

HSL
HRT

Moves us all

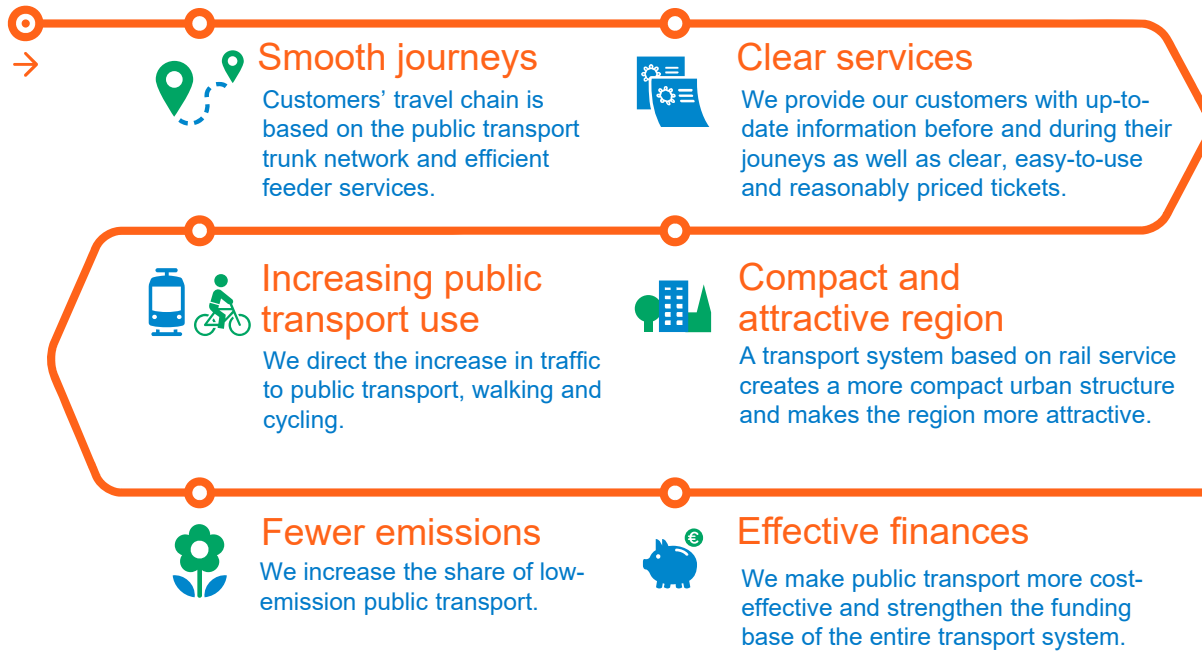
Helsinki Region Transport

HSL's target state 2025

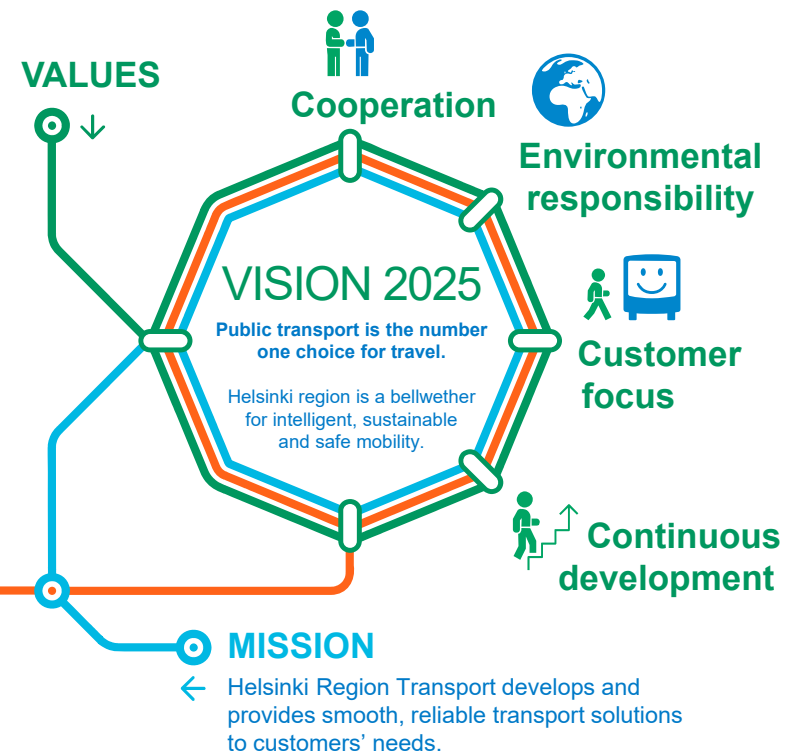
Strategy into action



GOALS



VALUES



Vision 2025

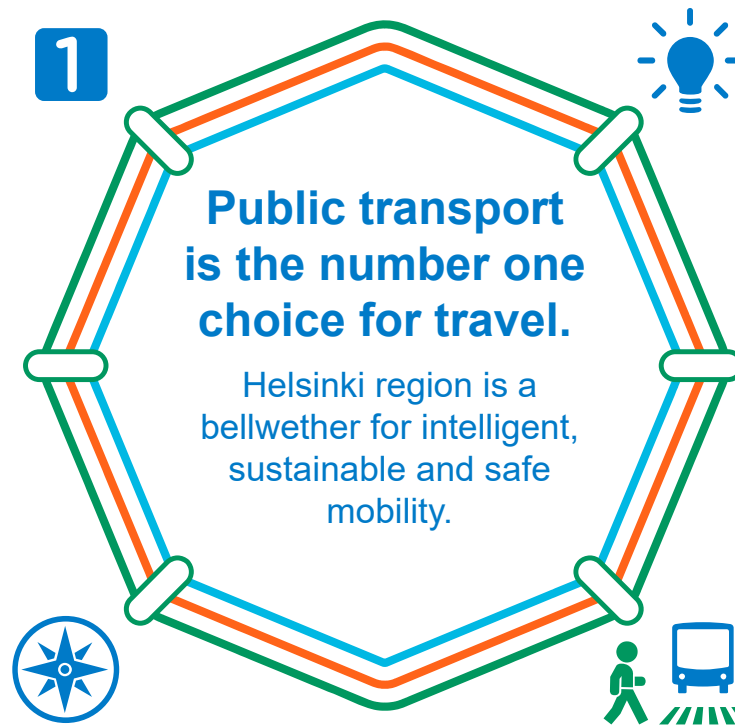


Number one choice

An increasing number of people use public transport for commuting and leisure journeys.

Bellwether

Helsinki region's urban structure and transport system are top in Europe.



