

HSL
HRT

Moves us all

Helsinki Region Transport



HSL = Helsinki Region Transport Authority

CEO Suvi Rihtniemi

What does HSL do?



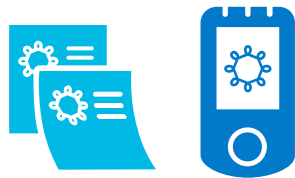
Is responsible for the preparation of the Helsinki Region Transport System Plan (HLJ).



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.

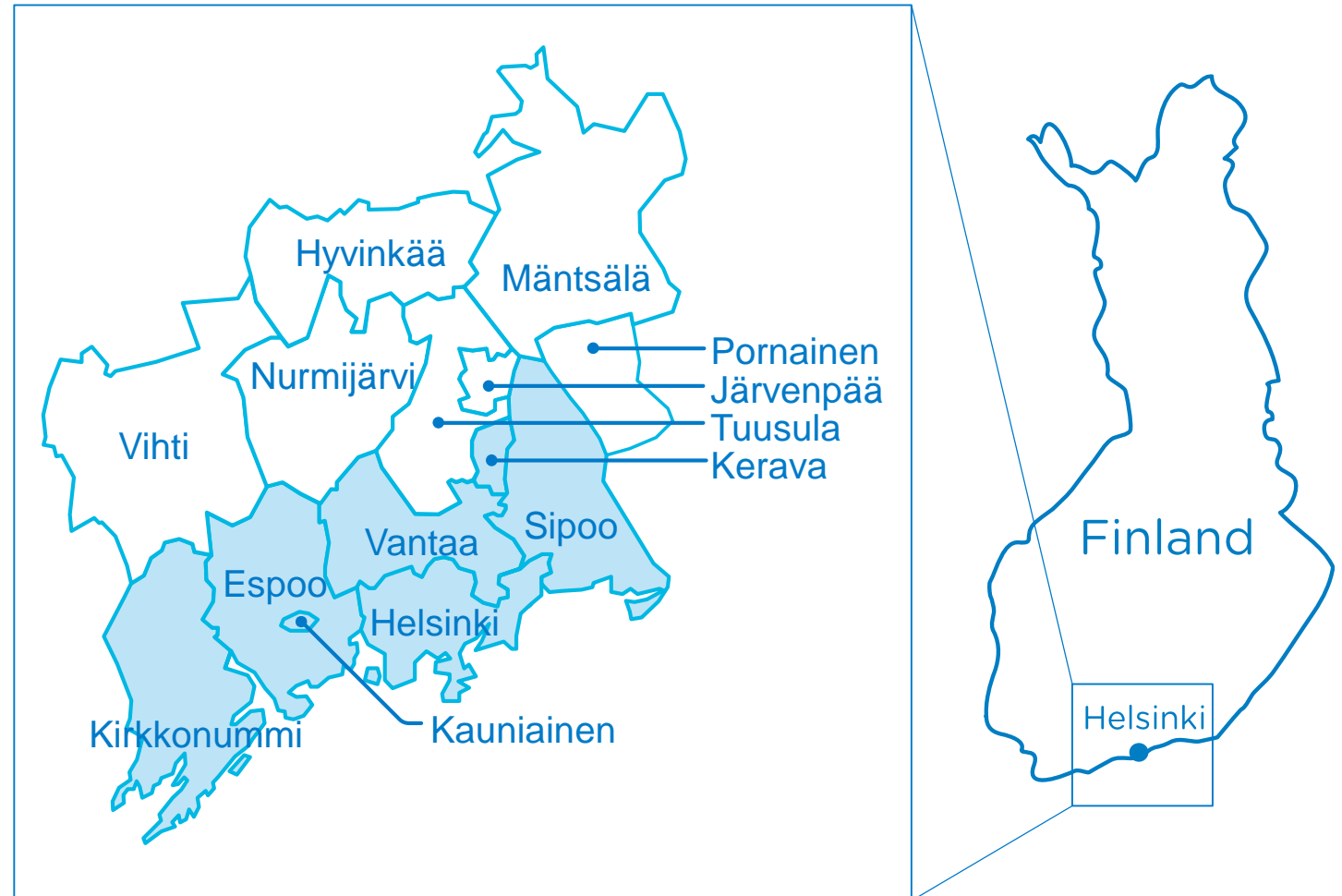
Cooperation area of HSL



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

Next year 2 new members:
Tuusula and Siuntio

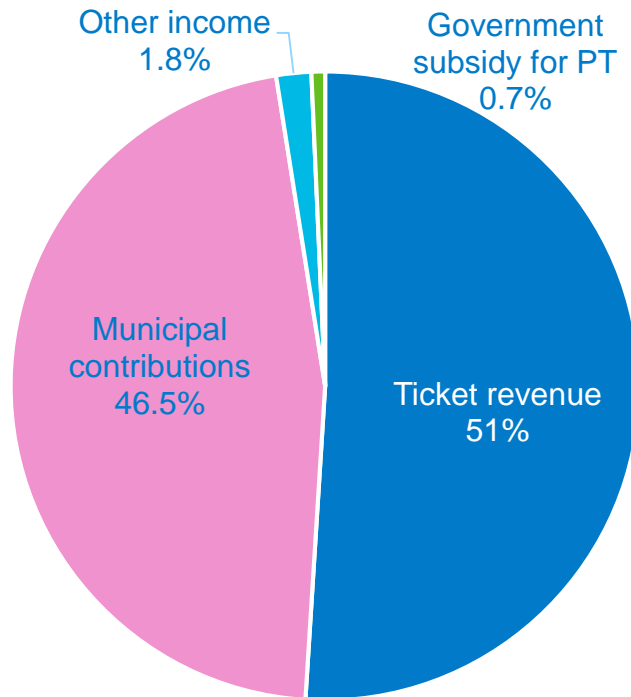
According to its charter,
HSL may expand to cover
all 14 (15) municipalities in
the region.



