



City of Helsinki

Annual Report 2013



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Dear Reader,
The four-year term of the new Helsinki City Board, launched in 2013, began under uncertain economic conditions. In the spring, the Board set the central goals and development targets for the term and defined the most important actions to be taken in accordance with the Board's new strategy programme.

In addition to wellbeing services, development of the city structure and competitiveness, the strategy programme emphasises a balanced economy, good leadership, openness and participation. In an open city, information is easily accessible and the decision-making process is transparent.

The strategy programme also necessitates a reformation of the City's management system. The objective of this reform is to make the outcome of the municipal elections reflect the City's management and decision-making processes more strongly than before. A management division was established under the leadership of the City Board to prepare this reform. In addition, an IT division was established to manage city-level data management.

A reform of social and public health care services came into effect at the beginning of the year. By combining the two separate departments for social services and health care, the goal was to make care paths more efficient and the services increasingly customer-oriented. In connection of this reform, the new Department of Early Education and Care launched operations.

The three departments making up the City's central management were merged as the City Executive Office. The main goals of this reform were to manage the City of Helsinki as one entity, to reinforce the City's economic policy and to promote openness and participation.

Balancing the City finances continued to pose challenges. Actions defined in the strategy programme are aimed at slowing down the increase in debt. The rise in operating expenses should be parallel to the rise in general cost levels and the population growth, minus the annual one percent target for productivity improvement. An annual ceiling of 435 million euros was introduced to investments.

A favourable development of travel and tourism continued. Although the total number of overnights decreased somewhat, records were broken in airline, ship and cruise traffic. The Helsinki Airport reached the milestone of 15 million passengers. Finland's largest public event of 2013 was the Tall Ships Races, which were hosted by Helsinki. The event attracted over half a million visitors. Slush, a leading meeting for growth enterprises in Northern Europe and Russia, also attracted a record-breaking number of visitors and reinforced the status of Helsinki among the most exciting start-up cities in the world.

Jussi Pajunen
Mayor

PERTTI INSONEN



Development in the hands of the City Council

PERTTI NISONEN



Chairman of the City Council
Mari Puoskari
Green

PERTTI NISONEN



First Deputy Chairman
Harry Bogomoloff
Conservative

PERTTI NISONEN



Second Deputy Chairman
Sara Paavolainen
Social Democrat

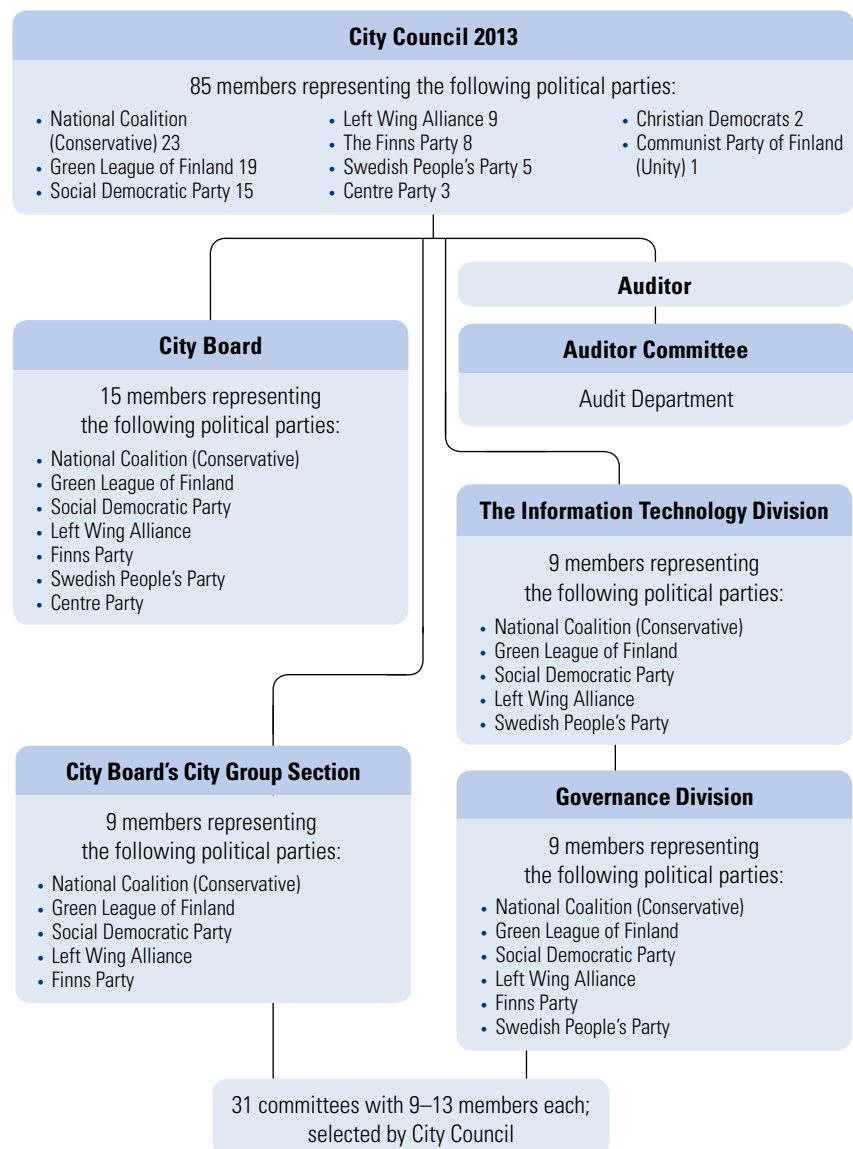
Under the division of powers between central and local government in Finland, municipalities enjoy autonomy in the administration of many of their affairs. Certain basic tasks are stipulated in the Local Government Act, and in addition to these, municipalities may voluntarily assume others. The only 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 Helsinkikanava, 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 has three divisions; City Group Division, Information Technology Division and Governance Division

The City Group Division's mission is to monitor the operations of the City

Group and ascertain that the Group's affiliated companies and foundations are operating according to the objectives set by the Board.

The Information Technology Division monitors the preparation and implementation of the City's information technology programme as well as how the programme's goals are achieved. It will also deal with such information technology projects that exceed one million euros in cost.

Governance Division makes proposals for reforming City governance.

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 and Health Services Department
- Early Education and Care

Deputy Mayor for cultural and personnel affairs

- Deputy Mayor for education, 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,
Tatu Rauhamäki
Conservative

PERTTI NISONEN



First Deputy Chairman of
the City Board and City
Group Section
Osku Pajamäki
Social Democrat

PERTTI NISONEN



Second Deputy Chairman
of the City Board
Emma Kari
Green



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
- Helsinki Energy
- Port of Helsinki
- City of Helsinki Financial Management Services (Talpa)
- Business matters, tourism, events
- Preparedness planning
- International matters
- Communications

Municipal public enterprises

- Helsinki Energy (1,138)
- Port of Helsinki (166)
- City of Helsinki Financial Management Services (407)

Departments:

- City of Helsinki Administration Centre (242)
- City of Helsinki Economic and Planning Centre (235)
- 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	4,673.0
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Mayor's field

Operating profit, million euros	10.3
Operating costs, million euros	124.5
Operating costs / citizen, euros	203.3

Public enterprises within the mayor's field

Helsingin Energia / Turnover, million euros	746.6
Port of Helsinki / Turnover, million euros	89.0
City of Helsinki Financial Management Services (Talpa) / Turnover, million euros	26.4

Number of personnel

(incl. public corporations within the field)	2,206
% of the entire personnel	5.5

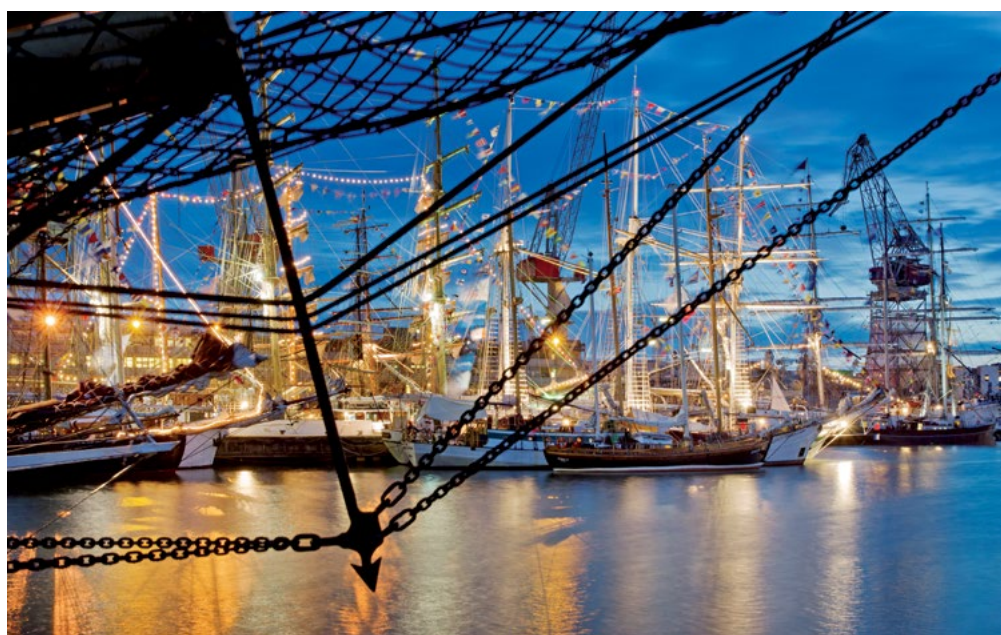
The City of Helsinki's economy was somewhat stronger in 2013 than previously estimated. The City economy remained largely at the 2012 level, but it was markedly weaker than in 2011. Tax income developed positively showing 5.3 percent growth from the previous year, but close to half of the growth was caused by accounting practices. The municipal tax rate was 18.5 percent.

