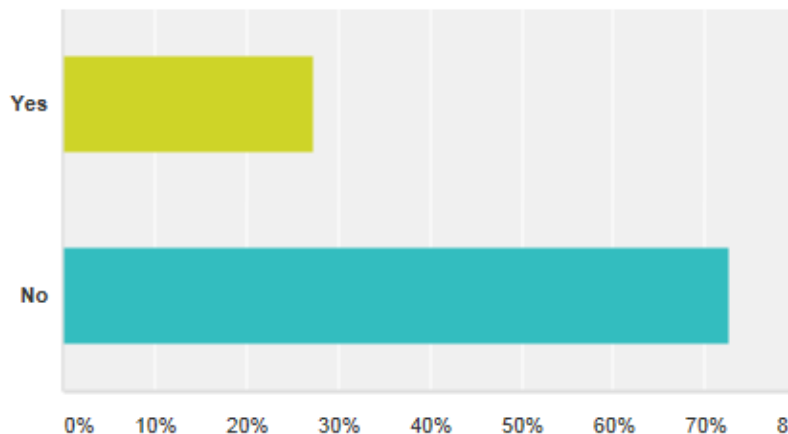




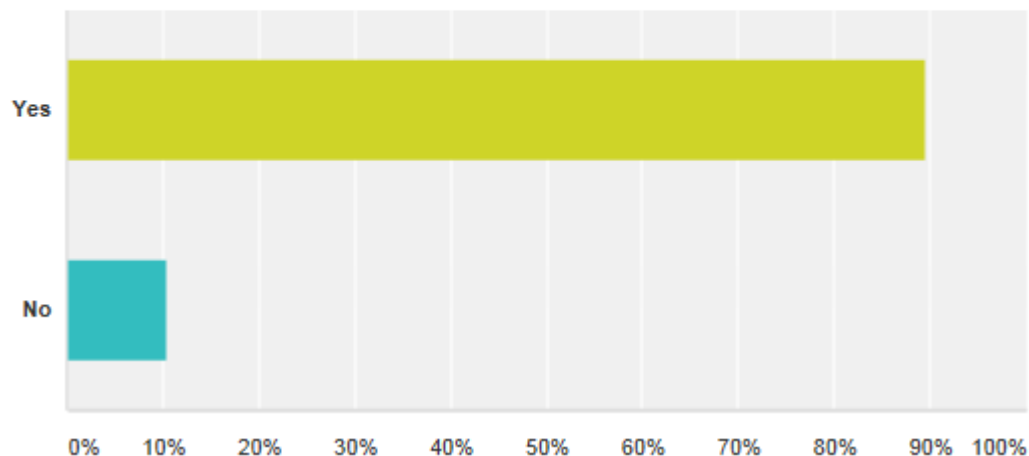
Knowledge of UN/LOCODE

Cut-off date of UN/LOCODE Publication

Do you know the cut-of date of each UN/LOCODE release?



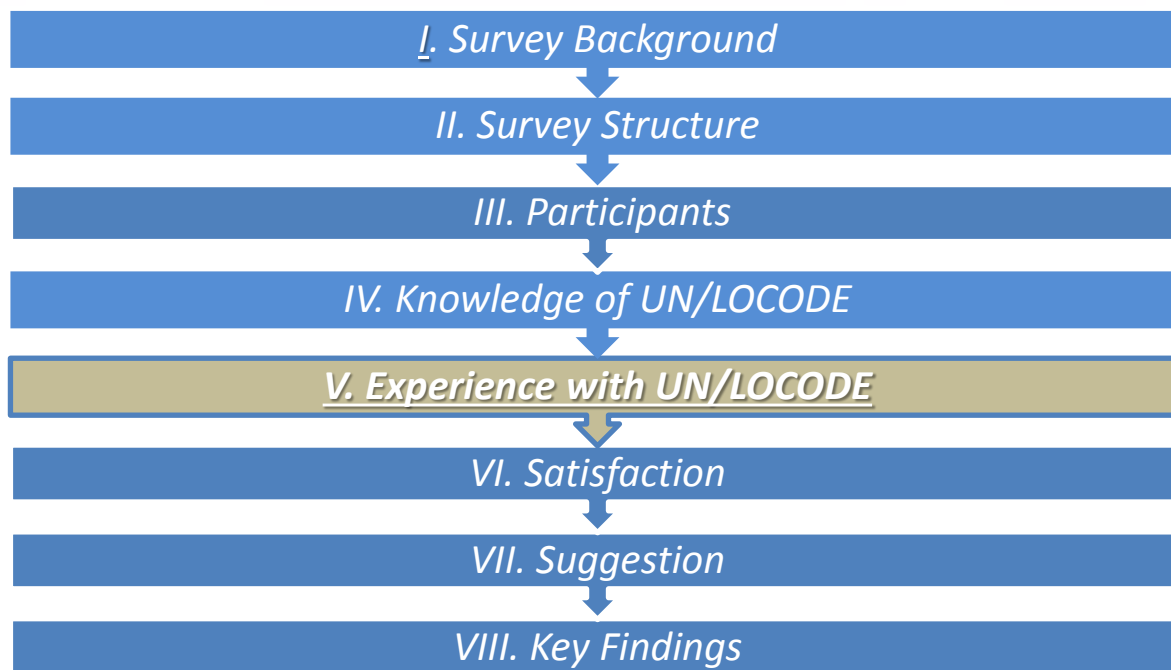
The publishing date is announced on the UNECE website. Do you think the cut-off date should also be announced?



