

Let's Go Digital - Innovate and Enjoy

Antti Vuorela
Helsinki Region Transport Authority

Need

Energy



Five Faces









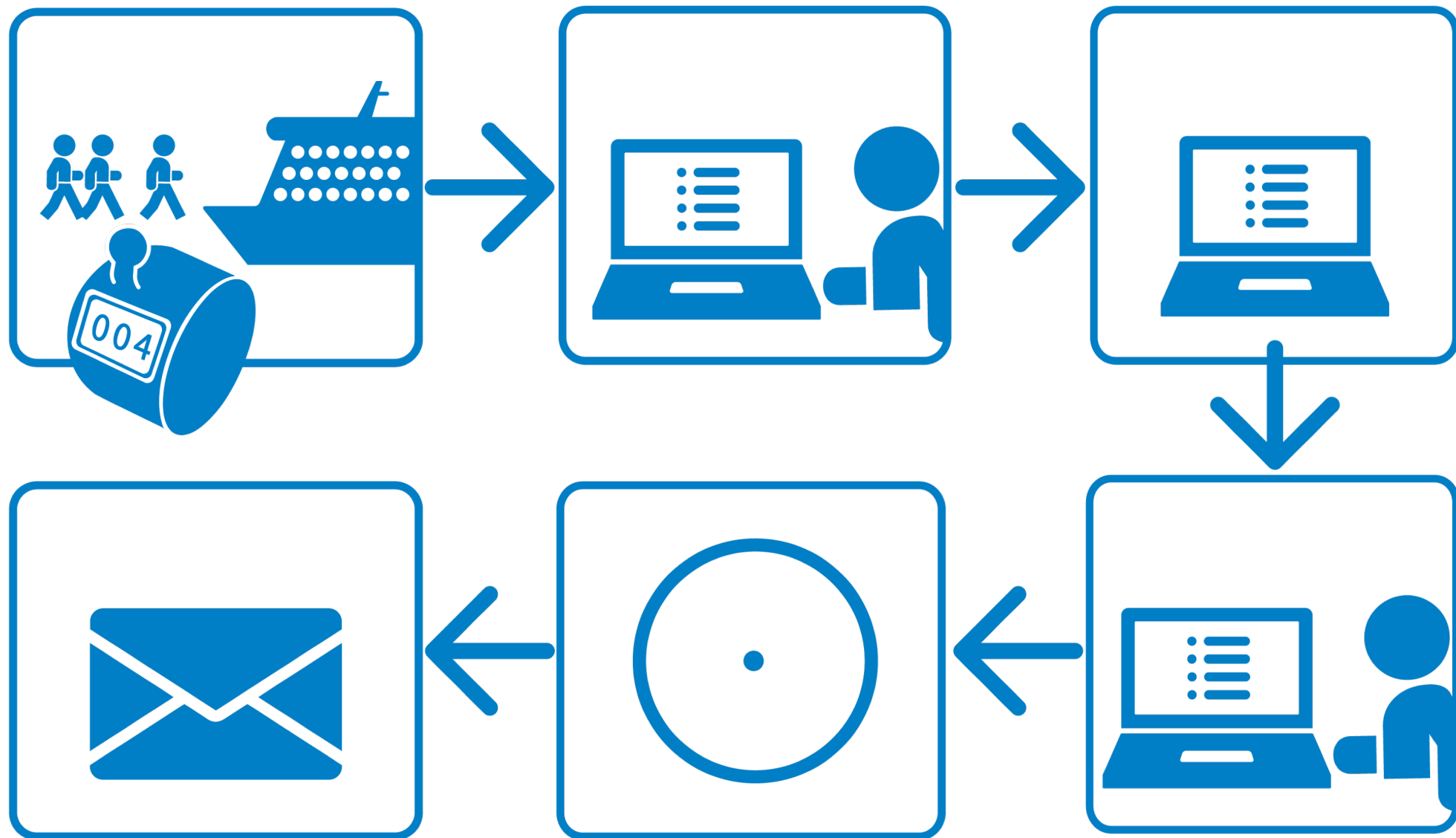


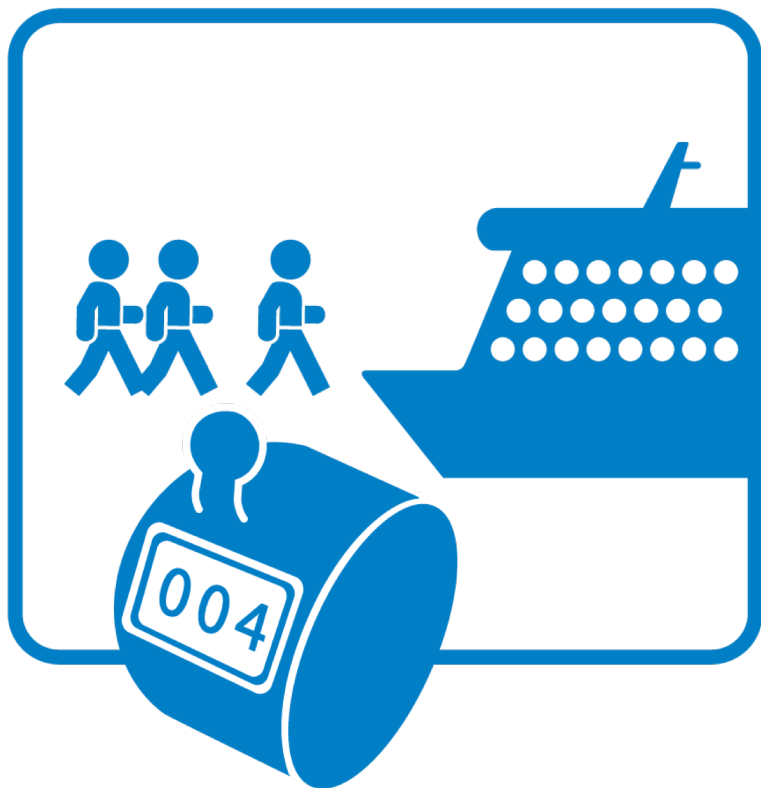


Ferry Statistics