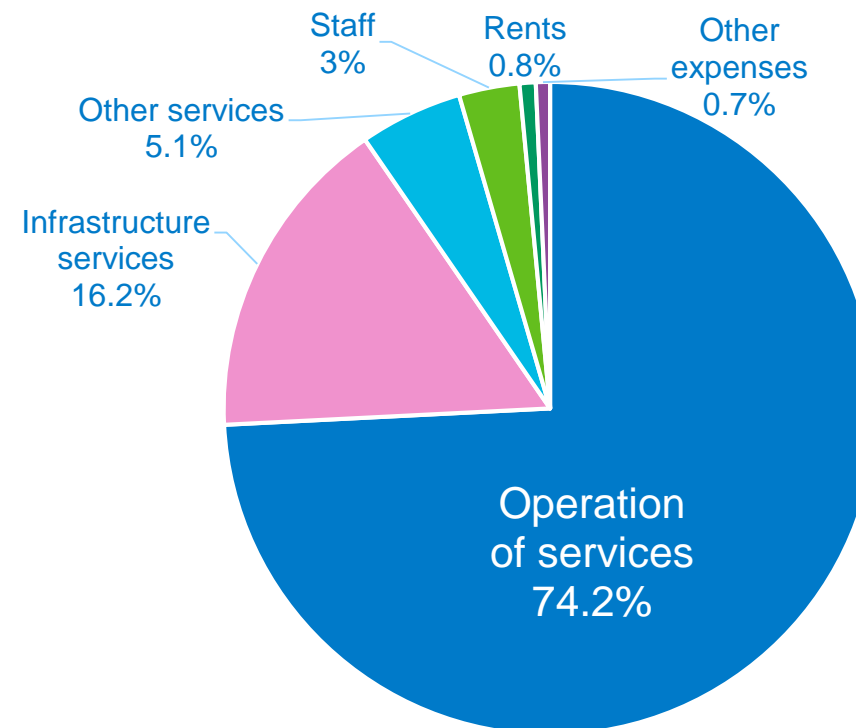
Operating income and expenses 2017



Total €674.2 million



Total €677.9 million



Vision 2025

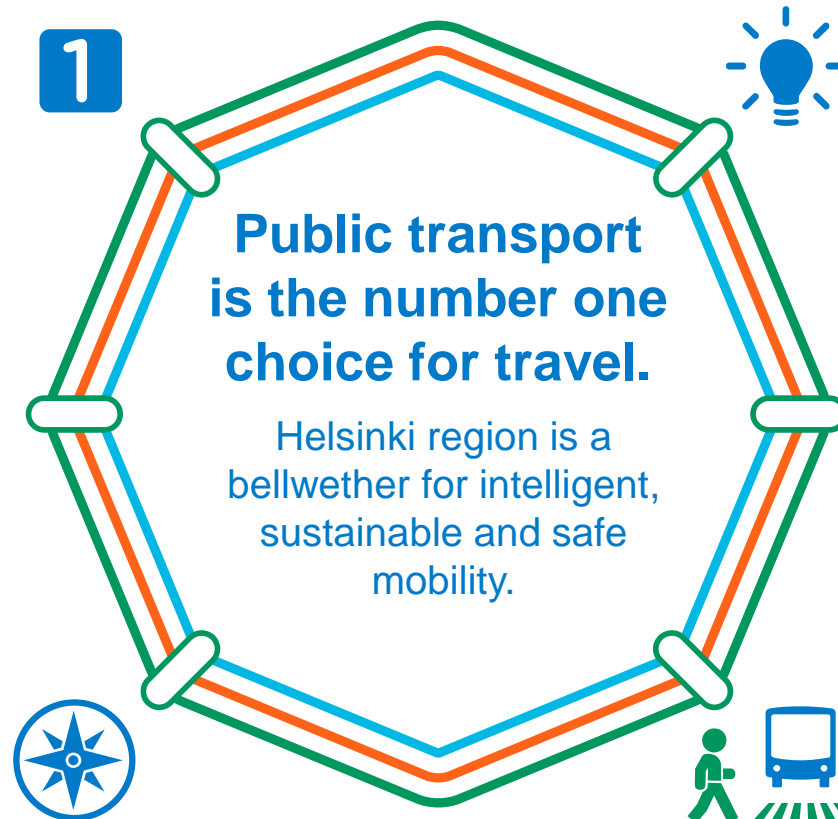


Number one choice

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.

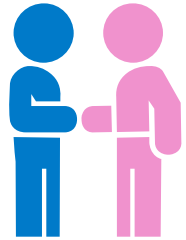
Safe and sustainable

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

Our mission and values

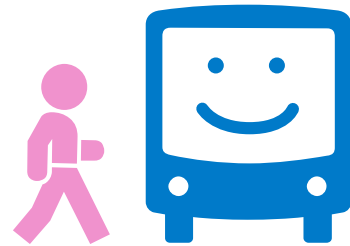
**Helsinki Region Transport
develops and provides smooth,
reliable transport solutions
to customers' needs.**

