Electronic information, fluent public transport in the Helsinki region

HKL HST
www.hkl.fi

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English

Information flow - smooth journeys

Helsinki region public transport offers the citizens equal possibilities to move and creates a base for a well-functioning and vital cities. Through the use of various kinds of electronic services it is possible to improve the service level of the public transport system, the quality of customer information, and the speed and punctuality of travel.

The internet, mobile phone and real-time displays at stops, terminals and other central locations facilitate travel from the planning stage to arrival at the passenger's destination. A ticket can be paid for with a travel card or purchased by mobile phone. Traffic light priority speeds up a journey and improves it's punctuality.

Help from the internet on every journey

Journey Planner

Door-to-door Journey Planner covers an entire journey from origin to destination, complete with timetables, transfers, routes and lines within the Helsinki region.

www.ytv.fi/journeyplanner

Timetables

HKL (Helsinki City Transport) and YTV (Helsinki Metropolitan Area Council) timetable services provide timetables for bus, commuter train, tram, metro and ferry transport at terminals and stops.

www.hkl.fi/timetables
www.ytv.fi/ENG/transport/timetables/

Disruption information

A service, which is integrated with almost all display devices and electronic information services in the Helsinki region's public transport system, provides information about service disruptions. Announcements inform travellers of disruptions of over 15 minutes affecting trams, the metro, the Suomenlinna ferry, and many commuter trains.

A passenger can obtain information about disruptions from the Journey Planner, and the My Departures -timetable service, and on almost all stop timetable displays. Information on disruptions can also be requested via SMS.

A common information centre covering the whole of the Helsinki region is being planned. The centre will inform the public of transport disturbances in the area in an even more comprehensive way.

www.hkl.fi/poikkeusinfo

My Departures -timetable service - always there for you

My Departures (Omat lähdöt) constitutes an HKL real-time timetable service accessible with mobile phone browsers, via text messages, as well as with personal computers. It also sends timetable information to lobby displays in hospitals, libraries, shopping centres and sports facilities centres, and so on.

A passenger can store timetables for stops of personal importance in the My Departures service. Timetables for a number of popular locations are already programmed into the system. Inputting the stop number gives quick access to the timetable for a particular stop, as well as service disruption announcements.

www.omatlahdot.fi
www.omatlahdot.fi/mobile

All the internet services feature a version for small devices.

Timetable displays guide passengers at terminals and stops

There are approximately 200 display boards in the public transport terminals and at the main stops in the Helsinki region. In addition to departure times based on timetables, real-time timetable information is also integrated in the system for those lines for which information is available. Also service disruption information is included.

Kamppi's smart travel centre

Under the same roof at the Kamppi travel centre in Helsinki are two underground bus terminals, a metro station, and a large shopping centre. Kamppi centre is used by around 100,000 passengers a day.

The information system integrated with the bus terminal ensures passengers of smooth and secure public transport. The waiting room is separated from the bus bays by electronic gates. Numerous electronic displays serve both passengers and drivers.

www.kampinkeskus.fi

Helsinki-Vantaa Airport

Kamppi Travel Centre

Traffic light priority and traffic information

Helsinki public transport telematics - Helmi

Helsinki's public transport telematic system, HELMI was introduced in 1999. It enables drivers and traffic controllers to monitor bus and tram punctuality. With the aid of traffic light priority the time spent on travelling is reduced and predictability improved.

The passengers can see from the bus and tram stop displays the time of arrival of the next trams or buses in real-time. There is a window at the bottom of the display on which announcements can be made concerning service disruptions. Onboard displays indicate the next stop and the destination.

www.hel2.fi/liikenteenohjaus/helmi/

Wireless broadband for vehicles

A pilot scheme began in Helsinki in 2007 based on a wireless broadband network for public transport vehicles. The aim is to test the Flash OFDM mobile internet connection as a general communication channel for all vehicle data communications. Some of buses and trams are equipped with a Flash OFDM receiver, GPS receiver and Wi-Fi Hotspot.

Through this system it is possible to provide the vehicle with traffic light priority.

Passengers can have free access to internet in vehicles and obtain real-time transport information like transfers at the next few stops, or monitor vehicles on a map.

www.hkl.fi/wlan

The passengers can see from the tram stop displays the time of arrival of the next trams in real-time.

Smoothly crosstown in the Helsinki region

Jokeri Line from east to west

The first fast crosstown bus line, running from Helsinki's Itäkeskus to Espoo's Westend station, was introduced in 2006. Jokeri's 28-km route passes through several commuter train stations and many major public transport transfer stops. Real-time timetable information at bus stops and on buses, together with traffic light priority, is based on the Helmi system.

A common 'uniform' for buses, stops and information assists the passenger in recognising the line and creates a strong public transport brand.

www.ytv.fi

Science Line connects university campuses

Science Line 506 from Helsinki's Viikki to Espoo's Pohjois-Tapiola connects five university campus areas: Viikki, Arabia, Kumpula, Meilahti and Otaniemi. The line's buses are equipped with 20-inch information displays showing guide maps to the campus areas and announcements, news, weather forecasts and adverts, in addition to route information.

www.ytv.fi

Electronic tickets highly successful

Helsinki Region Travel Card

The Helsinki region Travel Card makes it easy to travel in the Helsinki metropolitan area covering Helsinki, Espoo, Kauniainen, Vantaa, Kerava and part of Kirkkonummi. The Travel Card can be used on all buses, trams, commuter trains, and the metro, as well as the Suomenlinna ferry.

The Helsinki region Travel Card is an electronic proximity card which can be loaded with time (period) and/or money (value). The card has been in use since 2002.

The planning of a second generation travel card system is already underway. The aim is to have the new system as a whole in operation by 2014. New technology makes it possible to realise a more economical, flexible and extensive system than previously; it also facilitates the incorporation of real-time information in the system. For example, the new NFC (Near Field Communication) technology will enable payment by mobile phone to be incorporated in the new travel card system as early as 2009.

www.ytv.fi/ENG/

Single ticket by mobile phone

A person who only occasionally travels in Helsinki can easily obtain a single ticket via SMS to a mobile phone.

This single-journey mobile ticket, already in use on HKL's tram, metro, and ferry transport, as well as on metro feeder bus lines and commuter trains, is being extended to all buses in Helsinki.

www.hkl.fi/tickets

IT services of the future

KAMO guides public transport passengers

Passengers can obtain real-time public transport information on their mobile phones by pointing the phone at a tag at the bus stop (requires NFC compatible phone). KAMO is based on the new NFC (Near Field Communication) technology. By means of this technology a passenger can order a mobile phone ticket, make use of the Journey Planner, obtain information on real-time transfer possibilities, and so on. A KAMO pilot project was launched in Helsinki and Oulu in 2006.

Upcode provides timetable information quickly

During 2007 HKL is experimenting at some bus stops with Upcode smart screens, from which a mobile phone equipped with a camera and internet browser will be able to obtain the timetables for a particular stop on the phone display automatically.

The smart screen creates a shortcut to HKL's My Departures service. It enables the different menus through which stop timetables are normally found to be bypassed. This speeds up a timetable search.

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