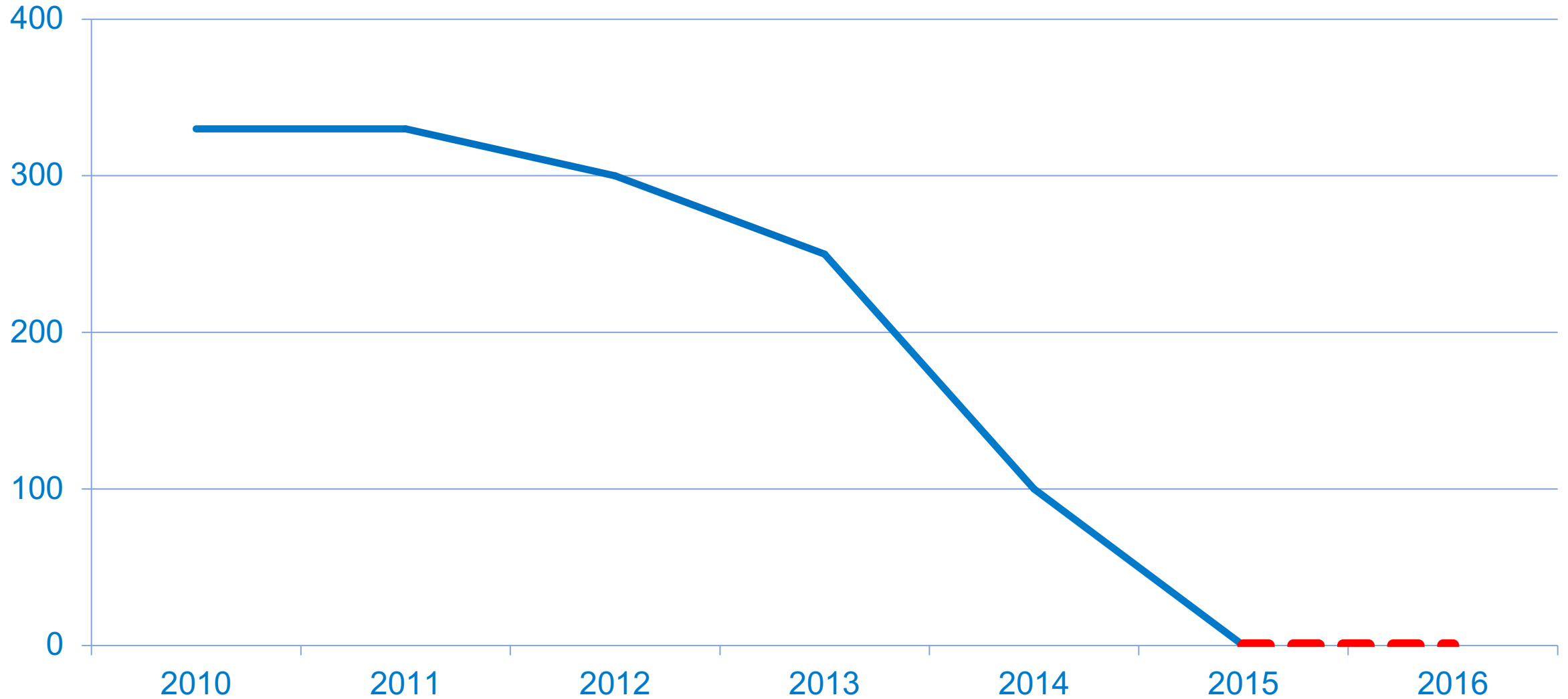








Overtime 2010 - 2016



Drivers' facilities



Pohjolan Liikenne



262

HSL HRT 262

IMR-657





ICT





Huoltopyyntö Maintenance request

Kolme tapaa tehdä ilmoitus.
Three ways of reporting a problem.