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

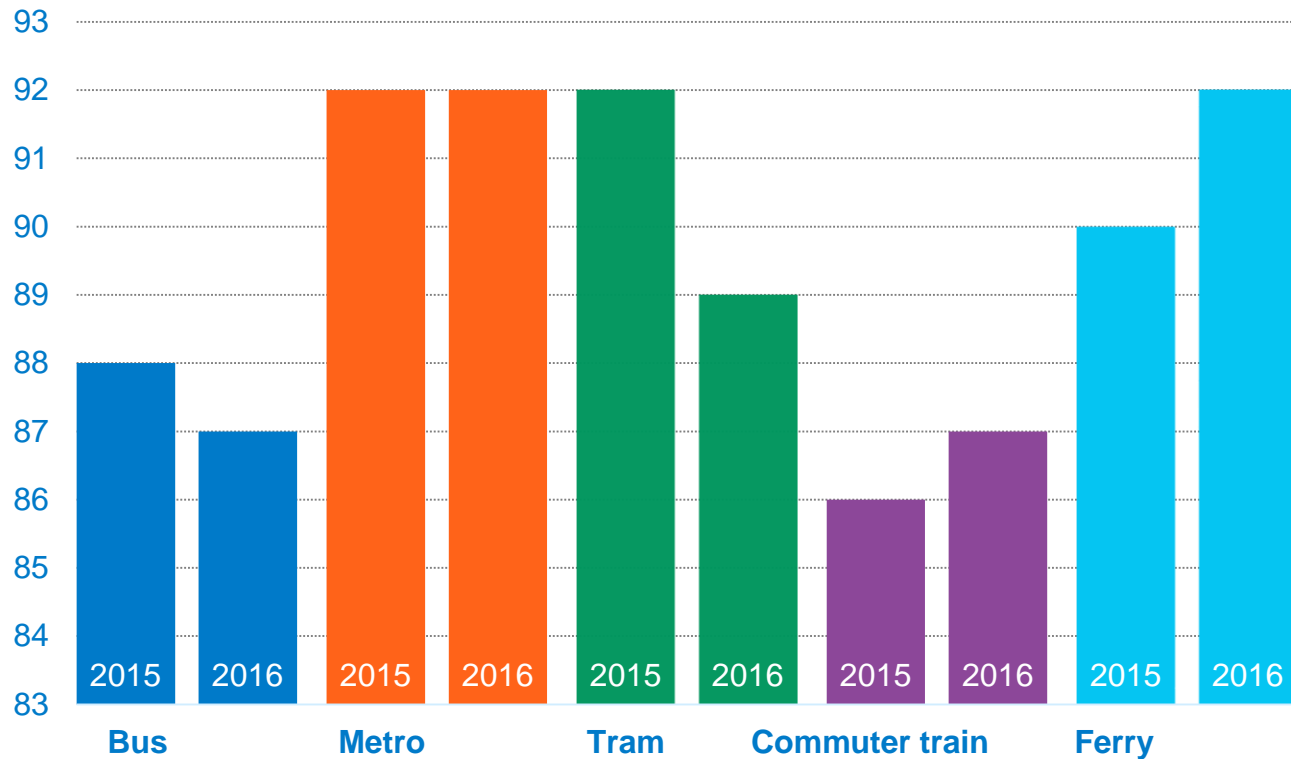
Change in the number of boardings



Million boardings 2015–2016

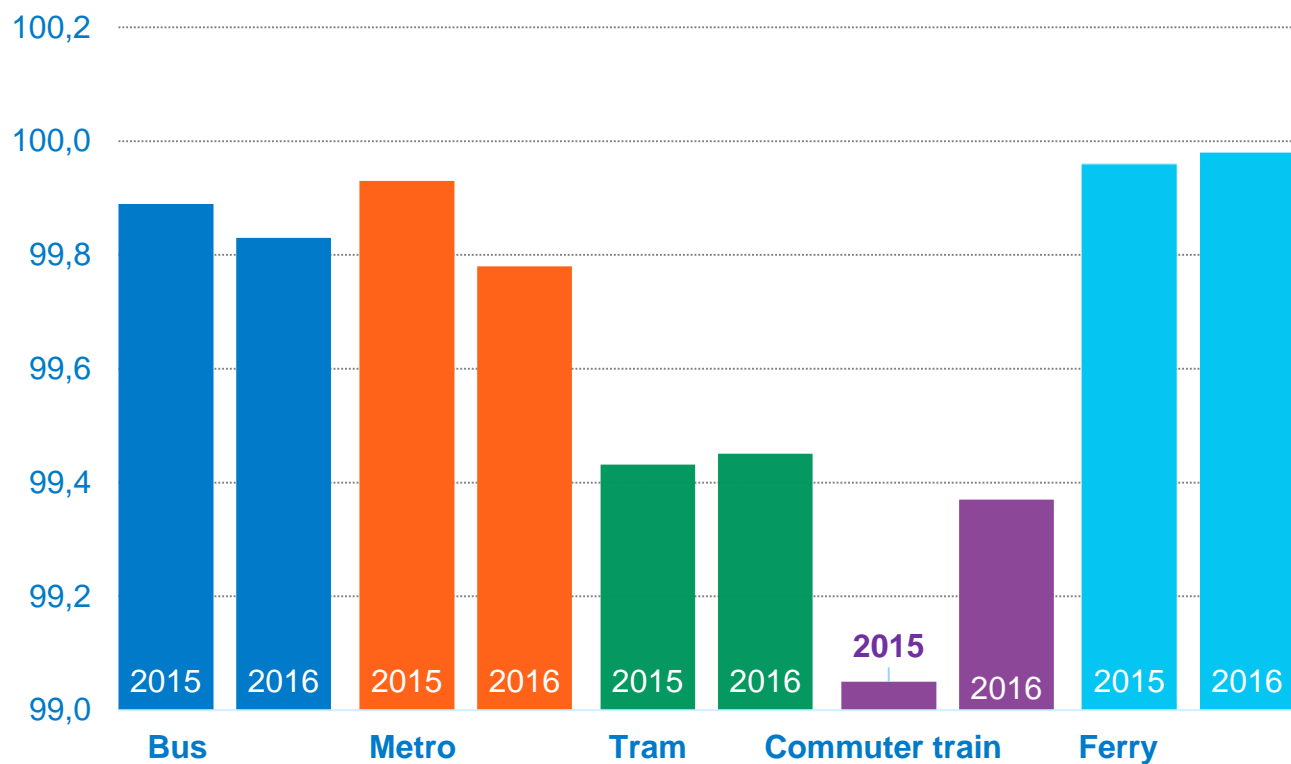
	2016	2015	Change	Change%
Buses	181.3	182.0	- 0.7	- 0.4%
Metro	64.1	62.9	1.2	1.9%
Trams	56.6	55.2	1.4	2.5%
Commuter trains	63.1	56.5	6.6	11.5%
Ferry	2.1	1.9	0.2	10.5%
Total	367.2	358.6	8.6	2.4%

