



City of Helsinki

Annual Report 2011



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2011 was an eventful and, in many ways, dramatic year. New directions have been sought in many parts of the world. Restlessness has been reflected in the economy as well. The European debt crisis and the instability of the global economy have also formed dark clouds over Helsinki's horizon.

The Ministry of Finance and other economic forecasters lowered their growth expectations during the autumn and winter. Usually the Port of Helsinki has been a good indicator, and the volume of its unitised freight traffic was 3% more than in the previous year. Imports grew by 4%, and export growth was half that number.

The year under review was, however, economically better for the city than expected. Employment improved more than expected. Operational expenditure was under control, and productivity improved. However, the growth of the municipal tax base was modest, although it has been our aim to strengthen it. Controlling the growth of expenditure is required for the city's economy to remain sustainable. With a balanced economy, we can secure services for residents as well as growth and development for companies operating within the city. On 30th November 2011, the City Council decided to reform the social and health care services organisation. The treatment chain will become more fluent, and the organisation of services will become easier, when the services all come from the same agency.

A significant amount of Helsinki Energy's accrued capital has been transferred to funding the city's services in recent years. Without these transfers, the city's economy would not have been so stable, even in good tax revenue years. In the future, the economy of Helsinki cannot rely on the extra income of the public utilities as much as before.

Regardless of the insecure economical situation, the city's investments have been kept on a high level. Investments are especially

targeted at building up the areas vacated by the port, major public transport projects and property renovations. In 2011, 4,082 new apartments were completed in Helsinki. Such a high number was previously reached ten years ago. On the other hand, the number of permits issued for commercial construction was only half the previous year's number.

According to advance information, Helsinki had 596,081 residents on 31 December 2011. The population grew by approximately 6,600 residents. The number of residents whose native language is not Finnish or Swedish grew by 4,900. The migration gain was roughly 5,000 residents. Foreign migration gain of 3,400 people was nearly 1,000 more than the previous year. The percentage of foreign-language residents is now approximately 11.5%.

The sustainability of the city's economy is based on a diverse and dynamic employment structure. Even in the midst of difficult economical prognoses, we have received a lot of good employment news during the year. With active industrial policies, we can keep offering companies an appealing operational environment in the future.

The development in the fields of tourism and conference has long been positive. The number of overnight stays in the hotel business was an unprecedented 3,364,000. Record highs in passenger numbers were also achieved by Helsinki-Vantaa Airport and the Port of Helsinki. Thanks to investment projects in the conference business, the position of Helsinki as an international conference city has improved significantly. The attraction of the city is further emphasised by significant interest shown by the international media. The media focused on, for instance, the removal of snow from the streets during the extra-snowy winter and the cultural offerings of the city preparing itself for the World Design Capital year.

Strong investing in culture is a part of the growing Helsinki. The Helsinki



PERTTI NISONEN

Music Centre, opened in August, was built in a city in the midst of a historical change of community structure and at the same time rising as an internationally significant and diversified cluster of creativity.

In a growing city, it is important for residents to be able to influence the development of the city, the preparation of things as well as the decision-making. Open information and its electronic accessibility play a key role. Within the city organisation, the new mutual case management system was an important step towards participatory democracy, and strengthens civic participation.

Challenging times are best overcome through joint effort. I would like to express my sincere thanks to all partners and employees of the city for the past year. ■

Jussi Pajunen
Mayor

Development in the hands of the City Council

PERTTI NISONEN



Chairman of the City Council
Minerva Krohn
Green

PERTTI NISONEN



First Deputy Chairman
Harry Bogomoloff
Conservative

PERTTI NISONEN



Second Deputy Chairman
Rakel Hiltunen
Social Democrat

Under the division of powers between central and local government in Finland, municipalities enjoy autonomy in the administration of many of their affairs. Certain basic tasks are stipulated in the Local Government Act, and in addition to these, municipalities may voluntarily assume others. The only way in which the tasks entrusted to municipalities can be altered is by amending the Local Government Act or by special legislation.

The City Council

The most important decision-making body in Helsinki is the City Council, the 85 members of which are elected by direct popular vote every four years. The City Council elects its own Chair and two Deputy Chairs, the members of the City Board as well as the

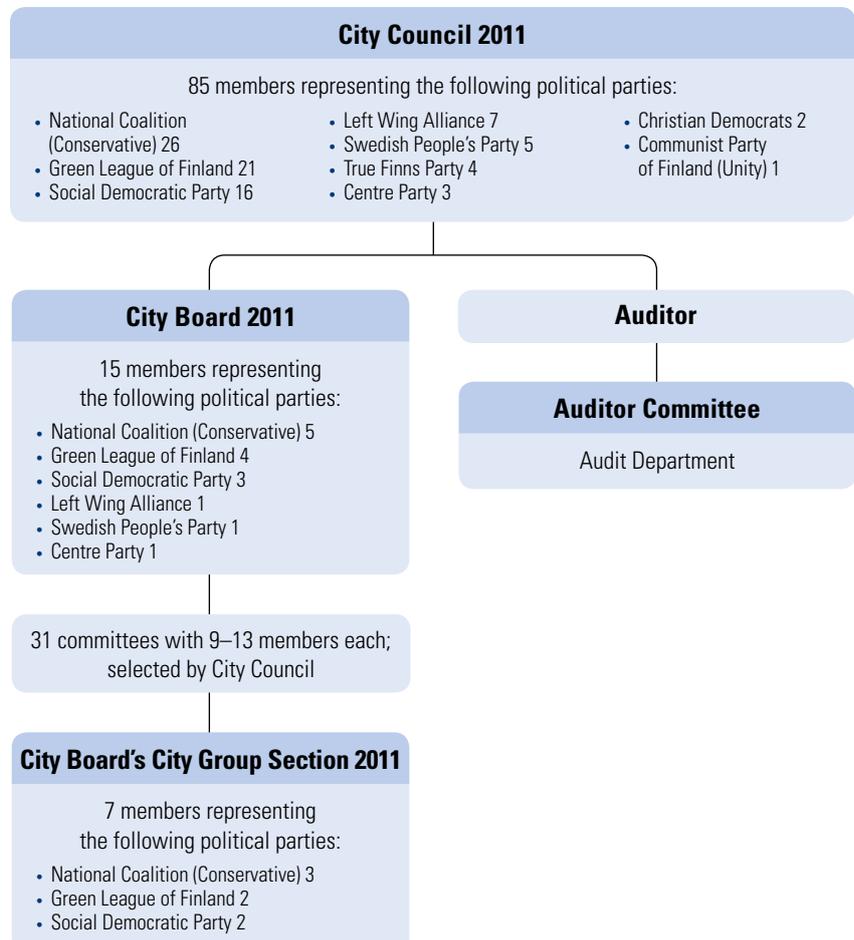
members of the various committees in proportion to the relative strengths of the various parties represented on it. The other main tasks of the City Council include deliberating budgets and balancing accounts, in addition to setting the general goals to be striven for by the City.

The City Council meetings are open to the public and media, if not otherwise decreed by the Council on special occasions. The meetings are also broadcast live on the internet *Helsinki.fi*, where they may also be watched later as recordings.

City Board

The City Board is responsible for

- administration and financial management
- preparatory processing of business to be dealt with by the City Council



- implementation of Council decisions
- examining the legality of Council decisions

The fifteen members of the City Board are elected by the City Council for two-year terms and in proportion to the Council's political composition.

City Board's City Group Section

The section monitors

- The activity of the Helsinki City Group, and sees that the subsidiaries and foundations belonging to the group are acting in accordance with the objectives set by the City Council and City Board. The group contains more than a hundred subsidiaries and foundations.

The members of the City Group Section are elected by the City Council for two-year terms.

Mayor and Deputy Mayors

The Mayor and the four Deputy Mayors are each responsible for distinct sectors of work and report to the City Board. They follow activities in their respective segments and oversee the implementation of decisions. They are also responsible for preparatory processing of business within their remits and for reporting to the City Board on these matters. ■

Departments and Offices

Mayor

- Administration Centre
- Audit Department, General Administration
- Economic and Planning Centre
- Financial Management
- Helsinki Energy
- Port of Helsinki

Deputy Mayor for public works and environmental affairs

- City Transport
- Construction Services
- Environment Centre
- Fire and Rescue Department
- Helsinki Wholesale Market
- Palmia
- Public Works Department
- Procurement Centre

Deputy Mayor for social affairs and public health

- Social Services Department
- Health Centre

Deputy Mayor for city planning and real estate

- City Planning Department
- Building Regulation Department
- Housing Production Bureau
- Real Estate Department

Deputy Mayor for cultural and personnel affairs

- Finnish Adult Education Centre
- Swedish Adult Education Centre
- Helsinki Philharmonic Orchestra
- City Art Museum
- City Library
- City Museum
- Cultural Centre
- Educational Department
- Helsinki Urban Facts
- Helsinki Zoo
- Human Resources Department
- Human Resources Department Service
- Occupational Health Centre
- Sports Department
- Youth Department

PERTTI INSONEN



Chairman of the City Board and the City Group Section
Risto Rautava
Conservative

PERTTI INSONEN



First Deputy Chairman of the City Board and the City Group Section
Arto Bryggare
Social Democrat

PERTTI INSONEN



Second Deputy Chairman of the City Board
Ville Ylikahri
Green



Mayor of Helsinki Jussi Pajunen

- General planning and management
- Budget and financial planning
- City Group governance unit
- Internal auditing
- International affairs
- Business related affairs and tourism
- Communications
- Energy supply
- The Port of Helsinki: harbour services for freight and passenger traffic

Key figures

Operating income, EUR million	900.2
Operating expenses, EUR million	667.9
Operating expenses/inhabitant, EUR	1,120
Investments, EUR million	133.0
Personnel	2,274
Of the entire personnel, %	5.8

A better than expected financial year

2011 was financially better than expected for the City of Helsinki. Tax revenue grew by 9.3%, thanks to the positive results of utility companies as well as the increase in the municipal tax rate. The municipal tax rate was raised by one percentage unit, and is now 18.5 percent. The growth of operational expenditure was kept under control. Moreover, the improvement in employment was better than expected.

Helsinki's loan stock grew to EUR 1.3 billion, and since 2008 it has nearly doubled. Helsinki's loan amount grew by EUR 115 million. In the last two years, in order to control the growth of the loan stock, the city has aimed at improving the productivity of the production of services by controlling the growth rate of annual operational expenditure.

From the 2011 investments, nearly EUR 500 million were investments in base production. The level of investments has been on the increase for several years. New residential areas are being built in the areas released from port operations. The planning of the Keski-Pasila downtown quarter is proceeding, and the Kalasatama centre production plan was approved by the City Council. Schools, day-care centres and hospitals were renovated more than before. The Kulosaari Metro Station was renovated, and tunnels for the upcoming Western Metro were built.

Growth in public utilities

The rainy autumn decreased the price level in the electricity wholesale market, and the financial crisis was seen in Helsinki Energy's business as a reduction of electricity consumption. Sales of electricity decreased by 3% and sales of district heating by 12%. Regardless, the turnover increased, which was primarily caused by the increase in the district heating fuel tax. Turnover was EUR 758 million. The result before appropriations was EUR 424 million, and investments were EUR 76 million.

