



KAUPUNKILIIKENNE
STADSTRAFIK
CITY TRANSPORT

Annual Report 2023

Summary



This is Metropolitan Area Transport Ltd

We are present in the everyday lives of city residents. In 2023, the total number of trips taken by metro, tram, Suomenlinna ferries and city bikes was 128 million.



We operate Helsinki's trams and provide the metro operations as a service. Our subsidiary Suomenlinnan Liikenne Oy is responsible for passenger and freight transport on the Suomenlinna and Kruunuvuorenranta ferries.

The metro and tram facilities and tracks in the Helsinki Metropolitan Area are maintained by approximately 330 of our skilled employees. In total, Metropolitan Area Transport employs over 1,300 professionals in different fields. The party responsible for the operation of the metro and related public transport infrastructure is Helsinki City Transport. It is also responsible for the metro track network.



We are responsible for Helsinki's highly popular city bike service, which boasts a high user satisfaction rate year after year.



Our turnover in 2023 was €215 million. We are a significant public transport operator with a growing turnover year after year.



Safety is the foundation of all our operations. Our maintenance workers ensure the safety of infrastructure and vehicles, while our control centres and security guards oversee the safety and security of passengers and operations around the clock.

Our unique expertise is required in several major rail transport projects in the Helsinki Metropolitan Area, such as Jokeri Light Rail, the Crown Bridges project, the Kalasatama–Pasila Project and the West-Helsinki Light Rail project. In 2023, we invested approximately €186 million in new public transport infrastructure.

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

Passengers are satisfied with the services we provide. Out of all modes of public transport in 2023, passengers in the Helsinki region were most satisfied with the metro services organised by us.

Metropolitan Area Transport Ltd in 2023

Turnover, million €	215
Profit, million €	-2,3
Number of employees	1354
Metropolitan Area Transport's share of all the public transport trips in the Helsinki region	37%
Tram line track length (of two-way tracks)	89 km
Number of tram stops	365
Number of tramcars	137
Metro line track length (of two-way tracks)	43 km
Number of metro stations	30
Number of metro trains	50
Number of city bike stations	460
Number of city bikes	4600

Suomenlinnan Liikenne Oy in 2023

Turnover, million €	5,6
Profit €	0
Number of employees	20



STRATEGY – Towards Sustainable Growth

The year 2023 was the first full year of operation for Metropolitan Area Transport Ltd and also the first full year of the Towards Sustainable Growth strategy. During the year, the strategy was implemented through unit-specific measures and projects.

Our vision is to be the best mover and developer in sustainable cities. We advance our strategy through five themes, which are 'a unique urban transport entity', 'sustainable mobility together', 'cost efficiency', 'excellent people experience' and 'carbon neutrality'.

In 2023, we implemented our strategy through unit-specific measures and projects. Our strategic goals were contributed to by our strategic development projects and approximately 400 investment projects.

The Helsinki Metropolitan Area is growing, rail traffic is crossing municipal boundaries, people's mobility habits are diversifying and new technologies are enabling a wide range of services. Meanwhile, climate change not only sets new preconditions for mobility, but also presents plenty of opportunities for public transport.

An efficient transport system powered by emission-free electricity and based on rail transport facilitates the building of a rail network city and the reduction of climate emissions. Functional rail and metro services that grow across municipal borders attract motorists to utilise public transportation, but public transport services must also be developed to meet users' expectations.

The future development prospects of light rail transit remain positive, and rail transport services will continue to replace bus transport services to an increasing extent. The Helsinki Metropolitan Area is growing and needs significant investments in public transport, which give us an opportunity to achieve sustainable business growth. The number of trips made by rail may as much as triple by the 2040s, resulting in a sharp increase in investments in urban rail infrastructure.

From the perspective of our owner, meaning the City of Helsinki, and our clients, meaning HSL, Länsimetro and the Cities of Espoo and Vantaa, we play a significant role in improving the attractiveness of the entire Helsinki Metropolitan Area as a developer and provider of cost-effective and high-quality public transport services.

We are present in the everyday lives of city residents and make urban mobility convenient. As a transport operator and public transport infrastructure developer and owner, we are an expert in urban rail traffic unique to Finland, and we operate in a manner that best serves the overall system and the interests of society at large.

