

HSL
HRT

Customer service based on instant feedback

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Helsinki Regional Transport Authority



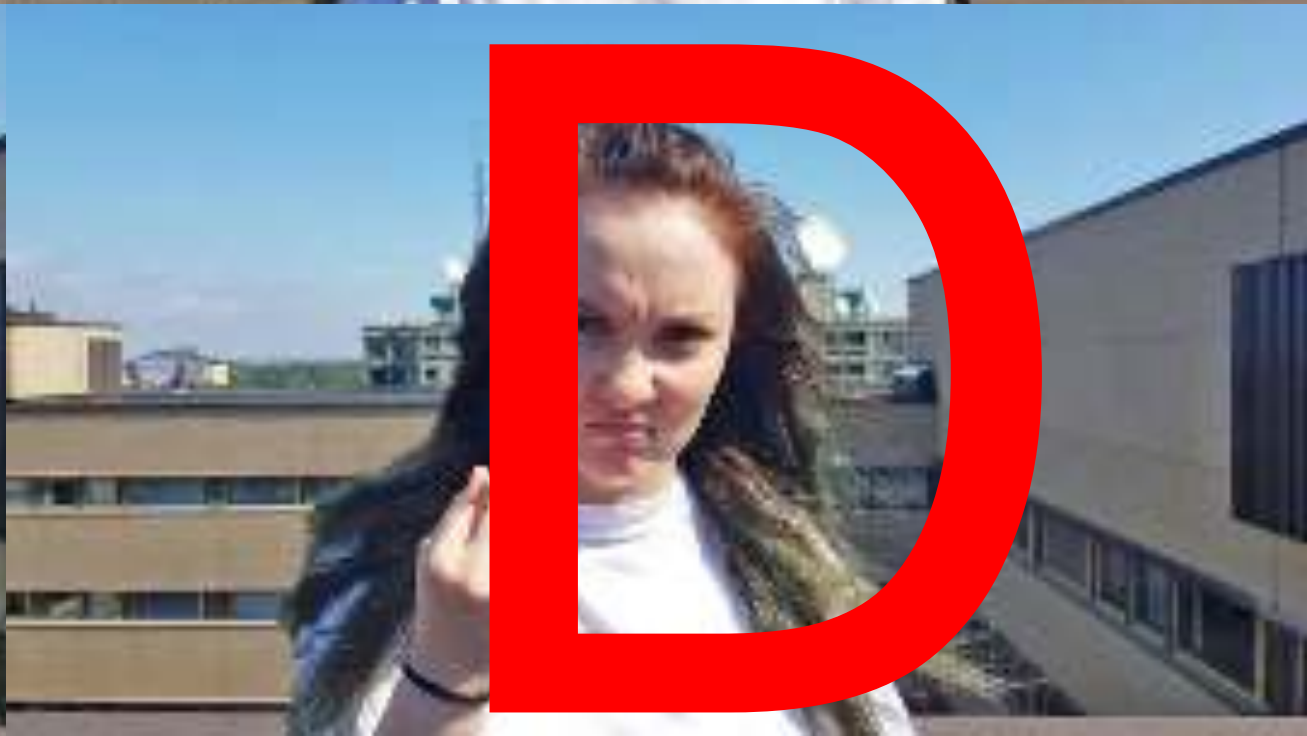
Need

Approach

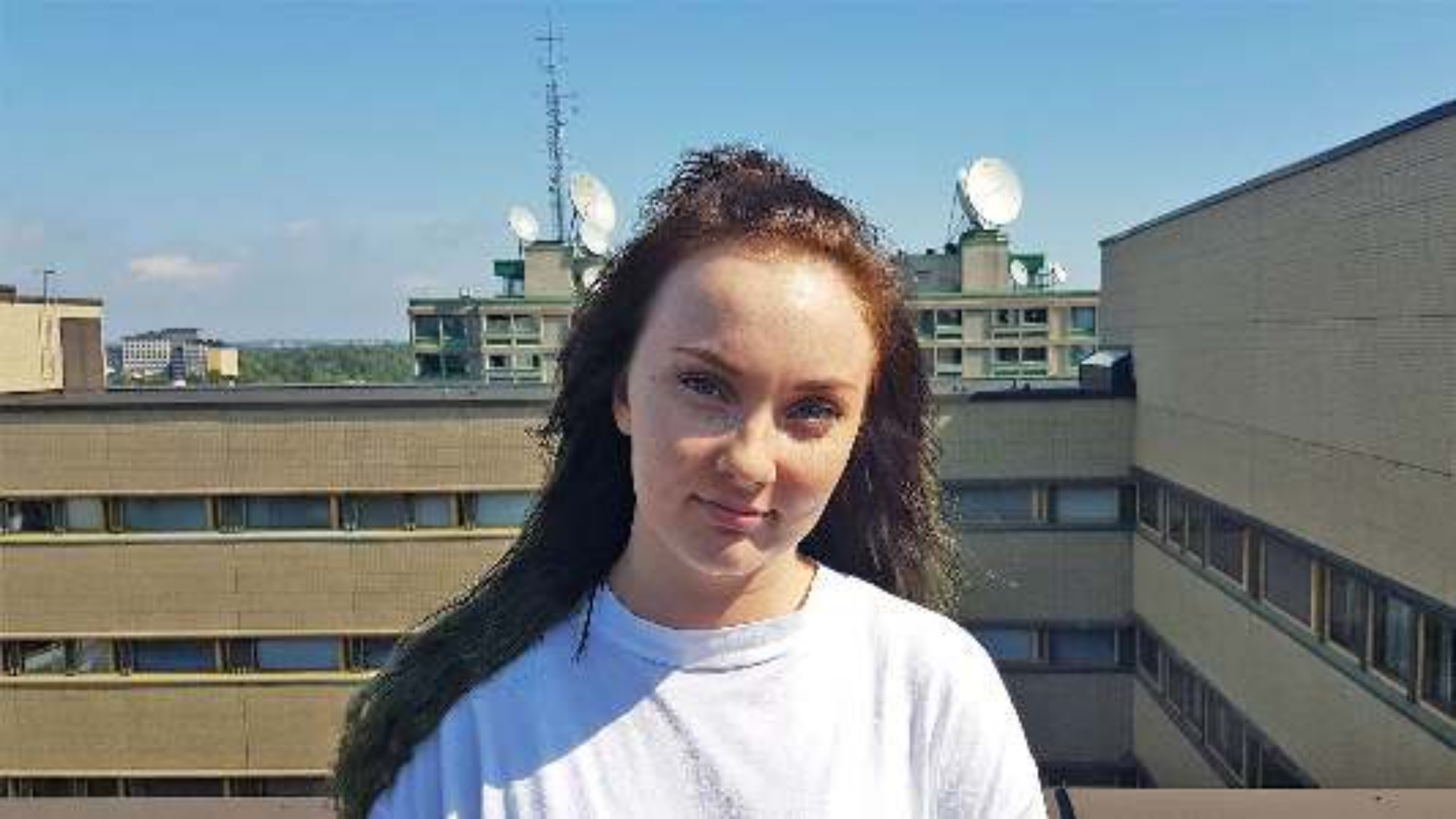
Benefits

Comparison















Customers



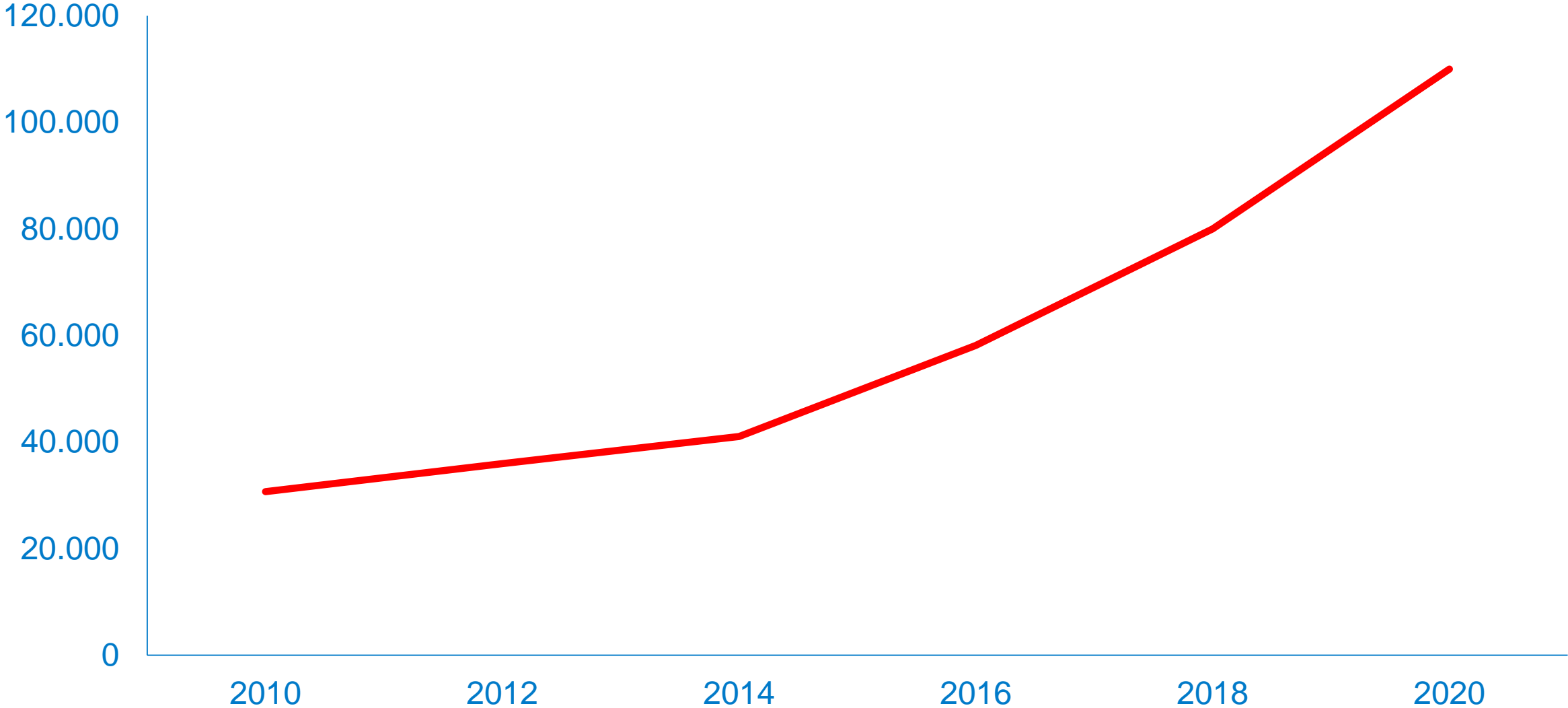
Authorities



Operators

Customer Feedback

Customer feedback (estimate)



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

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

40 000



50 000



60 000



70 000



80 000



1 000 000





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



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Asia tilkähteäsi HSL:n bussilla ja
koko HSL:n alueella. Käytä vain kassaa.



Asiointi- ja
maksu- ja
maksutiedot
HSL:stä



01

02000-0000
02000-0000
www.hsl.fi

02

hsl.fi/fixit

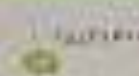
Kommentit ja
vastausten
sivut

03/04