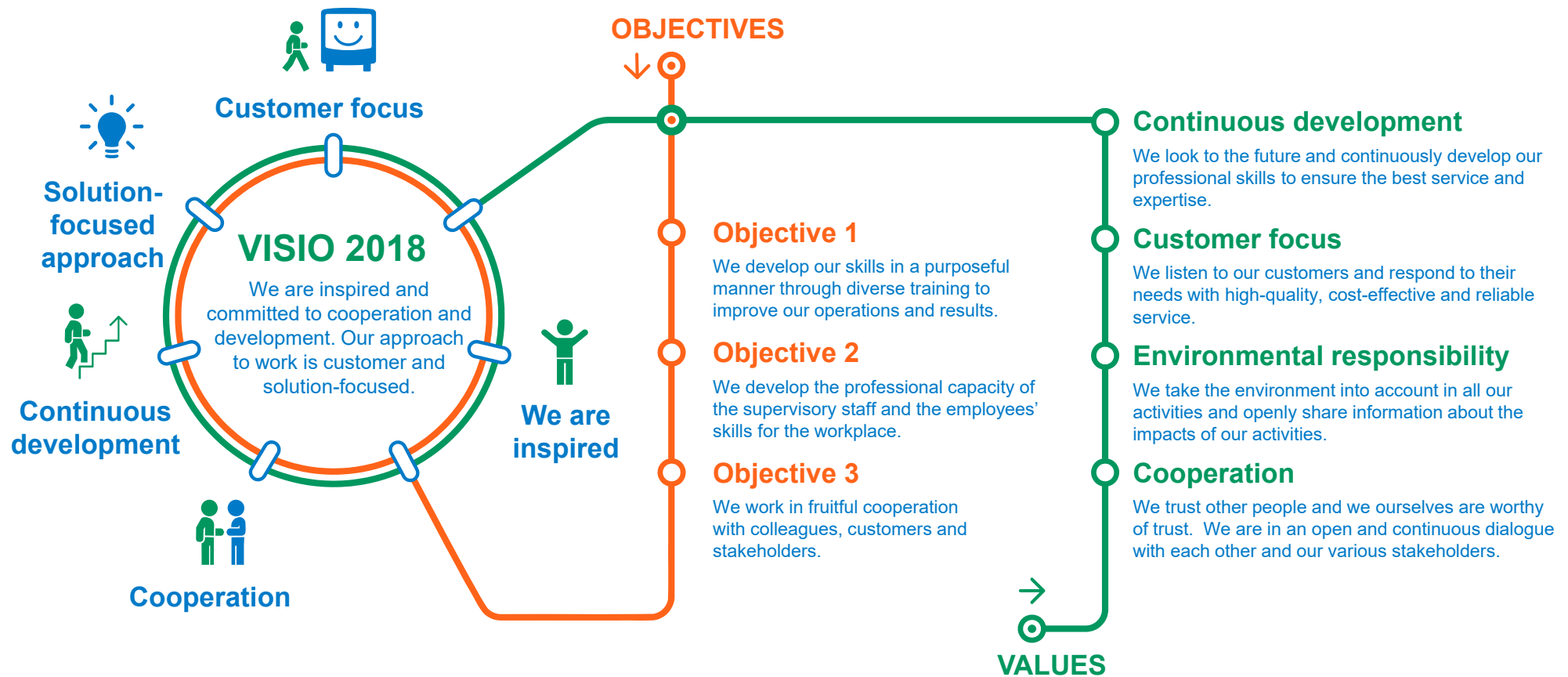
Intelligent

We provide our customers with services that enhance the travel experience and are based on intelligent technology.

Safe and sustainable

The transport system is based on sustainable sources of energy and low-emission vehicles. Passengers consider public transport safe.

HR strategy into action



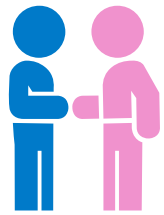
Our mission and values

Mission



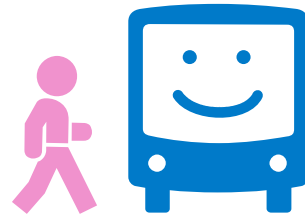
**Helsinki Region Transport
develops and provides smooth,
reliable transport solutions
to customers' needs.**

Values



Cooperation

We trust other people and we ourselves are worthy of trust. We are in an open and continuous dialogue with each other and our various stakeholders.



Customer focus

We listen to our customers and respond to their needs with high-quality, cost-effective and reliable service.



Environmental responsibility

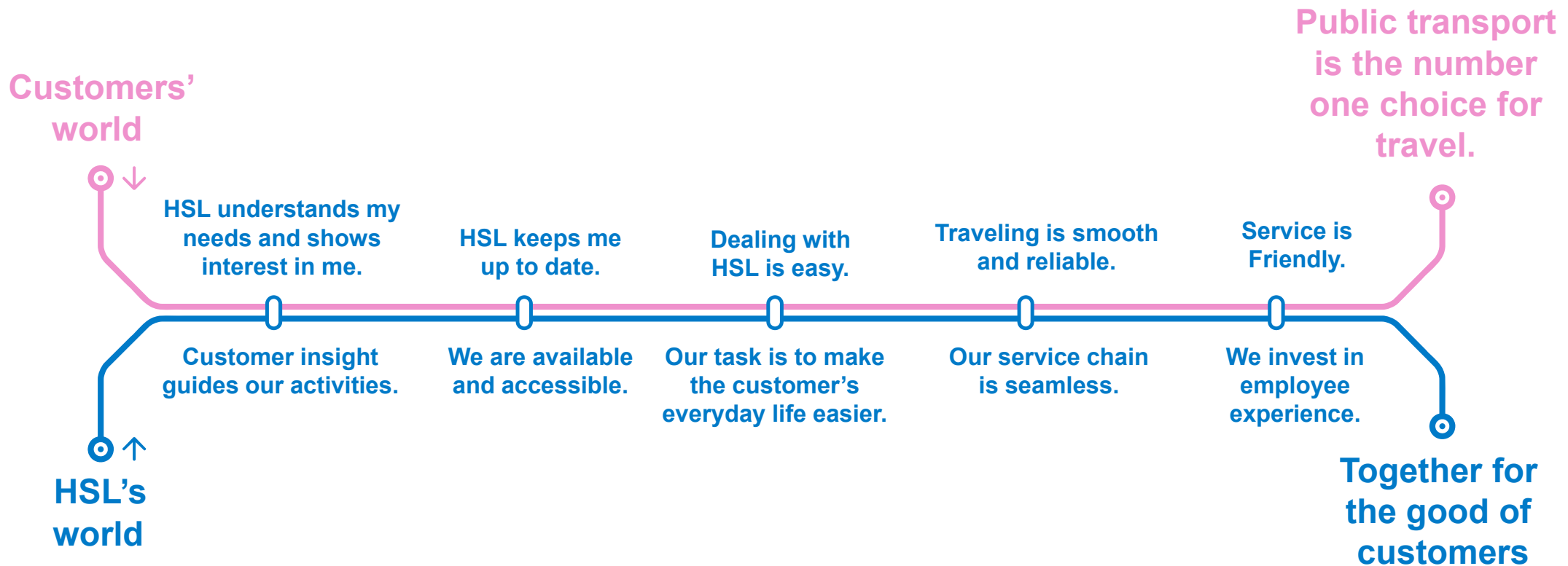
We take the environment into account in all our activities and openly share information about the impacts of our activities.