hsl.fi/vika
m4ts





TEE HUOLTOPYYNTÖ KULJETTAJATILAAN

Kolme tapaa tehdä ilmoitus, valitse sopivin.

MAKE A MAINTENANCE REQUEST FOR DRIVERS' RECREATION ROOM

Three ways of reporting a problem, choose the one that suits you the best.

hsl.fi/vika

----- tai / or -----



----- tai / or -----



Mene osoitteeseen
ja käytä koodia.
Go to the site and use the code.

Lataa QR-sovellus puhelimeesi
Kuvaa QR-koodia.
Download the QR app on your phone.
Take a picture of the QR code.

Varmista puhelimen NFC-valmius.
Kosketa merkkiä puhelimella.
Check your phone's NFC settings.
Tap the symbol with your phone.



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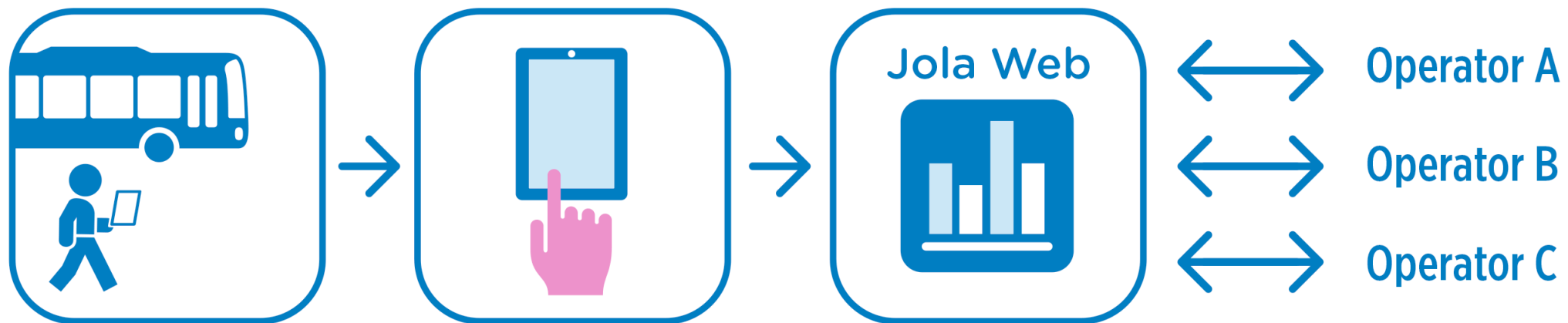
Esittäjän nimi

