

# Act on Transport Services

Promoting better services and  
new business opportunities  
through legislation

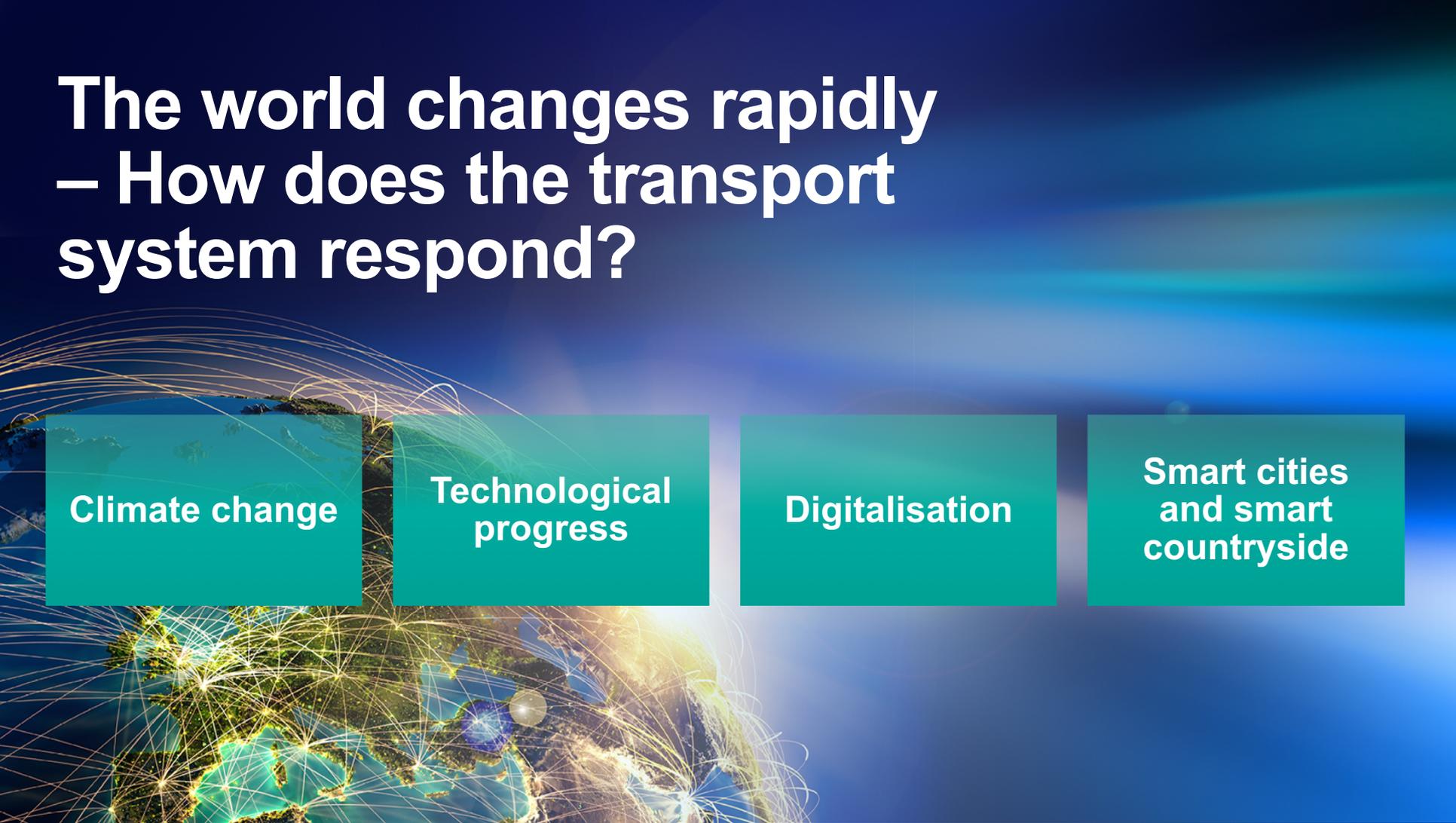
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MINISTRY OF TRANSPORT  
AND COMMUNICATIONS



# The world changes rapidly – How does the transport system respond?



Climate change

Technological  
progress

Digitalisation

Smart cities  
and smart  
countryside

# Today's mobility is service

- **MaaS, Mobility as a Service, provides freedom of choice and ease for transport users.**
- **Transport services are built around customers' needs while attaining transport policy objectives.**
- **MaaS presents national and global business opportunities.**



# Act on Transport Services – Customer in focus

**Digitalisation**

**Mobility as a Service**

**Multimodality**

**New Business Opportunities**

**Decarbonisation**



# Act on Transport Services

Better and more agile services

## SERVICES

MaaS operators, apps, platforms, etc.

