

## **Instructions for brokering and dispatch services and large taxi companies on submitting monthly monitoring data**

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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<sup>1</sup>, issued on 15 November 2021, providers of taxi brokering and dispatch services ('dispatch centres') and large taxi companies (turnover in the previous financial year at least EUR 7.5 million) must submit to Traficom each month information on each taxi journey they broker and dispatch or undertake ('monthly monitoring data'). The information must be reported in a specified form.

The monthly monitoring data includes data on journeys (order and outturn data) and payment data.

JOURNEY DATA	ORDER DATA	Journey order time
		Journey order type
		Journey pre-orders
		Accessibility requirements
		Business ID of taxi company that undertook the journey
		Registration number of the vehicle that undertook the journey
		Journey departure location
	OUTTURN DATA	Journey response time
		Journey duration
		Journey departure time
		Journey arrival time
		Journey distance

PAYMENT DATA	Journey total price
	Journey basic price
	Journey payment method

## 2 Intended purpose of data

According to section 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.

<sup>1</sup> In Finnish "Henkilöliikenteen palvelujen kysyntä- ja tarjontatiedot ja taksiliikenteen palvelujen hintatiedot" (TRAFICOM/420990/03.04.03.00/2020). The regulation is only available in Finnish and Swedish.

### **3 Determining the scope of the obligation to submit data and the data contents to be submitted**

The obligation of dispatch centres to submit monthly monitoring data concerns operators that administer one or more data contents included in the outturn or payment data on taxi journeys.

Operators covered by the obligation must submit all the data contents in accordance with the journey data template regarding the data types included in the scope of the obligation. In practice, this means either:

- order and outturn data (= journey data) or
- order and outturn data (= journey data) + payment data.

In brokering and dispatch chains involving multiple operators, each operator that fulfils the requirements specified above has the obligation to submit data. If certain data is available via several operators, they can decide which company submits the data. In case of disagreement about which operator should submit the data, the data must be submitted by the company that was closest to the customer in the service chain, i.e. to undertaking the journey.

## OBLIGATION TO SUBMIT JOURNEY DATA

<p>If a company uses in its operations <b>one or more</b> of the following outturn data types concerning taxi journeys --&gt;</p>	<p>Journey response time</p>	<p>It must submit journey data including <b>all</b> of the following outturn and order data --&gt;</p>	Journey order time
			Journey order type
			Journey pre-orders
			Accessibility requirements
			Business ID of taxi company that undertook the journey
			Registration number of the vehicle that undertook the journey
			Journey departure location
			Journey response time
			Journey duration
			Journey departure time
	Journey arrival time		Journey arrival time
	Journey distance		Journey distance

## OBLIGATION TO SUBMIT PAYMENT DATA

<p>If a company uses in its operations <b>one or more</b> of the following payment data types concerning taxi journeys --&gt;</p>	Journey total price	<p>It must submit <b>all</b> of the following payment data --&gt;</p>	Journey total price
	Journey basic price		Journey basic price
	Journey payment method		Journey payment method

## **4 Data collection schedule**

The data must be reported monthly. The data must be submitted after each calendar month by the end of the following calendar month.

## **5 Submitting the data**

Monthly monitoring data must be submitted by logging into Traficom's data collection system. Logging into the system involves the following steps:

### **Suomi.fi e-Authorization and identification**

Managing directors and other persons who are authorised to sign for 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 Suomi.fi e-Authorizations service.

These persons must authorise the person submitting the data by granting him or her one of the following authorisations in the Suomi.fi management user 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.

More information on granting Suomi.fi e-Authorizations (in Finnish):

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

Persons submitting data must log into the Traficom data collection system (in Finnish and Swedish): <https://eservices.traficom.fi/LipaTiedonkeruu/>

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.

### **OTP authentication**

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. This requires that a person representing the company must send to Traficom certain key details before the first reporting of data. The details must be sent by email at [lipatiedonkeruu@traficom.fi](mailto:lipatiedonkeruu@traficom.fi) and include the following information:

- company details (name, business ID, email address, telephone number) and
- 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.

After this, the person designated as the main user will receive by email a login link and the necessary passwords and instructions on how to manage and use the credentials.