The UNECE Secretariat often receives complains from users whose requests are not reflected in the latest release.



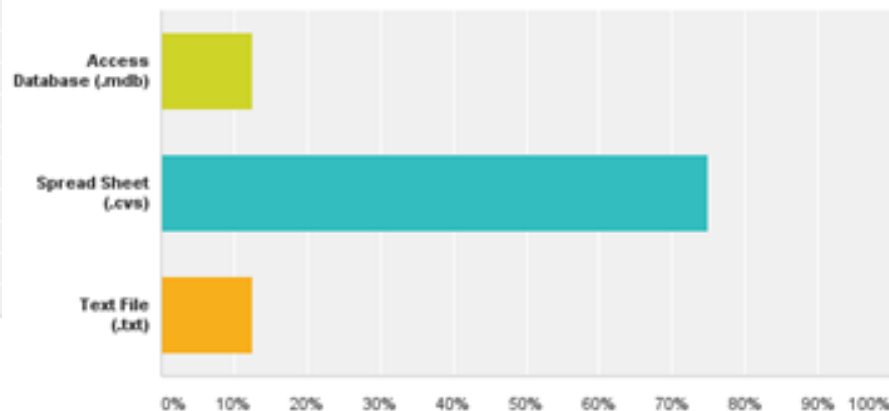
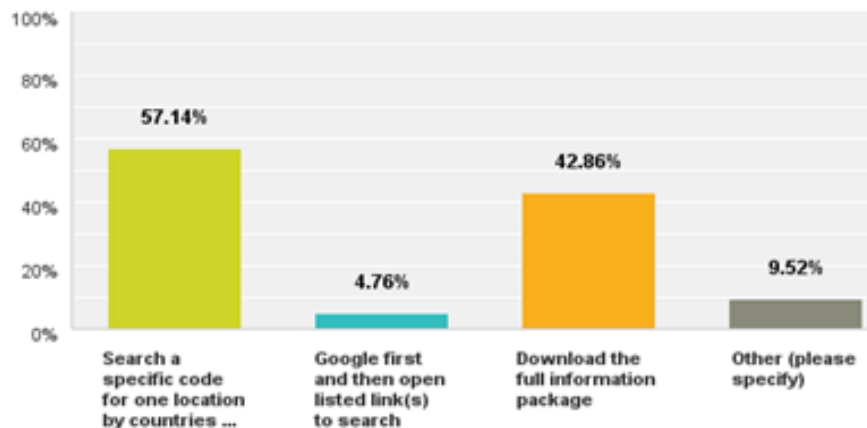
The Survey on UN/LOCODE



Experience with UN/LOCODE

How to use UN/LOCODE

Q41: If you need to download UN/LOCODE, which format do you prefer?



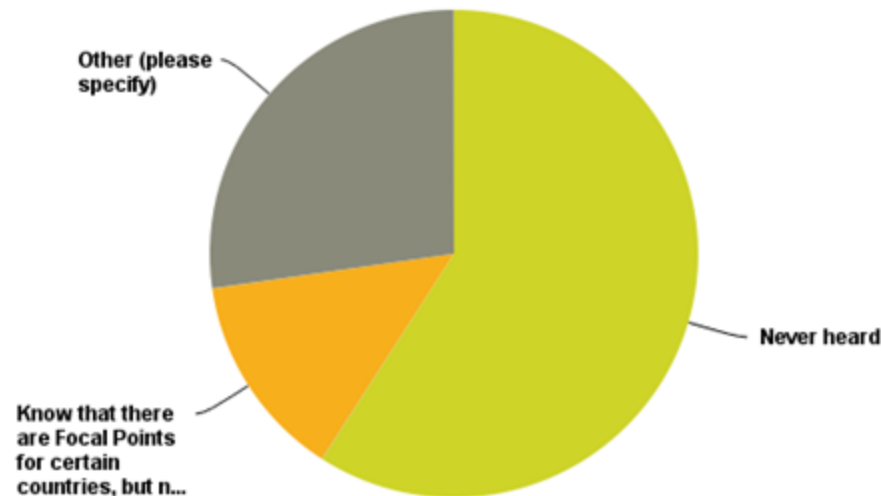
Some 50% of the users consult the UN/LOCODE website to download the database (mainly in Excel format).