Metropolitan Area Transport's 2023 in figures

	2022	2023
Tram passengers, million	41,8	44,2
Metro passengers, million	69,9	79
Suomenlinnan Liikenne passengers, million	1,9	2,2
Vehicles transported on the Suomenlinna ferry	19 100	18 649
City bike trips, million	2,5	2,5
Tram traffic seat kilometres, million*	691	703
Metro traffic seat kilometres, million*	3 136	3 565
Tram departures on time, %	98,81	99,72
Metro departures on time, %	98,98	99,79

*Seat kilometres indicate the distance driven by the tram or train, multiplied by the number of customer seats.

We operate

Our main objective for 2023 was to restore the reliability of transport services. This objective was successfully achieved after the first quarter. One of the key factors behind this was the successful recruitment and training of drivers; during the year, we trained 250 new metro and tram drivers. As a result, we managed to normalise the reliability of transport services during the year, which was also directly reflected in the improvement of passenger satisfaction.

Passenger satisfaction was highest among metro passengers, of whom 87% rated reliability as good. The percentage of light rail passengers satisfied in reliability was 86%, while the percentage of tram passengers satisfied in reliability was 81%. According to HSL's customer satisfaction survey, the perceived safety of both metro and tram transport services improved slightly.

Service on the new light rail line 15, which was known as Jokeri Light Rail during its construction, commenced in October 2023. The project was completed over six months ahead of schedule and below budget. Perceived passenger safety on light rail line 15 was excellent.

New driving simulators have provided new opportunities to train tram and metro

drivers and to practise responses to various risks and incidents in particular. Simulators can be used to more comprehensively practise situations that may not be encountered in real-life driving training, in addition to which they allow rare situations to be repeated multiple times. Simulators can also be driven at all times of the day and be used to provide training for circumstances that may not occur in the real-life training environment, such as leaves on the track or snowy weather conditions. Furthermore, a simulator consumes less electricity than driving real rolling stock.

The new Kruunuvuorenranta ferry service commenced operation in 2023. The ferry service is operated by our subsidiary Suomenlinnan Liikenne Oy (SLL).



We build

Work on the Kalasatama–Pasila Project progressed during the year with the laying of tracks across the entire project area, from Nihti to Pasila. At the end of the year, we were able to start planning the commencement of service on the line, which is scheduled to take place in 2024. In the Crown Bridges project, construction continued throughout the whole route.

Work also continued on a number of depot projects aimed at guaranteeing the smooth operation of tram services, the largest of which are the Ruskeasuo tram and bus depot and the replacement of the Koskela depot with a new tram depot. After completion, the Ruskeasuo and Koskela depots will become the main tram depots in Helsinki. In both projects, planning and construction have been steered by ambitious environmental objectives.

The construction of the Ruskeasuo depot was primarily completed during the year. The contractor will hand the depot over to Metropolitan Area Transport in spring 2024, after which some more testing and training will be carried out before the operational deployment of the depot in late 2024.

The Ruskeasuo depot will serve the needs of Helsinki's western tram lines and HSL's local bus services. The depot has storage space for approximately one hundred tramcars. In addition to the storage space, the depot features six daily maintenance stations and eight repair stations for trams and an under-floor wheel lathe. The roof of the depot also has storage space for 220 14-metre buses.

In the Koskela depot project, the current depot facilities, some of which are up to 80 years old and no longer fit for purpose, are being replaced with a new tram depot. The project also involves renewing the track maintenance facilities connected to the depot. The tendering process for the renewal of the Koskela depot progressed during spring 2023, and the development phase of the project began in August. Two consortia were selected to take part in the final round of negotiations, and in June the board of Metropolitan Area Transport selected the Akseli consortium as its alliance partner. The alliance consists of Skanska Infra Oy, Skanska Talonrakennus Oy, Sweco Finland Oy, Sipti Infra Oy, Rejlers Raken-taminen Oy and Arkkitehtityöhuone APRT Oy. The new Koskela depot is set to be completed in 2028.

The year also saw the commencement of a project to expand the production of interchangeable parts at the Roihupelto metro depot. Metro and tram rolling stock are set to expand in the coming years, in addition to which all the interchangeable parts of tram cars will be repaired at the metro depot in the future. New rolling stock also requires new types of production equipment.