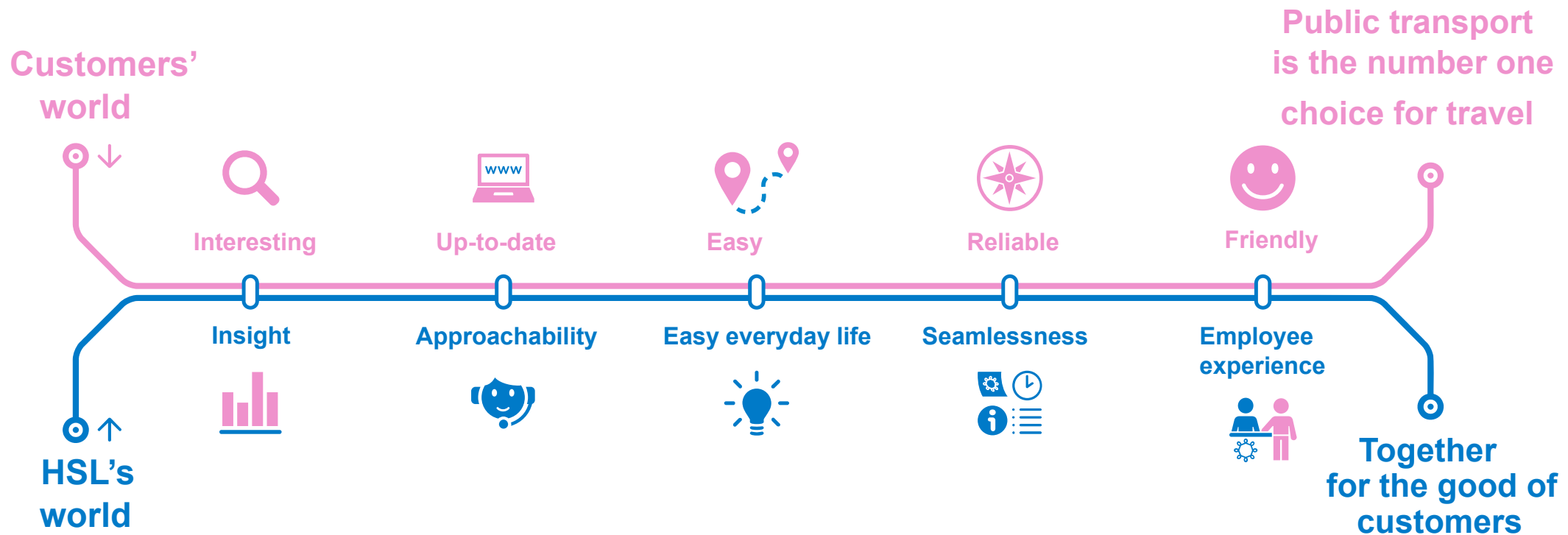
Continuous development

We look to the future and continuously develop our professional skills to ensure the best service and expertise.

Customer experience



Customer experience



Organization

What does HSL do?



Is responsible for the preparation of the Helsinki Region Transport System Plan(HLJ).



Plans and organizes public transport in the region and work to improve its operating conditions.



Procures bus, tram, Metro, ferry and commuter train services.



Approves the public transport fare and ticketing system as well as public transport fares.



Is responsible for public transport marketing and passenger information.



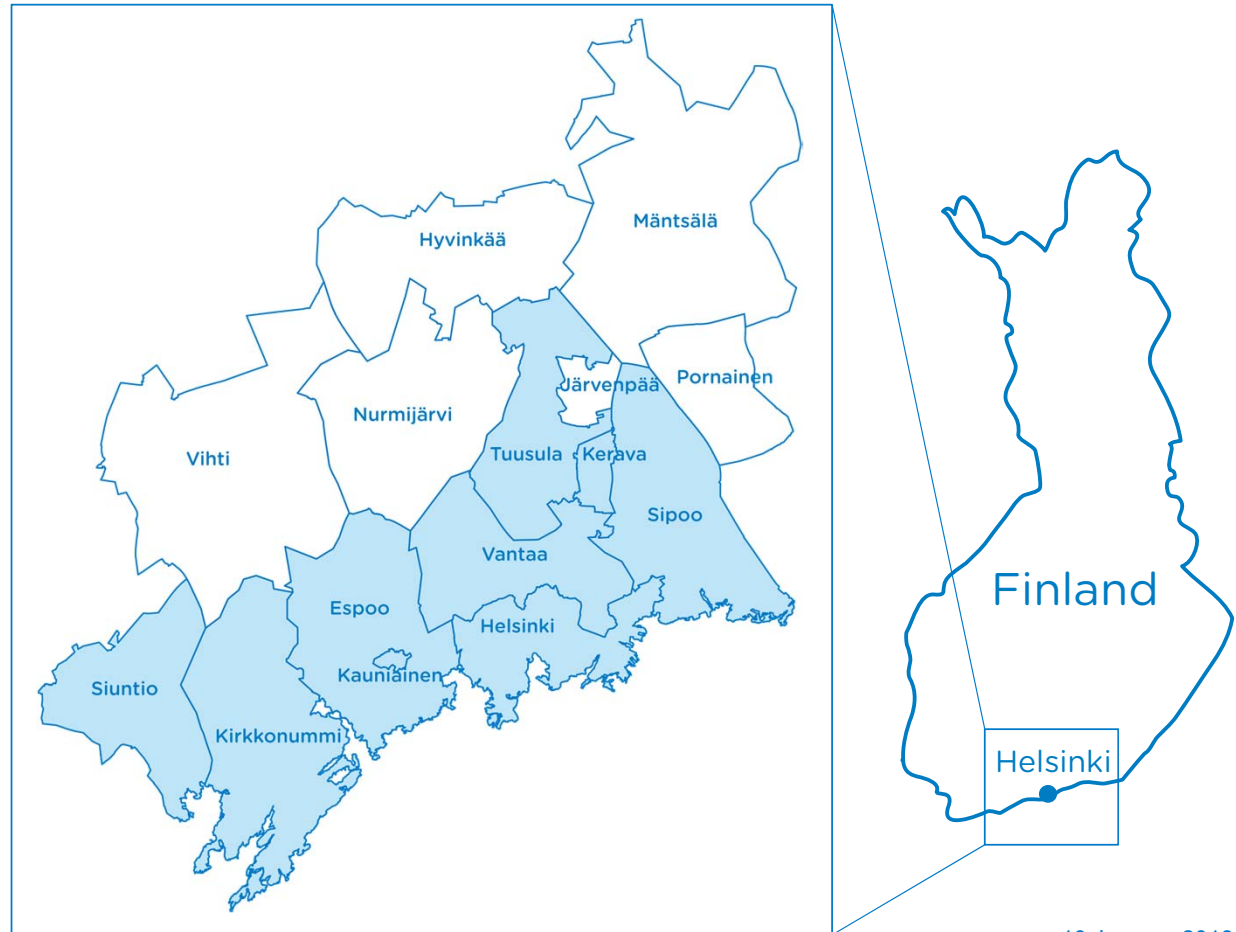
Organizes ticket sales and is responsible for ticket inspections.