Experience with UN/LOCODE

Q60: Do you know if there is a Focal Point covering the country location you are requesting?

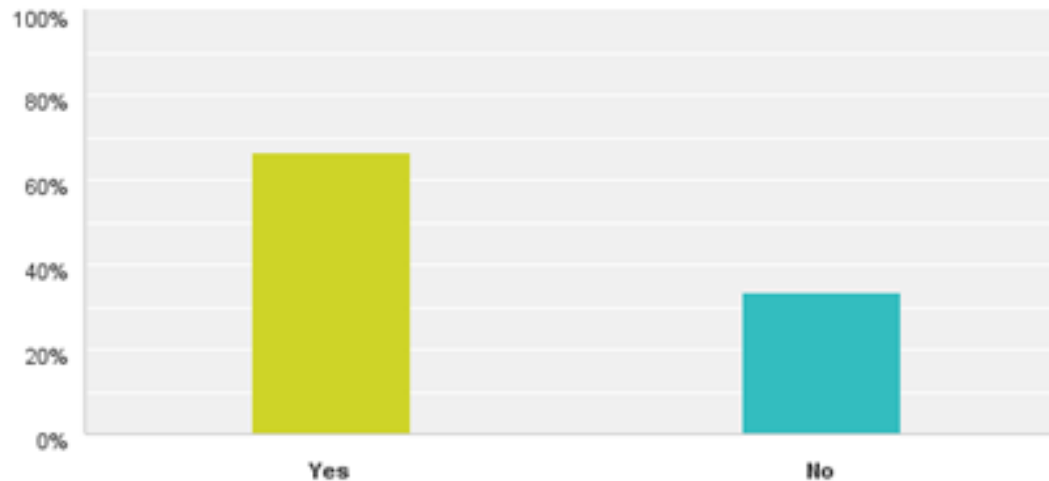


The role of the UN/LOCODE Focal Points should be clarified to users.



Experience with UN/LOCODE

Q54 Do you know the UN/LOCODE Data Maintenance Request System
(<http://apps.unece.org/unlocode>)?



One third of the users are not aware of the possibility of submitting online requests





Experience with UN/LOCODE

Requests for new codes:

If you don't find a code for location searched by you on the code list, what will you do first?

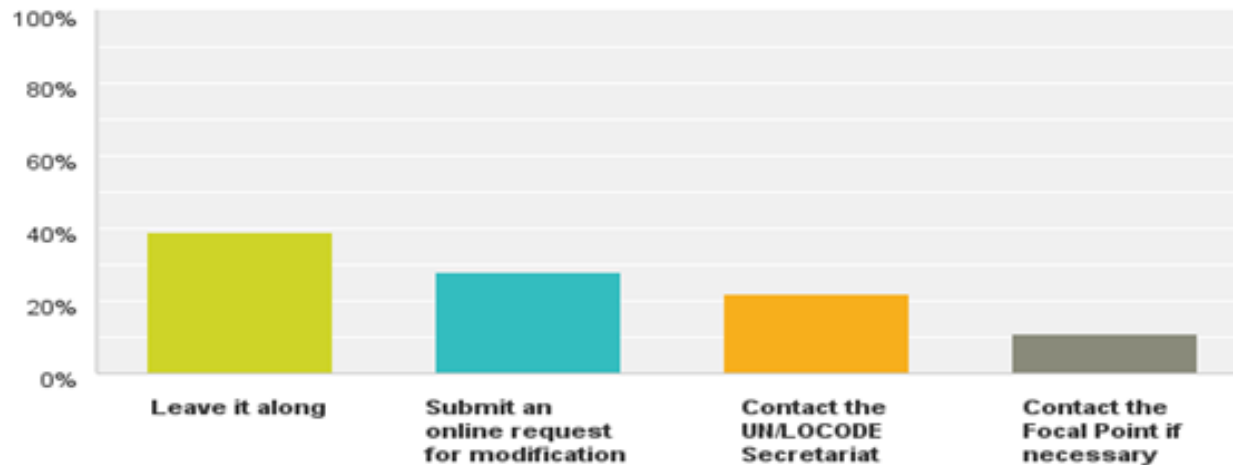
Answer Choices	Responses
▼ Contact the UN/LOCODE Secretariat	11.76%
▼ Submit an online request for a new code	41.18%
▼ Contact a Focal Point for the country in question for further consultation	17.65%
▼ Other (please specify) Responses	35.29%
Total Respondents: 17	