When logging into the system for the first time, contact details [1] must be entered in the system. Monthly data are reported on the tab "TAKSIPALVELUT" [2]. On the same tab ("Aineistoesimerkit" selection), users can also download the template file and a pre-filled example file [3]. The example can also be downloaded directly: <https://www.traficom.fi/sites/default/files/media/file/kk-aineistojen%20esimerkkitiedosto.csv>. Each month will be presented on its own row, and the details can be viewed by clicking on the arrow on the right side of the row [4].

Once a month has been selected, data can be reported by clicking on the button "Lisää" [5]. If necessary, previously uploaded files uploaded can be removed ("Poista") or updated ("Päivitä", this is done in the same way as adding new files). After this, the user uploads the relevant CSV file in the system [6] and clicks again on the button "Lisää" [7]. The user does not have to enter any information in the date field.

A validation report will be available in the system within 1 to 30 minutes after the file was uploaded (actual time depends on the number of rows). The report details:

- the number of rows (journeys) for which all the data given has been recorded in the system
- the number of rows (journeys) for which data has been recorded in the system even though some of the data has been incomplete
- the number of rows (journeys) that have been completely rejected.

From the validation report, users can go back to entering data by clicking on the button "Palaa". After submitting all the data, users can log out by clicking on the relevant link in the top right corner of the page.

## 6 Data structure and file formats

The data on each month must be submitted as a CSV file with column headings corresponding to the journey data template (see example on the next page).

- The order of the columns does not have to be identical with the template, but the total number and headings of columns must correspond to the template even if some of the columns are left empty.
- Columns must be separated by a semi-colon and decimals by a comma.
- If an individual cell does not contain any data, it must be left empty (not marked with "-" or "N/A", for example).
- The template file and the pre-filled example file can also be downloaded from the data collection system for mobility services.

The journey data template is available on the Traficom website:

<https://www.traficom.fi/sites/default/files/media/file/TaksiKkSeurantapohja.csv>

## Example of data filled in the journey data template

The tables below give examples on data on two taxi journeys with alternative ways to report data on the time and departure location of the journey.

### Example 1

CompID	VehicleID	OrderTimeApprox	OrderDuration	TripDuration	OrderTime	DepTime	ArrTime	DepLocMUN	DepLocGPSx	DepLocGPSy	Distance	OrderType	Preorder	AccessRequirement	PriceTotal	PriceWithoutAddServ	PaymentMethod	AddInfo
2752918-2	LOL-142				25052021 09:40	25052021 09:52	25052021 10:29	837			31,2	4	0	0	50,08	50,08	0	Aaa
8139765-1	JCB-71				12072021 09:31	12072021 11:07	12072021 11:44	765			31,5	0	1	1	50,35	50,35	1	Aaa
0562394-4	XZI-105				27032021 17:20	27032021 21:45	27032021 22:04	245			16,6	0	1	0	27,94	27,94	1	Aaa
5145867-9	UNJ-48				15082021 12:32	15082021 15:33	15082021 15:59	743			21,7	0	1	0	36,03	36,03	0	Aaa
8679348-5	LCR-369				12022021 16:43	12022021 17:08	12022021 18:20	398			60,7	0	0	0	94,13	94,13	0	Aaa

### Example 2

CompID	VehicleID	OrderTimeApprox	OrderDuration	TripDuration	OrderTime	DepTime	ArrTime	DepLocMUN	DepLocGPSx	DepLocGPSy	Distance	OrderType	Preorder	AccessRequirement	PriceTotal	PriceWithoutAddServ	PaymentMethod	AddInfo
4753928-1	CYQ-60				07082021 12:13	07082021 12:46	07082021 13:39		60.20637	24.65672	44,9	0	0	0	70,41	70,41	0	Bee
8174538-8	PKI-33				04092021 12:31	04092021 17:35	04092021 18:09		61.25613	22.35045	28,7	0	1	0	46,33	46,33	2	Bee
1615479-2	DKU-606				06032021 03:20	06032021 05:27	06032021 05:32		59.97455	23.43622	4,5	0	1	0	10,05	10,05	0	Bee
4849532-1	GQH-367				02042021 23:06	03042021 02:41	03042021 03:26		62.89298	27.68893	38,2	1	1	0	60,38	60,38	3	Bee
2432579-0	WAM-12				02072021 11:40	02072021 15:03	02072021 15:33		60.16664	24.94353	25	3	1	1	41	41	0	Bee
5581493-3	OM-762				22092021 09:28	22092021 13:21	22092021 13:49		65.01378	25.47209	23,8	0	1	0	38,92	38,92	3	Bee