Overall freight traffic of the Port of Helsinki grew by 2.5% from the previous year. Unitised cargo traffic volume rose by 4%, but still remained about 7% below the levels prior to the recession that began in 2010. The sea travel levels rose to a new record high. Passenger traffic in Helsinki ports rose by 5%, and cruise traffic by 11%. The turnover of the Port of Helsinki was EUR 96.5 million. The result before the appropriations was EUR 9.2 million, and investments were EUR 13.9 million.

Turnover for Financial Management Services (Talpa), which provides financial and payroll management services to the City of Helsinki, totalled EUR 24.8 million.

Electronic case management saves paper

The implementation of the new Ahjo case management system was a big step forward in the preparation and decision-making process. This innovation made the city's



case management and conference systems electronic and unified case management. All the city's registry operations were centralised in a common registry. The main objectives of the implementation of the Ahjo system were to eliminate overlapping work and to make the decision-making process transparent and open. The electronic management of decisions has already saved significant amounts of paper.

A record year in tourism

In addition to major annual events, such as the provincial festivals, Helsinki Week, and other notable events, Helsinki prepared to spend the year 2012, its 200th anniversary as the capital of Finland, as the World Design Capital.

In terms of tourism, new records were set. The target number of 3.2 million hotel stays was exceeded; the number was nearly 3.4 million.

Cooperation with educational establishments and companies

University cooperation was continued with the University of Helsinki and with Aalto University. Cooperation negotiations were also initiated with Metropolia University of Applied Sciences. New joint events were organised to market the region as a place for competitive research and study together with the Helsinki Education and Research Area, which represents fifteen universities in the region.

The electronic business plan service, founded by YritysHelsinki, saw a record number of customers: at the end of the year, the number of visitors per month was 20,000.

Regional cooperation

The joint project aiming at the development of the social and health care services of the cities in the metropolitan area as well as Kerava and Kirkkonummi was one of the biggest ongoing regional cooperation projects. The openness of information and consultation services were developed through several regional projects. With the cooperation

ANNE HONGISTO



between the cities in the metropolitan area, the online service of Helsinki Region Infoshare (HRI) – Avoin seututieto, was opened.

On a scale larger than the Helsinki region, an environmental network including the six biggest cities in Finland, Helsinki, Espoo, Tampere, Vantaa, Turku and Oulu, is working towards emphasising the cities' responsibility in preventing climate change. As a cooperation of the six biggest cities, joint presentations for the new term of office were prepared and joint statements on renewing the universities' funding model, preparing innovation policies for the new term of office and development aims for the national areas in 2011–2015 were published.

Communication for the residents and the international media

Providing information on decision-making and matters under preparation has been improved with the implementation of the new Ahjo case management system. The City Hall genuinely became a meeting place for residents, once the general consultation services were expanded to include immigrants as well.

Preparing for the World Design Capital Helsinki 2012 year, Helsinki attracted a lot of interest from the international media. Furthermore, Helsinki's strong role as a city of

music and culture featured in the international media, especially with the opening of Helsinki Music Centre. The weather conditions of the winter brought many foreign television companies to Helsinki to film the winter upkeep of the streets and the snow-ploughing. A report on founding a Guggenheim Museum in Finland at the behest of the Guggenheim Foundation, created interest in foreign as well as national media.

International Helsinki

Helsinki is participating actively in implementing the EU Baltic Sea strategy. The project supporting the Rail Baltica railway connection was initiated in Helsinki. This project is being supported by, for instance, H-T TransPlan, the traffic system development project in the Helsinki and Tallinn metropolitan areas. The Baltic Sea challenge was also an integral part of the international operations.

Based on the cooperation agreement between St Petersburg and Helsinki, it was Helsinki's turn to organise an event in St Petersburg. This year also saw the first participation of companies based at the Helsinki Centre in St Petersburg. The establishment of an international cooperation network was also continued as part of World Design Capital Helsinki 2012. To honour the official visits of Croatia and New Zealand, stately lunches were held at the City Hall. ■

MARI HOHTARI



**Deputy Mayor
Pekka Sauri**

- City Transport
- Construction Services
- Environment Centre
- Fire and Rescue Department
- Helsinki Wholesale Market
- Palmia
- Public Works Department
- Procurement Centre

Key figures

Operating income, EUR million	684.4
Operating expenses, EUR million	912.1
Operating expenses/inhabitant, EUR	1,530
Investments, EUR million	195.4
Personnel	6,754
Of the entire personnel, %	17.1

Environmental matters in focus

The Environment Centre moved to new premises in Viikki. The new ecological building is the most energy-efficient office building in Finland. The building uses renewable forms of energy and comprehensively takes eco-friendliness into account.

The first real year of operation of the environmental information service Ilmastoinfo, focusing on consulting residents and small- and medium-sized enterprises on environmental matters, was launched, and will continue until the end of 2012 coordinated by the Helsinki Environment Centre.

The EcoCompass environmental system was honoured at the first Finnish exhibition on the theme of business responsibility as the most noteworthy solution at the event. The service offers small enterprises in the metropolitan area a systematic way to manage environmental matters. The joint system of the Environment Centre and Ilmastoinfo is part of the Nordic cooperation network.

In the spring, the mayors of Helsinki, Espoo, Tampere, Vantaa, Turku and Oulu and the Finnish Innovation Fund Sitra founded a mayors' environmental network, and the ecological support activities of the city organisation have been strengthened. As many as 882 ecological support persons have already been trained for various agencies and affiliates.

Challenges in maintenance and construction

The start of the year was exceptionally snowy. Special measures, such as

removing snow from the city centre, were underway during the entire beginning of the year. Approximately 320,000 truckloads of snow were transported from the streets, while the normal amount is about 40,000 truckloads. There were 24 landfill sites for snow. Snow ploughing was made more efficient by informing drivers about open landfill sites by SMS. The usability of snow-blower equipment in snow removal was also tested.

The winter maintenance budget of the Public Works Department was exceeded by about EUR 14 million. For the Stara construction service, the snowy winter brought additional expenditure, but also additional proceeds. The additional proceeds were created thanks to the weather at the end of the year too, when construction and greenery planting could be continued longer than anticipated in the autumn. The workloads of building projects and machine workshops increased.

The total volume of construction management, EUR 224.4 million, was nearly 17% more than in 2010. The proportion of the Premises Centre, 46%, remained at the previous year's level, and the Premises Centre remained the biggest customer of the Public Works Department in terms of construction management. The proportion of other departments and city companies increased to 28%.

Street repair and building

New streets were built in, for instance, Jätkäsaari, the Pasila engineering works area and Ilmala. Streets were

RHINO CEROS OY



also built in northern Kyläsaari, Sörnäistenniemi and in the planned area of the Kalasatama centre. Street renovation work was done in the City Hall area, and on Ruoholahdenkatu Street. The most significant work on pedestrian and cycle paths were the Mannerheimintie Street cycle path between Pohjoisesplanadi and Kaivokatu and the Sahaajankatu cycle path. The city's main pedestrian and cycle path network was also repaired. The building of the Aurorasilta bridge crossing Nordenskiöldinkatu was started. The international design competition for the Kruunusillat (Crown Bridges) public transport bridge was entered by 50 designers or designer groups, from which the participants of the actual competition will be chosen.

Parks for new areas

Parks completed in new construction areas are Agrokseenmäki, Eläinlääkäripuisto and Strömsinlahdenpuisto as well as the Virvapuisto dog pen for the use of guide dogs. A new spruce fence was built in Rastila. Renovation work was done in Katri Vala Park, Kauppalanpuisto, Kustaa Aadolf Park and Tullisaarenpuisto. A temporary park was completed next to the Music Centre. In Eiranranta, Meripuisto, Fredrik Stjernvall Park and park-like parking areas acting as winter storage for boats were completed. A dog park was completed in Jätkäsaari.

The renovation of the Erottaja rescue station was started in the beginning of the year. A new station at Jätkäsaari was put into service in February.

An agreement on new trams

The Helsinki City Transport (HKL) made an agreement on the delivery of new low-floor trams in March. The first prototype trams will be ready for use in 2013, and the actual deliveries will begin at the end of 2015.

The Helsinki metro automation project is at risk of delay. However, the aim is to secure a sufficient completion schedule for the automation process, so that the start of the operation of the Western Metro will not be delayed.

The renovation of Kulosaari Metro Station was completed. The renovation of the long escalator at the southern end of Hakaniemi Metro Station was started. The renovation of the metro depot continued. The Herttoniemi Control Centre building was completed, with the exception of indoor work and cabling.

Revitalisation of Tukkutori (Wholesale Market)

The operation of Tukkutori was expanded, when the management, development and customer relations of the market halls and market squares were transferred to the Wholesale Market. The Wholesale Market also started coordinating the development options of the city's food culture. The development of the retail trade in the old slaughterhouse area called Teurastamo (slaughterhouse) proceeded to choosing the first operators. The event venue of Teurastamo will be the main stage for food and design events during the design capital year. The plans for the new freezing plant proceeded to the competition stage.

The city food culture strategy programme could be seen in the operation of Palmia public utility, for instance in differently-themed food weeks. Palmia's turnover grew from the previous year, and economic targets were exceeded. Customer satisfaction was also better than targeted. Together with the Economic and Planning Centre of the City of Helsinki, Palmia will clarify the administrative model options as municipal enterprise legislation is renewed.

The city's procurement strategy accepted

The Procurement Centre continued the preparation of the procurement strategy, which is a part of the city's strategy programme, as well as the planning of measures. The City Board accepted the procurement strategy. The Procurement Centre participated in the development of the electronic procurement systems by taking part in the KuntalIT project, which is promoting the adaptation of

ESKO JÄMSÄ



the municipalities' electronic system of invitations to tender.

New statutes

Food legislation was renewed on 1 September, 2011. The advance approval of food premises required by the Food Act was removed and replaced with a bureaucratically lighter notification procedure. The renewed Rescue Act became effective on 1 July, 2011. As a result, the Rescue Department started monitoring the number of erroneous calls to the fire brigade.

Parties and events

The Helsinki City Rescue Department celebrated its 150th anniversary. The motto of the party was "For you," and the theme was the bringing of the Rescue Department's operations closer to the residents in a positive sense. The activities of the anniversary year included spreading information on safety and building a safer tomorrow together with all residents. The Rescue Department introduced itself at several public events, for instance in the Suuri palokuntapäivä (The Big Fire Department Day) event at Narinkkatori square.

