



# Automated Tram feeder service in Tampere

## The City of Action, where automated mobility moves from vision to operation

### Tampere Living Lab - MetaCCAZE

The Tampere Living Lab acts as a trailblazer city in the EU-funded MetaCCAZE project. The Tampere use case focuses on an automated bus service operating as a feeder to the tram service, supported by an advanced Remote Control Centre.

The service connects residential area to the tram network and is designed to operate as part of Tampere's public transport system, rather than as a stand-alone pilot.



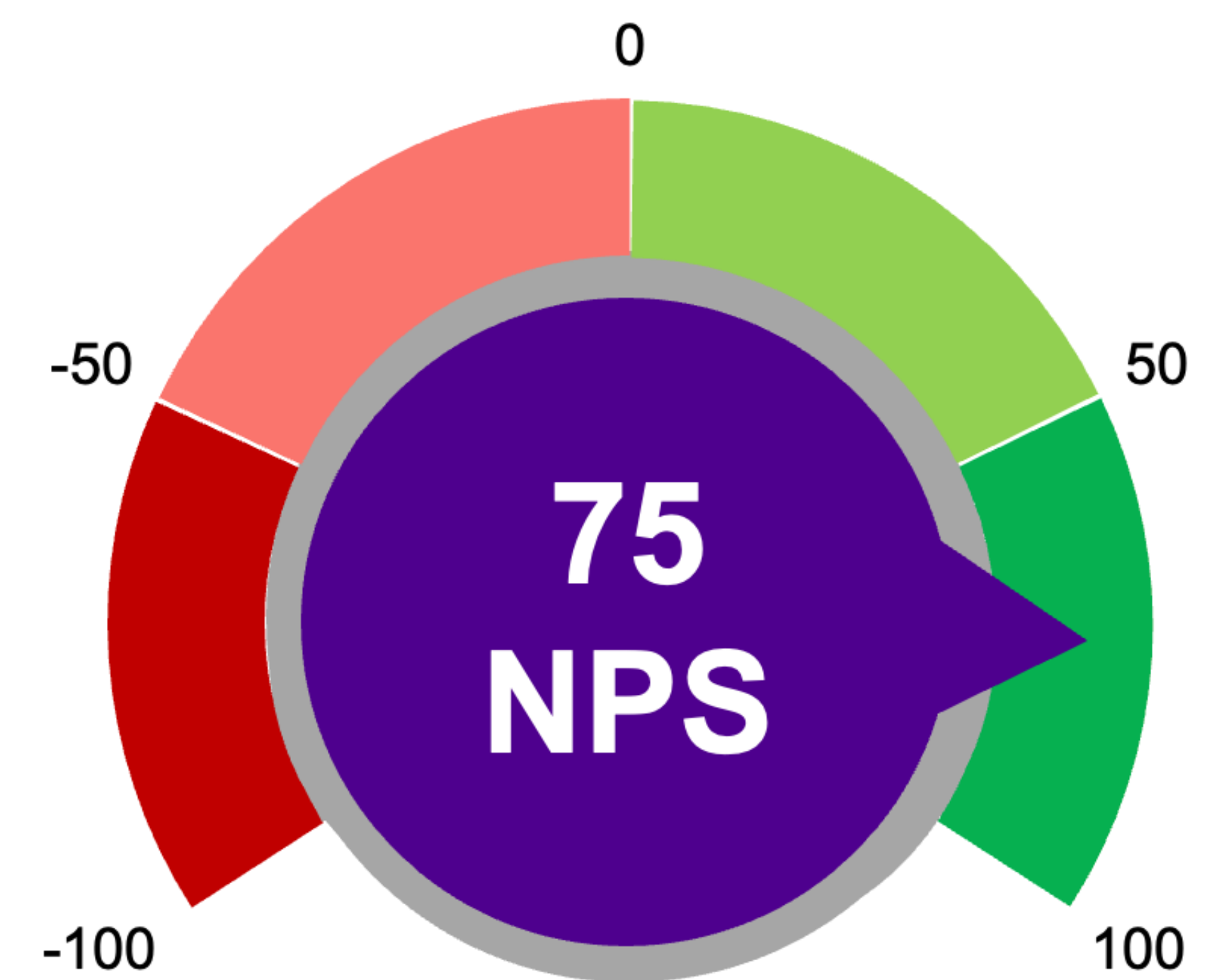
### Operational Feedback

Early operational performance data collected by end March 2026 indicate stable and reliable service. During this period, the shuttle operated on 129 days, completing more than 8400 trips and serving over 6300 passengers. The vehicle accumulated 5500 operational vehicle kilometers and 214 operating hours, with a high share of trips operated in automated mode. Energy consumption and charging performance were monitored closely, providing important input for ongoing optimization. Operational data also indicate a high level of service regularity, with minimal disruptions observed during the deployment period. Continuous monitoring through the remote control centre has enabled rapid response to operational anomalies and supported system fine-tuning. These insights are being used to further enhance system performance and inform future scaling of automated operations.

