Tallinn

Tallinn 2024

annual publication



Compiled by Tallinn Strategic Management Office in 2024
The annual publication is largely based on the annual financial report of Tallinn for 2023.
Designed by La Ecwador

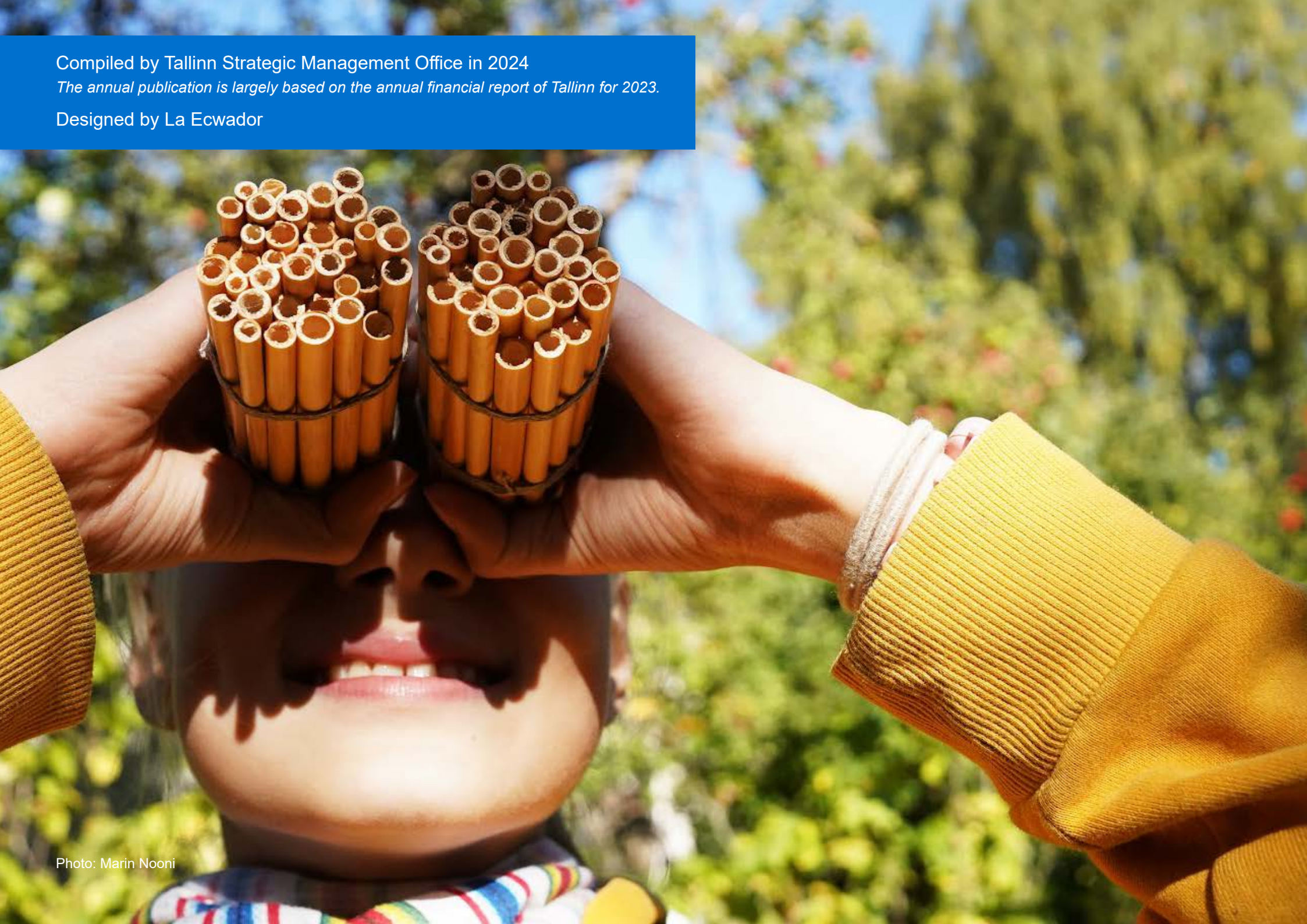


Photo: Marin Nooni



Jevgeni Ossinovski
Mayor

Dear readers! The city is working towards implementing the development strategy ‘Tallinn 2035’ and keeping track of the effectiveness of this work on a daily basis. **For the second consecutive year the city has compiled an annual publication to showcase progress.** It presents a summary of how the city organisation has coped with the challenges of the past year, our outlook on the current situation and our plans for this year. The new city government has begun work with fresh energy for changes and an extensive action plan.

In the past few years, the environment has not been favourable to the city organisation’s activities. The war in Ukraine, unstable economy, inflation and supply difficulties affecting the city’s investments continue to complicate the provision of services and the development of our urban environment. It forces us to make difficult choices.

Our vision of a **green and global city** inspires us to keep a clear goal in mind even as we must continuously react to new unexpectancies. This vision guided the organisation and development of public services, urban spaces and infrastructure also in 2023. This year, we will continue working to achieve strategic goals.

Our short-term priorities are to support schools in recruiting new teachers, to further develop the services for people with special needs, and create friendly urban space as well as to upgrade public transport vehicles.

In 2024, all children in the 1st and 4th grades of the city’s schools and kindergartens will start their studies in Estonian. We will continue creating important spatial plans and visions, complete constructing a new tramway and introduce the first electric buses. We will continue towards joint management of the city’s buildings, and develop new and existing social services. Active work will go on towards increasing the preparedness of the city organisation and residents in a situation of crisis.

In the wake of being the European Green Capital of 2023, we will continue creating tactical spatial visions and testing innovational solutions through the ‘Green Tracks’ and ‘Test in Tallinn’ projects. Preparations are also underway for bearing the title of European Capital of Sport 2025, including creating new sports facilities and expanding health trails and tracks.

Our people play an important role in implementing change. We focus on developing a value-based and inclusive organisational culture and systematic support for leaders in the development of their departments and institutions.

You can read about these and many other activities and investments in 2023 and 2024 on the following pages. While reading the annual report, I invite you to notice and appreciate the city employees who are enthusiastically managing changes, and who contribute to the development of the city with their experience as well as fresh ideas.

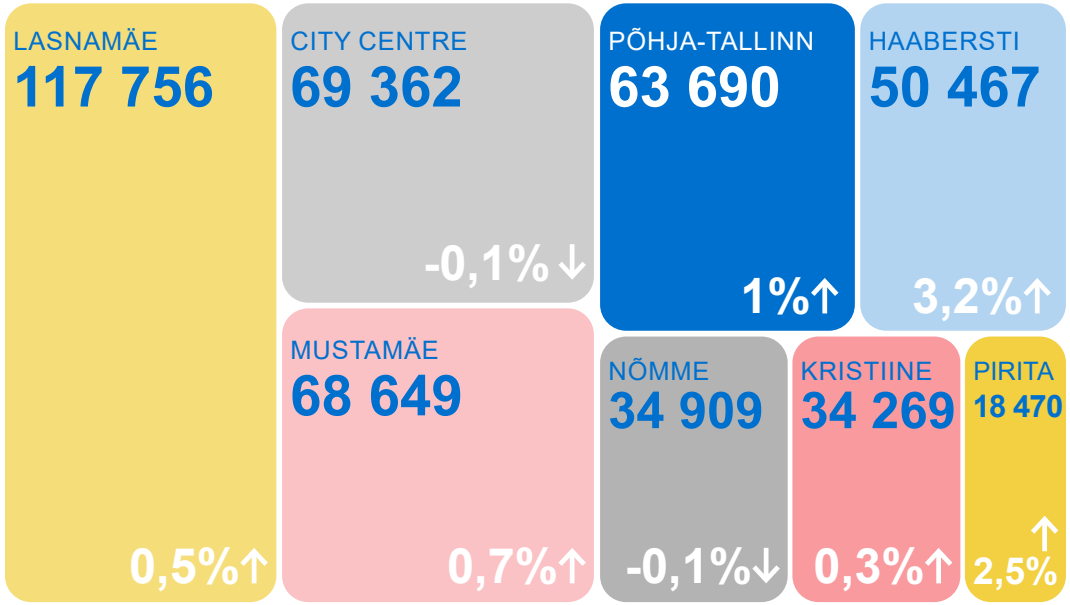
People of Tallinn

Number of residents in Tallinn

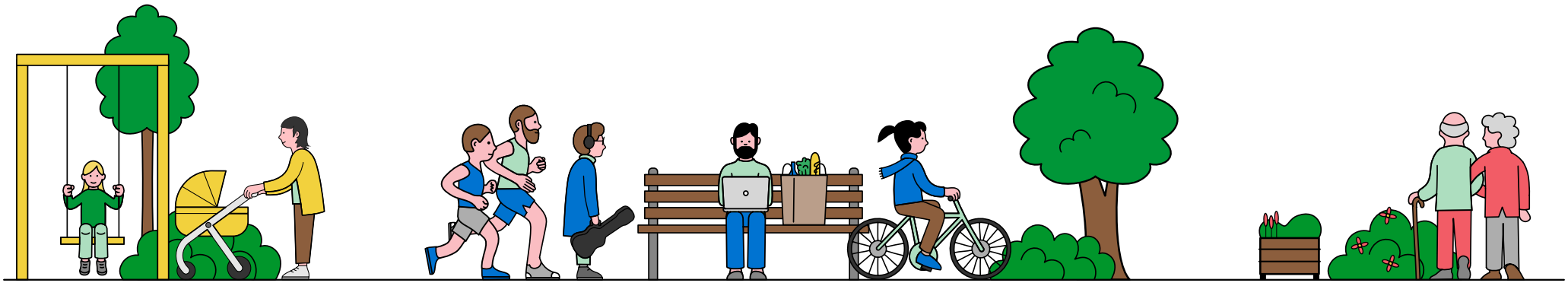
According to Statistics Estonia, Tallinn was home to 457,572 people as of the beginning of 2024, which is 3,708 more than a year ago. The population has more or less grown in most districts, except in Nõmme and City Centre. Proportional growth is biggest in Haabersti and Pirita. The source of growth is immigration, as the city's natural growth is negative.

According to Statistics Estonia, 3,560 children were born in Tallinn in 2023, a total of 84,795 children live in the city. The proportion of children in the population has remained at a similar level in the past 10 years (18–19%), but the number of preschoolers has decreased and the number of children aged 7–17 has increased. Within city districts, the proportion of children varies between 18% and 22%, and is highest in Pirita.

Number of residents in districts as of 1 January 2024 and change in population in a year



Age groups in Tallinn

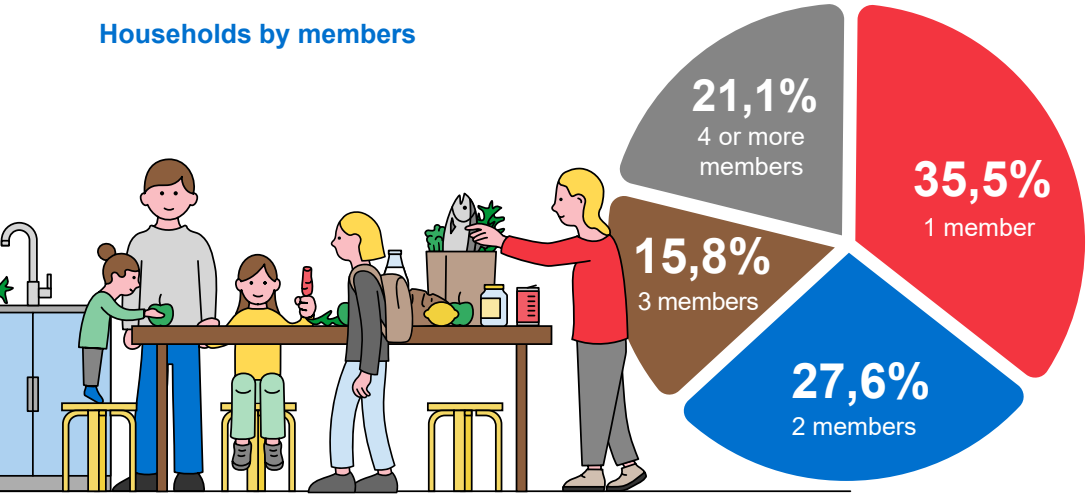


18,5% 0–17-year-olds | **62,8%** 18–64-year-olds | **18,7%** 65 and older

Households in Tallinn

According to Statistics Estonia, there were around 222,400 households in Tallinn in 2023. The average household has 2.4 members, which is also the average across Estonia. Based on the latest census, 28% of households have children. Families with children have an average of 1.6 children. Households with only one member are the most common in Mustamäe and Põhja-Tallinn.

Households by members



Multi-family households:

1,2% (2205)

of households in Tallinn

Households with at least 10 members

123 households in Tallinn

The most in:
- CITY CENTRE
- LASNAMÄE
- MUSTAMÄE

In 2011: 10

Households with children:

28%

of households in Tallinn

The most in:
- PIRITA
- NÕMME

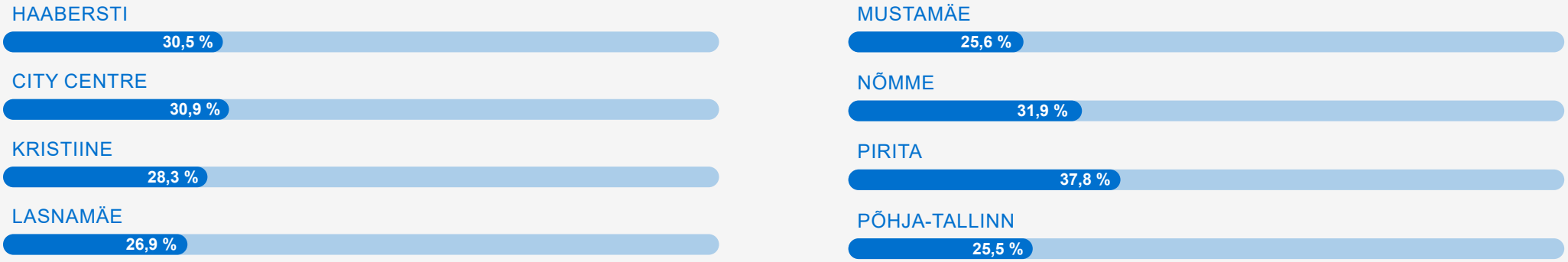
The youngest child living with parent(s) is at least 25 years old.

5% (9241)

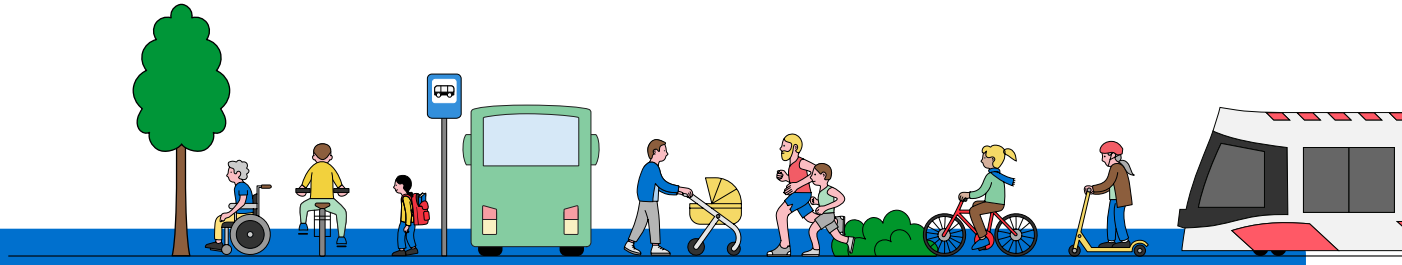
of households in Tallinn

In 2011: 7% (14,064)

Proportion of households with children by district



Mobility of Tallinn

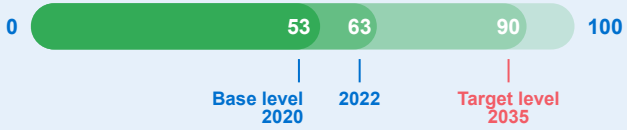


In 2023, the **‘Tallinn Sustainable Urban Mobility Plan 2035’*** was approved, which is the first sectoral development plan based on the development strategy ‘Tallinn 2035’. The mobility plan specifies action programmes and activities, in achieving the following **three goals** and the metrics for measuring the progress towards our goals**:

1 MOBILITY MODES IN TALLINN REGION ARE BALANCED

Urban space and well organised public transport promote active and sustainable mobility – walking, cycling and public transport.