The 40th anniversary year of parking control was celebrated with personnel and interest group events and the Carless Day, and by keeping the theme visible throughout the year. ■



**Deputy Mayor
Tuula Haatainen**

- General and vocational education and training
- Adult education services
- City library services
- City Museum
- Helsinki Art Museum
- Helsinki Zoo
- Cultural affairs
- Helsinki Philharmonic Orchestra
- Sports
- Youth activities
- Personnel policy
- Urban Facts

Key figures

Operating income, EUR million	80.9
Operating expenses, EUR million	902.2
Operating expenses/inhabitant, EUR	1,514
Investments, EUR million	34.7
Personnel	8,836
Of the entire personnel, %	22.4

The library

The Helsinki Central Library project took huge steps forward, when it was decided to arrange an international two-stage architectural competition for the design of the library. The lending and visitor numbers of the city library increased: 9.5 million lendings and 6.8 visits were registered. The Käpylä Library facilities were renovated, and the Myllypuro newspaper room was transformed into the Myllypuro Media Library.

Power to the youth

Ruuti, a channel for young people to be heard and exert influence, was started with the RuutiExpo event. Ruuti gives young people a chance to influence not only by traditional means but also through culture and art. The aim is to create channels for young people to negotiate issues important to them with the city’s decision-makers. Ruuti is run by the city’s Youth Department together with the Education Department.

The Youth Department also coordinates the national online youth work development centre, Verke. Verke creates, produces and develops online work and activity directed at young people. The centre also operates as an expert and support service centre.

The City Museum and Urban Facts Centre celebrate a hundred years

The Helsinki City Museum celebrated its 100th anniversary by organizing

an open celebration on Sofiankatu Street and by taking the Picture Paths photography exhibition, mounted on electricity boxes in the city, to six different districts. Three of the museum’s ten branches were closed during the year. However, visitor numbers at the museum’s branches reached more than 200,000.

To honour the anniversary year, the Urban Facts Centre organised an international anniversary seminar and an exhibition called “100 years of Urban Facts” in the lobby of the City Hall. A public online information service on the Helsinki region was opened. An online survey was conducted on young people’s free time and hobbies, and the results were published online.

Art Museum

The Tennis Palace exhibitions “Akseli Gallen-Kallela” and “The Power of Color – Works from the Collections of the State Tretyakov Gallery” were both successful. The Art Museum also featured photographs by Hannes Heikura and paintings by Anna Tuori. The principles of the public art acquisitions, the so-called percentage money projects, were redeveloped. In future, these projects will be carried out in new buildings at building project areas as well as at significant infill development sites. The Art Museum organised discussions on the concept and development reports ordered by the Guggenheim Foundation. The report was published in January 2012.



Education Department

The Swedish-speaking day-care was transferred from the Social Services Department to the Education Department, and approximately 350 employees were moved to the Swedish-speaking day-care and education section of the Education Department. Comprehensive schools were merged in Laajasalo, Metsola and Meilahti. The coordination of the 'searching youth work programme' was started in the Education Department. This programme aims at preventing the social exclusion of youth. The campus system of the upper secondary schools and the reorganization of vocational education were prepared.

The city's new cultural strategy

The City Council approved the city's new cultural strategy for 2012–2017. The central definition of the strategy is the reinforcement of cultural services for children, young people and senior citizens. Producing cultural services in new areas by developing the aid system together with the cultural field is seen as a central aim.

The Vuotalo building in Vuosaari celebrated its 10-year anniversary. The cultural centre started a cultural programme for the elderly.

Records in indoor exercise

The visitor numbers to the city's indoor exercise facilities reached a new high of more than 3.2 million. Outdoor exercise facilities were used nearly 5 million times. The public skating event held at the Olympic Stadium in February, the Your Move youth event held in June and the Olympic-class European sailing championships in June added to the joy of sports experiences in Helsinki.

Language courses for immigrants at the Adult education centre

The Finnish Adult education centre prepared a new immigrant programme and gave more than 7,300 hours of Finnish language teaching. The Swedish-speaking adult education centre worked on the Swedish

PERTTI IMSONEN



"Involved in Finland" project in the metropolitan area, which offered Swedish language teaching for foreigners living in Finland.

The Helsinki Music Centre gets an orchestra

The opening of the new home of the Helsinki Philharmonic Orchestra, the Helsinki Music Centre, was held at the beginning of September. The feedback from the international experts and media on the centre and its acoustics was very positive. During the autumn season, an unparalleled 94.3 percent of seats at the Music Centre concerts were filled.

Helsinki Zoo

The Helsinki Zoo in Korkeasaari was given a new general plan for 2012–2022. The plan is aiming at a package taking in the zoo and exhibitions focusing on the Baltic Sea and nature. The aim is to integrate the zoo more closely into the city structure and the public transportation network.

Personnel Centre, occupational health and the Oiva Academy

The availability of personnel was improved systematically. Groups especially targeted were medical

doctors, nurses and building engineers. The city offered salary-supported work and practical training as well as work coaching for nearly 2,000 people. Apprenticeship and recruiting training was also organized. Helsinki weighting was added to more than 800 people's salary expenses. This supports the employment of long-term unemployed people at associations, companies and foundations.

The amount of foreign-language personnel increased. Foreign-language parents who have children at home were given Finnish and Swedish language teaching. Childcare was given alongside the teaching.

At the Helsinki Occupational Health Centre, the physical examinations of a sustainable working career were developed and put into operation. These examinations are deployed to forecast and identify working ability risks and prevent sick leaves.

Managerial work was supported by introducing the ABC online material. Office and department heads participated in the training programme organised by the Oiva Academy. The aim was to create new methods that can also be used in other service chains that require the cooperation of several agencies. ■



**Deputy Mayor
Hannu Penttilä**

- Urban and traffic planning
- Land purchases and transfers
- Real-estate management
- Municipal housing
 - production and repair
- Building regulation

Key figures

Operating income, EUR million	606.8
Operating expenses, EUR million	262.2
Operating expenses/inhabitant, EUR	440
Investments, EUR million	302.9
Personnel	939
Of the entire personnel, %	2.4

Planning of new areas

The planning of the former port areas in Helsinki for new use was continued. The City Council accepted planning areas in such places as Kruunuvuorenranta, where the Borgströminmäki planning was executed in partnership with a private company. An international competition was launched for the Kruunuvuorenranta light art project and the public transport bridge.

SRV Yhtiöt Oyj was chosen as the constructor for Kalasatama. A planning proposal was completed for the centre, which enables the building of a commercial centre and eight 20-33-storey towers.

The first stage of the planning and construction competition of the Keski-Pasila city centre quarter was finished. The City of Helsinki and Senaatti-kiinteistöt chose three candidates to advance into the competition negotiations.

A report and principles were compiled for the construction of high buildings in Helsinki. The general plans of the City Rail Loop and its environmental impact were completed. With the first 'bicycle pockets' introduced in Helsinki, the cycling conditions in the city centre improved.

Protection of precious environments

An international Kirjava Satama (Multicolour Harbour) competition was

organised for the planning of the South Harbour area for the use of residents. More than 200 entries were received. Unioninkatu Street, along with its events and development projects, was chosen as one of the World Design Capital 2012 projects.

A planning proposal was compiled for the renewal of the Forum shopping centre. Planning proposals for the renewals of the Herttoniemi and Kontula metro station surroundings were also completed.

Planning proposals emphasising conservation were completed for the Lapinlahti hospital area, the Tuomarinkylä mansion area and the central Torpparinmäki area.

New ideas for land use from regionalisation

The preliminary draft for the joint Östersundom master plan was completed as cooperation between Helsinki, Vantaa and Sipoo. The views of the residents of the area were heard in the preparation stage of the draft. Apartments for 65,000-70,000 residents along a railway line are being planned in the area, and the aim is to conserve the area for recreational use.

The Rajaton metropoli (Unlimited Metropolis) theme examined the common development of land use, living and transport in the greater Helsinki region using the MAL network. The City Council accepted town



plans which include 200,000 km² of new residential floor space. The City Planning Board accepted plan proposals for a total of approx. 211,000 m² of residential area and 115,000 m² of commercial space.

City development speeded up

Helsinki granted an unprecedented 282,800 m² of building permits for residential lots, 90% of which were transferred through rental and the rest by sale. The amount is nearly double that of 2010. New plot reservations were made for the construction of approximately 4,000 residences. The city rented and sold plots in, among others, Jätkäsaari, Kalasatama, Arabianranta, Haaga, Viikinmäki, Viikki, Ormuspelto, Alppikylä, Myllypuro and Vuosaari. The city's land sale proceeds were EUR 34.6 million.

A 30,000 km² area was reserved in Jätkäsaari, which will be used for constructing the biggest timber construction district in Finland. A planning competition will be arranged together with the constructors of the district. In Konala, plots were reserved for building and presenting Helsinki family houses. The Helsinki family house is a modern-day equivalent of the rintamamiestalo, a common wooden house type in Finland after the wars in the 1950s.

Commercial construction was still strong; building rights were granted for a total of 104,200 km² of commercial construction. Commercial plots were rented in Salmisaari, Käpylä and Ruskeasu. Helsinki bought 63 hectares of land in the Östersundom area.

Increase in renovation construction

The City Premises Centre executed more renovation projects than in any previous year of operation. In renovation construction, the focus was on moisture damage and indoor air repairs. Among the most significant renovation targets were school buildings, of which there are many in Helsinki and of which many will require renovation at the same time.

VLADIMIR POHTOKARI



The renovation work in the Kiseleff and Sunni houses in the city centre Tori Quarters was completed. In total, the city spent EUR 143 million on all renovations, including the renovation in the Tori Quarters buildings.

High-quality rental housing

The Helsinki Housing Production Department's right of occupancy and rental apartment buildings built in Arabianranta received the 2011 Betonijulkisivu architectural prize.

The city decided to build 1,075 apartments itself. This is 276 apartments more than in the previous year, and the overall target of the Land Use and Living Programme for the city's apartment production was almost reached. 581 of the apartments were interest subsidy rental apartments, 287 were Hitas owner-occupied residences, 187 right-of-occupancy residences and 20 were non-subsidised owner-occupied residences not subject to Hitas regulation. Renovations were started in 406 city apartments.

The building of the first of the city's own building projects was started in Kalasatama and Jätkäsaari. The first part started in Kalasatama is a pedestrian precinct, and no parking spaces will be reserved for the residents. Other quality factors and the promotion of walking and cycling have been the focus of planning.

The 21 state-subsidised rental housing companies were integrated as part of Helsingin kaupungin asunnot Oy. Since the beginning of 2012, it has owned the city's 43,000 ARAVA rental apartments and rents apartments to more than 80,000 tenants. These 21 district companies are responsible for the management of the houses. Through the change, rental housing is more available in all parts of the city. In choosing the tenants, the focus will be on maintaining the diversity and balance of the areas.

A record result in building permits

The target for residential building was achieved. In total, building permits were granted for 5,046 apartments. This also includes permits for the change of the purpose.

The fire safety regulations of buildings were redesigned. The redesign enables the building of block-type timber construction. New energy regulations for new buildings were accepted. These regulations pay attention to overall energy consideration and to the energy factors of buildings. The change is significant and follows the pan-European trend.