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Ilmoittaminen on ilmaista
Käytännön ohjeet löydät täältä



1. KÄYTTÖ

HSL PIKAPALAUTE

Ilmoittaminen on ilmaista
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1. KÄYTTÖ

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.

Maintenance Request



Huoltopyyntö

Maintenance request

010 14 412201 (10016)
https://www.helsinki.fi/huolto



miofino



Maintenance request

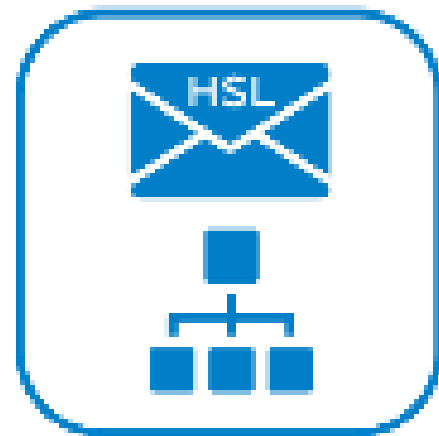
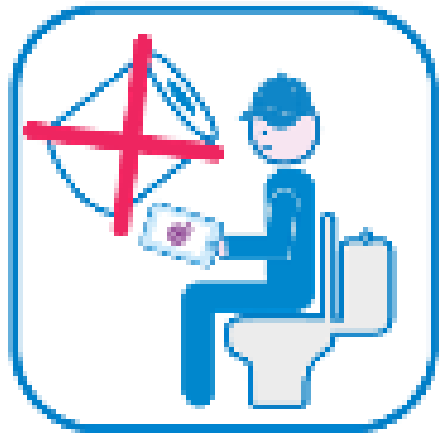
Kolme tapaa tehdä ilmoitus.

Three ways of reporting a problem.

hsl.fi/vika
m4ts









ICT



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Anna palautetta liistä matkasta.
Käyttämällä osaa palvelusta, voit parantaa.



Anna palautetta
HSL:n matkasta
käyttämällä palvelua

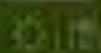


Liikuta palvelua
käyttämällä
HSL:n matkasta



hsl.fi/foit

Anna palautetta
HSL:n matkasta
ej7x







Lisätietoa hsl.fi/kaupunkipyorat