Share of residents (%), travelling to their main destinations by public transport, walking or cycling***



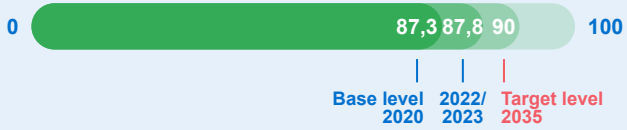
Number of cars per 1000 inhabitants



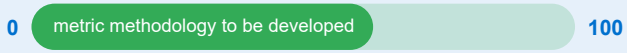
2 THE MOBILITY INFRASTRUCTURE OF TALLINN REGION IS ACCESSIBLE AND DESTINATIONS ARE WELL CONNECTED FOR ALL TYPES OF MOBILITY

Streets and public transport are accessible to all people independently, including those using wheelchairs, guide dogs or prams. Most homes, jobs, city squares and parks are located in areas with convenient and fast public transport connections within walking distance.

Share of residents (%), who have a public transport stop within 400 m of their home



Share of children aged 7–14 (%), who move by public transport, walking or cycling



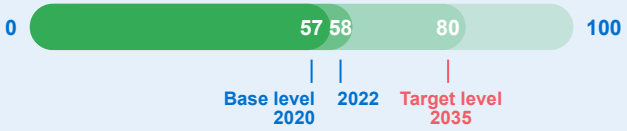
3 THE MOBILITY ENVIRONMENT OF TALLINN REGION IS SAFE

There are no fatal road accidents in Tallinn. Most road users feel that the mobility environment in Tallinn is safe.

Yearly number of road fatalities

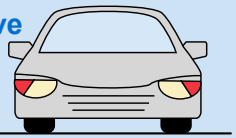


Safety index of the mobility environment in Tallinn on a scale of 0–100 according to residents



* https://www.riigiteataja.ee/akt/424112023020?leiaKehtiv
** see also the field of mobility on pg 24
*** movement in spring to autumn

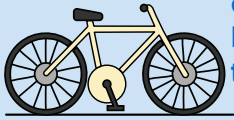
75%
of residents have a car in their household*



27% more than 1 car

** includes both personal and company cars*

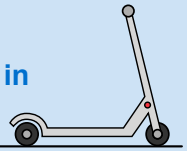
60%
of residents have a bicycle in their household*



37% more than 1 bicycle

** does not include bicycles used by household members younger than 15*

10%
of residents have an electric scooter in their household



2% more than 1 electric scooter

- The city districts with the highest share of residents that have a car and/or a bicycle in their household are in both cases Pirita (92% and 85% respectively) and Nõmme (88% and 77%), while Kristiine residents also own bicycles more often (72%). The share of bicycle ownership is lowest in Mustamäe (49%).
- In 38% of cases, more than one member uses the single car of a household.
- According to the annual survey of residents carried out in early 2023, the residents of Mustamäe, Põhja-Tallinn and City Centre are mostly travelling to their main destination by public transport, walking or cycling.
- The share of children aged 7–14 travelling to school and hobby schools or training facilities by public transport, by bicycle or on foot outside of winter months is 81% and 73% respectively.
- In warmer months, 5% of residents aged 15 and over will cycle to their main destination on a working day.
- 89% of residents are satisfied with the mobility opportunities in the city. 29% of residents combine different modes of transport when travelling to their main destination, and 89% of them are satisfied with the opportunities of combining travel modes. According to the Tallinn domestic visitor survey of 2023, nearly half of the residents of other regions of Estonia agree with the statement that it is easy to travel in Tallinn.
- The largest share of residents of Tallinn (36%) take between 11 and 20 minutes to reach their main destination on regular working days. 76% of residents spend up to 30 minutes travelling to their main destination on a working day.

Time spent on travel in the winter*

Among people travelling on foot
42% spend up to 10 min

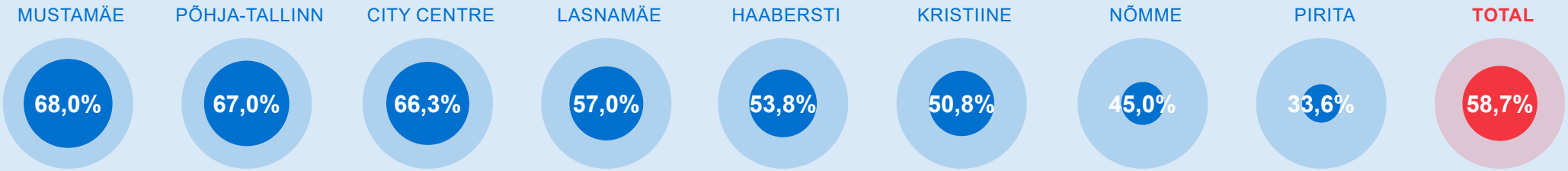
Among people travelling by car
43% spend up 11-20 min

Among people travelling by public transport
62% spend over 20 min



* travel to main destination on a working day by main mode of transport

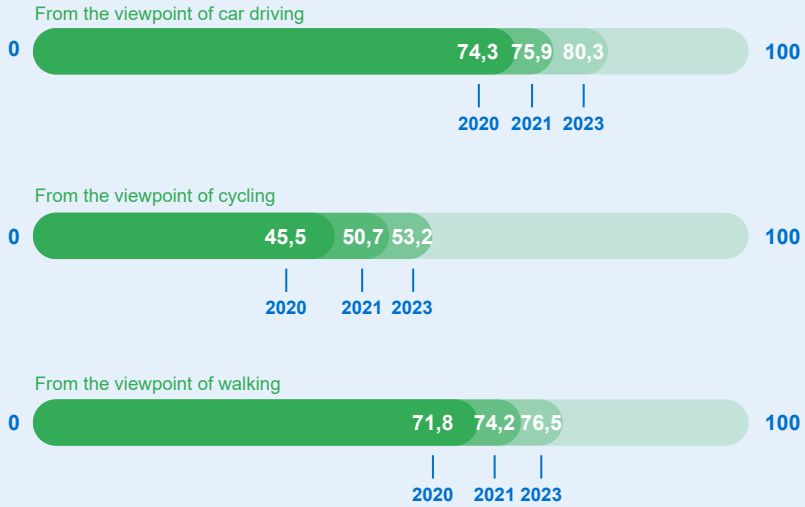
Residents of Tallinn who travel to their main destination by public transport, on foot or by bicycle on a working day.*



* total of year-round travel

Urban traffic is perceived by residents as most dangerous for cyclists, and safest for those travelling by car.

Residents of Tallinn who are satisfied or very satisfied with traffic safety* (%)



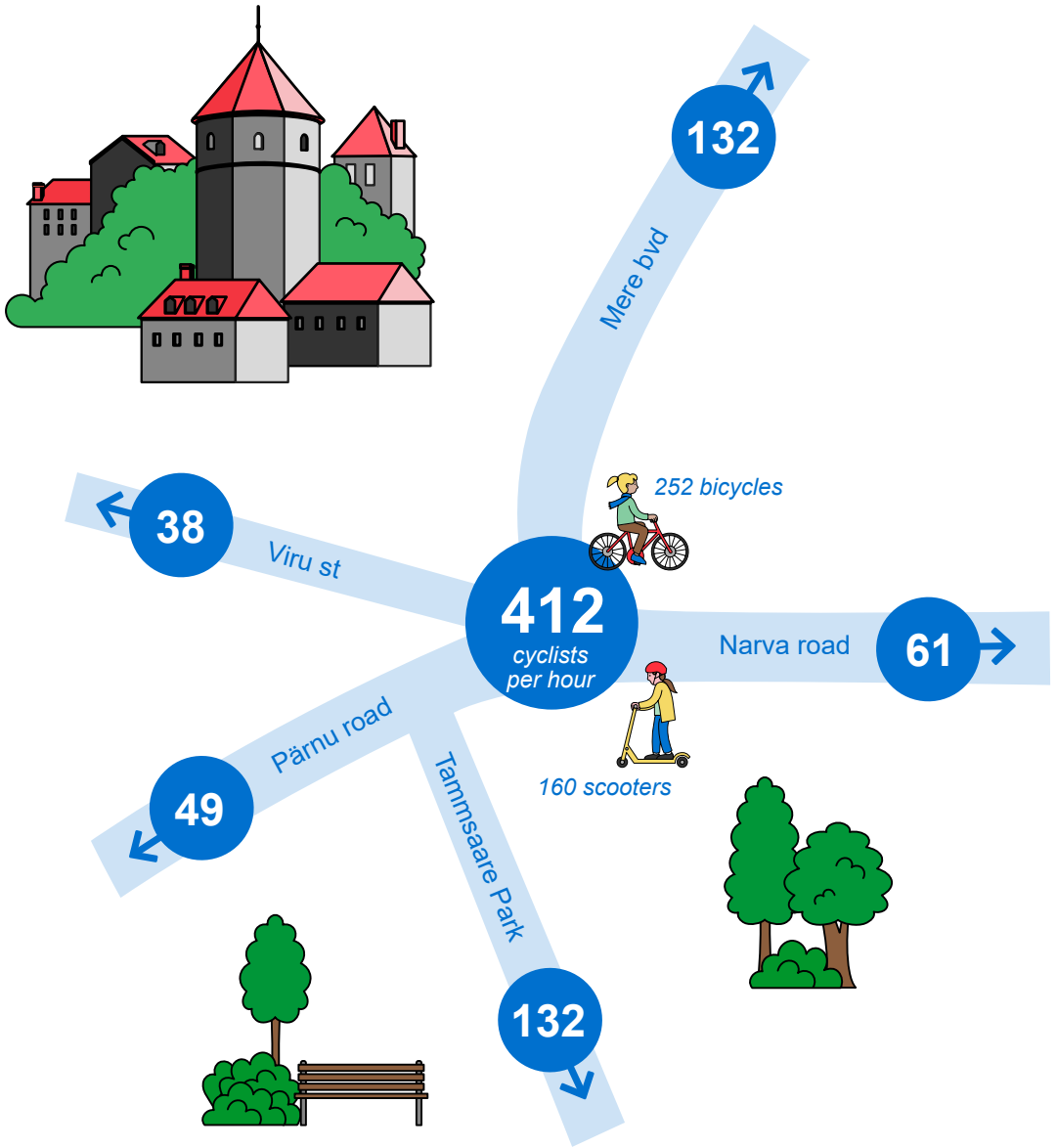
The number of cyclists on the streets of Tallinn has more than doubled in the past couple of years. According to the annual cycling surveys**, some of Tallinn's intersections during rush hour have reached a cyclists per cars ratio of one to ten (e.g. 181 cyclists per 1,674 cars on the intersection of Tehnika and Väike-Ameerika in 2023). In 2024, the Viru Square intersection had the most bicycle traffic, with 412 passing through it during the evening rush hour.

* of respondents who are able to assess the aspect

** link to the cycling survey report: https://uuringud.tallinn.ee/uuring/vaata/2023/Tallinna-rattaloendused-20212023

The results of the 2024 cycling survey have not been published yet.

Survey results on the Viru Square intersection in 2024 *



* cyclists are counted when leaving the intersection



Photo: Tõnu Tunnel

Development Strategy ‘Tallinn 2035’

Vision

Tallinn is a green and global city inhabited by forward-looking people who value their heritage. Here, greenery is always nearby, neighbourhoods are safe and people contribute to changing their community for the better.

Tallinn is a vibrant global city where small ideas are tested and nurtured into grand ones, green and digital innovations merge and world-renowned success stories are born. Our plans and actions are driven by responsibility for the future, leaving next generations with a better city and living environment.

The development strategy defines the city’s vision and six strategic goals as well as describes how to accomplish these through Tallinn’s 14 fields of activity in cooperation with its citizens, communities, entrepreneurs and partners.



01 Friendly urban space

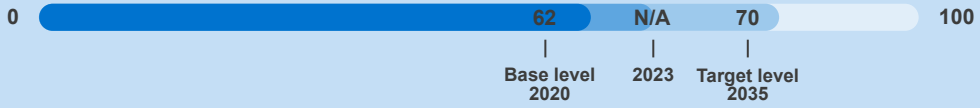
With its compact and inviting city centre and diverse centres, Tallinn is a human scale city close to nature and accessible to all. Tallinn region forms a coherent urban area supported by a network of centres. All these centres are connected by a network of streets, cycle tracks and green areas, placing most residents within a 15-minute walk of everyday activities and services. A city street is not just a route from point A to point B, but also a place and an element of public urban space. Maintenance of key pedestrian footpaths and the core network of cycle lanes is a priority. Tallinn is known for its scenic boulevards, green corridors, parks and urban forests, and residents are surrounded by greenery when moving around in the city. Industrial wastelands and overgrown scrublands are in intermediate use and multifunctional urban landscapes combine food production, biodiversity and environmental benefits. Tallinn is open to the sea and boasts an exciting and diverse bay area. Maritime culture, including seafaring, is part of Tallinn.

SUB-THEMES OF THE STRATEGIC GOAL

- Spatially cohesive urban region
- Green urban space everywhere
- 15-minute city
- Inviting heart of the city
- Shared streets
- A city open to the sea

METRICS

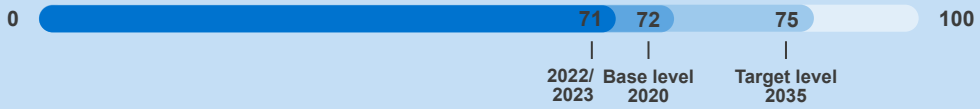
Share of residents (%) for whom most journeys are green when travelling in the city



Share of residents (%) who are very happy with the living environment in their district



Share of residents (%) living in the catchment areas of centres





02 Creative global city

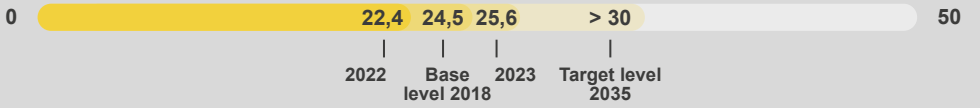
The urban region of Tallinn has become the heart of smart and green economy in Northern Europe, with an excellent living environment as well as fast and convenient connections inside the region and with the rest of the world. The wellbeing of the region is based on knowledge-intensive economy, a good living environment and balanced development supported by smart and creative people. It is home to happy learners and world-class educational institutions, an environment that fosters creativity and responsible entrepreneurship and a community that embraces vibrant cultural life. Educational and cultural institutions as well as the public space provide opportunities for lifelong learning. Ambitious start-ups and world-class creatives all flair to the urban experience. Historic layers and cultural heritage create the identity of Tallinn, which can also be experienced by future generations.

