



NEMU project – Matkahuolto status

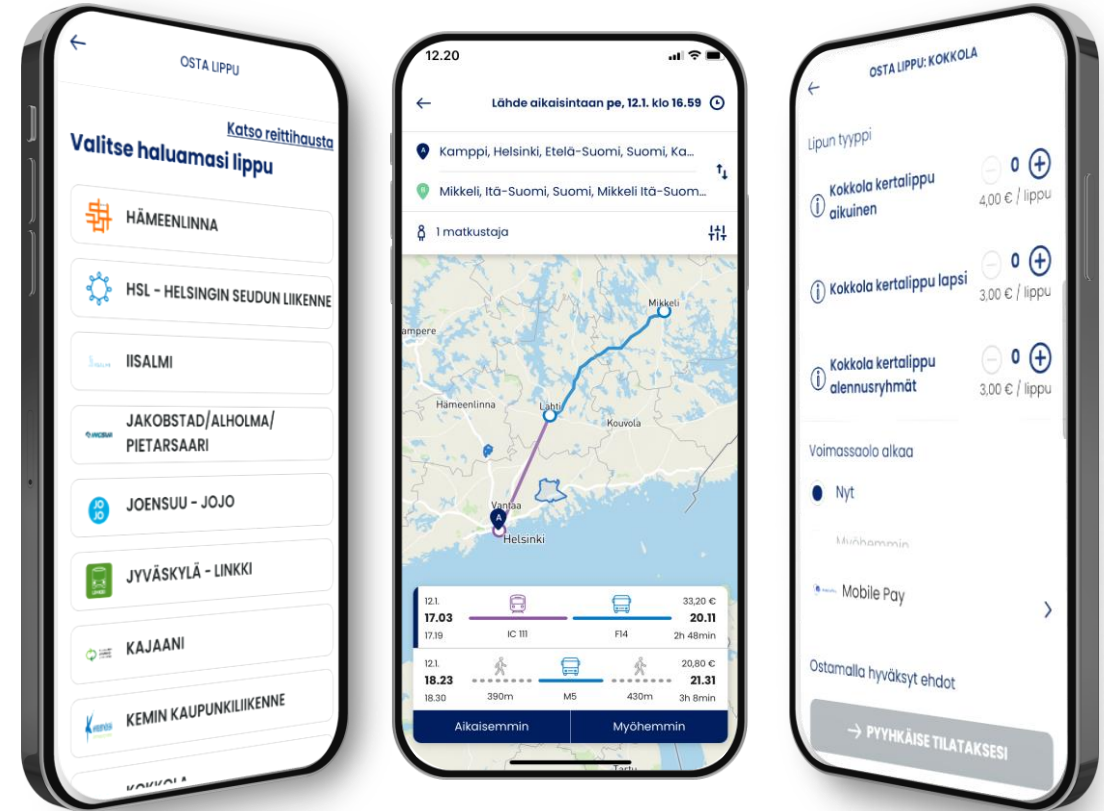
NEMU webinar, February the 25th February 2025

Johanna Taskinen

Matkahuolto (just call us MH)

Trips and Tickets app – all public transport in Finland

- Over 500 000 users – 80 000 active monthly
- Routing from address to address using Open Trip Planner (OTP) and single tickets to nearly all public transport services in Finland for the whole travel chain
- Several payment methods (incl. employee benefit)
- Season and serial tickets for bus operators and authorities in Matkahuolto's ticket system
- Subsidised season and serial tickets for students and pupils
- Nationwide serial tickets for buses using the Matkahuolto ticket system
- Integrated single ticket systems: Onnibus, VR, HSL, Nysse, Waltti (15 cities), Vinka DRT platform
- Billing service for organisations (e.g. Finnish Defence Forces)



In the NEMU project Matkahuolto adds Viking Line ferry service to Trips and Tickets app

Main target group is people living in Finland travelling to Sweden or Åland and back.

Trips and Tickets app is also helpful for finding connecting trips within Finland to/from the ferry terminals.

We are soon ready to sign the contracts with Viking Line and the API provider FerryGateway. Still few issues to discuss.

Matkahuolto facilitated a discussion between Entur and FerryGateway for providing ferry schedule data in NetEX format.



Service path for travel chain user experience



The cabin reservation and detailed personal info is obligatory!

We have started to define the process: what is different compared to train and bus place reservations?

Is an overnight travel chain that lasts over 24 hours considered a travel package? In the pilot we only offer trips less than 24 hours.

