



# ANNUAL REPORT 2020



# THIS IS HKL

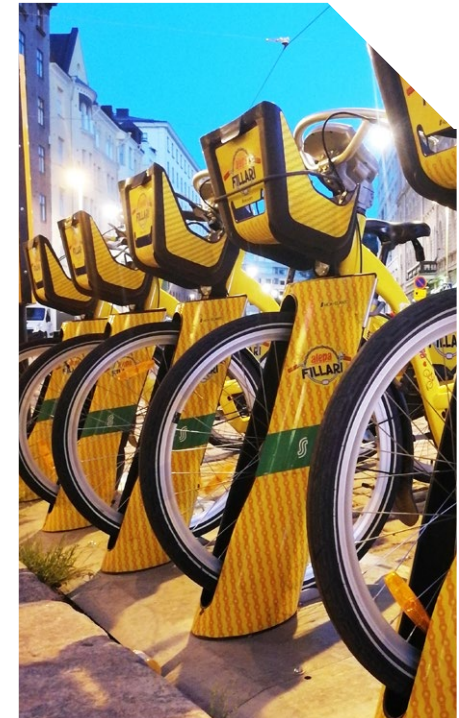
Present in Helsinki residents' everyday life Nearly 99 million trips were taken by metro, tram, Suomenlinna ferries and city bikes in Helsinki in 2020. We own, for example, the Helsinki trams, metro trains, the tramline and metro tracks, their stops and stations as well as the depots.

PICTURE SAKU TAINEN



We are building new public transport infrastructure in the Helsinki Metropolitan Area, and our unique expertise is required for several major rail transport projects in the region, such as Jokeri Light Rail, Kruunusillat bridge construction and the tramline from Kalasatama to Pasila.

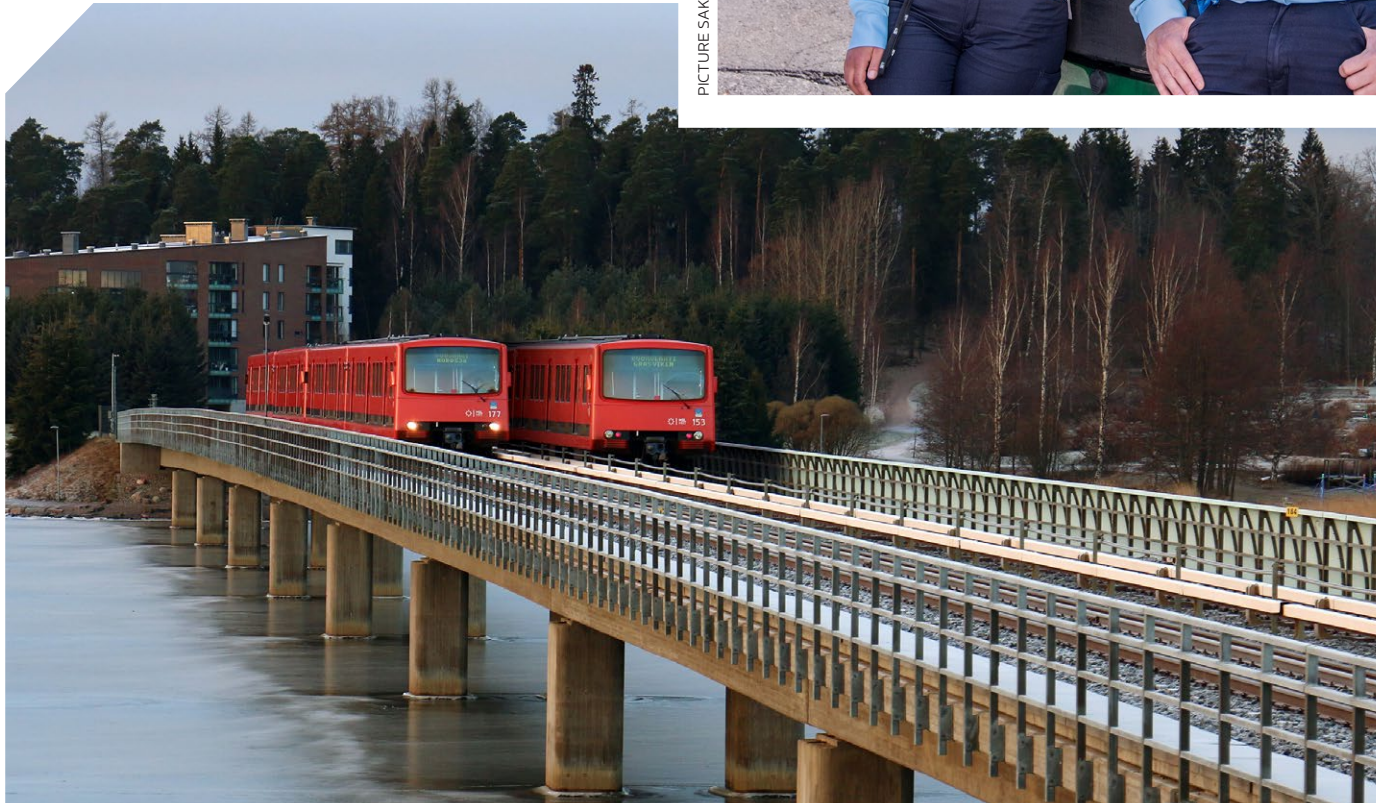
Helsinki City Transport employs more than 1,200 professionals of different fields, 640 of them as drivers, 280 as maintenance and repair personnel and 340 as administrative and support service personnel.



