Data collected on other mobility services

2023

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Background and purpose of data collection

Background: Traficom 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.

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General presentation of Traficom's data collection system

Traficom's data collection system

Data collection system

▶ The system can be found at:
https://eservices.traficom.fi/lipatiedonkeruu/

▶ 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.

▶ The system is only available in Finnish and Swedish.

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Granting mandates via Suomi.fi e-Authorizations 1/6

▶ 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).

▶ Mandates can be granted at: https://www.suomi.fi/e-authorizations

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

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Granting mandates via Suomi.fi e-Authorizations 2/6

▶ Select whose mandates you want to go to
-> Company's mandates

Granting mandates via Suomi.fi e-Authorizations 3/6

▶ 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

Granting mandates via Suomi.fi e-Authorizations 4/6

▶ Select "Grant mandates"

Granting mandates via Suomi.fi e-Authorizations 5/6

▶ The mandates required for the Traficom data collection system are mandates for transactions.

▶ Click on "Next".

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

Yrityksen valtuudet

Maija Testi, asioit yrityksen Testiyritys 1 Oy puolesta

Sulje ja palaa roolinvalintaan

Tuo annettavat valtuudet CSV-tiedostosta

Vaiheet

1. Valtuustyyppi
2. Osapuolet
3. Valtuusasiat
4. Voimassaolo
✓ Tarkistukset
5. Yhteenveto ja vahvistus

Vaihe 1/5

Ohjeita ⬈

Valtuustyyppi

Valtuuksia on neljä eri tyyppiä, joista kaksi liittyy yrityksen, yhdistyksen tai muun yhteisön omien asioiden hoitamiseen ja kaksi asiakkailta saatuihin valtuuksiin. Sinulle näkyvät vain ne valtuustyypit, joiden käyttämiseen sinulla on oikeus.

Valitse, millaisen valtuuden haluat antaa

◉ **Asiointivaltuus**
Valitse tämä, kun annat henkilölle tai organisaatiolle oikeuden asioida valtuuttajan puolesta. Esimerkiksi yritys valtuuttaa yksittäisen työntekijän tai tilitoimiston hoitamaan yrityksen veroasioita.

○ **Valtuutusoikeus**
Valitse tämä, kun annat henkilölle oikeuden antaa ja mitätöidä asiointivaltuuksia Suomi.fi-valtuuksissa. Huomaa, että valtuutusoikeuden saaneen henkilön tulee antaa myös itselleen asiointivaltuus, jos hänen tarvitsee asioida valtuuttajan puolesta.

○ **Edustamisvaltuus**
Valitse tämä, kun annat henkilölle oikeuden asioida sellaisen asiakkaan puolesta, jolta valtuuttaja on saanut asiointivaltuuden. Esimerkiksi tilitoimisto valtuuttaa yksittäisen kirjanpitäjän hoitamaan asiakkaan veroasioita.