Vehicle	OHMIO, 12 seats
Automation level (SAE)	L3 (current), L4 (planned)
Operator	Remoted Oy
Operating days	Monday-Sunday
Operating times	Mon-Fri 6-22, Sat-Sun 9-21
Route	Hervantajärvi-Lintuhytti, 1.5km

### Passenger Feedback

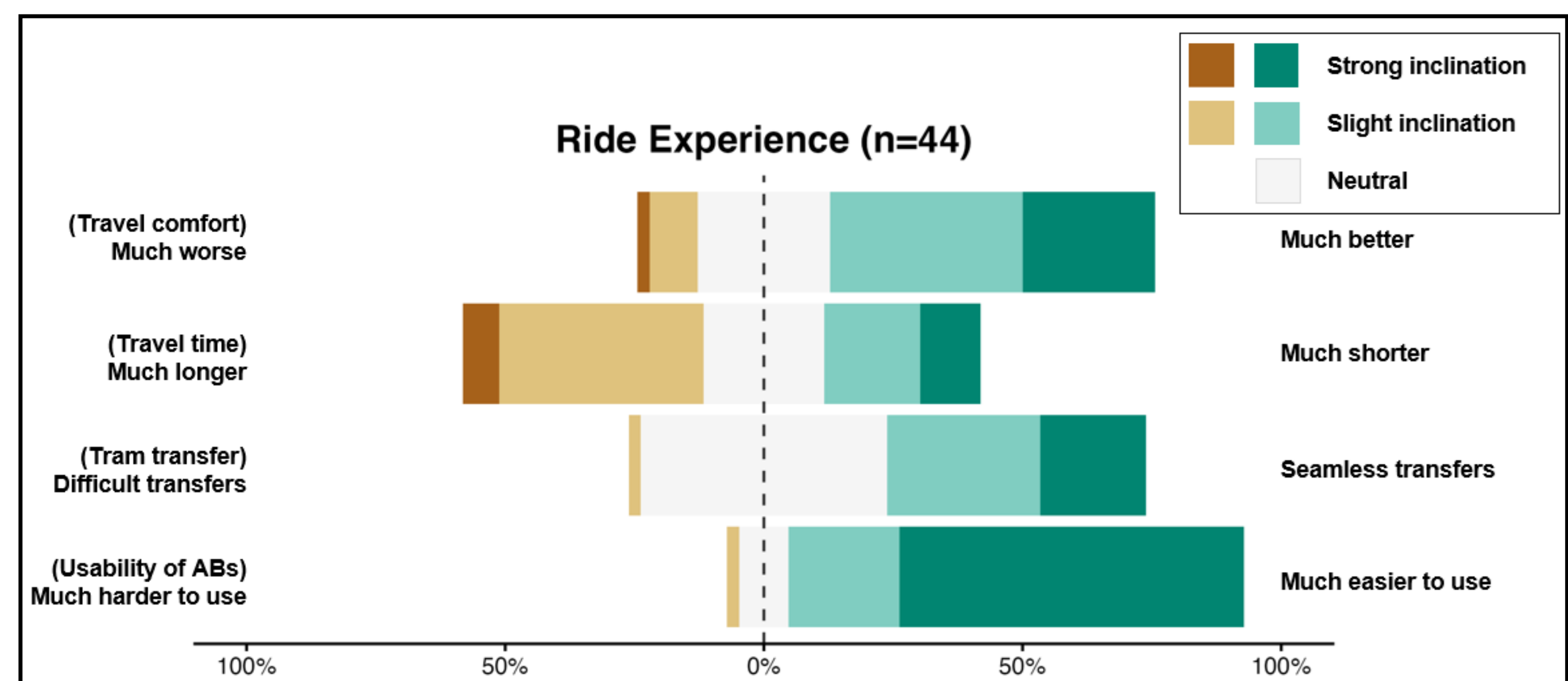
Passenger survey results further highlight a high level of user acceptance and positive perception of the service. The Net Promoter Score (NPS) reached 75, indicating strong willingness among passengers to recommend the service.



Overall, the ride experience was rated positively, particularly in terms of travel comfort, ease of use, and seamless tram transfers. Travel times were considered slower than with conventional buses.

Passengers also reported mostly positive perceptions of traffic safety. However, some privacy-related concerns were observed, and it remains uncertain to what extent the presence of an onboard safety driver influenced these safety and privacy perceptions.

Although respondents still trust human drivers more than the automated driving system, trust in automated driving increased during the trip, indicating growing confidence in the reliability of the technology. This growing trust suggests a positive trajectory for user acceptance and supports the potential for wider deployment of automated mobility services.