The supervision of building will be kept regional with cooperation between Helsinki, Espoo, Vantaa and Kauniainen. ■



**Deputy Mayor
Laura Rätty**

Social Affairs

- Children's day care
- Social welfare services
- Services for the elderly and the handicapped
- Immigration affairs

Public Health Care

- Municipal health services
- Municipal hospital services

Key figures

Operating income, EUR million	285.1
Operating expenses, EUR million	2,303.6
Operating expenses/inhabitant, EUR	3,865
Investments, EUR million	12.9
Personnel	20,635
Of the entire personnel, %	52.3

More children into day-care

Day-care services now serve approximately 21,000 children, which is 700 more than a year ago. Compared to the previous year, 300 more children received private day-care allowance. Altogether, 6.3 percent of all children under school age receive private day-care allowance. Ten service providers were granted start-up support for founding a new day-care centre or expanding an existing one. At the play parks, transferred to the area of responsibility of day-care, open operation continued and children's club activities increased.

Child placement into family care

Family care was systematically expanded. The amount of care increased by 10,125 days, and the percentage of family care by 2.5 percent. The percentage of family care days of all foster care days in the year was 48.3 percent (45.8 percent in 2010). Foster care was sought for all children under 12 years old needing placement, primarily in family care. The parenthood evaluation model developed in crisis family work was put into operation. Non-institutional care services were improved, and family care was considered the primary form of foster care. Children needing strong and rehabilitative care were cared for in institutions.

The health card the quality innovation of the year

The Helsinki Health Centre's electronic health card won the Innovation of the Year award presented by Excellence Finland under the section "Public sector and non-profit units". The experiment consisted of an online health check, a health survey and health training. The service was well-suited to supporting self-care by residents. The health check helped to find people with a heightened risk of diabetes or cardiovascular disease.

The electronic health card was developed as part of the Healthy City District programme, which was a joint programme of operators in the public, private and third sectors as well as residents. Other services of the Healthy City District programme included HealthStand, opened in the Itäkeskus shopping centre and Liisu, a mobile oral health care unit.

Freedom of choice for residents

The new Health Care Act became effective on 1 May, 2011. With it, the residents of Helsinki have been able to choose which health care station or maternity clinic they want to use. In addition to health stations, the residents can choose the personal doctor-nurse team that is responsible for their care, and the health nurse in the maternity and child health clinic. Most of the residents, however, have remained clients of their own closest health care stations. Less than three percent of people have changed their health care station.



Duuri boosts youth services

The employment services centre Duuri organised rehabilitative work activities for more than 1,200 unemployed people. The operation models of Duuri and the social stations will be developed in a more client-oriented direction. Services for young unemployed people will be especially improved. Under 25-year-olds were offered personal meetings instead of group sessions at the beginning of their enrolment.

About 200 customers were in supported employment. About 130 of these had employment contracts. Some 60 percent of the customers were developmentally challenged, and 40 percent had an autism disorder, ADHD or dysphasia and ADHD. Preparatory work service was especially offered for customers with autism as well as young people with developmental or learning disabilities.

Help and support close to residents

The Healthy Helsinki project working towards preventing the social exclusion of youth and reducing health differences between different social groups, tried new health services which were brought close to the people who need help. Psychiatric nurses visited vocational schools to support students who were about to drop out. Addiction specialists strengthened the Haartman and Maria hospitals' ability to deal with the hazardous use of intoxicants. Young people in danger of social exclusion or those already excluded were helped as part of the Helsinki Deaconess Institute's Vamos project by opening a psychiatric nurse's and a doctor's reception at the Youth Activity Centre.

To support the health stations' personal nurse-doctor teams, drug and alcohol abuse workers and social services counsellors were hired. The new operation model was developed as part of the Helsinki Social Services Department and Health Centre's Health Station as a Municipal Resident's User Interface project.

The views of family members heard at services for the elderly

The results of the family member survey conducted at services for the elderly were received in early 2011. A survey on this scale was conducted for the first time to include family members of those in 24-hour care at the city's and privately operated service units as well as those getting family care allowance and other family members engaged in family care. The survey was sent to 5,842 family members, and was completed by 3,464 family members. About half of the family members of those in service housing and homes for the elderly and a third of the family carers gave the services an excellent grade. Based on the results, improving the service guidance, different support activities for carers, the carers' participation in their family members' everyday activities and the planning of the caring and providing information about the services were areas requiring improvement.

Services with the service voucher

The Social Services Department tested the use of service vouchers in home services for families with children, personal assistance for the disabled, service housing for those under 65 regulated by the Social Welfare Act, service housing regulated by the Disability Services Act, children's club activities, daytime activities for the elderly and the substitution of family carers. The tests are being systematically followed, and the preliminary results have been encouraging.

The Health Centre started testing the use of the service vouchers in oral health care, colonoscopies and medical rehabilitation psychotherapy. Service providers signed up in great numbers, and by the end of the year, they had been used by more than 8,000 patients. In future, it will be important to make the service voucher system electronic, to make it easier for the service providers and personnel.

KIMMO BRANDT



Social and health care services to be merged

On 30 November, 2011, the City Council decided that the Social Welfare Board (with the exception of Finnish-speaking day-care) and the Health Committee will be merged on 1 January, 2013. The two will form the Social Welfare and Health Committee. A separate committee will be formed for Finnish-speaking day-care services. The departmental organisation will be changed accordingly, so that the Social Services Department (with the exception of Finnish-speaking day-care) and the Health Centre will be merged from the beginning of 2013. A separate department will be formed for children's Finnish-speaking day-care services.

In its decision, the City Council defined the starting points for future preparations. They are client and patient orientation, fluently-operating treatment chains, the central role of personnel in planning and implementation, avoiding new administrative levels and taking Swedish-speaking services into account.

The preparations for the new organisation were started immediately after the City Council's decision. The City Board formed a supervisory group consisting of the political parties represented on the City Board as well as the chairpersons and vice-chairpersons of the Social Welfare Board and the Health Committee. A team guiding the reorganization was formed from the management of the central agencies and representatives of staff organisations. Two departmental heads from both agencies were reassigned to carry out preparations for the reform. ■

Composition of the result for the financial year

The result of the 2011 financial year was EUR 255 million, and the surplus was EUR 280.2 million. The surplus was created by the revenue being bigger than expected.

The 2011 profit and loss account is not comparable to that of 2010, because it includes the entries for 2010.

The transfer of Helsingin Vesi operations to Helsinki Region Environmental Services Authority has been entered in extraordinary items and appropriations. The effect of the entries on the result for the 2010 accounting period was approximately EUR 549.1 million, and the effect of the surplus approximately EUR 578.8 million.

In 2011, the city's operational expenses increased by approximately 3.1%, and operational revenue by 3.9%. Excluding the public utilities, funds and the reviewing of net budgeted

construction services, the comparable operational expenses increased by 2.5%, and operational revenue by 3%.

The ratio of operating revenue to operating expenses has declined every year from 43% in 2007 to 40.1% in 2010. In 2011, the percentage of operational revenue in operational expenses increased to 40.4%.

The tax revenue accrued was EUR 233.5 million (9.3%) higher than in 2010. The municipal tax accrued was EUR 153.8 million (7.5%), corporation tax EUR 77.8 million (30.2%) and real estate tax EUR 2 million (1.1%) higher than in the previous year. The increase of the municipal tax revenue was influenced by the 1 percent increase in the tax rate for 2011. About three quarters of the increase of the municipal tax revenue was because of the increase in the tax rate.

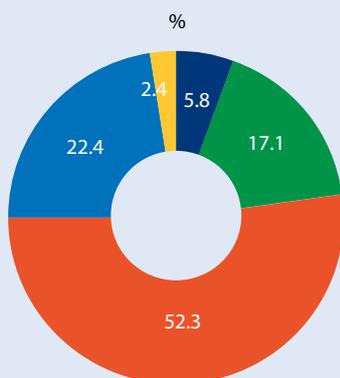
The annual margin was EUR 574.3 million. The annual margin indicates

the amount of internal financing available for investments, capital expenditure and loan amortisation. The basic assumption is that municipal internal financing is sufficient if it covers depreciation.

The annual margin of the financial year did cover depreciation and about 85% of the net investments. Excluding public utilities and funds, the annual margin was EUR 249.5 million and covered about 98% of depreciation. A lot of investments in the city's basic service production had to be covered through loans as well as income transferred from Helsinki Energia's result.

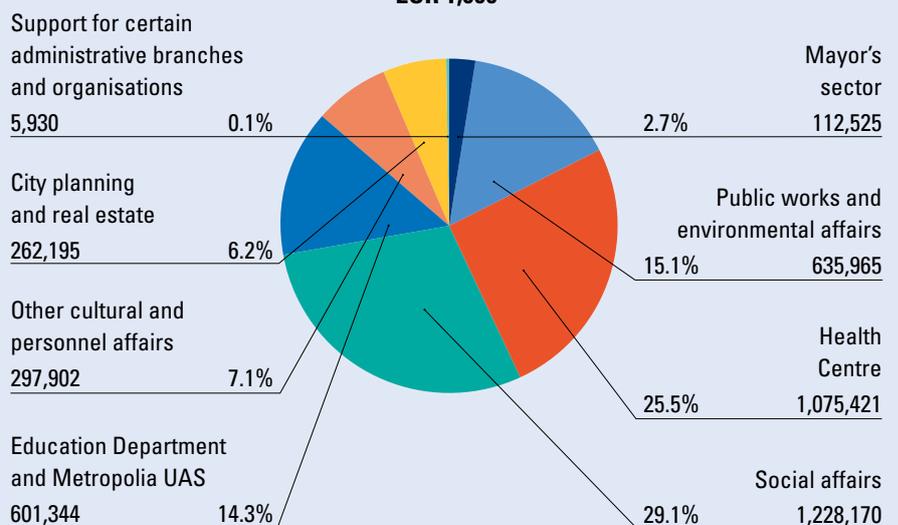
The balance of the city's economy has been based on Helsinki Energia's good result. In 2011, EUR 200 million was transferred from Helsinki Energia's previous financial years and used to fund the city's basic service production.

Personnel by sector 2011



Mayor's sector	5.8
Public works and environmental affairs	17.1
Social affairs and public health	52.3
Cultural and education	22.4
City planning and real estate	2.4
Total	39,438

Operating expenses by sector in 2011*
EUR 1,000



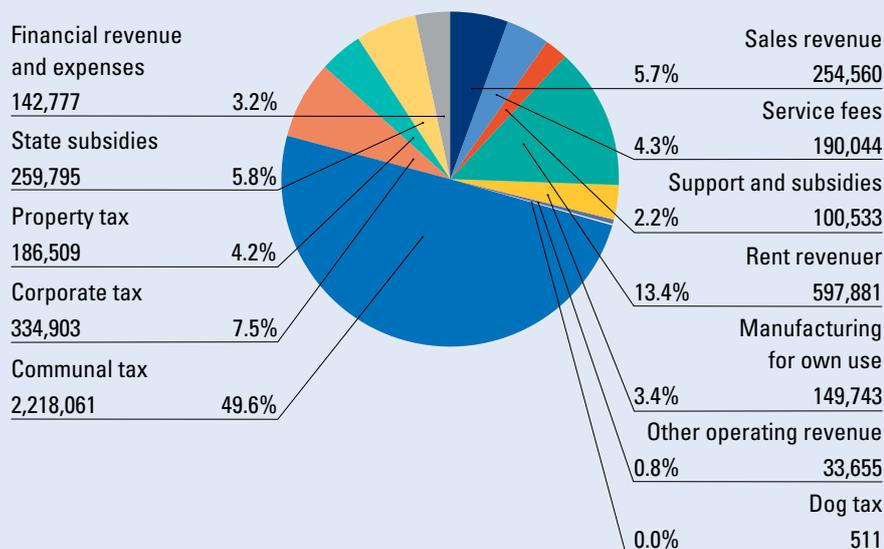
Total EUR 4,219,452

* Excluding public enterprises and funds operating under independent balance sheets.

