

City of Helsinki

Annual Report 2012



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In 2012, Helsinki had several reasons to celebrate: in addition to the 200th anniversary of being the capital, Helsinki was the World Design Capital for the year. By organising their own events, the citizens participated in and even added fresh, new colour to the celebrations. I am not exaggerating when I say that the WDC year helped Helsinki to become an even funnier and more comfortable city than before - just what we've been striving for in the development and construction of the city.

As a project, World Design Capital Helsinki 2012 was the most extensive corporate cooperation project ever carried out in Finland. The theme year was a cooperation project of Helsinki, Espoo, Vantaa, Kauniainen, and Lahti. During the year, all kinds of design services were utilised: service shaping, architecture, costume design, data visualisation, user interface design, industrial design, and graphic design. The advantages have been reflected to the companies, the users of the products and services, as well as to the general public.

The jubilee year was shadowed by the concern for the European financial situation, which was reflected in the Finnish economy as insecurity and restlessness. Even though the economic situation of the city in 2012 was clearly worse than in 2011, it was somewhat better than expected. The per capita tax income accrual was lower than the previous year, while the level of investments remained almost the same.

The construction operations in Helsinki are exceptionally busy, even in the heart of the city. New residential areas are being built in the Kalasatama and Jätkäsaari areas, where harbour operations have been discontinued. New streets and parks were built during 2012, and renovation projects are under way in schools, day care centres, hospitals, and other basic service buildings.

The population of Helsinki is continuing to grow. The landmark of 600,000 people was reached in August 2012. The growth of the population is particularly affected by the busy migration from elsewhere in Finland, as well as from abroad.

Naturally, the increasing population and its age structure affect the ways in which the city plans its services. In 2012, the largest reforms ever made in the public sector were prepared, when the social and health services in Helsinki were reformed. The objectives of the process included improving the efficiency of resource usage, and directing them according to the need for the services. It is also important to manage to decrease the variation in health and wellbeing through improving the services. Securing wellbeing and preventing social exclusion are part of the development of the city. To celebrate the 200th anniversary of Helsinki as the capital, the City Council decided to grant an additional 10 million euros for operations that prevent the social exclusion of young people.

The state of the environment has a significant effect on the wellbeing of the citizens. The climate policy of the city aimed to reduce greenhouse gases by 20 percent from the 1990 level by 2020. As the City Council defined the environmental policy for Helsinki, they included the objective of reaching carbon neutrality by 2050.

The citizens must be given a possibility to affect the development of their city. Citizen participation in the organisation of many events, such as the restaurant days, speaks of a new kind of activity. Open information on the development plans and decision-making processes of the city is crucial. Easily accessible and updated information and an atmosphere that encourages participation are key elements in strengthening the customer-orientedness of the city's services and authority operations.

PERTTI INSONEN



Helsinki is intriguing, even for visitors. The key figures for tourism reached the record-breaking numbers from the previous year, while ship traffic increased. In 2012, a record-breaking total of 254 international conferences were registered in Helsinki, with over 40,000 visitors. International media was increasingly interested in Helsinki, especially with the events related to the WDC year.

Helsinki is in an interesting stage of development as a growing, dynamic city, which is developed in cooperation with the citizens, as well as all of the city's cooperation partners and employees. I wish to thank you all warmly for the past year. ■

Jussi Pajunen
Mayor

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

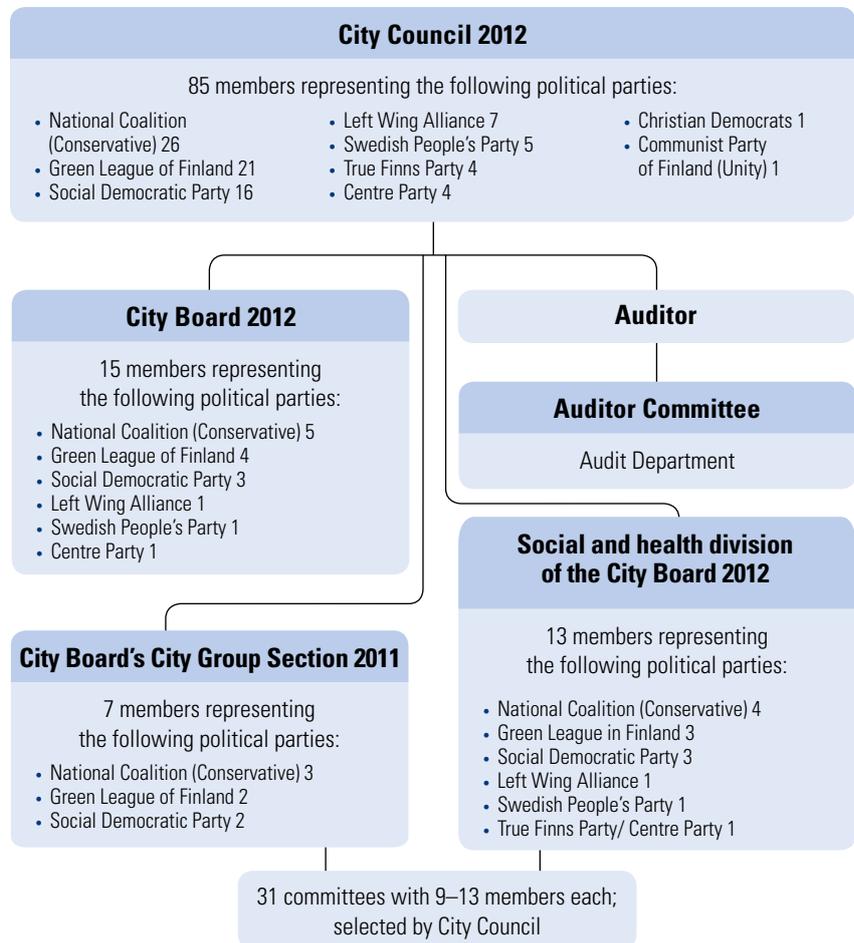
of the various parties represented on it. The other main tasks of the City Council include deliberating budgets and balancing accounts, in addition to setting the general goals to be striven for by the City.

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 80 subsidiaries and foundations.

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

Social and health division of the City Board

The Social and health division of the City Board was set up for the execution of the organizational reform of the Early education and care services. The Division started its operations in June 2012.

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 city planning and real estate

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

Deputy Mayor for social affairs and public health

- Social Services Department
- Health Centre

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 NISONEN



Chairman of the City Board, City Group Section and Social and health division of the City Board
Risto Rautava
Conservative

PERTTI NISONEN



First Deputy Chairman of the City Board and City Group Section
Ville Ylikahri
Green

PERTTI NISONEN



Second Deputy Chairman of the City Board
Arto Bryggare
Social Democrat



Mayor Jussi Pajunen

- General planning of the operation and finances of the city
- Group management
- Preparation of the budget and the monitoring of its implementation
- Internal auditing
- Helsingin Energia
- Port of Helsinki
- City of Helsinki Financial Management Services (Talouhallintopalvelu, Talpa)
- Business matters, tourism, events
- Preparedness planning
- International matters
- Communications

Municipal public enterprises

- Helsingin Energia (1,170)
- Port of Helsinki (186)
- City of Helsinki Financial Management Services (402)

Departments:

- City of Helsinki Administration Centre (251)
- City of Helsinki Economic and Planning Centre (238)
- Audit Department (18)

The number of personnel receiving a monthly or hourly salary is presented in brackets

Key figures in the mayor's field

Entire city

External operating costs for the entire city, million euros 4,564.0

Mayor's field

Operating profit, million euros 8.7

Operating costs, million euros 126.1

Operating costs / citizen, million euros 208.4

Public enterprises within the mayor's field

Helsingin Energia / Turnover, million euros 766.5

Port of Helsinki / Turnover, million euros 87.2

City of Helsinki Financial Management Services (Talouhallintopalvelu, Talpa) / Turnover, million euros 26.0

Number of personnel

(incl. public corporations within the field) 2,265

% of the entire personnel 5.6

The financial year was better than expected

The financial situation of the city of Helsinki in 2012 was slightly more positive than predicted, but the financial statements remain lower than the previous year. The tax revenue only increased by 0.7 percent. The municipal tax percentage was 18.5. Regardless of the strict financial management, the growth of the operating costs accelerated, and the comparable operating costs increased by some 4.8 percent, meaning that the increase almost doubled from the previous year. The total loans per capita were 1,986 euros. At the end of 2012, the loan portfolio added up to 1,201 million euros.

High level of investments

Helsinki has funded investments through income funding and by selling property. During the past few years, the level of investments has increased due to the construction of new areas, projects related to public transportation, and renovation investments of properties, for example. In 2012, the city invested some 483 million euros, almost the same amount as in 2011.

Profit development of the public enterprises

The production of Helsingin Energia in 2012 turned out according to the

forecasts. In addition to cogeneration, heating plants and the Katri Vala heating and cooling plant were used for the production of district heating, in order to meet the increased heating requirements during the extraordinarily cold beginning of the year. The sales of electricity remained at the same level as the previous year, while the sales of district heating increased by 5 percent. The turnover increased, which was mostly due to the increased fuel taxes for district heating.

The total turnover was 767 million euros. The result before appropriations was 200 million euros, and the investments 71 million euros.

The total goods traffic at the Port of Helsinki decreased by 3 percent from the previous year. The amount of itemised goods traffic decreased by 4 percent. The figures in sea traffic increased to a record-breaking level. The passenger traffic in the harbours of Helsinki increased by 4 percent. The Port of Helsinki's turnover was 87.2 million euros. The result before appropriations was 10.1 million euros, and the investments 15.9 million euros.

The turnover of the Financial Management Services public enterprise was 26.0 million euros.

A city full of events

In addition to the 200th anniversary of being the capital, Helsinki was the World Design Capital for the year.



The World Design Capital year created an interesting chain of events in Helsinki. In addition, Helsinki provided a stage for great sports events, and a large number of cultural events were organised side by side with the European Athletics Championships and Ice Hockey World Championships.

The World Design Capital Helsinki 2012 project, carried out in cooperation by the cities of Helsinki, Espoo, Vantaa, Kauniainen, and Lahti, brought about a total of 580 projects and 2,800 events, which were organised by a total of 290 organisations. Almost all of the events and exhibitions were free of charge and open to the public, and almost one million people attended them. Less than one fifth of the events were directed at design students and professionals.