Quality Monitoring

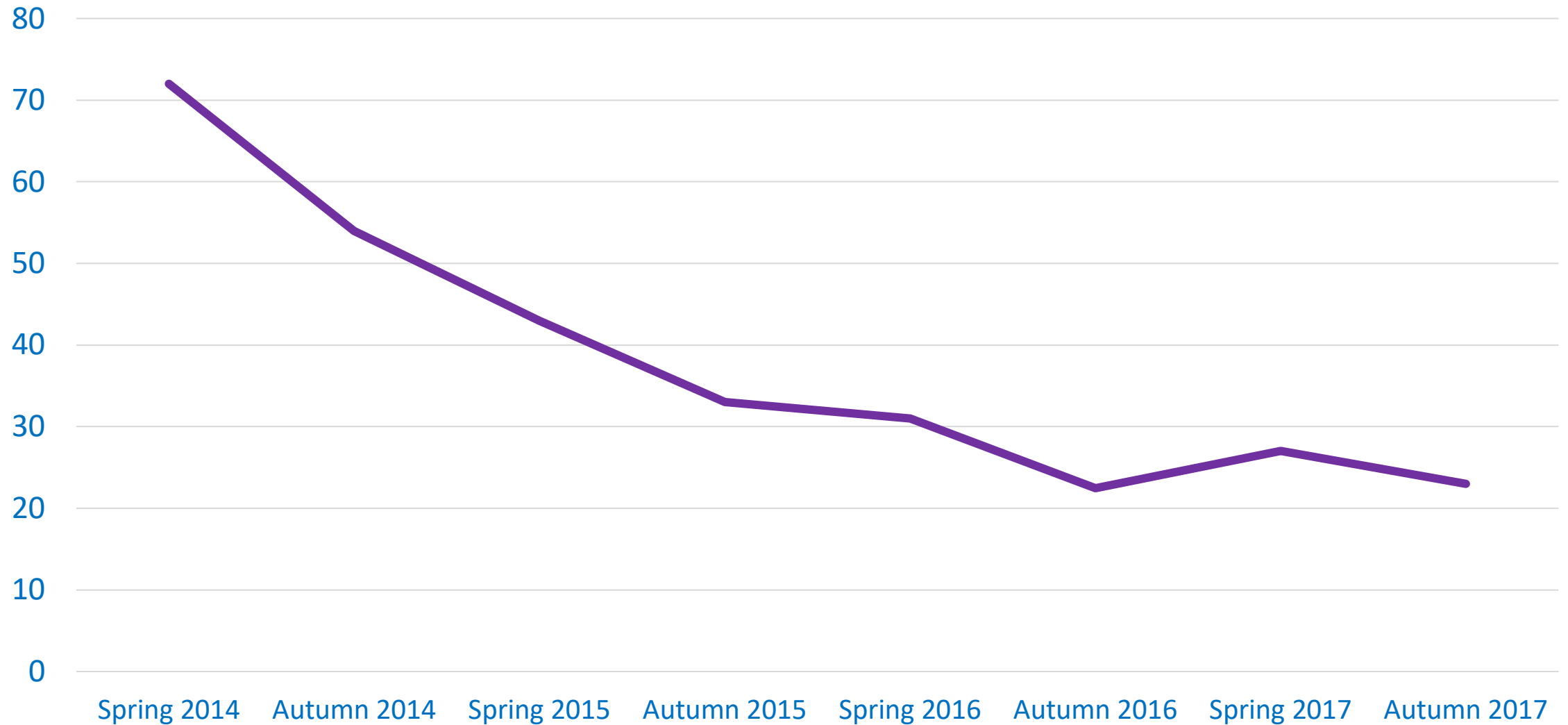






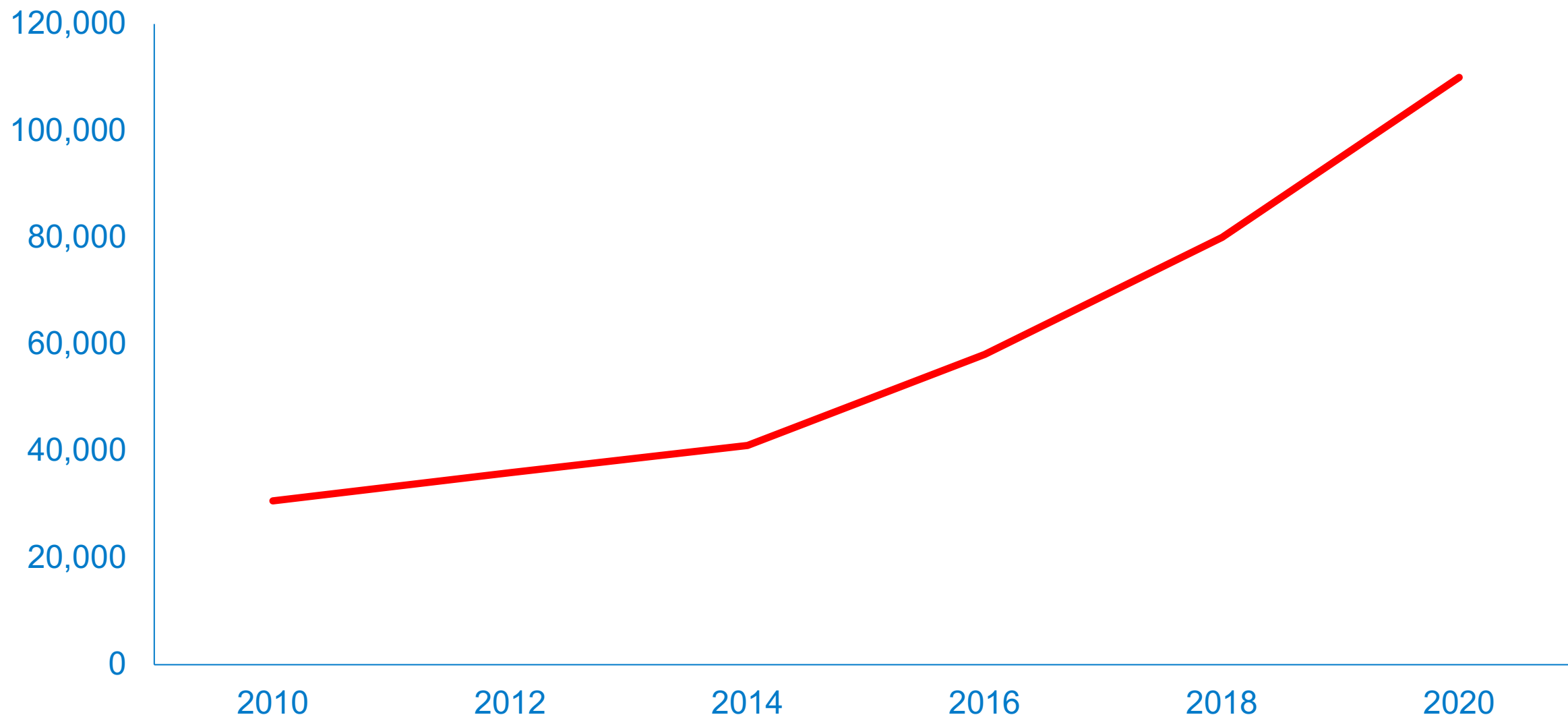


Deviation points



Customer Feedback

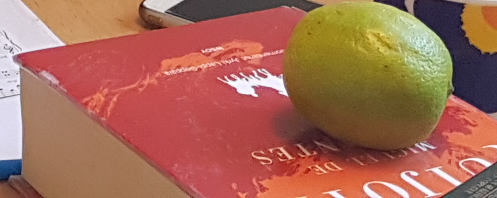
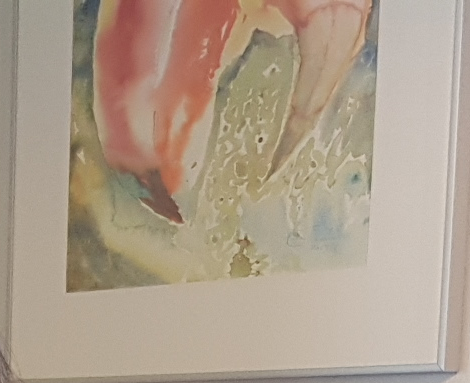
Customer feedback