○ **Edustajan valtuutusoikeus**
Valitse tämä, kun annat henkilölle oikeuden antaa ja mitätöidä edustamisvaltuuksia sekä pyytää asiointivaltuuksia Suomi.fi-valtuuksissa. Huomaa, että edustajan valtuutusoikeuden saaneen henkilön tulee antaa myös itselleen edustamisvaltuus, jos hänen tarvitsee asioida asiakkaan puolesta.
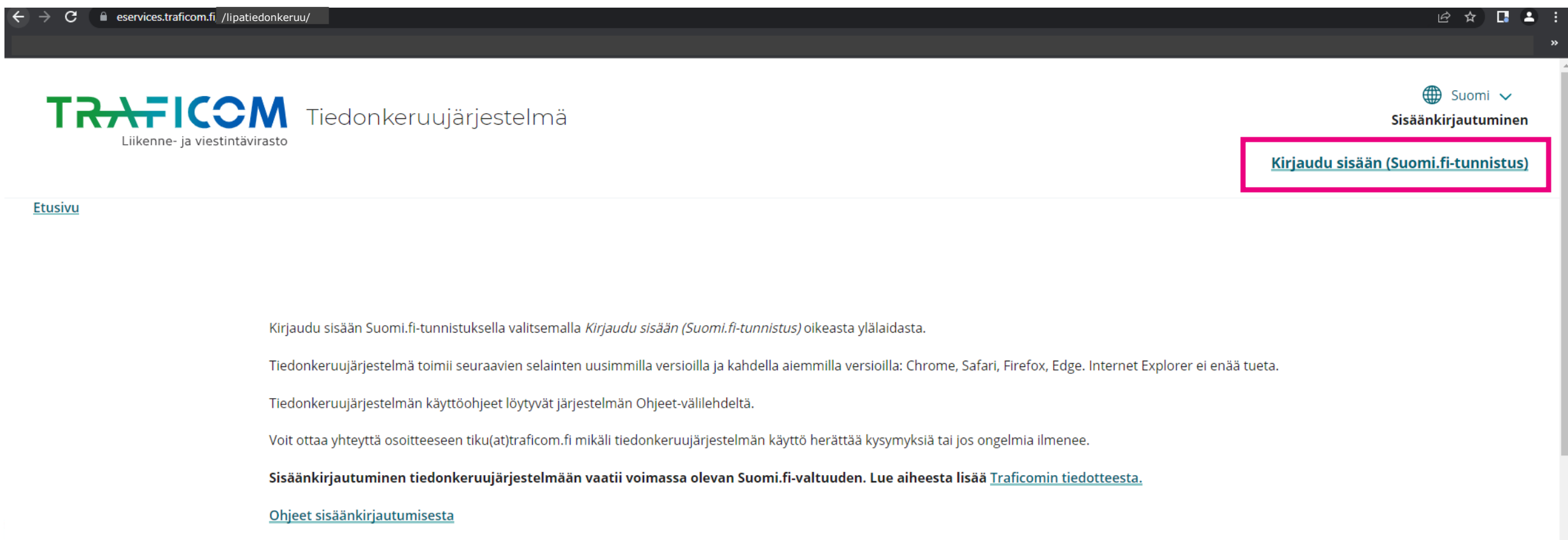
Keskeytä   Seuraava →

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

- ▶ 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.

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Using the data collection system 1/5

▶ Once the mandates are granted, the assignee can log into the Traficom data collection system with his or her personal online banking details: https://eservices.traficom.fi/lipatiedonkeruu/

Using the data collection system 2/5

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

Using the data collection system 3/5

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

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

Using the data collection system 4/5

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

▶ Please note! When the <u>company</u> 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.
-> The aim is to open up active surveys for the company within 1–2 working days from logging in.

▶ In following years, surveys can be opened up for companies that have previously logged into the system as soon as they are activated.

▶ Only those surveys are opened up for a company in the system that the company is expected to complete. Therefore, surveys cannot be opened up before the company is a system user.

▶ See the image on the next page.

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Using the data collection system 5/5

▶ When a company logs into the system for the first time, no active surveys are displayed.

▶ Later on, open surveys are displayed on the first page.

▶ To complete a survey, click on the survey title

The survey can be saved as an incomplete draft and completed later.
Once the survey has been submitted, the responses can no longer be edited.

Links

- Data collection system: https://eservices.traficom.fi/lipatiedonkeruu/

- Traficom's instructions for using the data collection system (in Finnish and Swedish):

  - https://www.traficom.fi/fi/ajankohtaista/tiedonkeruujarjestelma-kayttaa-suomifi-tunnistusta-ja-valtuuksia

  - https://www.traficom.fi/sites/default/files/media/file/Tiedonkeruujarjestelmaan-kirjautuminen-SuomiFi-tunnistuksella.pdf

- 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

Liikkumispalvelun

	Kysymys	
pääluokka	**kuvaus**	
Suoritetiedot	*) kokonaismäärä *) keskimääräinen pituus *) mediaanipituus *) keskimääräinen kesto *) mediaanikesto lisätiedot	
Kysyntätiedot	liikevaihto asiakasmäärä asiakasprofiili käytön jakautuminen liikevaihdon jakautuminen lisätiedot	kunnittain kvartaaleittain matkaketjuihin myyntikanavittain
Tarjontatiedot	**) määrä **) laadullinen erittely lisätiedot	1 2
Rahoitustiedot	kokonaiskustannukset kunnan omarahoitusosuus lisätiedot	

*) Suorite = matka-, pysäköinti- tai vuokraustapahtuma
**) Tuotannontekijä = kalusto / infra

Municipal operators (city bikes)

