

22 March 2023

Instructions on annual monitoring data for brokering and dispatch services v. 2.0

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1 General

According to the Traficom Regulation on information on the demand for and supply of passenger transport services and prices of taxi services, issued on 15 November 2021, providers of taxi brokering and dispatch services ('dispatch centres') must submit to Traficom information on their taxi business for market monitoring purposes.

2 Intended purpose of data

Under sections 152 and 179 of the Act on Transport Services, Traficom has an obligation to monitor the regional demand for and supply of taxi services and their prices. For the purpose of market monitoring, dispatch centres are required to provide the data specified in the Regulation notwithstanding trade secrets.

3 Data collection schedule

The dispatch centres' obligation to collect annual monitoring data enters into force on 1 April 2022. Traficom will send the first request for information in the spring of 2023. The data of the previous year is always collected in March and/or April of the current year.

4 Data collection method

Traficom will send a request for information to dispatch centres by email, asking the respondent to register for Traficom's data collection system in order to submit the data. The request includes a link to the data collection system.

Login to the data collection system and authorization management take place via the suomi.fi service. If an operator is unable to use Suomi.fi e-Identification (e.g. because of not having a Finnish personal identity code), it is possible to use one-time password (OTP) authentication.

4.1 Suomi.fi e-Authorization and identification

- The managing director or some other person authorised to sign on behalf of the company alone as well as private traders can log into the data collection system without separate granting of access rights and roles in the service Suomi.fi e-Authorizations.
- A person authorised to sign on behalf of the company must authorise the person submitting the data by granting him or her an authorisation in the Suomi.fi management interface:
 - Maintaining information on mobility services or
 - This mandate allows the assignee to submit market data in the data collection system on behalf of his or her own or another company and to maintain the contact details entered in the system for the company or the persons using the system.
 - Reporting of information on mobility services
 - This mandate allows the assignee to submit market data in the data collection system on behalf of his or her own or another company.

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- The persons submitting the data must log into the Traficom data collection system. The login is based on Suomi.fi e-Identification. Users must identify themselves with their personal online banking details, a certificate card (e.g. an organisation card) or a mobile certificate.

4.2 OTP authentication

- If an operator is unable to use Suomi.fi e-Identification, it is possible to use one-time password (OTP) authentication.
 - Before submitting data for the first time, the company representative must provide Traficom (at lipatiedonkeruu@traficom.fi) with details on the company and the contact details (email address and telephone number) of the person that the company wants to name as its main user in the data collection system.
 - Once this is done, the main user will receive an email message with a login link and the required passwords.
 - To log into the data collection system, the user receives a code by SMS to his or her mobile phone.

4.3 Logging into the data collection system and opening the form

- A person authorised to sign on behalf of the company or some other person authorised by him or her logs into the data collection system by using Suomi.fi e-Identification (1.) or OTP authentication (2.) at the following address:

<https://eservices.traficom.fi/LipaTiedonkeruu/>

← → ↻ 🔒 eservices.traficom.fi/LipaTiedonkeruu/ 🔍 📄 ⭐ 🗖 👤 ⋮

TRAFICOM Tiedonkeruujärjestelmä
Liikenne- ja viestintävirasto

Suomi ▼
Sisäänkirjautuminen

1. **Kirjaudu sisään (Suomi.fi-tunnistus)**
2. **Kirjaudu sisään (OTP)**

[Etusivu](#)

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

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](mailto: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](#)

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- The person selects the company he or she represents from the list of companies. The list includes those companies whose data the person is authorised to submit.

Suomi.fi

← Cancel

Act on behalf of a company

Select the company, association or other organisation on whose behalf you want to act

Filter by name or identifier

Enter a search term

1 company, 1 selected

Name	Identifier
<input checked="" type="radio"/> Liikenne- ja viestintävirasto	2924753-3

Selected companies, associations or other organisations

Liikenne- ja viestintävirasto

Select and go to the e-service Cancel

- When logging in for the first time, the system asks the user to fill in the contact details of the person logging in on the tab 'Tilin tiedot' / 'Kontots uppgifter' (Account details).

eservices.trafficom.fi/LipaTiedonkeruu/OmatTiedot/Perustiedot

TRAFICOM Tiedonkeruujärjestelmä
Liikenne- ja viestintävirasto

Suomi

Istunto vanhennee 59:55

Valtteri Nieminen/Liikenne- ja viestintävirasto

[Kirjaudu ulos](#)

