

# Annual Report 2024

## Summary





# Metropolitan Area Transport's 2024

2024 was a year of three major projects: service commenced on tram line I3, the fire safety project at the Central Railway Station metro station was completed and the new Ruskeasuo tram depot entered into service.

In 2024, the implementation of the Towards Sustainable Growth strategy progressed under all of its strategic themes. The strategy was implemented through unit-specific and organisation-wide strategic development programmes. The achievement of strategic goals was also contributed to by our approximately 400 investment projects. We were able to achieve our 2024 strategic goals fully in the areas of cost efficiency and passenger satisfaction.

One of the most important issues in 2024 was the definition of the company's values. Our values - I value and care, I am part of the solution and I succeed together with others - lay the foundation for the development of our operating culture. The deployment of the values in our units began in late 2024 and will continue in 2025. We will also continue to focus on the development of managerial work and training.





# This is Metropolitan Area Transport Ltd

We are present in the everyday lives of city residents. In 2024, the total number of trips taken by metro, tram, Suomenlinna ferries and city bikes was 129 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 1,500 professionals in different fields.



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



Our turnover in 2024 was €259.2 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 needed in many major rail transport projects in the Metropolitan Area, such as the Crown Bridges project, the West-Helsinki Light Rail project and depot projects. In 2024, we invested approximately €167.6 million in new public transport infrastructure.

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

Metropolitan Area Transport operates and maintains the metro trains, infrastructure and depots owned by Helsinki City Transport.

Passengers are satisfied with the services we provide. Out of all modes of public transport in 2024, passengers in the Helsinki region were most satisfied with the light rail services organised by us.

## Metropolitan Area Transport's key figures

Turnover, million €	259.2
Profit, million €	4.3
Balance, million €	1,227.8
Investments, million €	167.6
Equity ratio	21%
Net operating profit	7.3%
Reliability of transport operations	99.83%
Passenger satisfaction	90.7%
Employee satisfaction index	53.1
Passenger volume, million	141.7

## Metropolitan Area Transport Ltd 2024

Number of employees	1,479
Metropolitan Area Transport's share of all the public transport trips in the Helsinki region	39%
Total length of tram tracks	140 km
Number of tram stops	311
Number of trams	148
Total length of metro tracks	113 km
Number of metro stations	30
Number of metro trains	50
Number of city bike stations	347
Number of city bikes	3,470





# We operate

**D**uring the year under review, passenger satisfaction in the public transport services that we provided declined slightly compared to the previous year. Passenger satisfaction was highest among light rail passengers, at 96.7%. The percentage of passengers satisfied in metro services was 90.6%, while the percentage of passengers satisfied in tram services was 89.8%. The results are based on a customer satisfaction survey carried out by HSL.

The number of tram accidents increased from the previous year. The collision of light rail trams that occurred in October caused major material damage. As in previous years, the most typical accidents were vehicles colliding with the sides of trams and cars turning in front of trams. There were no fatal accidents during the year. The number of accidents on light rail lines was 23. In relation to transport performance, the accident frequency was 3.2 times higher in the inner city.

Measures by which we are aiming to reduce accidents include extending the du-

ration of driver training and increasing co-operation between first-line management and driver training. Safety incidents in metro traffic decreased due to first-line management and driver training measures, among other factors.

The need for new tram drivers continued. In 2024, we recruited approximately 200 tram drivers, a record number, and received over 2,000 tram driver applications. The number of metro driver applications received was approximately 500, based on which 40 applicants were selected for driver training.

During the year under review, there were 2,166,892 passengers on the Suomenlinna ferry lines and 242,509 passengers on the Kruunuvuorenranta ferry route. Suomenlinna passenger ferry Suomenlinna 2 underwent a technical overhaul. As part of the overhaul, the ferry was outfitted with equipment that allows its energy consumption to be monitored and analysed in a way that was previously not possible.

