



TRAFICOM

Finnish Transport and Communications Agency

Instructions for taxi companies on reporting annual data

What does the obligation to
report data mean in practice?

Traficom collects data on taxi operations

- ▶ Who must report data and why?
- ▶ When and how must data be reported?
- ▶ What data is collected?



Who must report data and why?



Which taxi companies must submit aggregated data on their business operations and why does Traficom collect aggregated data on taxi companies' business operations?

- ▶ Which taxi companies must submit aggregated data?
 - ▶ Holders of valid taxi transport licences
 - ▶ Holders of valid passenger or goods transport licences who have submitted a notification about operating taxi services
- ▶ The information and data are used for market monitoring. Traficom monitors the regional demand for and supply of taxi services and the prices of these services. The purpose is to produce information to support decision-making concerning the sector.
- ▶ Obligation to provide information is based on:
 - ▶ [Act on Transport Services](#) (in Finnish and Swedish)
 - ▶ [The Traficom regulation](#) regarding information on the demand for and supply of passenger transport services and price information on taxi services (in Finnish and Swedish)

When and how must data be reported?



The data is reported once a year with an online form

- ▶ The data is collected during April each year.
 - ▶ Data on 2023 was requested on 18.3.2024 and the deadline for reporting the data is 30.4.2024.
- ▶ The request for information is sent by email or post depending on the contact details provided.
 - ▶ Remember to keep your contact details up-to-date in the [Traficom e-Services](#)
 - ▶ More information about the annual survey can be found on Traficom's web page



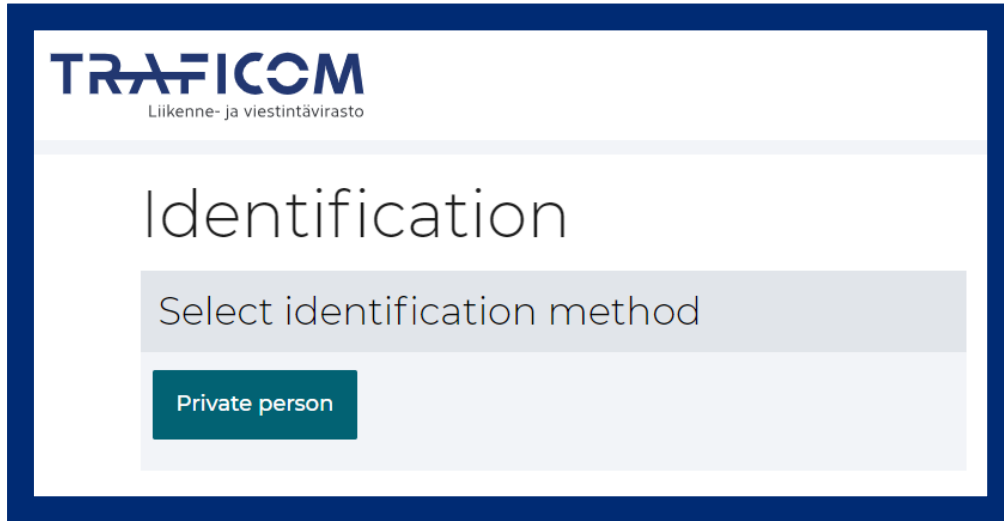
5 tips on filling in the form

1. Use a big screen
 - ▶ You can fill in the form on a mobile device, but it may be easier on a computer.
2. Open in advance the service www.finap.fi in your browser. Go to the page of the operator whose price list you mainly apply.
3. Make sure you have any other information needed ready to hand before you start. This will save you time when filling in the form.
 - ▶ E.g. financial statement and data from taximeters
4. Begin by logging in with your online banking details at
 - ▶ <https://taxidataform.fi>
5. For more information, see the instructions included in the form or visit the following website
 - ▶ [Collected data from taxi operations](#) (in Finnish)
 - ▶ contact us by telephone at +358 29 534 5181 (Mon–Fri 8.00–16.15) or by email at [liikenneluvat\(at\)traficom.fi](mailto:liikenneluvat@traficom.fi).

The data is reported once a year with an online form

- ▶ The first step in reporting data is to log in through a web browser at

▶ <https://taxidataform.fi>



TRAFICOM
Liikenne- ja viestintävirasto

Identification

Select identification method

Private person

- ▶ Log in with your personal online banking details, a certificate card or a mobile certificate.

