



**TRAFICOM**

Finnish Transport and Communications Agency

# Data collected on other mobility services

Reporting year 2023

# Contents

- ▶ Background and purpose of data collection
- ▶ Traficom's data collection system
- ▶ Presentation of questions
- ▶ What next?



# Background and purpose of data collection





# Background: Traficom's regulation

- ▶ Under the Act on Transport Services, Traficom is tasked with monitoring the demand for and supply of mobility services and coordinating the development of the services.
- ▶ Providers of passenger transport mobility services have the obligation to periodically submit to Traficom information on their supply of mobility services and the actual demand for their services free of charge and regardless of business and professional secrets.
- ▶ Traficom issued on 15 November 2021 a [regulation](#) on the submission of information on the demand for and supply of mobility services and prices of taxi services.
  - ▶ Applies to all providers of passenger transport mobility services, including the following:
    - ▶ electric scooter services
    - ▶ city bike services
    - ▶ commercial parking services
    - ▶ car sharing services
  - ▶ The regulation specifies **which data** providers of passenger transport mobility services must submit and **how** and **when** to submit the data to Traficom.
  - ▶ We use the data collected to provide consolidated information about the passenger transport market to support social debate and decision-making.
  - ▶ The regulation was issued because of the need to ensure that Traficom has access to the information and data it needs to carry out its statutory monitoring duties, assess the impacts of the Act on Transport Services, conduct transport system analyses and develop the traffic forecast model.



**TRAFICOM**  
Finnish Transport and Communications Agency

# Traficom's data collection system

# Data collection system

- ▶ The system can be found at:  
<https://eservices.traficom.fi/LipaTiedonkeruu/default>
- ▶ User identification is based on Suomi.fi e-Authorizations:  
<https://www.suomi.fi/e-authorizations>
- ▶ A company can use Suomi.fi e-Authorizations to authorise a person or persons to use the system on behalf of the company. After the authorisation, authorised persons can log into the system with their personal online banking details or some other certificate.
  - ▶ Please note! Operators who are not included in the Trade Register (e.g. municipalities and cities) must use the official-assisted authorisation service (authorisation with an application) provided by the Digital and Population Data Services Agency:  
<https://dvv.fi/virkailijavaltuuttamispalvelu>
  - ▶ If the person to be authorised does not have a Finnish personal identity code, he or she must obtain a Traficom OTP code. For more information about the code, please contact Traficom at [tiedonhankinta@traficom.fi](mailto:tiedonhankinta@traficom.fi)
- ▶ The system is only available in Finnish and Swedish.





# Granting mandates to Traficom's data collection system

via Suomi.fi e-Authorizations

# Granting mandates via Suomi.fi e-Authorizations 1/7

- ▶ Mandates can be granted via Suomi.fi e-Authorizations on behalf of a company by a person authorised to sign for the company or some other person authorised to grant mandates by a person authorised to sign for the company.
  - ▶ Private traders, managing directors and other persons authorised to sign for the company can log into the system directly to submit data because they cannot grant mandates to themselves.
- ▶ Granting mandates requires knowing the name and personal identity code of the person to whom a mandate is granted (assignee).



# Granting mandates via Suomi.fi e-Authorizations 2/7

- ▶ Mandates can be granted at:

<https://www.suomi.fi/e-authorizations>

- ▶ Select the language (Finnish/Swedish/English)

- ▶ Click "Identification"

- ▶ Users must log into the service with their own online banking details or certificates.


https://www.suomi.fi/e-authorizations

Suomi.fi Search in Suomi.fi In English (EN) Identification MENU

Home Information and services Messages e-Authorizations Registers Instructions and support


Home > e-Authorizations

## e-Authorizations



### Grant and request authorisations

After identification into Suomi.fi, you can grant and request electronic authorisations for using the services you choose.