Cooperation area of HSL



9 municipalities:
Helsinki, Espoo,
Kauniainen, Vantaa,
Kerava, Kirkkonummi,
Sipoo, from 1 Jan 2018
Tuusula and Siuntio

According to its charter,
HSL may expand to cover
all 14 municipalities in
the region.



Helsinki Region Transport HSL



Executive Board

Helsinki	7 members (Chair)	7 deputy members
Espoo	3 members (Vice chair)	2 deputy members
Vantaa	3 members	3 deputy members
Kirkkonummi	1 member	
Kerava		1 deputy member
Sipoo		1 deputy member
Tuusula 1.1.2018		1 deputy member



Executive Director

Suvi Rihtniemi

Transport System and Research

Director of Department Sini Punanen

Transport System

Head of Group
(unfilled post)

Traffic Surveys

Head of Group
Marko Vihervuori

Public Transport

Director of Department Tero Anttila

Procurement

Head of Group
Mika Häyrynen

Public Transport Systems

Head of Group
Johanna Wallin

Public Transport Operating Conditions

Head of Group Veera Laiterä
(temp Ville Uusi-Rauva)

Route Network and Timetable Planning

Head of Group
Jonne Virtanen

Information Services

Head of Group
Krister Karppinen

IT infra and Administrative System Services

Data Administration Manager
Seppo Perkiö

Technology Solutions

Director of Department Hannu Heikkinen

Ticketing Systems

Head of Group
Risto Vaattovaara

Solution Development Support

Head of Group
Päivi Vartia

Human Resources

Human Resources Manager
Eeva-Liisa Haaksuoto

Financial Services

Financial Manager
Maarit Hauskamaa

Administration and Strategy

Director of Department Ilmari Mäkinen

Office Services

Office Services Manager
Heli Ruuska

Legal Services

Customer Experience and Sales

Director of Department Mari Flink

Customer Service

Head of Group
Eija Jalo

Customer Experience

Account Manager
Laura Sundell

Sales

Sales Manager
Matias Sarkkinen

Ticket Inspection

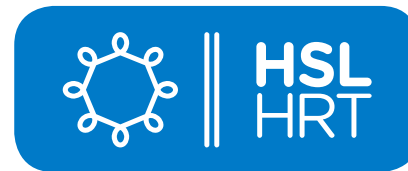
Head of Unit
Janne Solala

Marketing and Communications

Communications and Marketing Manager
Sari Kotikangas



Public transport purchaser-provider model



Bus services

Helb, Nobina, Transdev, Pohjolan liikenne, Korsisaari, Oy Andersson, Taksikuljetus, Etelä-Suomen linjaliikenne, Tammelundin liikenne, Åbergin linja