2011 FINANCIAL STATEMENTS KEY FIGURES

Profit and loss statement key figures	Group		City	
	2011	2010	2011	2010
Share of operating revenue from operating expenses, %	57.7	57.1	40.4	40.1
Annual margin, million euros	823.1	648.9	574.3	388.0
Annual margin, % of depreciation	148.9	126.7	158.7	114.6
Annual margin, euros/inhabitant	1,381	1,102	963	659
Annual margin excl. public enterprises, million euros	249.5	67.2
Annual margin excl. public enterprises, % of depreciation	98.4	29
Annual margin excl. public enterprises, euros/inhabitant	419	114
Funds statement key figures	2011	2010	2011	2010
Internal financing of investments, %	76.2	41.5	85.1	44.8
Internal financing of investments, % excl. public enterprises	51.0	9.3
Internal financing of capital expenditure, %	64.5	31.7	76.2	23.8
Debt coverage ratio	2.5	2.0	4.2	4.7
Cash sufficiency, days	59	50	58	45
Balance sheet key figures	2011	2010	2011	2010
Gearing ratio, %	59.4	58.8	75.9	75.1
Relative indebtedness, %	87.9	90.3	42.3	42.8
Loan portfolio, 31 December, million euros	4,200	4,072	1,286	1,171
Loans, euros/inhabitant	7,046	6,917	2,157	1,989
Loan receivables, 31 December, million euros	623	676	1,633	1,648
Group loan receivables, 31 December, euros/inhabitant	1,045	1,148
Inhabitants 31 December	596,081	588,600	596,081	588,600

Operating income, tax and state subsidy income, net financial income 2011* EUR 1,000



Total EUR 4,468,973

* Excluding public enterprises and funds operating under independent balance sheets

CALCULATION FORMULAE FOR 2011 FINANCIAL STATEMENTS FIGURES

Operating revenue/Operating expenses = 100 x Operating revenue / Operating expenses – Manufacturing for own use.

Gearing ratio, % = 100 x (Equity + Depreciation difference + Voluntary reserves) / (Balance sheet total – Advances received).

Annual margin / Depreciation, % = 100 x Annual margin / Depreciation.

Financial assets, euros/inhabitant = (Receivables + Marketable securities + Cash and bank receivables – Liabilities + Advances received) / number of inhabitants, 31 Dec.

Relative indebtedness, % = (Liabilities – Advances received) / (Operating revenue + Tax income + State subsidies).

Loan portfolio 31 December (MEUR) = Liabilities – (Advances received + Accounts payable + Deferred liabilities + Other liabilities).

Debt coverage ratio = (Annual margin + Interest expenses) / (Interest expenses + Loan amortisations).

Internal financing of investments, % 100 x Annual margin / Original acquisition costs of investments.

Loan receivables 31 Dec = Bond receivables and other loan receivables entered as investments.

Processing the results of the financial year

The result for the financial year before adjustments to reserves and funds was EUR 254,964,607.34. The result also includes the results of public utilities and funds treated as independent balance sheets, which are processed in their respective financial statements.

The City Board proposes that the result for the financial year be processed as follows:

- As proposed by the Helsinki Energy Board of Directors, the Helsinki Energy surplus of EUR 196,827,183.29 will be transferred to the Helsinki Energy balance sheet as equity.
- As proposed by the Port of Helsinki Board of Directors, the Port of Helsinki surplus of EUR 21,133,153.39 for the financial year will be transferred to the Port of Helsinki balance sheet as equity.
- As proposed by the Helsinki City Transport (HKL) Board of Directors, the Helsinki City Transport surplus of EUR 1,770,449.43 for the financial year will be transferred to the Helsinki City Transport balance sheet as equity.
- As proposed by the Palmia Board of Directors, the Palmia surplus of EUR 5,990,003.96 for the financial year will be transferred to the Palmia balance sheet as equity.
- As proposed by the Financial Management Services (Talpa) Board of Directors, the Talpa surplus of EUR 694,781.74 will be transferred to the Talpa balance sheet as equity.
- As proposed by the Oiva Akatemia (public utility for personnel development services) Board of Directors, the Oiva Akatemia deficit of EUR -13,026.50 will be transferred to the Oiva Akatemia balance sheet as equity.



- The Housing Fund surplus of EUR 372,931.90, Housing Production Fund surplus of EUR 2,628,933.97, Sports and Recreation Fund surplus of EUR 474,022.19, Insurance Fund surplus of EUR 361,713.61 and Innovation Fund deficit of EUR -4,585,316.58 will be transferred to the balance sheet as fund capital in accordance with the respective fund regulations.

The City Board also proposes that the financial year results for other operations be processed as follows:

- The EUR 11,095,457.86 investments in the Kamppi-Töölölahti area will be recognised as income from the Kamppi-Töölölahti Area Investment Fund.
- As proposed by the Housing Production Commission, EUR 152,500 will be transferred from the Housing Production Department profits for the financial period to the Housing Production Fund.
- EUR 3,778,147.35, an amount equivalent to the actual expenditure, will be recognised as income from the Suburban Fund.
- The depreciation difference of EUR 840,939.63 resulting from the investment reserve for the renovation of the city office building in Kallio will be recognised as income.
- It is proposed that the surplus of EUR 53,833,432.85 for other operations after reserve and fund entries be entered in the City of Helsinki balance sheet under equity as surplus/deficit from previous financial periods.



Financial statements 2011

CITY OF HELSINKI PROFIT AND LOSS STATEMENT

EUR million	1 Jan–31 Dec 2011	1 Jan–31 Dec 2010
Operating revenue		
Sales revenue	1,057.0	1,017.9
Fee revenue	186.3	174.8
Support and subsidies	99.7	90.4
Rent revenue	295.2	281.3
Other operating revenue	54.8	64.4
	1,693.1	1,628.8
Manufacturing for own use	159.2	151.8
Operating expenses		
Personnel expenses		
Salaries and fees	-1,352.8	-1,330.9
Personnel social expenses		
Pension expenses	-368.2	-382.6
Other personnel social expenses	-79.2	-77.2
Service purchases	-1,508.7	-1,452.4
Materials, supplies and goods	-508.4	-459.8
Subsidies	-333.0	-323.7
Rent expenses	-162.4	-152.4
Other operating expenses	-33.7	-35.2
	-4,346.5	-4,214.2
OPERATING MARGIN	-2,494.2	-2,433.6
Taxes and state subsidies		
Tax revenue	2,740.0	2,506.5
State subsidies	259.8	250.1
	2,999.8	2,756.5
Financial revenue and expenses		
Interest revenue	75.1	63.8
Other financial revenue	20.8	18.5
Interest expenses	-26.8	-16.2
Other financial expenses	-0.3	-1.1
	68.8	65.1
ANNUAL MARGIN	574.3	388.0
Depreciation and write-downs		
Planned depreciation	-361.8	-338.7
	-361.8	-338.7
Extraordinary items		
Extraordinary revenue	42.5	598.7
Extraordinary expenses	0.0	-2.6
	42.5	596.0
RESULT FOR THE FINANCIAL YEAR	255.0	645.4
Increase (-) or decrease (+) in depreciation difference	16.8	16.8
Increase (-) or decrease (+) in reserves	-7.0	24.3
Increase (-) or decrease (+) in funds	15.5	8.2
	25.3	49.3
NET PROFIT/LOSS (-) FOR THE FINANCIAL YEAR	280.2	694.6

CITY OF HELSINKI FUNDS STATEMENT

EUR million	2011	2010
OPERATING CASH FLOW		
Annual margin	574.3	388.0
Extraordinary items	42.5	596.0
Income financing adjustment items	-73.5	-618.7
	543.3	365.4
INVESTMENT CASH FLOW		
Investment expenditures	-682.8	-879.0
Financial contributions to investment expenditures	8.2	12.0
Income from sale of fixed, long-term assets	51.6	1,050.4
	-623.1	183.4
OPERATING AND INVESTMENT CASH FLOW	-79.9	548.8
FINANCING CASH FLOW		
Changes in lending		
Increases in lending	-45.3	-777.7
Decreases in lending	82.8	86.1
	37.5	-691.6
Changes in loan portfolio		
Increase in long-term loans	231.7	351.1
Decrease in long-term loans	-116.6	-70.4
	115.1	280.7
Changes in equity	11.9	0
Other changes in liquidity		
Changes in assignment assets and capital	9.5	2.0
Change in floating assets	-20.4	-6.6
Change in receivables	20.1	-57.7
Change in non-interest- bearing debts	-7.4	-39.3
	1.8	-101.6
FINANCING CASH FLOW	166.3	-512.6
CHANGE IN LIQUID ASSETS	86.4	36.2
Change in liquid assets		
Liquid assets 31 Dec	810.3	723.9
Liquid assets 1 Jan	723.9	687.7
	86.4	36.2

CITY OF HELSINKI BALANCE SHEET

ASSETS, EUR million	31 Dec 2011	31 Dec 2010
FIXED AND LONG-TERM ASSETS		
Intangible assets		
Intangible rights	37.7	65.7
Other long-term expenditures	277.1	246.7
Advance payments	0.0	0
	314.9	312.4
Tangible assets		
Land and water areas	2,860.2	2,786.0
Buildings	1,628.7	1,520.2
Fixed structures and equipment	1,993.6	1,901.9
Machinery and equipment	204.1	212.7
Other tangible assets	10.2	9.9
Advance payments and backlog	238.7	233.1
	6,935.5	6,663.8
Investments		
Shares and holdings	1,187.0	1,158.6
Bond receivables	137.5	197.5
Other loan receivables	1,495.8	1,450.7
Other receivables	0.8	23.5
	2,821.1	2,830.2
ASSIGNMENT RESERVES		
State assignments	327.8	342.2
Special margins for donation funds	4.2	4.2
Other assignment reserves	338.7	450.5
	670.7	796.8
SHORT-TERM ASSETS		
Floating assets		
Materials and supplies	88.8	72.3
Backlog	7.0	3.2
	95.8	75.4
Receivables		
Long-term receivables		
Loan receivables	0.1	0.1
Other receivables	4.2	4.6
	4.3	4.7
Short-term receivables		
Sales receivables	125.1	114.8
Loan receivables	1.2	1.2
Other receivables	40.2	63.9
Deferred assets	113.2	119.7
	279.8	299.5
Total receivables	284.1	304.2
Marketable securities		
Investment in money market instruments	719.0	613.2
	719.0	613.2
Cash and bank receivables	91.3	110.6
TOTAL ASSETS	11,932.4	11,706.6