## Metropolitan Area Transport's 2024 in figures

	2024	2023
Tram passengers, million	49.3	44.2
Metro passengers, million	74.7	79
Passengers on the Suomenlinna ferry, million	2.4	2.2
City bike trips, million	2.6	2.5
Tram traffic seat kilometres, million*	796	703
Metro traffic seat kilometres, million*	3,374	3,565
Tram departures on time, %	99.81	99.72
Metro departures on time, %	99.91	99.79

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

# We focus on safety

**D**uring the year under review, we developed our risk management processes by updating guidelines, increasing guidance and resource allocation and creating new procedures, especially for the anticipatory consideration of change management, the risk management of investment projects and risk management in the operational phase. We also created a new management risk panel for managing notable risks. We also developed training for employees and project managers.

Our enhanced risk-based situational picture was successfully implemented particu-

larly in the metro service disruption in summer 2024, in the commencement of service on tram line 13 and in the entry into service of the Ruskeasuo depot. The rail transport service that we provide is a service important for society that requires more extensive preparedness than normal to ensure continuity.

The development of cyber security continued on the basis of the ISO 27001 standard. During the year under review, we developed our processes and know-how and improved our concrete monitoring capabilities by deploying an information security control centre.





# We build

The contractor handed over the Ruskasuo depot to the client in May. The summer and autumn saw the installation and testing of equipment and systems and staff training being carried out at the depot. Tram operations commenced in November and December.

The development phase of the Koskela depot project, which began in 2023, was completed and, as a result of the issuing of a building permit, the project proceeded to the implementation phase. During the year, pre-construction work was carried out in the area of the depot before the old depot was decommissioned and the area became a construction site.

In the Crown Bridges project, Metropolitan Area Transport is responsible for the construction of an approximately eight-kilometre-long tram track. In 2024, the project's construction work progressed on schedule throughout the entire route, with approximately 75% of the track being completed by the end of the year.

Metropolitan Area Transport, the City of Vantaa and the City of Helsinki jointly decid-

ed on the implementation of Vantaa Light Rail. The project was granted MAL funding, which enabled the development phase of the project to commence in December.

Competitive tendering was organised to select the builders and designers of the West-Helsinki Light Rail, the Viikki-Malmi Light Rail and West Harbour Light Rail projects. The three projects were grouped together into a single programme based on the alliance model. This will provide significant synergy benefits aimed at reducing the construction time and the negative impacts of the construction work, for example.

Metropolitan Area Transport concluded an agreement with Skanska on the construction of a new track repair workshop in Kivikko. The project was granted a building permit, and construction commenced in April. In addition to this, construction commenced on the new repair shop for interchangeable parts as part of the expansion of the Roihupelto metro depot, which is set to be completed in May 2025.



# We maintain infrastructure and properties

**T**he Central Railway Station metro station was closed for three months in summer 2024 due to work to improve the station's fire safety. Service also had to be suspended on the Mellunmäki metro line. The Länsimäentie bridges and the Alakivi and Mustapuronpolku underpasses were repaired and the switches between Itäkeskus and Mellunmäki were renewed. In the Kontula metro station platform area, concrete structures were repaired and the platform pavement, surface structures and equipment, entrance structures and surface materials were renewed.

The condition of the Junatie bridge proved worse than anticipated, due to which measures were launched in autumn 2024 to implement temporary support and to expedite the renovation of the bridge.

Metropolitan Area Transport was involved in the planning of the expansion of

Myllypuro Health and Well-being Centre and in the construction of Kamppi Health and Well-being Centre as regards the metro station ticket hall. The Fredrikinkatu ticket hall of Kamppi metro station was demolished in spring 2024 and a new ticket hall will be built on the street level of the health and well-being centre.

The renovation of Herttoniemi metro station's ticket halls, maintenance building and yard area was planned. The renovation will involve renewing the station's lifts and escalators and the surfaces of the ticket halls, among other things. In addition to this, Metropolitan Area Transport continued the planning of the noise barrier between Herttoniemi and Siilitie metro stations.

A total of 1,504 metres of inner city tram tracks were repaired. By the end of the year, 1,400 metres of new tracks were built.