The City's operating expenses grew by 3.6 percent, down from 4.8 percent in 2012. Over the last five years, the loan portfolio of Helsinki has more than doubled and now amounts to around 1,500 million euros. By year-end 2013, the portfolio had grown by approximately 290 million euros since year-end 2012. In order to slow down the growth of the loan portfolio, Helsinki has sought to improve the profitability of service production by slowing the increase in the annual operating expenses of these operations. The City managed to slow the increase compared to the high level of 2012, but the increase was still higher than in the rest of the country, where the increase remained at an estimated 2.6 percent. The City's annual profit margin was somewhat higher than in the previous year, but internal financing was not sufficient to cover investments.

Income development of public enterprises

The total sales of electricity by Helsingin Energia, 7.5TWh, remained at the previous year's level. The year was warmer than average, which cut down district heat production. The sales of district heat were 5 percent below the previous year's level. The production of district cooling utilising seawater, the heat content of wastewater and heat from co-generation increased by 34 percent compared to the previous year. Turnover was 747 million euros, down by 19 million euros from the previous year. Profit before appropriations was 204 million euros, 4 million euros higher than in 2012.

The Port of Helsinki achieved its profit target. Development was rather slow in cargo traffic and, due to a slow beginning of the year, cargo traffic increased slower than in the previous year, but it still showed higher profit than in the previous year. Another record was broken in vessel traffic. There were 8,122 vessel calls. The number of calls decreased slightly, but the total transport capacity of vessels increased, as the size of vessels increased more than the number of calls decreased. Turnover for the Port's fiscal year was 89 million euros, up by 2.1 percent from the previous year.



Incorporation of public enterprises

According to an amendment to the Local Government Act that took effect during the year, a municipality has to assign operations it carries out in competitive markets to a limited liability company, cooperative, society or a foundation. The transition phase extends to the end of 2014. Studies on incorporating the operations were launched for the Helsingin Energia and Port of Helsinki public enterprises. For the public enterprise Palmia, a study was launched on a re-organisation of operational and management models in accordance with the competition neutrality regulations of the Local Government Act. In addition, a study required by the strategy programme was launched on the operational model of Helsinki City Transport.

Helsinki population grows

At the turn of the year, Helsinki had approximately 612,600 residents. During 2013, the number increased by 8,600. The number of foreign nationals increased by 2,700, and the number of foreign-born residents, defined as those speaking other than Finnish or Swedish as their first language, increased by 5,200. The foreign-born population represents 13 percent of the city's population. The total net migration gain was 6,700 residents. Domestic net migration gain increased, but net migration gain from abroad decreased from the previous year.

Dynamic city

Helsinki is a city of events and festivals. The most important of the year was the Tall Ships Races Helsinki 2013, which attracted visitors from at least 37 countries. The sailing event attracted large crowds, and it brought up to 30 million euros in income to the Helsinki region.

Several smaller events have increased the attractiveness of Helsinki. These have been developed and organised by various societies, groups, citizens and entrepreneurs. Restaurant Day, Cleaning Day and several other events stemming from

TIMO SANTALA



citizen initiative have introduced a new communal spirit to the city. Helsinki aims to be an enabling partner for all such activities.

The tourism and congress numbers of Helsinki have developed positively. Records were broken in airline and vessel traffic. Total passengers at the Helsinki Airport increased to 15.3 million. Total passengers at the port of Helsinki were 11.6 million, and the number of international cruise passengers was 420,000. However, the number of overnights did not increase, showing a 3 percent decline from the previous year instead.

International cruise traffic broke a record. Helsinki received 420,000 cruise passengers, up by 15 percent from the previous year.

More international congresses were organised in Helsinki than ever before. They brought over 31,000 congress guests and about 51 million euros in profit to the city. With these record-breaking results, Helsinki was the number one congress city in Finland.

Open data

Data on City decision making and management is systematically opened for use by citizens. Helsinki Region Infoshare, an open data service of the Helsinki Metropolitan Area, was

awarded in an innovation competition for public administrations organised by the EU. Open data is meant to generate new applications and services, and open data is also offered to developers with ideas for the utilisation of the data.

In addition to open data, other important development projects include e-services and a feedback system serving citizens. Interaction among decision makers, authorities and residents has been advanced further.

Regional cooperation

The topics emphasized in regional cooperation included preparations for municipal reforms involving extensive rounds of statements. A preliminary metropolitan area study led to preparatory legislative work related to metropolitan administration in the Finnish Government. The Ministry of Finance launched a review of municipal re-division in Helsinki and eight other municipalities. Preparation work for an extensive reform of social and health care services was also continued. Central themes in the metropolitan area cooperation included closer corporate governance and further development of land use, housing and traffic planning. ■



**Deputy Mayor
Pekka Sauri**

- Public transportation
- Rescue services
- Environmental issues

Municipal public enterprises

- Helsinki City Transport (HKL) (975)
- Palmia (2,924)

Departments:

- Procurement Centre (53)
- Helsinki Wholesale Market (34)
- Helsinki City Rescue Department (671)
- Public Works Department (468)
- Stara construction service provider (1,535)
- Environment Centre (173)

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	322.9
Operating costs, million euros	625.3
Operating costs / citizen, euros	1,023

Public enterprises within the scope of the construction and environment offices

Helsinki City Transport (HKL) / Turnover, million euros	140.6
Palmia / Turnover, million euros	160.2

Number of personnel

(incl. public corporations within the field)	6,833
% of the entire personnel	17

New trams on streets

Two of the new trams acquired for tram traffic in Helsinki have been tested, and they are already carrying passengers. The passengers have been happy with the quiet and smooth rides on the new trams. In total, 38 new tram cars have been purchased, and they will all go into operation between 2016 and 2018.

20 new metro cars have been purchased to meet the needs of expanding rapid transit, and their manufacture has already been started in Spain. The metro automation project proceeded on a very tight schedule. The project was delayed for a number of reasons including a search for a safe platform door solution and delays in equipment installations.

The management of metro security was transferred to the Palmia public enterprise at the beginning of November. Palmia recruited about 80 new security personnel to carry out the new assignments. The concept and principles of metro security have been revised and the security guards are more visible than previously.

New ideas to take us forward

The Rescue Department and Environment Centre were reorganised. The Environment Centre launched an investigation for achieving a 30-percent decrease in greenhouse gas emissions by 2020. The Greening Events project prepared a proposal for the environmental requirements

of events organised in the city. The Environmental Centre introduced an Oiva system, coordinated by the Finnish Food Safety Authority Evira, which has made the results of food inspections public since 1 May 2013.

In the maintenance and construction services provider Stara, the maintenance and construction of the city infrastructure was reorganised into sector-specific divisions, rather than area-specific units. The Stara management was also reorganised. The purpose of a productivity improvement project, launched in the autumn, is to maintain the competitiveness of Stara. The Public Works Department and Stara signed a partnership agreement that improves their collaboration, productivity and overall impact.

The parking control system Pasi, developed by the Public Works Department, was awarded the Achievement of the Year prize by the Mayor. In this new system, all parking control data is in electronic format. Electronic processing speeds up the flow of information and customer service.

The flower instalment in the Tallinn Flower festival by the Public Works Department and Stara placed first in the international category. This was already the third win for Helsinki. The Twitter service of the Public Works Department came second in the national competition for



Municipal Marketing, in the category of Marketing Product of the Year. The competition is held by organisations involved in municipal and regional marketing.

An online ordering system, Kilomyynti-Web, was introduced at Palmia's catering facilities in Pakkala. Approximately 150 schools and day care centres, 24 care service locations and 26 staff cafeterias began to use this online ordering service.

In cooperation with the Education Department, Palmia implemented an extensive school menu revision, launched a pilot project for a restaurant committee and developed a monitoring system for wasted food at schools, in order to decrease the amount of bio waste. Two catering service kitchens tested a "one plate model", which helps to cut down the consumption of water and electricity.

Palmia's telephone and wellbeing service unit implemented a Voice of Helsinki project, in which a consistent sound environment was created for the recorded messages of telephone exchanges and other similar services.

Food attracts

The former slaughterhouse Teurastamo (Abattoir) in the area of the Wholesale Market attracted new entrepreneurs and visitors. The summer events in particular attracted tens of thousands of visitors. The old slaughterhouse building was renovated for restaurants and shops. The training kitchen Flavour Studio launched operations.

The Hietalahti Market Hall was refurbished and opened for food sales and services after a break of ten years. The market hall served as temporary premises for the vendors of the Old Market Hall during a renovation. The Wholesale Market hosted a congress of the World Union of Wholesale Markets. Helsinki is seen as an internationally attractive food tourism destination.

The Public Works Department updated its terrace permit instructions. In the future, small terraces, i.e. 80-centimetre-wide structures attached to the facade of a building, can be

used for outdoor catering without any separate compensation.

In October, Helsinki became a Fair Trade city. The public enterprise Palmia was very active in acquiring Fair Trade products. The objective was to extend the selection of Fair Trade products and to promote the consumption of Fair Trade coffee.

Progress in construction projects

Planning and construction progressed smoothly in new project areas, such as Kalasatama and Jätkäsaari. Approximately 6.9 hectares of new streets were built in the city, and 7.7 hectares of old streets were repaired. A new pedestrian and cycling path crossing over the Nordenskiöldinkatu street, the Auroransilta Bridge, was commissioned. The reconstruction of the Keskuskatu street continued.

Construction of a 1.2-kilometre-long public transport tunnel in Paloheinä was launched. The tunnel passes from Paloheinä to Kuninkaantammi, under the Central Park. From autumn 2015 onwards, bus trunk line 560 will operate through the tunnel.

The renovation of the Siilitie Metro station was completed. The station remained open to the public during the whole renovation project. Teräsrakenneyhdistys, the Finnish association of steel structure construction, awarded the station with the Steel Structure of the Year prize for high-quality steel construction.

The renovation of the Tori Quarters (Torikorttelit) district in the centre of Helsinki was completed. The new building of Daycare Centre Meritähhti was completed in Vuosaari.

A storage tent for oil spill response equipment was set up near the Santahamina oil spill response unit.