LAURI ROTKO



Record number of conferences

For tourism, the year was successful. Regardless of the financial crisis in Europe, the amount of accommodation nights increased from the previous year, with an increase in the numbers of tourists from Russia and Asia. The conference year was excellent, as the 254 conferences and 40,000 conference participants made new records. The level of international cruise traffic remained as good as the previous year.

Award-winning services

The service map for the Helsinki metropolitan region won first prize in the Open Cities category of the international WeGO Awards. This worldwide competition aims to highlight highly functional electronic services developed by cities. The Helsinki Region Infoshare (HRI) cooperation project by the cities within the Helsinki metropolitan region was awarded the Mayor's Achievement of the Year award.

Finnish and international communications

The numbers of visitors to the Virka Gallery and Virka Info services have increased, and the City Hall has become a true meeting place for the

citizens and tourists alike. The four evenings arranged by the Lord Mayor for the citizens around the city also proved to be significant meeting places. These events were recorded on video, and as with the City Council meetings, they can be watched online at www.helsinkikanava.fi.

In international communications, the WDC Helsinki and 200th anniversary as the capital were the main themes, raising foreign media interest. An exceptional number of foreign reporters and cameramen visited the city during the jubilee year.

International networks

Helsinki hosted several events for international city networks, such as the annual general meetings for the Baltic Metropolises, the Union of Capitals of the European Union, and Dêlice food city networks, and a meeting for the International Regions Benchmarking Consortium. Together with eight other European cities, Helsinki launched the Design Led Innovation for Active Ageing service shaping project (the DAA project).

The partnership base for the Helsinki EU office in Brussels was expanded by signing a cooperation contract with five

significant universities in the Helsinki region. The operations of the Helsinki centre in St. Petersburg concentrated in particular on development projects related to environmental business operations and energy-efficient construction, as well as on expanding the local network.

Regional cooperation

The cooperation contract for the cities within the Helsinki metropolitan region was renewed for 2013–2016.

A contract of intent for land use, housing, and traffic was signed by the State and the municipalities in the Helsinki region for 2012–2015. In addition, a contract of intent for improving the integration and employment of immigrants within the Helsinki metropolitan region was signed by the State, the cities of Helsinki, Espoo, and Vantaa, the Regional Organisation of Enterprises in the Metropolitan Region, and the FinnCham network. In addition, regional cooperation strives to secure social harmony and reduce long-term homelessness. ■

MARI HOHTARI



Deputy Mayor Pekka Sauri

- Public transportation
- Rescue services
- Environmental issues

Municipal public enterprises

- Helsinki City Transport (HKL) (958)
- Palmia (2,922)

Departments:

- Procurement Centre (41)
- Helsinki Wholesale Market (34)
- Helsinki City Rescue Department (694)
- Public Works Department (463)
- Stara construction service provider (1,563)
- Environment Centre (175)

The number of personnel receiving a monthly or hourly salary is presented in brackets

Key figures for the construction and environment offices

Operating profit, million euros	332.6
Operating costs, million euros	631.5
Operating costs / citizen, million euros	1,044

Public enterprises within the scope of the construction and environment offices

Helsinki City Transport (HKL) / Turnover, million euros	139.7
Palmia / Turnover, million euros	156.2

Number of personnel

(incl. public corporations within the field)	6,850
% of the entire personnel	17.1

Building the city environment

The city environment was improved on many areas, and construction operations were active. Several new parks were built in the city, such as the Toukupuisto, Tapio Wirkkalan puisto, Satumaanpuisto, and Strömsinlahdenpuisto parks.

Streets were being built on the new residential areas of Jätkäsaari, Kalasatama, and Viikki-Latokartano. The Keskuskatu, Ruoholahdenkatu, and Tuuskalantie streets were renovated. The largest single traffic organisation projects were the arrangements in the north end of Suutarilantie, and the roundabout in the crossing of Viikintie and Viilarintie.

One visible renovation project was targeted at the light installation in Kruunuvuorenranta, on the west side of Laajasalo. 2012 round holes are made in the casing of an old oil container, and the attached mirrors reflect the light during daytime. Led lights are installed inside to provide light during the hours of darkness. The Öljysäiliö 468 (Oil container 468) refers to the time when Kruunuvuorenranta functioned as an oil harbour. A new residential area is currently being planned for the region.

The heavy snowfall during the winter, together with the promotion of the regional construction areas, ensured that the Stara construction service provider was busy throughout the year. However, the volume of the operations decreased from the

previous year, mainly because the decreased budgetary appropriations of the ordering offices.

Design projects and acknowledgements

The Public Works Department participated in the World Design Capital Helsinki 2012 celebrations with five projects: Guide Pilot, Urban Beauty, the Keskuskatu pedestrian street, the participation and interaction project, and the lighting project for the city theatre and its park areas.

The new Auroransilta pedestrian and bicycle traffic bridge was awarded with the RIL award of the Finnish Association of Civil Engineers.

The "Helsinki hauskemaksi" award handed out by the Art goes Kapakka city festival was granted to the Baana walkway, opened in June.

The lilac growing in Annala was Finland's first plant to be awarded the status of a historical garden symbol. The Public Works Department participated in the Tallinn Flower Festival, and was awarded for its flowerbeds, in which the cubic form visible in the streetscape of Helsinki in summer was used.

The eco-support operations of the city continued to be active, and were awarded the Uusimaa award for environmental work in 2012, as acknowledgement from the Centre for Economic Development, Transport and the Environment.

LAURI ASANITI



Ecological safety

A central objective of Helsinki's new environmental political programme is to achieve carbon-neutrality by 2050. The operative target themes of the programme, approved by the City Council, include climate protection, air quality protection, noise prevention, water pollution control, and protection of nature and soil.

The Helsinki City Rescue Department participated in the national development of a Maritime Incident Response Group (MIRG), together with the Finnish Border Guard, Ministry of the Interior, and the Varsinais-Suomi Rescue Department. The most significant joint training by these authorities was the Balex Delta 2012 oil spill prevention and response exercise performed on the Helsinki shore in August. The Helsinki City Rescue Department was responsible for oil spill prevention operations in the archipelago and on the shores of Helsinki. In connection with the Baltic Sea Challenge project, the Environment Centre participated in a research expedition on the T/A Muikku to study the condition of the sea floor in the waters surrounding Helsinki.

The Helsinki City Rescue Department and the Hospital District of Helsinki and Uusimaa (HUS) agreed on the organisation of emergency care services for the following five years, as the responsibility of this was transferred to HUS. The Erottaja rescue station and the Torkkelinmäki bedrock shelter were renovated.

Moisture damages and soil cleaning

Moisture and mould damage as well as indoor air quality problems in children's day care facilities and schools resulted in more work for the Environment Centre than before.

Soil was cleaned in 40 sites where residential building is planned to take place, most significantly in Kalasatama and Jätkäsaari.

New metro cars and trams

The plans to automate the operation of the Helsinki metro raised heated discussion in the decision-making

ALEKSI SALONEN



process as well as in public, but the decision was to carry on with the project. The plans for the access control system for the metro depot, which is directly connected to the automation of the metro and building the Western Metro, were also accepted. In addition to the automated metro control system, the adjustment devices that secure the traffic, along with their operation control system, are renewed in the process. 20 new metro cars are acquired from a Spanish manufacturer. The new cars are required for the traffic of the Western Metro, planned to be opened in early 2016.

New tram cars were also acquired, and the construction of the first two cars was started at the factory of a Finnish manufacturer. The cars can be tested in summer 2013. A total of 38 tram cars are ordered, and they are introduced to use between 2015 and 2018.

The operation of tram line 9 to the West Harbour increased the number of passengers on the line. The total number of passengers in tram traffic also increased. The number of scheduled tram shifts that were not driven decreased by 75 % from the previous year. The quality scores in the customer satisfaction survey improved significantly.

Food culture

The City of Helsinki Wholesale Market continued the coordination and

promotion of the food culture in the city. The Hietalahti market hall was converted into a food market, and the restaurant services at Teurastamo, along with other events, were carried out as a part of the food and design events of the design theme year. Right from the start, Teurastamo was one of the most interesting places of the new city culture.

The Design Capital year, the Helsinki 200 Years as Capital jubilee year, and the Responsible Meals programme were strongly present in the catering services of the municipal enterprise Palmia. Palmia continued introducing the City of Helsinki food culture strategy into its restaurants, and began to use the WWF recommendations of eating fish. The organic food project in day care centres got a good start: organic raw materials are now used every day. The caring industry food services participated in the WDC project to develop the food culture of the ageing population.

Procurements

The Procurement Centre continued the development and implementation of the procurement operations of the city. An electronic competitive tendering system was introduced in the spring in order to improve the procurement process and to make it more systematic. ■

PERTTI INSONEN



Deputy Mayor Hannu Penttilä

- Zoning
- Other land use planning
- Real Estate sector
- Building inspection
- Housing policy
- Housing issues

Departments:

- Housing production company (62)
- City Planning Department (292)
- Real Estate Department (461)
- Building Regulation Department (120)

The number of personnel receiving a monthly or hourly salary is presented in brackets

Key figures for the city planning and real estate offices:

Operating profit, million euros	641.8
Operating costs, million euros	275
Operating costs / citizen, euros	455
Number of personnel	935
% of the entire personnel	2.3

The apartment construction target was met

A significant goal was reached in housing construction, as the objectives set for both the number of apartments completed and the planned floor space were reached. Helsinki aims to enable the construction of 5,000 apartments every year by e.g. planning and vacating a sufficient amount of land for the construction.

The accepted zoning plans included almost 446,000 m² of residential floor area, and plan suggestions were drafted for 387,000 m² of residential floor area. A total of almost 249,000 floor square metres was granted in building rights for residential sites. Of this land, 82 percent was rented, and the remainder was sold. The Real Estate Department prepared site reservations for the construction of some 4,400 apartments. Sites were rented out and sold in e.g. Leppäsuo, Jätkäsaari, Kalasatama, Viikinmäki, Suutarila, Myllypuro, and Kivikko.