### Example 3

CompID	VehicleID	OrderTimeApprox	OrderDuration	TripDuration	OrderTime	DepTime	ArrTime	DepLocMUN	DepLocGPSx	DepLocGPSy	Distance	OrderType	Preorder	AccessRequirement	PriceTotal	PriceWithoutAddServ	PaymentMethod	AddInfo
0659372-4	NMW-567	09032021 08	1:39:48	0:16:40				535			13,9	0	1	1	24,51	24,51	0	Cee
4798235-5	DNV-101	07032021 05	2:32:26	0:31:04				167			25,9	2	1	0	76,41	42,81	0	Cee
1863941-9	KMM-576	02012021 21	5:57:56	1:24:36				743			70,5	2	1	0	109,45	109,45	0	Cee
2768234-7	XIB-673	30102021 15	2:03:15	0:15:07				698			12,6	2	1	1	22,84	22,84	0	Cee
8835467-0	QX-944	29052021 02	1:38:13	0:37:48				684			31,5	1	1	0	50,85	50,85	0	Cee

### Example 4

CompID	VehicleID	OrderTimeApprox	OrderDuration	TripDuration	OrderTime	DepTime	ArrTime	DepLocMUN	DepLocGPSx	DepLocGPSy	Distance	OrderType	Preorder	AccessRequirement	PriceTotal	PriceWithoutAddServ	PaymentMethod	AddInfo
7465372-5	ICG-352	18032021 07	1:22:50	0:21:00					61.68772	27.27322	17,5	0	1	0	29,75	29,75	1	Dee
4198673-4	EBY-209	30082021 18	4:59:05	0:05:45					63.54426	29.13299	4,8	0	1	1	40,76	10,82	0	Dee
0735419-4	DO-912	23022021 21	5:52:07	0:44:38					61.41828	26.87535	37,2	1	1	0	59,48	59,48	0	Dee
3538267-8	GFY-502	20062021 07	2:11:39	0:34:04					61.68772	27.27322	28,4	3	1	0	46,56	46,56	1	Dee



## 7 Data content to be reported

The below presents the pieces of information to be reported on an individual journey.

### 7.1 Business ID of the taxi company that undertook the journey

The business identity code (business ID) of the taxi company that undertook the journey is reported by using the Finnish business ID format including a hyphen. The information must be entered in the column labelled with "CompID".

Column name	CompID
Clarification	Business ID of the taxi company that undertook the journey
Format	8 digits, with the last one separated by a hyphen
Example	2345678-9

### 7.2 Registration number of the vehicle that undertook the journey

The registration number of the vehicle that undertook the journey must be given in the format including a hyphen. The information must be entered in the column labelled with "VehicleID".

Column name	VehicleID
Clarification	Registration number of the vehicle that undertook the journey
Format	2 to 3 letters and 1 to 3 digits separated by a hyphen
Example	ABC-123

### 7.3 Information on the time of a taxi journey

Data content concerning the time of a taxi journey can be reported in two alternative ways, of which one must be followed.

Alternative 1			Alternative 2		
Column name	<b>EITHER</b>	OrderTime	<b>OR</b>	OrderTimeApprox	
Clarification		Time when the taxi journey was ordered (expressed to the nearest minute)		Time when the taxi journey was ordered (expressed to the nearest hour)	
Format		ddmmyyyy hh:mm		ddmmyyyy hh	
Example		10012021 11:04		01012021 13	
Column name		DepTime		OrderDuration	
Clarification		Taxi journey departure time		Taxi journey response time	
Format		ddmmyyyy hh:mm		hh:mm:ss	
Example		10012021 11:31		00:14:20	
Column name		ArrTime		TripDuration	
Clarification		Taxi journey arrival time		Taxi journey duration	
Format		ddmmyyyy hh:mm		hh:mm:ss	
Example		10012021 12:13		00:15:30	