Data utilisation and regulation

## DATA

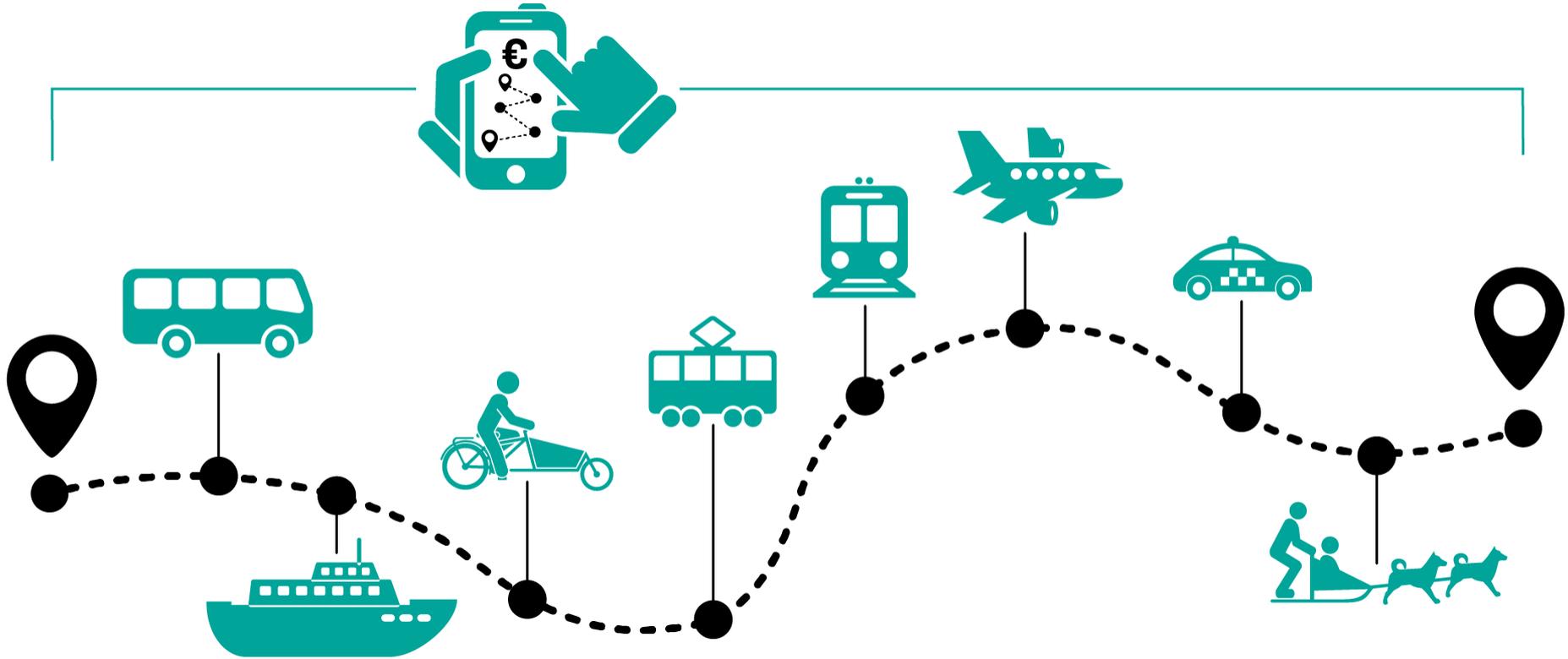
Enabling digital services: APIs, open data, MyData