For the first time, the objectives regarding the Helsinki region traffic system and projects were included in the MAL letter of intent on unified land use, living, and traffic, signed by 14 municipalities in the region, the state, and the Helsinki Region Traffic municipal federation.

Population forecast guiding the new master plan

A new master plan is to be prepared in Helsinki. The new land use plan will aim to manage the development of the community structure, while securing

the availability of the land required for the development of the operations. According to the population forecast, the population of the Helsinki region will increase by 600,000 by 2050, and almost half of the overall growth of the population may take place in Helsinki. The current master plan is from 2002, and even together with the component master plans drawn to complement it, it cannot enable a sufficient amount of residential areas, considering the population.

Renovation of schools

The amount of office building construction decreased, and Helsinki signed ten new land rental agreements on workplace sites, for a total building rights of 47,000 floor square metres. The income from renting and selling land increased. The rental income amounted to 200 million euros, of which 47 million was in internal rents. The sales income amounted to over 78 million. A total of 84 million euros was used on purchasing land areas, with the related buildings. The Östersundom region, which was connected to Helsinki, was one of the main areas of land procurement.

128 million euros were used on repair construction. Significant repair targets included several school buildings. The most noteworthy of the finished new construction projects included the maintenance connections of the Finlandia Hall, the Satakieli day care centre in Viikki, the Kanava day-care centre and a comprehensive school in Aurinkolahti,

SEPPÖ K. NIIRANEN



Vuosaari, and the healthcare centre in Myllypuro.

The ownership of rental apartments was merged

The operations of Helsingin kaupungin asunnot Oy (HEKA) were launched. The ownership of the state-subsidized rental apartments was merged to a new company, and the role of the 21 regional companies concentrated on property management and maintenance, as well as customer service. The demand for city-owned rental apartments increased to a record-breaking level, and almost 3,000 state-subsidized apartments found new residents through the Real Estate Department.

The soil tests of the Real Estate Department were concentrated on Jätkäsaari, Kalasatama, the West Harbour, and central Pasila. 172 new geotechnical projects were launched during the year. The most significant projects in underground construction included the central city block of central Pasila, and the Pisara line railway tunnel project.

Introducing the new map system

New materials were connected to the online positioning information services. The map system was renewed, and the information management, target classification, and latitude and longitude distribution of the maps were changed. Along with the other municipalities in the metropolitan area, Helsinki introduced the trans-European latitude and longitude system.

Decreased building permit applications

Most of the construction operations concentrated on residential construction. The number of finished buildings was 25 percent more than the previous year, but the decrease in building permit applications predicts a new decrease in the number of finished buildings. The effects of the European financial crisis were clearly visible.

The energy-efficiency of buildings in Helsinki has improved. In 2012,

HELSINGIN KAUPUNGIN AINEISTOPANKKI



almost 70 percent of residential buildings reached the top level, while three years earlier, the figure was only 21. Significant accelerators of this development include the city terms for land division and the new legislation.

The Building Regulation Department opened a new information service, Telling, where experts offer information to designers and citizens that are planning on building a house in issues related to building permits. The use of the electronic drawing archive, Arska, increased.

The Building Regulation Department celebrated its 100th anniversary year by publishing a book on history by architect Marja Heikkilä-Kauppinen. Along with several other events, the jubilee seminar shed light on the history and present day of building in the capital of 200 years.

Reasonably priced apartment production

Residential building decreased from the previous year to approximately a half of the annual objectives of the land use and living programme. The construction of 779 apartments began internally. Of these, 162 were interest subsidized rental apartments, 252 right of residence apartments, 326 owner-occupied Hitas apartments, and 39 owner-occupied apartments outside

the Hitas regulation. Renovations were decided on for 420 apartments.

The use of wood as the building material increased. The town plan contest for the Wood City cooperative project in Jätkäsaari was decided on. Housing production company ATT, Stora Enso, and SRV are participating in the project. Residential and office buildings, as well as a hotel, are to be built in the block. A competition was opened in Pukinmäki regarding a rental and right of residence building using wood, and the first wood-based one-family houses were completed in Myllypuro.

The first residential buildings in Kalasatama were completed, including a rental building in the car-free block, in which the money saved from parking solutions are used for design solutions that increase the comfort of living.

Awards

Ruotutorppa, an ATT rental apartment building in Malmi, received a joint first prize in the Europahouse Award 2012, while the Fenixinrinne Hitas building in Hermanni received a commendation in the same awards. The Flooranaukio rental and Hitas buildings in Arabianranta reached third place in the European Concrete Award 2012. ATT's Managing Director Sisko Marjamaa was awarded a prize for actively promoting housing solutions during the year. ■



**Deputy Mayor
Laura Rätty**

- Social welfare office
- Health care

Departments:

- Social services department (12,615)
- Health centre (8,660)

The number of personnel receiving a monthly or hourly salary is presented in brackets

Key figures for the social and health services

Operating profit, million euros	292.4
Operating costs, million euros	2,409.7
Operating costs /citizen, euros	3,983

Number of personnel	21,275
% of the entire personnel	53

Preparations for the new organisation

At the end of 2011, the City Council decided to combine the social and health services, and to found a separate early education department for day care for children in Finnish. The planning of the operations, preparations for the ordinances for the two new departments, and a definition of the assignments of the various sections of the departments were launched immediately. The new departments started their operations on 1 January 2013.

Increased club activities

The scope of the day care services covers more than 22,000 children in Helsinki. The city's service network consists of almost 270 day care centres, and covers almost the entire city area.

The most important project of early education was the strengthening of club activities. The supply was increased at the day care centres and in playgrounds, and at the end of the year, 745 children participated in the activities. Open activities were organised for families in playgrounds, and free-of-charge afternoon activities for children at schools. The activities had a total of some 8,500 visitors every day.

The binding objective was to increase the number of children covered by private care by 200 from the previous year. The objective was

reached and exceeded, as the number increased by 450 children, to a total of over 2,500 at the end of the year.

The quality of the contents of the early education was improved through various development projects. The Hyve4 model, which consists of discussions on the early education and expansive physical health examinations of children under the age of 4, was continued in cooperation with child health clinics. The preconditions of children from different language and cultural backgrounds for learning and participation were improved through the Ota Koppi! programme.

Increased family care

The child protection services were contacted almost 14,000 times last year, and had just under 11,000 customers. These numbers continued to grow from the previous year, but the growth was slightly slower than before. The corresponding figures have also increased in the other municipalities in the Helsinki metropolitan region.

The strategic objective of the city was to decrease the share of children located outside their own family. The number of children placed in family care or institutions was 2,409, which was 69 less than the previous year. Young people and their support through open welfare remained a particular challenge.

The number of family care days increased by over 9,000 days, which





is consistent with the plan, and made up 50.5 percent of the total care days in custodial services. Foster homes in family care were the primary alternative that was sought for all children under the age of 12 in need of alternative custody.

The share of small children in family care, in particular, increased during crises. An around-the-clock foster care model was piloted in the crisis family operations, and plans were made towards introducing the model permanently from the beginning of 2013.

Call back service in the information service

The call back service ensures that the customers no longer need to listen to the queue music, as the office will call them back as soon as they can, in the event that the call cannot be taken immediately.

The call back service was introduced at all 25 health centres, the centralised oral health care appointment telephone, and the maternity clinic, whose appointment and information services were centralised in November 2012. In December 2012, the call back service was also introduced in the

social and health services information service, which will be used in the new organisation.

Customers are happy

In the survey by the Association of Finnish Local and Regional Authorities on the customer satisfaction in the health care centres and maternity clinics in nine large cities in Finland, Helsinki received the best overall grade of 4.24 on a scale of 1–5. The maternity clinic services were rated as the best in Helsinki and Kuopio (4.41).

In addition to the doctors' appointments, the strengths of the health centres included reaching the right people, the behaviour of the staff, and the ability to provide a service in the mother tongue of the customer. At the maternity clinics, the best grades were issued to the check-ups by nurses.

Services with vouchers

Since the act on vouchers in social and health care (Laki sosiaali- ja terveydenhuollon palvelusetelistä, no. 569 of 2009) came into effect in 2009, a total of 11 voucher experiments have been carried out. In 2012, vouchers were utilised e.g. in oral health care, colon keyhole surgeries, medicinal

rehabilitation psychotherapy, a home help service for families with children, supported living for disabled people, and in club activities for children.

By the end of 2012, some 15,000 customers at the health centre and some 700 customers at the social services department had used the vouchers. The largest number of vouchers were used in oral health care. The experiments will be continued until the end of 2013.

Shaping services to better suit the elderly

The changes in the service structures for the elderly were continued through cooperation by the social services department and health centres. The service structure has been made lighter, according to the objectives, by increasing outpatient services and decreasing institutional care. At the end of the year, the share of customers over 75 in institutional care was 3.7 percent, which is 0.2 percent less than the previous year. The service centre operations continued to be active, as the Syystie and Kinapori service centres reopened after renovations, and a new unit was opened in Myllypuro. ■



**Deputy Mayor
Ritva Viljanen (from 1 June 2012)**

- General and vocational education
- Library services
- Cultural matters
- Sports and exercise
- Youth office
- Research and statistics department
- Human resources policy
- Employment matters

Departments:

- Personnel Centre (80)
- City Library (545)
- City Museum (80)
- City Orchestra (111)
- The Helsinki Zoo (84)
- Cultural Centre (122)
- Sports Department (507)
- Youth Department (389)
- Oiva Akatemia (23)
- Education Department (6,337)
- Swedish Adult Education Centre (33)
- Finnish Adult Education Centre (183)
- Art Museum (72)
- Information Centre (81)
- Occupational Health Centre (157)

The number of personnel receiving a monthly or hourly salary is presented in brackets

Key figures for the department of education and personnel issues

Operating profit, million euros	80.6
Operating costs, million euros	941.7
Operating costs / citizen, million euros	1,557

Public enterprises of the department of education and personnel issues

City of Helsinki Personnel Development Services (Oiva Akatemia) / Turnover, million euros	2.6
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Number of personnel

(incl. public corporations within the field)	8,804
% of the entire personnel	21.9

Celebration in libraries, the museum made the Children's Town

The Kallio library and the children's section of the Rikhardinkatu library celebrated 100 years of operations. 544 works participated in the Central Library international architecture competition, which was a part of the World Design Capital Helsinki 2012 programme. Of these, six designs were selected, and the winner is to be decided in June 2013.