PICTURE JESSE UKKONEN

We oversee the highly popular Helsinki city bike service which boasts a high user satisfaction rate year after year.

PICTURE HKL KUVA-ARKISTO







**Safety is the foundation of all our operations. Our maintenance workers ensure the safety of infrastructure and the fleet, while the drivers, control centres and security guards oversee the safety and security of passengers and operations around the clock. Each employee has an important role to play in maintaining a safe and healthy workplace.**

**To us, sustainability refers to high-quality, cost-effective and green services, without forgetting staff well-being.**



**In 2020, we invested approximately €100 million in new public transport infrastructure.**



**Among all modes of public transport in 2020, the passengers in the Helsinki region were most satisfied with the metro and tram transport services organised by us.**





Our turnover in 2020 was €212.9 million.  
We are a significant public transport operator  
with a growing turnover year after year.

## HKL IN FIGURES

	2020
Turnover	212,9 milj. €
Personnel	1266
Tram passengers	34,9 milj.
Metro passengers	60,4 milj.
City bike trips	2,6 milj.
Passengers on the Suomenlinna ferry	1,1 milj.
Vehicles transported on the Suomenlinna ferry	15 882
HKL's proportion of all the public transport trips in the Helsinki region	39 %
Depots	4
Tram line track length	49,7 km
Tram stops	315
Trams	122
Metro line track length	36 km
Metro stations	25
Metro trains	45
City bike stations	242
City bikes	2420

Read more in the 2020 Annual Report (in Finnish):  
[www.hkl.fi/tama-on-hkl/julkaisut/Vuosikertomus/](http://www.hkl.fi/tama-on-hkl/julkaisut/Vuosikertomus/)



PICTURE HSL LAURI ERIKSSON

## COVID-19 BROUGHT CHALLENGES AND TAUGHT LESSONS

**The year 2020 was an exceptional year for Helsinki City Transport due to the coronavirus pandemic, but we still managed to achieve our goals relatively well. HKL proved that it is a reliable and key part of society and was able to maintain its functionality despite the crisis.**

Due to the coronavirus pandemic, several improvements were carried out to ensure the safety of both our passengers and our staff. HKL followed the authority recommendations and the City's guidelines.

We reviewed the methods for ensuring the safety of public transport together with Helsinki Region Transport. We also worked closely with bodies such as the Urban Environment Division's crisis group, the City's Safety and Preparedness Unit and Traficom. At the very beginning, HKL's own crisis group was expanded into a Covid-19 coordination group, which comprised many of HKL's key persons working to prevent the spread of the coronavirus infection. The group dealt with measures taken within HKL for preventing and preparing for the coronavirus pandemic. ■

## SAFETY FIRST

In occupational safety, we invested primarily in preventing coronavirus infections. On the other hand, the pandemic indirectly increased the carefulness and attentiveness of our employees: the decreased transport operations due to the coronavirus pandemic also decreased the drivers' feeling of being rushed, which, in turn, reduced the number of their occupational accidents as well as the number of tram transport accidents.