Procurement and implementation plans for the project were prepared in 2023, following which the project proceeded to the implementation phase in December 2023.

In addition to work continuing on projects already in the construction phase, several upcoming projects were also planned during the



year, including Vantaa Light Rail, West-Helsinki Light Rail and West Harbour Light Rail.

Several of Metropolitan Area Transport's major urban rail projects received awards in 2023. The Finnish Civil Engineering Advisory Board MANK ry awarded the 'Iso Tömpä' award to Jokeri Light Rail at the Maarakennuspäivä 2023 event held in September. In October, Jokeri Light Rail was also given the Project of the Year award by the Association of Project Professionals Finland (PRY). The Finnish Association of Civil Engineers (RIL) also gave the 2023 RIL Award to the construction of the Jokeri Light Rail track and street infrastructure and depot as an alliance project. Furthermore, Jokeri Light Rail was named Concrete Structure of the Year 2023.

The Hakaniemi sub-project of the Crown Bridges Alliance won Helsinki's 'Roadwork Site of the Year' competition, in addition to which the Kalasatama–Pasila project between Vanha Talvitie and Haukilahdenkatu received an honourable mention. The Kalasatama–Pasila project, Jokeri Light Rail and Ruskeasuo depot were also granted green financing by MuniFin (Municipality Finance Plc) for promoting positive environmental impacts in an exemplary way.



We maintain infrastructure and properties

The renovations at Hakaniemi and Sörnäinen metro stations were completed in 2023. In Kamppi, preparations were made for the construction of the new health and well-being centre, due to which the western ticket sales hall of the metro station was closed.

The Mannerheimintie renovation project included the construction of 1.3 kilometres

of two-way tram tracks from Postikatu to Runeberginkatu and two pairs of tram stops and the installation of shared-use pylons in 2023.

In addition, a total of 1,268 metres of other tracks were repaired in various parts of Helsinki.



We develop rolling stock

In 2023, we launched the procurement of new Artic X54 tramcars. Starting from 2030, these tramcars will replace the partly low-floored articulated tramcars manufactured by Valmet and deployed in the 70s and 80s that are currently in service.

The procurement encompasses 33 tramcars for light rail lines and 30 tramcars for traditional tram lines. The procurement also includes options for the needs of the growing city. The supplier selection criteria place particular emphasis on environmental friendliness, driver experience, passenger experience, serviceability and overall lifecycle

impacts. The tramcars to be procured will be entering service from 2029 onwards and are expected to remain in service until the 2070s.

New tramcars for light rail line 15 and the Crown Bridges Light Rail have been procured from Škoda Transtech. The procurement encompasses a total of 52 ForCity Smart Artic X54 tramcars, of which 18 were delivered by the end of 2023. The remaining 11 tramcars for line 15 will be delivered in 2024.

The overhaul of the M100 series metro trains that began in 2020 was completed in 2023. The overhaul involved renewing the interiors of the passenger compartments,

outfitting the trains with LED lighting, surface-treating the bodies of the train cars and renewing the driver's compartments.

The overhaul of the M200 series trains manufactured by Bombardier in 2000–2001 was started in 2023 and will continue until spring 2024. The overhaul involves renewing and modernising the passenger compartments, renewing the passenger information system and carrying out part replacements and repairs necessary for extending the technical service life of the trains. The overhaul of all the trains will be carried out by VR FleetCare.



We develop new services

Together with our partners, we provide and develop various cycling services in Helsinki. The City of Helsinki aims to increase the modal share of cycling by 20% by 2035.

Services targeted at cyclists have a major role to play in enabling this growth. In relation to this, we are committed to renewing current bike racks that are of inadequate quality and increasing their capacity at Helsinki's metro and train stations, among other

measures. In addition to this, Metropolitan Area Transport is responsible for major park-and-ride projects, such as the park-and-ride centre for cyclists at the Helsinki Central Railway Station, and cycling services, such as city bikes, the Bike Centre and other services that support cycling.

In 2023, the city bikes of Helsinki and Espoo were used for approximately 2.54 million trips, of which over 2.2 million were made in Helsinki. The park-and-ride ser-

vice for cyclists was improved at six stations, where old bike racks that were in poor condition were replaced with new ones and capacity was increased to better accommodate the estimated demand. At the same time, signage and the visibility of bike racks were augmented and the quality and security of bicycle parking was improved by providing the option to lock bikes by their frames, increasing lighting and adding weather shelters.