LIABILITIES, EUR million	31 Dec 2011	31 Dec 2010
EQUITY		
Original capital	2,972.4	2,972.4
Revaluation reserve	1,825.1	1,825.8
Other own reserves	482.8	493.2
Other equity	729.0	729.0
Surplus/deficit (-) from previous financial years	2,315.0	1,613.5
Surplus/deficit (-) for the financial year	280.2	694.6
	8,604.6	8,328.6
DEPRECIATION DIFFERENCE AND VOLUNTARY RESERVES		
Depreciation difference	320.6	337.4
Voluntary reserves	110.5	103.5
	431.2	441.0
STATUTORY RESERVES		
Pension reserves	218.9	250.2
Other statutory reserves	8.5	8.7
	227.4	259.0
ASSIGNMENT CAPITAL		
State assignments	328.1	342.4
Donation fund capital	4.2	4.2
Other assignment capital	327.8	430.0
	660.1	776.6
LIABILITIES		
Long-term		
Bonds	100.0	100.0
Loans from financial and insurance institutions	1,051.2	964.9
Advances received	2.1	1.6
Subscription fees and other payables	7.4	0.2
	1,160.7	1,066.7
Short-term		
Bonds	0	20.0
Loans from financial and insurance institutions	134.6	85.9
Loans from public corporations	0	0.0
Advances received	22.6	21.8
Accounts payable	190.1	202.6
Subscription fees and other payables	80.8	97.1
Deferred liabilities	420.3	407.5
	848.4	834.8
Total liabilities	2,009.1	1,901.5
TOTAL LIABILITIES	11,932.4	11,706.6

Rückblick des Oberbürgermeisters

Das Jahr 2011 verlief abwechslungsreich und teilweise dramatisch. In verschiedenen Teilen der Welt fanden gesellschaftliche Umwälzungen statt. Diese Unruhen haben sich auch auf die Wirtschaft ausgewirkt. Die europäische Schuldenkrise und die globale wirtschaftliche Unsicherheit haben auch am Horizont von Helsinki dunkle Wolken aufziehen lassen.

Das Finanzministerium und sonstige Prognoseinstitute reduzierten im Laufe des Herbstes und des Winters ihre Wachstumsprognosen. Ein verlässliches Barometer für die Zukunftsprognose stellt gewöhnlich der Hafen von Helsinki dar, dessen Warenumsatz allerdings drei Prozent höher ausfiel als im vorherigen Jahr. Der Import wuchs um vier Prozent, das Exportwachstum betrug die Hälfte davon.

Das Geschäftsjahr fiel, was den Haushalt der Stadt angeht, allerdings besser als die Prognosen aus. Die Beschäftigungsentwicklung verlief positiver als erwartet. Die Ausgaben konnten unter Kontrolle gehalten und die Produktivität gesteigert werden. Die kommunalen Steuereinnahmen konnten nur gering erhöht werden, obwohl hier deutliche Verbesserungen angestrebt wurden. Die Einschränkung des Ausgabenwachstums ist eine Voraussetzung, um die Grundlage für einen gesunden Stadthaushalt zu schaffen. Mit einem ausgeglichenen Haushalt sichern wir unser Leistungsangebot sowie Wachstums- und Entwicklungsvoraussetzungen für die in der Stadt operierenden Unternehmen. Der Stadtrat verabschie-

dete am 30.11.2011 einen Beschluss zur Organisationserneuerung im Sozial- und Gesundheitswesens. Die Behandlungskette gestaltet sich reibungsloser und die Abwicklung erfolgt einfacher, wenn die Leistungen von einem Anbieter erbracht werden.

Vom Kapital, das bei der Helsingin Energia angehäuft wurde, konnten in den vergangenen Jahren bedeutende Summen zur Finanzierung der kommunalen Leistungen genutzt werden. Ohne diese Transfers hätte der Haushalt der Stadt auch in guten Steuereinnahmehjahren nicht ausgeglichen werden können. Der Haushalt der Stadt kann sich in den kommenden Jahren jedoch nicht mehr so wie bisher auf überschüssige Einnahmen dieses öffentlichen Unternehmens stützen.

Trotz der unsicheren Konjunktur wurden die Investitionen der Hauptstadt auf einem hohen Niveau gehalten. Sie konzentrieren sich insbesondere auf die Bebauung der Stadtteile, die durch den Hafen frei werden, auf Großprojekte des öffentlichen Verkehrs und auf die Grundsanierung von Immobilien. Im Jahre 2011 wurden in Helsinki 4.082 neue Wohnungen fertiggestellt. Ähnliche Zahlen wurden zuletzt vor zehn Jahren erreicht. Andererseits wurden zum Bau von Geschäftsräumen weniger als die Hälfte der Baugenehmigungen des vorherigen Jahrs erteilt.

Helsinki hatte am 31.12.2011 laut Vorkabinformationen 596.081 Einwohner. Dies bedeutet eine Zunahme von 6.600 Einwohnern. Die Zunahme von Einwohnern,

die eine andere Sprache als Finnisch oder Schwedisch sprechen, betrug 4.900. Der Nettozugzug betrug circa 5.000 Einwohner. Der Nettozugzug durch Ausländer, 3.400 Personen, lag fast um 1.000 Personen höher als im Vorjahr. Der Anteil der anderssprachigen Bevölkerung beträgt derzeit etwa 11,5 Prozent.

Die wirtschaftliche Stabilität der Stadt beruht auf einer vielseitigen und vitalen Arbeitsplatzstruktur. Auch inmitten schwieriger Konjunkturaussichten haben wir im Laufe des Jahres mehrere gute Nachrichten hinsichtlich der Arbeitsplätze erhalten. Mit einer aktiven Gewerbepolitik können wir sicherstellen, dass wir auch in Zukunft in der Lage sein werden, den Unternehmen ein attraktives Geschäftsumfeld zur Verfügung zu stellen.

Die Tourismus- und Kongressbranche entwickelt sich schon länger in eine positive Richtung. Die Zahl der Übernachtungen in den Beherbergungsbetrieben betrug 3.364.000 – ein Rekord. Rekordzahlen bei Reisenden erreichten auch der Flughafen Helsinki-Vantaa und der Hafen von Helsinki. Dank der Investitionen der Kongressbranche hat die Bedeutung von Helsinki als internationale Kongressstadt stark zugenommen. Die Anziehungskraft der Stadt erkennt man auch am großen Interesse der internationalen Medien. Thema waren die Schneeräumung nach der Rekordschneemenge im Spätwinter sowie das Kulturangebot der Stadt, die sich auf die Rolle als Design-Hauptstadt vorbereitet.

Zu einem wachsenden Helsinki gehören entsprechende Investitionen im Kulturbereich. Die im August eröffnete Musikhalle wurde in einer Stadt gebaut, die sich nicht nur in einer schnellen gesellschaftlichen Entwicklungsphase befindet, sondern auch zu einem international bedeutenden und vielfältigen Zentrum der kreativen Branchen aufsteigt.

In einer wachsenden Stadt ist es wichtig, dass die Einwohner die Entwicklung der Stadt, die Vorbereitung von Projekten und die Beschlussfassung beeinflussen können. Eine offene Informationspolitik und der Zugang zu Informationen über elektronische Medien nehmen dabei eine Schlüsselstellung ein. In der stadteigenen Organisation ist das neue Sachverwaltungssystem ein wichtiger Schritt in Richtung bürgernahe Demokratie, was die Beteiligung der Bürger fördert.

Schwierige Zeiten überstehen wir am besten mit vereinten Kräften. Ich möchte mich bei allen Partnern und Angestellten der Stadt für das vergangene Jahr herzlich bedanken.

Jussi Pajunen
Oberbürgermeister

KENNZAHLEN ZUM JAHRESABSCHLUSS 2011

Gewinn- und Verlustrechnung	Konzern		Stadt	
	2011	2010	2011	2010
Betriebseinkünfte/Betriebsaufwendungen, in %	57,7	57,1	40,4	40,1
Jahresdeckung, in Mio. Euro	823,1	648,9	574,3	388,0
Jahresdeckung/Abschreibungen, in %	148,9	126,7	158,7	114,6
Jahresdeckung, Euro/Einwohner	1.381	1.102	963	659
Jahresdeckung ohne Unternehmensbetriebe, Mio. Euro	249,5	67,2
Jahresdeckung ohne Unternehmensbetriebe/Abschreibungen, in %	98,4	29
Jahresdeckung ohne Unternehmensbetriebe, Euro/Einwohner	419	114
Kapitalflussrechnung	2011	2010	2011	2010
Selbstfinanzierung von Investitionen, in %	76,2	41,5	85,1	44,8
Selbstfinanzierung von Investitionen, in %, ohne Unternehmensbetriebe	51,0	9,3
Selbstfinanzierung von Kapitalaufwendungen, in %	64,5	31,7	76,2	23,8
Deckungsquote über Kreditlaufzeit	2,5	2,0	4,2	4,7
Liquidität, in Tagen	59	50	58	45
Bilanzkennzahlen	2011	2010	2011	2010
Eigenkapitalquote, in %	59,4	58,8	75,9	75,1
Relative Verschuldung, in %	87,9	90,3	42,3	42,8
Kreditbestand, 31.12., in Mio. Euro	4.200	4.072	1.286	1.171
Kredite, Euro/Einwohner	7.046	6.917	2.157	1.989
Kreditforderungen, 31.12., in Mio. Euro	623	676	1.633	1.648
Kreditforderungen des Konzerns, 31.12., Euro/Einwohner	1.045	1.148
Einwohnerzahl 31.12.	596.081	588.600	596.081	588.600

L'année 2011 a été riche en événements, et même dramatique de nombreux points de vue. Aux quatre coins du monde, on s'est mis en quête d'une nouvelle direction à prendre. Cette instabilité s'est aussi reflétée sur la vie économique. La crise européenne de la dette et l'instabilité de l'économie mondiale ont accumulé de sombres nuages dans le ciel d'Helsinki.

Le ministère des Finances ainsi que les autres instituts de prévisions économiques ont abaissé leurs estimations de croissance au cours de l'automne et de l'hiver. Helsingin Satama (Port d'Helsinki) a comme d'habitude été un bon baromètre : la quantité des transports de marchandises identifiées s'est finalement élevée de 3 % par rapport à l'année précédente. Les importations ont connu une croissance de 4 %, le chiffre correspondant aux exportations n'atteignant que la moitié de ce pourcentage.

Cette année d'activité a toutefois été pour la Ville économiquement meilleure que prévu. L'emploi s'est développé plus favorablement qu'on ne l'escomptait. Les dépenses opérationnelles ont été maîtrisées et l'efficacité a été renforcée. La croissance de l'assiette fiscale est toutefois restée modeste, bien que notre objectif fût de la renforcer. Le ralentissement de l'augmentation des dépenses est une condition préalable pour que l'économie se maintienne sur un socle durable. Une économie équilibrée permettra de garantir les services aux habitants, tout autant que des conditions favorables à la croissance et au développement pour les entreprises en activité. Le 30 novembre 2011, le Conseil municipal a voté la réforme de la réorganisation des services sociaux et sanitaires. Les chaînes de soins seront plus fluides et le traitement des affaires sera facilité lorsque les services seront assurés dans un seul et même point de service.