The sum allocated for the winter maintenance of streets and constructed parks, 24.6 million euros, was not sufficient to cover the expenses, due to heavy snowfall at the beginning of the year, as well as the long winter. Despite a snow-free end of the year, the budget for winter maintenance was exceeded.

MARIA MIKLAS



Customer service offices, such as those of the Real Estate Department, purchased markedly fewer services from the maintenance and construction service provider Stara than in recent years. The total volume of their operations declined steeply and rapidly. Stara managed to compensate for the decline in volume by cutting down outsourced services. Stara was able to achieve the budgeted operating marginal profit.

Procurements

The role of the Procurement Centre as a shared procurement unit for the city was reinforced. Use of criteria based on sustainable development in procurements increased. Competitive bidding processes increased by 29 percent compared to last year. A specification was prepared for the management of innovative procurements, for use in the development of the city's procurements.

The Environment Centre and the Procurement Centre launched an environmental network for procurements. The network helps the city's different administrative bodies to pay attention to the goals of the city's environmental policy in procurements and in other areas. ■



**Deputy Mayor
Hannu Penttilä**

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

Departments:

- Housing production company (58)
- City Planning Department (291)
- Real Estate Department (470)
- Building Regulation Department (118)

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	685.8
Operating costs, million euros	302.9
Operating costs /citizen, euros	494

Number of personnel	937
% of the entire personnel	2.3

New housing through infill construction

The new pending city plan of Helsinki envisions that about 860,000 citizens will live in the city in 2050. Helsinki will become a denser city, and new construction will take place in the extension areas of the current districts, in particular in the suburbs near rail stations. A focal point of the plan on Östersundom, an area shared by Helsinki, Vantaa and Sipoo, is the integration of construction and conservation of the Natura areas.

With regard to zoning sufficient floor space, goals were achieved better than during the previous year. The City Planning Committee compiled housing project proposals totalling 459,000 square metres of floor space. The Council approved 313,000 square metres of them. Approximately 511,000 square metres of new housing came into effect. The proposals emphasised infill construction. Approximately 60 percent of the housing projects, almost 280,000 square metres of floor space, are located in areas already under construction. The most extensive detailed plans were for the districts of the Capella avenue and Sompasaari located in the area. The most significant infill construction plans were for the Vaarnatie and Naulakallio areas in Mellunkylä and the Siltalanpuisto area in Suutarila.

The planning principles for the Vartiosaari island were approved in March. The island, located near the Helsinki shoreline, was previously

occupied by the Defence Forces and is now mainly used as a recreational area. It has no bridge connection.

The temporary use of Vaasankatu as a pedestrian street was an interesting experiment. The experiment lasted from the beginning of June to the end of September, and it provided lessons in novel and spontaneous city development.

Investments in school buildings

Due to the aging building stock, control of indoor air problems has become one of the most important goals of the City. A total of 174 million euros was invested in construction and reparation projects. In particular, funds were allocated to school renovations. The most extensive of the 350 projects were the renovation of the Vesala secondary schools and the construction of the Viikinmäki district centre.

The property owned and managed by the Real Estate Department accrued a profit of 434 million euros from rent. 80 percent of the sum was internal revenue. In order to reduce renovation liabilities, the City sold unused property including the Puotila Manor and Villa Tomtebo.

Extensive sale of land

Income from leased land was 209 million euros, 23 percent of which was internal income. Land sales produced 79 million euros. The most significant sites sold were residential plots in Jätkäsaari and Kalasatama, as well as



office building plots in Ruskeasuo and Länsi-Pasila. During the year, the City earned 6.6 million euros in land use compensation. In addition, 16 new land use contracts were signed.

The City acquired new land for 45 million euros, and 275 hectares of land was purchased from Östersundom.

Busy construction slowed down

About 4,700 new housing units were completed in Helsinki. As the year before, new housing construction was at a good level. Nevertheless, new construction remained about 15 percent below the previous year's level. Soil remediation was carried out mostly in future residential areas in the inner city, as well as in Laajasalo and in Kuninkaantammi in Kaarela. Fewer actual construction projects were launched than in recent years. The Real Estate Department transferred residential plot construction rights to further years corresponding to 192,000 square metres of floor space.

For office buildings, the transferred construction rights corresponded to 96,000 square metres of floor space, which was more than twice the amount transferred in the previous year. The increase was mostly due to the sale of completed commercial sites. New contracts were signed on commercial sites in Jakomäki and Maunula and on a hotel site in Kaartinkaupunki.

Slow production of affordable housing

Housing construction decreased, compared to the previous year, and it only met about 40 percent of the annual goal set in the City's strategy concerning housing and related land use. In its own housing production, the City made construction decisions on 591 new apartments, 333 of which were ARA rental units constructed with State support, 145 were right-of-occupancy units, and 113 were Hitas units. It was decided that renovations would be carried out in 565 units. A total of 1,053 units produced by the City were completed.

TEINA RYNNÄNEN



Helsingin kaupungin asunnot Oy's ownership of ARA rental apartments was in effect for a second year. The operations became more efficient, and practises were made more consistent. The company's loans with the highest interest rate were converted into cheaper loans, their worth totalling up to 130 million euros.

Demand for affordable rental housing continued to grow. Towards the end of the year, around 26,600 applicants were on queue for City rental housing. The Real Estate Department provided vacated and new ARA rental apartments for about 2,700 new tenants.

Wood construction

Wooden structural elements are applied in housing construction in Pukinmäki, and they are also used to construct rental apartments, office space and a hotel in the WoodCity district in Jätkäsaari. A residential district, without parking spaces, was completed in Kalasatama. To complement the rental housing of the district, a Hitas building (a price-and-quality-controlled building) named Asunto Oy Helsingin Studio was constructed. It has no parking spaces, and it represents new, easily

modifiable "new loft architecture".

Moisture control during construction was improved, in cooperation with the various departments and Rakli ry (The Finnish Association of Building Owners and Construction Clients). Rakli ry named the City of Helsinki's Housing Production Department the Constructor of 2013, owing to the quality of its construction and the promotion of affordable housing and sustainable development, as well as to honour its work to reduce financial crime in the construction sector.

The Building Control Department is developing an electronic construction permit system, which will be implemented with the help of a consistent user interface recommended for municipalities. A guide for single-family house residents was published, and the department also organised two extensive afternoon seminars concentrating on building engineering physics and repair construction. The seminars had a total audience of 800 people.

Contacts with other Nordic countries were maintained by the City Planning Department and the Real Estate Department, and high-rise construction know-how was acquired from Vancouver, Canada. ■



Deputy Mayor Laura Rätty

- Social welfare and health care
- Day care and preschool education

Departments:

- Social services and health care Department (15,633)
- Early education and care Department (5,580)

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	289.8
Operating costs, million euros	2,505.5
Operating costs /citizen, euros	4,090

Number of personnel	21,213
% of the entire personnel	52.8

New departments began operations

The Department of Social Services and the Health Centre were merged as the Department of Social Services and Health Care at the beginning of 2013. At the same time, the Finnish-speaking child day care reorganised itself as the independent Department of Early Education and Care. The central goals of this reform were to promote a customer-oriented approach and to improve customer service.

The service structure has been simplified in senior services. An increasing number of people over age 75 still live at home. The efficiency of service chains intended for the elderly improved significantly. Wait times both for long-term 24-hour care and for further treatment after specialised health care decreased noticeably. In 24-hour care, the share of institutional care has decreased and the share of assisted living has increased. Furthermore, child welfare services and services for the disabled are developing services provided at home, instead of institutional care. Psychiatric services and substance abuse treatment are now operating at four regional psychiatric and substance abuse treatment centres.

Promoting the health and wellbeing of Helsinki citizens

Programmes promoting healthy lifestyles, Smoke-free Helsinki, a programme for responsible alcohol use and an obesity programme all continued, aiming to improve the health and wellbeing of citizens.

The Social Affairs and Public Health sector participated in the eighth world conference organised by the World Health Organisation and the Ministry of Social Affairs and Health. It was held in Helsinki in the summer.

The Act on Supporting the Functional Capacity of the Older Population and on Social and Health Services for Older Persons, i.e. the so-called Senior Citizen Service Act, came into effect on 1 July 2013. An extensive survey on the impacts of the Act on the services for the elderly was carried out, and preparations were made for meeting the provisions of the Act.

Integrated maternity clinic and family work

The functionality of the Hyve4 model was reviewed in cooperation by the Department of Early Education and Care and the maternity clinic and family work of the Department of Social Services and Health Care. The model



comprises early education discussions and interviews of 4-year-old children during day care as well as extensive health check-ups at maternity clinics, involving check-ups by both maternity clinic nurses and doctors.

The content of the Hyve4 model was developed in the researched day-care centre network during the Katse lapseen (Looking at children) project, in cooperation with Espoo, Vantaa and Kauniainen, the capital city region's Development Unit of Early Education, and the University of Helsinki. The best practices discovered during the project will go into use and applied throughout the city during 2014.

Pioneer of electronic services

Use of the e-services provided by social and health care services increased noticeably. The services can be used at maternity clinics, in student healthcare, in dental and oral healthcare and at health stations. It is also possible to order self-care equipment online. In addition, electronic services were tested in the process of applying for social assistance, and they will be introduced in 2014.

Approximately 70 percent of maternity clinic customers and 40 percent of child clinic customers have signed an electronic service agreement. Contacts through e-services replaced about 45,000 appointments at health stations during the year. Health care e-services are used markedly more in Helsinki than elsewhere in the country.

New clubs for children

Nine new forest or garden clubs were started in Helsinki. The club activities are intended for children in home care, and children who are over 2 years of age but have not yet started preschool may take part in them. The results of a customer survey on the club activities were very positive. The average score for both playground and day-care centre clubs was 4.6 on a scale from 1 to 5.

Language courses for immigrant parents

As an integration service, the City provided Finnish and Swedish classes

SUSANNA KARHAPÄÄ



for parents taking care of their children at home. Classes were organised at seven playgrounds, at family houses and in the premises of the organisation. Child minders were provided for the duration of the classes. The teachers were from the Finnish and Swedish Adult Education Institutes and adult upper secondary gymnasiums.

