

Guide to using public transport in the Helsinki region





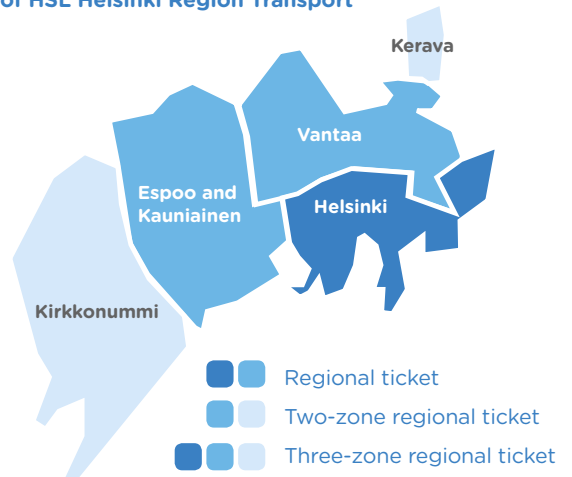
Guide to using public transport in the Helsinki region

Helsinki, Espoo, Kauniainen, Vantaa, Kerava and Kirkkonummi form an integrated public transport area where traveling is easy and affordable.

An internal ticket entitles to travel within one city. A regional ticket allows you to travel in Helsinki, Espoo, Kauniainen and Vantaa, while a two-zone extended regional ticket allows travel in Espoo, Kauniainen, Vantaa, Kerava and Kirkkonummi. A three-zone extended regional ticket entitles you to travel within the whole area.

City internal tickets cannot be used as part payment for regional or extended regional trips, i.e. for each journey, you need to purchase a ticket valid for the entire journey.

The integrated public transport area of HSL Helsinki Region Transport



Tickets

Travel Card



Travel Card can be used on all public transport in Helsinki, Espoo, Kauniainen, Vantaa, Kerava and Kirkkonummi: buses, commuter trains, the metro and trams, as well as the Suomenlinna ferry.

There are two types of Travel Cards, and the choice of card depends on its purpose of use:

A personal Travel Card can only be used by the owner of the card. Permanent residents of the validity area of HSL's regional tickets can purchase period tickets at a lower price than residents of other municipalities, who can purchase so called general period tickets or period tickets loaded on a multi-user Travel Card.

- Personal Travel Card for adults 16 years and over
- Personal Travel Card for children 7-16 years (children under 7 years of age may travel free of charge)

You can purchase a personal Travel Card at a Travel Card service point. Bring with you an identification document with your photograph. If you have recently moved to Helsinki region or if your residence is temporary, you will also need a certificate of domicile from the local register office. The card costs 5 euros.

A multi-user Travel Card is well-suited for joint use e.g. for companies, families, as well as for residents of other municipalities. A multi-user Travel Card can be used by any person holding the card who belongs to the same customer group. These cards are available separately for adults and children (7-16 years).

You can buy the card at Travel Card service points, all R-kiosks in the Helsinki metropolitan area or other points of sale displaying the Travel Card sign. The card costs 5 euros.



It is possible to record personal information or a company's business ID also in a multi-user Travel Card at the time of purchase at a Travel Card service point. This is a good safeguard in case the card is lost as it enables the transfer of value or period ticket to a new card.

Period ticket or value ticket?

Loading a **period ticket** is recommended to all regular users of public transport, for example commuters and students. You are free to choose the length of the period from 14 to 366 days. The longer uninterrupted period you load in one go, the more economical is the traveling. The price of a period ticket consists of the 14 day basic fare and the price of extra days for the 15-366 days following. You can calculate prices for periods of varied duration with a price calculator at www.hsl.fi

The amount of value loaded into the card can be between 5 and 400 euros. Loading value is a good option if you do not use public transport daily. Value tickets bought with a Travel Card are cheaper than single tickets bought from the driver or conductor.

You can load both a period ticket and value into the same card.

You can load your Travel Card at all points of sale displaying the Travel Card sign as well as at ticket machines selling multiple tickets. For a list of points of sale, see the end of this brochure.