Experience with UN/LOCODE

Requests for modification:

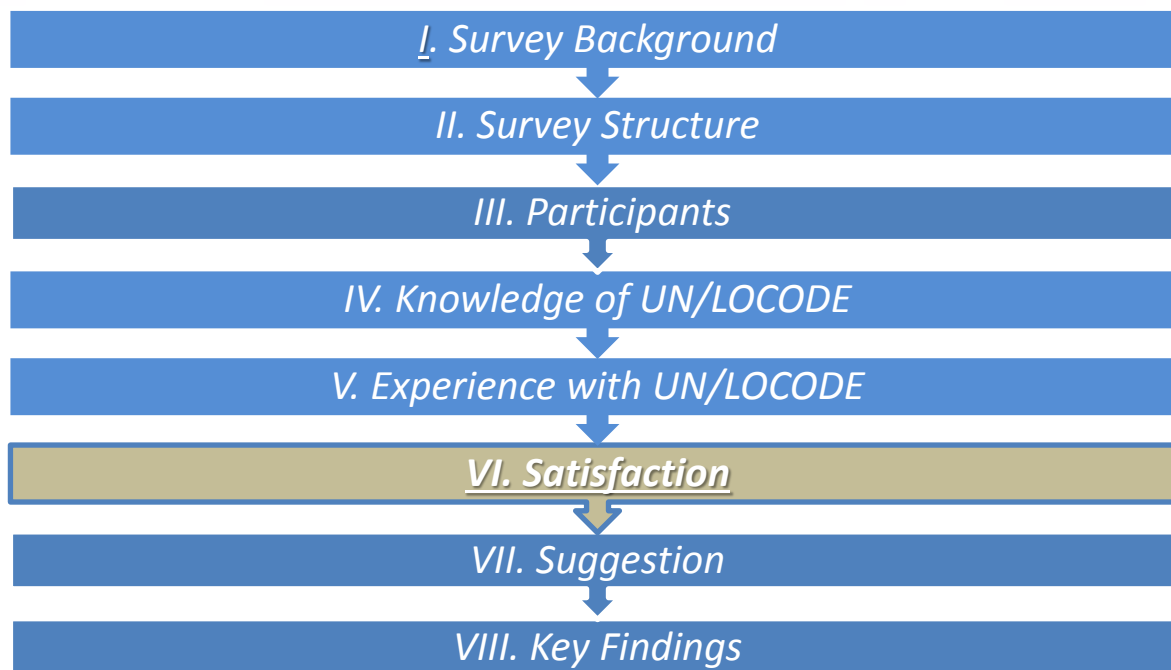
Q69 If you find there is an error on one entry, what will do?



We cannot rely only on users to correct errors on entries.