Several measures were carried out to improve the safety of tram drivers: in articulated trams, the cabin was isolated to protect the drivers, the number of Artic trams – equipped with separate cabins – was increased, and the customer service performed by drivers was minimised.

To protect the passengers and help prevent the spread of coronavirus, hand disinfectant stations and bins for used facemasks were introduced to the stations and cleaning operations were increased in public transport vehicles and at the stations. The city bike season was started earlier to allow passengers an even safer mode of transport. The facemask recommendations issued in the autumn were considered in passenger communications, and using a mask ultimately became a fact of life for passengers. ■



# PASSENGERS **SATISFIED** WITH OUR MODES OF TRANSPORT

The public transport passenger numbers in the Helsinki Metropolitan Area dropped up to 70% compared to a usual year. Despite this, the reliability of both tram and metro transport as well as passenger satisfaction with our modes of transport increased notably. Passengers were most satisfied with metro transport; the proportion of satisfied metro passengers was 94%. The propor-

tion of satisfied tram passengers was 89%.

Based on the survey, the coronavirus pandemic did not have a major impact on partnerships, either; it reduced cooperation to some extent but did not compromise its quality. However, the pandemic did change communication methods and meeting practices. Our overall score improved for the third consecutive year. ■

## HKL'S **ORGANISATIONAL** REFORM

In 2020, organisational changes were carried out at HKL, with the aim of successfully implementing the major railway projects; clarifying responsibilities for asset management, maintenance and the transport operations unit; and improving supervisory work.

The former infra and rolling stock unit was divided into asset management and major city rail projects units. The transport operations unit was divided into transport production services and transport personnel services, and several different reforms were carried out in the maintenance unit to clarify operations. ■