ETUSIVU **TILIN TIEDOT** TAKSIPALVELUT OHJEET

→ Tilin tiedot

→ Yrityksen tiedot

TILIN KÄYTTÄJÄTIEDOT

Sukunimi: Nieminen

Etinimi: Valtteri

Sähköposti: *

Puhelin: *

Lisätiedot:

Tallenna

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- The tab 'Etusivu' / 'Framsida' (Front page) includes all the surveys open for the company. Details on a specific survey can be viewed by clicking on the headline. If the correct survey is not included in the list, it may not have been opened for the company yet or the person submitting the data has been given a wrong or insufficient mandate for the data collection system.

ETUSIVU TILIN TIEDOT TAKSIPALVELUT 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 Etusivu-välilehdeltä. Vuosikalenteri-välilehdeltä näet avoinna olevat ja myös suunnitellut tietopyynnöt.

→ Arkisto

Kyselyt

Nimi	Aloitusaika	Määräaika	Tila
Testikysely taksi VK VS	19.12.2022	20.12.2022	Tallennettu

Päivitykset

Tietoryhmä	Asiakas	Tiedoston nimi	Latauspäivämäärä	Tila	ID
Taksimatkojen kuukausiseuranta	Traficom	TaksiKkSeurantapohja.csv	08.06.2022 13.54	Hylätty	97

- The language of the form can be selected from the language list (3.) in the view that has opened. To respond to the survey, click on 'Siirry kyselyyn' / 'Svara' (Go to survey) (4.).

Testikysely taksi VK VS

Kieli:

Suomi ▼

3.

Nimi: Testikysely taksi VK VS

Selite: Seli

Diaarinumero:

Alkamispäivä: 19.12.2022

Määräaika: 20.12.2022

Tila: Tallennettu

Tallenna PDF-kopio kyselystä

Tallenna Excel-kopio kyselystä

Siirry kyselyyn

Lähetä kysely

kyselyyn liittyen. Ilmoitathan myös etukäteen, mikäli vastaaminen
[Ota yhteyttä](#) viivästyy.

5 Requested data

The data requested are included under three headings: "Turnover data", "Data on journeys dispatched" and "Data on journeys that were unrealised because of availability issues". It is important to read the instructions for each question carefully. The instructions can be viewed by clicking on the symbol . In addition to questions, the form includes section or question-specific fields for additional information. These fields must be filled in according to the instructions.

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5.1 Total turnover

The company's total turnover is reported in euros to one decimal place. Turnover data must be reported in accordance with the most recently adopted financial statements. If the company's total turnover is the same as its turnover from taxi dispatch operations, this figure is entered in the field.

The following details must be entered in the field for additional information at the end of the section: the year that the data concerns and the dates of the financial year, if the financial year is different from the calendar year.

5.2 Turnover from billable dispatch operations (without pass-through invoicing)

The company's turnover from taxi dispatch operations, excluding payment transactions concerning pass-through invoicing, is reported in euros to one decimal place.

If the management of payment transactions concerning pass-through invoicing is part of the company's business activities, the related turnover must be reported in the item "Turnover from dispatch operations subject to pass-through invoicing".

5.3 Turnover from dispatch operations subject to pass-through invoicing

The company's turnover from journeys paid through pass-through invoicing is reported in euros to one decimal place. For example, turnover from forwarding payments for purchased services (contract journeys) by the dispatch centre to the party that undertook the journey. This includes taxi journeys reimbursed by the Social Insurance Institution of Finland (KELA) or by the municipality.

The sum of the company's turnover from billable dispatch operations and dispatch operations subject to pass-through invoicing is automatically calculated in the field "Turnover from brokering and dispatch operations" based on the figures entered in these two fields.

Turnover data

Data on turnover of the brokering and dispatch services according to the latest audited financial statements.

1) Total turnover ⓘ
 €

2) Turnover from billable dispatch operations ⓘ
 €

3) Turnover from dispatch operations subject to pass-through invoicing ⓘ
 €

Turnover from brokering and dispatch operations ⓘ
 €

4) Additional information on turnover data ⓘ

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5.4 Number of dispatched taxi journeys

The total number of realised taxi journeys dispatched by the company during the year under review is reported as an integer. If the journey information of company also contains information from other dispatch and brokerage services, these should be removed from the amounts indicated on the form. If no exact information is available, the company should provide its best estimate.