Deregulation, market access, competition

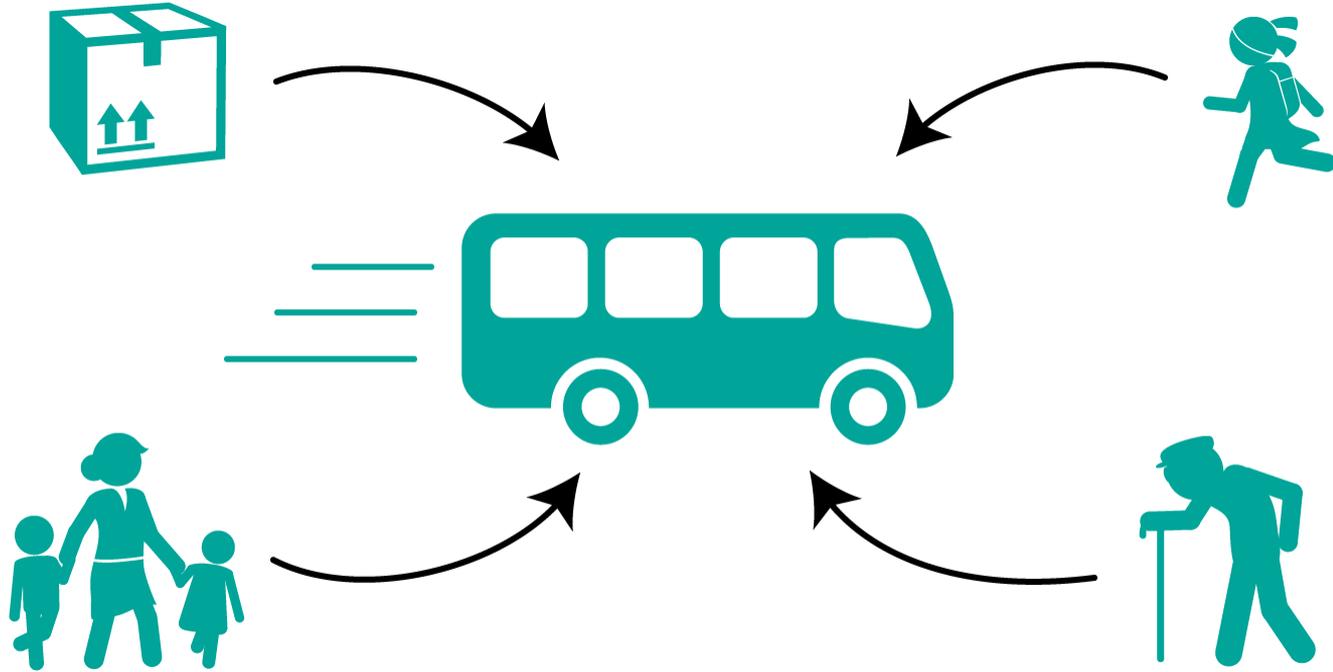


Transport and communications networks

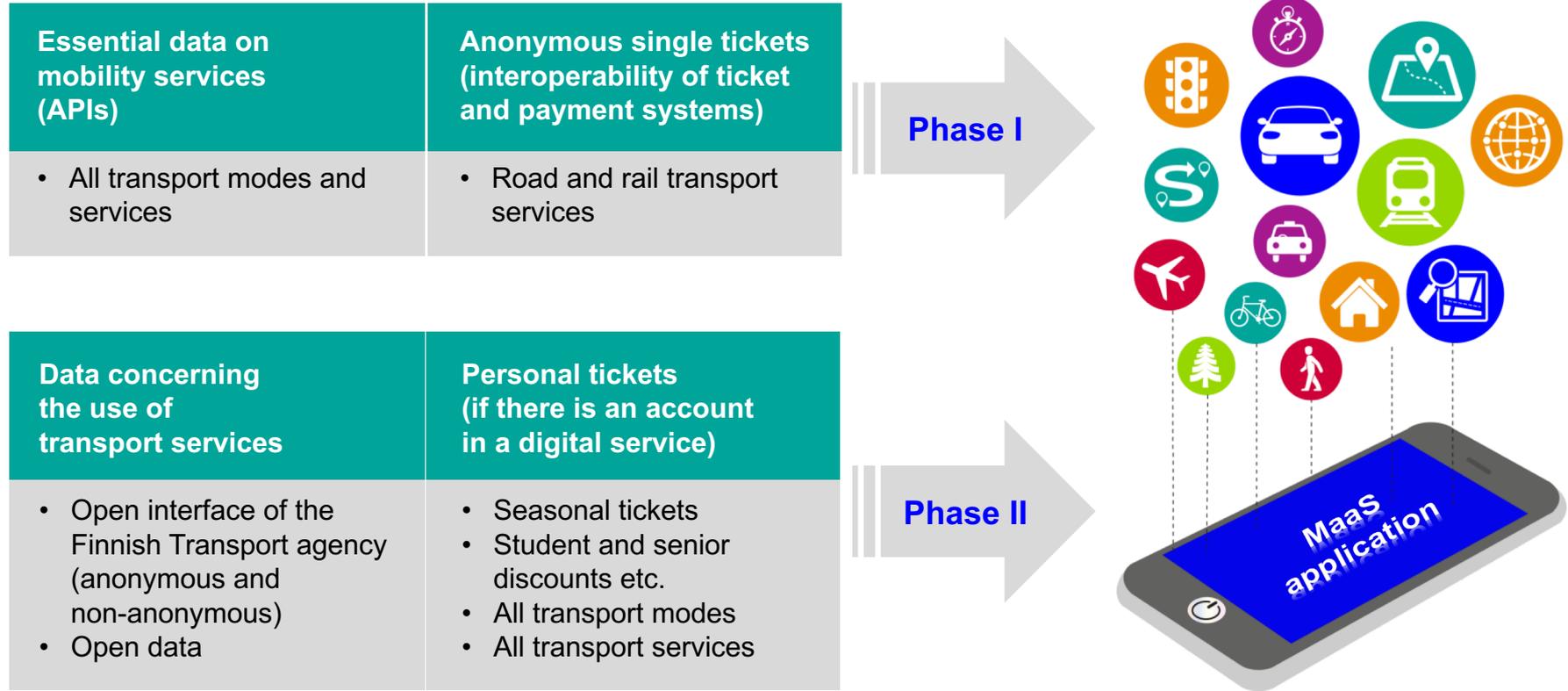
# Seamless travel chains from door to door