Pendant ces dernières années, une part importante des bénéfices accumulés par Helsingin Energia (Energie d'Helsinki) a pu être transférée annuellement pour contribuer au financement des services de la Ville. Sans ces transferts, le budget de la Ville n'aurait pu rester équilibré, même lors des années de bonnes recettes fiscales. Mais à l'avenir, le budget d'Helsinki ne pourra pas profiter autant des bénéfices réalisés par ses entreprises publiques.

Malgré une conjoncture incertaine, les investissements ont été maintenus à un niveau élevé. Ils portent principalement sur la construction des quartiers devenus libres par le déplacement des zones portuaires, sur de grands projets des transports publics et sur la rénovation des bâtiments. En 2011, 4 082 nouveaux appartements ont été construits à Helsinki. Ce même chiffre n'a été atteint qu'il y a une dizaine d'an-

nées. Par ailleurs, le nombre de permis de construire pour des bureaux a été réduit de moitié par rapport à l'année précédente.

À Helsinki on comptait, au 31 décembre 2011, 596 081 habitants. La population a augmenté d'environ 6 600 habitants. La part de la population autre que fennophone ou suédophone a augmenté de 4 900 personnes. La ville a gagné près de 5 000 habitants dont 3 400 personnes sont venues ou revenues de l'étranger (près de mille personnes de plus que l'année précédente). La part de la population parlant une autre langue (que le finnois ou le suédois) en tant que langue maternelle est à présent d'environ 11,5 %.

La pérennité de l'économie repose sur une structure des emplois polyvalente et dynamique. Malgré des perspectives de conjoncture difficiles, nous avons appris de nombreuses bonnes nouvelles concernant l'emploi. C'est une politique économique active qui nous permet de garantir aux entreprises un cadre attractif, aujourd'hui et demain.

Le développement du secteur du tourisme et des congrès se poursuit depuis longtemps de manière positive. Le nombre de nuitées dans l'hôtellerie a battu un nouveau record : 3 364 000 nuitées. Ces chiffres record ont aussi été atteints à l'Aéroport d'Helsinki-Vantaa et aux ports d'Helsinki. Grâce aux projets d'investissement du secteur des congrès, Helsinki a nettement

conforté sa place dans ce domaine. Le vif intérêt des médias internationaux témoigne également de l'attrait de la ville. Ceux-ci se sont intéressés aussi bien au déblaiement des amas record de neige dans les rues qu'à l'offre culturelle de la ville, qui se préparait à son mandat de Capitale mondiale du design.

En tant que ville en croissance, Helsinki mise beaucoup sur la culture. La Maison de la Musique, Musiikkitalo, inaugurée en août, a été érigée dans une ville qui connaît un grand changement dans les structures urbaines, et qui est aussi en train de devenir au niveau international un grand centre polyvalent de créativité.

Avec cette croissance, il est important que les habitants puissent influencer sur le développement de la ville, sur la préparation et sur la mise en œuvre des décisions. La transparence et la disponibilité des informations sur l'internet y jouent un rôle clé. Dans l'administration municipale, la mise en place du nouveau logiciel de gestion a constitué une étape importante vers une démocratie de proximité avec une forte participation des citoyens.

C'est par nos efforts en commun que nous relèverons le mieux les défis. Je souhaite adresser mes remerciements à tous nos partenaires et à tous les employés de la Ville pour l'année écoulée.

Jussi Pajunen
Maire d'Helsinki

ÉLÉMENTS COMPTABLES RELATIFS AU COMPTE DE RÉSULTAT DE L'ANNÉE 2011

Éléments comptables relatifs au compte de résultat	Groupe		Ville	
	2011	2010	2011	2010
Pourcentage des recettes et des dépenses de fonctionnement	57,7	57,1	40,4	40,1
Marge annuelle, millions d'euros	823,1	648,9	574,3	388,0
Pourcentage de la marge annuelle rapporté aux amortissements	148,9	126,7	158,7	114,6
Marge annuelle, euros par habitant	1 381	1 102	963	659
Marge annuelle sans entreprises de service public, millions d'euros	249,5	67,2
Pourcentage de la marge annuelle rapporté aux amortissements sans entreprises de service public	98,4	29
Marge annuelle sans entreprises de service public, euros par habitant	419	114
Éléments comptables relatifs du tableau de financement	2011	2010	2011	2010
Pourcentage de l'autofinancement des investissements	76,2	41,5	85,1	44,8
Pourcentage de l'autofinancement des investissements, sans entreprises de service public	51,0	9,3
Pourcentage de l'autofinancement des mises de fond	64,5	31,7	76,2	23,8
Marge de service des emprunts	2,5	2,0	4,2	4,7
Adéquation de caisse par jour	59	50	58	45
Éléments comptables du bilan	2011	2010	2011	2010
Ratio d'autofinancement, %	59,4	58,8	75,9	75,1
Endettement relatif, %	87,9	90,3	42,3	42,8
Encours de la dette au 31/12, millions d'euros	4 200	4 072	1 286	1 171
Emprunts, euros par habitant	7 046	6 917	2 157	1 989
Prêts au 31/12, millions d'euros	623	676	1 633	1 648
Prêts du groupe au 31/12, euros par habitant	1 045	1 148
Nombre d'habitants au 31/12	596 081	588 600	596 081	588 600

2011 год был богатым на события и во многих смыслах драматичным. В разных частях мира велись поиски новых направлений. Беспокойство нашло своё отражение и в экономике. Долговой европейский кризис и глобальная мировая нестабильность пригнали грозовые тучи и к горизонту города Хельсинки.

Министерство финансов и прочие экономико-аналитические институты снизили свои прогнозы роста в отношении осени и зимы. Хорошим показателем всегда был Порт города Хельсинки, объём товарных потоков в котором оказался на 3 % больше, чем в прошлом году. Импорт вырос на 4 %, аналогичный показатель для экспорта составил половину от вышеупомянутого.

Всё же отчётный период прошёл для города в экономическом плане лучше, чем прогнозировалось. Наблюдалась более положительная динамика занятости, нежели ожидалось. Функциональные расходы контролировались, производительность улучшилась. Рост муниципальной налоговой составляющей был всё же незначительным, хотя мы и поставили себе целью её укрепление. Контроль роста расходов является условием для того, чтобы экономика города оставалась на прочной основе. С помощью сбалансированной экономики мы

сможем обеспечить услуги горожанам, а также условия для роста и развития действующих в городе предприятий. Муниципальный совет принял 30.11.2011 решение о реформировании структуры отдела социальной службы и здравоохранения. Цепочка обслуживания станет более удобной, а процесс ведения дел станет быстрее, когда все услуги можно будет получать в одном месте.

Из средств, получаемых энергетической компанией Helsingin Energia, в прошлые годы в городской бюджет перечислялись значительные суммы для финансирования городских услуг. Без этих перечислений городская экономика даже в благополучные годы не была бы так сбалансирована. Экономика Хельсинки в последующие годы не сможет опираться в прежних объёмах на внеплановые поступления от коммерческого учреждения.

Несмотря на неуверенную конъюнктуру инвестиции в столице оставались на высоком уровне. Они были направлены, в основном, на застройку высвободившихся с территории порта городских кварталов, крупные проекты в сфере общественного транспорта и капитальный ремонт недвижимости. В 2011 году в Хельсинки было построено 4 082 новые квартиры. Аналогичные показатели в последний раз достигались лишь десять лет назад. С другой стороны, разрешений на строитель-

ство офисной недвижимости было выдано в половину меньше, чем в прошлом году.

В городе Хельсинки по прогнозам на 31.12.2011 проживал 596 081 житель. Население города выросло почти на 6 600 человек. Количество людей, не относящихся к финно- и шведоязычному населению, выросло на 4 900 человек. Миграционная прибыль составила около 5 000 человек. Доля иностранных мигрантов, 3 400 человек, оказалась почти на 1 000 человек больше, чем в прошлом году. Доля иноязычного населения составляет сейчас около 11,5 процентов.

Устойчивость экономики города основывается на многоплановой и прочной структуре рабочих места. Даже находясь в центре тяжёлых конъюнктурных прогнозов, мы смогли в течение года создать новые хорошие рабочие места. Благодаря проведению активной экономической политики, мы гарантируем, что и в будущем сможем предложить предприятиям привлекательную для бизнеса атмосферу.

Развитие сферы туризма и проведения мероприятий продолжалось в положительном направлении. Количество ночей, проведенных гостями города в гостиничном секторе, составило 3 364 000, что является наивысшим достижением за все времена. Прогнозы в отношении пассажиропотока были также превышены в аэропорту Хельсинки-Вантаа и в порту Хельсинки. Благодаря инвестиционным проектам в сфере проведения мероприятий имидж Хельсинки как международного центра проведения конференций существенно упрочился. О привлекательности города говорит также значительный интерес к нему международных средств массовой информации. Освещались такие вопросы, как уборка снега с улиц в рекордно снежный зимне-весенний период, а также услуги города, готовящегося стать центром мирового дизайна, в сфере культуры.

Растущий Хельсинки уделяет огромное внимание культуре. Открытый в августе Дом музыки был построен в городе, который не только находится на историческом общественно-структурном переломном этапе, но и становится значимым на международной арене многопрофильным центром творческих отраслей.

Для растущего города важно, чтобы у жителей была возможность влиять на развитие своего города, на процесс подготовки дел и на принятие решений. Открытость информации и её электронная доступность занимают в этом ключевую позицию. Новая общая система ведения дел в собственной структуре города является важным шагом по направлению к реальной демократии и усилению степени гражданского участия.

Справиться со сложностями мы сможем лучше всего общими усилиями. Я хотел бы выразить самые тёплые слова благодарности всем партнёрам и работникам города за работу в прошедшем году.