5.5 Number of taxi journeys that are part of a travel chain

The total number of taxi journeys that form a part of a travel chain dispatched by the company during the year under review is reported as an integer. If no exact information is available, the company should provide its best estimate.

Travel chain means an overall journey that consists of several different mobility services. In other words, a provider of integrated mobility services (MaaS) integrates a taxi journey as part of a more extensive set of services.

5.6 Extent of taxi journey data managed by the company

The extent of the taxi journey data managed by the provider of brokering and dispatch services is reported by selecting one of the following options: "Only journey data", "Journey and payment data" or "Other".

Journey data includes journey-specific order time and method, pre-order, accessibility requirements, the Business ID of the company that undertook the journey, the registration number of the vehicle, journey departure location, response time, departure time, arrival time, journey distance and journey duration.

Payment data includes the journey-specific total price, basic price and payment method.

Other journey-specific data managed by the dispatch centre must be specified in the field for additional information.

More detailed definitions of data contents are available at:
<https://www.traficom.fi/sites/default/files/media/file/Monthly%20reporting%20data%20instructions.pdf>

5.7 Submitting the dispatch centre's monthly monitoring data

The respondent selects those alternatives from the possible monthly monitoring data contents that the dispatch centre has been unable to submit in the Traficom data collection system or that have been incomplete.

- No data is missing.
- Incomplete company and vehicle data refers to the content of the columns CompID and VehicleID.
- Incomplete data on dates refers to the content of the columns OrderTimeApprox, OrderDuration and TripDuration or OrderTime, DepTime and ArrTime.
- Incomplete location data refers to the content of the columns DepLocMUN or DepLocGPSx and DepLocGPSy and Distance.
- Incomplete price and payment method data refers to the content of the columns PriceTotal, - PriceWithoutAddServ and PaymentMethod.

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- Incomplete data on accessibility, orders and pre-orders refers to the content of the columns OrderType, PreOrder and AccessRequirement.
- Any other issues or shortcomings in the production of monthly monitoring data by the dispatch centre must be recorded in the field for additional information.

Data on dispatched journeys

Data on the realised journeys dispatched by the brokering and dispatch service during the year under review.

5) Number of dispatched taxi journeys ⓘ

pieces

6) Number of taxi journeys that are part of a travel chain ⓘ

pieces

Data on journey-specific data contents managed.

7) Extent of taxi journey data managed by the company ⓘ

☐ Only journey data
 ☒ Journey and payment data
 ☐ 40-60%

8) Additional information on data contents managed ⓘ

9) Submitting monthly monitoring data of the brokering and dispatch service ⓘ

☐ Data is submitted in its entirety
 ☐ Incomplete company or vehicle data
 ☐ Incomplete data on dates
 ☐ Incomplete location data
 ☐ Incomplete price or payment method data
 ☐ Incomplete data on accessibility, orders or pre-orders
 ☐ Other, please specify in the field for additional information

10) Additional information on monthly monitoring data ⓘ

5.8 Unrealised municipality-specific journeys

Municipality-specific data on taxi journeys that were unrealised because of insufficient availability of taxi services. The respondent selects first a municipality and then enters the unrealised journeys during each period. The data is reported as an integer. The number of municipalities for which data is reported is not limited; a new municipality can be added by clicking 'Lisää rivi' / 'Lägg till'. If no exact information is available, the company should provide its best estimate.

Unrealised taxi journeys refer to situations in which the taxi transport service has not been available to a customer or it has been cancelled because of a reason attributable to the service provider. Reasons attributable to the service provider include, for example, situations in which a passenger has ordered a journey but has been unable to embark on the journey because no driver has been available or the driver cancelled the journey and no other driver was available or willing to take the order.

Municipality-specific data on unrealised journeys can also be provided by downloading an Excel file with a response template from above the question and attaching the completed file in the relevant field below the question. Other data covered by the section must be filled in on the form.

Data on journeys that were unrealised because of availability issues

Unrealised taxi journeys refer to situations in which the taxi transport service has not been available to a customer or it has been cancelled because of a reason attributable to the service provider. Reasons attributable to the service provider include, for example, situations in which a passenger has ordered a journey but has been unable to embark on the journey because no driver has been available or the driver cancelled the journey and no other driver was available or willing to take the order. If no exact information is available, the company should provide its best estimate.