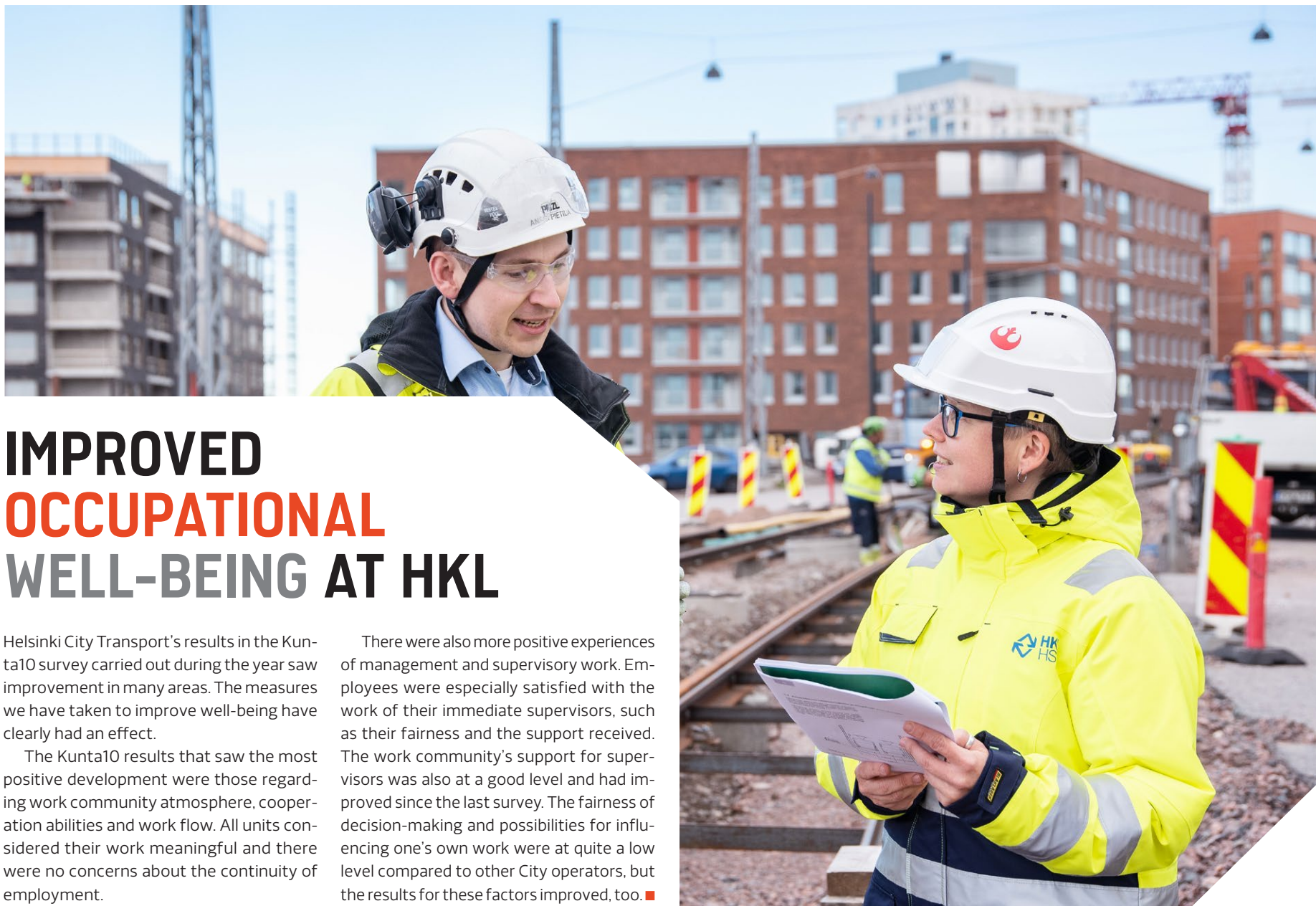
PICTURE HKL KUVA-ARKISTO

## HKL'S **TURNOVER** INCREASED

HKL's turnover for the financial year increased by 3% from 2019, amounting to €212.9 million. HKL's investments totalled €136.3 million. The largest investment was the Jokeri Light Rail infrastructure payments at €84.8 million (gross). A state subsidy of €9.6 million was granted for Jokeri Light Rail. Other significant investments included the Jokeri Light Rail depot, €6.9 million; the Kruunusillat light rail, €4.3 million; the light

rail from Kalasatama to Pasila, €4.1 million; and the payment instalments for new metro trains, €4 million.

Several concrete measures were taken, especially in fleet maintenance and the transport operations unit, which helped achieve notable cost savings, thus ensuring the continuity of employment for the whole staff. ■



PICTURE HKL KUVA-ARKISTO

## IMPROVED OCCUPATIONAL WELL-BEING AT HKL

Helsinki City Transport's results in the Kunta10 survey carried out during the year saw improvement in many areas. The measures we have taken to improve well-being have clearly had an effect.

The Kunta10 results that saw the most positive development were those regarding work community atmosphere, cooperation abilities and work flow. All units considered their work meaningful and there were no concerns about the continuity of employment.

There were also more positive experiences of management and supervisory work. Employees were especially satisfied with the work of their immediate supervisors, such as their fairness and the support received. The work community's support for supervisors was also at a good level and had improved since the last survey. The fairness of decision-making and possibilities for influencing one's own work were at quite a low level compared to other City operators, but the results for these factors improved, too. ■



## EXPANDING THE PUBLIC TRANSPORT NETWORK

The urban rail transport system is expanding strongly in the Helsinki region. The most visible ongoing project was the Jokeri Light Rail, implemented through an alliance model, which progressed well and even exceeded the goal set for building the rails. The preparations for the Kruunusillat project also moved forward, and the City Council granted funding for launching the Kalasatama-Pasila tramline project in 2021.

The popularity of the city bike service continued despite the coronavirus pandemic, and it was decided that the service would be expanded to cover the entire Helsinki area within Ring Road III. In relation to promoting cycling, several development projects for bike parking around metro and railway stations were prepared. ■

## GOOD RESULTS FROM ENVIRONMENTAL WORK

Helsinki City Transport was able to achieve its environmental goals in 2020 well. Our most notable climate action is the use of renewable energy.