*Юсси Паюнен
мэр города*

ПОКАЗАТЕЛИ ГОДОВОГО БУХГАЛТЕРСКОГО ОТЧЕТА ЗА 2011 ГОД

Показатели по отчёту о результатах хозяйственной деятельности	Концерн		Город	
	2011	2010	2011	2010
Производительность производительных расходов, %	57,7	57,1	40,4	40,1
Годовая валовая прибыль, миллионов евро	823,1	648,9	574,3	388,0
Годовая валовая прибыль, % к расходам	148,9	126,7	158,7	114,6
Годовая валовая прибыль, евро на одного жителя	1.381	1.102	963	659
Годовая валовая прибыль без учёта коммерческих предприятий, миллионов евро	249,5	67,2
Годовая валовая прибыль без учёта коммерческих предприятий, % к расходам	98,4	29
Годовая валовая прибыль без учёта коммерческих предприятий, евро на одного жителя	419	114
Показатели расчета затрат и инвестиций	2011	2010	2011	2010
Внутреннее финансирование инвестиций, %	76,2	41,5	85,1	44,8
Внутреннее финансирование инвестиций, % без учета коммерческих предприятий	51,0	9,3
Внутреннее финансирование затрат капитала, %	64,5	31,7	76,2	23,8
Платежеспособность по кредитам	2,5	2,0	4,2	4,7
Достаточность капитала, дней	59	50	58	45
Балансовые показатели	2011	2010	2011	2010
Коэффициент собственного капитала, %	59,4	58,8	75,9	75,1
Относительная задолженность, %	87,9	90,3	42,3	42,8
Кредитный капитал на 31.12., миллионов евро	4.200	4.072	1.286	1.171
Кредиты, евро на одного жителя	7.046	6.917	2.157	1.989
Кредитные поступления на 31.12., миллионов евро	623	676	1.633	1.648
Кредитные поступления концерна на 31.12., евро на одного жителя	1.045	1.148
Количество жителей на 31.12.	596.081	588.600	596.081	588.600



HELSINKI

Founded in 1550	
The Finnish Capital since 1812	

AREA AND ENVIRONMENT

Total area	716 km ²
Land	213 km ²
Population density	
inhabitants per sq. km	2,800
Shoreline	123 km
Islands	315

MEAN TEMPERATURE 2011

whole year	7.2°C
warmest month, July	20.6°C
coldest month, February	-9.9°C

POPULATION

Total population 2011/2012	595,384
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Age groups %	
0–6	6.9
7–15	7.5
16–64	70.2
65–74	8.6
75+	6.8
Life expectancy	
men	75.5
women	82.4
Finnish nationality %	92.0
Other nationals %	8.0
Finnish-speaking %	82.5
Swedish-speaking %	6.0
Other languages %	11.5

HOUSING

Dwellings total	328,164
owner-occupied dwellings %	44.5
Housing density m ² /person	34.2
Rented dwellings owned by the city	53,000

LABOUR MARKET

Jobs	407,964
primary production (SIC A-B)	0.2 %
processing (SIC C-F)	10.7 %
services total (SIC G-S)	88.3 %
market services (SIC G-N)	54.5 %
public services (SIC O-S)	33.8 %
other or unknown (SIC T-X)	0.8 %
Number of companies	39,190
Labour force (15–74 year olds)	
employed	309,873
unemployed	22,561
participation rate, %	72.1
Degree of unemployment, %	6.8

TRANSPORT AND COMMUNICATIONS

Registered cars per 1,000 inhabitants	403
Public transport within the city, total journeys	205 M
Mobile phones per 100 inhabitants (in Finland)	166
Internet users (15–74 yr), percentage of population	89%

ENERGY AND WATER SUPPLY

Sales of electricity	7,859 GWh
Sales of district heating	7,850 GWh
Sales of water (Helsinki Metropolitan Area)	71.4 M m ³
Water consumption per capita per day (Helsinki Metropolitan Area)	240 l
Treated waste water	92.8 M m ³

HEALTH CARE

City sub-district health centres	26
City hospitals	6
Primary health care:	
primary health care visits total	4.2 M
visits to health centres, etc	3.7 M
dental care visits	0.5 M
total per inhabitant	7.1
Average number of patients in institutional care every day	
in city hospitals	1,097
in contract hospitals	71
visits per 1,000 inhabitants	2.0
Specialized medical care:	
Out-patient visits total	0.9 M
in city units	0.2 M
in contract outpatient clinics	0.7 M
total per inhabitant	1.5
Average number of patients in institutional care every day	
in city units	270
in contract hospitals	823
visits per 1,000 inhabitants	1.8

SOCIAL WELFARE

Children in daycare ¹ per 100 1–6-year-olds	65.5
Places in sheltered housing for the elderly	2,679
per 100 persons aged 75+	6.7
Places in institutional care ² per 100 persons aged 75+	5.3

¹ Includes municipal daycare centres, family centres and contract daycare centres

² Includes institutional care and long term care for the elderly

EDUCATION

Educational structure:	
% of 15-year-olds and older with	
comprehensive school certificate only	29
secondary education	33
tertiary education	38
Number of educational institutions in Helsinki:	
Universities	6
Polytechnics	5
Vocational training institutions	24
Comprehensive schools and upper secondary schools	171

CULTURE AND LEISURE

City library	
Book loans, millions	9.5
Loans per inhabitant	16
Museums	67
Recreational trails and jogging tracks, km	216
Swimming pools	13
Sport halls and gyms	32

TOURISM

Passengers (millions)	
via Helsinki-Vantaa airport	15
via the Port of Helsinki	11
via Helsinki railway station	46
Hotel guests (millions)	1.8
overnight stays, total	3.2
of which foreigners	1.7
Hotels	
rooms	8,314
beds	15,765
International conferences and events	
participants	24,170

Helsinki in Europe

Helsinki - as the capital of the country - is the centre of administrative, economic and cultural life in Finland. Helsinki with its neighbouring cities forms a metropolitan area with about 1.4 million inhabitants and more than 78,000 companies. Helsinki is the heart of one of the fastest growing metropolitan areas in the European Union.

Helsinki offers safe and pleasant surroundings in which to live and work, plus a wide range of excellent transport connections. Helsinki is also the centre of expertise of a very high standard where universities and research institutes combine cutting edge competence on an international scale to provide an innovative business environment.

Finland is a member state of the European Union since 1995 and adopted the euro in 1999.

Helsinki offers

- A high standard of living
- Exceptional high-tech resources and capabilities
- A well-educated workforce
- Good availability of efficient business services
- Top competitiveness and credibility
- Benefits of the Eurozone membership
- Excellent infrastructure, ideally placed to serve the Russian and Baltic markets

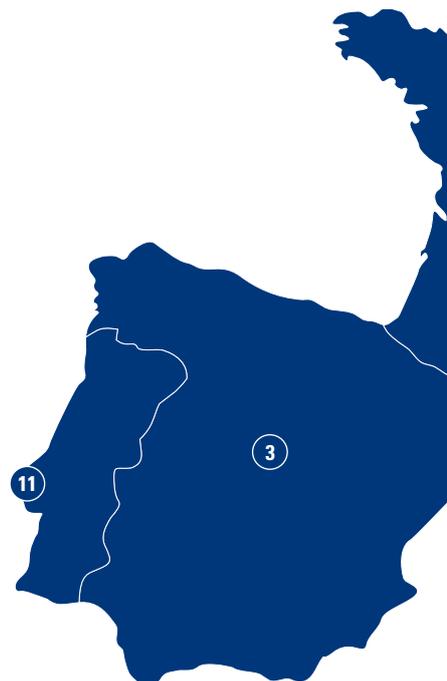
European Union in 2011

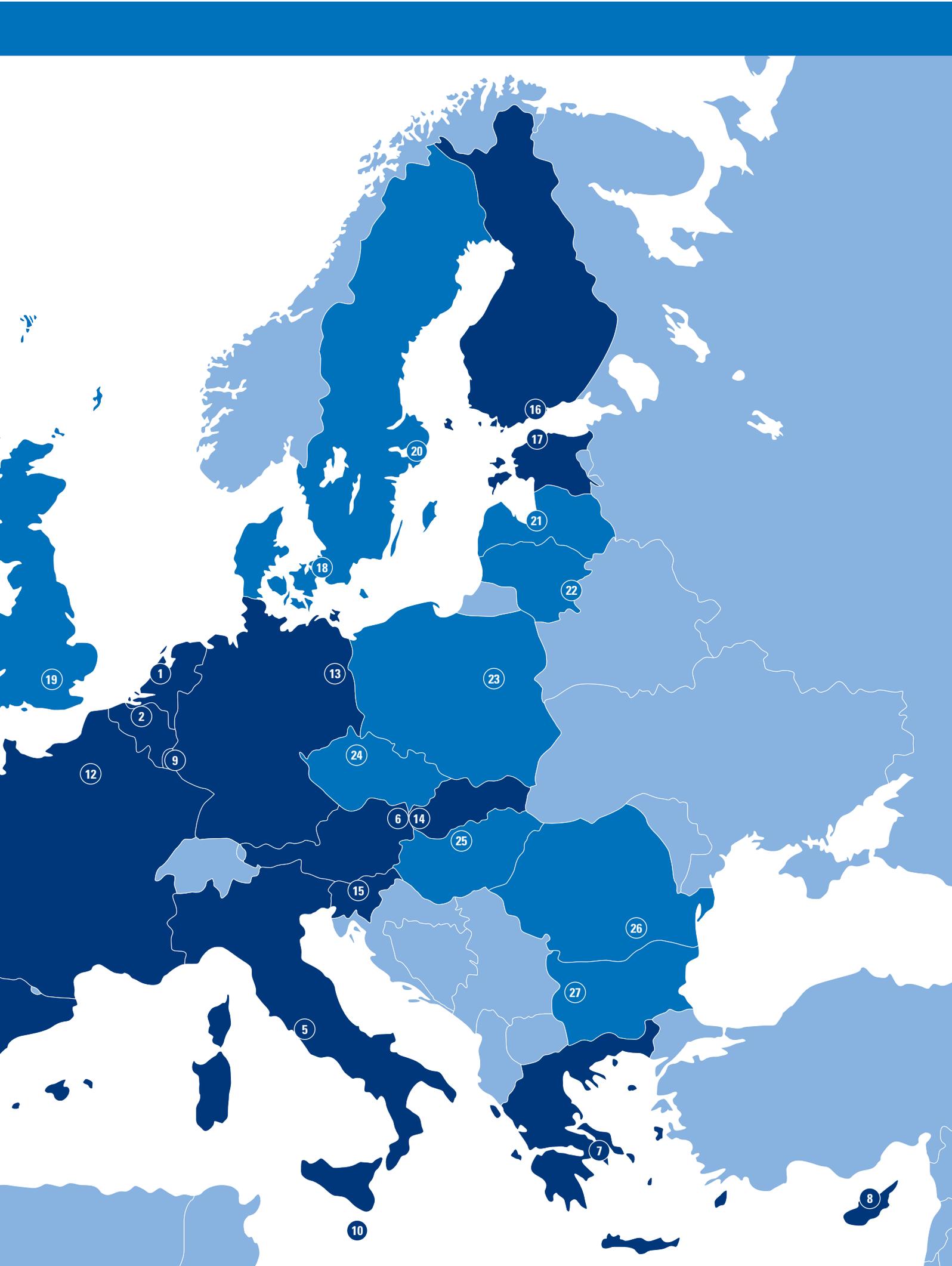
Capitals of EU member states of the euro area

- 1 Amsterdam
- 2 Brussels
- 3 Madrid
- 4 Dublin
- 5 Rome
- 6 Vienna
- 7 Athens
- 8 Nicosia
- 9 Luxembourg
- 10 Valletta
- 11 Lisbon
- 12 Paris
- 13 Berlin
- 14 Bratislava
- 15 Ljubljana
- 16 Helsinki
- 17 Tallinn

Capitals of other EU member states

- 18 Copenhagen
- 19 London
- 20 Stockholm
- 21 Riga
- 22 Vilnius
- 23 Warsaw
- 24 Prague
- 25 Budapest
- 26 Bucharest
- 27 Sofia







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