

# UPGRADING OF THE SAINT LOUIS SUBWAY TICKETING SYSTEM

IMPLEMENTATION OF NEW TECHNOLOGY TO UPGRADE AND EXPAND THE TRANSPORTATION SERVICES OFFERED TO TRAVELERS



## Context

### Technological innovation for suburban trains

Indra and Saint Louis Subway (Missouri) have been collaborating since 2006 in the implementation of new transportation technologies to improve traveler experience.

Initially, between 2006 and 2009, Indra designed and supplied new automated equipment for vehicle access control and ticket sales at the stations, as well as a new centralized ticketing control system.

In a second phase, between 2010 and 2014, the capabilities of the ticketing management system are being expanded. To this end, contactless cards have been introduced, a new concept of smart account-based system is being implemented, and sales channels are being expanded through the online sale of tickets and the use of sales terminals at associated establishments.

**A benchmark supplier in the ticketing management technology sector**

### Customized solutions for our clients

The comprehensive ticketing management solution supplied by Indra includes:

- Installation of a centralized, smart ticketing system that automatically determines the best rate for travelers, making Indra a pioneer in the implementation of this concept, which represents the future of ticketing management.
- Implementation of contactless card technology to replace old paper and magnetic tickets.
- Expansion of sales channels through the implementation of a website for selling tickets, as well as the implementation of points of sale at associated establishments.
- Provision of station equipment designed to operate outdoors and under extreme weather conditions (below -25 °C).
- Integration of all of the systems to support the new rate concepts introduced during the second stage of the project.

**Technological innovation in the Mass Rapid Transport sector with solutions designed to improve ticketing management and traveler experience**

### Benefits

#### Upgrading and implementation of the ticketing systems

- St. Louis has become one of the first cities in the world to implement a smart account-based fare payment system.
- The Subway significantly increases its ticketing reliability and versatility through the use of contactless cards.
- The Subway increases its ability to sell products through modern sales channels.
- Better travel fares for users.

**Indra has strengthened its position as a benchmark company in the transportation sector by implementing a wide range of projects throughout the world**

### 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 citizen's service, increasing security levels, effectiveness and respect for the environment, 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 Medellín

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.