Asiakaspalvelu

Aukioloajat: ma-pe 7-17, la-su 9-17
+358 9 425 788 10
contact@riyhikehmand.fi

Vikailmoitukset

Lähetä QR-koodin
puhelimella: 0300 300000
09-00000



tai hsl.fi/kaupunkipyorat tai [käytä koodia w95p](https://www.w95p.fi)
hsl.fi/bikes

Feedback on the Instant Feedback System

”I like it”.

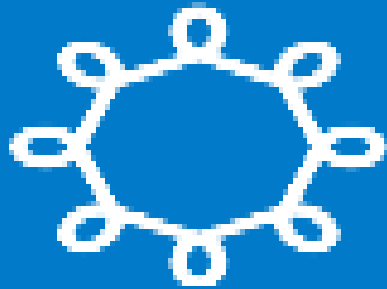
Sonja Eriksen, Analyst, Movia

“You have been able to progress so much on a short time, since we met a month ago. I think your proposed feedback-system is great.”

Gabriella Nilsson, Head of Analyses, SL

”When I saw your new solution on the BEST seminar, I thought – WOW! This is what Skyss needs!!! This invites customer inn, in a friendly and cooperative way.”

Kari Steinsland, Team Leader Analyses, Skyss



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Thank You!

Mr Antti Vuorela

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Helsinki Regional Transport Authority

Helsingin seudun liikenne -kuntayhtymä