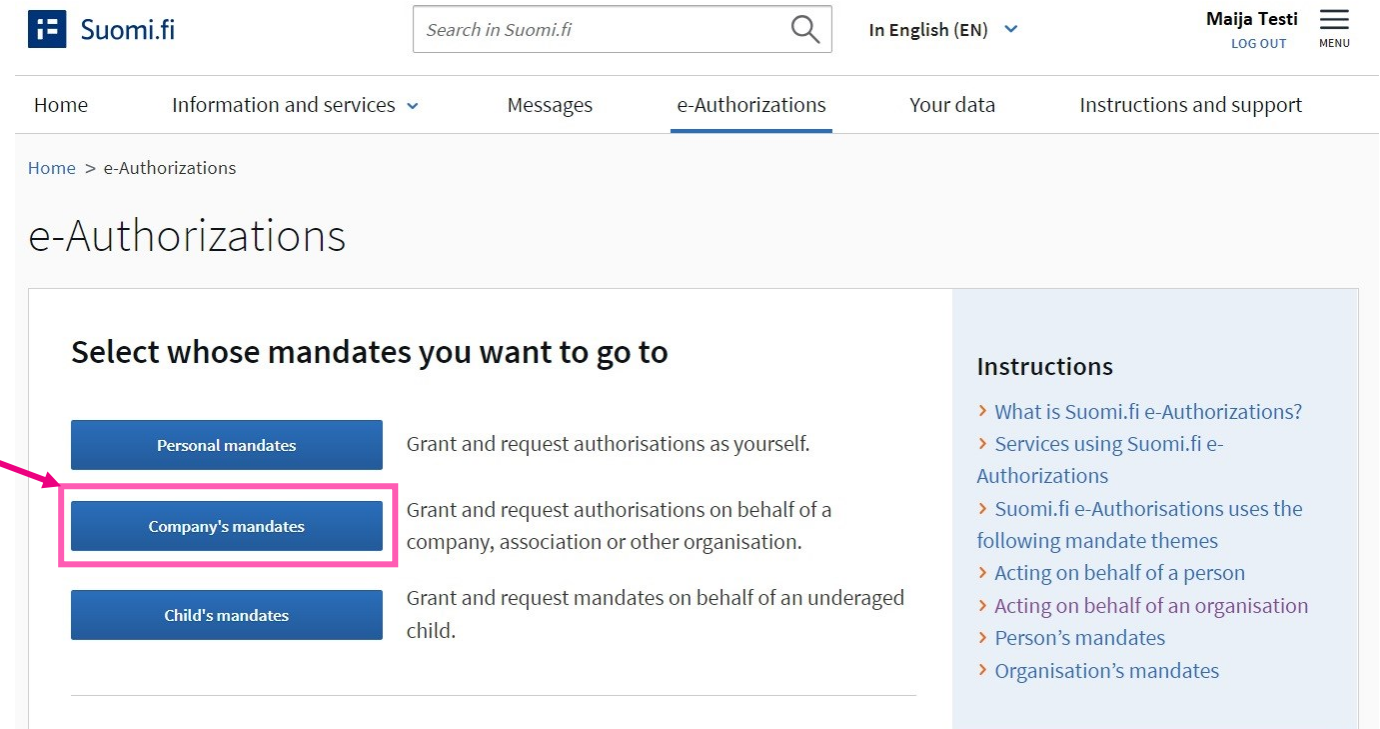


#### Instructions

- > What is Suomi.fi e-Authorizations?
- > Services using Suomi.fi e-Authorizations
- > Suomi.fi e-Authorisations uses the following mandate themes
  - > Acting on behalf of a person
  - > Acting on behalf of an organisation
  - > Person's mandates
  - > Organisation's mandates

# Granting mandates via Suomi.fi e-Authorizations 3/7

- ▶ When you have logged in, choose whose mandates you want to go to
  - ▶ Go to "Company's Mandates"



The screenshot shows the Suomi.fi e-Authorizations interface. At the top, there is a search bar with the text "Search in Suomi.fi" and a magnifying glass icon. To the right of the search bar, it says "In English (EN)" with a dropdown arrow. Further right, the user's name "Maija Testi" is displayed along with "LOG OUT" and a "MENU" icon. Below the search bar, there is a navigation menu with the following items: "Home", "Information and services" (with a dropdown arrow), "Messages", "e-Authorizations" (which is underlined), "Your data", and "Instructions and support". Below the navigation menu, the breadcrumb "Home > e-Authorizations" is visible. The main heading is "e-Authorizations". Underneath, there is a section titled "Select whose mandates you want to go to" with three options, each in a blue box with white text and a corresponding description to its right:

- Personal mandates**: Grant and request authorisations as yourself.
- Company's mandates**: Grant and request authorisations on behalf of a company, association or other organisation. (This option is highlighted with a pink box and a pink arrow points to it from the text "Go to 'Company's Mandates'" in the adjacent text block.)
- Child's mandates**: Grant and request mandates on behalf of an underaged child.

On the right side of the page, there is a light blue sidebar titled "Instructions" containing a list of links:

- > What is Suomi.fi e-Authorizations?
- > Services using Suomi.fi e-Authorizations
- > Suomi.fi e-Authorisations uses the following mandate themes
  - > Acting on behalf of a person
  - > Acting on behalf of an organisation
  - > Person's mandates
  - > Organisation's mandates

# Granting mandates via Suomi.fi e-Authorizations 4/7

- ▶ Select the company on whose behalf you want to act
- ▶ If the name of the company you are looking for is not displayed on the page, this means that you do not have the right to represent the company in question.
- ▶ Contact the Enterprise Finland Telephone Service:  
<https://www.suomi.fi/instructions-and-support/support-and-assistance/enterprise-finland-telephone-service>

The screenshot shows a search interface for companies. At the top, there is a search bar with the placeholder text "Enter a search term" and a magnifying glass icon. Below the search bar, it indicates "2 companies, 1 selected". A table lists the companies with columns for "Name" and "Identifier".

Name	Identifier
<input checked="" type="radio"/> Example Company 1	1234567-8
<input type="radio"/> Example Company 2	9876543-2

Below the table, there is a section titled "Selected companies, associations or other organisations" which contains a blue pill-shaped button labeled "Example Company 1". At the bottom of the interface, there are two buttons: "Select and go to the e-service" (highlighted with a red box) and "Cancel".

# Granting mandates via Suomi.fi e-Authorizations 5/7

- ▶ Select "Grant mandates"





Home > e-Authorizations > Granted mandates

## Company's mandates

Maija Testi, you are acting on behalf of Example Company 1. [Close and return to role selection](#)

Grant or request mandates

-  GRANT MANDATES
-  REQUEST MANDATES

### Granted mandates

The list shows all the mandates that have been granted. If there is a large number of mandates, you can filter the list with different search criteria.

[Download all as a file \(CSV\)](#)

# Granting mandates via Suomi.fi e-Authorizations 6/7

- ▶ The mandates required for the Traficom's data collection system are mandates for transactions.
- ▶ Click on "Next".

The section "Validity" is not used for Traficom mandates.

The screenshot displays the 'Step 1/6' interface for granting e-authorizations. On the left, a 'Steps' sidebar lists six steps: 1. Mandate type (highlighted), 2. Parties, 3. Mandate themes, 4. Selected mandate themes, 5. Validity, and 6. Summary and validation. A blue callout box points to step 5, stating 'The section "Validity" is not used for Traficom mandates.' The main content area is titled 'Mandate type' and includes instructions: 'The e-Authorizations can either be used to act on behalf of another person or to grant mandates in Suomi.fi e-Authorizations. You will only see those mandate types which you have permission to use.' Below this, the section 'Select the e-authorization type' offers four radio button options: 'Mandate for transactions' (selected and highlighted with a red box), 'Right to grant a mandate', 'Mandate to represent', and 'Representative's right to grant a mandate'. Each option has a brief description and an example. At the bottom right, there are 'Abort' and 'Next →' buttons, with the 'Next' button highlighted by a red box. A red dashed arrow points from the 'Mandate for transactions' option to the 'Next' button.

