

# Public services – the Finnish way

## Driving examination services in Finland

- Finnish Transport Safety Agency (Trafi) purchases the examination services from companies selected through a tendering process. Service agreements are valid for a fixed period of time.
- Customer pays Trafi, and Trafi, in turn, pays service fees to the selected companies
- 100 test centers around the country
- Services provided every working day, maximum queuing time for tests is 10 working days
- Gross expenditure: €10.6 million / year
- Theory tests in 2012: All categories: 199 000 (Cat. B: 96 000)
- Practical tests in 2012: All categories: 167 000 (Cat. B: 101 000)



## Vehicle registration in Finland

- Total number of register entries in 2012: 3 181 938
- Total income from registrations: €40.2 M
- Over 1 500 registration offices in Finland
- Trafi has contracts with private companies who take care of the actual registration process
- Trafi pays service fees to registration partners, same price for all clients
- Trafi paid out service fees to registration partners in 2012: €18.7 M
- De-registration and re-registration can also be done through Trafi's eServices



## Trafi Information Services

- Trafi provides information from its traffic registers for the use of private persons, companies and authorities
- Legislation limits the use of information based on the purpose of use
  - For commercial purposes data release: Trafi makes contracts with private companies.
  - To private persons information is handed over e.g. through online, SMS, and telephone services.
- Total amount of released data in 2012: 108 million units
- Total income from data releases in 2012: €8.7 M
- Trafi has over 800 data release agreements with companies

## Vehicle roadworthiness testing in Finland

- In Finland, vehicle roadworthiness testing is carried out by private businesses
- Testing licences are granted to companies that meet the conditions set out in legislation
- 85 vehicle testing companies
- 348 testing sites
- 2.5 million tests per year
- 27% of vehicles do not pass the test



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