[@Unrealised Journeys per Municipality](#)

11) Unrealised municipality-specific journeys ⓘ

	Municipality	Unrealised journeys (number)
<input type="checkbox"/>		

Poista valitut **Lisää rivi**

Liitteet:

[Choose File](#) No file chosen

Liitä

12) Significant distribution of unrealised journeys between different times of the day ⓘ

- ☐ Early morning (from 5.00 to 8.00)
- ☐ Morning (from 9.00 to 11.00)
- ☐ Afternoon (from 12.00 to 17.00)
- ☐ Evening (from 18.00 to 23.00)
- ☐ Night (from 00.00 to 4.00)
- ☐ Unrealised journeys are not concentrated at a specific time of the day

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5.9 Significant concentration of unrealised journeys between different times of the day

The total number of taxi journeys that were unrealised because of availability issues in taxi services, distributed between different times of the day. In this field, the respondent should enter the times of the day when unrealised journeys mainly occur. The purpose is to indicate whether unrealised journeys occur clearly and repeatedly during a specific time of the day. The respondent selects one or more of the following alternatives:

- Early morning (from 5.00 to 8.00)
- Morning (from 9.00 to 11.00)
- Afternoon (from 12.00 to 17.00)
- Evening (from 18.00 to 23.00)
- Night (from 00.00 to 4.00)
- Unrealised journeys are not concentrated at a specific time of the day.

Unrealised taxi journeys refer to situations in which the taxi transport service has not been available to a customer or it has been cancelled because of a reason attributable to the service provider. Reasons attributable to the service provider include, for example, situations in which a passenger has ordered a journey but has been unable to embark on the journey because no driver has been available or the driver cancelled the journey and no other driver was available or willing to take the order.

5.10 Shares of unrealised journeys by service type: Journeys that required an accessible vehicle

The total number of taxi journeys that were unrealised because of availability issues in taxi services, distributed between different service types. The respondent selects one of the alternatives to describe the share of accessibility requirements of all unrealised journeys. If no exact information is available, the company should provide its best estimate.

Accessibility requirements mean the customer's need for an accessible vehicle, as defined in the Traficom Regulation issued on 14 May 2020 on technical requirements for cars and their trailers (in Finnish *Autojen ja niiden perävaunujen tekniset vaatimukset*).

Unrealised taxi journeys refer to situations in which the taxi transport service has not been available to a customer or it has been cancelled because of a reason attributable to the service provider. Reasons attributable to the service provider include, for example, situations in which a passenger has ordered a journey but has been unable to embark on the journey because no driver has been available or the driver cancelled the journey and no other driver was available or willing to take the order.

5.11 Shares of unrealised journeys by service type: Journeys that required an MPV or minibus

The total number of taxi journeys that were unrealised because of availability issues in taxi services, distributed between different service types. The respondent selects one of the alternatives to describe the share of the need for a large vehicle

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of all unrealised journeys. If no exact information is available, the company should provide its best estimate.

The need for a large vehicle means the customer's need for a vehicle with a larger transport capacity than a passenger car.

Unrealised taxi journeys refer to situations in which the taxi transport service has not been available to a customer or it has been cancelled because of a reason attributable to the service provider. Reasons attributable to the service provider include, for example, situations in which a passenger has ordered a journey but has been unable to embark on the journey because no driver has been available or the driver cancelled the journey and no other driver was available or willing to take the order.

6 Saving and sending the survey

Incomplete answers may be saved by clicking 'Tallenna' / 'Spara' (5.) and completed the next time the respondent logs in. **Note! Once the form has been sent by clicking 'Lähetä' / 'Skicka', answers can no longer be provided or information edited (6.).**

13) Shares of unrealised journeys by service type: Journeys that required an accessible vehicle ⓘ

☐ None (0%)
☒ Small share (1-29%)
☐ Large share (at least 30%)

14) Shares of unrealised journeys by service type: Journeys that required an MPV or minibus ⓘ

☐ None (0%)
☒ Small share (1-29%)
☐ Large share (at least 30%)

15) Additional information on data on unrealised taxi journeys ⓘ

5.

Tallenna

Seuraava

Edellinen

Tallenna PDF-kopio kyselystä

6.

Lähetä