The art museum offered three exhibitions that were produced through international cooperation, and the most popular of these was the Georgia O'Keeffe exhibition. The largest Finnish exhibitions were Iron Sky and the Nanna Susi painting exhibition. The art museum coordinated the Tapio Wirkkala park project. The park, designed by American artist Robert Wilson, was completed in Arabianranta.

Through the Children's Town exhibition, the Helsinki City Museum devoted the old Sederholm building to the youngest citizens. The eye-catcher in Senaatintori was the archaeological excavations that studied a cemetery from the 17th and 18th centuries.

Ruuti, graffiti, and nature

The number of visitors in the Youth Department increased to a total of over 1.3 million visits. The Ruuti interaction project encouraged young people to participate in matters that affect them. The RuutiExpo, organised at the City

Hall, attracted 2,600 visitors, and a shared Ruuti network was founded for the various city departments. The graffiti and food culture workshops, as well as the street art project, awoke positive interest in the citizens.

The events and website of the Korkeasaari Zoo drew ideas from the nature nearby. The visitors were told about how wild animals become more urban, and what this development leads to. Korkeasaari introduced raccoons, the common gundi, and the myna from Bali as new species.

Open spread of information

The Helsinki Region Infoshare project, which concentrates on spreading information openly, was awarded the Mayor's Achievement of the Year award. As part of the capital's jubilee year celebrations, the Information Centre published Matti Klinge's historical work "Pääkaupunki. Helsinki ja Suomen valtio 1808-1863" (The capital. Helsinki and the Finnish state 1808-1863). Another interesting publication is Nuoret Helsingissä 2011 (Youth in Helsinki 2011), which offers a view to the leisure time, hobbies, and future expectations of young people.

Competence and well-being at work

Helsinki received an international acknowledgement through winning the Workplaces for all Ages contest, which was organised in connection with the European Union theme year. The social



capital, mutual trust, shared value base, and networks that promote cooperation in the work communities of the city were highlighted in a survey by the industrial health centre to its staff.

Oiva Akatemia concentrated on the training of management, supervisors, and experts, as well as change, reformation, and well-being at work projects. The city's first Executive MBA programme for people in supervisory assignments was launched in cooperation with the Aalto University. The online Helinä idea and innovation platform for the staff was introduced.

The Future Desk

The shared The Future Desk project by the Personnel Centre and Education Department provided young people between the ages of 15 and 17 with information services for finding the right education or other interesting activities. The amount of wage subsidised work increased to almost 700 person-work years, and 762 people began practical work training. The city signed a metropolis policy letter of intent for enhancing the employment of immigrants.

Outreach youth work

The Education Department coordinated outreach youth work for people aged under 29. The objective is to help the young people to find the services that help in finding education and employment.

The vocational education organisation reform was prepared in order to launch the operations of the Helsinki Vocational College and Helsinki Vocational Adult Institute at the beginning of 2013. Schools and educational establishments participated actively in the events of the World Design Capital year and Helsinki 200 Years as Capital jubilee year.

The number of students in primary schools increased, and vocational basic training was made available for more people. Renovations were carried out in many schools in order to improve the quality of the indoor air. The operations of the Ala-Malmi primary school were discontinued. The new Swedish language day care centre Fenix opened

in the facilities previously occupied by the Koskela hospital ward.

Renovation and integration

75,240 students participated in the courses organised by the Finnish language Adult Education Centre. The renovations in the centre's main building were finished, and a new grand piano was acquired for the assembly hall. 8,000 students, of which almost 2,700 were new students, participated in the courses organised by the Swedish language Adult Education Centre. The centre participated in the regional Taking Part in Finland project, which aims to improve the integration of immigrants, using Swedish as the language.

Exercise nearby and top sports

The maintenance of the Kivikko skiing hall was transferred to be the responsibility of the Sports Department, and during the last three months of the year, some 12,000 people were calculated to have visited the hall. During the summer, 11,000 cruise tourists visited the wintery world of the hall.

Low-threshold exercise areas were opened in Pukinmäki, Vesala, and Herttoniemenranta. The exercise equipment for the Get in Form project at Töölönlahti increased the amount of exercise nearby. EasySport and FunAction concentrated on the hobby-like exercise of children and youths.

The seventh artificial ice rink in Helsinki was opened in Kontula. In November, the Jakomäki public swimming pool celebrated 30 years of operations.

Helsinki served as the stage for international top sports, as the ice hockey World Championships and athletics European championships were organised.

A decision was made on the funding of the renovation of the Olympic Stadium, planned to be carried out between 2010 and 2020.

Godchildren for the orchestra

The first entire year that the City Orchestra operated at the Helsinki Music Centre was a success. A record-breaking 137 concerts were organised,



the total number of visitors was 124,329, and the utilisation rate was some 93 percent.

To celebrate 130 years of operations, all babies born in Helsinki during the jubilee year were invited to be godchildren for the orchestra. Some 2,500 children were entered, and together with their families, they will be invited to music-related events twice a year, until they go to school.

Celebration and design

The Cultural Centre participated actively in the events of the implementation of the Helsinki 200 Years as Capital jubilee year and the World Design Capital year. Annantalo and the Savoy theatre both celebrated 25 years of operations. The Kanneltalo turned 20.

Over 1,500 performances were organised in the seven operating facilities of the Cultural Centres, with over 176,000 viewers. The 1,100 arts courses that were organised attracted almost 14,000 children and young people. 177,000 people visited the 100 exhibitions organised during the year.

15.9 million euros were distributed as arts and culture grants. The City of Helsinki Cultural Prize was awarded to dancer and choreographer Susanna Leinonen, and the City of Helsinki Design Prize to graphic designer Erik Bruun. The Night Visions movie festival was awarded as the Helsinki cultural act of the year. The development of cultural work with the elderly was continued in cooperation with the Social Services Department. ■

Formation of the result of the financial period

The City of Helsinki financial statements for 2012 show a surplus of 138.9 million euros. The combined surplus from the public enterprises was 181.8 million euros, but the deficit from the city's operations without public enterprises was -42.9 million euros.

The 2012 profit and loss account is comparable to 2011.

The operating profit increased by 1.4 percent from the previous year, and the operating costs by 5.0 percent.

Excluding public enterprises, funds, and some independent balance sheet units, the comparable operating costs increased by 4.8 percent. This increase was clearly higher than the 2.5 percent increase in costs noted in 2011.

The share of the fee-based funding of the operating costs (operating profit/operating costs) has decreased annually from 43.0 percent in 2007 to

40.4 percent in 2011. In 2012, the share of the operating profit from the operating costs decreased to 39.3 percent.

The tax income added up to a total of 2,759.0 million euros, which was 0.7 percent more than the previous year. The amount of municipal tax increased from the previous year by 4.0 percent and real estate tax by 1.2 percent. The amount of corporation tax decreased by 21.3 percent, which was due to the decreased share of corporation tax of the municipal group, from 31.99 percent the previous year to 28.34 percent in 2012. The corporation tax base also weakened slightly from the 2011 level.

Considering the alignment of state subsidies (-285.8 million euros) based on tax income, the amount of state subsidies received was 297.2 million euros.

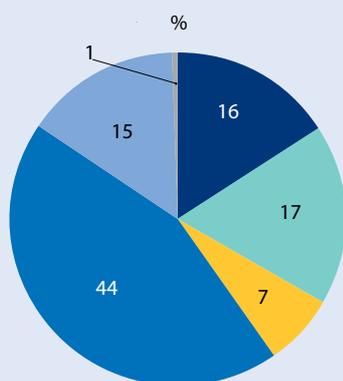
The annual marginal profit was 439.1 million euros. The decrease from the previous year was, in particular,

caused by the fact that the operating costs increased more than the tax funding. The annual marginal profit shows the income funding available for various investments and loan instalments. The basic assumption is that the annual marginal profit is sufficient if it covers the write-offs. The annual marginal profit for 2012 does cover the write-offs, and also 68.1 percent of the investments.

The annual marginal profit, excluding public enterprises and funds, was 153.8 million euros, which covered 54.3 percent of the write-offs and 32.2 percent of the investments.

The deficit, according to the budget, excluding public enterprises and independent funds, was -42.9 million euros, while the estimated deficit in the budget was -100.6 million euros. The deficit differed from the budget by 57.7 million euros.

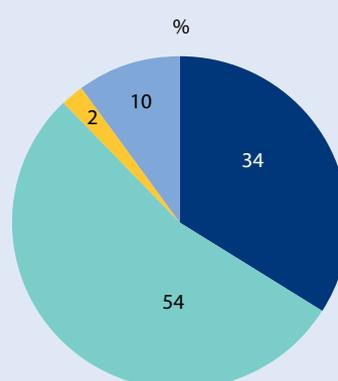
Distribution of the costs, 2012



million euro

Mayor's field	792
Construction and environment office	875
City planning and real estate office	355
Social and health services	2,198
Department of education and personnel issues	741
Financing costs and other costs	1
Costs total	4,988

Distribution of the income, 2012*

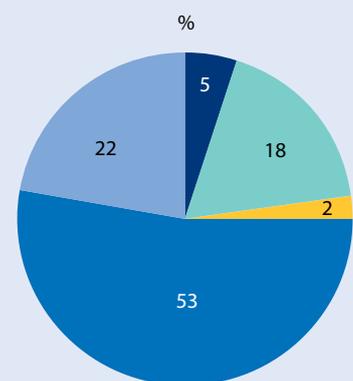


million euro

Operating profit	1,740
Tax revenue	2,759
Financing earnings	93
Other income	540
Income total	5,133

*The figures according to the 2012 external profit and loss account for the City of Helsinki, of which the internal items between the city departments and public enterprises have been eliminated. Manufacturing for own use is included in other income

Personnel by branch, 31 December 2012**



Number of personnel

Mayor's field	2,265
Construction and environment office	6,850
City planning and real estate office	935
Social and health services	21,275
Department of education and personnel issues	8,804
Personnel total	40,129

**The numbers do not include those employed through subsidies

BUSINESS INDICATORS IN THE FINANCIAL STATEMENTS FOR 2012

Business indicators in the financial statements	Group		City	
	2012	2011	2012	2011
Operating profit, % of operating costs	56.2	57.7	39.3	40.4
Annual marginal profit	685.3	823.1	439.1	574.3
Annual marginal profit, % of depreciations	110.3	148.9	110.7	158.7
Annual marginal profit, €/citizen	1,133	1 381	726	963
Annual marginal profit excl. public enterprises, million €	153.8	249.5
Annual marginal profit excl. public enterprises, % of depreciations	85.2	98.4
Annual marginal profit excl. public enterprises, €/citizen	254	419
Business indicators in the funds statement	2012	2011	2012	2011
Internal financing for investments, %	59.2	76.2	68.1	85.1
Internal financing for investments, % excl. public enterprises	32.2	51.0
Internal financing for capital expenditure, %	51.1	64.5	61.3	76.2
Debt servicing margin	2.0	2.5	3.4	4.2
Sufficiency of the cash balance, days	48	59	46	58
Business indicators in the balance sheet	2012	2011	2012	2011
Equity ratio, %	59.7	59.4	76.3	75.9
Relative indebtedness, %	86.7	87.9	40.5	42.3
Loan portfolio 31.12., million €	4,177	4,200	1,201	1,286
Loans, €/citizen	6,905	7,046	1,986	2,157
Loans receivable 31.12., million €	526	623	1,571	1,633
Loans receivable for group 31.12., €/citizen	870	1,045
Population 31.12.*	604,833	596,081	604,833	596,081

* The number of population is an estimate used as a basis for the budget. The official number of total population is shown on page 25.