Metro HKL



Trams HKL



Commuter trains VR



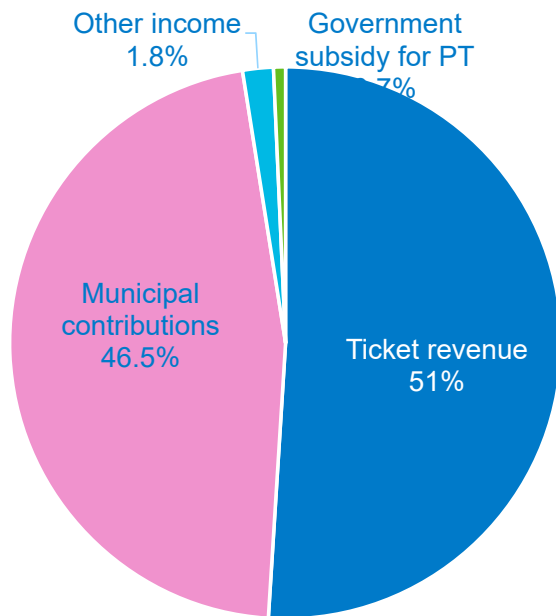
Ferry services HKL

Economic outlook

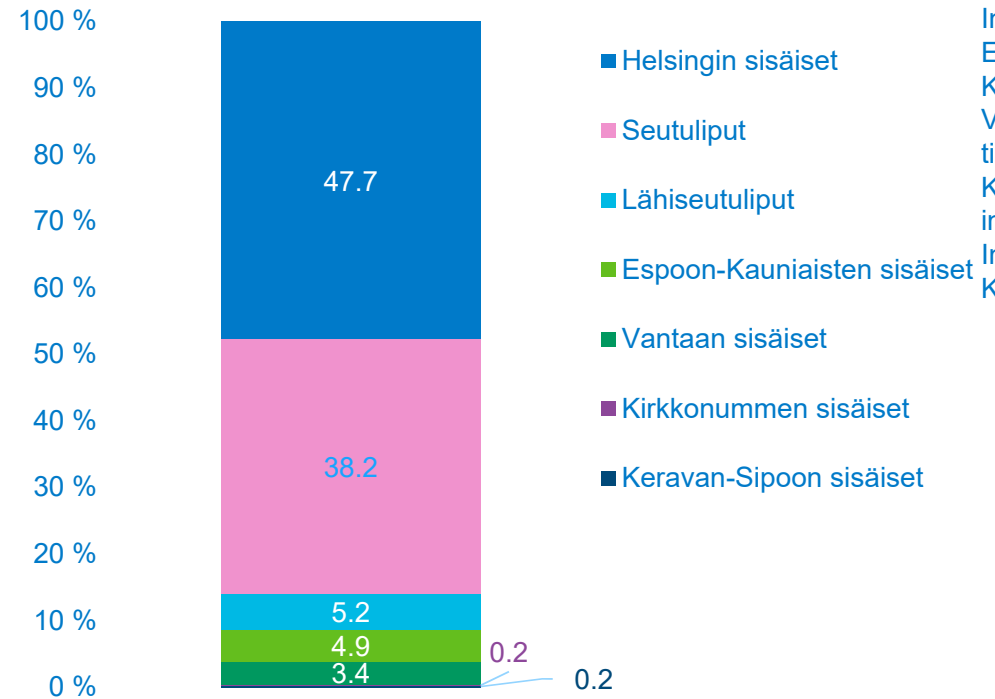
Operating income 2017



Total €674.2 million



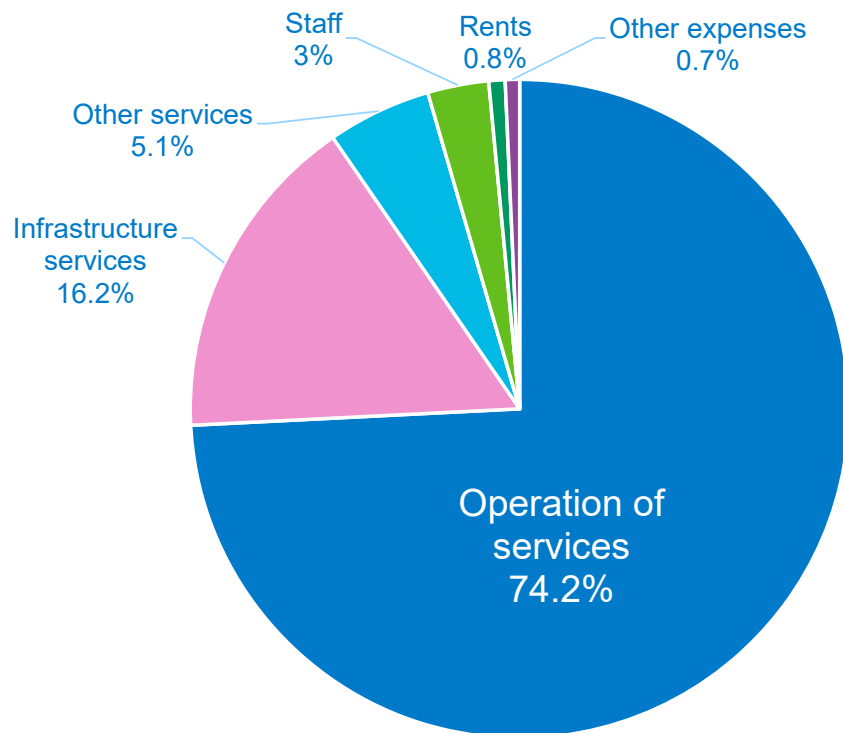
Ticket revenue



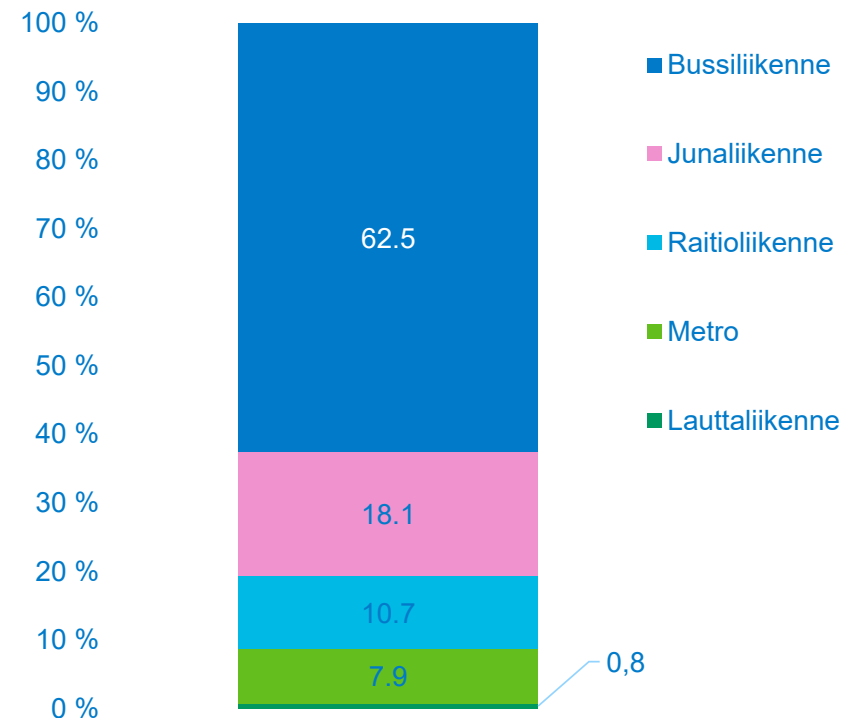
Helsinki i
Regional
Extended
tickets
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Espoo an
Kauniaie
Vantaa in
tickets
Kirkkonu
internal ti
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Kerava a

Operating expenses 2017

Total €677.9 million



Operating costs

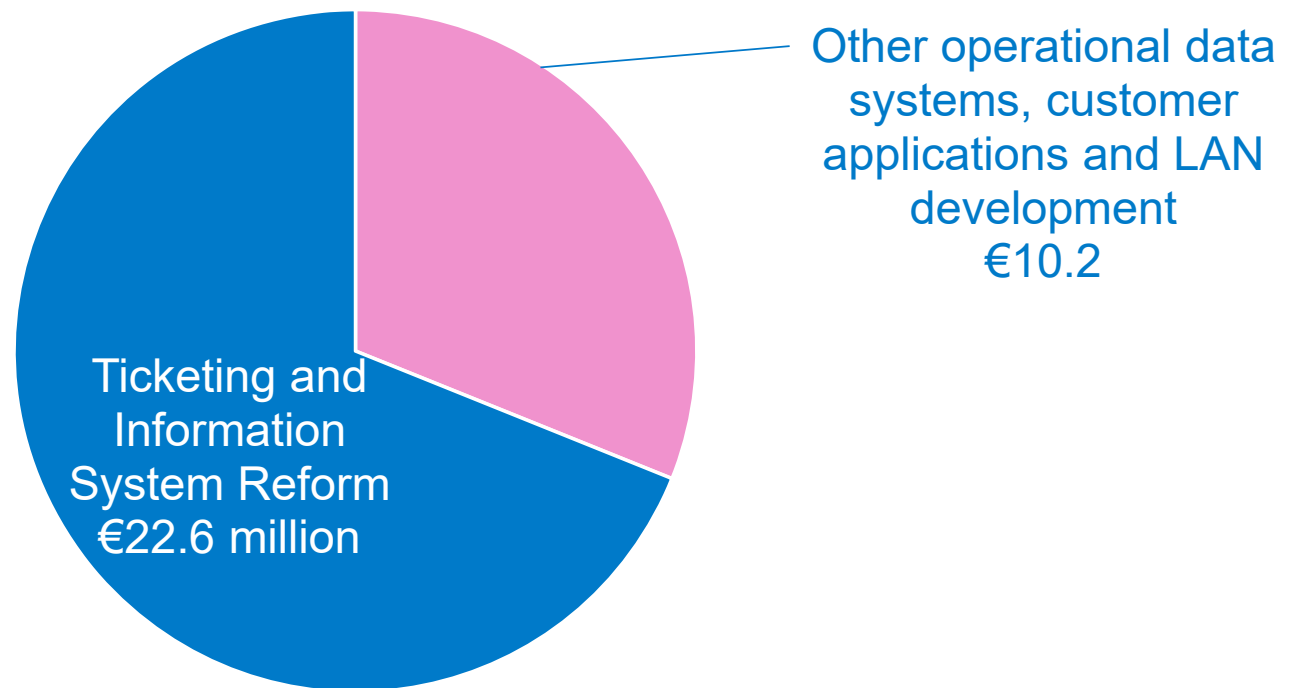


Bus
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Train
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Tram
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Metro
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Investments 2017