# Granting mandates via Suomi.fi e-Authorizations 7/7

- ▶ The page “Parties” opens up.
  - ▶ Specify the persons or companies you want to grant a mandate to (assignees); you can grant mandates to more than one assignee at the same time. → Add
- ▶ The page “Mandate themes” opens up.
  - ▶ Grant one of the following mandates:
    - **Reporting of information on mobility services**
    - **Maintaining information on mobility services**
  - Each operator must have at least one person with a mandate for maintaining information because that is the only mandate that allows users to edit the contact details of the company. Companies are responsible for keeping the details up to date in the system.
  - Otherwise, there are no significant differences between the mandates unless the company selects in the data collection system for example “Rights to the archive only for the person maintaining information (Oikeudet arkistoon vain ylläpitäjällä)” or “Surveys by default only to the person maintaining information (Kyselyt oletuksena vain ylläpitäjälle)”.
- ▶ The page “Validity” opens up.
  - ▶ Define the period of validity of the mandate by dates or the alternatives given in years.
- ▶ The page “Summary and validation” opens up.
  - ▶ The page includes a summary of the mandate(s) to be given. After validation, the mandate has been granted.
- ▶ **Please note!** If the assignee leaves the company, his or her mandate must be invalidated in the Suomi.fi service.



# Using Traficom's data collection system



# Using the data collection system 1/4

- ▶ Once the mandates are granted, the assignee can log into the Traficom's data collection system with his or her personal online banking details or certificate:  
<https://eservices.traficom.fi/LipaTiedonkeruu/default>
- ▶ Click "Kirjaudu sisään (Suomi.fi-tunnistus)"

**TRAFICOM** Tiedonkeruujärjestelmä  
Liikenne- ja viestintävirasto

 Suomi   
Sisäänkirjautuminen  
**Kirjaudu sisään (Suomi.fi-tunnistus)**  
[Kirjaudu sisään \(OTP\)](#)

[Etusivu](#)

Kirjaudu sisään Suomi.fi-tunnistuksella valitsemalla *Kirjaudu sisään (Suomi.fi-tunnistus)* oikeasta ylä laidasta.

Liikennepalveluiden tiedonkeruujärjestelmä toimii seuraavien selainten uusimmilla versioilla ja kahdella aiemmilla versioilla: Chrome, Safari, Firefox, Edge. Internet Explorer ei enää tueta.

Voit ottaa yhteyttä osoitteeseen lipatiedonkeruu(at)traficom.fi mikäli liikennepalveluiden tiedonkeruujärjestelmän käyttö herättää kysymyksiä tai jos ongelmia ilmenee.


Sisäänkirjautuminen liikennepalveluiden tiedonkeruujärjestelmään vaatii voimassa olevan Suomi.fi-valtuuden.

[Ohjeet sisäänkirjautumisesta](#)



# Using the data collection system 2/4

- ▶ Select the company on behalf of which you wish to submit data


 Suomi.fi FI ▾

[← Keskeytä](#)

## Asioi yrityksen puolesta

Valitse yritys, yhdistys tai muu yhteisö, jonka puolesta haluat asioida

Rajaa nimellä tai tunnisteella

1 yritys, 1 valittu

Nimi	Tunniste
<input checked="" type="radio"/> Liikenne- ja viestintävirasto	2924753-3

Valitut yritykset, yhdistykset tai muut yhteisöt

Liikenne- ja viestintävirasto

[Keskeytä](#)

# Using the data collection system 3/4

- ▶ The first time you log in, the system asks you to fill in your contact details.

eservices.trafficom.fi/Tiedonkeruu/OmatTiedot/Perustiedot

**TRAFICOM** Tiedonkeruujärjestelmä  
Liikenne- ja viestintävirasto

Suomi  
Istunto vanhenee 59:31  
Name / organisation  
[Kirjaudu ulos](#)

ETUSIVU TAKSIMATKAT **TILIN TIEDOT** OHJEET

→ **Tilin tiedot**  
→ Yrityksen tiedot

Tervetuloa käyttämään tiedonkeruujärjestelmää. Anna ensin yhteystietosi.