The number of customers for Child Welfare Services and social assistance increased. The increase in the number of Child Welfare Service customers was due to the increasing number of customers in open care. The number of Child Welfare Service customers in family or institutional care has decreased instead. Young people and support for them through the methods of open care remained some of the main challenges of Child Welfare Services.

Last year, close to 45,000 households in Helsinki received social assistance. The number increased from the previous year, due to weakening employment conditions.

Citizen participation

The Department of Early Education and Care arranged a total of 19 citizen

forums throughout Helsinki. The citizen forums were used to present the operations of the Department of Early Education and Care, regional early education services, the outlook of various areas and the offerings of private day care. The forums also discussed themes related to the content of early education, such as environmental education, outdoor activities, the formation of groups and the participation of children.

Customer panels were established at two health stations. An electronic feedback system was introduced during the spring. By the end of the year, almost 4,000 feedback messages were submitted through the system. Most of the comments were about health stations, making appointments, social assistance and personal assistants. Quick-feedback devices were also tested during the year.

People are pleased with early education services.

In a survey sent to all day-care customer families, parents gave excellent grades to day care operations. The general rating was 4.5, on a scale from 1 to 5. Approximately 7,300 respondents completed the survey. ■



**Deputy Mayor
Ritva Viljanen**

- 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 (123)
- City Library (552)
- City Museum (80)
- City Orchestra (116)
- The Helsinki Zoo (82)
- Cultural Centre (121)
- Sports Department (487)
- Youth Department (400)
- Oiva Akatemia (28)
- Education Department (6,439)
- Swedish Adult Education Centre (34)
- Finnish Adult Education Centre (180)
- Art Museum (72)
- Information Centre (82)
- Occupational Health Centre (154)

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	84.7
Operating costs, million euros	971.3
Operating costs / citizen, euros	1,586

Public enterprises of the department of education and personnel issues

City of Helsinki Personnel Development Services (Oiva Akatemia) / Turnover, million euros	4.2
---	-----

Number of personnel

(incl. public corporations within the field)	8,950
% of the entire personnel	22.3

Education reform

A curriculum reform process was launched in basic education, the basis of which was defined in value discussions with the pupils, homes and the personnel. It was also possible to join the discussion through an electronic survey.

The number of pupils in basic education and students in vocational training increased. The school network became denser, and the number of comprehensive schools decreased by two and upper secondary schools by one.

The City added 1,460 new student places in vocational education for the years 2013 to 2016. Helsinki Vocational College and Helsinki Vocational Adult Institute began their operations on 1 January 2013. All vocational education for both young people and adults, organised by the City, was provided by these institutes.

Helsinki Vocational College launched a Public Vocational Institute for those young people in danger of dropping out of their studies. This project is part of the measures of the Youth Guarantee, which came into effect at the beginning of the year. The Youth Guarantee also includes a Respa project by the City of Helsinki, in which career coaches instruct young people in work and education. One-fifth of the young people in Helsinki are covered by the Youth Guarantee, and

its implementation is in an important focus in education and employment management, which will be monitored and reviewed regularly.

The participation system for pupils and young people, Ruuti, engaged students through student committees. Students were also active in the "I eat all that I take" campaign, the purpose of which was to decrease the amount of bio-waste generated by school cafeterias.

Crowd pullers

A total of 1,450 performances were held at the venues of the Cultural Office, and they had a total audience of 190,000. Over 11,000 school children attended various art courses. There were about a hundred exhibitions and they attracted close to 200,000 viewers. In addition, the Cultural Office granted subsidies to almost 700 artists and art communities. Total subsidies amounted to 17 million euros.

Helsinki City Museum's exhibitions attracted over 200,000 visitors. The number of visitors increased by almost one-third from the previous year. The most popular exhibition was Children's Town in Sederholm House. The Mad about Helsinki exhibition attracted over 40,000 visitors, and the Brylcreem exhibition, opened in November, is expected to be a success. The most popular exhibitions of Helsinki Art



Museum were Firebird and Snow Maiden from the collections of the Tretyakov Gallery in Moscow and the retrospective exhibition of works by Marjatta Tapiola, which was on view at the same time.

The City's orchestra, Helsinki Philharmonic Orchestra, performed a record-breaking 171 concerts. The concerts held at the Helsinki Music Centre were almost always sold out. The orchestra has 3,300 godchildren, for whom they performed a total of 100 family concerts.

Over 500,000 people visited Helsinki Zoo. The main attractions were the new residents of the zoo including Barbary macaques. People could also watch zoo activities through web cameras and learn about them in social media.

The EasySport activities programme for children and young people included a total of 45,000 activities, which even attracted national attention. Neighbourhood sports facilities were constructed in the sports parks of Laajasuo, Arabianranta and Oulunkylä. The facilities were constructed with increasing attention to accessibility and the needs of special groups.

Käännös, winner of architectural competition

A proposal entitled Käännös ("turn") by ALA Architects (Arkkitehtitoimisto ALA Oy) won the international architectural competition organised for the new Central Library. The Finnish Government designated the library as the project of the 100th anniversary of Finnish Independence.

New operational models were developed for the city libraries. The Suomenlinna library tested self-service in cooperation with Helsinki Region Transport and Forum Virium Helsinki. E-materials became increasingly popular, as the libraries gained access to the digital versions of popular magazines and movies. The number of e-book loans more than doubled.

Active youth

The locations of the Youth Department recorded over 1.3 million visits. The RuutiExpo fair for young people

recorded over 4,500 active visitors, who valued the opportunity to participate and to make decisions concerning their own matters.

Young people could also test their participation skills through visual methods on three walls for graffiti, which came to be covered with hundreds of paintings. Over 60 performances by young people were held in the theatre event Teatris at the Finnish National Theatre. In the Tullaamo project, organised in cooperation with Helsinki Festival, young summer workers created art in an old storage building in Kalasatama.

Adult education institutes gaining popularity

The course registration system of the adult education institutes was upgraded. The courses are very popular, and most of them have more applicants than they have available places.

The courses of the Finnish Adult Education Institute provided somewhat over 100,000 hours of teaching, and the courses were attended by 77,000 students. The Swedish Adult Education Institute provided close to 30,000 hours of teaching, which was attended by somewhat over 17,000 students.

Employment and immigration

In addition to the Respa project, which coached young people to find work, the City also took part in a municipal pilot programme, launched by the Ministry of Employment and the Economy, which guides the long-term unemployed to find placement in further education, work and work activities through career coaching.

The City organised two extensive forums related to immigration. Their theme was the employment of immigrants. Helsinki Region Welcome Weeks reached 5,000 international professionals.

Open data

The Helsinki Region Infoshare (HRI) service offered by the City of Helsinki Urban Facts continued to make public data more open. The expanding open



data service was awarded at the first innovation competition for public administration held by the European Commission.

Urban Facts also launched an online data service presenting the wellbeing of young people, in cooperation with the Youth Department, Education Department and the Department of Social Services and Health Care.

Personnel was treated well

The Personnel Centre launched an HR (human resources) Master Class development programme, and HR Guidance was established to facilitate the human resources management work of supervisors. Change management and change control were emphasised in the management training. Coaching in "managing multiform services" was targeted at middle management. An executive MBA coaching programme continues.

The Occupational Health Centre implemented a fourth occupational health survey, which covered the entire personnel. In addition, the Occupational Health Centre organised intensive weeks of influenza vaccinations and screenings of risks for occupational capabilities. New projects included sleep groups and brief-therapy experiments. ■

Formation of the result of the financial period

The 2013 profit and loss account is comparable to 2012.

The operating profit of the city increased by 1.2 percent, compared to the previous year, and the operating costs increased by 2.4 percent. Excluding public enterprises, funds and internal service providers Stara and the Premises Centre, the comparable operating costs increased by 3.6 percent, whereas the previous year, there was an increase of 4.8 percent. In recent years, Helsinki has aimed to improve the profitability of their service production by controlling the rate of the increase of their annual operating costs.

The tax income added up to a total of 2,906.4 million euros, which was 5.3 percent more than the previous year. The amount of municipal tax increased from the previous year by 5.9 percent and real estate tax by 3.5 percent. The main reason (about half of the reason) behind the strong increase in the amount of municipal tax were reasons of statistic techniques, which have no direct relation to the development of the wage sum behind the accumulated municipal taxes. The amount of corporation tax increased by 2.0 percent. The amount of received state subsidies was 275.7 million euros and a decrease of 21.7 percent occurred, compared to the previous year.

The annual marginal profit was 472.7 million euros. The annual marginal profit shows the income funding available for various investments and loan instalments. The annual marginal profit for 2013 covered the write-offs, and also 74.5 percent of the net investments.

The annual marginal profit, excluding public enterprises and funds, was 170.4 million euros, which covered 59.8 percent of the write-offs and 42.4 percent of the net investments.

The deficit, according to the budget, excluding public enterprises and independent funds, was 28.9 million

euros, while the estimated deficit in the budget was -84.5 million euros. The deficit differed from the budget by 55.6 million euros. The per capita municipal tax income accrual exceeded the budgeted and the interest costs were lower than anticipated.

Liquid assets at the end of the year were 253.9 million euros higher than at the beginning of the year.

The financial analysis of 2013 is comparable with 2012.

The liquid assets increased by 253.9 million euros, compared to the beginning of the year, thanks to loans taken out at the end of the year. The cash flow from operations and investments proved to be higher than the budgeted amount. The per capita municipal tax income accrual exceeded the predicted sum and the interest costs were lower than anticipated. The profit of the Helsinki Energy public enterprise exceeded the budget. In addition, the investments were implemented with slightly below the budgeted sum. For the abovementioned reasons, the cash flow of the operations and the investments was, in total, 222.7 million euros below the deficit anticipated in the budget. However, there was a deficit of -75.1 million euros.

As the investment levels exceeded the internal financing, loans were increased by 289.9 million euros.