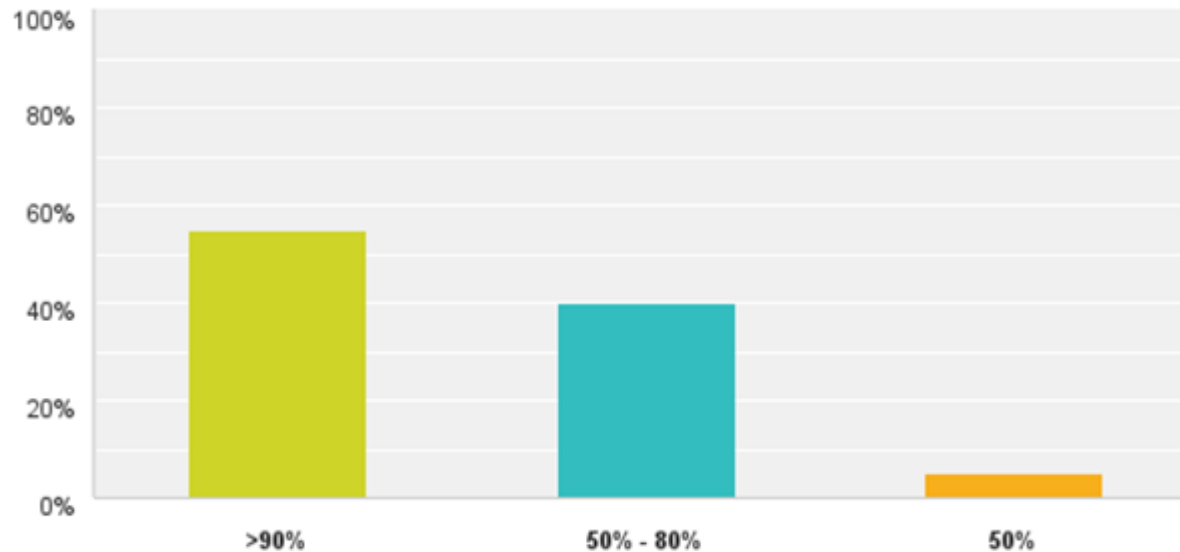


The Survey on UN/LOCODE



Satisfaction

Q74 Relativity of Intentional Trade

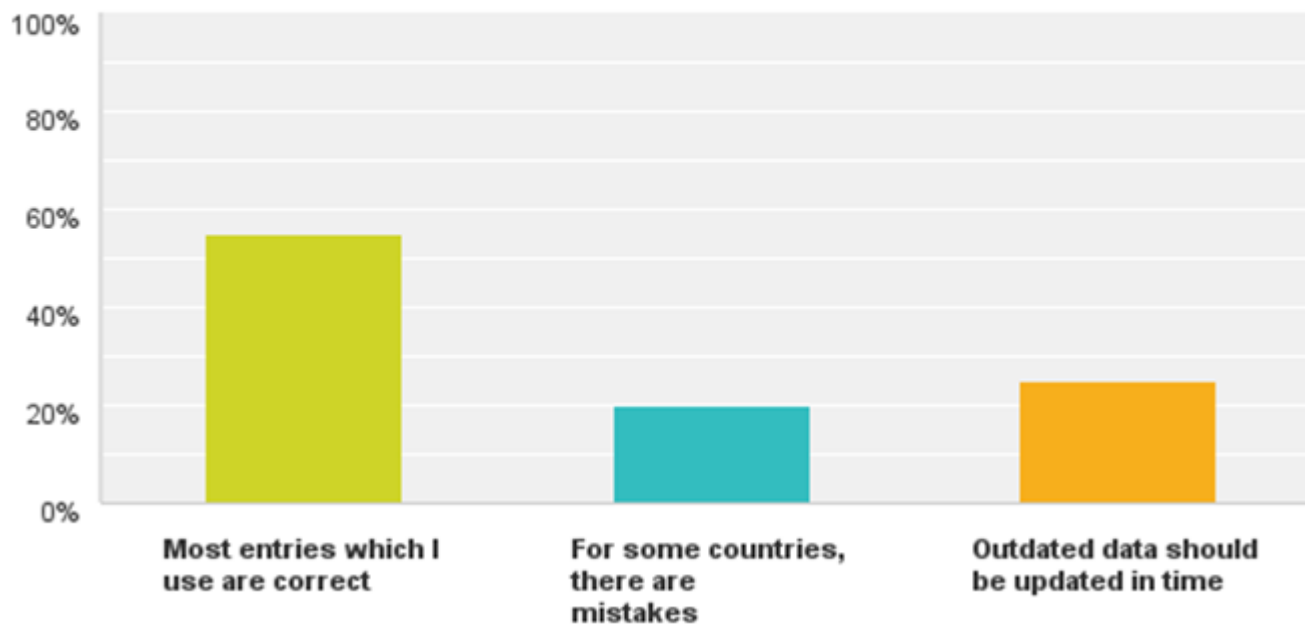


Most entries are relevant to International Trade.



Satisfaction

Q75 Validity

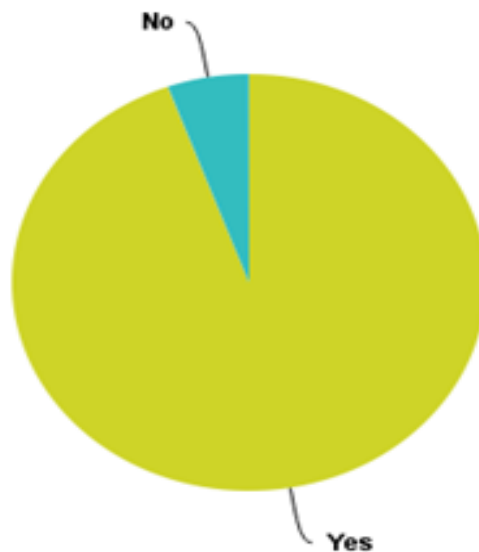


Data quality should be improved.



Satisfaction

Q79 Are you satisfied with the UN/LOCODE directories publication?