**TILIN KÄYTTÄJÄTIEDOT**

Sukunimi: First name  
Etunimi: Last name  
Sähköposti: \*  
Puhelin: \*  
Lisätiedot:

Tallenna

Email address  
Phone number  
Additional information

By clicking here, a user with a mandate for maintaining information can edit the company's contact details.

# Using the data collection system 4/4

- ▶ After the first log in, you will land directly on the first page of the system after login.

- You get to the survey by clicking the name of the survey
- You can save the survey and come back to it later.
- Once the survey has been submitted, the responses can no longer be edited.

TRAFICOM Tiedonkeruujärjestelmä  
Liikenne- ja viestintävirasto

Suomi  
Istunto vanhenee 49:19  
[Kirjaudu ulos](#)

ETUSIVU TAKSIMATKAT TILIN TIEDOT OHJEET

Ajankohtaiset kyselyt

Ensimmäisen kirjautumiskerran jälkeen yritykselle ei automaattisesti näy avoimia kyselyitä. Oleelliset kyselyt avataan yrityksen vastattavaksi mahdollisimman pian kirjautumisen jälkeen. Jatkossa vastattavissa olevat kyselyt löytyvät Etusivuvälilehdeltä. Vuosikalenteri-välilehdeltä näet avoinna olevat ja myös suunnitellut tietopyynnöt.

→ [Arkisto](#)

Kyselyt

Nimi	Aloitusaika	Määräaika	Tila
Yhteiskäyttöautot 2021	02.03.2022	21.03.2022	Tallennettu
Yhteiskäyttöautot 2020	02.03.2022	21.03.2022	Uusi

- ▶ **Please note!** When the company logs into the system for the first time, the first page will display no active surveys even if a data collection round is underway. Surveys cannot be opened up for the company until the company's details have been saved as a user of the system.
  - ▶ We shall open the survey for you as soon as possible.
  - ▶ If the survey is not open within two working days, please contact us at [tiedonhankinta@traficom.fi](mailto:tiedonhankinta@traficom.fi), and we will open it.
- ▶ In following years, surveys will be opened up for the company straight away, when the survey is active.

# More information:

- ▶ Address of Traficom's data collection system:  
<https://eservices.traficom.fi/LipaTiedonkeruu/default>
- ▶ Suomi.fi e-Authorizations:
  - ▶ <https://www.suomi.fi/e-authorizations>
  - ▶ <https://www.suomi.fi/instructions-and-support/e-authorizations/organisations-mandates/granting-mandates-as-an-organisation>
  - ▶ Advice on how to use Suomi.fi services is provided by the Enterprise Finland Telephone Service:  
<https://www.suomi.fi/instructions-and-support/support-and-assistance/enterprise-finland-telephone-service>
- ▶ Digital and Population Data Services Agency's official-assisted authorisation service (for operators not in the Trade Register):
  - ▶ <https://dvv.fi/virkailijavaltuuttamispalvelu>

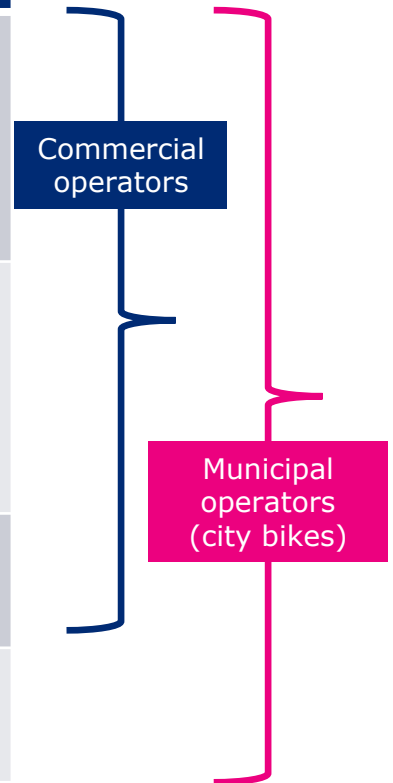
# Presentation of questions



# Structure of the questionnaire

- ▶ Service- and operator-specific content (total 5)
  - ▶ Electric scooters
  - ▶ Car sharing
  - ▶ Commercial parking
  - ▶ City bikes
    - ▶ Operator categories
      - ▶ Municipal / commercial