Please retain your latest loading receipt, in case of possible problems.

A direct debit period ticket is easy and economical

Sign a direct debit contract and your Travel Card is always valid. The amount debited monthly from your bank account is the price for a 30-day period ticket. You can get a direct debit period ticket if you have a personal Travel Card for adults or a multi-user Travel Card for adults containing your personal data.

Many benefits with an employer-subsidized commuter ticket

A personal Travel Card can be used as an employer-subsidized commuter ticket. The employer-subsidized commuter ticket is a benefit which the employee can use for both work-related and leisure trips.

Discount Travel Cards

Students, pensioners receiving national pension from Kela and disabled people get discount on period and value tickets purchased on a personal Travel Card.

Free tickets are granted to the blind, disabled war veterans and front veterans.

Single-charge card



A single-charge card is handy if you need to make several journeys during one day or several days. Tickets loaded on a single-charge card are valid from the time they are first used, including during the night fare hours. Tickets available on single-charge cards include

- day tickets for 1-7 days (Helsinki internal tickets and regional tickets)
- 2-hour tickets (internal tickets for Helsinki, Espoo and Vantaa, as well as regional tickets)
- Suomenlinna ticket (12 hours, valid only on the ferry to Suomenlinna)

A single-charge card is easy to use: when boarding a vehicle or entering the metro you only need to show the card to the card reader without pressing any of the card reader buttons. You can purchase a single-charge card in advance e.g. from R-kiosks, Stockmann department stores and service points of HSL.

Tickets sold on board

On buses, trams and commuter trains you can buy single tickets and one-day tickets from the driver or conductor. The expiry time (before which you should board another vehicle) is printed on the ticket. Please note that the driver does not have to accept bills larger than EUR 20.

Tickets from ticket machines

From ticket machines selling multiple tickets you can buy single tickets and day tickets for 1-7 days, and also load period tickets and/or value into your Travel Card. **From ticket machines selling single tickets,** you can buy single tickets and one-day tickets for adults. The tickets are valid from the moment of purchase; the expiry time (before which you should board another vehicle) is printed on the ticket. You can pay the tickets bought from a ticket machine by cash or using a bank or credit card with a chip. Ticket machines selling multiple tickets accept also Travel Card value, which cannot, however, be used for loading a period ticket.

Ticket by mobile phone

You can order a single ticket by mobile phone. To order a ticket, send an SMS "A 1" (ticket in Finnish) or "AS 1" (ticket in Swedish) to **16355**. In return, you will receive a single ticket that is valid for one hour from the moment of purchase. The message shows the validity time and zone of the ticket, an identification number and the sender number.

Mobile tickets are valid on trams, metro, the Suomenlinna ferry, eastern metro feeder buses, buses 15 and 15A to the West Harbour and on commuter trains within the city of Helsinki. You can purchase a mobile ticket also during the night fare hours (2am-4.30am) and use it for traveling on night commuter train services. The mobile ticket costs 4 euros at night, at other times the price is 2 euros.

Paying with Travel Card

Using a period ticket

Show the card to the card reader every time you board a bus or enter the commuter train platform



area through VR's fare collection gate by night. On other vehicles, you do not need to show the card to the reader if there is a valid period ticket on the card.

When using a period ticket, do not press the buttons of the card reader. You simply need to place your card in the reading area in the middle of the keypad. Do not remove the card from the reader until the green light appears and the reader beeps.

Buying a value ticket

Place the card calmly to the reading area of the card reader, hold it there and simultaneously press:



1 = INTERNAL: internal value tickets for Helsinki, Espoo, Kauniainen, Vantaa, Kerava or Kirkkonummi



2 = REGION: regional tickets valid in Helsinki, Espoo, Kauniainen and Vantaa.



0 = TRAM: value tickets that are valid only on trams



L = EXTENDED REGION: two-zone extended regional value tickets valid in Espoo, Kauniainen, Vantaa, Kerava and Kirkkonummi. The tickets are not valid in Helsinki.