The legislation on travel packages defines when tourist services are either a travel package, or linked travel arrangements

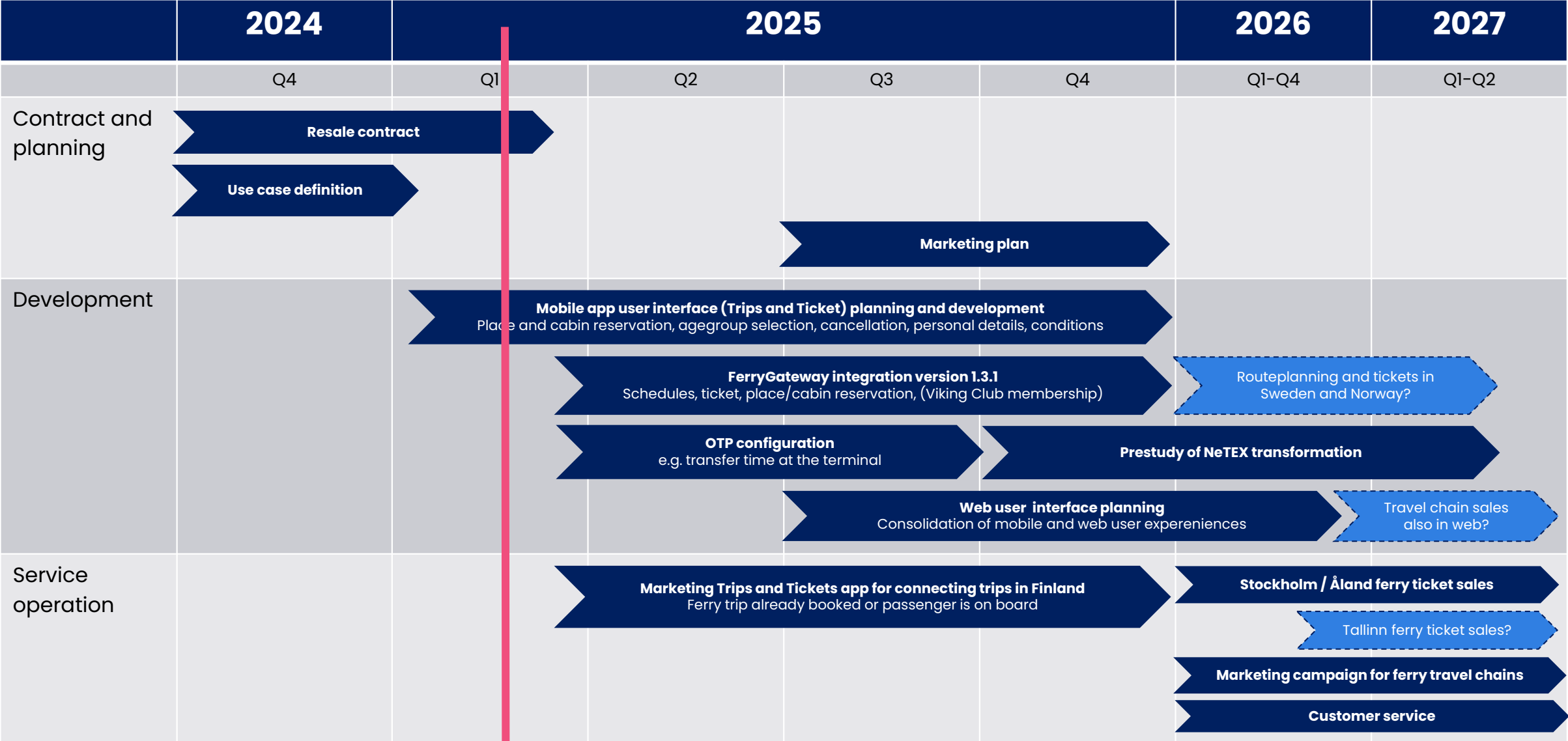
- In case of travel package: Travel organisers must deposit a security which makes it possible for passengers to get back an advance payment they made for a travel package if the organiser becomes insolvent. The security must also cover **the costs of the passengers' travel back home**.
- If the travel time is less than 24 hours and the package does not include an overnight stay the organiser does not have a duty to deposit a security for travel packages (but other requirements may be applied) [<https://www.kkv.fi/en/consumer-affairs/facts-and-advice-for-businesses/travel-organisers/act-on-travel-service-combinations/>]

The answer from the Association of Finnish Travel Industry:

- If the main purpose of the ferry trip is transportation from one place to another, the ferry trip is not considered as a travel package even if the ferry trip includes an overnight stay.
- A trip including two transportation services is never a travel package.
- A cruise is a travel package on its own, if the main purpose of the ferry trip is to refresh and enjoy and the trip includes an overnight stay.

However, EU regulation is getting stricter for intermodal travel chains!

Next:



Thank you!



Johanna Taskinen

Development manager
Digital Transport Services
johanna.taskinen@matkahuolto.fi
+358407573284



Tuomo Kinnunen

Team leader - Growth and Development
Digital Transport Services
tuomo.kinnunen@matkahuolto.fi
+358405684507





The Better Way