Total €32.8 million

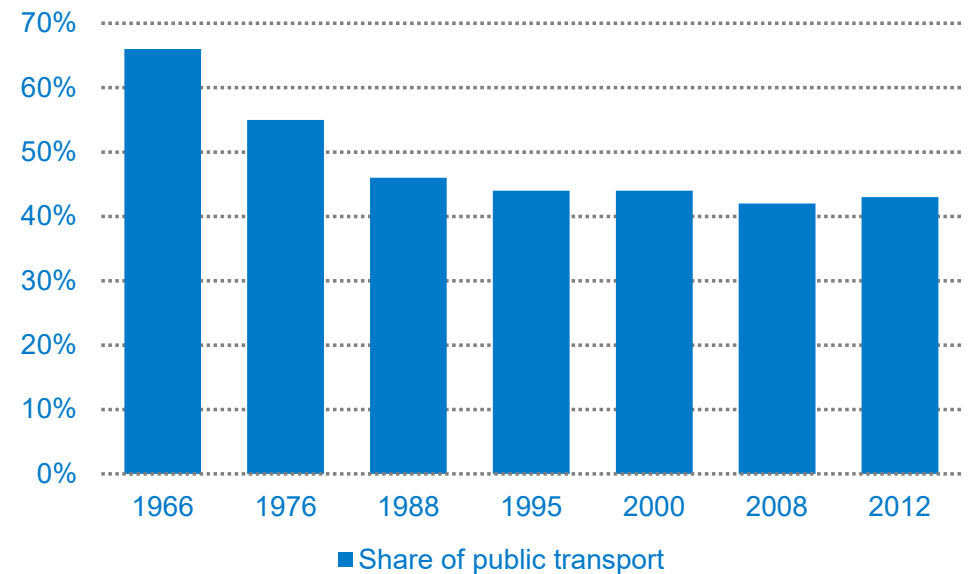
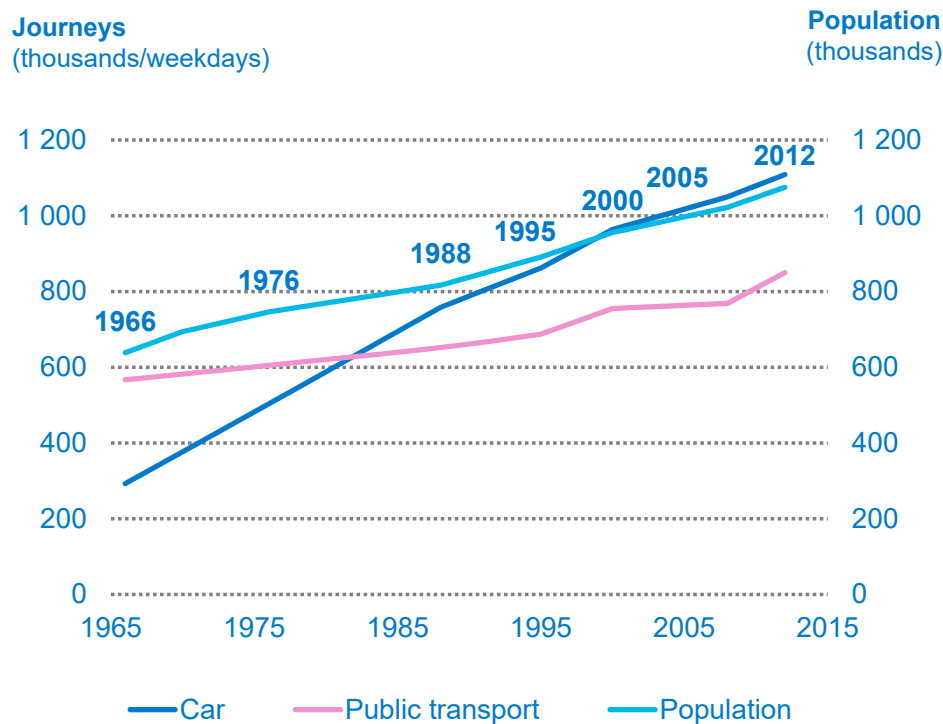


Public transport figures

Development of public transport



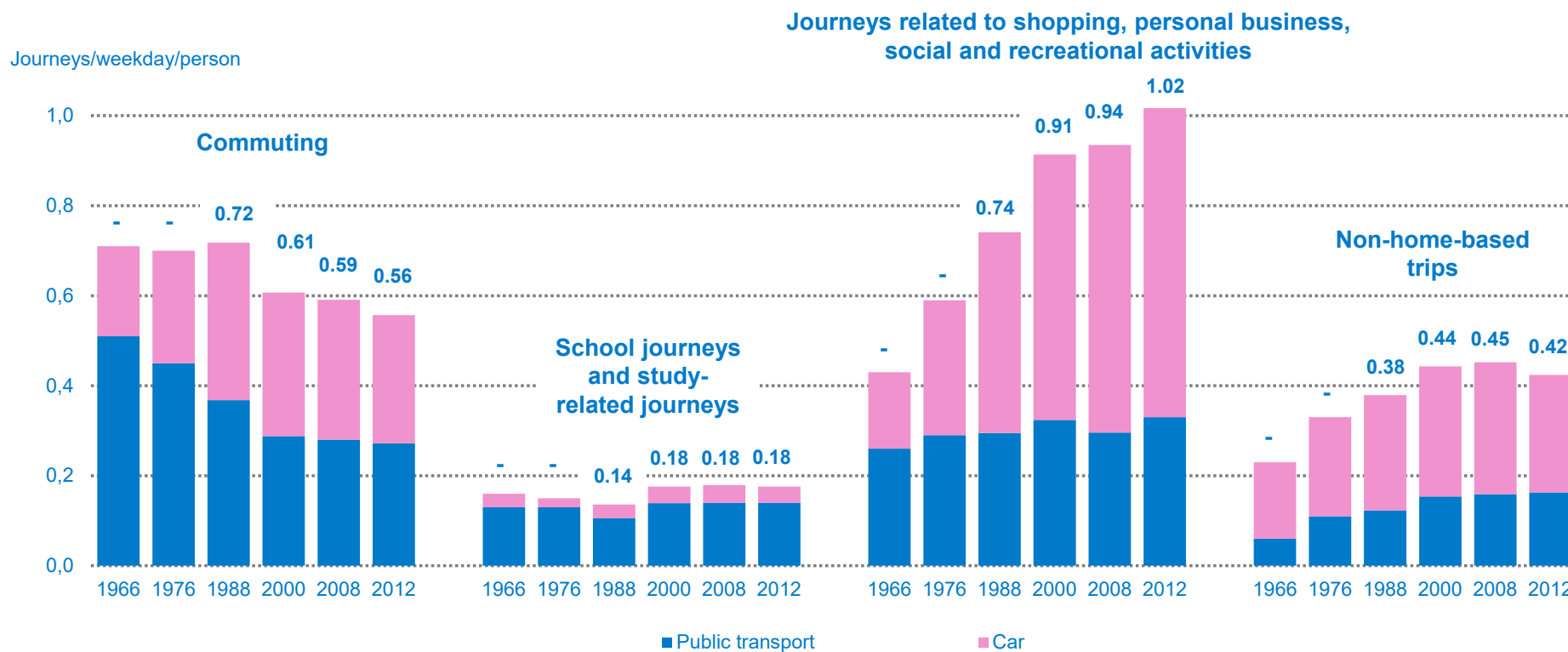
Helsinki metropolitan area residents' travel habits: number of journeys made and the share of public transport within the metropolitan area