# We develop rolling stock

**M**etropolitan Area Transport procured 30 new tramcars for inner city tramlines and 33 light rail tramcars along with their spare parts and life cycle support for a period of 30 years. The procurement also includes options for the

needs of the expanding tram network. The procurement negotiations were launched on the basis of preliminary tenders in autumn 2024. The new inner city tramcars will replace the articulated tramcars used on the inner city tramlines.

The overhaul of the M200 series trains manufactured by Bombardier in 2000–2001, which was started in 2023, was completed in spring 2024. In addition to this, a market dialogue was initiated for the procurement of M400 metro trains.

Metropolitan Area Transport procured a new debris clearing vehicle to meet the needs of the expanding rail network.







## We develop new services

**T**he use of the city bike service increased in 2024. In 2024, city bikes were used for approximately 2.6 million trips, of which approximately 2.3 million were made in Helsinki. The number of customers who purchased the city bike service for the entire season increased from the previous year and was over 46,000.

The preparation of a new regional city bike service that would be available in sev-

eral local municipalities, easy to use and affordable to customers continued. The Bike Centre, which was relocated to the event square at Töölönlahdenpuisto Park, opened in June. The new Bicycle Garage located in Kaisantunneli tunnel was opened in July. In the autumn, Metropolitan Area Transport and the City of Helsinki innovation company Forum Virium Helsinki tested a new bicycle parking solution in front of Kiasma.

## We improve capacity

**T**he procurements of the metro capacity improvement project, namely the train control system, radio network, interlocking system and track circuits, progressed. The project also involved implementing changes to signage and safety equipment and piloting passenger guidance in 2024



# We care for the environment

**M**etropolitan Area Transport's most notable environmental impacts are related to climate change mitigation and adaptation, energy consumption, biodiversity, resource use, the circular economy and the waste generated in operations. We are committed to reducing environmental impacts throughout our services' life cycle and taking environmental matters into account in all our operations. Our strategic objective is to become carbon neutral by 2030, but we aim to reduce direct emissions from our operations and emissions from purchased energy to zero as early as in 2025.

We are pursuing our strategic objective through the Carbon-Neutral Urban Transport, or Hilkka, programme. In the year under review, we developed the carbon management of construction projects, set climate targets for our projects, examined emissions from construction and implemented concrete emission reduction measures in projects, among other measures.

We increased the use of renewable fuel in our own machinery and vehicles, as a result of which its share in the year under review was 41%. We also demand the use of renewable fuel in our contracts. The ferries of Suomenlinnan liikenne Oy also use

renewable fuel. Its share in the year under review was 11%. Emissions from fuel consumption remained roughly the same as in the previous year.

The energy efficiency of electricity consumption improved both in transport operations and properties. The electricity that we procure for transport operations is completely emission-free, as it is produced by nuclear power. We also produce renewable energy in our own buildings. During the year under review, the output of the solar power plant at the Roihupelto metro depot was 383 MWh, which corresponds to approximately seven per cent of the electricity consumed by the depot.

The Itäkeskus electricity supply station is also equipped with solar panels, which generated 16.1 MWh of electricity in the year under review. The year also saw the deployment of a geothermal heating system at the Ruskeasuo tram and bus depot, which provides the depot building with both heating and cooling. It is estimated that 93% of the depot's heating energy is now produced by energy recycling and geothermal heating. A geothermal heating system and a solar power plant are also being planned for the new Koskela depot.

The direct carbon dioxide emissions generated by Metropolitan Area Transport's operations (scope 1) increased by 8% compared to the previous year. This increase was due to increased fuel consumption. The market-based carbon dioxide emissions of purchased energy (scope 2), calculated using the energy producer's emission factor, decreased by 8% from the previous year. This decrease was due to improvements in the energy efficiency of the electricity consumption of properties and a decrease in Helen's emission factor for district heating.

The location-based carbon dioxide emissions of purchased energy (scope 2), calculated using the average emission factor of the energy network, increased by 6% from the previous year. This increase was due to increased district heating and electricity consumption of transport operations.

Material efficiency and circularity were promoted in the planning of the Koskela depot project, which involved looking into the possibility of reusing concrete structures and bricks, for example. In maintenance, the year saw the implementation of two vehicle modification projects, as a result of which there was no need to procure any new machinery.