SUB-THEMES OF THE STRATEGIC GOAL

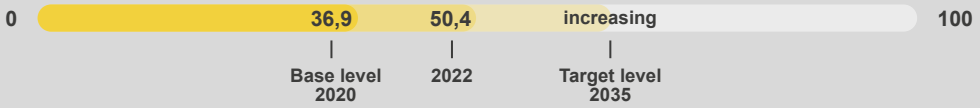
- City of creative people and events
- City of research, innovation and experimentation
- Open learning space
- The heart of smart economy
- Protected architectural and cultural heritage

METRICS

Share of 25–64 year-olds (%) engaged in lifelong learning



Labour productivity per employee, € (based on value added)



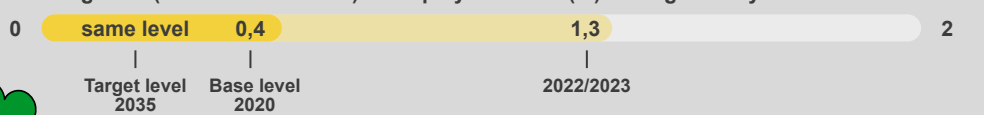
Income quintile ratio



Labour force participation rate (%)



Long-term (12 months or more) unemployment rate (%) among 15–74 year-olds



03 Healthy mobility

The living environment in Tallinn supports good mental and physical health and encourages an active lifestyle. Exercising and spending time outdoors is pleasant irrespective of the weather. Most people in Tallinn use fast and accessible public transport, cycling or walking to get around. Mobility has evolved into a new level of user-friendly service, allowing people to conveniently and economically combine different modes of transport – the backbone of the transport service is fast tram connections, supported by buses, bike-sharing, short term rentals and ride-sharing. Attractive public transport vehicles and weather-proof bus and tram shelters are an integral part of a well designed urban space. Following the principles of universal design, schoolchildren and the elderly, wheelchair users and people with prams or guide dogs can all move without assistance in Tallinn. There are also fast public transport connections in the urban region and people use them more and more. There is significantly less car traffic, making for less pollution and a peaceful and congestion-free environment.

SUB-THEMES OF THE STRATEGIC GOAL

- Healthy lifestyle
- City accessible to everyone
- Mobility service at a new level
- Life in open air

METRICS

Healthy life years in Harju county

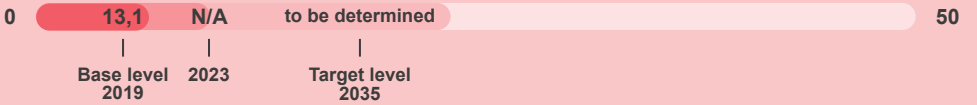




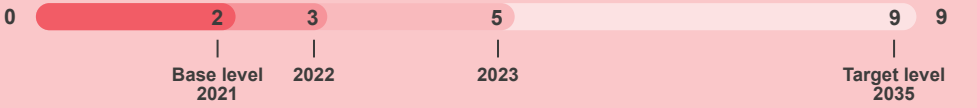
Share of residents (%) absent from work or school due to illness for 15 days or more



Share of transport expenses (%) in total household expenditure



Accessibility score on a scale of 1–9 according to minuomavalitsus.fin.ee



04 Green transformation

Sustainability and green transformation is about so much more than the natural environment of Tallinn – it is at the heart of our society and economy. Residents of Tallinn live in an environmentally responsible way because they feel a sense of responsibility for the future: every generation bears responsibility for creating and maintaining a good living environment for their children. Tallinn is adapting to climate change and will reduce greenhouse gas emissions until reaching climate neutrality by mid-century. To do this, the city will shift transport to non-fossil fuels and build resource-efficient buildings. Natural solutions are applied to adapt to climate change and extreme weather events. The city has clean air and water and a cohesive green network that provides protection for urban biodiversity. Our residents use resources efficiently and engage in a circular economy consumerism. The knowledge, attitudes and behaviours of its residents make Tallinn a pioneering, modern city with a good living environment, providing good conditions for green renewal.

SUB-THEMES OF THE STRATEGIC GOAL

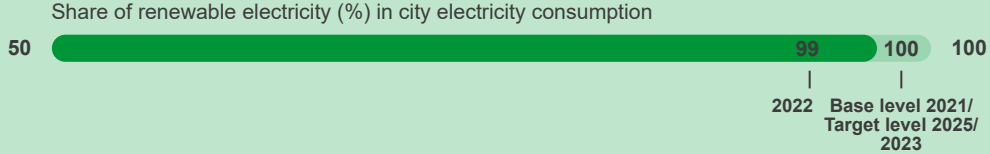
- Circular economy
- Fertile ground for green innovation
- Climate-neutral city
- Biodiverse and blossoming urban nature

METRICS

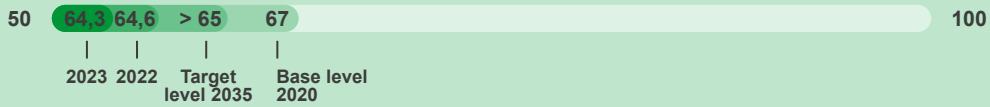
Greenhouse gas emissions (CO2-eq)



Share of renewable electricity (%) in city electricity consumption

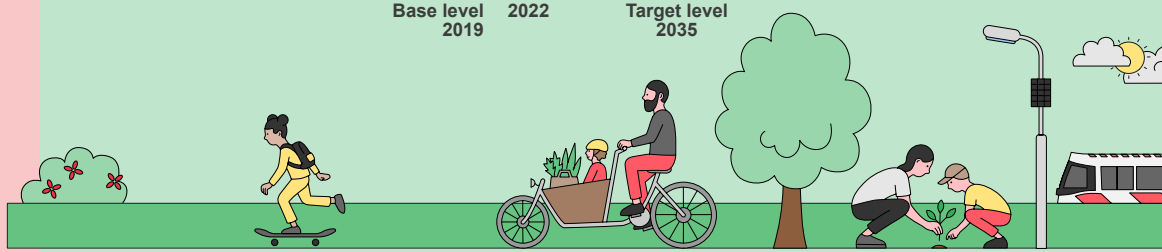


Share of pervious terrain of the surface area of Tallinn (%)



Share of recycling of municipal waste of total municipal waste mass (%)





05 Kind community

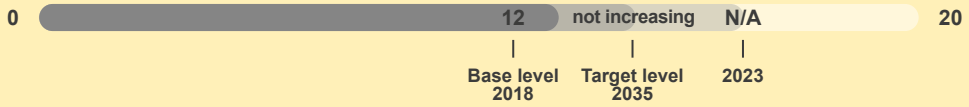
Tallinn is an urban commons for its citizens, who shape its future together. The residents of Tallinn are caring and friendly towards their hometown and one another. The city districts are home to different social groups who get on well. The population is linguistically and socio-economically integrated. This also means that Tallinn is a welcoming place to live for people of all nationalities, with activities that unite people from different backgrounds and outlooks with a common desire to get things done. A cohesive society and a well-planned urban space, respectful fellow residents and collaboration between institutions give residents a strong sense of security. There are fewer accidents and minimal crime. Children can safely roam the city without supervision. People in need are guaranteed livelihoods and self-sufficiency. Residents are comfortable asking for help and getting help is easy and dignified.

SUB-THEMES OF THE STRATEGIC GOAL

- **Strong sense of security**
- **Integrated society**
- **Strong and courageous civil society**
- **Independent coping**

METRICS

Share of people in permanent relative poverty in Tallinn (%)



Share of residents (%) who feel completely safe in public places in their district



Share of inhabitants (%) who agree with the statement that people in Tallinn care about each other



Share of residents (%) who agree with the statement that people in Tallinn smile often



Share of residents (%) who agree with the statement that people who are different are generally treated well in Tallinn



06 Home that includes the street

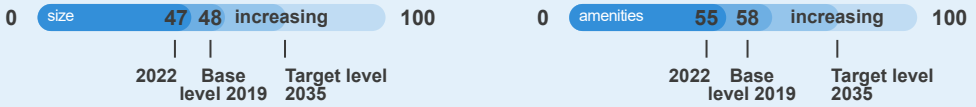
Home offers protection and security. A home is more than four walls around you, it starts on your home street or even at the borders of your home district. Citizens of all ages have a reason to spend time outdoors. Everyone can find a suitable, energy-efficient home in Tallinn – the housing stock is diverse and accessible. Enough homes have been adapted for people with special needs and in tandem with the accessibility of urban space, this allows everyone to participate in society. Families enjoy living in Tallinn and children can do many things independently. Homes are mainly planned close to centres, including public transport, kindergartens, schools and services. There are green areas and exciting public spaces near all homes. Energy cooperatives work well and turn energy consumers into informed producers. The city sets an example and acts responsibly when building housing aiming for a complete living environment. There are residential spaces offered by the city in all districts.

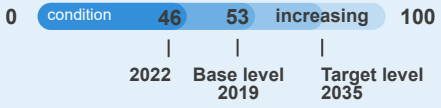
SUB-THEMES OF THE STRATEGIC GOAL

- **Unique subdistricts and yards**
- **Energy-efficient and comfortable homes**
- **Homes that meet people's needs**
- **Multi-purpose residential areas**

METRICS

Share of people (%) who are very satisfied with their housing, by housing characteristics

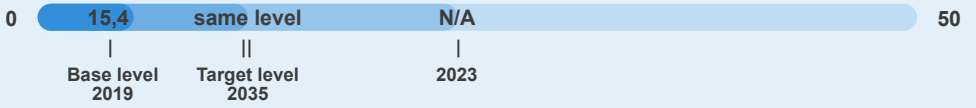




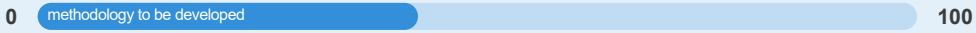




Share of housing expenses of total household expenditure (%)



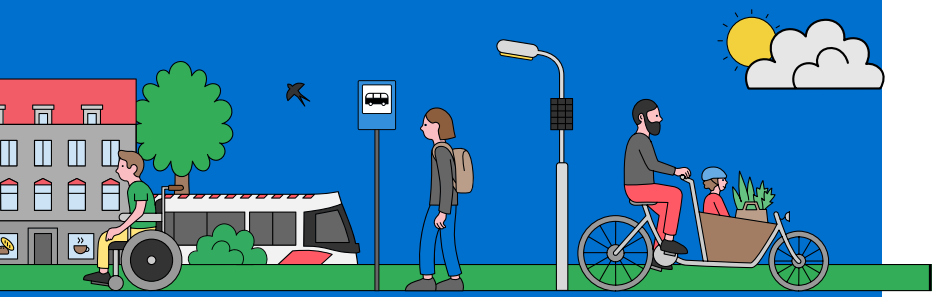
Share of energy efficient (class A and B) buildings in the city (%)



Share of residents (%) who strongly agree that Tallinn is a family-friendly city



Overview of progress in the city's fields of activity



Offices and departments responsible for different fields

01 BUSINESS ENVIRONMENT – Tallinn Strategic Management Office
Phone +372 640 4218 | strateegiakeskus@tallinnlv.ee

02 EDUCATION AND YOUTH WORK – Tallinn Education Department
Phone +372 640 4590 | haridusamet@tallinnlv.ee

03 ENVIRONMENTAL PROTECTION – Tallinn Urban Environment and Public Works Department and Tallinn Strategic Management Office
Phone +372 645 7191 | kommunaal@tallinnlv.ee
Phone +372 640 4218 | strateegiakeskus@tallinnlv.ee

04 MUNICIPAL ORDER – Tallinn Municipal Police Department
Phone +372 14410 or +372 661 9860 | munitsipaalpolitsei@tallinnlv.ee

05 CULTURE – Tallinn Culture and Sports Department
Phone +372 640 4585 | kultuursport@tallinnlv.ee

06 MOBILITY – Tallinn Transport Department
Phone +372 640 4618 | tta@tallinnlv.ee

07 URBAN LANDSCAPE – Tallinn Urban Environment and Public Works Department
Phone +372 645 7191 | kommunaal@tallinnlv.ee

08 URBAN PLANNING – Tallinn Urban Planning Department
Phone +372 640 4375 | tlpa@tallinnlv.ee

09 PRESERVATION AND DEVELOPMENT OF CITY PROPERTY – Tallinn Property Department
Phone +372 640 4517 | linnavaraamet@tallinnlv.ee

10 SOCIAL WELFARE – Tallinn Welfare and Health Care Department
Phone +372 645 7440 | sotsiaal@tallinnlv.ee

11 SPORTS AND PHYSICAL ACTIVITY – Tallinn Culture and Sports Department
Phone +372 640 4585 | kultuursport@tallinnlv.ee

12 UTILITY NETWORKS – Tallinn Urban Environment and Public Works Department
Phone +372 645 7191 | kommunaal@tallinnlv.ee

13 HEALTH AND HEALTHCARE – Tallinn Welfare and Health Care Department
Phone +372 645 7440 | sotsiaal@tallinnlv.ee

14 GOVERNANCE AND SUPPORT SERVICES – Tallinn City Office and Tallinn Strategic Management Office
Phone +372 640 4141 | lvpost@tallinnlv.ee
Phone +372 640 4218 | strateegiakeskus@tallinnlv.ee


Photo: Nõmme Icerink

External environment

SECURITY CRISIS, RECESSION, INFLATION

• Business environment (including tourism) • Municipal order • Education and youth work • Mobility • Culture • Sports and physical activity • City property • Urban planning • Governance and support services*

* The city's fields of activity most affected by the crisis or trend

2023 was a difficult year for Estonian economy, as the economy fell by 3.5% in comparison with the previous year. Business sales opportunities on the domestic market have been limited by people's uncertainty about the future and the resulting savings. According to the World Economic Forum Global Risks Report of 2024, the biggest risks for the next few years are continuing inflation, labour shortages and the recession. From a broader and long-term perspective, risks include misinformation, societal polarisation and widespread disruption of essential systems. However, according to the latest forecast by Eesti Pank, there are signs of improvement and the economic situation has slightly improved after two years of decline. By mid-2024, energy and commodity prices are projected to have fallen and price increases to have slowed down. The war in Ukraine has had a direct impact on our business environment, as well as on tourism. However, data on pre-purchased airline tickets show a significant upward trend since the second quarter of 2024. As a result of the war in Ukraine, the field of municipal order has received much more attention in relation to the topic of crisis preparedness. The education sector has been affected by the fact that in 2023, nearly 3,000 students from Ukraine continued to be enrolled in Tallinn schools. Organising education for war refugees has led to the need for additional resources (study places and equipment, teachers and support specialists). In the field of culture, it is evident that the economic security of households affects both access to culture and cultural participation. The impact of the recession can also be seen in the performance of sports clubs and in the organisation of sporting and physical activity events of varying levels. The continued increase in the cost of construction and repairs affected investments in areas such as mobility and city property. The preparation of development budgets has been a major challenge. Among other things, the interest of both private investors and developers to invest in Tallinn has decreased, including a decrease in the number of applications for building permits. In the field of governance and support services, the rapid increase of interest rates significantly increased the costs related to the city's debt, thus having a negative impact on the city's investment capacity. As a result of the recession, debts to the city have increased, as has the need to recover them more efficiently.

GREEN TRANSFORMATION

• Environmental protection • Urban landscape • Mobility • City property • Urban planning • Utility networks • Municipal order • Governance and support services

Green transformation presents challenges and opportunities that have a direct impact on the city's fields of environmental protection, urban landscape, mobility, utility networks and governance. On the positive side, the importance of biodiversity and its loss has also increasingly reached the awareness of the residents of Tallinn, especially as a result of the European Green Capital title.