INVESTMENTS Million euro	2012	2011
Investments, excluding public enterprises		
Immovable property	137	112
Housing construction	175	194
Streets, traffic routes, and tracks	64	87
Civic shelters	5	2
Park construction	7	8
Sports facilities	14	14
The Helsinki Zoo	3	2
Basic procurement of movable property	44	51
City of Helsinki Wholesale Market	1	1
Municipal federations	0	0
Securities	25	20
Other equity financing	7	4
Total	483	496
Investment costs, public enterprises		
Helsingin Energia	73	90
Port of Helsinki	16	14
Helsinki City Transport (HKL)	77	81
Other	1	1
Total	167	186

CALCULATION FORMULAS FOR THE BUSINESS INDICATORS

Operating profit/operating costs

= 100 x operating profit / operating costs – production for own use.

Autarchy %

= 100 x (shareholders' equity + depreciation difference + voluntary reserves) / (grand total of the balance sheet – advance payments received).

Annual marginal profit / depreciations, %

= 100 x annual marginal profit / depreciations.

Financial assets, €/citizen =

(receivables + financial values + cash and bank receivables – liabilities + advance payments received) / population, 31.12.

Relative indebtedness, %

= (liabilities – advance payments received) / (operating profit + tax profit + state subsidies).

Loan portfolio 31.12. (million €)

= liabilities – (advance payments received + accounts payable + deferred debts + other debts).

Debt servicing margin

= (annual marginal profit + interest expenses) / (interest expenses + loan instalments).

Internal financing for investments, %

= 100 x annual marginal profit / internal investment purchase cost.

Loans receivable 31.12.

= debenture bonds receivable listed in the investments and other loans receivable.

Processing the result of the financial period 2012

The financial statements for 2012 show that the result of the financial period, before reservations and fund entries, is 144,986,073.33.

The City Government proposes that the result of the financial period is processed as follows:

- The surplus from Helsingin Energia, 154, 877,555.42 euros, is transferred, according to the proposal by the board of Helsingin Energia, to the balance sheet of Helsingin Energia as equity.
- The surplus from Helsingin Satama, 22,059,990.15 euros, is transferred, according to the proposal by the board of Helsingin Satama, to the balance sheet of Helsingin Satama as equity.
- The surplus from Helsinki City Transport, 1,853,989.54 euros, is transferred, according to the proposal by the board of Helsinki City Transport, to the balance sheet of Helsinki City Transport as equity.
- The surplus from Palmia, 2,887,195.19 euros, is transferred, according to the proposal by the board of Palmia, to the balance sheet of Palmia as equity.
- The surplus from City of Helsinki Financial Management Services (Talouhallintopalvelu, Talpa), 149,488.40 euros, is transferred, according to the proposal by the board of City of Helsinki Financial Management Services, to the balance sheet of City of Helsinki Financial Management Services as equity.
- The surplus from the Housing Fund (314,372.05 euros), the surplus from the Housing Production Fund (4,449,319.24 euros), the surplus from the Sports and Recreation Fund (917,801.39 euros), the surplus from the Insurance Fund (778,418.34 euros), and the deficit from the Innovation Fund (-4,742,452.60 euros) are transferred, according to the rules of the funds, to their respective fund capitals.

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

- The 3,982,668.10 euros of investments in the Kamppi-Töölönlahti area will be recognised as income from the Kamppi-Töölönlahti Area Investment Fund.
- As proposed by the Housing Production Commission, 152,500 euros will be transferred from the Housing Production Department profits for the financial period to the Housing Production Fund.

- 5,163,982.83 euros, an amount equivalent to the actual expenditure, will be recognised as income from the Suburban Fund.
- The depreciation difference of 840,939.63 euros, 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 deficit of -42,898,533.96 euros for other operations excluding reservations and fund entries be entered in the City of Helsinki balance sheet under equity as surplus/deficit from previous financial periods.

The City Government proposes to the City Council that 150 million euros of the profits accrued to the balance sheet of Helsingin Energia be transferred to the City of Helsinki balance sheet under equity as surplus/deficit from previous financial periods, according to the proposal by the board of Helsingin Energia.

The City Government proposes to the City Council that 20 million euros of the profits accrued to the balance sheet of the City of Helsinki be transferred to the Sports and Recreation Fund, targeted for the renovation project of the Helsinki Olympic Stadium, as a part of the city funding share, according to the City Council decision from 28 November 2012.



Financial statements 2012

PROFIT AND LOSS ACCOUNT FOR THE CITY OF HELSINKI

EUR million	31.12.2012	31.12.2011
Operating profit		
Sales income	1,073.8	1,057.0
Payment income	189.6	186.3
Supports and subsidies	105.8	99.7
Rental income	317.3	295.2
Other operating profit	53.8	54.8
	1,740.2	1,693.1
Production for own use	138.7	159.2
Operating costs		
Personnel expenses		
Wages and salaries	-1,412.9	-1,352.8
Secondary personnel expenses		
Pensions	-399.4	-368.2
Other secondary personnel expenses	-81.6	-79.2
Procured services	-1,547.1	-1,508.7
Materials, supplies, and other goods	-554.3	-508.4
Subsidies	-364.7	-333.0
Rental costs	-165.5	-162.4
Other operating costs	-38.4	-33.7
	-4,564.0	-4,346.5
OPERATING MARGINAL PROFIT	-2,685.1	-2,494.2
Taxes and state subsidiest		
Tax revenue	2,759.0	2,740.0
State subsidies	297.3	259.8
	3,056.3	2,999.8
Financing earnings and expenses		
Interest earnings	60.0	75.1
Other financing earnings	33.4	20.8
Interest expenses	-21.9	-26.8
Other financing expenses	-3.6	-0.3
	68.0	68.8
ANNUAL MARGINAL PROFIT	439.1	574.3
Depreciations and reductions of value		
Depreciations according to plan	-396.5	-361.8
	-396.5	-361.8
Extraordinary items		
Extraordinary income	104.2	42.5
Extraordinary costs	-1.8	
	102.4	42.5
RESULT FOR THE FINANCIAL PERIOD	145.0	255.0
Increase (-) or decrease (+) in depreciations	8.9	16.8
Increase (-) or decrease (+) in reserves	3.7	-7.0
Increase (-) or decrease (+) in funds	-18.7	15.5
	-6.1	25.3
SURPLUS/DEFICIT (-) FOR THE FINANCIAL PERIOD	138.9	280.2

FINANCIAL STATEMENT FOR THE CITY OF HELSINKI

EUR million	2012	2011
CASH FLOW FROM OPERATIONS		
Annual marginal profit	439.1	574.3
Extraordinary items	102.4	42.5
Amendment items for income funding	-119.3	-73.5
	422.2	543.3
INVESTMENT CASH FLOW		
Investment expenses	-649.6	-682.8
Portions to be financed for investment expenses	5.0	8.2
Sale of fixed assets (residual)	125.5	51.6
	-519.1	-623.1
OPERATING AND INVESTMENT CASH FLOW	-96.9	-79.9
CASH FLOW FROM FINANCING		
Changes to lendings		
Additions to lending receivables	-52.1	-45.3
Reductions to lending receivables	114.8	82.8
	62.7	37.5
Changes to loans		
Additions to long-term loans	57.4	231.7
Repayment of long-term loans	-134.6	-116.6
	-77.2	115.1
Changes to shareholders' equity	0.0	11.9
Other changes in liquidity		
Changes in funds and capital for assignments	-22.1	9.5
Changes to current assets	2.7	-20.4
Changes in receivables	-44.9	20.1
Changes in interest-free liabilities	32.7	-7.4
	-31.5	1.8
CASH FLOW FROM FINANCING	-46.0	166.3
CHANGES IN LIQUID ASSETS	-142.9	86.4
Change in liquid assets		
Liquid assets, 31.12.	667.4	810.3
Liquid assets, 1.1.	810.3	723.9
	-142.9	86.4

BALANCE SHEET OF THE CITY OF HELSINKI

ASSETS, million €	31.12.2012	31.12.2011
FIXED ASSETS		
Intangible assets		
Intangible rights	33.5	37.7
Other long-term expenses	260.9	277.1
Pre-payments	0.1	0.0
	294.5	314.9
Tangible assets		
Land and water areas	2,981.6	2,860.2
Buildings	1,676.4	1,628.7
Fixed structures and equipment	2,036.1	1,993.6
Machines and equipment	193.6	204.1
Other tangible assets	10.7	10.2
Pre-payments and pending acquisitions	263.8	238.7
	7,162.1	6,935.5
Investments		
Shares and interests	1,203.4	1,187.0
Debenture bonds receivable	45.9	137.5
Other loan receivables	1,524.8	1,495.8
Other receivables	0.8	0.8
	2,774.8	2,821.1
FUNDS FOR ASSIGNMENTS		
State assignments	315.8	327.8
Special marginal profits for endowments	4.2	4.2
Funds for other assignments	406.7	338.7
	726.6	670.7
CURRENT ASSETS		
Current assets		
Materials and supplies	89.8	88.8
Unfinished products	3.3	7.0
	93.2	95.8
Receivables		
Long-term receivables		
Loans receivable	0.1	0.1
Other receivables	2.7	4.2
	2.8	4.3
Short-term receivables		
Sales receivables	147.5	125.1
Loans receivable	2.0	1.2
Other receivables	62.1	40.2
Deferred receivables	114.6	113.2
	326.2	279.8
Receivables total	329.0	284.1
Financial values		
Investment in money market instruments	512.8	719.0
	512.8	719.0
Cash and bank receivables	154.5	91.3
ASSETS TOTAL	12,047.5	11,932.4