3 = WHOLE REGION: three-zone extended regional value tickets valid in Helsinki, Espoo, Kauniainen, Vantaa, Kerava, and Kirkkonummi



The trip is paid when the green light turns on and/or the card reader beeps. The card reader beeps once if the journey is internal and twice if the journey is regional or extended regional.

The card reader automatically recognizes if you are entitled to travel at a reduced fare and always

charges the appropriate fare. Night fare is also charged automatically between 2am and 4.30am.

Buying multiple tickets with your Travel Card

With value loaded on a Travel Card for adults or children you can buy up to 31 journeys of the same price at a time. Remove the card from the reading area for a while between each purchase of a ticket. Place it then back to the reading area and simultaneously press the right button. Repeat as many times as needed to pay for the correct number of journeys. Alternatively all tickets can be purchased in one go from the driver or conductor. With a discount Travel Card, you can only pay your own journey.

Card reader light signals

Green light: valid period ticket / journey has been paid / transfer time valid

Green + yellow light: period ticket valid for three full days or less / less than 6 euros of value left

Yellow light: Pay to the driver or conductor

Red light: the card is not valid (period ticket or transfer time not valid / other error). See the instructions on the display or pay to the driver or conductor.

Checking the loaded value or period

You can check the following information on the card reader display by holding the card still in the reading area, in the middle of the key pad (the information will show up on the display after about 5 seconds):

- period ticket and its expiry date
- the sum of value on the card
- valid value ticket(s), and
- expiry time of the ticket(s)

You can also ask the driver for a card print out. At service points you can get a more detailed print out showing all loadings and value transactions from the past six months.



Refunds and travel conditions

If your Travel Card does not function properly, please contact a Travel Card service point.

Detailed information about refunding of the period tickets and value, charging of processing fees and data protection can be found in the General Travel Conditions for Helsinki Region Travel Card Users. You can get the travel conditions at Travel Card service points or on the internet at www.hsl.fi

Useful tips

Lost card

To prevent the use of a lost Travel Card, the card can be revoked. Both personal Travel Cards and multi-user cards with personal data or the company's business ID can be revoked. Please note that a revoked card cannot be reused but the period ticket/value left on the lost card can be transferred to a new card. A processing fee of 6 euros will be charged for the transfer, in addition to a 5 euro card charge.

If you have lost your Travel Card, you can contact the Travel Card customer service after 2pm on the day following the loss, tel. (09) 4766 4000. You can also contact a Travel Card service point.



Traveling with children

When traveling with a child aged 0-6 years in a pram, pushchair or wheelchair, you are entitled to free travel on all public transport (excluding U line buses except for bus 874).

Park and ride

The Travel Card is useful also if you want to use park and ride facilities. To access the park and ride facilities located at Ruoholahti and Sello (in Leppävaara) shopping centres and by Malmi railway station, you need a Travel Card loaded with a period ticket or value. There is also a parking fee. Other park and ride parking areas are free of charge.

Lost property

If you have lost property on a bus, tram, metro, commuter train or Suomenlinna ferry, contact **Suomen löytötavarapalvelu**, Mäkelänkatu 56, 00510 Helsinki; tel. (1.67 euros/min + local network charge, Mon-Fri 9am-6pm).

Service routes and Jouko neighborhood routes

Service routes and Helsinki internal “Jouko” neighborhood routes are planned to serve especially elderly and disabled people. These routes have been tailored to accommodate the needs of these special need groups, but they can be used by anyone. The routes are operated with low-floor mini-buses. Service and neighborhood routes provide easy access to the local services like shops, health centres, libraries, swimming halls, etc. On these routes, there is no hurry and when needed the driver helps passengers on and off the bus. You can travel on the service routes and Jouko routes with regional tickets as well as city internal tickets within the city in question. Traveling on the service route of Kauniainen is free of charge.