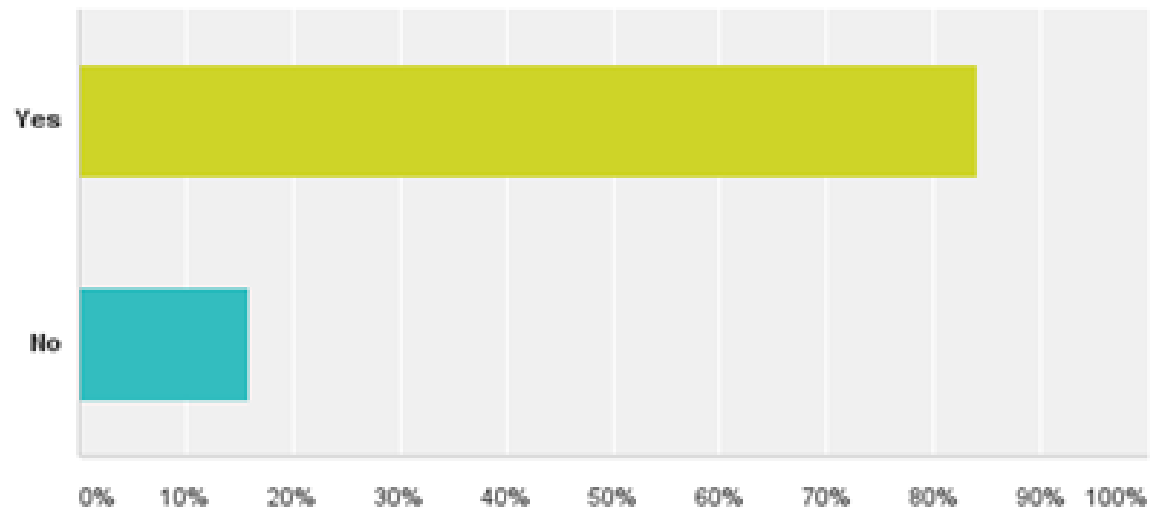


Thank you for your comments!

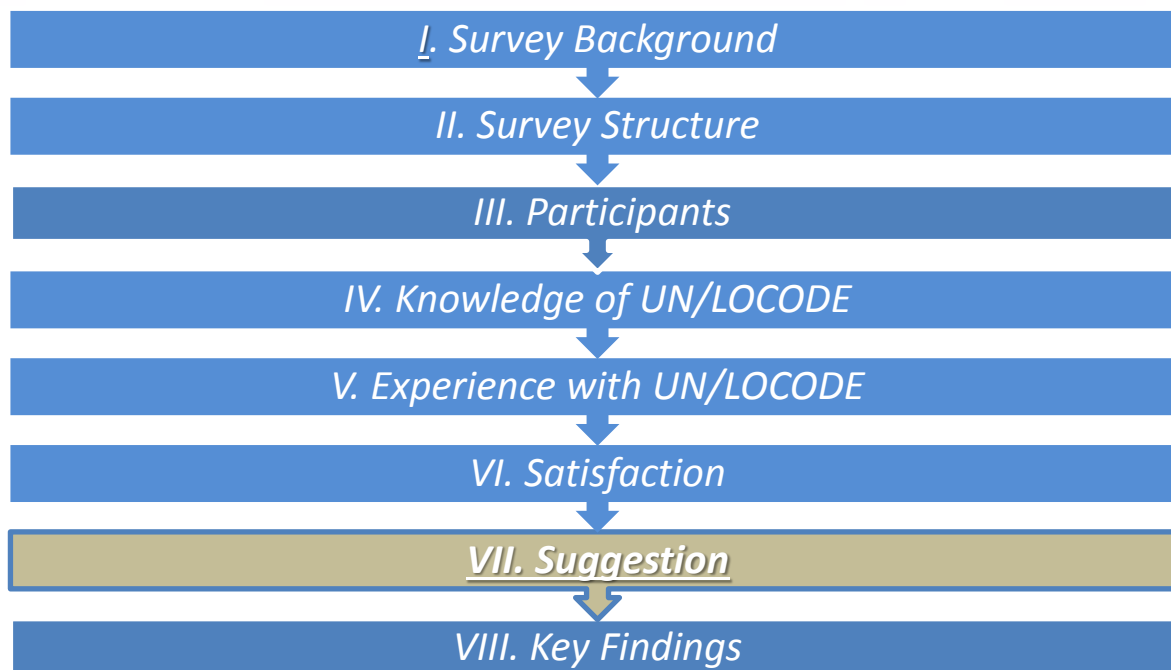


Satisfaction

Q81 Are you satisfied with the current update frequency of UN/LOCODE directories?