The European Commission has developed a European Nature Restoration Law, which will also impose obligations on urban areas in the near future. In order to ensure the sustainability of urban greenery, more attention needs to be paid to rainwater management and the share of pervious terrain in the design process and to increase the use of permeable pavements. There is also a need to improve the variety of landscaping, promote biodiversity and drought resilience, improve the quality of landscaping maintenance and raise awareness of said maintenance. For a number of topics, including landscape architecture, the city has started implementing the requirement to calculate the CO_2 footprint when making investments and other choices, and expectations have emerged for the assessment of other environmental impacts. This raises awareness of the consequences of materials chosen and promotes the preference for natural and recycled and/or recyclable materials, but the choices must strike a reasonable balance between the environmental footprint of materials, longevity and the need for maintenance, taking into account the high use load in many parts of the city.

When developing the urban mobility environment, greater account of environmental legislation must be taken into account, and investments must not significantly undermine the achievement of environmental objectives. As a new trend, it must be ensured that development objects are in line with the principles of high-quality public space and the New European Bauhaus initiative.

For example, stricter environmental requirements for materials, cleaning products and furniture have affected the provision of property maintenance services. Developments and policies in the field of utility networks will be most affected by the European Green Deal over the coming decades. In 2023, the activities of the new European Union funding period (2021–2027) were launched. Directives related to energy use are being amended and the European Climate Law has been adopted. The 2030 greenhouse gas reduction target

of 40% set in the Tallinn Climate Plan may remain unambitious in the light of Estonia's future climate law, and the city will have to review its investments in the green transformation in the coming years.

DIGITAL TRANSFORMATION

- All of the city's fields of activities, including governance and support services

Digital services and solutions are widely used by both the city organisation and private individuals and entrepreneurs. The share of residents using digital services is the highest in the European Union (95%). Nearly all direct public services have now been digitised, i.e. made available on the digital channel. The strong foundation of Estonia's digital state – including its national digital identity and the X-Road – has made the development of digital services in various fields safer, faster and cheaper.

However, not all services meet users' expectations or best practices when it comes to the ease of use, as the process of services can be cumbersome and the value obtained limited. This signifies a continuing need to improve the administrative capacity of the city and the quality of services. The implementation of machine learning and geographic information systems will make it possible to enhance the city's data analysis and create customer-centric public services. Integrating AI into urban governance processes could improve governance capabilities and enable quicker responses to rapidly changing circumstances, but more attention needs to be paid to the risks associated with the digital transformation.

TRANSITION TO TEACHING IN ESTONIAN

- Education and youth work

Preparations are underway for the transition to Estonian-language learning as part of the broader education reform. Starting from 1 September 2024, kindergartens and 1st and 4th grades must be taught entirely in Estonian. This change significantly affects the education network of Tallinn, where as of the end of 2023, 20 out of 58 municipal general education schools and 28 out of 125 kindergartens were teaching in Russian, and 19 were teaching in both Estonian and Russian. This, in turn, requires supporting the competence development of educators and developing the necessary learning materials among other measures.

MENTAL HEALTH

- Education and youth work
- Health and healthcare
- Social welfare • Urban planning
- Urban landscape • Sports and physical activity • Culture

The crises in recent years have affected the mental health of educators as well as that of children and young people. Young people's need for support services, such as counselling and psychological support, has increased. Studies highlight youth work as an important field that helps young people cope better with crises. Both the fields of social welfare as well as health and healthcare have been affected by the emergence of new crises. In 2023, the aftermath of the COVID-19 pandemic continued, triggering an increase in mental health issues, tensions and anxiety across all age groups, most notably among young people. According to the Estonian Human Development Report 2023, 'Mental Health and Well-being', mental health problems are also widespread among adults. One in four adults is at risk of depression and one in five is at risk of an anxiety disorder. Adult mental health problems have been exacerbated by the unemployment rate, which has started to rise again since 2023, the continuation of the war in Ukraine, the rise in food prices, as well as significantly increased interest rates on home loans and excessive consumption of alcohol and harms associated with it. Climate change issues also continue to increasingly affect people's mental well-being. Well-planned urban spaces and proximity to nature support mental health and well-being and reduce stress, increase social inclusion and sense of community. The city therefore needs to pay close attention to creating a healty living environment. Access to exercise and sports infrastructure, as well as culture, also plays a crucial role in supporting mental health.

GROWING EXPECTATIONS FOR HEALTHCARE

- Health and healthcare
- Social welfare • Education and youth work

Risk behaviour of residents, including addiction problems, is a continuing challenge for the healthcare system. Alcohol is easily available both in Tallinn and in Estonia as a whole, and the number of alcohol sales points registered in Tallinn is increasing. The number of clients in Tallinn's sobering-up facility has also increased over the years, including an increase in the number of female clients. In addition, wastewater studies have shown a steadily increasing trend of drug use. Both alcohol-related deaths and the proportion of drug users in need of urgent treatment due to overdosing are on the rise. Drug use is an ongoing problem even among young people still in school. All this puts additional pressure on several of the city's fields of activity.

Population ageing and chronic diseases also put greater pressure on the fields of healthcare and social welfare. Ensuring the availability of health services has also been made more difficult by the large number of new migrants. Increasing labour shortages in outpatient and inpatient care facilities only add to the challenges.



Photo: Rasmus Jurkatam
Source: visittallinn.ee

01 Business environment

Main responsible body: Tallinn Strategic Management Office

A city where the future is today.

Area of responsibility: The business environment field of activity combines promotion of entrepreneurship, ensuring competitiveness of the city's business environment, topics related to smart cities and the development of balanced tourism.

GOALS

1



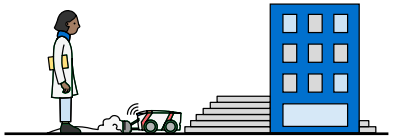
The residents of Tallinn are entrepreneurial and well-paid and local companies are ambitious.

2



Tallinn companies are competitive in global value chains when they work together.

3



Tallinn is also internationally known as an innovative environment.

4



Tallinn is an internationally known and valued visitor destination all year round.

METRICS

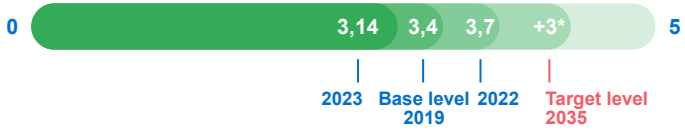
Entrepreneurial activity, i.e. the number of enterprises per 1,000 residents



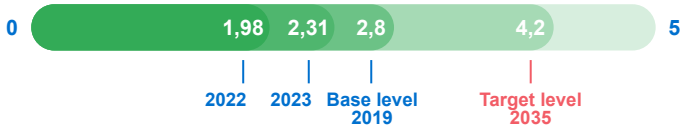
Average gross salary in Tallinn, €



Share of export in turnover (%)



Number of overnight stays by foreign tourists at accommodation establishments, millions



* Average annual growth rate (%)
** All base level years are presented in the 'Tallinn 2035' operational programme for 2023–2026

ACTIVITIES IN 2023

- The number of consultations on business matters increased compared to the previous year (around 1,200 consultations). In-depth assessments were given to 50 business plans, with nearly 80 consulted clients registering their businesses in 2023.
- In cooperation with major Estonian universities, Entrepreneurship Academy seminars were held for a total of 1,050 participants.
- Annual business conferences continued to be organised: Nearly 300 visitors took part in the MELT Innovation Forum, and the 20th annual Tallinn Entrepreneurship Day, which put the spotlight on future skills, had more than 1,800 business enthusiasts participating.
- The international image of Tallinn as an innovative business environment was improved through the European green capital Greentech Week and NEXPO, the Tallinnovation innovation competition and 'Test in Tallinn' programme, as well as several major international conferences (COP28, Urban Future Forum, MIPIM, etc).
- At the initiative of Tehnopol, the NATO Defence Innovation Accelerator for the North Atlantic (DIANA) was brought to Estonia.
- Visit Tallinn's social media posts and advertisements were viewed nearly 69 million times, which is almost 20 million more than in 2022.
- 17,000 Tallinn Card tickets were sold and the Tallinn Card mobile app was launched in English.
- In order to promote international conference tourism, the International conference grant was launched in 2023.

ACTIVITIES IN 2024

Budget for the field of activity in 2024 is around €5.4 million

- Continued support for business development and innovation, provision of consulting services for those interested in starting a business and for active companies. Support for the creation and implementation of new business models. Support for companies with entering foreign markets and launching export activities.
- Organising entrepreneurship trainings and Entrepreneurship Academy seminars, as well as major events such as the MELT Innovation Forum and Tallinn Entrepreneurship Day.
- Increasing the role of local governments as contractors and promoters of innovation through innovative public procurements, public service design, demo projects, etc.
- Continued marketing of Tallinn as an international holiday and conference tourism destination. Ensuring pleasant visitor experiences by focusing on providing tourist information services, improving the tourism website's user experience, selling the Tallinn Card and increasing awareness of its mobile app. Raising awareness of the development of sustainable tourism among service providers.

02 Education and youth work

Main responsible body: Tallinn Education Department

Tallinn is home to happy learners.

Area of responsibility: The field of education and youth work covers the development of a diverse, integrated and balanced education network in the city in conjunction with an infrastructure for lifelong learning. This field of activity supports individual development and active participation in society.

GOALS

1



Every learner develops the best in themselves.

2



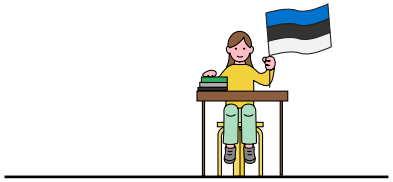
Learners have an inspiring and supportive learning environment.

3



Young people participate actively in social life.

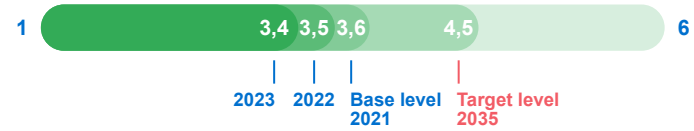
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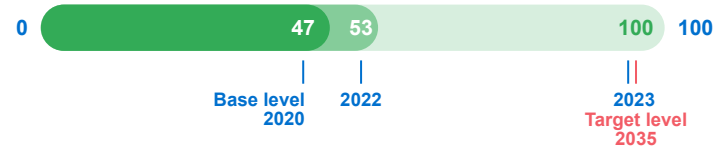
Transition to teaching in Estonian in all Tallinn schools.

METRICS

Index of student satisfaction with the learning environment among 8th graders on a scale of 1–6



Share of general education schools (%) with SEN coordinators



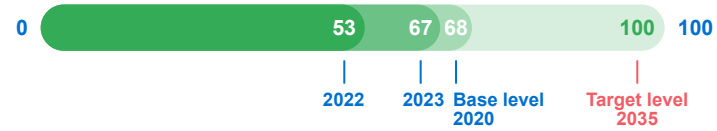
Number of schools signed up to the Schools in Motion network



Share of pre-primary education participation (%) before compulsory schooling



Number of self-initiated projects by young people aged 7–26 per year in youth centres



ACTIVITIES IN 2023

- Work started on drafting the terms of reference of the development plan for education and youth work field of activity.
- The competences of educational leaders in Tallinn were developed in succession programmes for school leaders and in internship and mentorship programmes for educational leaders.
- 301 teachers participated in the courses for raising their Estonian language skills and preparing for the proficiency examination.
- In cooperation with Tartu University and the Tallinn Teachers' House, the onboarding programme for novice teachers was developed and organised in order to highlight the value of the teaching profession and to strengthen the next generation of teachers in Tallinn.
- Increased the capacity of educational institutions to teach students with special educational needs and supported gifted students in student competitions, events and recognition programmes.
- Continued as a leading partner of the international project 'Make peace visible', involving more than 300 young people from Tallinn, Helsinki and Riga. The methods of the educational innovation youth programme Gutsy Go, implemented a year earlier, continue to be employed to develop young people's problem-solving skills, teach them to understand each other and help them discover themselves. The project will produce 30 short documentaries in total, with 10 being created in Tallinn.
- Continued evidence-based bullying prevention through several programmes and methods.
- Educational institutions were designed, built and renovated, including Rõõmupesa, Vindi, Merivälja, Kellukese and Asunduse kindergartens and the new building of Mustamäe Hobby School. Based on the winning design of an architectural competition, the new building project of Tallinn's Kullo Hobby School was started.
- Continued the development and implementation of an innovative approach to a whole school food culture. According to the new approach, school food is more than just food service, and is instead addressed holistically by integrating it into the school curriculum.
- Collected and disseminated youth information and continued to develop youth information services. Mobile youth work, or street work, reached more than 3,800 young people.

ACTIVITIES IN 2024

Budget for the field of activity in 2024 is around €468.9 million

- All students in the 1st and 4th grades of municipal schools and children in municipal kindergartens of Tallinn will start their studies in Estonian.
- A methodological centre (MEKK) will be set up by the Tallinn Teachers' House, supporting teachers and educational institutions in the transition to teaching in Estonian.
- Continued implementation of the novice teacher onboarding programme. The fee for performing homeroom teacher duties will be increased to €200.
- Designing, building and renovating educational institutions and their extensions will continue, including the construction of a new primary school at Karjamaa 18 and the completion of four kindergartens. Due to the study migration caused by the transition to teaching in Estonian, modular buildings will be installed near schools in some areas of the city.
- Continued collection and dissemination of youth information and development of youth information services.

03 Environmental protection

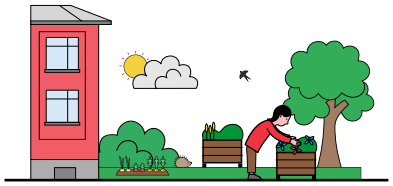
Main responsible body: Tallinn Urban Environment and Public Works Department and Tallinn Strategic Management Office

A city of environmentally conscious people that offers a wealth of natural benefits.

Area of responsibility: Environment protection helps to maintain and restore urban nature and biodiversity. This field of activity also involves reducing water, air and noise pollution and developing waste management and environmental education.

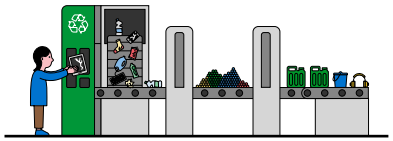
GOALS

1



Tallinn has diverse nature and a healthy urban environment.

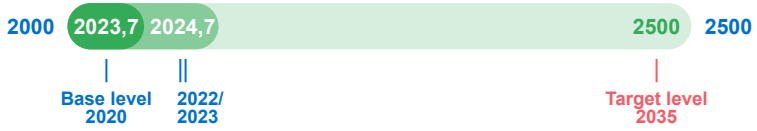
2



Waste management is sustainable.

METRICS

Area under national and local protection, ha



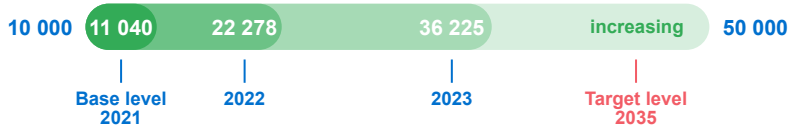
Number of exceedances of fine particle limit values per year



Municipal waste generation, kg per resident



Number of people involved in the activities of school-gardens per year*



* In addition to schools and kindergartens, youth centres, libraries, museums, welfare institutions, etc also have school-gardens.