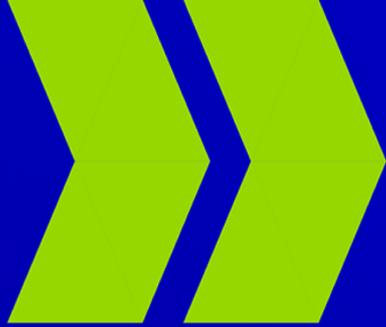


# Smarter use of vehicles



# Enabling Easy Travel Chains





Phase I: **January 2018**

# Essential data and single tickets

Service providers must **open essential data** incl. routes, timetables, stops, prices and accessibility information in a standard, easy-to-edit, computer-readable format

- All transport modes

**Ticket and payment system** APIs to be opened for 3<sup>rd</sup> party service providers

- Passengers must be able to purchase a single ticket (multimodal or single mode) through MaaS operator
- Publicly procured ticket and payment systems must be interoperable

**Data to customers**



# Information to customers streamlined

At minimum the following information is available to the passengers in an electronic format:

- the primary operating area, the services provided including times of service, as well as any changes or cancellations;
- prices or the basis for calculating the prices;
- the payment methods in use;
- services and assistance available for disabled passengers incl. accessibility of the fleet
- instructions for providing customer feedback and procedures in case of errors.



