Helsinki Region Transport

Moves us all
HSL = Helsinki Region Transport Authority

CEO Suvi Rihtniemi
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 works 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

7 member municipalities: Helsinki, Espoo, Vantaa, Kerava, Kirkkonummi, Kauniainen, Sipoo.

Next year 2 new members: Tuusula and Siuntio

According to its charter, HSL may expand to cover all 14 (15) municipalities in the region.
Operating income and expenses 2017

Total €674.2 million

- Ticket revenue: 51%
- Municipal contributions: 46.5%
- Other income: 1.8%
- Government subsidy for PT: 0.7%

Total €677.9 million

- Operation of services: 74.2%
- Infrastructure services: 16.2%
- Other services: 5.1%
- Staff: 3%
- Rents: 0.8%
- Other expenses: 0.7%
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 considers public transport safe.

Public transport is the number one choice for travel.
Helsinki region is a bellwether for intelligent, sustainable and safe mobility.
Our mission and values
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.
Public transport figures
## Change in the number of boardings

### Million boardings 2015–2016

<table>
<thead>
<tr>
<th>Mode</th>
<th>2016</th>
<th>2015</th>
<th>Change</th>
<th>Change%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buses</td>
<td>181.3</td>
<td>182.0</td>
<td>-0.7</td>
<td>-0.4%</td>
</tr>
<tr>
<td>Metro</td>
<td>64.1</td>
<td>62.9</td>
<td>1.2</td>
<td>1.9%</td>
</tr>
<tr>
<td>Trams</td>
<td>56.6</td>
<td>55.2</td>
<td>1.4</td>
<td>2.5%</td>
</tr>
<tr>
<td>Commuter trains</td>
<td>63.1</td>
<td>56.5</td>
<td>6.6</td>
<td>11.5%</td>
</tr>
<tr>
<td>Ferry</td>
<td>2.1</td>
<td>1.9</td>
<td>0.2</td>
<td>10.5%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>367.2</td>
<td>358.6</td>
<td>8.6</td>
<td>2.4%</td>
</tr>
</tbody>
</table>
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.
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.
Commuter train services: Strategic tendering project
Role of commuter trains

→ Heavy rail forms the backbone of the public transport network, and development of rail services is the key to
  • Smooth and fast journeys over the expanding region
  • Reduced emissions and improved energy efficiency
→ Commuter trains’ performance has room for improvement
→ Competitiveness requires improved cost efficiency
→ Direct award contracts with a monopoly not under in-house control have not produced the best outcomes for HSL
Goals for the tendering project

→ High quality and reliability of train services
→ Cost-effective and transparent contract (savings expected)
→ Planning and production are done with the priority on HSL commuter train services and the customer experience (timetables, punctuality, disruption management)
→ Transition to a new contract is well managed and service disruptions are limited to a minimum
→ New competence and innovation is welcome to the market
Thank you for your attention!