Existing loans were paid off by 113.1 million euros and new loans worth 403.0 million euros were taken out. Relative indebtedness, which tells how much of the municipality's operating income is necessary for paying back the liabilities, was 44.4 percent. By the end of the year, the loan portfolio was 1,514.6 million euros, which is 2,472 euros/citizen, when including the debts of public enterprises.

The sufficiency of the cash balance at the end of the year was exceptionally high, 63 days, which was due to the new loans taken out towards the end of the year.

The debt servicing margin, which defines the sufficiency of internal financing for the payments of interest expenses and payments of liabilities, was 4.3. The debt servicing margin improved, compared to the previous year.

The total sum of the margin was 12,256.6 million euro on 31st of December 2013. An increase of 209.1 million euros occurred compared to the previous year.

The results of Helsinki Energy also had a significant impact on the economic balance of the city. In 2013, a transfer of 150 million euros from the surplus of Helsinki Energy's previous financial periods was made for funding the city's production of basic services.

The results of the City of Helsinki Group's financial period were formed as follows:

The surplus of the city group, 194.6 million euros, was 35.6 million euros larger than the surplus of its parent city, 159.0 million euros.

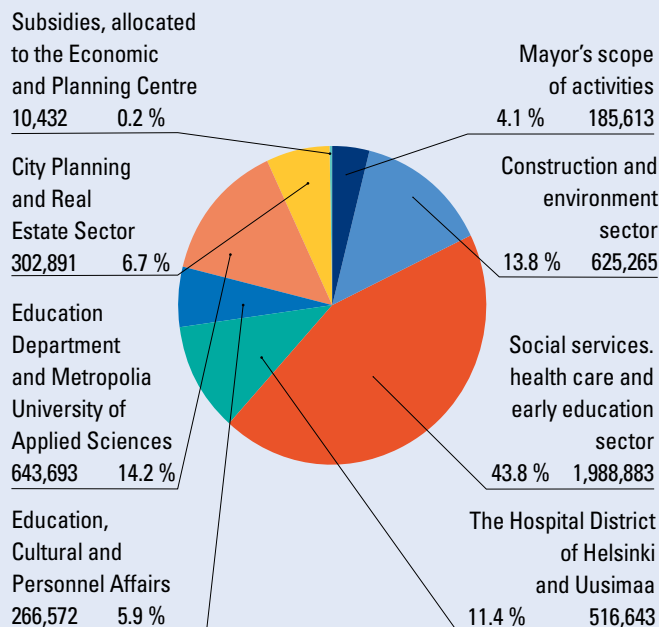
The operating income of the group covered 56.3 percent of the operating costs. In 2012, the same figure was 56.2 percent.

The annual marginal profit covered 119.8 percent of the write-offs (110.3 percent in 2012). The annual marginal profit was 1,249 euros/citizen (1,133 euros/citizen in 2012).

The Group's financial statement shows that the liquid assets of the group increased by 233.5 million euros from the beginning of the financial period, whereas the liquid assets of the parent city increased by 253.9 million euros.

Internal financing was used to cover for 66.3 percent of the group's investments (in 2012, 59.2 percent). The sufficiency of the cash balance was 60 days at the end of 2013 (48 days in 2012). ■

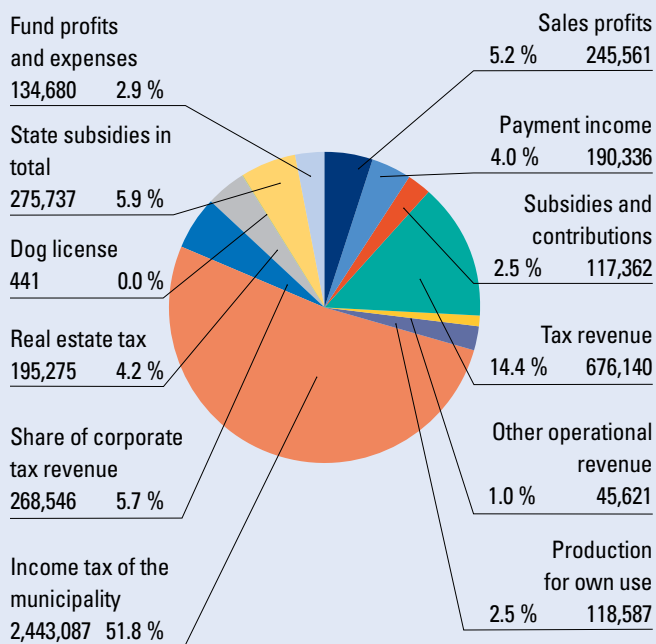
**Operational costs
of sectors in 2013***
1, 000 euros



In total 4,539,991 euros

* Without public enterprises and funds acting as independent balance units.

**Operational profits, tax and state subsidy profits,
net funds profit 2013***
1, 000 euros

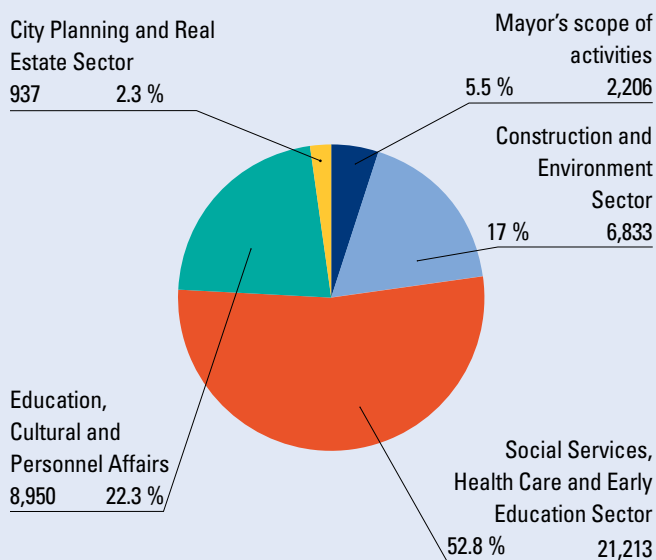


In total 4,710,372 euros

* Without public enterprises and funds acting as independent balance units

INVESTMENTS	Million euros	2013	2012
Investment costs without public enterprises			
Fixed assets		79	137
House construction		175	175
Streets, traffic lanes and tracks		75	64
Bomb shelters		1	5
Park construction		7	7
Sports facilities		14	14
Helsinki Zoo		2	3
Basic acquisition of movable property		41	44
Helsinki Wholesale Market		2	1
Municipal federations		0	0
Securities		15	25
Other capital economy		4	7
In total		415	483

**Number of personnel in different sectors,
31st December 2013****



Total number of personnel 40,139

**The numbers do not include those employed

Processing the result of the financial period

The financial statement of the City of Helsinki from 2013 shows a surplus of 159.0 million euros. The surpluses of public enterprises were, in total, 187.9 million euros and the deficit of other operations 28.9 million euros.

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

- The surplus of the Helsinki Energy public enterprise, 156,140,358.66 euros, is transferred, according to the proposal by the board of Helsinki Energy, to the balance sheet of Helsinki Energy as equity.
- The surplus of the Port of Helsinki public enterprise, 25,716,647.17 euros, is transferred, according to the proposal by the board of the Port of Helsinki, to the balance sheet of the Port of Helsinki as equity.
- The surplus of the HRT public enterprise, 2,326,867.12 euros, is transferred, according to the proposal by the board of HRT, to the balance sheet of HRT as equity.
- The surplus of the Palmia public enterprise, 3,696,164.37 euros, is transferred, according to the proposal by the board of Palmia, to the balance sheet of Palmia as equity.
- The surplus of the City of Helsinki's Department of Financial Management public enterprise Talpa, 152.07 euros, is transferred, according to the proposal by the board of the Department of Financial Management, to the balance sheet of the department as equity.
- The surplus of the City of Helsinki's Personnel Development Services (Oiva Akatemia) public enterprise, 32,862.36 euros, is transferred, according to the proposal by the board of the Personnel Development Services, to the balance sheet of the department as equity.

- The following surplus/deficit of funds before funds transfers are transferred to their fund equity, in accordance with the rules of the funds: Surplus of housing production fund 4,014,406.64 euros, surplus of sports and recreation department fund 232,981.72 euros, surplus of insurance fund 616,052.77 euros, and deficit of innovation fund – 3,667,746.65 euros.

Furthermore, the City Board proposes that the financial period for other operations are processed as follows:

- The 3,546,341.23 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,



- 167,600 euros will be transferred from the Housing Production Department profits for the financial period to the Housing Production Fund.
- 3,744,509.35 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 –28,878,604.28 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.
- In addition, the City Board proposes to the City Council that
- 150 million euros of the profits accrued to the balance sheet of the Helsinki Energy public enterprise 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 Helsinki Energy.

Furthermore, the City Board proposes to the City Council that 30 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 basic renovation project of the Helsinki Olympic Stadium, as a part of the city funding share, according to the City Council decision from 28th November 2012.

In addition, the City Board proposes to the City Council that 10 million euros of the profits accrued to the balance sheet of the City of Helsinki be transferred to the innovation fund, in order to launch new innovation projects and to secure the continued funding of existing innovation projects. ■

BUSINESS INDICATORS IN THE FINANCIAL STATEMENTS FOR 2013

Business indicators of the financial statement	Group		City	
	2013	2012	2013	2012
Operating profit from the operational costs, %	56,3	56,2	39,0	39,3
The annual marginal profit, million euros	765,3	685,3	472,7	439,1
The annual marginal profit, % from the write-offs	119,8	110,3	117,3	110,7
The annual marginal profit, euros / citizen	1 249	1 133	772	726
The annual marginal profit, excluding public enterprises and funds, million euros	170,4	153,8
The annual marginal profit, excluding public enterprises and funds, % from the write-offs	59,8	54,4
The annual marginal profit, excluding public enterprises and funds, euros / citizen	278	254
Business indicators of the funds statement	2013	2012	2013	2012
The cash flow accumulation from operations and investments from five years, million euros	-1 314,0		18,9	
Internal financing of investments, %	66,3	59,2	74,5	68,1
Internal financing of investments, % excluding public enterprises and funds	42,4	32,2
Debt servicing margin	2,5	2,0	4,3	3,4
The sufficiency of the cash balance, days	60	48	63	46
Business indicators of the balance sheet	2013	2012	2013	2012
Equity ratio, %	58,8	59,7	76,2	76,3
Relative indebtedness, %	92,9	86,7	44,4	40,5
Loan portfolio, 31 December, million euros	4 787	4 177	1 499	1 209
Loans, 31 December euros / citizen	7 815	6 905	2 446	1 998
Loans receivable, 31 December, million euros	478	526	1 524	1 571
Loans receivable for the Group, 31 December, euros/citizen	781	870
Number of citizens 31 December*	612 600	604 833	612 600	604 833

* The number of population is an estimate used as a basis for the budget. The official number of total population is shown on page 31.