Development of public transport



Number of journeys by public transport and car by the purpose of journey



Change in the number of boardings



Million boardings 2015–2016

	2016	2015	Change	Change%
Buses	181.3	182.0	- 0.7	- 0.4%
Metro	64.1	62.9	1.2	1.9%
Trams	56.6	55.2	1.4	2.5%
Commuter trains	63.1	56.5	6.6	11.5%
Ferry	2.1	1.9	0.2	10.5%
Total	367.2	358.6	8.6	2.4%

Number of vehicles 2016

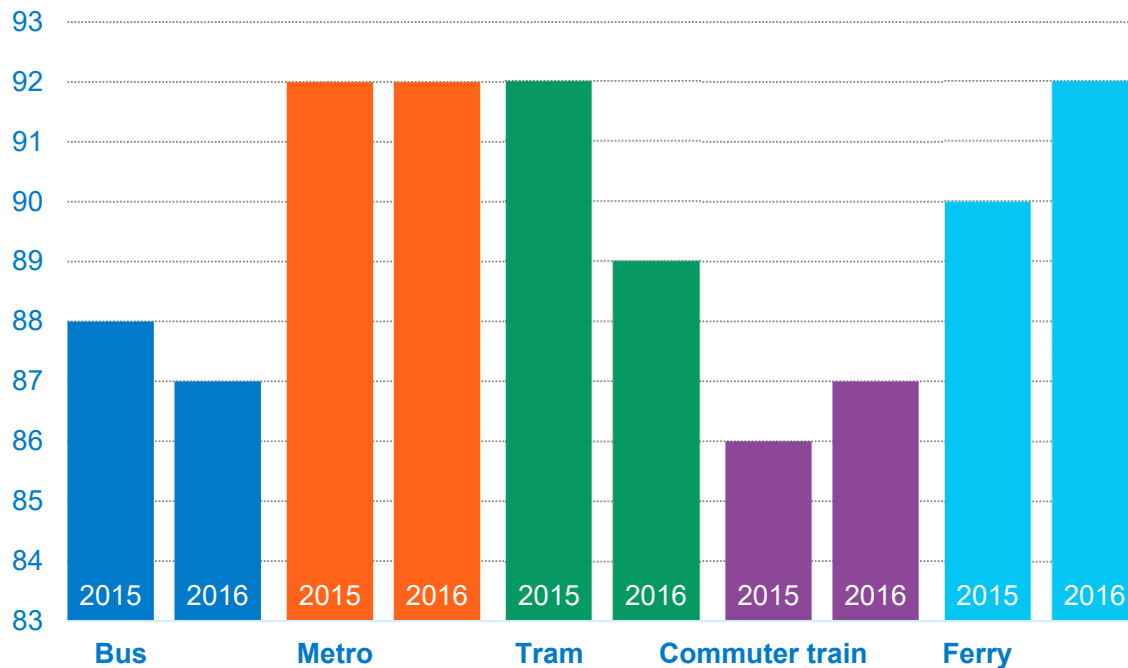


Routes and number of services 2016

Weekdays

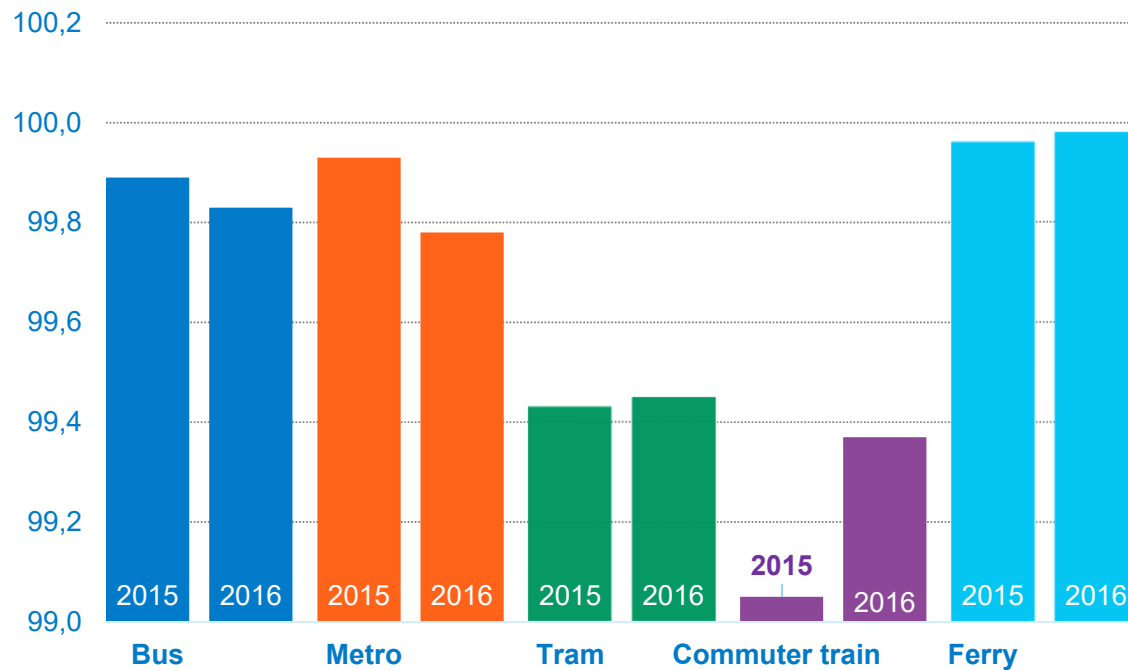
	Routes	Services
Buses	292	21,284
Metro	2	697
Trams	13	2,404
Trains	14	797
Ferry	2	72
Total	323	25,254