Customer satisfaction - Overall grade 2015–2016



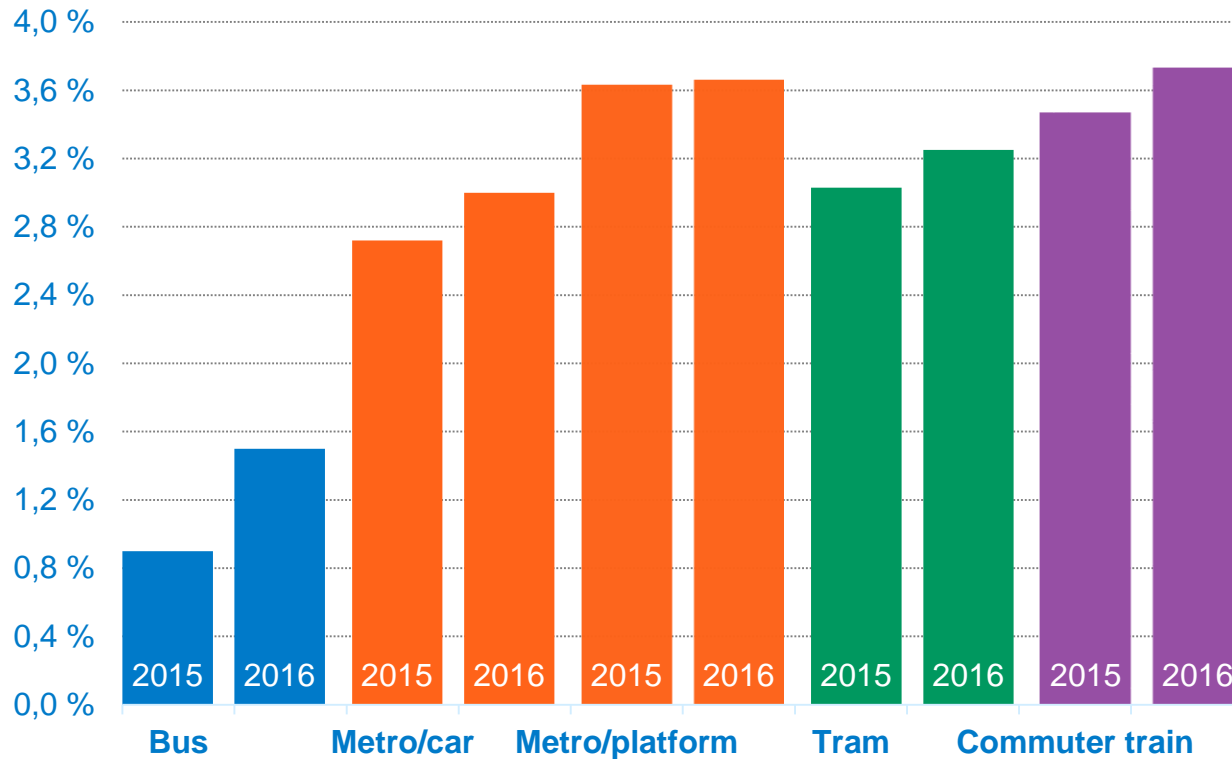
In the 2016 customer satisfaction survey, 88 per cent of passengers were satisfied (ratings 4 and 5 on a scale of 1–5).

Reliability of operation 2016



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

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 !