ACTIVITIES IN 2023

- Wildlife surveys continued and the status of trees, boulders and rocks under national protection were determined.
- For the fifth consecutive year, around 40 Highland cattle continued to maintain the precious coastal meadows of the Paljassaare limited-conservation area.
- Locations of illegal wastewater inflows were identified in the city's largest rainwater sewerage catchment areas.
- Kopli Bay current and ecology studies were completed to aid the choice between location options for the Seewald rainwater collector and outfall.
- The City Council adopted the new waste management rules for Tallinn.
- Work started on creating the circular economy field of activity and preparing for compiling the circular economy development plan.
- Construction works began on the circular economy centre in Lilleküla (Mustjõe 40) and preparations are underway for building the Lasnamäe and Haabersti circular economy centres. Preparations were made to build a repair workshop for wooden items at the Paljassaare waste station. A general repair workshop was built at the Pääsküla waste station and a sewing room was opened at the MTÜ Uuskasutuskeskus shop at Sõpruse 255.
- Around 5,000 bio-waste collection bins were distributed to residents during the year and composting trainings were carried out. As of the end of December, bio-waste was collected on around 90% of properties in Tallinn.
- A survey on the use and maintenance of green spaces in the City Centre district was carried out, with nearly 4,900 participants.
- Biodiversity action campaigns were organised for schoolchildren and others interested as part of the European Green Capital Year.

ACTIVITIES IN 2024

Budget for the field of activity in 2024 is around €5.9 million

- Wildlife surveys (brooding birds, plant communities) and control of alien species (Heracleum sosnowskyi, Impatiens glandulifera) will continue.
- The environmental impact assessment of the rainwater collector in the Seewald catchment area and the identification of sources of pollution from the Tallinn rainwater system to the coastal sea will continue.
- Work will continue on compiling the environmental noise reduction action plan.
- Work will begin on creating the circular economy development plan.
- The network of community and school-gardens will be developed by the organisation of grant rounds and continuous counselling. The aim continues to be to encourage the construction of new urban gardens, but it is essential to ensure the sustainable operation of existing functioning urban gardens.
- A circular economy centre will be opened in Lilleküla and construction will begin on the circular economy centre on Punane Street.

04 Municipal order

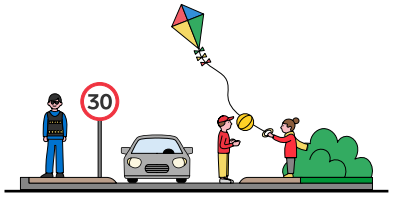
Main responsible body: Tallinn Municipal Police Department

A clean and safe city.

Area of responsibility: The field of municipal order ensures the safety and cleanliness of the city by maintaining presence and promoting prevention and surveillance, covering everything from parking to pets. This field of activity also deals with crisis management.

GOALS

1



Tallinn is a safe city.

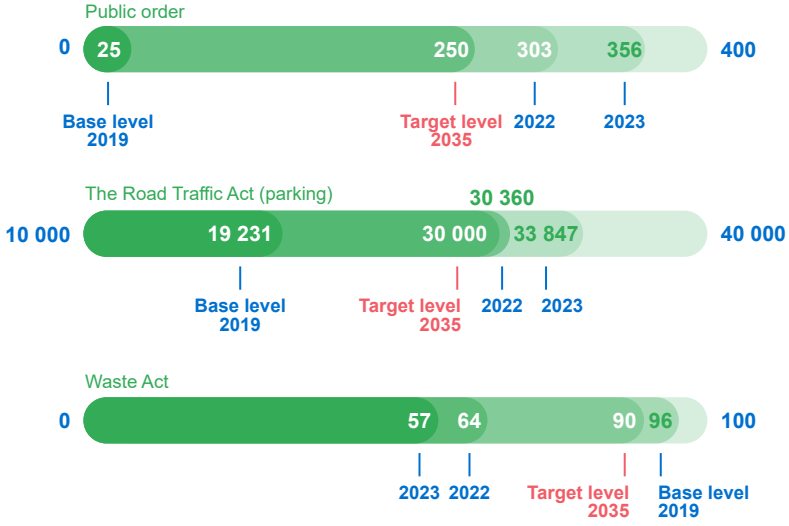
2



Tallinn is a clean city.

METRICS

Number of offences per year by sector



Crisis preparedness service levels according to minuomavalitsus.ee on a scale of 1–9



ACTIVITIES IN 2023

- The presence of law enforcement units of the municipal police was ensured through the work of patrols and outposts and participation in public events.
- A new risk assessment for Tallinn was completed.
- The CREVEX23 crisis exercise was conducted to practice and test the capability of resolving a nationwide emergency, including crisis communication and the continuity of institutions. Around 300 people participated in the Tallinn exercise, which was also the basis for the TalEvak23 exercise.
- The contact details of mapped evacuation sites were reviewed and updated. By the end of 2023, evacuation sites were guaranteed for more than 30,000 people, which is more than the outlined 5% of the residents of Tallinn. Emergency kits were created for 2,500 people.
- The city joined the security development programme for local governments organised by the Ministry of the Interior, which will focus on strengthening the crisis preparedness of the city organisation and residents, as well as the prevention of risk behaviour (including excessive alcohol consumption and drug use) for the next two years.
- A crisis reserve was established of volunteers working in Tallinn city institutions in order to provide support to the municipal police when needed and to ensure the continuity of local government services in crisis situations.
- Coastguard services were provided, including first aid on 137 occasions and three people were rescued from a risk of drowning. There were no drowning victims in 2023. A total of 3,099 public order offences were settled at beaches.
- Parking officials imposed 33,847 parking fines. To support the supervision of pedestrian footpath and cycle lane use as well as ensuring public order, around ten officials were trained to join bicycle patrols. Main spots for illegal stopping and parking were mapped, focussing most on the city centre.
- Municipal police availability was ensured (via the 24-hour hotline 14410 and the e-mail address korrapidaja@tallinnlv.ee).

ACTIVITIES IN 2024

Budget for the field of activity in 2024 is around €8.2 million

- Contributions are made to increasing crisis preparedness and activities of the security development programme are implemented.
- The Kopli volunteer rescue commando will start work with the support of the city and the help of volunteers.
- The efficiency of parking controls will continue to be increased, with a focus on illegal parking on cycle and pedestrian tracks and pedestrian footpaths. Urban furniture and road barriers will be used to prevent traffic violations.
- Increased attention will be paid to disturbances of public order during quiet hours.
- Focus will be put on developing and implementing additional measures to reduce violations of the rules (including damage and accidents) for keeping dogs and cats.

05 Culture

Main responsible body: Tallinn Culture and Sports Department

City air inspires creativity.
Area of responsibility: The field of culture delivers a vision where all residents of Tallinn can explore their creativity. The field will succeed in doing so through the calendar of cultural events, memory institutions and lifelong learning facilities, and opportunities for recreational activities. This field of activity also supports integration into society and cultural life.

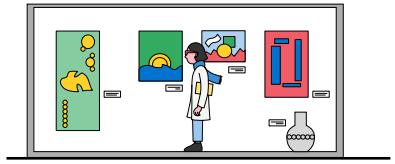
GOALS

1



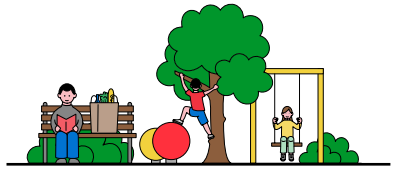
Everyone in Tallinn can develop their creativity.

2



The cultural events and leisure facilities in Tallinn are attractive and accessible to city residents and visitors.

3



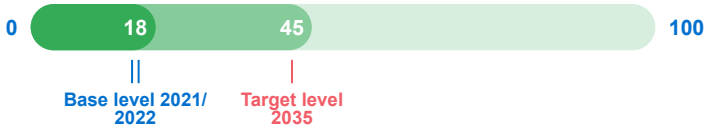
Urban space is like a second living room for the people of Tallinn.

METRICS

Number of people employed in the arts, entertainment and leisure sector in Tallinn

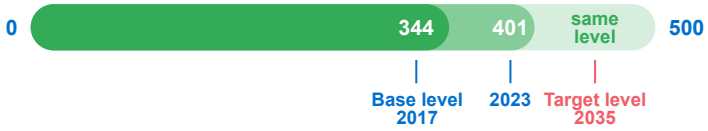


Share of residents (%) who have participated in volunteer work in the past 12 months

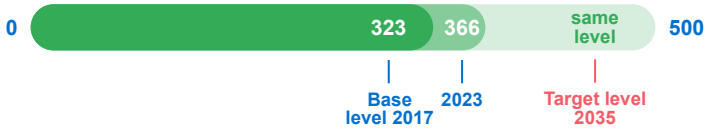


Participation in the Youth Song and Dance Celebration:

number of Tallinn groups participating in the process



number of Tallinn groups participating



ACTIVITIES IN 2023

- The 13th Youth Song and Dance Celebration ‘Holy is the Land’ took place.
- The popular free Museum Sundays were continued, attracting 32,000 visitors to the Tallinn City Museum affiliates and Tallinn Literary Centre museums over the year.
- Cultural events were organised, including the Birgitta Festival and the extended light festival ‘Valgus kõnnib’ (‘Light Walks’ in English), and the organisation of top-level cultural events was supported (including PÖFF, Tallinn Music Week, Jazzkaar, HeadRead).
- Construction continued on Tallinn City Theatre building complex in Old Town and renovations continued on other cultural institutions (Tallinn Philharmonic Society, Tallinn City Museum, Tallinn Literary Centre and the Russian Cultural Centre).
- The European Green Capital title was supported through the events programmes of institutions administered by the cultural sector.
- In order to improve the availability and accessibility of cultural institutions, audits were carried out on the accessibility of the Tallinn Central Library branches and renovations were planned for 2024.
- The concept and action plan were created for the open gallery of the Tallinn City Museum.
- At Tallinn Zoo, the new “Cloud Forest” exposition area was opened to visitors, imitating the South-East Asian tropical rainforest, and development continued on the novel “Tiger Valley” exhibition area.
- The Tallinn Migration Centre continued to develop measures to support immigration and integration, including measures to support the reception and adaptation of Ukrainian war refugees. Language learning and cultural adaptation were also supported by the Tallinn Central Library.

ACTIVITIES IN 2024

Budget for the field of activity in 2024 is around €61.6 million

- The network of cultural institutions will be invested in through the new exhibition solutions at Kiek in de Kök as well as Tallinn City Museum’s children’s museum Miiamilla, the permanent exhibition of the Mati Unt Museum, continued implementation of the complete RFID-based self-service solution at Tallinn Central Library and the development of Tallinn Zoo and Tallinn Botanical Garden.
- The world’s largest sailing ship regatta The Tall Ships Races will take place.
- Work will continue on implementing the UNESCO Cities of Music action plan.
- The development plan for Tallinn City Museum will be adopted and work will continue on creating development plans for Tallinn Central Library and Tallinn Philharmonic Society.
- Tallinn Police Orchestra and Tallinn Chamber Orchestra will hold concerts in Tallinn and Tartu as part of the European Capital of Culture 2024 programme.

06 Mobility

Main responsible body: Tallinn Transport Department

Healthy mobility. Mobility opportunities that support health and are accessible and convenient are guaranteed throughout the urban region of Tallinn.

Area of responsibility: The field of mobility is responsible for safe, healthy and environmentally friendly urban mobility. To deliver results in this area, the urban space, public transport and other mobility services of the city will be designed, and the infrastructure for mobility and parking will be developed for all modes of transport.

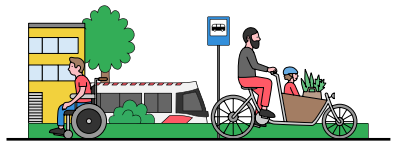
GOALS

1



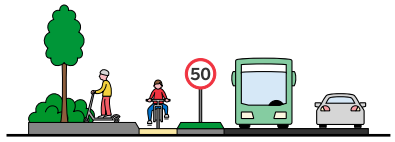
Mobility modes in Tallinn region are balanced.

2



The mobility infrastructure of Tallinn region is accessible and the destinations are well connected for all types of mobility.

3



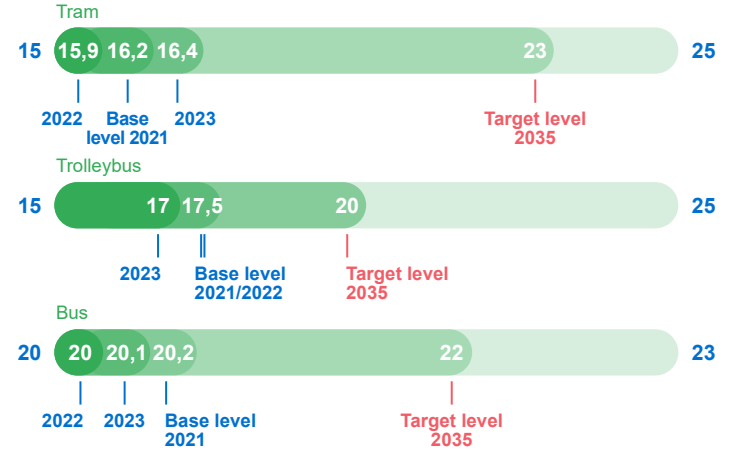
The mobility environment of Tallinn region is safe.

METRICS

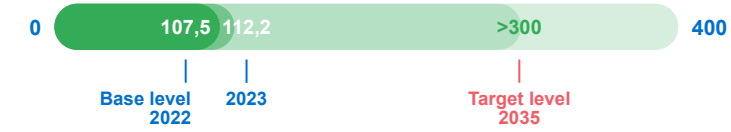
Number of traffic accidents with human victims per year



Average speed of public transport modes, km/h



Length of fully constructed main cycling networks and health cycling networks, km



ACTIVITIES IN 2023

- The Tallinn Sustainable Urban Mobility Plan 2035 was approved, work began on creating guidelines on the nine street types of Tallinn.
- Work continued on the construction of the tramway between the Ülemiste terminal and the Old City Harbour, which will be completed in 2024.
- Work began on constructing the Tondi multi-level crossing and reconstructing Kotka Street.
- Reconstruction work was completed on the 1.1 km-long Vana-Kalamaja Street, which is the first street in Tallinn designed as the result of an architectural competition.
- Speed limits were decreased on 65 streets. At the end of the year, 70% of residential streets in Tallinn had a speed limit of 30 km/h or the road traffic rules of a calm traffic area appointed (20 km/h).
- The multi-stage development of the public transport network began with changing the numbers and routes of several bus lines. Night buses on the Mustamäe, Väike-Õismäe, Pelguranna and Lasnamäe routes joined the network, with the addition of Viimsi and Vana-Pääsküla routes in 2024.
- A procurement contract was signed for the installation of 1,200 new shelters, 121 advertisement display cases and 34 fully-automatic outdoor toilets.
- Procurements were held for new public transport vehicles. Electric buses and the first new trams will join the transport network in 2024.
- Pedestrian and cycling paths were built and reconstructed, including most of the cycling route between Lasnamäe and Kadriorg, and cycling lanes on other streets (Vana-Kalamaja, Jõe-Pronksi).
- Nearly 1,000 bicycle parking places were built at educational institutions and guidelines were developed for building bicycle parking places for apartment associations.
- Guidelines were developed for the construction of charging infrastructure for electric cars.

ACTIVITIES IN 2024

Budget for the field of activity in 2024 is around €274.8 million

- Several streets are being reconstructed in City Centre, Lasnamäe, Kristiine and other districts, including the reconstruction of the Kadaka tee overpass. In preparation for the construction of the main street, changes related to public transport will be analysed.
- The 'Safe Way to School' ('Turvaline koolitee' in Estonian) programme will be continued to be implemented.
- New service level standards for the public transport network will be developed.
- Discussions will be held with ministries, the North Estonia Public Transport Centre and Elron to establish a uniform ticketing system.
- The planning of the Liivalaia and Pelguranna tramway will continue.
- Cycling and pedestrian tunnels will be built under railways and opportunities will continue to be improved for cyclists to safely pass through public transport stops.
- The development of a new parking standard will continue, based on the parking policy described in the sustainable urban mobility plan.