LIABILITIES, million €	31.12.2012	31.12.2011
SHAREHOLDERS' EQUITY		
Initial capital	2,972.4	2,972.4
Revaluation reserve	1,821.8	1,825.1
Other internal funds	511.4	482.8
Other shareholders' equity	729.0	729.0
Surplus/deficit (-) from previous accounting periods	2,585.2	2,315.0
Surplus/deficit (-) for the financial period	138.9	280.2
	8,758.8	8,604.6
DEPRECIATION AND VOLUNTARY RESERVES		
Depreciation	311.8	320.6
Voluntary reserves	106.9	110.5
	418.6	431.2
MANDATORY RESERVES		
Reserves for pensions	203.1	218.9
Other mandatory reserves	8.5	8.5
	211.5	227.4
EQUITIES FOR ASSIGNMENTS		
State assignments	316.4	328.1
Equities for endowments	4.2	4.2
Other equities for assignments	373.3	327.8
	693.9	660.1
LIABILITIES		
Long-term		
Debenture bonds	100.0	100.0
Loans from financial institutions and insurance companies	988.1	1,051.2
Advance payments received	1.3	2.1
Membership fees and other debts	34.8	7.4
	1,124.2	1,160.7
Short-term		
Loans from financial institutions and insurance companies	113.1	134.6
Advance payments received	21.6	22.6
Accounts payable	185.3	190.1
Membership fees and other debts	108.1	80.8
Deferred debts	412.5	420.3
	840.5	848.4
Liabilities total	1,964.7	2,009.1
LIABILITIES TOTAL	12,047.5	11,932.4

Rückblick des Bürgermeisters

In Helsinki gab es 2012 viele Gründe zum Feiern: Die Hauptstadt zelebrierte nicht nur ihren 200. Geburtstag sondern erhielt auch den Titel Weltdesign-Hauptstadt. Die Einwohner feierten das Jubiläum und auch ihre eigenen Veranstaltungen sorgten für frischen Wind im Festjahr. Ohne zu übertreiben, kann konstatiert werden, dass dank des Designjahres das geschehen ist, was für die Entwicklung und den Aufbau Helsinkis als Ziel gesetzt worden war. Helsinki mauserte sich zu einer noch tollereren und unterhaltsameren Stadt.

Das Projekt World Design Capital Helsinki 2012 war das größte jemals in Finnland realisierte Firmenkooperationsprojekt. Das Themenjahr war ein Gemeinschaftsprojekt der fünf Regionen Helsinki, Espoo, Vantaa, Kauniainen und Lahti. Während des Jahres wurde das Design von Serviceangeboten bis hin zur Architektur, von Modedesign bis zur Datenvisualisierung, von der Planung von Nutzerzugängen bis zur industriellen Formgebung und zum grafischen Design genutzt. Die Vorteile spiegelte sich in den Unternehmen, den Produkten und den Dienstleistungen für die Nutzer und auch das größere Publikum wieder.

Die Sorge um die Wirtschaft Europas legte einen Schatten auf das Jubiläumsjahr Helsinkis und die Sorge wurde auch in der eigenen Wirtschaft als Unsicherheit und Unruhe

empfunden. Das abgelaufene Jahr erwies sich dennoch für die Wirtschaft der Stadt positiver als prognostiziert, wenn auch deutlich schwächer als 2011. Die Steuereinnahmen waren in Relation zur Einwohnerzahl niedriger als im Vorjahr, wobei das Investitionsniveau beinahe gleich blieb.

In Helsinki wird außerordentlich viel gebaut, sogar in unmittelbarer Nähe des Zentrums. In den still gelegten Hafengebieten in Kalasatama und Jätkäsaari werden neue Wohnviertel errichtet. Die Stadt erhielt 2012 neue Straßen und Parks, Schulen, Kindergärten, Krankenhäuser und andere öffentliche Serviceanlagen wurden grundsanitiert.

Helsinki ist auch bezüglich der Einwohnerzahl eine wachsende Stadt. Im August 2012 erreichte die Einwohnerzahl die 600.000-Marke. Der Anstieg der Einwohnerzahl ist auf einen starken Zuzug aus dem In- und auch aus dem Ausland zurückzuführen.

Die wachsende Einwohnerzahl und die Altersstruktur der Einwohner wirken sich normalerweise darauf aus, wie die Stadt ihr Serviceangebot plant. 2012 wurden im öffentlichen Sektor Neuerungen in einer noch nie zuvor erlebten Größenordnung durchgeführt, als das Sozial- und Gesundheitssystem der Stadt Helsinki erneuert wurde. Ein Ziel der Neuerung war die Intensivierung der Ressourcen und die bedarfsbezogene Steuerung der Serviceleistungen.

Es ist ebenfalls wichtig, dass mit der Verbesserung der Serviceeinheiten Unterschiede in der Gesundheits- und Wohlfahrtsfürsorge gemindert werden. Die Sicherung des Wohlergehens und auf der anderen Seite die Verhinderung von Ausschlüssen bilden einen Teil der Entwicklung der Stadt. Zu Ehren des 200. Geburtstags der Hauptstadt nahm der Stadtrat einen Jubiläumsbeschluss und bewilligte einen Sonderzuschuss in Höhe von 10 Mio. Euro zur Verhinderung von Ausschlüssen von Jugendlichen.

Zum Wohlergehen der Einwohner trägt der Zustand der Umwelt bedeutend bei. Für die Klimapolitik der Stadt wurde als quantitatives Ziel gesetzt, dass die Treibhausmissionen vom Niveau von 1990 bis zum Jahr 2010 um 20 % reduziert werden sollten. Der Stadtrat führte die Umweltpolitik in Helsinki und der Beschluss enthält das Ziel, dass Helsinki bis zum Jahr 2050 eine Kohlendioxid neutrale Stadt werden soll.

Für Helsinki ist wichtig, dass die Einwohner an der Entwicklung ihrer Heimatstadt aktiv teilnehmen. Die Teilnahme der Einwohner an vielen Veranstaltungen, wie z.B. der Organisation der Restauranttage, zeigt, dass die neue Aktivität bereits im Gange ist. Die Offenlegung der Stadtentwicklungspläne und der Beschlussnahmen ist wichtig. Die leichte Zugänglichkeit aktueller Informationen und eine Atmosphäre, die die Teilnahme unterstützt, sind Voraussetzungen für die Stärkung der Einwohnerorientiertheit im Service und in der Behördenarbeit.

Helsinki ist eine interessante Stadt, auch aus den Augen von Außenstehenden. Das Tourismusjahr erzielte im Vergleich zum Vorjahr Rekordzahlen und der Schiffsverkehr nahm zu. Das Kongressjahr 2012 brach frühere Rekorde und Helsinki beherbergte 254 Kongresse, an denen über 40.000 Gäste teilnahmen. Die Anziehungskraft der Stadt wird durch das beträchtliche Interesse internationaler Medien beschrieben, deren hauptsächliches Thema die Veranstaltungen des Designjahrs Helsinki waren.

Helsinki befindet sich als wachsende und dynamische in einer interessanten Entwicklungsphase. Sie entwickelt sich in Zusammenarbeit mit den Einwohnern, mit allen Kooperationspartnern der Stadt und ihren Arbeitnehmern. Ich möchte Ihnen allen herzlich für das vergangene Jahr danken.

Jussi Pajunen
Bürgermeister

KENNZAHLEN DES JAHRESABSCHLUSSBERICHTS FÜR 2012

Kennziffern des jahresabschlussberichts	Konzern		Stadt	
	2012	2011	2012	2011
Anteil der Betriebserträge an den Betriebskosten, %	56,2	57,7	39,3	40,4
Jährlicher Deckungsbeitrag, Mio. Euro	685,3	823,1	439,1	574,3
Jährlicher Deckungsbeitrag, % der Abschreibungen	110,3	148,9	110,7	158,7
Jährlicher Deckungsbeitrag, Euro / Einwohner	1 133	1 381	726	963
Jährlicher Deckungsbeitrag ohne staatliche Betriebe, Mio. Euro	153,8	249,5
Jährlicher Deckungsbeitrag ohne staatliche Betriebe, % der Abschreibungen	85,2	98,4
Jährlicher Deckungsbeitrag ohne staatliche Betriebe, Euro / Einwohner	254	419
Kennziffern der kapitalflussrechnung	2012	2011	2012	2011
Interne Finanzierung der Investitionen, %	59,2	76,2	68,1	85,1
Interne Finanzierung der Investitionen, % ohne staatliche Betriebe	32,2	51
Interne Finanzierung des Kapitalaufwands, %	51,1	64,5	61,3	76,2
Kreditbedienungsdeckung	2	2,5	3,4	4,2
Hinlänglichkeit des Fonds, Tage	48	59	46	58
Kennziffern der bilanz	2012	2011	2012	2011
Eigenkapitalquote, %	59,7	59,4	76,3	75,9
Relativer Verschuldungsgrad, %	86,7	87,9	40,5	42,3
Kreditbasis 31.12., Mio. Euro	4 177	4 200	1 201	1 286
Kredite, in Euro / Einwohner	6 905	7 046	1 986	2 157
Kreditforderungen 31.12., Mio. Euro	526	623	1 571	1 633
Kreditforderungen des Konzerns 31.12., Euro / Einwohner	870	1 045
Einwohnerzahl am 31.12.*	604 833	596 081	604 833	596 081

* Die Einwohnerzahl ist ein Schätzwert, der auf Basis des Wirtschaftswertes berechnet worden ist. Die auf Seite 25 angeführte Einwohnerzahl ist korrekt.

