

## Metro transport

- ◇ Nearly **70 million** passengers annually
- ◇ **45,5** metro trains
- ◇ **36** trains running during the busiest times
- ◇ **25** metro stations
- ◇ **36** kilometres of track
- ◇ **2,4 billion** seat kilometres
- ◇ All metro stations are accessible

The turnover  
in 2017 was  
€180.6 million

## Tram transport

- ◇ Nearly **60 million** passengers annually
- ◇ **131** trams
- ◇ **95** trams running during the busiest times
- ◇ Roughly **300** tram stops
- ◇ Approximately **50 kilometres** of track
- ◇ **650 million** seat kilometres annually
- ◇ HKL only uses low-floor trams (apart from it's spare and museum carriages)
- ◇ The majority of the tram stops are accessible

## Helsinki's city bikes

- ◇ More than **two million** trips were made in 2018, and this number will grow in the future as the service expands
- ◇ About **50,000** full-season users
- ◇ Among the top utilisation rates globally: the best weeks see as many as **14 trips/bike/day**
- ◇ **1,500** city bikes
- ◇ **150** city bike stations

### Suomenlinna's ferry transport

Over two million passengers annually

### Jokeri Light Rail

The Jokeri Light Rail line will be built between Itäkeskus in Helsinki and Keilaniemi in Espoo. This is a shared project between the two cities, and responsibility for the design and construction of the infrastructure lies with a project organisation operating under HKL. In addition, HKL will design and order the required transport fleet for the Jokeri Light Rail.

### Crown Bridges

The Crown Bridges project covers a tram connection of more than ten kilometres from the city centre to Laajasalo via Hakaniemi, Kalasatama and Korkeasaari. HKL's expertise in tram transport is needed in this project.

### Expanding metro network

On 18 November 2017, HKL began operating a metro line to Matinkylä in Espoo. Currently, the line is being extended from Matinkylä to Kivenlahti. We are part of this work as an expert in metro transport.

### EMPLOYEES ACCORDING TO TASK

Tram drivers	463
Metro train drivers	150
Service and maintenance personnel	328
Administrative and support service personnel	295
<b>Total</b>	<b>1236</b>





# The leader in sustainable development

Rail traffic is one of the most efficient ways of decreasing traffic emissions and improving air quality. The sustainable transport services produced by HKL reduce the need for private cars and facilitate a more compact community structure. The energy efficiency of our tram and metro train fleet is being continuously improved. We only use green electricity, meaning that our consumption produces no direct carbon dioxide emissions. The proportion of renewable energy will also increase, thanks to the solar power plant being built in the metro depot.



**HKL's direct carbon dioxide emissions**  
(tonnes of CO<sub>2</sub>eq)

	Emissions (tCO <sub>2</sub> )	%
District heating	3 044	57
Suomenlinna's ferries	1 660	33
Fuel	494	10
District cooling	14	0
Electricity	0	0
<b>Total</b>	<b>5 212</b>	<b>100</b>

# On the customer's terms – responsible reformation



We at HKL are committed to improving our customers' experience even further. We measure customer satisfaction with HSL's customer satisfaction survey, the feedback received by HKL and HKL's mystery shopping analyses. We are constantly improving and updating our operations to be able to offer a safe and high-quality travel experience for an increasingly cost-effective price. Through our idea and innovation work, we can harness ideas suggested by our personnel, ultimately benefiting the employer, employees, and passengers.

[www.hkl.fi](http://www.hkl.fi)  
[@HKLhst](https://twitter.com/HKLhst)

## HKL operates responsibly

HKL promotes the overall interest of society and produces cost-effective services that result in sizeable benefits for the owners and customers and provide the city's residents with more for their tax money.

We produce high-quality, reliable, safe, and accessible transport services for the owners, customers, and passengers. We care about our staff's well-being and maintain an operating culture that values the staff.

We produce sustainable transport services that support the environmental goals and the objectives of creating tighter urban structures in the Helsinki region.



# The city's best move



**H**elsinki City Transport HKL facilitates millions of annual journeys and is an experienced specialist in urban transport. We produce and develop high-quality and cost-effective sustainable transport services. We view rail transport as a whole, because we are both the owner of Helsinki's public transport infrastructure and the operator of the city's metro and tram network. In addition, we manage Suomenlinna's ferries and Helsinki's city bike service.

# TOGETHER WE ARE CREATING THE WORLD'S MOST FUNCTIONAL CITY.

## VALUES:

**ETHICALITY**

**CUSTOMER CENTRICITY**

**COMMUNALITY**

## STRATEGIC GOALS:

**HKL is Europe's best rail traffic operator in terms of cost efficiency.**

**The modal share of sustainable transport grows.**

**HKL is the most valued expert in its sector.**

**HKL is the best place to work in Finland's public sector.**