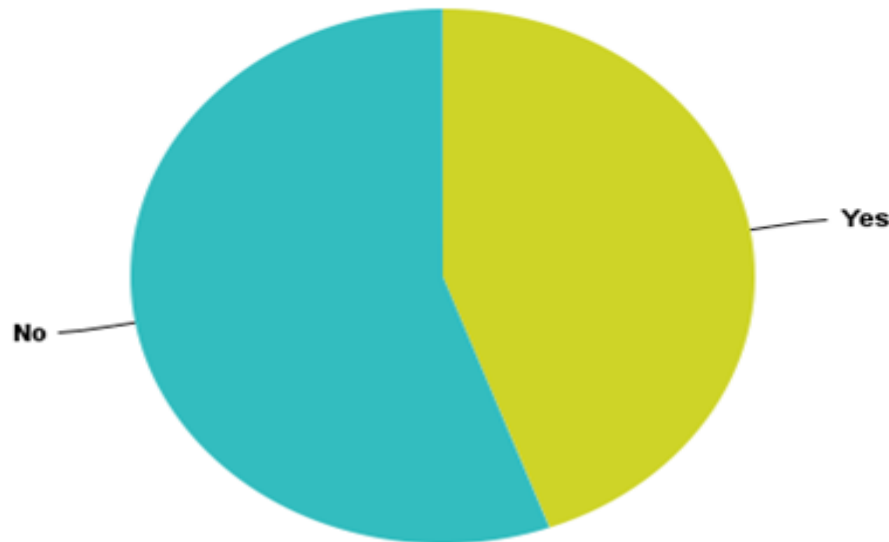


The Survey on UN/LOCODE



Suggestion

Q103 Do you need a real-time update system or a short delay?

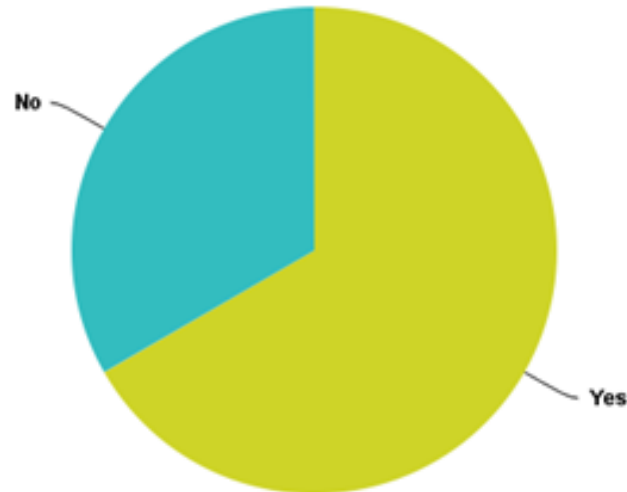


To change the UN/LOCODE publication policy would require a major resources effort.



Suggestion

Q92 Do you agree that the UNECE Recommendation No.16 should be revised?

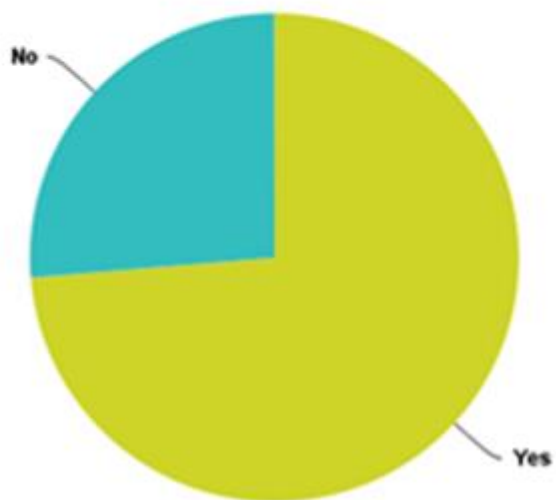


It is time to revise Rec. No. 16!