Example of the alternatives for reporting time data on a taxi journey:

OrderTimeApprox	OrderDuration	TripDuration	OrderTime	DepTime	ArrTime
<b>EITHER</b>					
01012021 13	00:14:20	00:15:30			
<b>OR</b>					
			10012021 11:04	10012021 11:31	10012021 12:13

#### 7.3.1 Time when the taxi journey was ordered (expressed to the nearest minute)

One alternative for reporting the time when a taxi journey was ordered is to indicate the time in the following format: ddmmyyyy hh:mm (day, month, year, hours and minutes). The information must be entered in the column labelled with "OrderTime". For pre-ordered journeys, the order time is the time when the order is accepted or confirmed. If the taxi was flagged down or the journey began at a taxi rank, the order time is the same as the departure time.

### 7.3.2 Time when the taxi journey was ordered (expressed to the nearest hour)

Another alternative for reporting the time when a taxi journey was ordered is to express the time to the nearest hour in the following format: ddmmyyyy hh (day, month, year, hours). The information must be entered in the column labelled with "OrderTimeApprox". In this alternative, the departure and arrival times are replaced by the response time and duration of the journey, meaning the time between the placing of the order and beginning of the journey and the time between the departure and arrival. For pre-ordered journeys, the order time is the time when the order is accepted or confirmed. If the taxi was flagged down or the journey began at a taxi rank, the order time is the same as the departure time.

### 7.3.3 Taxi journey departure time

The departure time of a taxi journey means the time when the customer gets in the taxi. The departure time is reported in the following format: ddmmyyyy hh:mm (day, month, year, hours and minutes). The information must be entered in the column labelled with "DepTime". This information does not have to be reported, if the taxi journey response time and duration are reported and the order time is expressed to the nearest hour.

### 7.3.4 Taxi journey arrival time

The arrival time of a taxi journey means the time when the customer leaves the taxi. The arrival time is reported in the following format: ddmmyyyy hh:mm (day, month, year, hours and minutes). The information must be entered in the column labelled with "ArrTime". This information does not have to be reported, if the taxi journey response time and duration are reported and the order time is expressed to the nearest hour.

### 7.3.5 Taxi journey response time

Response time means the time from the moment when the taxi was ordered to the moment of departure. Response time is reported in the following format: hh:mm:ss (hours, minutes and seconds). The information must be entered in the column labelled with "OrderDuration". This information does not have to be reported, if the taxi journey departure and arrival time are reported and the order time is expressed to the nearest minute.

### 7.3.6 Taxi journey duration

The duration of a taxi journey means the time from the moment when the taxi departs to the moment when it arrives at the destination. Duration is reported in the following format: hh:mm:ss (hours, minutes and seconds). The information must be entered in the column labelled with "TripDuration". This information does not have to be reported, if the taxi journey departure and arrival time are reported and the order time is expressed to the nearest minute.

## 7.4 Information on the departure location of a taxi journey

The departure location of a taxi journey is reported by municipality (with the 3-digit codes assigned by the Digital and Population Data Services Agency). A list of the municipality codes is available, for example, at the following address: [https://www2.tilastokeskus.fi/en/luokitukset/kunta/kunta\\_1\\_20220101/](https://www2.tilastokeskus.fi/en/luokitukset/kunta/kunta_1_20220101/). Municipality codes always have three digits. One or two zeros must be added in front of municipality classification numbers between 5 and 99, if they are missing because of the file format. Example: municipality 5 Alajärvi -> 005 Alajärvi. If necessary, location data may also be reported with GPS coordinates instead of the municipality (format: WGS84). There are separate columns for GPS coordinates (x and y): "DepLocGPSx" and "DepLocGPSy".

Alternative 1		Alternative 2	
Column name	DepLocMUN	DepLocGPSx	DepLocGPSy
Clarification	Municipality of departure	GPS coordinate (x) of the departure location	GPS coordinate (y) of the departure location
Format	3-digit code	location by geographic coordinate reference system (WGS84)	location by geographic coordinate reference system (WGS84)
Example	091	60.45148	22.26869
Column name			
Clarification			
Format			
Example			

**EITHER** **OR**

## 7.5 Journey distance

Journey distance means the distance travelled by the taxi vehicle during one journey, expressed in kilometres. The information must be reported in the column labelled with "Distance" expressed to two decimal places. Use a comma as the decimal separator.