Main category	Requested information
<b>Performance data</b>	<ul style="list-style-type: none"> <li>- total number of parking transactions/journeys/rentals</li> <li>- average length</li> <li>- median length</li> <li>- average duration</li> <li>- median duration</li> <li>- additional information</li> </ul>
<b>Demand data</b>	<ul style="list-style-type: none"> <li>- turnover</li> <li>- customer volume</li> <li>- typical customer profile</li> <li>- distribution of use (by municipality, quarter and travel chains)</li> <li>- distribution of turnover (by sales channel)</li> <li>- additional information</li> </ul>
<b>Supply data</b>	<ul style="list-style-type: none"> <li>- quantity</li> <li>- quality</li> <li>- additional information</li> </ul>
<b>Financial information</b>	<ul style="list-style-type: none"> <li>- total costs</li> <li>- self-financing by municipality</li> <li>- additional information</li> </ul>



# Questions: commercial parking

Performance data 2023		
Question number:	1	total number of parking transactions
	2	average duration (average)
	3	average duration (median)
	4	additional information

Supply data 2023		
Question number:	13	number of parking spaces
	14	number of accessible parking spaces
	15	number of recharging points
	16	additional information

Demand data 2023		
Question number:	5	turnover
	6	customer volume
	7	typical customer profile
	8	distribution of use by municipality
	9	distribution of use by quarter
	10	distribution of turnover by sales channel
	11	share of travel chains
	12	additional information

# Questions: city bikes

Performance data 2023		
Question number:	1	total number of journeys
	2	average length (average)
	3	average length (median)
	4	average duration (average)
	5	average duration (median)
	6	additional information

Supply data 2023		
Question number:	15	number of city bikes
	16	number of electric city bikes
	17	distribution of city bikes by municipality
	18	operating principle
	19	number of bike stations
	20	additional information

Demand data 2023		
Question number:	7	turnover
	8	customer volume
	9	typical customer profile
	10	distribution of use by municipality
	11	distribution of use by quarter
	12	distribution of turnover by sales channel
	13	share of travel chains
	14	additional information

Only municipal operators answers to following questions

Financial information 2023		
Question number:	21	total costs
	22	self-financing by municipality
	23	additional information



# Questions: electric scooter

Performance data 2023		
Question number:	1	total number of journeys
	2	average length (average)
	3	average length (median)
	4	average duration (average)
	5	average duration (median)
	6	additional information

Demand data 2023		
Question number:	7	turnover
	8	customer volume
	9	typical customer profile
	10	distribution of use by municipality
	11	distribution of use by quarter
	12	distribution of turnover by sales channel
	13	share of travel chains
	14	additional information

Supply data 2023		
Question number:	15	number of electric scooters
	16	distribution of electric scooter by municipality
	17	additional information

# Questions: car sharing

Performance data 2023		
Question number:	1	total number of rentals
	2	average length (average)
	3	average length (median)
	4	average duration (average)
	5	average duration (median)
	6	additional information

Demand data 2023		
Question number:	7	turnover
	8	customer volume
	9	typical customer profile
	10	distribution of use by municipality
	11	distribution of use by quarter
	12	distribution of turnover by sales channel
	13	share of travel chains
	14	additional information

Supply data 2023		
Question number:	15	number of cars
	16	cars which are part of restricted service (e.g. for the residents of condominium)
	17	number of electric cars
	18	distribution of cars by municipality
	19	additional information

## Example survey

# Kaupunkipyörät


### Palvelun suorit tiedot

Tämän osion kysymykset koskevat kaupunkipyöräpalvelun raportointivuoden 2020 aikaisia suorit tiedoja.