You are identifying yourself to the service
Finnish Transport and Communications Agency

Select identification method



Certificate card



Mobile certificate



OP Bank Group

Nordea

Nordea

Danske Bank

Danske Bank

Handelsbanken

Handelsbanken

ÅLANDSBANKEN

Ålandsbanken



S-pankki

Aktia

Aktia

POP Pankki

POP Pankki


Säästöpankki

Säästöpankki

omaSP

Oma Säästöpankki

Online form

- ▶ The form contains questions about the taxi company, turnover, number of employees, taxi journeys, ordering methods, taxi fleet and the price lists used by the taxi company. Tähdellä * merkityt kysymykset ovat pakollisia.
- ▶ Press the  -sign after the question to get more information to make it easier to answer.
- ▶ The system performs automatic checks on the form and informs about a possible error or illogicality in the given answer, or if a mandatory question has been left unanswered. The form cannot be sent if it contains error messages.
- ▶ After previewing and sending the form, you can print out your responses or save them on your own device.
- ▶ 'Reporter details' on the form are automatically filled in based on the identification.
 - ▶ The personal identity code is saved in case of misconduct or technical errors and malfunctions. It will not be used for any other purpose. You can find more information about the processing of personal data in the privacy statement.

Taxi company information

▶ 1. Business ID

- ▶ Give the business ID of the taxi company. The form automatically checks that the given ID is a valid Finnish business ID.

▶ 1.1 Has your company operated taxi services during the year under review 2023?

- ▶ If you answer yes, you can proceed to the following questions on the form.
- ▶ If the answer is no, the more detailed questions about the taxi service will be hidden and you can proceed to the end of the survey.

Information on turnover and number of employees

► 2. Enter in the field how many months the company has been engaged in taxi operations during the year under review.

- If the company has been engaged in taxi business for the entire year under review, i.e. 12 months, number 12 should be entered in the field.
- If the company has not operated a taxi business during the entire year under review, the total number of months in which the taxi business has been operated must be entered in the field. Numbers 1-11 mean that the company's operations have started or ended during the year in review. Holiday months are included in operating months and should not be deducted here.

► 3. Total turnover (€)

- The turnover must be reported according to the most recently adopted financial statement.
- If the company carries out more than taxi operations, the turnover data of **these activities should also be included** in the number.

► 3.1 Taxi operation turnover (€)

- **Only the turnover accumulated from the taxi business is reported.** If the company is engaged in more than taxi business, the turnover data for the taxi business must be extracted from the financial statements. If the information is not available, the known share of other business must be deducted from the total turnover.
- The turnover must be reported according to the most recently adopted financial statement.

Information on turnover and number of employees

► 4. The number of personnel in taxi operations (pcs)

- Enter the total number of employees employed in taxi operations in the year under review. The number should include both part-time and full-time employees.
- If the number of personnel has varied during the year under review, an estimate of the average number of personnel must be provided.
- An entrepreneur engaged in taxi operations, possible office staff and taxi drivers are also included in the number of personnel.
- If the company is engaged in other than taxi business, the personnel hired for these should not be included.

► 4.1 Number of part-time employees of the staff of the taxi operation (pcs)

- Employees who work fewer hours than the regular working hours of full-time employees are considered part-time employees. Note that this includes all part-timers (e.g. drivers, office staff, etc.).
- If the number of part-time employees has varied during the year under review, an estimate of the average number of employees must be provided.

Information on turnover and number of employees

► 5. Total number of taxi drivers (pcs)

- The total number of taxi drivers used during the year under review (part-time and full-time) is reported.
- Those persons who have had a valid taxi driving license and who have driven **at least one taxi journey during the year under review**.
- An entrepreneur running a taxi business is also included in the amount, if they have a taxi driving license and has driven taxi rides during the year under review.
- If the number of taxi drivers has varied during the year under review, an estimate of the average number of drivers must be reported. The number must be an integer.

► 5.1 Number of part-time taxi drivers (pcs)

- A part-time taxi driver is considered to be a person who has had a valid taxi driving license, whose working hours are shorter than the regular working hours of a full-time employee and who have driven at least one taxi rides during the year under review.
- If the number of part-time taxi drivers has varied during the year under review, an estimate of the average number of drivers must be reported. The number must be an integer.