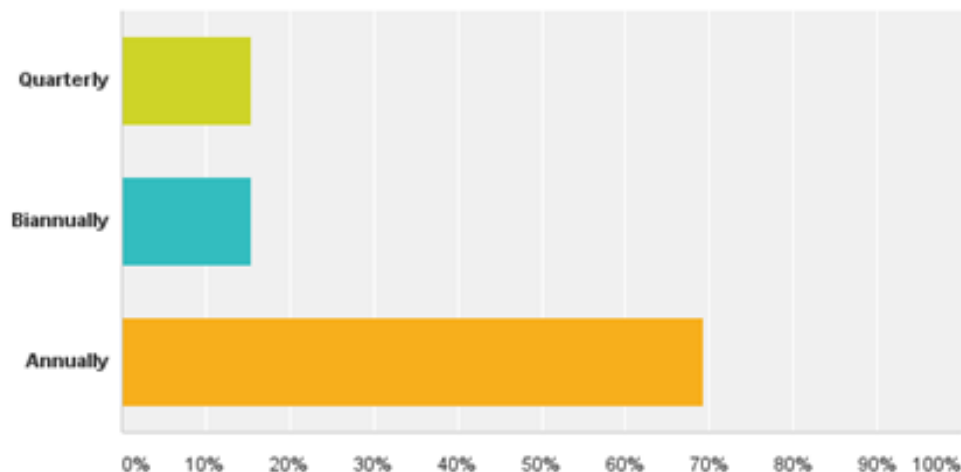
Suggestion

Q113 Do you think it is necessary to organize UN/LOCODE conferences on a regular basis to improve the communication among user community, focal points, and the Secretariat?



Q114 If yes, how often?

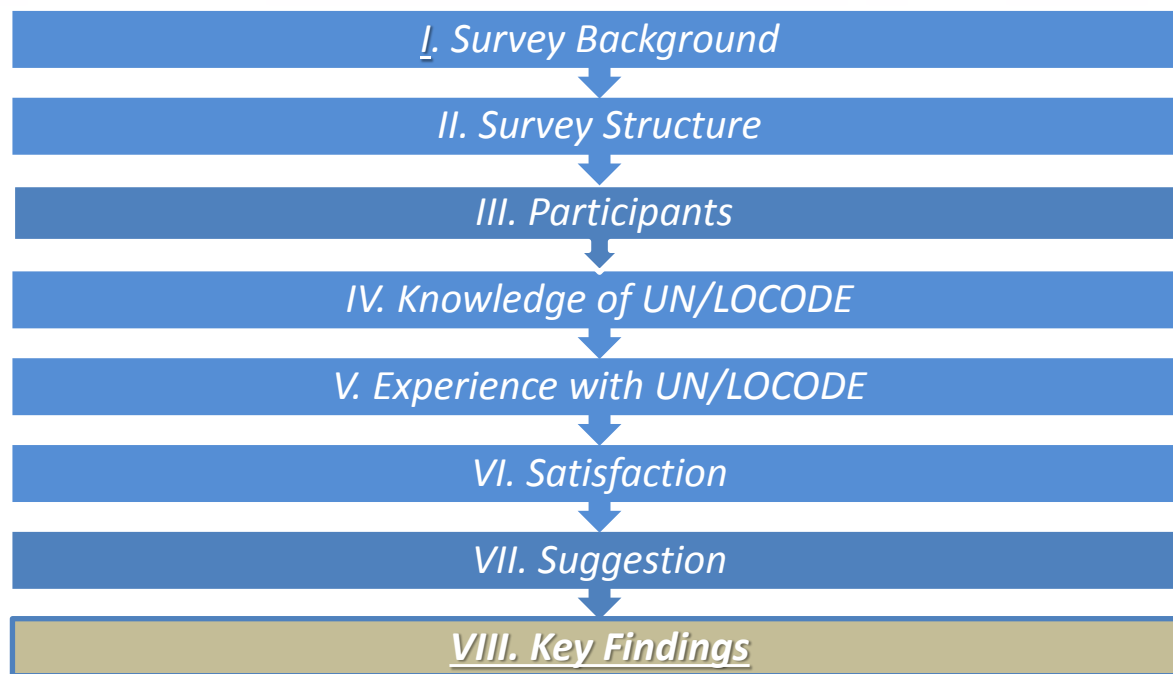
Answered: 13 Skipped: 19



The majority of users would welcome the annual organization of a UN/LOCODE Conference.



The Survey on UN/LOCODE





Key Findings (1)

- Need to revise Rec. No.16
- Need to reengineer Data Maintenance Request System to:
 - ☐ filling in a web form, instead of free-text input.
 - ☐ Edit DMRs after submission but before validation by requesters
 - ☐ Track DMRs
- Need to improve data quality
- Need to identify sub-locations, like port terminal
- Need for map service





Key Findings (2)

- Need to add more information, such as
 - ☐ Indicate sea ports and non seaports, ports which cannot be reached by sea vessels
 - ☐ Time zone
 - ☐ Local name
- Need to publish cut-off date on the website.
- Need to be notified of new release
- Need more frequent updates





Key Findings (3)

- Need to provide more formats, such as
 - ❑ XML
 - ❑ Web-based inquiry tool as on IATA website
- Need to make the UN/LOCODE website more user-friendly
- Need to support more search criteria
- Need to organize the UN/LOCODE Conference annually





Thank You