1) Matkatapahtumien kokonaismäärä \* 

kappaletta


Click on the information symbol to see more information about

2) Matkatapahtuman keskimääräinen pituus (keskiarvo) \* 


kilometriä

3) Matkatapahtuman keskimääräinen pituus (mediaani) \* 


kilometriä

4) Matkatapahtuman keskimääräinen kesto (keskiarvo) \* 

minuuttia

5) Matkatapahtuman keskimääräinen kesto (mediaani) \* 

minuuttia

6) Lisätiedot kohtiin 1-5 


### Palvelun kysyntätiedot

Seuraavat kysymykset koskevat kaupunkipyöräpalvelun raportointivuoden 2020 aikaisia kysyntätietoja.

Tarkemmat selitteet avautuvat kunkin kysymyksen infopainikkeesta.

7) Palvelun liikevaihto \* 

€


8) Matkaketjuihin kuuluvien matkatapahtumien osuus 

0-20 %


20-40 %

40-60 %

60 % tai enemmän

9) Palvelun käytön jakautuminen kunnittain \* 

	Kunta	Osuus kokonaismäärästä (%)
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<b>Poista valitut</b>		<b>Lisää rivi</b>

10) Palvelun käytön jakautuminen kvartaaleittain \* 

	%
Tammikuu-maaliskuu (Q1)	<input type="text"/>
huhtikuu-kesäkuu (Q2)	<input type="text"/>
heinäkuu-syyskuu (Q3)	<input type="text"/>
lokakuu-joulukuu (Q4)	<input type="text"/>

11) Asiakkaiden kokonaismäärä 

asiakasta

## 12) Liikevaihdon jakautuminen myyntikanavittain ?

	%
Oma sovellus	<input type="text"/>
Verkkokauppa	<input type="text"/>
Ulkopuolisen kumppanin tarjoama myyntikanava	<input type="text"/>
Fyysinen myyntipiste	<input type="text"/>
Muu myyntikanava	<input type="text"/>

## 13) Tyypillinen asiakasprofiili ?

- Nainen 0-19 vuotta
- Nainen 20-39 vuotta
- Nainen 40-60 vuotta
- Nainen yli 60 vuotta
- Mies 0-19 vuotta
- Mies 20-39 vuotta
- Mies 40-60 vuotta
- Mies yli 60 vuotta

## 14) Lisätiedot kohtiin 7-13 ?

You can save the questionnaire and continue filling it in later.

You can save a pdf copy of the questionnaire and your responses. The responses submitted will also be included in the system archive for the company to view.

## Palvelun tarjontatiedot

Tämän osion kysymykset koskevat kaupunkipyöräpalvelun raportointivuoden 2020 tarjontaa koskevia tietoja.

Tarkemmat selitteet avautuvat kunkin kysymyksen infopainikkeesta.

## 15) Kaupunkipyörien lukumäärä \* ?

kappaletta

## 16) Kaupunkipyöräjärjestelmän toimintaperiaate ?

- Asemallinen
- Asematon

## 17) Kaupunkipyöräasemien lukumäärä ?

kappaletta

## 18) Lisätiedot kohtiin 15-17 ?

## Palvelun rahoitustiedot

Tämä osion kysymykset koskevat kaupunkipyöräpalvelun raportointivuoden 2020 aikaisia rahoitustietoja.

Tarkemmat selitteet avautuvat kunkin kysymyksen infopainikkeesta.

## 19) Palvelun kokonaiskustannukset ?

€

## 20) Kunnan omarahoitusosuus ?

€

## 21) Lisätiedot kohtiin 19-20 ?

Please remember to send your responses to avoid receiving unnecessary reminders.

After sending the questionnaire, you can no longer edit the responses.

Tallenna

Seuraava

Edellinen

Tallenna PDF-kopio kyselystä

Lähetä

# What next?



# Data collection starts in March 2024

Operators can register and define the required mandates in the Traficom's data collection system straight away.

Traficom sends the request for information on 18<sup>th</sup> of March 2024, and will open up the data collection questionnaires for users to complete them.

Operators submit their responses.  
The deadline for completing the survey is 30<sup>th</sup> of April 2024.

If necessary, Traficom will send operators reminders about completing the survey and ask for the data required.

Traficom will apply the same data collection cycle in the future

# Thank you!

You can contact us at  
[tiedonhankinta@traficom.fi](mailto:tiedonhankinta@traficom.fi)