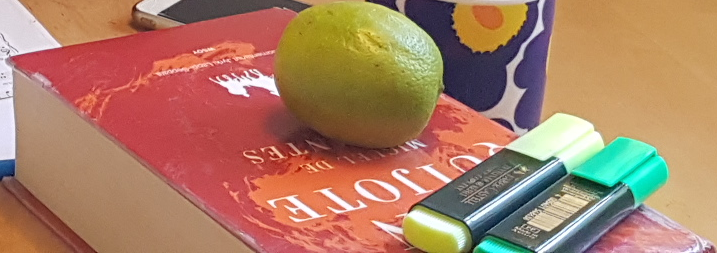
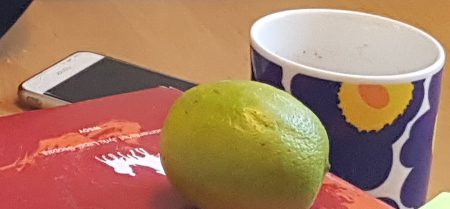
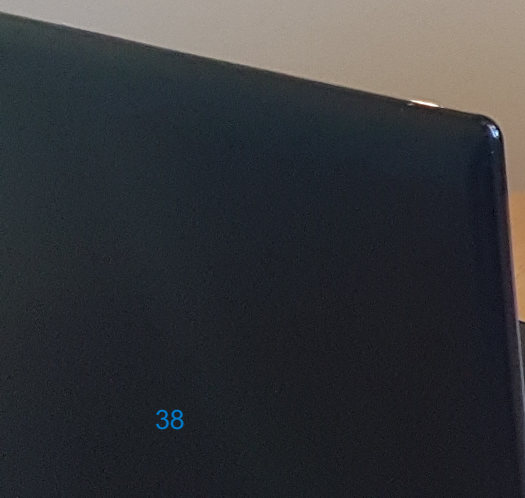
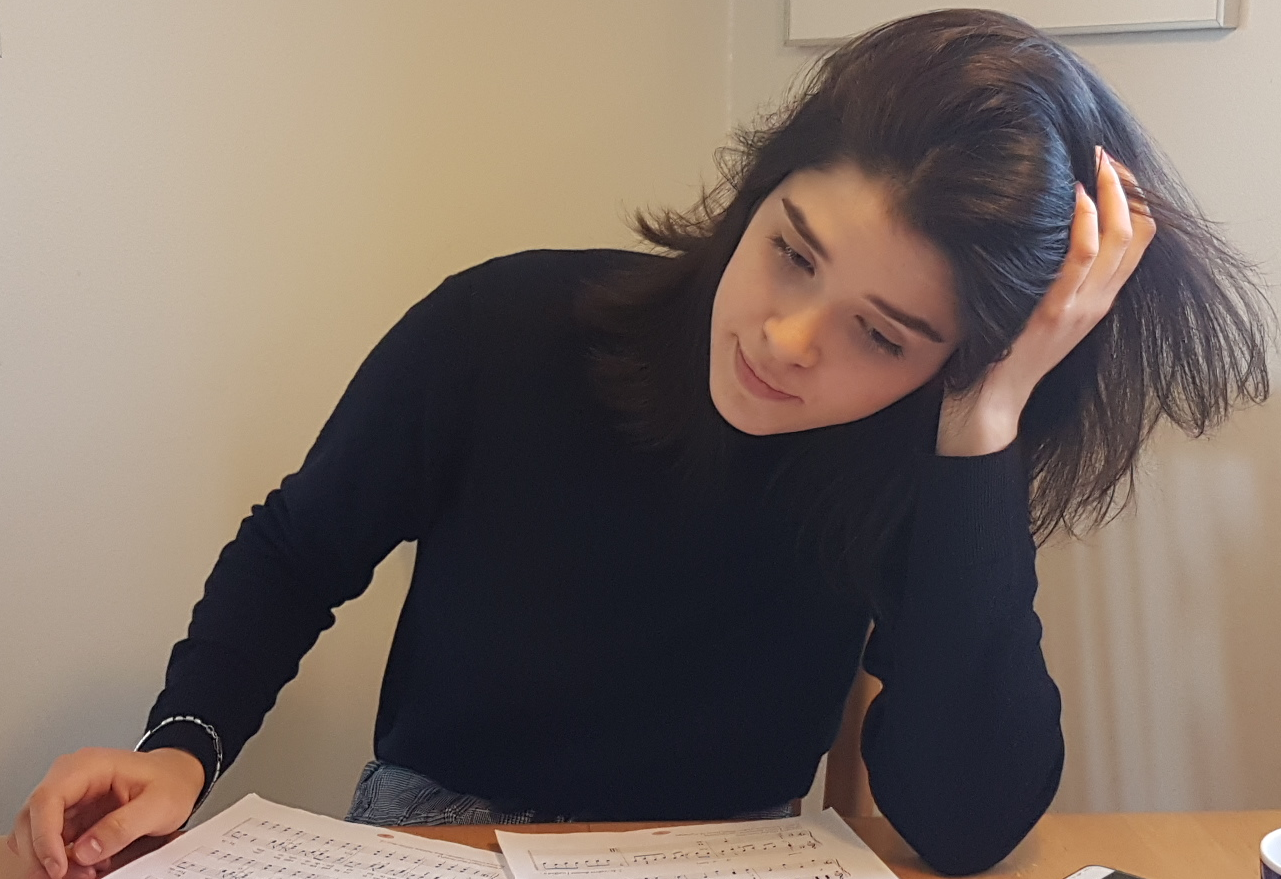
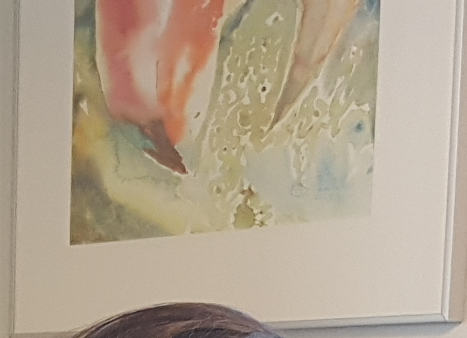
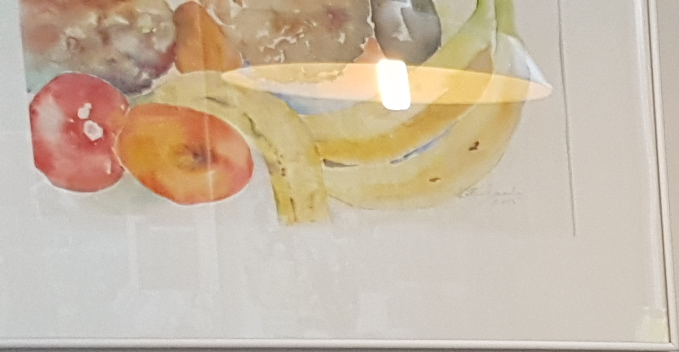