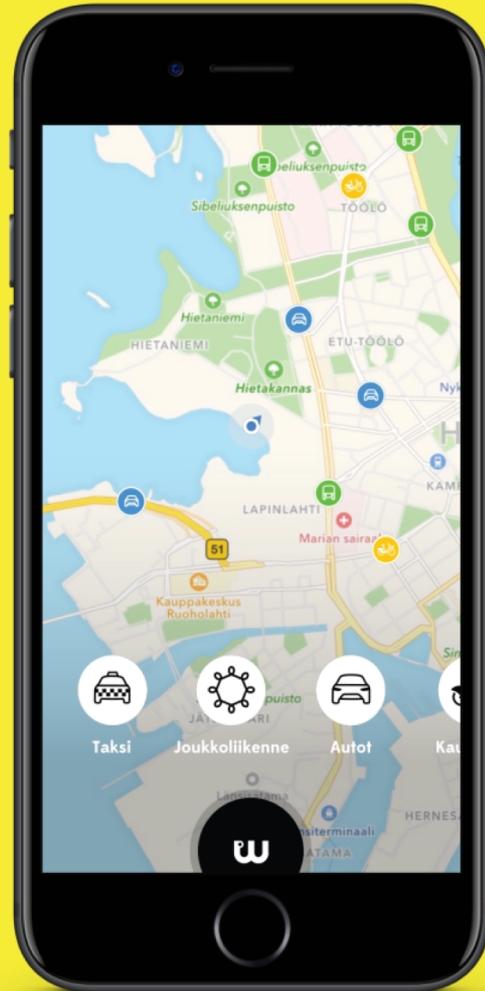
Phase II: **January 2019**

# Accessing personal data with consent (on behalf)

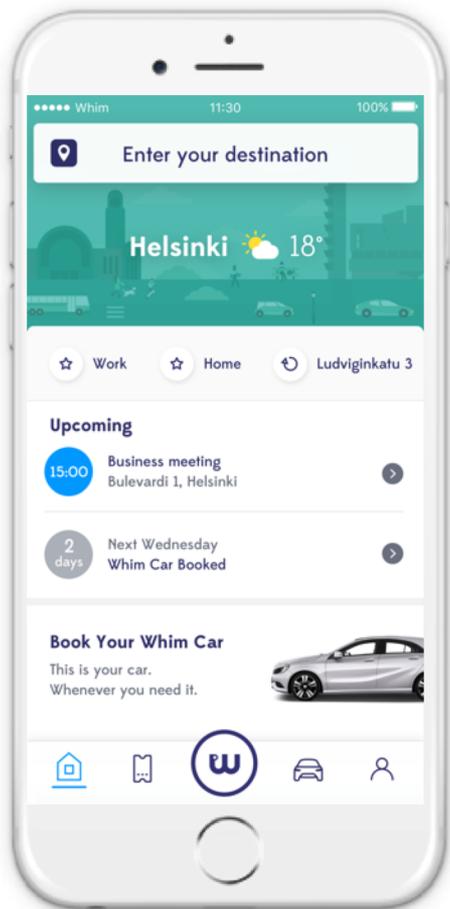
- New notion of a service provider *acting on the passenger's behalf*
- **If a transport service provider...**
  - has an electronic service channel and
  - the passenger has an account with the transport service provider,
- **...they must**
  - provide access to the system via API
  - so another service provider can buy tickets on the passenger's behalf
  - utilising the passenger's existing identification and user information on the account.
- Covers also discount tickets etc. and the issuer's of such tickets

# whim.

"Your every move  
on a whim."







**Travel info**



**Planning**



**Tickets**



**Payments**

# Basic principles on enabling MaaS

Decarbonisation



Customer

Easier market access & more room for innovation

Holistic approach:  
No more silos

Technology neutral rules

Enabling digitalisation

Linking MaaS to a wider context

Leaving room for competition

# Thank you!

[lvm.fi](http://lvm.fi)

Twitter: [@ImmonenElina](https://twitter.com/ImmonenElina)

**LVM** MINISTRY OF TRANSPORT  
AND COMMUNICATIONS



# How we help?

## Joint project of three agencies:

- Finnish Communications Regulatory Authority
- Finnish Transport Safety Agency
- Finnish Transport Agency + consulting services

## Two branches of work:

- Technical interfaces
- Policies between operators (what should be taken into account in the agreements – code of conduct)

## In close cooperation with the stakeholders

# Act on Transport Services: Major reform in phases

1 Jan 2018

- Opening of Mobility Service Data
- Ticketing and payment systems
- Essential data

1 July 2018

- Access to the taxi market
- Access to the transport market in all modes of transport
- Better access to publicly-held transport data

1 January 2019

- Multimodality and MyData Concept

2019

- Completing the Code
- Digitalized logistic services



”As the **first in the world** the Finnish Ministry of Transport and Communications has produced a comprehensive legislative reform. Finland is spearheading the smart regulation development with its pioneering MaaS-ready regulation for data and APIs.”

ITS World Congress 2017

Facilitating in practice:

# Technical interface work

## Scope

- Simple technical API
  - Four services: authentication, products, availability, reservation
  - Support for call based transport
  - Support for accessibility information
  - No specification for tickets format or ticket validation
- Documentation, example implementation for the API, client library

Code licensed with European Union Public Licence v. 1.2 and is available online



Source: Solita

Facilitating in practice:

# Policies between operators (codes of conduct)

Scope: contract provisions regarding access to interfaces of payment and ticketing systems

”Soft law” – not legally binding nor a model contract

Includes inter alia:

- Information security
- Informing about exceptional situations
- Processing of personal data
- Payments
- Use of trademarks
- Liabilities