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.

Financial statements 2013

CITY OF HELSINKI'S PROFIT AND LOSS ACCOUNT

Million euros	1 January – 31 December 2013	1 January – 31 December 2012
Operating profit		
Sales income	1,064.5	1,073.8
Payment income	187.1	189.6
Supports and subsidies	116.1	105.8
Rental income	329.7	317.3
Other operating profit	74.7	53.8
	1,772.0	1,740.2
Production for own use	129.2	138.7
Operating expenses		
Personnel expenses		
Wages and salaries	-1,432.2	-1412.9
Secondary personnel expenses		
Pensions	-406.2	-399.4
Other secondary personnel expenses	-82.7	-81.6
Procured services	-1,601.5	-1,547.1
Materials, supplies and goods	-536.0	-554.3
Subsidies	-389.1	-364.7
Rental costs	-171.5	-165.5
Other operating expenses	-54.3	-38.4
	-4,673.5	-4,564.0
OPERATING PROFIT MARGIN	-2,772.3	-2,685.1
Tax revenue and state subsidies		
Tax revenue	2,906.3	2,759.0
State subsidies	275.7	297.3
	3,182.1	3,056.3
Financing income and expenses		
Interest earnings	52.1	60.0
Other financing income	26.7	33.4
Interest expenses	-15.3	-21.9
Other financing expenses	-0.6	-3.6
	62.9	68.0
ANNUAL CONTRIBUTION MARGIN	472.7	439.1
Depreciation and impairment		
Depreciations, according to plan	-403.1	-396.5
	-403.1	-396.5
Extraordinary items		
Extraordinary income	77.9	104.2
Extraordinary expenses	-0.4	-1.8
	77.5	102.4
RESULT FOR THE FINANCIAL PERIOD	147.1	145.0
Increase (-) or decrease (+) in depreciation difference	11.3	8.9
Increase (-) or decrease (+) in provisions	-5.3	3.7
Increase (-) or decrease (+) in funds	5.9	-18.7
	12.0	-6.1
SURPLUS/DEFICIT (-) FOR THE FINANCIAL PERIOD	159.0	138.9

CITY OF HELSINKI'S FUNDS STATEMENT

Million euros	2013	2012
CASH FLOW OF THE OPERATIONS		
The annual marginal profit	472.7	439.1
Extraordinary items	77.5	102.4
Adjustments to internal financing	-98.2	-119.3
	452.0	422.2
CASH FLOW FROM INVESTMENTS		
Investment expenses	-647.3	-649.6
Financial contributions for investment expenses	13.2	5.0
Revenues from transfers of fixed assets	107.0	125.5
	-527.1	-519.1
OPERATING AND INVESTMENT CASH FLOW	-75.1	-96.9
CASH FLOW FROM FINANCING		
Changes in lending		
Additions to lending claims	-22.7	-52.1
Reductions to lending claims	69.7	114.8
	47.1	62.7
Changes in loan stocks		
Additions to long-term loans	403.0	57.4
Repayments of long-term loans	-113.1	-134.6
	289.9	-77.2
Other changes in liquidity		
Changes in funds and capital for assignments	17.1	-22.1
Changes to current assets	-3.4	2.7
Changes in receivables	11.0	-44.9
Changes in interest-free liabilities	-32.6	32.7
	-7.9	-31.5
CASH FLOW FROM FINANCING	329.0	-46.0
CHANGE IN LIQUID ASSETS	253.9	-142.9
Change in liquid assets		
Liquid assets, 31st Dec	921.3	667.4
Liquid assets, 1st Jan	667.4	810.3
	253.9	-142.9

CITY OF HELSINKI'S BALANCE SHEET

ASSETS Million euros	31st December 2013	31st December 2012
FIXED ASSETS		
Intangible assets		
Intangible rights	37.8	33.5
Other long-term expenses	246.7	260.9
Advance payments	0.3	0.1
	284.9	294.5
Tangible assets		
Land and water areas	3,046.7	2,981.6
Buildings	1,690.4	1,676.4
Fixed constructions and equipment	2,060.8	2,036.1
Machines and equipment	187.3	193.6
Other tangible assets	11.3	10.7
Advance payments and unfinished procurements	300.3	263.8
	7,296.9	7,162.1
Investments		
Shares and interests	1,279.6	1,203.4
Debenture bonds receivables	0.0	45.9
Other loan receivables	1,523.6	1,524.8
Other receivables	0.8	0.8
	2,804.0	2,774.8
FUNDS FOR ASSIGNMENTS		
State assignments	163.6	315.8
Special contribution margins for endowment funds	4.2	4.2
Other assignment funds	367.3	406.7
	535.1	726.6
CURRENT ASSETS		
Current assets		
Materials and supplies	93.6	89.8
Unfinished products	2.9	3.3
	96.6	93.2
Receivables		
Long-term receivables		
Loan receivables	0.1	0.1
Other receivables	6.8	2.7
	6.9	2.8
Short-term receivables		
Sales receivables	115.3	147.5
Loan receivables	1.5	2.0
Other receivables	58.0	62.1
Transfer receivables	136.3	114.6
	311.1	326.2
Receivables in total	318.0	329.0
Marketable securities		
Investment in money market instruments	348.0	512.8
	348.0	512.8
Cash and bank receivables	573.3	154.5
ASSETS IN TOTAL	12,256.6	12,047.5

EQUITY AND LIABILITIES Million euros	31st December 2013	31st December 2012
EQUITY		
Initial capital	2,972.4	2,972.4
Revaluation reserve	1816.7	1,821.8
Other internal funds	525.5	511.4
Other shareholders' equity	729.0	729.0
Surplus/deficit (-) from previous accounting periods	2,748.4	2,585.2
Surplus/deficit (-) for the financial period	159.0	138.9
	8,951.1	8,758.8
DEPRECIATION DIFFERENCE AND VOLUNTARY PROVISIONS		
Depreciation difference	256.1	311.8
Voluntary provisions	112.2	106.9
	368.3	418.6
MANDATORY PROVISIONS		
Provisions for pensions	187.4	203.1
Other mandatory provisions	8.4	8.5
	195.8	211.5
EQUITIES FOR ASSIGNMENTS		
State assignments	163.8	316.4
Equities for endowments funds	4.2	4.2
Equities for other assignments	351.5	373.3
	519.5	693.9
LIABILITIES		
Long-term		
Debenture bonds	0.0	100.0
Loans from financial institutions and insurance companies	1,277.6	988.1
Advance payments received	0.0	1.3
Accounts payable	16.1	27.0
Connection fees and other debts	0.3	34.8
	1,294.0	1,124.2
Short-term		
Debenture bonds	100.0	0.0
Loans from financial institutions and insurance companies	120.9	113.1
Advance payments received	22.7	21.6
Accounts payable	179.0	185.3
Connection fees and other debts	101.6	108.1
Deferred debts	403.7	412.5
	928.0	840.5
Liabilities in total	2,222.0	1,964.7
EQUITY AND LIABILITIES IN TOTAL	12,256.6	12,047.5

Rückblick des Bürgermeisters

Sehr geehrte Damen und Herren, die im Jahr 2013 begonnene Ratsperiode ist unter unsicheren Wirtschaftsprognosen gestartet. Die Stadtverwaltung legte sofort im Frühjahr die Hauptziele und Entwicklungsschwerpunkte für die vierjährige Periode sowie die wichtigsten Maßnahmen in ihrem neuen strategischen Programm fest.

Die neue Strategie hebt neben den sozialen Diensten der Stadt, der städtischen Struktur und der Wettbewerbsfähigkeit auch die ausgeglichene Wirtschaft, die gute Leitung der Stadtverwaltung sowie Transparenz und Teilnahmemöglichkeiten hervor. Durch die transparente Stadtverwaltung sind Informationen für die Bürger leicht zugänglich und Entscheidungsprozesse werden offen gestaltet.

Im neuen strategischen Programm wurde ebenfalls die Änderung der städtischen Organisationsstruktur beschlossen. Dessen Ziel besteht darin, dass sich das Ergebnis der Kommunalwahlen stärker in der Leitung und Beschlussfassung widerspiegelt. Zur Vorbereitung der Neuerungen wurde ein Leitungsdernat gegründet, welches der Stadtver-

waltung untersteht. Zusätzlich wurde für die EDV-Verwaltung auf städtischer Ebene ein IT-Dezernat gegründet.

Die Organisationsänderung des Sozial- und Gesundheitsdienstes trat zur Jahreswende in Kraft. Durch die Zusammenlegung des Sozialamts mit dem Gesundheitszentrum soll den Pflegediensten mehr Flexibilität verliehen und die Bürgernähe verstärkt werden. Im Zuge der Neustrukturierung nahm auch das neue Amt für vorschulische Erziehung seine Arbeit auf.

Die drei Ämter in der Zentralverwaltung werden zu einem neuen Hauptverwaltungsamt fusioniert. Das Kernziel der Neuerung besteht darin, die verschiedenen Teile des Stadtkonzerns unter eine Führungsebene zu bringen, die Wirtschaftspolitik zu stärken und die Offenheit sowie die Bürgerbeteiligung zu fördern.