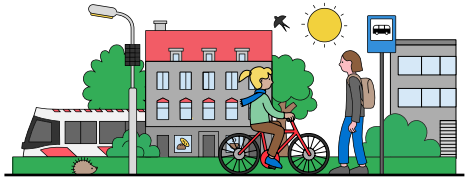
07 Urban landscape

Main responsible body: Tallinn Urban Environment and Public Works Department

A valuable and aesthetic living environment with a functioning green network and a diverse landscape.

Area of responsibility: The field of urban landscape centres on Tallinn's diverse and well-maintained parks and green areas. It also covers cemeteries, children's playing areas, everything to do with the city's four-legged population, and general city upkeep, complete with the development of urban furniture and other facilities.

GOALS



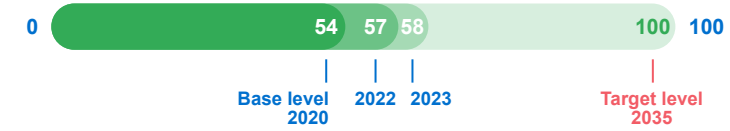
The city is clean, green and attractive.

METRICS

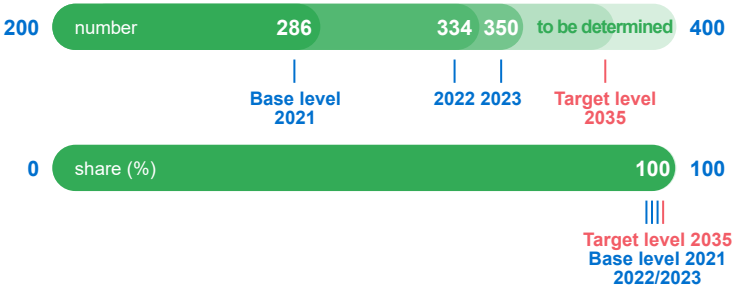
Share of residents (%) who live within 300 m of public green areas



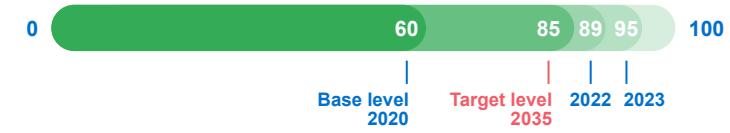
Share of properly maintained green areas owned by the city (%)



Number and share of properly maintained public playgrounds



Share of animals returned to the owner or found a new owner (%) of animals entering a shelter per year



* requirements for the maintenance of green areas in Tallinn

ACTIVITIES IN 2023

- In 2023, the greatest emphasis in this field of activity was on the activities of the European Green Capital programme.
- The 'Green Tracks' ('Rohejälg' in Estonian) project was carried out with nearly 70 tactical spatial visions created in Tallinn, including the construction of Jõesuu Park at Pirita, a summer park in the Town Hall Square, and a beach promenade between Tallinn City Hall and The Old City Harbour.
- Parks and green areas were reconstructed, including the Old Jewish Cemetery Park (Magasini 27) and the Paevälja bridge at Klindipark, and Kadriorg Park was further developed.
- Trees and shrubberies were planted and meadows were created, including the planting of 150 shade trees with young people participating in the Youth Song and Dance Celebration, the establishment of 14 flower meadows (3.5 ha in total) and 2,390 m² of asphalt was replaced with greenery at three major intersections.
- A concept was drafted for the development and conservation of urban woodlands.
- Lists of tree, bush and perennial plant species suitable for public areas were created.
- Design was started of pumping stations, water and electricity pipelines and irrigation water spots for all cemeteries owned by the city of Tallinn.
- In Põhja-Tallinn, the Angerja playground was built and the existing playground area in Karjamaa Park was expanded. The playground in Räägu Park was reconstructed and a new family park with dog areas was built at Ümera 21a/b.

ACTIVITIES IN 2024

Budget for the field of activity in 2024 is around €33.9 million

- Investments will be made in parks and green areas, including the reconstruction of Löwenruh Park. A new green area will be created in the Pelguranna subdistrict as part of the Pollinator Highway and a promenade named after August the cat will be constructed on Kopli Street.
- New subdistrict centres will be built in Nõmme and Lasnamäe as a continuation of the 'Green Tracks' project, the temporary Trassipark will be built by Liivalaia Street and the Town Hall Square summer park will be reopened.
- The procedures for placing greenery in urban public areas and the requirements for its maintenance will be specified. Preparations will begin for the creation of the new action plan for urban greenery.
- The development of a programme for the construction and reconstruction of playgrounds will continue.
- The construction of the playgrounds at Õismäe tee 22a and Vana-Kalamaja 15 will continue, and the playgrounds at the Towers' Square, Lükati tee and Jugapuu. Dog parks will be built in Toompark, Tondimõisa park, Järveotsa 40 and Kadriorg park.
- The development of a database of tree felling permits will continue and an updated version will be published.
- The Järveotsa promenade, market and exhibition areas will be completed.
- Tallinn's new signage system will be tested in the Old Town, City Centre and Kalamaja areas.

08 Urban planning

Main responsible body: Tallinn Urban Planning Department

High-quality urban space that makes for a good place to live and where services are close to home.

Area of responsibility: Urban planning field of activity consolidates all the planning activities that take place at different levels of the city. It involves the preparation of major spatial development visions, comprehensive plans and thematic plans, but also interventions in the processing of detailed plans and construction activities. Urban planning also covers areas such as cartography and geomatics, heritage conservation activities and accessibility policies.

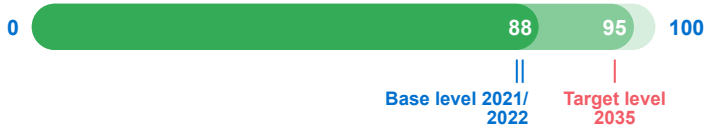
GOALS



In order to implement the strategic goal of Friendly urban space and the vision of the field, Tallinn has a uniform and consistent framework for guiding the spatial development of the city and for knowledge-based and cross-sectoral planning. Contemporary urban planning principles and research methods where innovation and the experience of foreign countries hold an important role are followed. Modern digital tools are used. The planning activities are transparent and the public and all stakeholders are involved. The consistency of the decisions made about the urban space is ensured – everything that has been agreed on will be implemented.

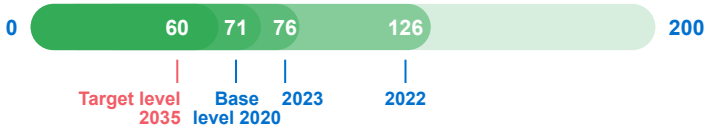
METRICS

Share of residents (%) who find public urban space close to their home rather or very pleasant

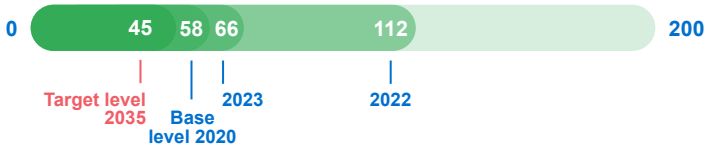


Average processing time for building-related permits in days from initiation to issuing

Average processing time for building permits in days from initiation to issuing



Average processing time for use permits in days from initiation to issuing



ACTIVITIES IN 2023

- Work continued on drafting the development plan of Tallinn Old Town.
- Work continued on preparing the Põhja-Tallinn and City Centre masterplans. A Tallinn City Centre business environment survey was carried out and preparations started on creating the City Centre mobility survey.
- A vision was developed for Tallinn's sea-side city centre and a spatial vision was developed for the Valukoja area. Development began on the vision for the Kristiine multimodal hub and shopping centre area.
- An architectural competition for Koidu Street was announced.
- The city's participation hub Avalinn at Kaarli puiestee was furnished.
- The Tallinn urban art map application was launched.
- An action plan was created for improving the process of applying for, processing and issuing use permits.
- The information system for land activities was fully implemented.
- Buildings and monuments of historical value were restored and conserved and support was provided for these works, including the continued restoration of Skoone Bastion, the conservation of the ruins of Pirita Convent and the restoration of the city walls.

ACTIVITIES IN 2024

Budget for the field of activity in 2024 is around €5.7 million

- The Tallinn Old Town development plan until 2035 will be approved.
- Work will continue on preparing the City Centre masterplan and adopting the Põhja-Tallinn masterplan in council.
- Support for restoration and conservation work will continue, including the continued restoration of Skoone Bastion, the construction of the roof of St Catherine's Monastery, the conservation of the ruins of Pirita Convent and the restoration of the supporting wall of Toompea and the city wall.
- Continued implementation of new resident participation methods at the Avalinn participation hub.
- Continued development of the vision of the Kristiine multimodal hub and shopping centre area.
- Continued designing of the detail planning services, including the development of a planning register software to shorten processing times.
- An IT solution will be introduced for a procedural environment supporting building supervision.
- A building permit procedure based on BIM modelling will be introduced.
- Continued work on improving the accessibility of the city's public buildings.

09 Preservation and development of city property

Main responsible body: Tallinn City Property Department

City property is well maintained and wisely managed.
Area of responsibility: The field of city property management and development combines different aspects of smart and sustainable property management, starting with securing the land and property needed for high-quality provision of city services and development, and ending with management, maintenance and upkeep matters.

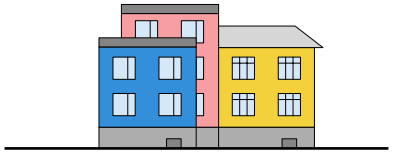
GOALS



1 City assets are in the best possible use and an optimal real estate volume for the provision of services is ensured.



2 The city assets are sustainably managed.



3 The city has housing for people who need help and for the achievement of the city's strategic goals.

METRICS

Ratio of the number of accommodation lease contracts to the number of people in need of accommodation (%)



Total number of energy class A municipal buildings*



Share of support grants given to apartment cooperations out of all eligible applications (%)



Share of ineligible applications by apartment cooperations (%) out of all applications made



* Based on the building's post-construction energy label corresponding to the energy performance ratio (EPR)

ACTIVITIES IN 2023

- The terms of reference of the development plan for the city property field of activity was approved.
- The transfer of the city's property management to Tallinn Property Department continued.
- The promotion of the energy efficiency of city-owned buildings continued, including completed analyses of the city institutions' consumption data.
- Fifteen solar panels were installed on city-owned buildings.
- Preparations (designing) began on the module renovation test project at Energia 13.
- Provision of maintenance services was organised on city-owned properties and investments were made in improving administrative buildings.
- Repairs were made in housings for people in need and for valuable city employees.
- Apartment associations were advised, trained and supported through nine measures (a total of 503 associations received grants). The most grants were given to apartment associations for the landscaping of courtyards, improving fire safety and construction of bicycle storage sheds.

ACTIVITIES IN 2024

Budget for the field of activity in 2024 is around €52.7 million

- Work will continue on the preparation of the development plan for city property field of activity.
- Transferring the city's property management to Tallinn City Property Department will continue.
- Fifteen buildings in the city will be fitted with a solar power plant and work will begin on designing the solar power plant of Tondiraba Ice Hall.
- Construction will begin on municipal housing at Tammsaare tee 135.
- Leasing accommodations and extending existing lease contracts will continue. The new procedure for granting use of accommodation in Tallinn will enter into force.
- Awareness-raising activities will continue to educate apartment owners and associations, including a focus on green transformation, fire safety and security.
- The electrical and heating systems of urban buildings will continue to be modernised and energy efficiency improved.
- The modernisation of the city's buildings and the organisation of the city's property maintenance services will continue.
- The city's acquisition of real rights will continue on an as-needed basis.

10 Social welfare

Main responsible body: Tallinn Social Welfare and Healthcare Department

Healthy and independently coping citizens.

Area of responsibility: Social welfare field of activity covers the development of services and policies for the coping, welfare and well-being of various target groups. This also covers the payment of social benefits and allowances.

GOALS



1

Independent and supported living.

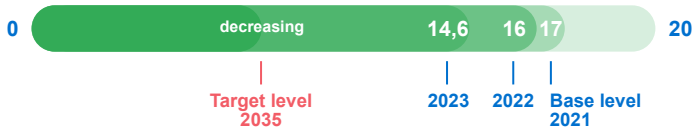


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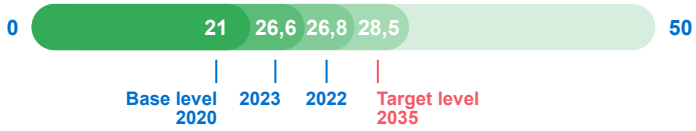
Secure family relationships and a supported childhood.

METRICS

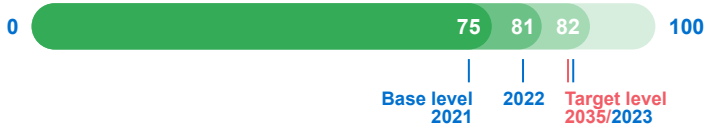
Share of children staying in shelters for more than three months (%) of all children in shelters



Share of people receiving services to assist independent living at home of the total number of adults with disabilities in Tallinn (%)



Average age of people aged 65 and over entering 24-hour general care services



Deprivation rate (%)



ACTIVITIES IN 2023

- At the Tallinn Family Center, development began on the concept of the 'Family Nest' ('Perepesa' in Estonian), a community-based prevention centre and family workshop.
- The development of parenting support services continued, including the provision of trainings under the parenting programme.
- Psychological help, mentoring, career planning and other services were provided to 288 young people under the Youth Development Programme.
- Support services for children with disabilities and special needs continued to be developed.
- The provision of welfare services and the payment of social benefits and allowances, including subsistence benefits, continued. New bases for calculating income dependent benefits were implemented for processing.
- Preparations began for the development of a subsistence counselling service. The concept of a re-socialising supervisory service was developed.
- The combined provision of night shelter and day centre services began in the new unit of the Tallinn Social Work Centre (Suur-Sõjamäe 6a).
- The revamped social surveillance service (formerly the emergency help service) was launched.
- Work on expanding the building at Käo Support Centre children's unit was completed.
- The general care reform initiated by the state came into force in which the need for assistance of nearly 2,700 people was assessed.

ACTIVITIES IN 2024

Budget for the field of activity in 2024 is around €131.7 million

- The first 'Family Nest' will be launched in the City Centre area (Asula 11) and preparations will be made for opening the next 'Family Nest' in the Haabersti district.
- Implementation of the parenting programme 'Incredible Years' ('Imelised aastad' in Estonian) and the youth development programme will continue.
- A new concept for parent and child shelters will be developed.
- Day centres and activity rooms for young people with intellectual disabilities and other special needs will be developed.
- The development of a housing adaptation system will continue to ensure that people with special needs can cope in the home environment.
- The accessibility of day-care services for people with memory problems will continue to be increased. The model for home care services will be completed.
- The development of social transport services will continue on the basis of the results of the analysis carried out in 2023.
- A test project of the subsistence counselling service will be carried out. Implementation of the resocialising supervisory service concept will start.
- The construction of a new building at Lasnamäe Social Center (Killustiku 16) will be finished. Construction will begin on the milieu therapy home at Tallinn Children's Home (Helmiku tee 69), the building of the Tallinn Centre for Children at Risk (Rivi 3), a new family house (Künnapuu 116) and a new social housing unit (Punane 48b).