Overall grade 2015–2016



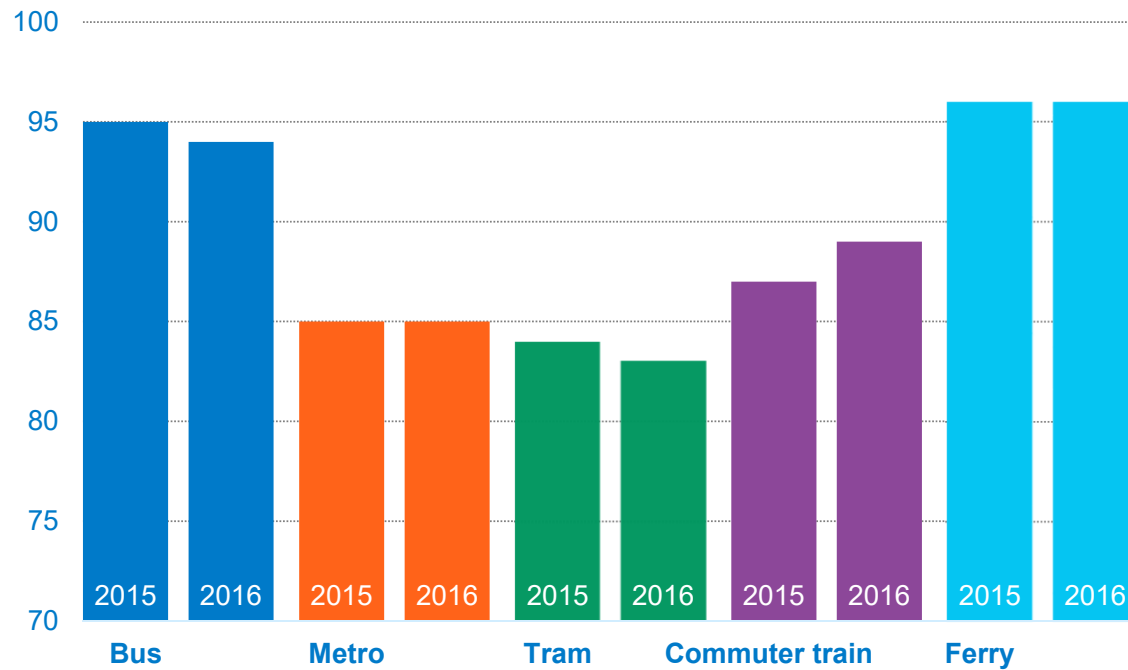
In the 2016 customer satisfaction survey, 88 per cent of passengers were satisfied (ratings 4 and 5 on a scale of 1–5).

Reliability of operation 2016



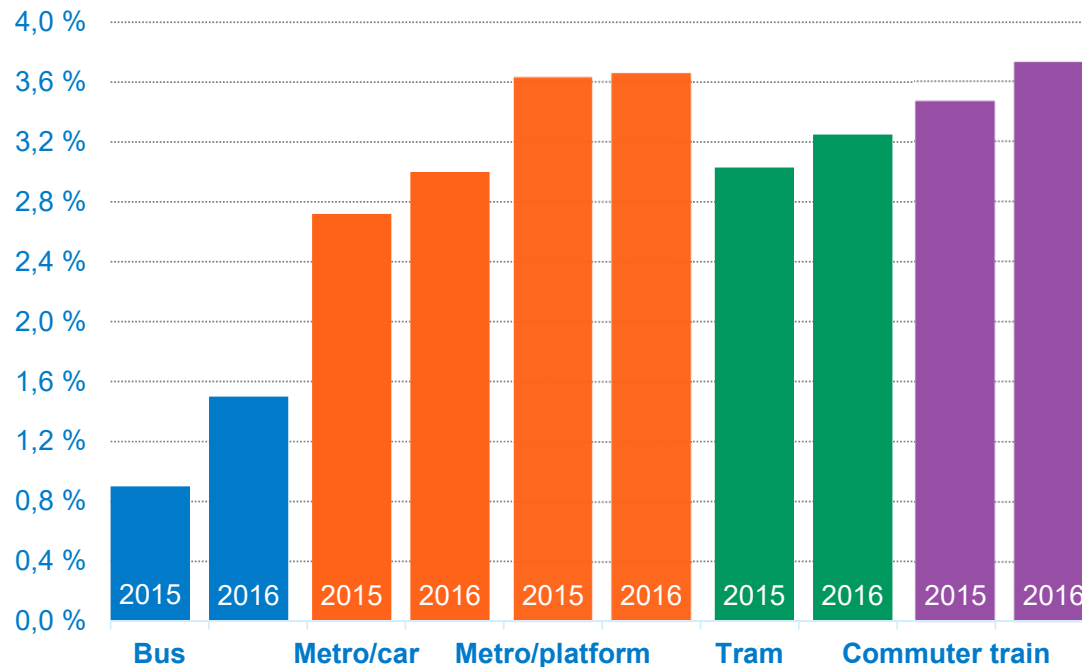
The percentage share indicates the share of services operated out of planned services.

Safety 2015–2016



HSL's customer survey also asks if journeys go without disturbances.

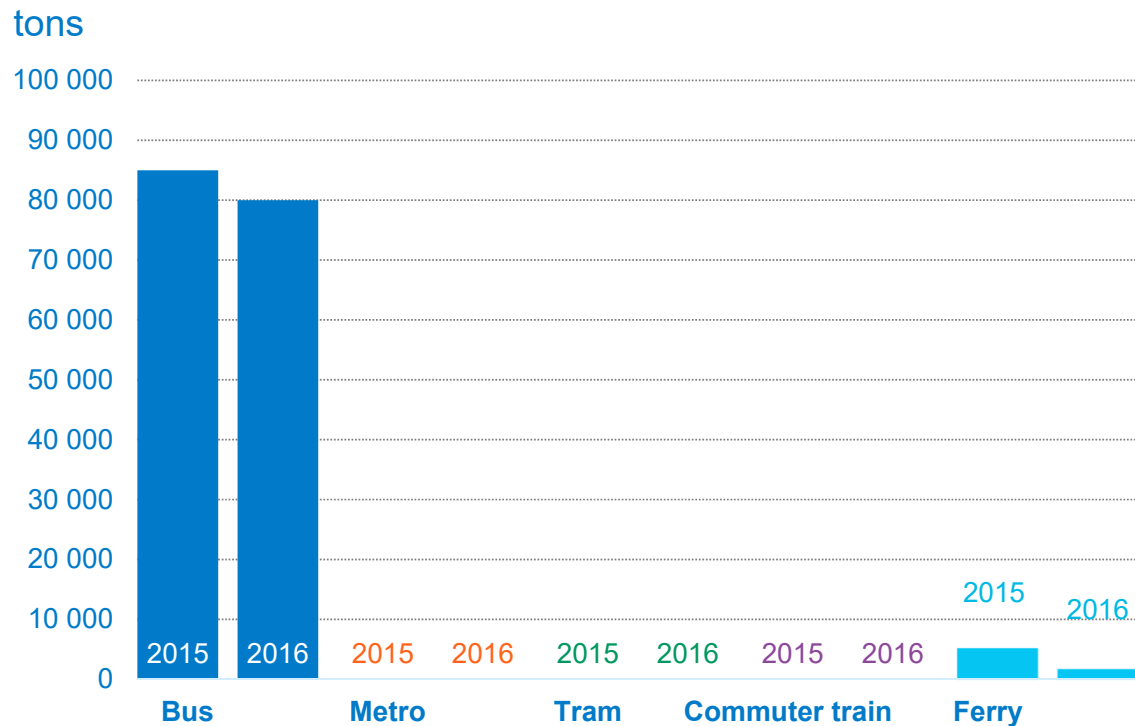
Fare dodging 2015–2016



On average, 2.9% of inspected passengers in 2016 were traveling without a valid ticket. The figure in 2015 was 2.7%.

In 2016, in total 3.3 million passengers' tickets were checked.

Carbon dioxide emissions 2015–2016



The Metro and trams run on hydro and wind power, commuter trains run on hydropower.