L'année 2012 a été une année de célébrations pour Helsinki : en plus de fêter ses 200 ans en tant que capitale, Helsinki a porté le titre de Capitale mondiale du design. Les habitants ont participé à l'anniversaire et les propres événements des helsinkiens ont été des bouffées de fraîcheur tout au long de l'année. Sans exagérer, on peut dire que grâce à l'année du design, nous avons atteint nos objectifs de développement et de construction. Helsinki s'est transformée en une ville encore plus amusante et agréable.

L'acquisition de World Design Capital Helsinki 2012 a été l'ensemble de collaboration de sociétés le plus vaste jamais réalisé en Finlande. L'année à thème était une collaboration entre cinq communes : Helsinki, Espoo, Vantaa, Kauniainen et Lahti. Durant l'année, le design a été utilisé pour la conception de services, l'architecture, la création de vêtements, la visualisation de données, les interfaces d'utilisateur, le design industriel et le design graphique. Son utilité s'est réfléchi auprès des sociétés, des produits et des utilisateurs de services ainsi qu'auprès du grand public.

L'anniversaire de Helsinki a été assombri par l'économie européenne et l'économie nationale a également généré de la méfiance et de l'inquiétude. L'année passée fut cependant meilleure que prévue d'un point de vue économique, bien que clairement plus faible que l'année 2011. Le rapport entre les recettes fiscales et le nombre d'habitants était inférieur à celui de l'année précédente tandis que le niveau d'investissement n'a presque pas bougé.

La construction est exceptionnellement rapide à Helsinki même à proximité du centre-ville. De nouvelles zones résidentielles seront construites dans les quartiers de Kalasatama et Jätkäsaari, où ont cessé les activités portuaires. En 2012, de nouvelles rues et de nouveaux parcs ont été construits, et des écoles, des jardins d'enfants, des hôpitaux et d'autres services de base ont été rénovés.

Helsinki est une ville en pleine croissance démographique. En août 2012, nous avons franchi la barre des 600 000 habitants. Un vif mouvement continu aussi bien national qu'international influe avant tout sur la croissance démographique.

La population croissante et l'âge de la population influent naturellement sur la planification des services publics par la ville. En 2012, nous avons achevé les plus grandes rénovations du secteur public

à ce jour, lors de la rénovation du service social et de santé de Helsinki. Le but de la rénovation était l'amélioration de l'efficacité des ressources et l'orientation de ces ressources en fonction des besoins en services. Il est également important de réduire les inégalités au niveau de la santé et du bien-être en améliorant l'ensemble des services. Garantir le bien-être de la population et empêcher la discrimination font partie intégrante du développement de la ville. En l'honneur du 200^e anniversaire de la ville, le conseil de la ville a pris une bonne résolution et a concédé 10 millions d'euros aux organisations luttant contre l'exclusion des jeunes.

L'environnement influe de manière significative sur le bien-être des habitants. Le but de la politique environnementale de la ville est de réduire de 20 pourcents le niveau d'émission des gaz à effet de serre de 1990 à 2010. Le conseil de la ville a tracé la politique environnementale de Helsinki et a décidé d'obtenir une neutralité carbone dans la ville d'ici 2050.

Pour Helsinki, il est important que les habitants participent au développement de leur ville. La participation des habitants à de nombreux événements, comme par exemple les journées restaurants, témoigne d'un nouvel activisme. Il est

important que les informations concernant le développement de la ville et la prise de décision soient transparentes. La disponibilité d'informations mises à jour et une atmosphère prônant la participation sont indispensables pour renforcer les initiatives des habitants au niveau des services publics et du fonctionnement administratif.

Helsinki est également une ville intéressante aux yeux des étrangers. Les records de fréquentation de l'année précédente ont été battus et la circulation des bateaux s'est intensifiée. L'année des congrès 2012 a dépassé toutes les attentes précédentes et 254 congrès internationaux ont eu lieu à Helsinki, accueillant plus de 40 000 congressistes. La force d'attraction de la ville se reflète dans un intérêt marqué des médias étrangers envers Helsinki. Les sujets principaux abordés par la presse étrangère étaient les événements liés à l'année du design.

Helsinki se trouve actuellement dans une phase intéressante de croissance et de dynamisme. Son développement est le fruit de la collaboration de ses habitants, de tous les associés de la ville et des travailleurs. Je voudrais tous vous remercier chaleureusement pour cette année passée.

Jussi Pajunen
Maire

ÉLÉMENTS COMPTABLES RELATIFS AU COMPTE DE RÉSULTAT DE L'ANNÉE 2012

Éléments comptables relatifs au compte de résultat	Groupe		Ville	
	2012	2011	2012	2011
Pourcentage des recettes et des dépenses de fonctionnement	56,2	57,7	39,3	40,4
Marge annuelle, millions d'euros	685,3	823,1	439,1	574,3
Pourcentage de la marge annuelle rapporté aux amortissements	110,3	148,9	110,7	158,7
Marge annuelle, euros par habitant	1 133	1 381	726	963
Marge annuelle sans entreprises de service public, millions d'euros	153,8	249,5
Pourcentage de la marge annuelle rapporté aux amortissements sans entreprises de service public	85,2	98,4
Marge annuelle sans entreprises de service public, euros par habitant	254	419
Éléments comptables relatifs du tableau de financement	2012	2011	2012	2011
Pourcentage de l'autofinancement des investissements	59,2	76,2	68,1	85,1
Pourcentage de l'autofinancement des investissements, sans entreprises de service public	32,2	51
Pourcentage de l'autofinancement des mises de fond	51,1	64,5	61,3	76,2
Marge de service des emprunts	2	2,5	3,4	4,2
Adéquation de caisse par jour	48	59	46	58
Éléments comptables du bilan	2012	2011	2012	2011
Ratio d'autofinancement, %	59,7	59,4	76,3	75,9
Endettement relatif, %	86,7	87,9	40,5	42,3
Encours de la dette au 31/12, millions d'euros	4 177	4 200	1 201	1 286
Emprunts, euros par habitant	6 905	7 046	1 986	2 157
Prêts au 31/12, millions d'euros	526	623	1 571	1 633
Prêts du groupe au 31/12, euros par habitant	870	1 045
Nombre d'habitants au 31/12*	604 833	596 081	604 833	596 081

*Le nombre d'habitants est une estimation destinée à des fins budgétaires. Le nombre officiel d'habitants se trouve à la page 25.

2012 год стал для Хельсинки богатым на торжества: помимо празднования 200-летия с момента присвоения ему статуса столицы, Хельсинки носил титул мировой столицы дизайна. Жители города приняли участие в юбилейных торжествах, а их собственные мероприятия внесли свежую струю в празднование юбилея. Можно сказать без преувеличения, что благодаря году дизайна, в развитии и строительстве Хельсинки были достигнуты желаемые цели. Он стал еще интереснее и уютнее. Проект World Design Capital Helsinki 2012 стал примером самого масштабного корпоративного сотрудничества, когда либо осуществленного в Финляндии. Тематический год – это совместный проект пяти муниципалитетов: Хельсинки, Эспоо, Вантаа, Кауниайнен и Лахти. В течении года дизайн применялся в различных областях от сервис-дизайна до архитектуры, от моделирования одежды до цифровой визуализации, от дизайна интерфейса до промышленного дизайна и графического планирования. Это положительным образом отразилось на компаниях, пользователях товаров и услуг и более широкой аудитории.

Обеспокоенность экономической ситуацией в Европе наложила свой отпечаток на юбилейный год Хельсинки, ощущалась неуверенность и беспокойство и за экономику нашей страны. Однако, для экономики горо-

да год завершился более положительно, чем прогнозировалось, хотя и менее успешно, чем 2011 год. Налоговые сборы в соотношении с численностью населения в сравнении с предыдущим годом были более низкими при почти таком же уровне инвестиций.

В Хельсинки, даже в прилегающих к его самому центру районах, очень активно ведется строительство. В городских кварталах, высвободившихся с территории порта в Каласатама и Яткясаари, строятся новые жилые массивы. В течении 2012 года в городе появились новые улицы и парки, ведется капитальный ремонт школ, детских садов, больниц и других муниципальных помещений.

Также в Хельсинки наблюдается прирост населения. В августе 2012 года мы преодолели рубеж в 600 000 жителей. Население города увеличивается, благодаря продолжительной активной миграции как внутри страны, так и из-за рубежа.

Увеличение численности населения, как и его возрастная структура, естественным образом влияют на планирование муниципальных услуг. В 2012 году было подготовлено самое масштабное, из когда-либо проводимых в государственном секторе, реформирование структуры отдела социальной службы и здравоохранения. Одной из целей этой реформы было увеличение эффективности ресурсов и их распределение в зависимости от потребности оказываемых услуг. Считаю

важным также, что, улучшив комплексность услуг, мы добьемся сокращения различия в состоянии здоровья и благосостояния горожан. Неотъемлемой частью развития города является обеспечение благосостояния жителей, наравне с предотвращением социальной изоляции. В честь 200-летнего юбилея столицы муниципальный совет принял решение о выделении 10 миллионов евро на меры по предотвращению социальной изоляции молодежи.

На благосостояние жителей города главным образом оказывает влияние состояние окружающей среды. В качестве одной из целей городской политики в области климата является снижение выбросов парниковых газов до 2010 года на 20 процентов от уровня 1990 года. Муниципальный совет обозначил целью политики окружающей среды Хельсинки к 2050 году достичь полного отказа от углеродных выбросов.