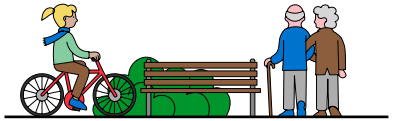
11 Sports and physical activity

Main responsible body: Tallinn Culture and Sports Department

An active and sporty lifestyle is an inseparable part of the daily lives of all Tallinn citizens.
Area of responsibility: The field of sports and physical activity serves to enable an active lifestyle for residents of Tallinn by offering a network of sports and recreational facilities, exercise options and sporting events as well as promoting awareness among residents of the need for, and benefits of, daily physical activity.

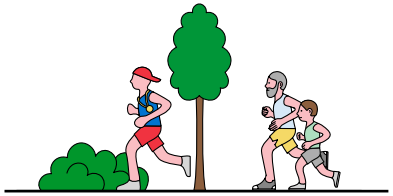
GOALS

1



Physical activity is a natural part of every citizen's life.

2



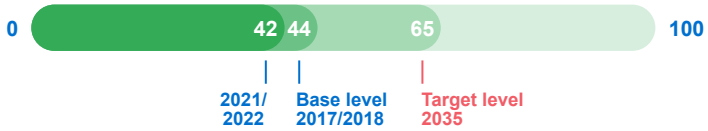
Outstanding and successful in sports.

METRICS

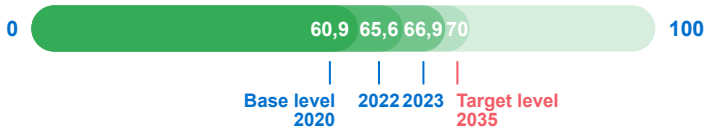
Share of residents (%) regularly* engaged in recreational sports (ages 16–64)



Share of physically active children (%) (ages 11, 13 and 15)**



Share of young people (aged 5–19) involved in sport in gyms and sports schools of all young people (%)



* At least twice per week
** Are physically active at least five days per week

ACTIVITIES IN 2023

- Grants were allocated to 162 sports clubs, involving 22,449 young people and 543 qualified coaches in physical activity.
- Twenty-three Tallinn schools and around 1,000 first grade students participated in the 'Sports in Schools' ('Sport kooli' in Estonian) project. Coaches from 28 sports clubs offered additional training sessions for young people.
- Support was provided for the organisation of 114 major international sporting events, including the FIS Cross-Country World Cup, the final tournament of the CEV Women's European Volleyball Championship and the European Disc Golf Championship.
- City-wide campaigns and events promoting the Be Active year of 2023 were carried out.
- Heart Month was celebrated with summer training sessions and a fitness morning.
- Preparations began for Tallinn's year as the European Capital of Sport 2025.
- Nineteen school stadiums were opened for the citizens for the summer period to promote physical activity and healthy lifestyles.
- The comprehensive renovation of Tallinn Sports Hall was completed.

ACTIVITIES IN 2024

Budget for the field of activity in 2024 is around €28.8 million

- The new lighting design for Kadriorg Stadium will be completed. Preparations for the renovation of Kadriorg Stadium will continue.
- Designing will continue for the extension of the Sõle Sports Centre and start for the football dome on the property at Punane 69.
- The city's health trails and tracks will be maintained and expanded, and preparations will be made for building new sports facilities with the aim of opening them in 2025, when Tallinn will carry the title of the European Capital of Sport.
- Football facilities belonging to the city will be mapped and a development plan will be created.
- Support for sports organisations to enable organised sporting activities will continue.
- The investment plan for sports infrastructure in Tallinn until 2035 will be developed.
- Preparations will be made for Tallinn becoming the European Capital of Sport 2025. The activity plan for the title year will be developed.
- Forty-two school stadiums and sports grounds, as well as sports equipment, will be made available for summer use.

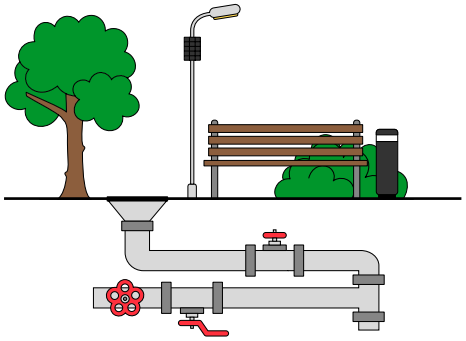
12 Utility networks

Main responsible body: Tallinn Urban Environment and Public Works Department

Contemporary, high-quality and well-maintained utility networks.

Area of responsibility: In the field of utility networks, the development approaches for the city's water supply and sewerage, energy systems and streetlamps will be detailed to support the provision of modern and environmentally friendly services.

GOALS



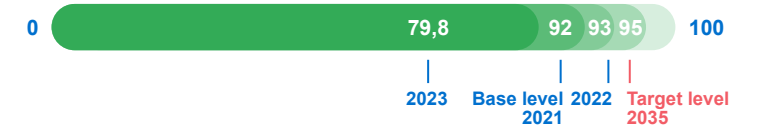
Utility networks are contemporary, of high quality and maintained.

METRICS

Quality compliance of water samples (%)



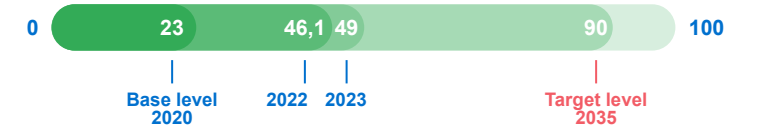
Share of quality compliance of stormwater samples (%) of all collected stormwater samples



The city's overall electricity consumption per street lighting lamp, kWh



Share of LED-lamps (%) of all street lighting lamps



ACTIVITIES IN 2023

- The development plan for public water supply and sewerage 2023–2034 was implemented and will be reviewed every four years.
- Fifteen public drinking water taps were installed in the City Centre, Mustamäe, Haabersti, Lasnamäe, Põhja-Tallinn and Nõmme districts, as well as on the Song Festival Grounds and Kalev Stadium as part of the 13th Youth Song and Dance Celebration.
- The Jõe–Pronksi–Raua–Gonsiori–Kivisilla rainwater collector was built and phase I of the rainwater drainage system in the Maakri area was completed.
- Public water supply and sewerage pipelines in different areas were reconstructed and work continued on the separation of combined sewerage systems.
- AS Utilitas Tallinna Soojus reconstructed and built district heating and cooling networks.
- A test project of a lamp-based management system for urban lighting was launched and will be monitored on seven street sections (157 lamps) until spring 2024.
- Street lighting was built, renovated and designed, including in parks and playgrounds. Reconstruction began on the outdoor lighting of 15 kindergartens. Sodium lamps were replaced with 1,500 LED lamps and the planning began on installing an additional 8,000 LED lamps.
- Streetlamps were maintained to prevent malfunctioning.
- The programme 'Safe Pedestrian Crossing' ('Turvaline ülekäigurada' in Estonian) continued.

ACTIVITIES IN 2024

Budget for the field of activity in 2024 is around €30.7 million

- An analysis of the availability of drinking water will begin in cooperation with water companies and the Estonian Health Board. Risk assessments will be carried out in over 70 groundwater intake catchment areas across the city.
- Investments will be made for the production of drinking water and drinking water networks, wastewater treatment and waste- and rainwater sewage pipeline networks.
- Environmentally friendly stormwater solutions will be constructed and designed.
- Work will begin on creating the urban lighting development document and design guide.
- Principles for reducing light pollution will be developed.
- Building and maintaining street lighting and the installation of LED lamps will continue.

13 Health and healthcare

Main responsible body: Tallinn Social Welfare and Healthcare Department

Tallinners are healthy and vivacious.

Area of responsibility: Health and healthcare encompasses the provision of a healthy environment, healthy lifestyle options and choices, as well as healthcare services, prevention and awareness-raising.

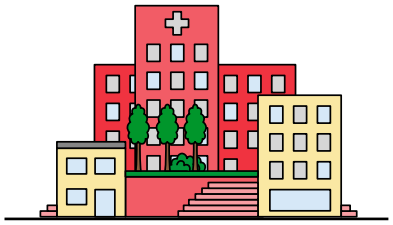
GOALS

1



People living in the city have become more physically active, their diets have become more balanced and risk behaviour has fallen.

2



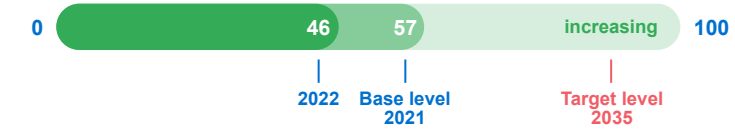
All residents of Tallinn are guaranteed primary health care and specialised care when needed.

METRICS

Share of residents aged 16 or over in very good or good health (%)



Share of residents (%) who are satisfied with the availability of health care



Share of overweight and obese students (%) (4th grade)

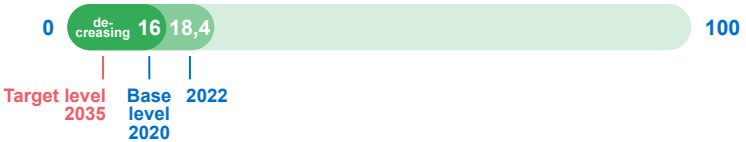


Share of overweight/obese residents (%)

Overweight



Obese



ACTIVITIES IN 2023

- Work continued on preparing Tallinn's health and well-being profile.
- The provision of psychological counselling for children, adolescents and families, counselling for overweight children and development of rehabilitation services continued.
- Tallinna Perearstikeskus (Tallinn Family Medicine Centre) continued to provide general practitioner services.
- Inpatient and outpatient specialised care and the development of treatment services in Tallinn hospitals continued.
- The improvement of access to dental care for elderly experiencing difficulties in coping began at Tallinn Dental Clinic. Grants of up to €500 were distributed to the elderly for dental care.
- As part of the home doctor project and in co-operation with Tallinn's Children's Hospital and Tallinn Ambulance, home visits by paediatricians continued at weekends and during public holidays to relieve the burden on emergency medical care departments while ensuring families receive the help needed.
- The international prevention programme Planet Youth action plan and the Icelandic drug prevention model continued to be implemented.
- Grants were distributed to non-profit healthcare initiatives, including drug prevention.
- Design work for Tallinn Hospital continued.

ACTIVITIES IN 2024

Budget for the field of activity in 2024 is around €31.8 million

- Measures to support children's mental health will be expanded and the counselling and rehabilitation services for overweight children will continue.
- Development of the work of the health network will begin in co-operation with the city's district governments. Efforts will be made to create a health team at every district government.
- Work will continue on developing and improving access to home nursing care for the elderly.
- The development of home visits by paediatricians will continue.
- The Icelandic drug prevention model will continue to be implemented in schools.
- In co-operation with partners, drug addiction and AIDS prevention services will be continued.
- Design work for Tallinn Hospital will continue.

14 Governance and support services

Main responsible body: Tallinn City Office and Tallinn Strategic Management Office

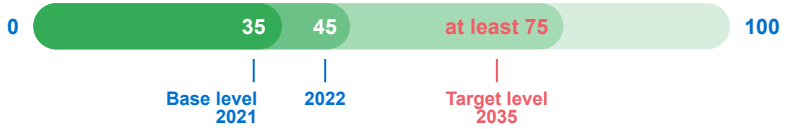
As an organisation, the City of Tallinn is focused on people, has transparent management and is open to cooperation.
Area of responsibility: Governance must ensure that the abilities of the organisation and its employees, and the quality of both public services and internal support services (strategic and financial planning, communication, human resources, digital services) support the implementation of the development strategy. The area of governance includes international co-operation and the activities of Tallinn Vital Statistics Office and Tallinn City Archives.

METRICS

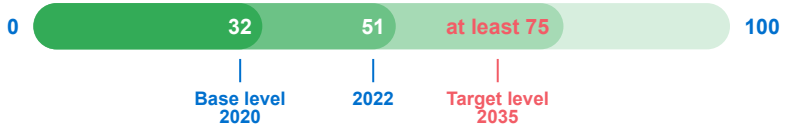
The city's credit rating



Share of residents (%) who have heard of the 'Tallinn 2035' development strategy



Share of residents (%) satisfied with opportunities to have their say in decisions affecting Tallinn



Tallinn's position as an employer in the public sector employers' survey on reputation



The area of governance and support services supports the implementation of all strategic goals and fields of activity.

ACTIVITIES IN 2023

- The focus was on fulfilling the role of European Green Capital, which included over 200 major international and national events, 32 high-level conferences and nearly 100 international delegations. Nearly 70 tactical spatial interventions were created during the 'Green Tracks' project to improve the quality of urban spaces. The new international competency centre for sustainable governance was launched. The Green Capital Citizens' Assembly took place.
- Among the most important service design projects, the model for providing youth centre services was completed, design work continued on services for detailed plans, building permits and use and occupancy permits, work began on developing a concept for services supporting the development of the central library, and the application process for childcare service benefits was simplified.
- Among important IT developments, the Tallinn Card mobile application and the marketing authorisation information system were launched. To support data-driven governance, work continued on creating map applications as tools for city institutions and the concept of a model procedure for detailed planning was developed. The annual statistical publication 'Statistical Yearbook of Tallinn' was replaced with the digital publication bearing the same title.
- A migration analysis and outlook of Tallinn and its districts were created for 2023–2050, which will thereafter be the basis for urban planning.
- Based on the annual financial report for 2022, the first annual publication of 'Tallinn 2035' was created for the wider audience.
- Work continued on creating the terms of reference for several development documents and on preparation of many documents. For example, the mobility plan was approved and terms of references were created for circular economy, the education and youth work field of activity and the city property field of activity development documents.
- The guide to environmentally friendly events in Tallinn was approved. The largest environmentally friendly event was the Youth Song and Dance Celebration, where over 150,000 people were served with reusable dishes. The city's environmental management system was launched and the green office certificates for the city's institutions were applied for.
- The principles of value-based management were formulated and a new pay system based on job value points was implemented to support high-quality governance.
- A performance analysis of external projects in Tallinn was completed and numerous innovative projects were launched and continued with external funding. The concept for research and development co-operation was developed.
- The Congress of the European Association of Registrars was organised, with 131 delegates from 15 countries.
- The seminar 'Status in 13th–19th Century Tallinn' ('Seisustest Tallinnas 13.–19. sajandil' in Estonian) took place and the travelling exhibition 'The World Drawn by Conrad Dellingshusen (1527–1603)' ('Conrad Dellingshuseni joonistatud maailm' in Estonian) was opened as part of the City Archives' 140th anniversary celebrations.

ACTIVITIES IN 2024

Budget for the field of activity in 2024 is around €78.8 million

- Many of the activities in the field of governance and support services will continue in 2024. This includes the preparation of several developmental documents and developing services, the creation of solutions for making data-driven decisions, continued preparation and co-ordination of (international co-operation) projects valuable to the city, the implementation of activities supporting green transformation and work on improving the city organisation's crisis preparedness.



Photo: Tallinn Strategic Management Office

Tallinn city organisation

Mission

To make Tallinn the best place to live for the people staying here, a desired destination for people arriving here and a good place of departure for people who start here.

The city is managed on the basis of a development strategy and other development documents are based thereon.

The city organisation is an organisation that learns and works together and is built in consideration of objectives and performance.

Values

Openness



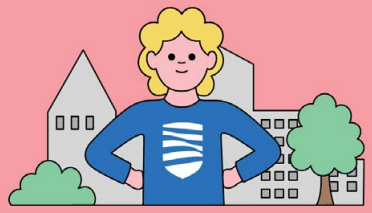
We are open to new ideas and different opinions.

Kindness



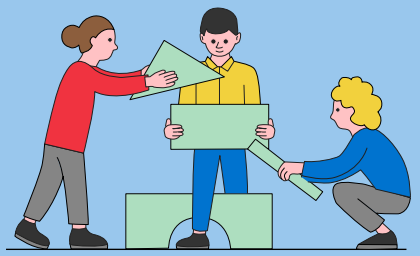
We are committed to the well-being of the residents of Tallinn.