Commercial operators
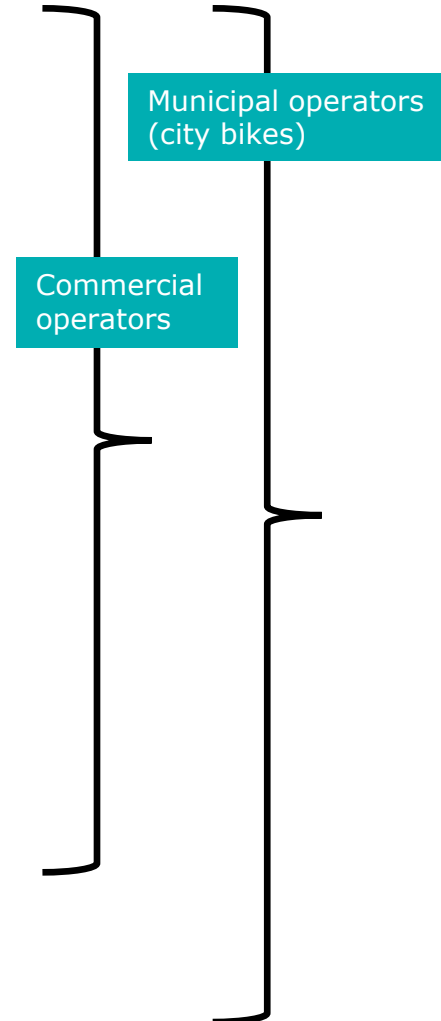
Performance data

	Mobility service: commercial parking	
	Performance: parking transaction	
Question number:	1	total number
	2	average duration (average)
	3	average duration (median)
	4	additional information

	Mobility service: city bikes, electric scooters and car sharing	
	Performance: journey	
Question number:	1	total number
	2	average length (average)
	3	average length (median)
	4	average duration (average)
	5	average duration (median)
	6	additional information

Demand data

Question number:	Mobility service: commercial parking	
	5	turnover
	6	customer volume
	7	typical customer profile
	8	distribution of use by municipality (performance)
	9	distribution of use by quarter (performance)
	10	distribution of use by sales channel (turnover)
	11	distribution of use by travel chains (performance)
	12	additional information

Question number:	Mobility service: city bikes, electric scooters and car sharing	
	7	turnover
	8	customer volume
	9	typical customer profile
	10	distribution of use by municipality (performance)
	11	distribution of use by quarter (performance)
	12	distribution of use by sales channel (turnover)
	13	distribution of use by travel chains (performance)
	14	additional information

Supply data

	Mobility service: commercial parking	
Question number:	13	number of parking spaces
	14	number of accessible parking spaces
	15	number of recharging points
	16	additional information

	Mobility service: city bikes	
Question number:	15	number of city bikes
	16	number of electric city bikes
	17	operating principle
	18	number of bike stations
	19	additional information

Supply data

	Mobility service: electric scooters	
Question number:	15	number of electric scooters
	16	additional information

	Mobility service: car sharing	
Question number:	15	number of cars
	16	number of electric cars
	17	additional information

Financial information: questions for municipal operators

	Mobility service: city bikes	
Question number:	20	total costs
	21	self-financing by municipality
	22	additional information

Kaupunkipyörät

Palvelun suoritetiedot

Tämän osion kysymykset koskevat kaupunkipyöräpalvelun raportointivuoden 2020 aikaisia suoritetietoja.

1) Matkatapahtumien kokonaismäärä * ⓘ

[_____] kappaletta

Click on the information symbol to see more information about definitions, for example.

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 (%)
☐	[____]	[____]

Poista valitut   **Lisää rivi**

10) Palvelun käytön jakautuminen kvartaaleittain * ⓘ

	%
Tammikuu-maaliskuu (Q1)	[____]
huhtikuu-kesäkuu (Q2)	[____]
heinäkuu-syyskuu (Q3)	[____]
lokakuu-joulukuu (Q4)	[____]

11) Asiakkaiden kokonaismäärä ⓘ

[_____] asiakasta

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12) Liikevaihdon jakautuminen myyntikanavittain ⓘ

	%
Oma sovellus	
Verkkokauppa	
Ulkopuolisen kumppanin tarjoama myyntikanava	
Fyysinen myyntipiste	
Muu myyntikanava	

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 40-60vuotta
- ○ Mies yli 60 vuotta

14) Lisätiedot kohtiin 7-13 ⓘ

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

Tämän 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 ⓘ

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.

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]

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What next?

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Data collection in April

Operators can register and define the required mandates in the data collection system starting from 1 April.

Traficom sends the request for information in the week beginning on 6 March, and will open up the data collection questionnaires for users to complete them.
- The questions and their definitions and explanations are available in Finnish and Swedish.

Operators submit their responses.

The deadline for completing the survey is 2 May 2023.

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: questionnaires will be sent to operators at the beginning of April each year.

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Thank you!

Contact us:

lipatiedonkeruu@traficom.fi