Taxi journey information

▶ 6. Professional mileage accumulated in taxi services (km)

- ▶ The total number of mileage accumulated in the production of taxi services during the year under review. For all vehicles used in taxi traffic, the following must be added to the figure:
 - ▶ **Kilometres that generate income**, i.e. tax-deductible professional mileage, which serves as the basis for generating the taxi company's turnover.
 - ▶ **Non-revenue-producing kilometres** that have been accumulated when moving to the customer or potential customer or in the opposite direction from the customer.
- ▶ This figure will contain the total professional mileage driven in all of the taxi company vehicles used for taxi services.
- ▶ This information may be retrieved from the taximeter, for example.

Taxi journey information

► 7. Number of taxi journeys (pcs)

- The total number of taxi journeys made in the production of taxi services during the year under review. The figure must include all taxi journeys driven by vehicles used in taxi transport.
- This information may be retrieved from the taximeter, for example.
 - The number of journeys for school transport is calculated based on the number of stops when customers get on or off the vehicle. On the way to school, each stop when one or more customers get on the vehicle is considered one school transport journey. Similarly, on the way from school, taxi journeys for school transport include stops when one or more customers get off the vehicle.
 - For example, if a taxi picks up six customers from different stops in the morning, this counts as six journeys. Similarly, in the afternoon, if a taxi takes customers from school to six different stops, this counts as six journeys. In these examples, one daily school transport results in 12 taxi journeys.

Taxi journey information

▶ 8. Municipalities in which most of the taxi journeys start

- ▶ Select the municipality or municipalities in which the taxi journeys driven by your company have mostly started in the year under review in your estimate.
- ▶ If no exact information is available, please provide your best estimate.

▶ 8.1 Municipalities in which individual taxi journeys start in addition to the aforementioned

- ▶ Select the municipality or municipalities in which **only individual taxi journeys** start or in which taxi journeys **only start during individual peak times**, such as mass events, in your estimate.
- ▶ Please note that the selected municipalities cannot be the same as in the previous question.
- ▶ If no exact information is available, please provide your best estimate.

Taxi journey information

► 9. Proportion of KELA and social welfare and health care rides of annual taxi journeys

- Select the share of KELA and Social welfare and health care rides in the total number of taxi trips as a percentage, with an accuracy of ten percent.
- KELA rides are taxi journeys reimbursed by the Social Insurance Institution of Finland (KELA). Social welfare and health care rides are journeys reimbursed by the municipality or wellbeing services county.
- If no exact information is available, please provide your best estimate.

► 10. Proportion of annual taxi journeys requiring an accessible vehicle

- Share of rides that require accessible equipment from the total number of taxi trips as a percentage with an accuracy of ten percent.
- Accessible fleet means cars that meet the requirements for accessible vehicles in accordance with the [Traficom regulation on technical requirements for cars and their trailers](#).
- If no exact information is available, please provide your best estimate.

Information on taxi journey order types

- ▶ 11. Estimate what proportion of the taxi company's taxi journeys:
 - ▶ **11.1 started at a taxi rank or have been flagged down**
 - ▶ From the drop-down menu, select the proportion of taxi services produced by the taxi company in the year under review that started at the taxi rank or were flagged down, so to speak.
 - ▶ If no exact information is available, please provide your best estimate.
 - ▶ **11.2. were ordered via a dispatch centre**
 - ▶ From the drop-down menu, select the proportion of taxi services produced by the taxi company that were ordered through the dispatch centre in the year under review.
 - ▶ The order received by the taxi company through the dispatch centre is most typically a ride order delivered into the taxi vehicle's device, which is acknowledged by the available taxi driver.
 - ▶ If no exact information is available, please provide your best estimate.

Information on taxi journey order types

▶ **11.3. were ordered by telephone directly from the taxi company or an individual driver.**

- ▶ From the drop-down menu, select the proportion of taxi services produced by the taxi company in the year under review that were ordered by telephone directly from the taxi company or an individual driver.
- ▶ If no exact information is available, please provide your best estimate.

▶ **11.4 were ordered through the taxi company's own application/system**

- ▶ From the drop-down menu, select the proportion of taxi services produced by the taxi company in the year under review that were ordered and transmitted to the taxi company via an app or system.
- ▶ The application/system refers to the company's own or purchased service running on a mobile phone or computer web browser, through which the ride comes directly from the customer to the driver without e.g. a dispatch centre.
- ▶ Orders coming through dispatch centres should not be taken into account here, but their share is asked in question no. 11.2
- ▶ If no exact information is available, please provide your best estimate.