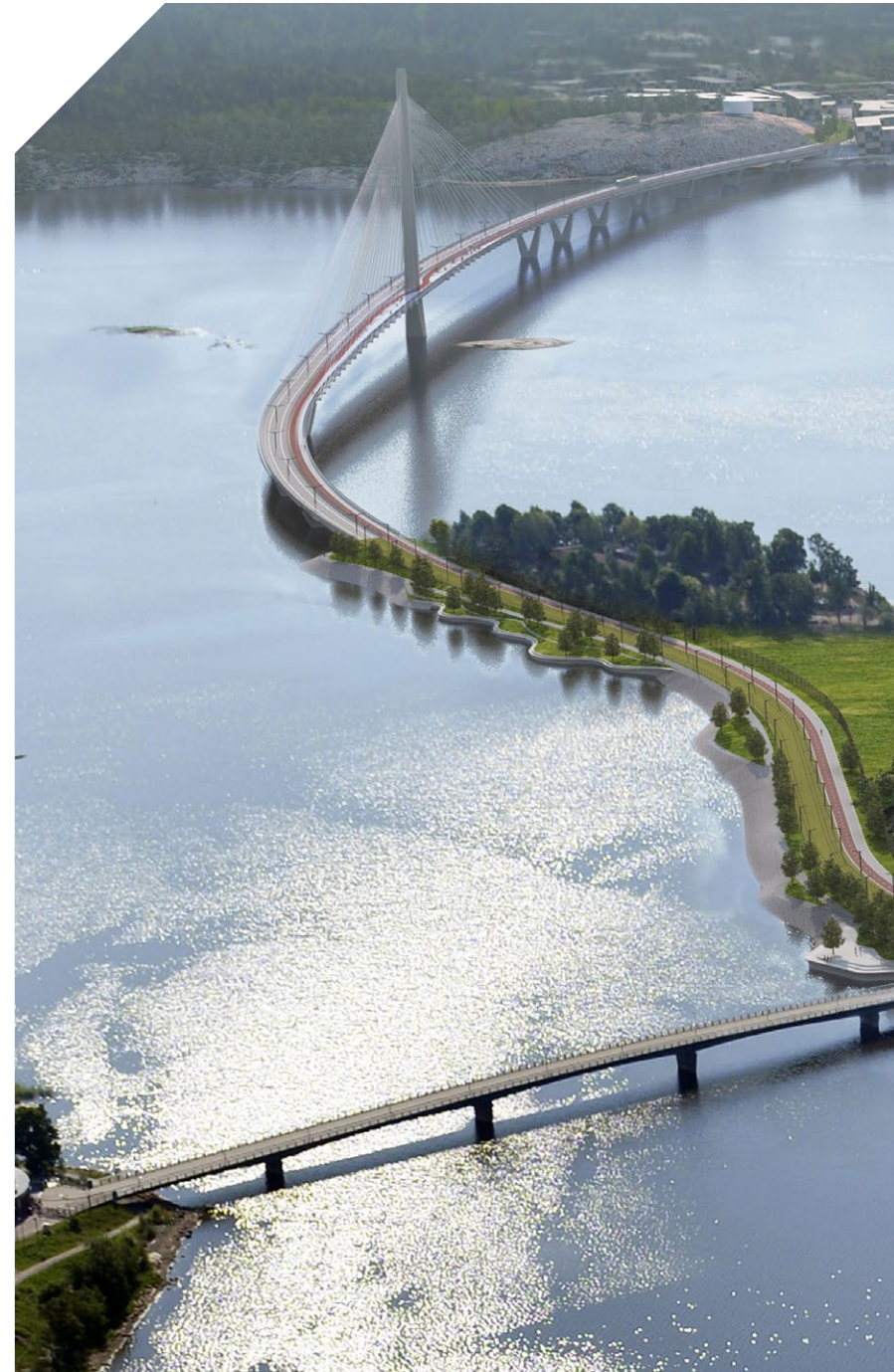
Starting from 2012, our metros and trams have run with electricity produced with Nordic hydro and wind power. The direct carbon dioxide emissions generated by HKL's rail transport decreased by nearly 30% compared to previous year.

The driving index, i.e. electricity consumption in relation to seat kilometres, decreased both in tram and metro transport. These energy savings were partly due to reduced driving performance caused by the coronavirus pandemic, but a more energy-efficient fleet, driver training and economic driving also played their part. The electricity con-

sumption of metro transport, in particular, decreased notably when the driver-assistance system (DAS) was introduced.

The energy-efficiency of properties improved compared to the previous year, and we were able to achieve our goal for saving energy. The solar power station commissioned at Roihupelto metro depot in June 2019 has worked well, and its yield has met expectations.

In 2020, we increased plastic recycling operations at metro stations and depots, in particular. The rate of waste utilisation as raw materials improved compared to the previous year. To further reduce the environmental impacts of procurements, we developed the utilisation of environmental criteria in procurements. ■



PICTURE KRUUNUSILLAT, HELSINGINKAUPUNKI, WSP, KNIGHT ARCHITECTS