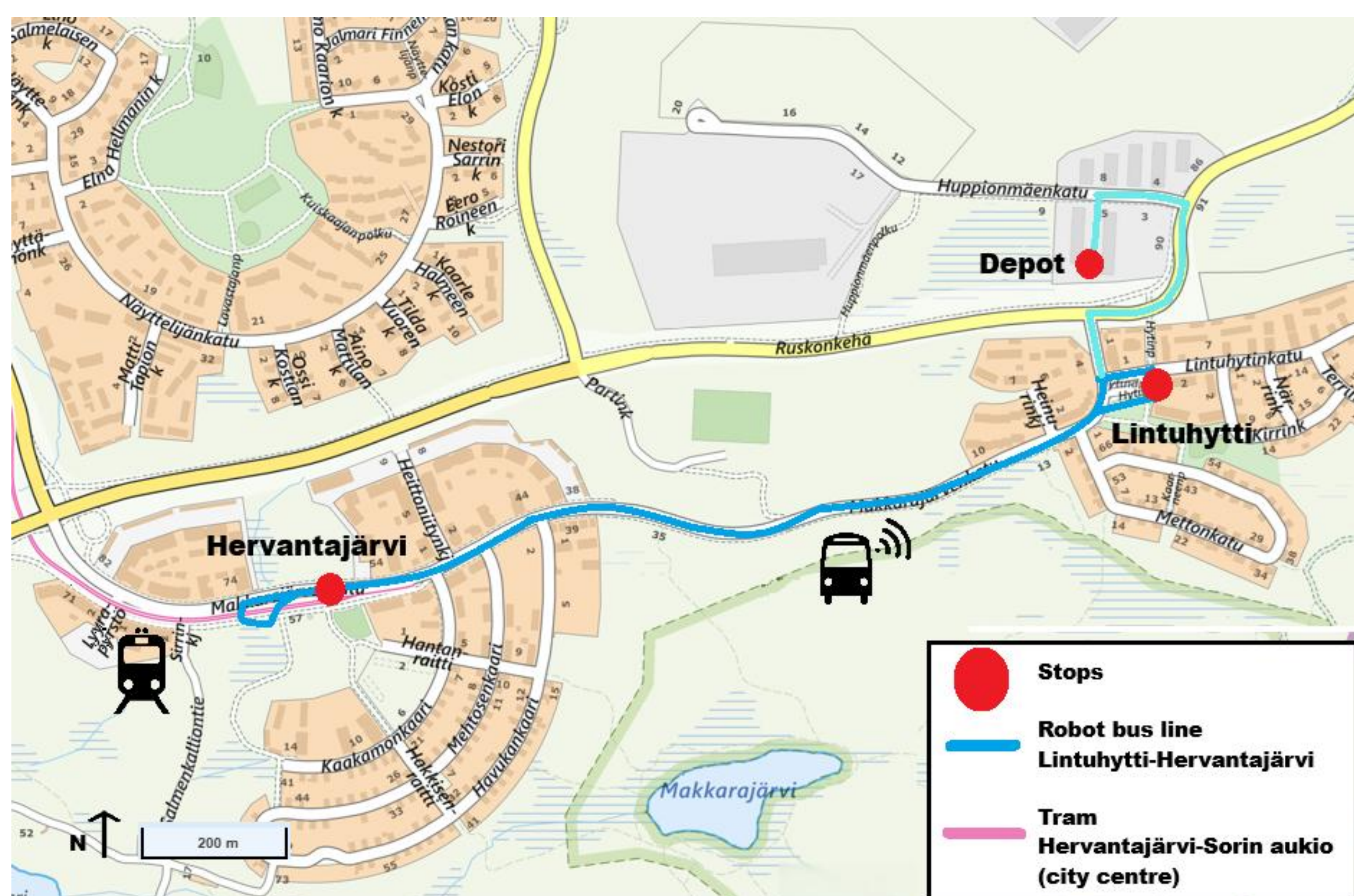


### Operational Deployment

L3-level automated operations began on 17 November 2025 on the route Lintuhytti–Hervantajärvi. The service operates under supervised automation, with a safety operator onboard and additional remote supervision. This setup reflects current regulatory and technical frameworks and allows automated driving functions to be tested and validated under real public transport conditions. A transition to level 4 (L4) operation is planned in the coming months, further reducing the need for onboard human intervention.

The tram feeder service is fully integrated into Tampere's public transport system. Passengers can plan their trips and access the service via the public transport application and existing ticketing system, ensuring a seamless experience consistent with other public transport services. This integration reinforces the role of automated vehicles as part of everyday mobility in the city.

The service currently runs at two to three trips per hour, with plans to increase to four trips per hour in spring, subject to operational performance and demand. Additional vehicles are planned to be introduced into the operation, enabling increased service capacity and supporting the gradual scaling of automated public transport in the area.



Bhagya Nagakamkanamge  
bhagya.nagakamkanamge@tuni.fi

Johanna Mäkinen  
johanna.m.makinen@tuni.fi