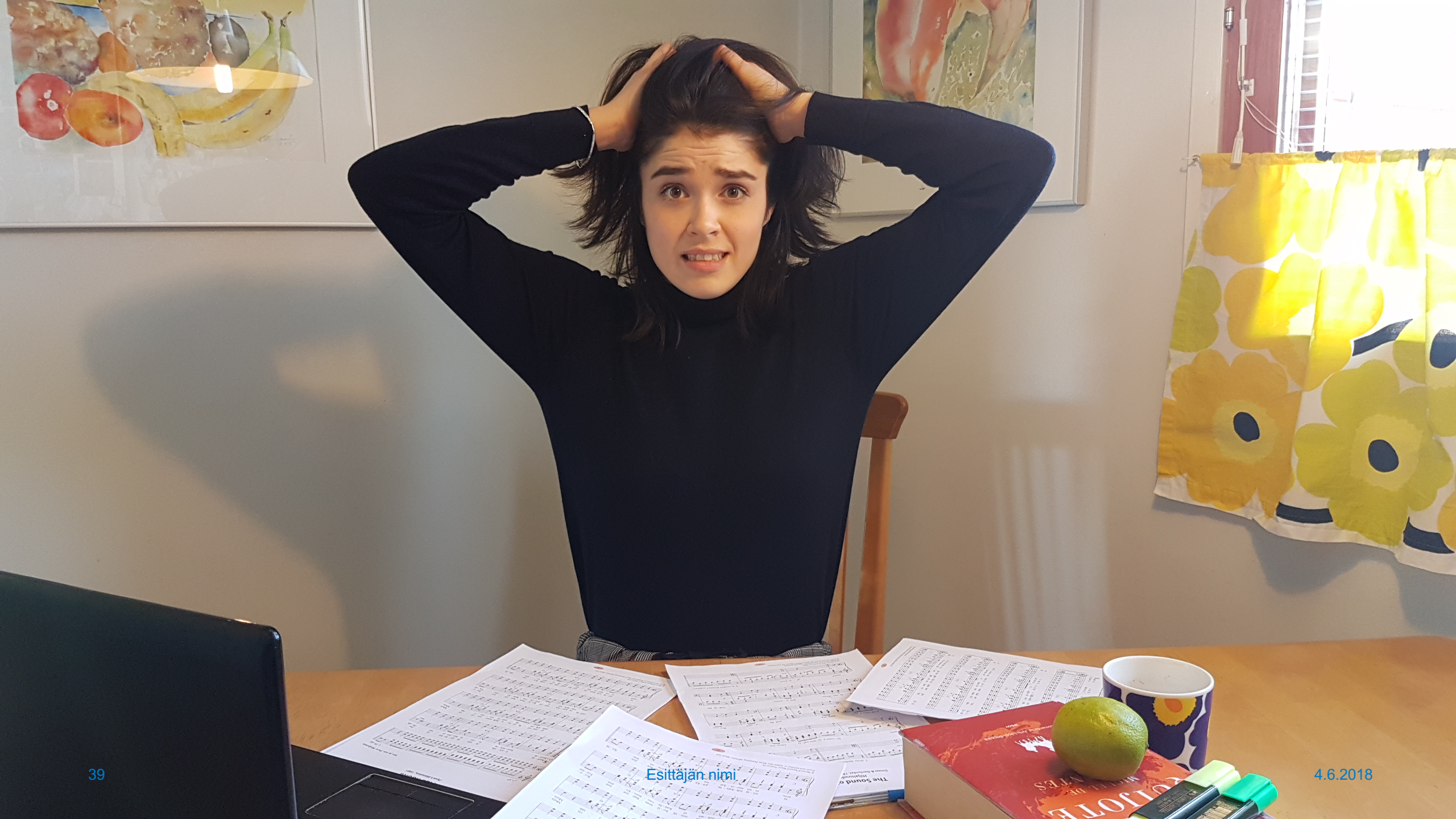
I got in the bus in Hakaniemi. It was afternoon on Tuesday around 2 o'clock or something. Anyway the bus was of blue and white colour. It was very cold and the morning did not start so well. The driver did not stop at the right bus stop but drove past it. Is it your intention to get us passengers running? You can come running yourself when it is winter time and slippery and all that. Train your drivers. Why have has nobody reacted even though I sent feedback weeks ago. Should I call the CEO to get things but one other thing is these ticket selling machines they are so hard to use in many ways. My friend he tried