The construction of the Kaisantunneli tunnel bicycle parking centre continued in 2023. Once completed, the new bicycle parking centre being constructed as part of the Kaisantunneli tunnel connecting Kansalaistori Square to Kaisaniemi in Helsinki city centre will have parking spaces for approximately 900 bicycles. The construction of the bicycle parking centre started in 2021 and is expected to last until spring 2024.

We improve capacity

The metro capacity improvement project (METKA) consists of several measures, some of which focus on renewing metro track and rolling stock systems, while others are aimed at improving the capacity of the metro in other ways.

The biggest changes concern the renewal of the train control system and the replacement of track circuits. These changes will also enable the shortening of the interval between trains, which will improve the capacity of the metro.

Improving the capacity and reliability of the metro requires many other measures as well, such as smaller changes to the current traffic control system, measures to maintain the reliability of the equipment, and improvements to passenger guidance.

Shortening the interval between trains requires replacing the automatic train stop system currently serving as the train control system with an automatic train control sys-

tem. The project plan for the replacement was approved by the City Council of Espoo in January 2023. The procurement of the new system was started in April.

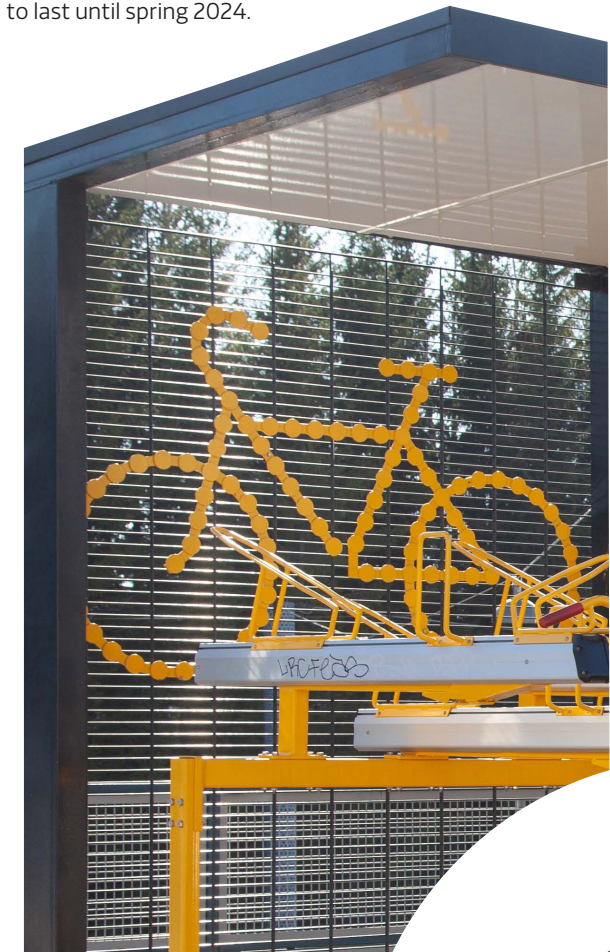
The new train control system also requires a new radio network for data transfer. In spring 2023, it was decided that the new radio network will be based on mobile network technology, as it is seen as being the best suited to the needs of the new train control system and the metro. Preparations for the procurement were made during the end of the year and replies to the invitation to participate were received at the end of November.

In the metro, the track circuits detect the locations of trains along the track; without them, safe operation would be impossible. The current track circuits of the Helsinki metro are nearing the end of their lifecycle. A project to replace the track circuits was launched in the spring of 2023.

At the end of the year, some safety device changes were carried out at Itäkeskus metro station: test magnets were added and the positions of signs were changed to improve their visibility. At the Roihupelto metro depot, measures were implemented to improve track and personnel safety at the metro depot.

In November, new kinds of signs were installed at Central Railway Station, Itäkeskus and Lauttasaari metro stations for the purpose of determining whether signage affects the movement of passengers at the stations and at the train doors and has an overall impact on the passenger experience.

In addition to Metropolitan Area Transport's own employees, the METKA team included approximately 40 external consultants from Finland, the UK, Sweden and Hong Kong in 2023.