Для Хельсинки очень важно, чтобы его жители принимали активное участие в развитии своего города. Проведение различных мероприятий, в организации которых участвуют горожане, например, такие как ресторанные дни, говорит о том, что активность появилась. Важно предоставлять открытую информацию о планах по развитию города и принятии решений. Доступная и своевременная информация, равно как и атмосфера, способствующая участию в городских делах – это то, что позволит лучше учитывать мнения и пожелания жителей в организации городских служб и работе официальных органов. Хельсинки интересен и жителям других регионов. В сфере туризма за минувший год были достигнуты рекордные показатели предыдущего года, а количество морских путешествий увеличилось. Количество конгрессов, проведенных в 2012 году, превысило ранее сделанные прогнозы. В Хельсинки было зарегистрировано проведение 254 конгрессов, в которых, в общей сложности, приняло участие более 40 000 человек. Об интересе к городу говорит большое внимание со стороны международной прессы, центральными темами в репортажах которой, были мероприятия, посвященные году дизайна в Хельсинки. Растущий и динамичный, Хельсинки находится сейчас на интересном этапе развития. Процесс его развития зависит от слаженной совместной работы жителей со всеми городскими партнерами и работниками. Я хочу всем вам выразить теплые слова благодарности за работу в прошедшем году.

*Юсси Паюнен
мэр города*

ПОКАЗАТЕЛИ ГОДОВОГО БУХГАЛТЕРСКОГО ОТЧЕТА ЗА 2012 ГОД

Показатели годового бухгалтерского отчета	Концерн		Город	
	2012	2011	2012	2011
Производительность производительных расходов, %	56,2	57,7	39,3	40,4
Годовая валовая прибыль, миллионов евро	685,3	823,1	439,1	574,3
Годовая валовая прибыль, % к расходам	110,3	148,9	110,7	158,7
Годовая валовая прибыль, евро на одного жителя	1 133	1 381	726	963
Годовая валовая прибыль без учета коммерческих предприятий, миллионов евро	153,8	249,5
Годовая валовая прибыль без учета коммерческих предприятий, % к расходам	85,2	98,4
Годовая валовая прибыль без учета коммерческих предприятий, евро на одного жителя	254	419
Показатели расчета затрат и инвестиций	2012	2011	2012	2011
Внутреннее финансирование инвестиций, %	59,2	76,2	68,1	85,1
Внутреннее финансирование инвестиций, % без учета коммерческих предприятий	32,2	51,0
Внутреннее финансирование затрат капитала, %	51,1	64,5	61,3	76,2
Платежеспособность по кредитам	2,0	2,5	3,4	4,2
Достаточность капитала, дней	48	59	46	58
Балансовые показатели	2012	2011	2012	2011
Коэффициент собственного капитала, %	59,7	59,4	76,3	75,9
Относительная задолженность, %	86,7	87,9	40,5	42,3
Кредитный капитал на 31.12., миллионов евро	4 177	4 200	1 201	1 286
Кредиты, евро на одного жителя	6 905	7 046	1 986	2 157
Кредитные поступления на 31.12., миллионов евро	526	623	1 571	1 633
Кредитные поступления концерна на 31.12., евро на одного жителя	870	1 045
Количество жителей на 31.12.*	604 833	596 081	604 833	596 081

* Население указано как оценочная величина, взятая за основу экономической оценки. Официальные данные о количестве населения на стр. 25.



BRIEF FACTS ABOUT HELSINKI

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	2,841
Shoreline	123 km
Islands	315

MEAN TEMPERATURE 2012

whole year	5.9° C
warmest month, July	17.7° C
coldest month, February	-6.8° C

POPULATION

Total population 2012/2013	603,968
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Age groups %

0–6	7.0
7–15	7.5
16–64	69.7
65–74	9.0
75+	6.8
Life expectancy	80.3
men	76.8
women	83.3
Finnish nationality %	91.6
Other nationals %	8.4
Finnish-speaking %	81.9
Swedish-speaking %	5.9
Other languages %	12.2

HOUSING

Dwellings total	331,485
owner-occupied dwellings %	44.4
Housing density m ² /person	34.2
Rented dwellings owned by the city	53,000

LABOUR MARKET

Jobs	412,661
primary production (SIC A-B)	0.1 %
processing (SIC C-F)	10.3 %
services total (SIC G-S)	88.6 %
market services (SIC G-N)	54.6 %
public services (SIC O-S)	34.0 %
other or unknown (SIC T-X)	1.0 %
Number of companies	39,962
Labour force (15–74 year olds)	
employed	311,684
unemployed	23,603
participation rate, %	71.5
Degree of unemployment, %	7.0

TRANSPORT AND COMMUNICATIONS

Registered cars per 1,000 inhabitants	404
Public transport within the city, total journeys	210 M
Mobile phones per 100 inhabitants (in Finland)	172
Internet users (15–74 yr), percentage of population	89.9 %

ENERGY AND WATER SUPPLY

Sales of electricity	7,522 GWh
Sales of district heating	6,882 GWh
Sales of water (Helsinki Metropolitan Area)	72.0 M m ³
Water consumption per capita per day (Helsinki Metropolitan Area)	240 l
Treated waste water	102.8 M m ³

HEALTH CARE

City sub-district health centres	26
City hospitals ¹⁾	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	1,168
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	1,093
in city units	270
in contract hospitals	823
visits per 1,000 inhabitants	1.8

1) Herttoniemi, Laakso, Malmi, Suursuo, Haartman, Aurora.

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⁾	2,142
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	170

CULTURE AND LEISURE

City library	
Book loans, millions	9.3
Loans per inhabitant	15.4
Museums	64
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	48
Hotel guests (millions)	2.0
overnight stays, total	3.2
of which foreigners	1.7
Hotels	53
rooms	8,419
beds	15,805
International conferences and events	254
participants	40,786

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 50 000 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
- Benefits of the Eurozone membership
- Excellent infrastructure, ideally placed to serve the Russian and Baltic markets

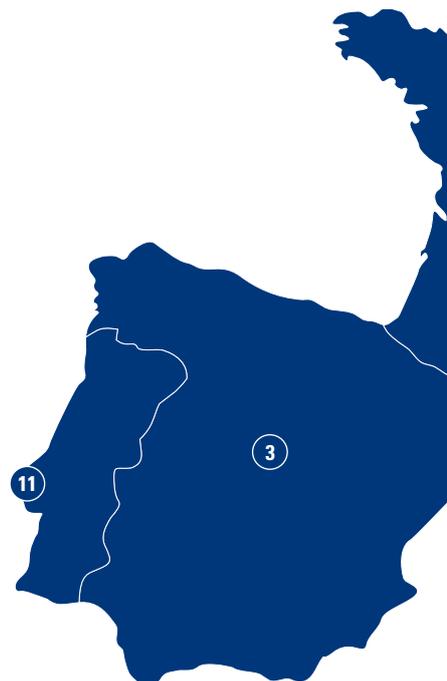
European union in 2012

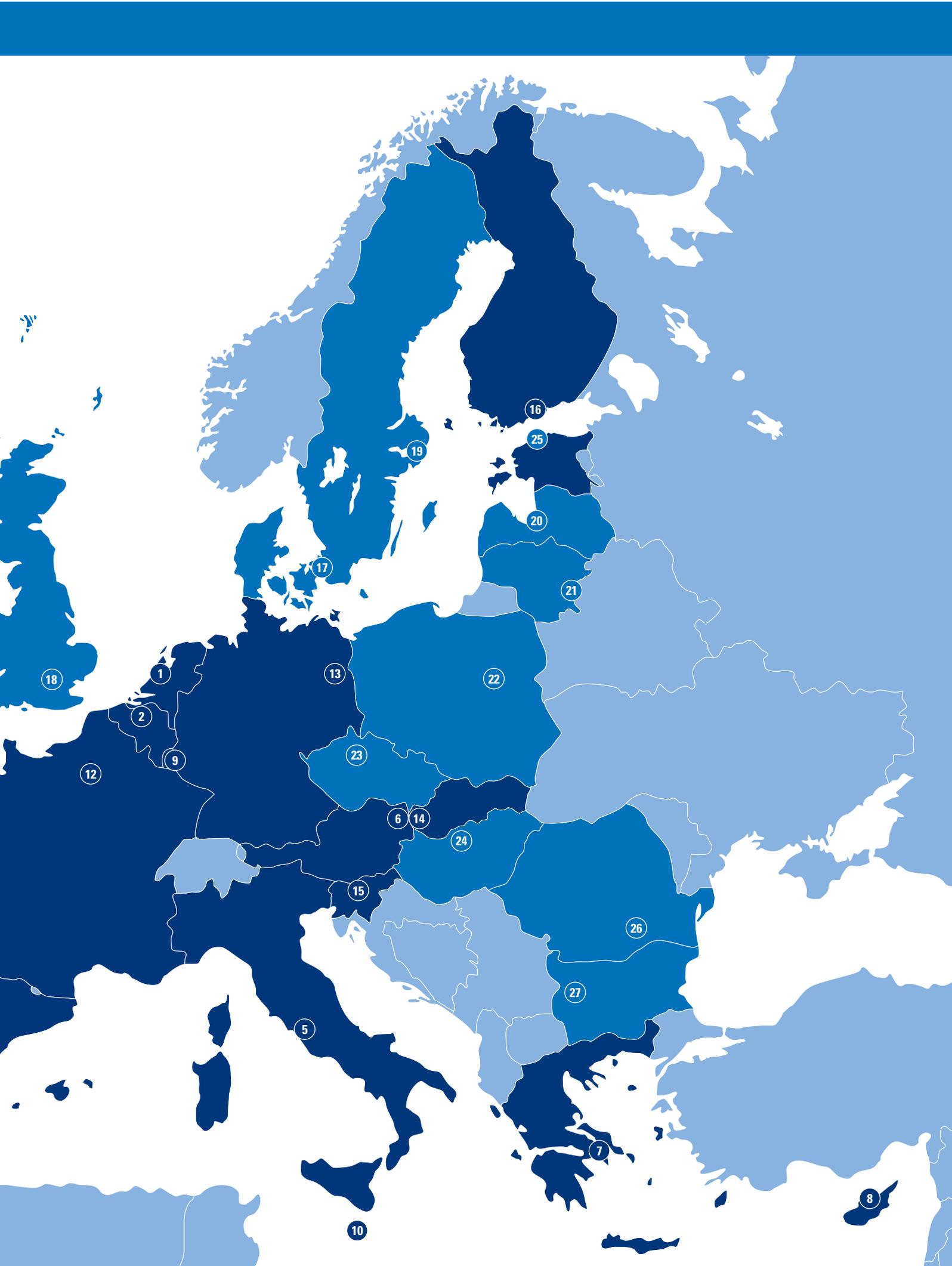
Capitals of EU member states of the euro area

- 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

Capitals of other EU member states

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







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