



# ANNUAL REPORT 2019





# THE CITY'S BEST MOVE

**T**he operating environment in the transportation sector is undergoing a change. The metropolitan area is growing, rail traffic crosses municipal borders, people are changing their transportation habits, and technology is evolving. Climate change not only sets new preconditions for transport, it also presents new opportunities for public transport.

Our basic task lies at the core of responsibility. We are pursuing the interests of society at large and producing cost-efficient services that offer the city's residents more for their tax money. We are constantly developing our services based on factors such as customer experiences and operational results. Traffic safety in Helsinki is the most important metric in our operations.

We are producing sustainable transport services that support the attainment of the environmental goals set for the Helsinki region. Our city bike network encourages the city's residents to travel in a healthier way.

We want our urban rail transit services to be available to everyone regardless of whether they travel in a wheelchair, with a pram or with a guide dog, for example. We take accessibility into account in our metro trains and trams, as well as at stations and stops.

Our double task is our strength. As a transport operator and the owner of the public transport infrastructure, we are an expert in urban rail traffic unique to Finland, and we operate in a manner that best serves the overall system and the inter-

ests of society at large.

HKL's transport operator contracts in metro and tram traffic will continue until 2024 and in ferry traffic until 2027. The metro is already operating in two cities, and forthcoming projects will also expand tram traffic to make it regional. In 2019, customer satisfaction improved for metro and the tram traffic alike.

We want to continue to bear our responsibility for implementing public transport and serve our ever-growing customer base well. In order to do that, our service ability, quality and cost-efficiency must be at such a high level that we remain an attractive partner in terms of tram and metro traffic, as well as any expansions to the rail network, over the coming years. ■

By 2024, we aim to be the City's best move in developing residents' quality of life and the city's vitality.

## HKL'S VALUES

- \* ethicalness
- \* customer centricity
- \* communality

## HKL'S STRATEGIC OBJECTIVES

1. HKL to be Europe's best rail traffic operator in terms of cost efficiency.
2. The proportion of journeys undertaken using sustainable means of transport to grow.
3. HKL will be the most respected operator in its sector.
4. HKL to be the best place to work in Finland's public sector.

PHOTO: HKL PHOTO ARCHIVE

## KEY OBJECTIVES AND THEIR ACHIEVEMENT

**I**n 2019, HKL's operations moved in a positive direction, even though we were not able to achieve all the objectives we had set for ourselves. We succeeded in improving our operations especially from the perspective of our customers and partners.

We were able to improve cost efficiency, as the overall costs of the operation per seat kilometre met their target. We met our reliability goal for metro traffic, but not completely for tram traffic. The reliability of tram traffic was hindered by a staff shortage at the beginning of the year, but the situation improved as new drivers graduated.

Overall, the number of customers remained unchanged from the previous year. The number of metro customers

increased significantly as the result of an increase in the number of passengers in Espoo, but the number of tram passengers decreased mainly due to the diverted routes necessitated by the renovation of Hämeentie. The number of customers using the city bike service continued to increase as the network was expanded. As its popularity increased, the service introduced 91 new stations and 910 new bikes across Helsinki.

In terms of tram traffic, customer satisfaction increased in all areas, exceeding the target level. The results of metro traffic improved considerably as West metro traffic established itself, but we did not quite reach our goal.

Our partners' satisfaction with HKL's operations improved slightly in all areas,

but we did not meet our goal. However, the change from the previous year was significant, as back then our partners found the quality of our operations poorer than before. The results of the survey indicate that we are more available to our partners, but we still have room for improvement in aspects such as the agility of our decision-making

We have made significant efforts towards staff satisfaction in recent years, but the results of the Great Place to Work survey conducted in the reporting year show that we must continue that work persistently. In the future, we will carry out quick procedures that can be seen concretely in the staff's everyday work, the goal of which is to improve occupational well-being. ■

# HKL 2019



## HKL IN FIGURES

	2019	2018
Turnover, million €	207,2	
Tram passengers (million)	56,8	61,5
Metro passengers (million)	92,6	88,4
Passengers on the Suomenlinna ferry (million)	2,2	2,2
Vehicles transported on the Suomenlinna ferry	16 572	16 183
City bike trips (million)	3,2	2,8
Tram traffic seat kilometres, million km*	779,1	736,1
Metro traffic seat kilometres, million km*	3477,2	3456,9
Tram passenger kilometres, million km**	125	135
Metro passenger kilometres, million km**	734	701
Tram departures on time, %	99,79	99,74
Metro departures on time, %	99,87	99,00

\* SEAT KILOMETRES INDICATE THE DISTANCE DRIVEN BY THE TRAM OR TRAIN, MULTIPLIED BY THE NUMBER OF CUSTOMER SEATS.  
 \*\* PASSENGER KILOMETRES INDICATE THE DISTANCE DRIVEN BY THE TRAM OR TRAIN, MULTIPLIED BY THE ACTUAL NUMBER OF CUSTOMERS.



PHOTO CITY OF HELSINKI, WSP, KNIGHT ARCHITECTS

## INVESTMENTS AND MAJOR PROJECTS

**H**KL's turnover for the financial year increased by 3% from 2018, amounting to €207.2 million. HKL's investments totalled €134.1 million.

The City Council increased HKL's 10-year investment plan to €1.855 billion. This show of trust in HKL also speaks of the City's strong focus on light rail as part of future Helsinki.

Of the major investments to support the City's development, the construc-

tion of the Jokeri Light Rail began. The roadmap for the future development of the metro in the 2020s was completed. Alliance operators for implementing the Kruunusilta bridges were selected. The next light rail projects to be implemented in this decade are the Kalasatama tramway, the Vihdintie boulevard tram, the Viikki-Malmi tram and the Tuusulanväylä boulevard tram.

The capacity and the reliability of the metro will be assured with a decade-

long, extensive set of projects, a significant portion of which will be an overhaul of the metro access control system and a shortening of the departure interval.

Moreover, in the reporting year, the metro line's two interlocking devices were replaced with one shared unit, as the interlocking device and operation control system supplied by Mipro Oy was commissioned on the track section going east from Ruoholahti. ■

# HKL AS AN EMPLOYER



PHOTO ELINA NORRENA

## HKL AS AN EMPLOYER

Our operations rely on a skilled and professional staff of approximately 1,200 people ranging from drivers and mechanics to engineers and experts in many other sectors. Having motivated and committed staff is a prerequisite for achieving HKL's strategic goals and meeting the goals set for 2024. For this reason, we want to take care of our staff's well-being. Our staff are committed, as our average service time is quite long, 11.85 years. In the reporting year, we focused especially on improving occupa-

tional well-being and work safety, as well as developing the know-how of supervisors.

The biggest effort in 2019 was the Samalla radalla (On the Same Track) project, which had all supervisors develop their know-how and HKL's organisational culture. Efforts were made towards work safety and preventing workplace bullying by strengthening resources and know-how. A new kind of trial was started in driver training by training urban rail traffic drivers to be qualified to operate both tram and metro traffic.

HKL's organisation was reformed in the early summer. The main idea behind the reform was to strengthen our efforts in two areas crucial to our future success: personnel management and financial management. **Petri Lumijärvi** was appointed director of the new Human Resources and Corporate Services unit, while **Karoliina Rajakallio** was appointed director of the Finance and Enterprise Resource Planning unit. ■

# THE CITY'S BEST MOVE

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