Column name	Distance
Clarification	Journey distance
Format	number of kilometres with a figure with decimals separated by a comma (max. two decimal places)
Example	14,5

## 7.6 Taxi journey order type

The method used to order a taxi journey is reported with the following codes: taxi rank / flagging down = 0, dispatch centre = 1, telephone = 2, app = 3, contract journey = 4. The information must be entered in the column labelled with "OrderType".

Column name	OrderType
Clarification	Taxi journey order type
Format	codes 0–4 (taxi rank / flagging down = 0, dispatch centre = 1, telephone = 2, app = 3, contract journey = 4)
Example	1

## 7.7 Pre-orders for taxi journeys

Whether a taxi journey was pre-ordered is reported with the following codes: no = 0, yes = 1. Pre-order means a scheduled service booked to begin at least 30 minutes after the time when the order is placed. The information must be entered in the column labelled with "PreOrder".

Column name	PreOrder
Clarification	Pre-orders for taxi journeys
Format	codes 0–1 (no = 0, yes = 1)
Example	0

## 7.8 Accessibility requirements for a taxi journey

The existence of accessibility requirements for a taxi journey (i.e. whether the customer needs a small or large wheelchair accessible vehicle) are reported with the following codes: no = 0, yes = 1. The information must be entered in the column labelled with "AccessRequirement".

Column name	AccessRequirement
Clarification	Accessibility requirements for a taxi journey
Format	codes 0–1 (no = 0, yes = 1)
Example	0

## 7.9 Additional information about a taxi journey

A voluntary field where users can enter operator-specific identifiers concerning a taxi journey (e.g. internal references used by companies). The information must be entered in the column labelled with "AddInfo".

Column name	AddInfo
Clarification	Additional information about a taxi journey
Format	Text and/or numbers accepted (max. 25)
Example	trip123

## 7.10 Total price of a taxi journey

The total price of a taxi journey including tax is reported to one or two decimal places. The information must be entered in the column labelled with "PriceTotal".

Column name	PriceTotal
Clarification	Total price of a taxi journey
Format	price in EUR with the decimals (max. 2) separated by a comma
Example	30,00

## 7.11 Basic price of a taxi journey

The basic price of a taxi journey, including tax, is reported to one or two decimal places. The information must be entered in the column labelled with "PriceWithoutAddServ".

Basic price means the price of a taxi journey (including tax) without additional services. Additional services include, for example, waiting time charges and assistance charges.

Examples of basic prices:

- 1) for time-based fares, initial charge and time-based fare
- 2) for distance-based fares, initial charge and fare based on distance travelled
- 3) time and distance-based fares, initial charge and fares based on journey duration and distance
- 4) for KELA rides, the copayment paid by the customer and the part reimbursed by the Social Insurance Institution of Finland (KELA).

Column name	PriceWithoutAddServ
Clarification	Basic price of a taxi journey without additional services

Format	price in EUR with the decimals (max. 2) separated by a comma
Example	25,00

## 7.12 Payment method

The payment method used to pay for a taxi journey is reported with the following codes: cash = 0, payment card = 1, invoice = 2, travel card = 3. The information must be entered in the column labelled with "PaymentMethod".

Column name	PaymentMethod
Clarification	Payment method
Format	codes 0–3 (cash = 0, payment card = 1, invoice = 2, travel card = 3)
Example	2

## 7.13 Examples of reporting school transport services and subsidised transport services (KELA rides and social welfare and health care rides)

The following gives examples of how to report different types of taxi journeys subsidised from public funds.

KELA rides

- Order type: 1 = dispatch centre
- Payment method: 2 = invoice

School transports

- Order type: 4 = contract journey
- Payment method: 2 = invoice

Social welfare and health care (SOTE) rides

- Order type: 4 = contract journey
- Payment method: 2 = invoice

## 8 Further information and enquiries

Operators subject to the obligation to submit data must report the data in accordance with the above instructions by the deadlines specified. Any questions concerning the submission of data should be sent by email at:

[lipatiedonkeruu@traficom.fi](mailto:lipatiedonkeruu@traficom.fi)