Bicycles

Bicycles can be carried on commuter trains for no extra fee. Bicycles cannot, however, be taken on commuter trains during peak hours Mon-Fri 7am-9am and 3pm-6pm. On the metro you can carry your bicycle free of charge provided there is room for it. Bicycles are not allowed on buses or trams.

Stopping a bus

When you want to stop a bus, please give a clear signal early enough. Hold your hand up until the driver indicates to show that he or she has seen you and is going to stop. Giving a clear signal is particularly important when roads are icy or it is dark. Use a luminous tag to improve your visibility.

Wheelchairs

A passenger in a wheelchair and one companion are entitled to free travel on public transport in the Helsinki region if the passenger has the required pass. On Vantaa's internal transport services, all disabled persons using wheelchairs are entitled to travel without tickets on low-floor vehicles.

Penalty fare 80 euros

If a passenger is not able to produce a valid ticket, he or she is charged a penalty fare of 80 euros and the price of a single (or value) ticket.

Making a transfer

- Internal value and single tickets for Helsinki, Kerava and Kirkkonummi are valid for 60 minutes (in Helsinki, the time is 80 minutes on some bus routes)
- Regional tickets and internal tickets for Espoo and Vantaa are valid for 80 minutes.
- Three-zone extended regional tickets are valid for 100 minutes.
- Tram tickets entitle you to transfers on tram lines only. Transfer time is 60 minutes.
- For tickets purchased from ticket machines, the transfer times are 10 minutes longer.

When changing vehicles, show the card to the reader of the new vehicle in order to register your transfer. Do not, however, press any of the card reader's buttons. The ticket is valid if the green light appears and/or the reader beeps once (internal journey) or twice (regional or extended regional journey). You can check the validity of your value ticket by holding your Travel Card on the reading area of the card reader.

Night fare

The night fare is charged on all public transport services in the Helsinki region from Monday to Sunday between 2am and 4.30am. During the night fare hours, all passengers are charged with a night fare the price of which depends on the zone of validity. The prices of the night time single and value tickets are the same for all customer groups. Period tickets are not valid during the night fare hours, with the exception of free tickets and personal direct debit period tickets which are valid also during the night fare hours. Value and single tickets bought before 2am as well as tickets loaded on single-charge cards can be used during the night fare hours if they are still valid.

Customer service

Travel information centre: tel. 0100 111 Information on timetables, routes and tickets in the Helsinki region. Personal service 0.98 euros/call + local network charge (Mon-Fri 7am-7pm and Sat-Sun 9am-5pm. 24h talking timetable (0.49 euros/call + local network charge).

Travel Card assistance, lost Travel Cards:

tel. (09) 4766 4000 (Mon-Fri 7am-7pm, Sat-Sun 9am-5pm).

www.hsl.fi: Timetables and other information on public transport, such as ticket types and prices, timetables (including timetables specific to each stop), maps and information on Travel Card are available at www.hsl.fi

www.reittiopas.fi/en: The Journey Planner gives you advice on the best public transport connections to your destination within the Helsinki metropolitan area.

Feedback

To give feedback on the **Helsinki region public transport**, go to www.hsl.fi, or call 09 4766 4000. You can also send feedback by regular mail, HSL Helsinki Region Transport, P.O.Box 100, 00077 HSL

To give feedback on **commuter train services**, call 0307 21173 (Mon-Fri 9am-3pm), or visit www.vr.fi.

Travel Card service points

Espoo municipal service points: Espoon keskus, Espoonlahti, Kalajärvi, Leppävaara, Matinkylä and Tapiola

Vantaa municipal service points: Tikkurila, Hakunila, Korso and Myyrmäki

Service point at Kerava library

VR ticket sales point at Kirkkonummi station

HSL Helsinki Region Transport service points:

Central Railway Station metro station

Itäkeskus metro station

Other points of sale

R-kiosks in the Helsinki metropolitan area

Other kiosks and points of sale displaying the Travel Card sign

Stockmann department stores in Helsinki, Espoo and Vantaa

Ticket machines



For further information:

www.hsl.fi

www.matkakortti.net



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