Courage



We have the courage and we take responsibility.

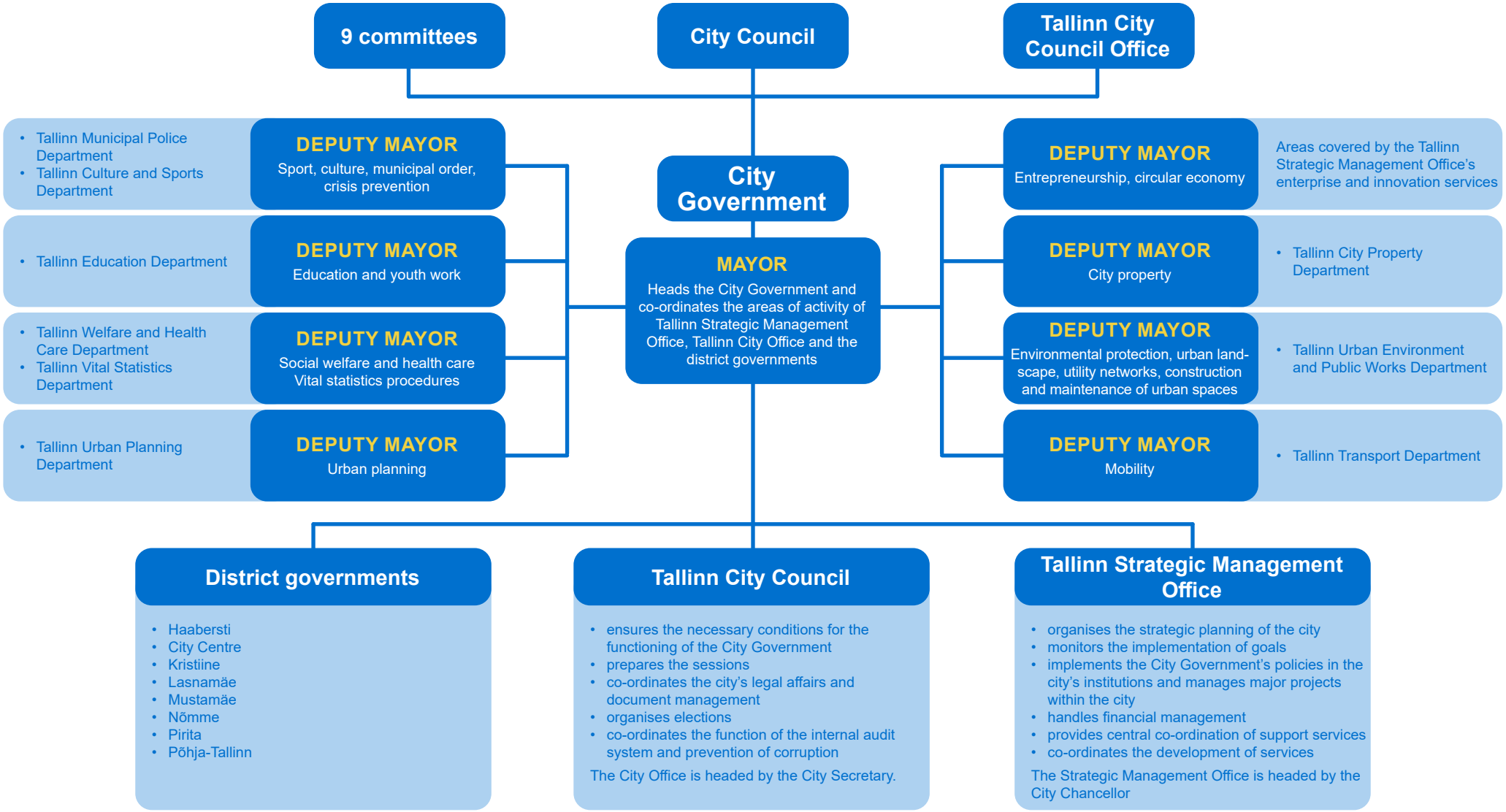
Collaboration



We achieve results by acting smart and working as a team.

Governance structure

The City of Tallinn is governed by the City Council and the City Government. Tallinn City Council as the representative body of the local authority is elected for a four-year term. The City Council works in plenary sessions, as well as through committees and factions. The Tallinn City Government is made up of nine members: the Mayor and eight Deputy Mayors. The City Government runs the city institutions and participates as a shareholder, partner, founder and member in private legal entities. The eight districts of Tallinn are governed by district governments. The city organisation comprises of 244 institutions subject to management.

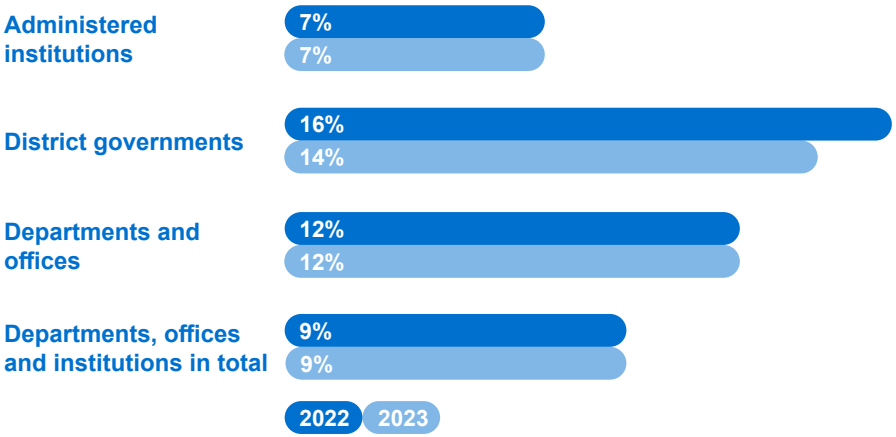


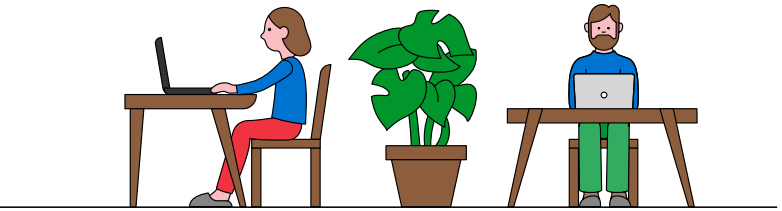
City employees

	Number of employees	Number of positions
DEPARTMENTS & OFFICES	1586	1715
ADMINISTERED INSTITUTIONS	12,181 including 9,399 in educational institutions	13,736 including 10,577 in educational institutions
TOTAL	13,767	15,451

Share of managers in city institutions

Managers make up 9% of city employees.





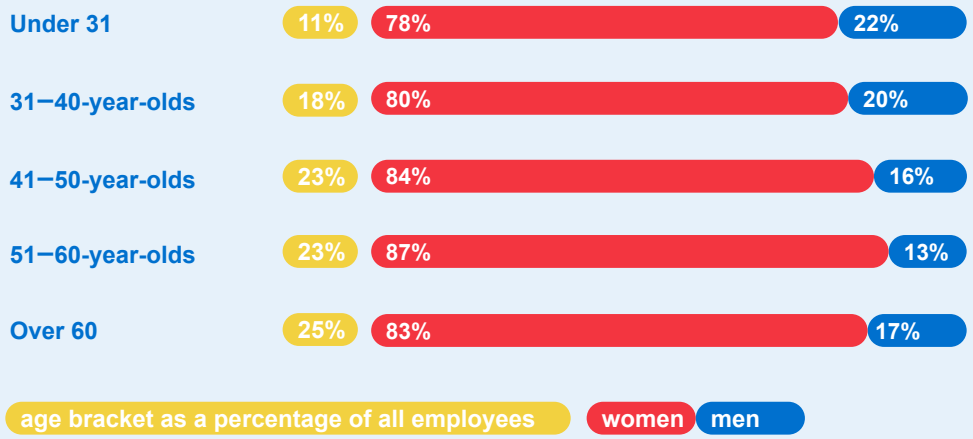
Employees by age and gender

Most (83%) of city employees are women. The majority of this comes from the institutions administered by the Tallinn Education Department, where women make up 89% of employees. Most women (40%) are aged 50 and over.

The proportion of men in the city organisation is 17%, the highest number of which work in institutions administered by the city (30%). There are fewer young men working in the city than older men. Most men are aged 30 and over.

The older age groups have the most city employees, with employees over the age of 51 making up nearly half of all employees of the city.

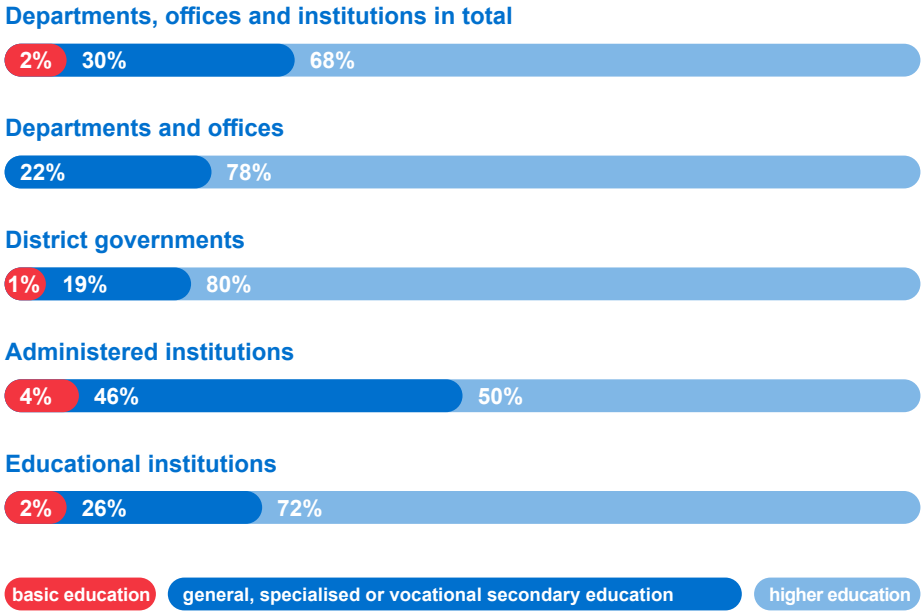
The share of city employees over the age of 51 is highest in the city's educational institutions (50%) and lowest in the city district governments (40%). 41% of all city employees are in the age group 31–50. Only 11% of city employees are under the age of 31.



Education levels of employees

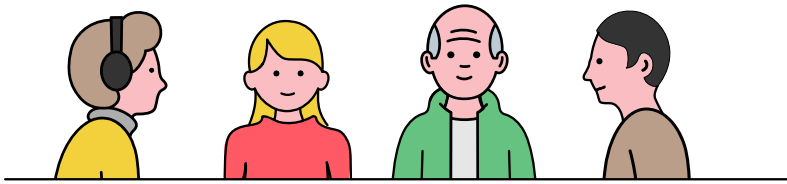
Most of the city's employees have higher education. 30% of employees have upper secondary education. 2% of employees have basic or lower level education.

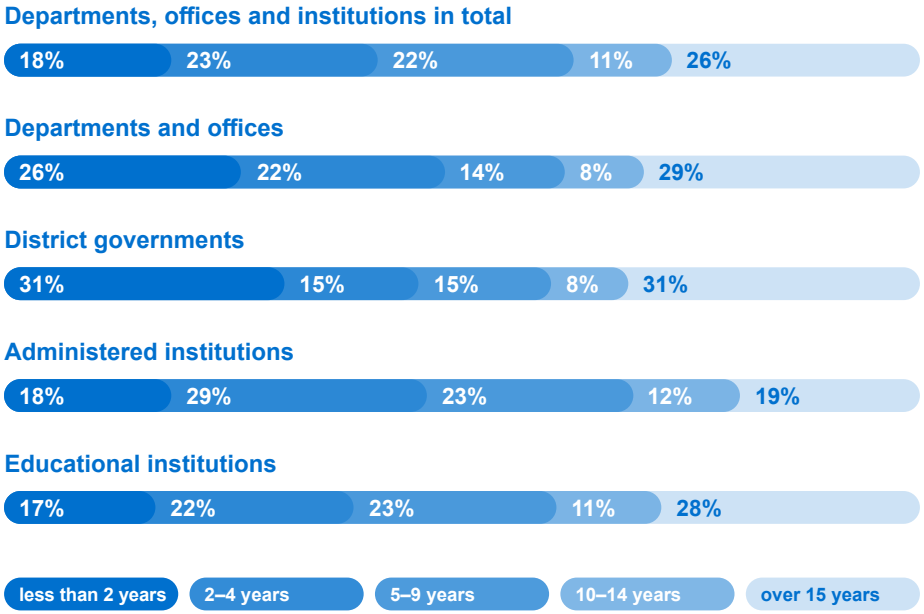
A cross-institutional comparison shows that city departments and offices, district governments and institutions administered by Tallinn Education Department have a higher share of employees with higher education. In other institutions administered by the city, half of the employees have higher education.



Length of service of employees

A quarter of employees have been working for the city for more than 15 years. A fifth of our employees have worked in the city system for less than two years. District governments have the highest percentage of employees whose length of service exceeds 15 years.





Key figures for the city budget in 2023 and 2024

Implementation of the 2023 budget

Income

€1081.6 million

Operating expenses **€926 million**

Investments **€183.8 million**

Total debt **€304.3 million**

Net debt burden 23.1%

Budget for 2024

Income

€1056.5 million

Operating expenses **€984.1 million**

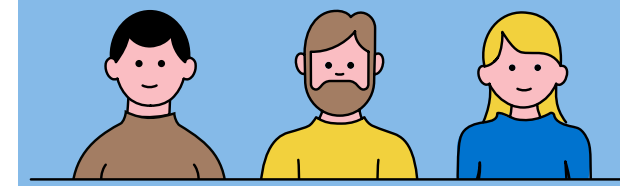
Investments **€252.1 million**

Total debt* **€402 million**

Net debt burden* 34%

* If the total budgeted loan of €125 million planned for 2024 is taken out





Tallinn's membership in national and international organisations:

- Union of Harju County Municipalities
- Association of Estonian Cities and Municipalities
- EUROCITIES (network of large European cities), where Tallinn also sits on the board
- European Green Capital Network
- Union of the Baltic Cities
- UNESCO Creative Cities Network

Sources

- Development strategy ‘Tallinn 2035’ (strateegia.tallinn.ee/en)
- Operational programme for 2024–2027 for the development strategy ‘Tallinn 2035’ (https://www.riigiteataja.ee/akt/424112023001)
- Consolidated annual financial report of Tallinn for 2023 (https://www.tallinn.ee/et/tallinna-linna-majandusaasta-aruanded)
- Sustainable urban mobility plan of Tallinn 2035 (https://www.riigiteataja.ee/akt/424112023019?leiaKehtiv)
- Statistical database of Statistics Estonia (https://andmed.stat.ee/et/stat)
- ‘Mobility and living environment. Satisfaction survey among residents of Tallinn 2023’ (https://uuringud.tallinn.ee/uuring/vaata/2023/Liikuvus-ja-elukeskkond-Tallinlaste-rahulolukusitlus-2023)
- ‘Domestic tourist survey in Tallinn 2023’ (https://uuringud.tallinn.ee/uuring/vaata/2024/Tallinna-Sisekulastajate-uuring-2023)

Photo: Kaupo Kalda
Source: visittallinn.ee

Follow the implementation of **„Tallinn 2035”**

strateegia.tallinn.ee/en/follow