

# TICKETING SYSTEM FOR THE DELHI AIRPORT SUBWAY LINE

DELHI AIRPORT METRO EXPRESS,  
ONE OF THE WORLD'S LARGEST  
SUBWAY NETWORKS



## Context

### 80% reduction in the connection time between the airport and the city center

Indra has implemented a complete ticketing management systems at the Delhi Airport Metro Express (India) subway line, which links the Indira Gandhi international airport with downtown New Delhi. This line is 22.7 km long and has both elevated and underground sections.

The line was opened on February 23, 2011. Travel time is 18 minutes from New Delhi to terminal 3 of the airport.

Users that previously spent an hour and a half traveling from the airport to the city center on public transportation now enjoy an 80% reduction in travel time.

The ticketing system implemented by Indra has been decisive in this project thanks to the optimization of ticket sales and ease of use, which is mainly due to the intuitive automatic ticket dispensing machines and contactless ticket barriers.

### At the forefront of innovative technological solutions such as urban Check-in

- The implemented ticketing management system is a complete, automated system that uses innovative contactless technology.
- The project includes automatic smart ticket sale machines to facilitate the huge flow of travelers at the stations.
- Additionally, this line now has the first check-in installation outside an airport in southern Asia.

### Benefits

#### A key project for facilitating user mobility to the airport

- Significant reduction in travel time by public transportation to New Delhi airport.
- The Delhi Airport Metro line is a unique, cutting-edge project in India that includes an urban check-in.
- Users who wish to travel by plane can check in their luggage before taking the subway to the airport thanks to this innovative system.
- Implementation of a comprehensive ticketing system under demanding requirements due to the importance of the Delhi subway network.

**Delhi Metro increases its extensive network with a complete, effective and simple infrastructure for the operator and users**

### Indra in the sector

#### More efficient, ecological and sustainable transportation and mobility

Indra is a leader in the use of new technology for creating smart infrastructures and making them more ecologically and financially efficient. Applied to transportation, these smart technologies provide real-time information for decision-making and offer added value to the service, increasing security levels, effectiveness and respect for the environment, while giving infrastructures greater control and improving mobility.

Applying technology to public transportation management allows the service to be improved and optimized for use by the citizens, a key aspect at a time when one of the biggest challenges for the future, particularly in urban areas, is addressing the need for more efficient, ecological and sustainable transportation and mobility.

We have implemented an integrated control center for the light rail and monorail systems in Kuala Lumpur, Malaysia, as well as the management technology for the Medellin

Subway in Colombia. These projects are moving toward intermodal transportation models, which integrate management of different modes of transportation.

In public passenger transportation management, our operation assistance systems (OAS) manage over 13,500 buses worldwide, with references in Brazil, Colombia, Mexico, Argentina, Poland, Morocco, Portugal and Spain.