Information on taxi journey order types

▶ **11.5 have been contract journeys**

- ▶ From the drop-down menu, select the proportion of taxi services produced by the taxi company in the year under review that were contract journeys.
- ▶ Contract journeys are journeys whose rates have been agreed in advance with a social/private operator regardless of the original way of ordering. Contract journeys must include KELA and social welfare and health rides as well as school rides.
- ▶ If no exact information is available, please provide your best estimate.

Taxi fleet information

▶ 12. Registration numbers of vehicles used in taxi transport

- ▶ Separately enter the registration numbers of the vehicles used by the taxi company in the year under review for taxi services. The vehicle's registration number must be reported if the vehicle has taken at least one taxi trip during the year under review.
- ▶ To add a new number, click on 'Add'.
- ▶ If the given ID does not correspond to a Finnish registration number, the system gives an error message.

▶ 13. Number of accessible vehicles

- ▶ Enter the total number of accessible vehicles used by the taxi company in the year under review for taxi services.
- ▶ An accessible vehicle is a vehicle built and equipped especially for the transport of disabled and mobility-impaired persons using wheelchairs.
- ▶ [Traficom's Regulation on technical requirements](#) (in Finnish) for cars and their trailers in section 3.11. has more detailed specifications for an accessible vehicle.

Taxi service price information

- ▶ 14. Report the average unit prices of additional services for special groups offered by the taxi company during the year under review. If the price has changed during the year, the average price must be calculated or estimated.

- ▶ **14.1. Assistance with stairs (€)**

- ▶ Enter the average unit price for assistance offered by the taxi company in the year under review.
- ▶ Assistance with stairs means that the customer is assisted both by carrying them by hand or with the help of a special CE-marked stair climber in the building's staircase.
- ▶ If no assistance was offered, you must enter zero (0) euros as the price.

Taxi service price information

► 14.2. Assistance (€)

- Enter the average unit price for assistance offered by the taxi company in the year under review.
- Assistance means that the customer needs assistance with the journey from their departure location to the vehicle at the pick-up point or from the vehicle into the building at the destination and transport requires a car that meets the requirements for accessible vehicles in accordance with the regulation.
- If the price has changed during the year, the average price must be calculated or estimated.
- If no assistance was offered, you must enter zero (0) euros as the price.

Taxi service price information

► 14.3 Stretcher installation (€)

- Enter the average unit price for stretcher installations offered by the taxi company in the year under review.
- Stretcher installation means collecting and installing the stretcher needed for transporting the customer into the vehicle prior to the actual journey.
- If the price has changed during the year, the average price must be calculated or estimated. If no assistance was offered, you must enter zero (0) euros as the price.

► 14.4 Other special group services

- Indicate the average unit price of additional services other than those requested above and a brief general description of the service provided by the taxi company to special groups during the year under review.

Taxi service price information

► 15. Price catalogue published in the mobility service catalogue NAP service

- The NAP service can be found at www.finap.fi
- Select the price lists of taxi companies or brokering and dispatch services published in the NAP service that your company has used during the year under review. Select the names of all the companies whose price lists you have used during the year under review.
- If you cannot find a specific price list among the options provided, enter the price list in the field 15.1 'Other price list(s) used'. New price lists added to NAP will be updated on the form within 1-3 working days.

► 15.1 Other price list(s) used

- Write in the field the names of the taxi companies or brokering and dispatch services whose price lists your company has used during the year under review, that are not found in the listing of the question above.

Sending the form

1. Make sure all mandatory questions are answered.
2. Select the button "**Continue**" at the bottom of the form
3. If the answers to the form require correction or clarification, these are listed per question in red text at the top of the form. The form cannot be submitted until these corrections or additions are made.
4. After the "**Continue**" button, you will be able to review the information you entered to the form. If the answers still require changes, select the "**Return**" button. If you are satisfied with your answers, select the "**Send**" button. Once the answers have been sent, they can no longer be edited. However, if the answers need to be corrected, you can fill out the form again.

If you entered your email address or phone number on the form, you will receive an automatic message from Traficom that the form has been received.

5. After selecting "**Send**", you will still see a summary of the answers you have sent, which you can print or save in PDF format by selecting the "**Print form**" button



Thank you!