FINANCES

In 2023, Metropolitan Area Transport's turnover totalled €214.7 million, which included €108.0 million in metro compensations from Helsinki City Transport, €68.8 million in tram compensations from HSL and €37.3 million in service compensations for public transport infrastructure from the City of Helsinki. The turnover was increased particularly by the expansion of metro services to Kivenlahti in Espoo at the end of 2022 and the commencement of service on light rail line 15 in October 2023.

PERSONNEL

Our focus area in 2023 was an excellent employee experience. In HR management, we focused especially on the development of workplace well-being and managerial work, the implementation of new collective agreements and the improvement of workplace safety.

Since the corporatisation, the operations of Metropolitan Area Transport have been developed under the leadership of the new Managing Director **Juha Hakavuori**. During 2023, **Sanni Alajääski** was appointed

as the new head of the Human Resources and Corporate Services unit and **Johan Nykvist** was appointed as the new head of the Traffic Operations unit.

Metropolitan Area Transport Ltd is committed to promoting equality and non-discrimination in a cross-cutting manner in all its activities. To this end an equality and non-discrimination plan was drawn up for Metropolitan Area Transport for the period of 2023–2026.

ENVIRONMENT

We are committed to reducing environmental impacts throughout our services' lifecycle and taking environmental matters into account in all our operations. Our strategic objective is to become carbon neutral by 2030, but we will be reducing direct emissions from our operations and emissions from purchased energy to zero as early as by 2025. We want to be a forerunner in carbon neu-

trality in the transport services and infrastructure sector. We take responsibility for the lifecycle emissions of our operations and make sustainable choices that change the entire industry.

We have compiled the measures required to reach the aforementioned objective in the Carbon-Neutral Urban Transport, or Hilikka, programme, the first full year of implementation of which was 2023. In 2023, we also

developed a carbon management model for investments to integrate climate emissions into the planning and decision-making of investment projects. Based on the model, from 2023 onwards, we will be setting numerical emission reduction targets for our construction projects, which will guide project planning and implementation. The targets will gradually become stricter as we approach the deadline year 2030.



As part of the carbon management model, we also developed the planning management of our construction projects. This involved training our experts who work on investment projects on the use of the carbon management model and launching a climate clinic for investments, which will support project managers with the carbon management of investment projects.

In 2023, we increased the use of low-carbon concrete in construction projects of all sizes. In total, we used over 94,200 tonnes of low-carbon concrete in our projects. Through the use of low-carbon concrete, we reduced the emissions of our construction and maintenance projects by 4.5 million kilograms.

We will also be assessing the possibilities of using low-carbon concrete in our future and ongoing construction projects, based on which it will be used where applicable. We will also examine the possibilities of reducing the need for concrete by means of various design solutions.

Metropolitan Area Transport has signed the Green Deal agreement on emission-free work sites, which aims to minimise carbon dioxide and local emissions from construction operations. Based on the agreement, our goal is to make our work sites completely fossil-free by 2025 and deploy work machinery and transport vehicles powered by alternative fuels, such as electricity, biogas

or hydrogen. We also impose strict emission class requirements on work site and transport equipment.

In 2023, 96% of the light fuel oil and 19% of the diesel consumed by our own vehicles and machinery was renewable. In total, we consumed 34,340 litres of renewable light fuel oil and 34,209 litres of renewable diesel. Thanks to renewable fuels, CO2 emissions from fuel consumption decreased by over 25% compared to 2022.

Our subsidiary Suomenlinnan Liikenne Oy started using renewable fuel on both the Suomenlinna and the new Kruunuvuorenranta ferry routes. The Kruunuvuorenranta ferry was powered exclusively by renewable fuel. In total, the ferries consumed 143,099 litres of renewable fuel in 2023. Carbon dioxide emissions from fuel consumption in ferry services decreased by over 11% compared to 2022, even though performance and fuel consumption both increased as a result of the commencement of service on the Kruunuvuorenranta route.

In transport operations, we continued our long ongoing work to improve energy efficiency and reduce emissions from electricity consumption. The electricity that we use for transport operations has been emission-free since 2012. In 2023, we purchased only nuclear-certified electricity for the needs of our transport operations.