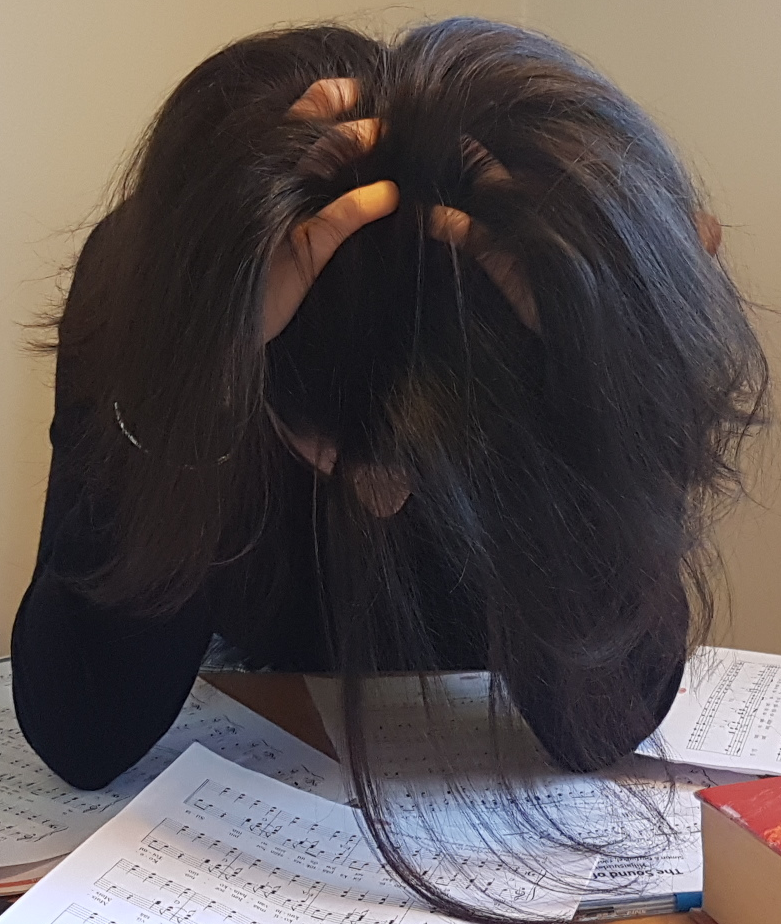
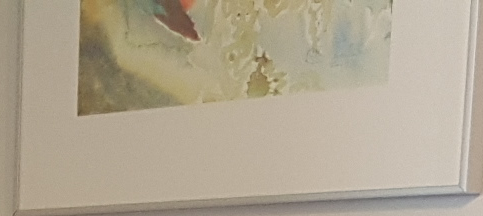
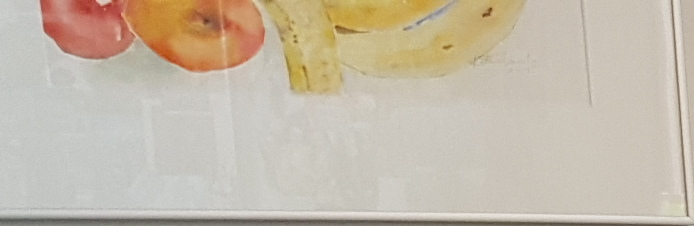
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We cannot
continue like this

The Sticker

INSTANT FEEDBACK



Give feedback about this journey.

Three ways to give feedback, choose the one that suits you the best.



Check your phone's NFC settings. Tap the symbol with your phone.

or



Download the QR app on your phone. Take a picture of the QR code.

or

hsl.fi/fixit

Go to the site and use the code
m4ts

44 35 1 75

28

HSL PIKAPALAUTE

Anna palautetta tästä bussimatkasta
Kolme tapaa antaa palautetta, valitse sopivin.



Kosketa merkkiä
puhelimella.
Varmista puhelimen
NFC-valmius.

tai



Kuvaa QR-koodia
puhelimella. Lataa QR-
sovellus puhelimeesi.

tai

hsl.fi/fixit

Mene osoitteeseen ja
käytä koodia **8anm**



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Kosketa merkkiä
puhelimella. Varmista
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tai



Kuvaa QR-koodia
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tai

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Mene osoitteeseen
ja käytä koodia
ta9



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tai

hsl.fi/fixit

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ja käytä koodia
z4rm



Results

- The Instant Feedback System is working
- Passengers like it
- Easy to give, receive, analyze and fix
- Real time information to manage operations
- Positive feedback **75%**

The instant feedback system is an operations management system that carries passengers' voice across the organization.

Conclusions

- Focus on the needs
- Work with users from the start
- Get out of your office
- Lean and Agile
- Have fun and Fear nothing





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Thank You!

Antti Vuorela

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