Die große Herausforderung liegt darin, die städtische Wirtschaft zu stabilisieren. Mithilfe der im strategischen Programm festgelegten Maßnahmen soll die Verschuldung der Stadt verlangsamt werden. Das Wachstum der Ausgaben sollte nicht das Niveau der allgemeinen Kostensteigerung und durch den Bevöl-

kerungsanstieg verursachten Mehrkosten überschreiten. Die jährlich gezielte Effektivitätssteigerung von 1 Prozent in der Stadtverwaltung wird bei der Haushaltsplanung berücksichtigt. Für Investitionen wird ein jährlicher Rahmen von 435 Mio. Euro zur Verfügung stehen.

Die gute Entwicklung des Tourismus setzte sich fort. Auch wenn die Gesamtzahl der Übernachtungen leicht zurückging, konnten Rekorde im Flug-, Schiff- und Kreuzfahrttourismus erzielt werden. So besuchten den Flughafen mehr als 15 Mio. Reisende. Das größte Publikumsevent Finnlands war die in Helsinki ausgetragene Tall Ship Races-Regatta – ein Wettbewerb für große Segelschiffe. Mehr als 500.000 Zuschauer waren Zeugen dieses Events. Die auf führende Startup-Unternehmen der Hightech-Branche aus Nordeuropa und Russland ausgerichtete Slush-Konferenz erzielte ebenfalls einen Besucherrekord und festigte die Position Helsinkis als eine der interessantesten Start-up-Städte der Welt. ■

Jussi Pajunen
Oberbürgermeister

KENNZAHLEN DES JAHRESABSCHLUSSBERICHTS FÜR 2013

	Konzern		Stadt	
Kennzahlen der Gewinn- und Verlustrechnung	2013	2012	2013	2012
Anteil der Betriebserträge an den Betriebskosten, %	56,3	56,2	39,0	39,3
Jährlicher Deckungsbeitrag, Mio. Euro	765,3	685,3	472,7	439,1
Jährlicher Deckungsbeitrag, % der Abschreibungen	119,8	110,3	117,3	110,7
Jährlicher Deckungsbeitrag, Euro / Einwohner	1.249	1.133	772	726
Jährlicher Deckungsbeitrag ohne staatliche Betriebe und Fonds, Mio. Euro	170,4	153,8
Jährlicher Deckungsbeitrag ohne staatliche Betriebe und Fonds, % der Abschreibungen	59,8	54,4
Jährlicher Deckungsbeitrag ohne staatliche Betriebe und Fonds, Euro / Einwohner	278	254
Kennziffern der Kapitalflussrechnung	2013	2012	2013	2012
Ansammlung der Cashflows der Aktivitäten und Investitionen innerhalb von fünf Jahren, Mio. Euro	-1.314,0	..	18,9	..
Interne Finanzierung der Investitionen, %	66,3	59,2	74,5	68,1
Interne Finanzierung der Investitionen, % ohne staatliche Betriebe und Fonds	42,4	32,2
Kreditbedienungsdeckung	2,5	2,0	4,3	3,4
Hinlänglichkeit des Fonds, Tage	60	48	63	46
Kennziffern der Bilanz	2013	2012	2013	2012
Eigenkapitalquote, %	58,8	59,7	76,2	76,3
Relativer Verschuldungsgrad, %	92,9	86,7	44,4	40,5
Kreditbasis 31.12., Mio. Euro	4.787	4.177	1.499	1.209
Kredite, in Euro / Einwohner	7.815	6.905	2.446	1.998
Kreditforderungen 31.12., Mio. Euro	478	526	1.524	1.571
Kreditforderungen des Konzerns 31.12., Euro / Einwohner	781	870
Einwohnerzahl 31.12.*	612.600	604.833	612.600	604.833

Cher lecteur, chère lectrice,
Le nouveau mandat du Conseil municipal a commencé en 2013 dans un climat économique incertain. Dès le printemps, le Conseil a fixé dans le nouveau programme stratégique pour la période de son mandat de quatre ans ses principaux objectifs et ses buts de développement.

En plus des services de la société de providence (offerts en Finlande par les communes), de l'urbanisme et de la compétitivité, le nouveau programme met l'accent sur une économie équilibrée et une bonne gestion ainsi que sur la transparence et la participation des habitants. Dans une ville soucieuse de transparence, les informations sont facilement accessibles et la prise de décision est ouverte.

Dans notre nouveau programme stratégique, nous avons également décidé de réformer le mode de direction de la Ville dans le but de mieux tenir compte des résultats des élections municipales dans la gestion et la prise de décision. Une nouvelle section a été créée au Bureau exécutif de la Ville pour préparer cette réforme. De plus, une section de technologies de l'information et de la communication a été

créée pour gérer les ressources d'information au niveau de la Ville.

La réforme des services sociaux et sanitaires est entrée en vigueur en début d'année. En fusionnant les services sociaux avec les services de santé publique, nous cherchons à faire des chaînes de soins au fonctionnement souple, et encore mieux adaptées aux besoins des habitants. Dans le cadre de cette réforme, un nouveau service pour l'éducation de la petite enfance a également vu le jour.

Il a été décidé de fusionner trois unités de l'administration centrale pour former un seul département d'administration de la Ville.

Le but central de cette réforme est de diriger les activités économiques de la Ville comme un ensemble, de renforcer la politique économique de la Ville, d'améliorer la transparence et de promouvoir la participation des habitants.

Équilibrer les finances de la Ville reste un défi majeur. Le but des mesures définies dans le programme stratégique est de ralentir l'endettement. L'augmentation des dépenses restera proportionnelle à la hausse des coûts ainsi qu'à la croissance de la population. L'objectif est de réduire

cette augmentation d'un pour cent grâce à une meilleure productivité. Pour les investissements, nous avons arrêté un cadre budgétaire annuel de 435 millions d'euros.

Le tourisme a continué sa croissance. Bien que le total de nuitées ait légèrement baissé, nous avons atteint de nouveaux records dans le nombre de voyageurs (par avion, par bateau et par bateau de croisière). L'Aéroport d'Helsinki-Vantaa a franchi la barre des 15 millions de voyageurs.

Helsinki a accueilli le plus grand événement public de la Finlande, la course de grands voiliers, Tall Ships Races, qui a attiré plus d'un demi-million de spectateurs. Slush, la rencontre la plus importante de start-up de l'Europe du Nord et de la Russie, a également enregistré une fréquentation record et a renforcé la place d'Helsinki parmi les villes les plus intéressantes pour ces start-up.

Jussi Pajunen
Maire d'Helsinki

ÉLÉMENTS COMPTABLES RELATIFS À L'ÉTAT FINANCIER DE L'ANNÉE 2013

	Groupe		Ville	
Éléments comptables relatifs au compte de résultat	2013	2012	2013	2012
Recettes et dépenses de fonctionnement, %	56,3	56,2	39,0	39,3
Marge annuelle, millions d'euros	765,3	685,3	472,7	439,1
Pourcentage de la marge annuelle rapporté aux amortissements	119,8	110,3	117,3	110,7
Marge annuelle, euros par habitant	1 249	1 133	772	726
Marge annuelle sans entreprises de service public, millions d'euros	170,4	153,8
Pourcentage de la marge annuelle rapporté aux amortissements sans entreprises de service public	59,8	54,4
Marge annuelle sans entreprises de service public, euros par habitant	278	254
Éléments comptables relatifs au tableau de financement	2013	2012	2013	2012
Cumul des flux de trésorerie liés aux activités et investissements sur cinq ans, millions d'euros	-1 314,0	..	18,9	..
Pourcentage de l'autofinancement des investissements	66,3	59,2	74,5	68,1
Pourcentage de l'autofinancement des investissements, sans entreprises de service public	42,4	32,2
Marge de service des emprunts	2,5	2,0	4,3	3,4
Adéquation de caisse par jour	60	48	63	46
Éléments comptables du bilan	2013	2012	2013	2012
Ratio d'autofinancement, %	58,8	59,7	76,2	76,3
Endettement relatif, %	92,9	86,7	44,4	40,5
Encours de la dette au 31/12, millions d'euros	4 787	4 177	1 499	1 209
Emprunts, euros par habitant	7 815	6 905	2 446	1 998
Créances de prêts au 31/12, millions d'euros	478	526	1 524	1 571
Créances de prêts du groupe au 31/12, euros/habitant	781	870
Nombre d'habitants au 31/12. *	612 600	604 833	612 600	604 833

Уважаемый читатель!
Начало нового срока полномочий Городского совета в 2013 году выпало на экономически нестабильное время. Весной незамедлительно была принята новая стратегическая программа, в которой были намечены основные цели развития и важнейшие меры на ближайшие четыре года.

Помимо медицинских услуг, городской структуры и конкурентоспособности в новой стратегии подчеркивается важность сбалансированной экономики, хорошего менеджмента, а также прозрачности и сопричастности. Портал «Открытый город» позволяет легко получить необходимую информацию, а процесс принятия решений является открытым.

В соответствии с новой стратегической программой было принято решение о модернизации системы управления, целью которой станет усиление влияния результатов муниципальных выборов на городское управление и принятие решений. Для подготовки реформы при городской администрации был основан отдел управления. Помимо этого для

решения вопросов по управлению информацией на городском уровне был основан ИТ-отдел.

С начала года вступило в силу положение о реформировании органов социальных услуг и здравоохранения. Объединение департамента социальных услуг и Центра здравоохранения улучшит совместную работу по уходу за пациентами и сделает ее более ориентированной на клиентов. Результатом реформы стало и появление нового департамента дошкольного образования.

Три департамента центрального городского управления было решено объединить в одну городскую канцелярию.

Важной целью реформы является управление городским концерном как одним целым, укрепление политики предпринимательства и обеспечение открытости и участия.

Серьезным вызовом продолжает оставаться стабилизация экономики города. С помощью предпринятых в соответствии со стратегической программой мер будет сделана попытка замедлить рост городского долга. Рост операционных расходов

удерживается на уровне растущей стоимостью жизни и увеличения населения, за вычетом показателя в 1% на ежегодное увеличение производительности. Инвестиции было решено ограничить 435 миллионами в год.

Положительная динамика туристического роста продолжилась. Несмотря на небольшое снижение общего количества ночевков в гостиницах, число пассажиров на авиа-, морских и круизных линиях стало рекордным. В аэропорту пассажиропоток превысил 15 млн. человек. Крупнейшим в Финляндии общественным мероприятием по посещаемости стала прошедшая в Хельсинки регата крупных парусных судов Tall Ships Races, привлекая более полумиллиона зрителей. Кроме того, форум Slush, посвященный стартапам России и Северной Европы, собрал рекордное количество публики и закрепил за Хельсинки звание одного из самых привлекательных городов для стартапов в мире.

*Юсси Паюнен
мэр города*

ПОКАЗАТЕЛИ ФИНАНСОВОЙ ОТЧЕТНОСТИ ЗА 2013 ГОД

	Концерн		Город	
Показатели отчета о прибыли и убытках	2013	2012	2013	2012
Доля операционной прибыли из эксплуатационных расходов, %	56,3	56,2	39,0	39,3
Годовая валовая прибыль, миллионов евро	765,3	685,3	472,7	439,1
Годовая валовая прибыль, % от амортизации	119,8	110,3	117,3	110,7
Годовая валовая прибыль, евро на одного жителя	1.249	1.133	772	726
Годовая выручка без учета коммерческих предприятий и фондов, млн. евро	170,4	153,8
Годовая выручка без учета коммерческих предприятий и фондов, % от амортизации	59,8	54,4
Годовая выручка без учета коммерческих предприятий и фондов, евро на одного жителя	278	254
Показатели программы финансирования	2013	2012	2013	2012
Накопление эксплуатационных и инвестиционных денежных потоков, млн. евро	-1.314,0	..	18,9	..
Финансирование инвестиционных проектов, %	66,3	59,2	74,5	68,1
Финансирование инвестиционных проектов, % без учета коммерческих предприятий и фондов	42,4	32,2
Коэффициент обслуживания внешнего долга	2,5	2,0	4,3	3,4
Достаточность капитала, количество дней	60	48	63	46
Балансовые показатели	2013	2012	2013	2012
Коэффициент собственного капитала, %	58,8	59,7	76,2	76,3
Относительная задолженность, %	92,9	86,7	44,4	40,5
Кредитный капитал на 31.12, млн. евро	4.787	4.177	1.499	1.209
Кредиты, евро на одного жителя	7.815	6.905	2.446	1.998
Кредитные поступления на 31.12., миллионов евро	478	526	1.524	1.571
Кредитные поступления концерна на 31.12., евро на одного жителя	781	870
Количество жителей на 31.12*	612.600	604.833	612.600	604.833



BRIEF FACTS ABOUT HELSINKI

HELSINKI	
Founded in 1550	
The Finnish Capital since 1812	

AREA AND ENVIRONMENT

Total area	716 km ²
Land	216 km ²
Population density	
inhabitants per sq. km	2,832
Shoreline	123 km
Islands	315

MEAN TEMPERATURE 2013

whole year	7.8° C
warmest month, July	18.1° C
coldest month, February	-5.2° C

POPULATION

Total population 2013/2014	612,664
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Age groups %

0–6	7.1
7–15	7.5
16–64	69.3
65–74	9.3
75+	6.8
Life expectancy 2008–2012	79.9
men	76.5
women	82.7
Finnish nationality %	91.4
Other nationals %	8.6
Finnish-speaking %	81.3
Swedish-speaking %	5.9
Other languages %	12.8

HOUSING

Dwellings total	336,409
owner-occupied dwellings %	44.0
Housing density m ² /person	34.1
Rented dwellings owned by the city	49,564

LABOUR MARKET

Jobs	417,281
primary production (SIC A-B)	0.1 %
processing (SIC C-F)	10.9 %
services total (SIC G-S)	88.2 %
market services (SIC G-N)	53.2 %
public services (SIC O-S)	35.0 %
other or unknown (SIC T-X)	0.8 %
Number of companies	40,173
Labour force (15–74 year olds)	
employed	318,651
unemployed	22,877
participation rate, %	70.6
Degree of unemployment, %	6.7

TRANSPORT AND COMMUNICATIONS

Registered cars per 1,000 inhabitants	406
Public transport within the city, total journeys	209 M
Mobile phones per 100 inhabitants (in Finland)	171
Internet users (16–74 yr), percentage of population	95.5%

ENERGY AND WATER SUPPLY

Sales of electricity	7,526 GWh
Sales of district heating	7,302 GWh
Sales of water (Helsinki Metropolitan Area)	70.7 M m ³
Water consumption per capita per day (Helsinki Metropolitan Area)	229 l
Treated waste water	113.8 M m ³

HEALTH CARE

City sub-district health centres	26
City hospitals ¹⁾	6
Primary health care:	
primary health care visits total	4.5 M
visits to health centres, etc	4.0 M
dental care visits	0.5 M
total per inhabitant	7.4
Average number of patients in institutional care every day	1,122
in city hospitals	1,081
in contract hospitals	41
visits per 1,000 inhabitants	1.8
Specialized medical care:	
Out-patient visits total	1.0 M
in city units	0.3 M
in contract outpatient clinics	0.7 M
total per inhabitant	1.6
Average number of patients in institutional care every day	993
in city units	260
in contract hospitals	733
visits per 1,000 inhabitants	1.6

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

SOCIAL WELFARE

Children in daycare ¹⁾ per 100 1–6-year-olds	64.5
Places in sheltered housing for the elderly	3,021
per 100 persons aged 75+	7.2
Places in institutional care ²⁾ per 100 persons aged 75+	1,727
	4.1

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	28
secondary education	33
tertiary education	39

Number of educational institutions in Helsinki:

Universities	6
Polytechnics	5
Vocational training institutions	23
Comprehensive schools and upper secondary schools	166

CULTURE AND LEISURE

City library

Book loans, millions	8.9
Loans per inhabitant	14.6
Museums	65
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	12
via Helsinki railway station	48
Hotel guests (millions)	2.0
overnight stays, total	3.1
of which foreigners	1.7
Hotels	53
rooms	8,435
beds	15,805
International conferences and events	288
participants	31,437

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

European union in 2013

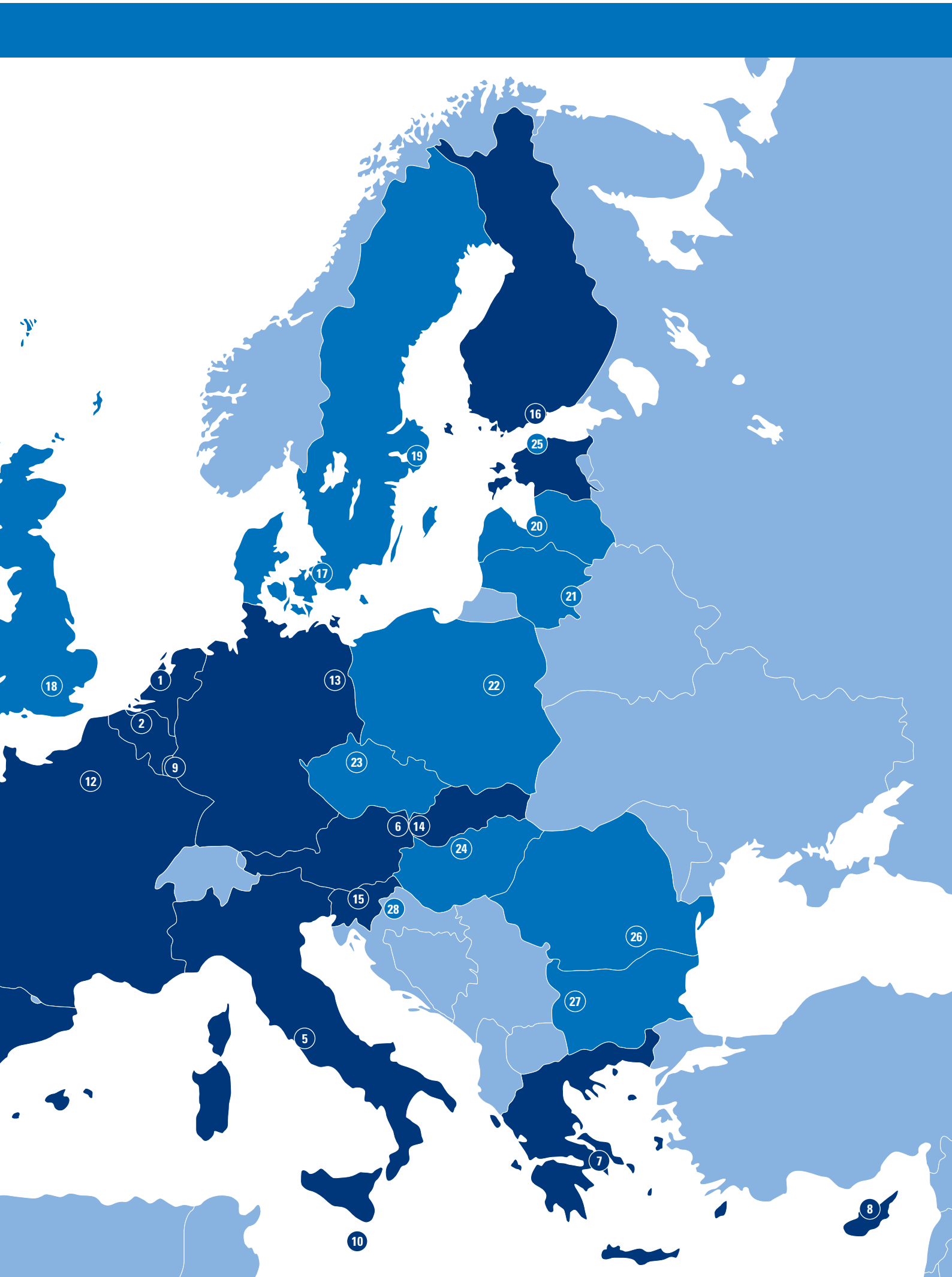
Capitals of EU member states of the euro area

- 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
- 28 Zagreb







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