

# Gautrain System User Guide



*Join*

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## WELCOME

This is your handy guide to using the Gautrain System. This guide will show you how easy it is to plan your journey from buying a ticket to riding the Train and hopping onto a Bus.

The Gautrain System is an integrated transport system, linking 3 metropolitan areas – Johannesburg, Pretoria and Ekurhuleni. It provides passengers with fast, efficient and safe transportation.

This user guide is designed to help answer any questions that you may have about the Gautrain System. Additional information can be found on our website [www.gautrain.co.za](http://www.gautrain.co.za). Nothing beats on board excellent customer service, so please do not hesitate to ask our Customer Service Attendants.

Thank you for choosing to travel with us, wishing you a safe and enjoyable journey.



## PLANNING YOUR JOURNEY

### FIND THE CLOSEST STATION

The Aerial System Map provides you with a complete view of the Gautrain alignment in relation to the geographical area map, which makes it easy to choose the closest station to your current location.

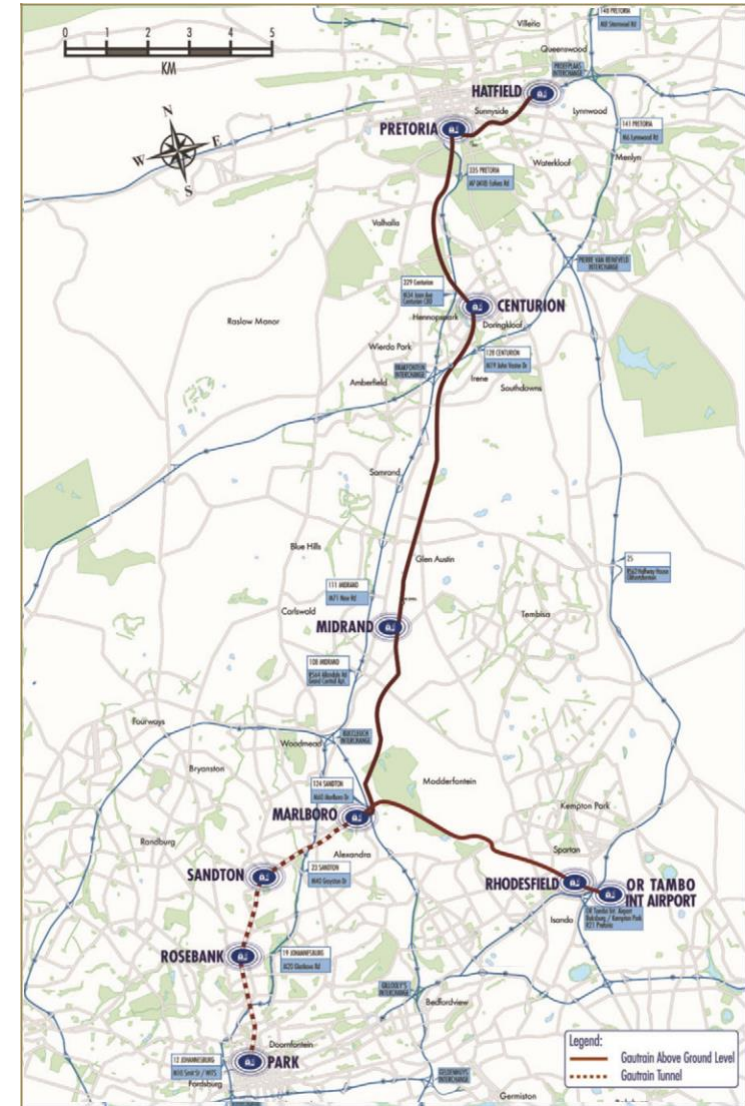


Fig 1. Gautrain Aerial System Map

Key:

----- Underground alignment/tunnel  
----- Above ground alignment

## HOW TO GET TO A STATION

You can get to any of our stations by means of:

- Using the Gautrain Bus service
- Getting dropped off by someone
- Driving there and using the Park-and-Ride facility
- Using a bicycle, or even
- On foot (pedestrian friendly environment and links provided)

## BUS SERVICE



The Gautrain System is complemented by a dedicated Bus feeder and distribution system. Each route feeds into the respective station



**Kindly Note:** The regular Gautrain bus service does not operate on weekends and public holidays. Weekend bus routes are available to the Mall of Africa and Pretoria Zoo.

**Kindly Note** that the Bus service makes use of public routes and although we do our utmost to follow the Train timetable very closely, the Buses may be delayed by amongst others congestion (especially during peak hours) or road vehicle accidents. Please take further note that the Bus service is at all times subject to the Gautrain Disclaimer.

Special events: from time to time bus schedules are put on for special events and will be communicated in advance to passengers.

To use the bus feeder and distribution service, each passenger need to have a valid Gautrain Swift Card on board a Bus and cash is not accepted on the buses.

Gautrain Swift Cards can be purchased at any station (at the Ticket Vending Machines or Station Office). You cannot reload your Gautrain Swift Card inside the Bus, but you may reload it at the stations.

The Rail user Bus fare is applicable if you use the Bus and Train within one hour of each other. The non-rail user Bus fare will be deducted upon your first tag in on the Bus and thereafter, when you tag in at the Fare Gates to board the Train, the higher amount is reversed and the rail user amount is deducted.



Gold Card Reader on the Bus

There are two types of Buses:

- Mobility Impaired (wheelchair) friendly Bus which is indicated by a decal sign on the front window and a D sign next to the Bus number. This Bus has two doors – one at the front of the Bus and another door in the centre of the Bus. The centre door is the access for wheelchairs with the driver's assistance.
- Single door Bus (non-wheelchair) which has one shared entrance and exit at the front of the bus.
- When boarding the Bus, you will need to tag in by placing your Gautrain Swift Card on the card reader.
- A successful validation is indicated by a validation alert that will sound and a green light.
- The remaining value on the Gautrain Swift Card will be displayed.
- A failed validation will be showed by a red light and an error message displayed on the screen.

There is no need to tag out when you exit the Bus. To stop the Bus, when on board, please press the buzzer to alert the driver of your intention to exit the bus.

Kindly note that the buses are only allowed to stop at the demarcated "Gautrain bus stops" to pick up Gautrain passengers. There are a number of stops where we share facilities with other modes of public transport. Bus routes currently operate from all the Gautrain stations, except at OR Tambo International Airport. Please consult the web site or ask at the stations for updated information regarding other integrated public transport.

The Bus route maps are available on the Gautrain web site to download in a PDF printable format.

A dedicated midi-bus service is provided along select routes on weekdays. To use the midi-bus service, each passenger is required to purchase a midi-bus ticket. For your convenience, tickets are available at the departing station. Gautrain cards, contactless bank cards or cash payments are not accepted forms of payment to use the mid-bus service. The midi-bus route and timetables are available on the web site and at the Bus terminus office.

To find out where the Bus is, please call the information line on the following number **010 223 1098**.

## DROP-OFF ZONES



There are drop-off zones within all the Gautrain Stations except for OR Tambo International Airport. The stopping time allowed is 15 minutes and a penalty fee is applicable after that. The penalty fees are standard across the system. All stations have allocated short term parking available in the paid parking areas.

## PARK-AND-RIDE FACILITY / CAR PARK



The Gautrain System has a dedicated car park facility at each station (except at OR Tambo International Airport) where you can park your car and board the Train. Passengers may also park their cars and not make use of the Train or the Bus service. There are separate parking fees for this service. The car park operates:

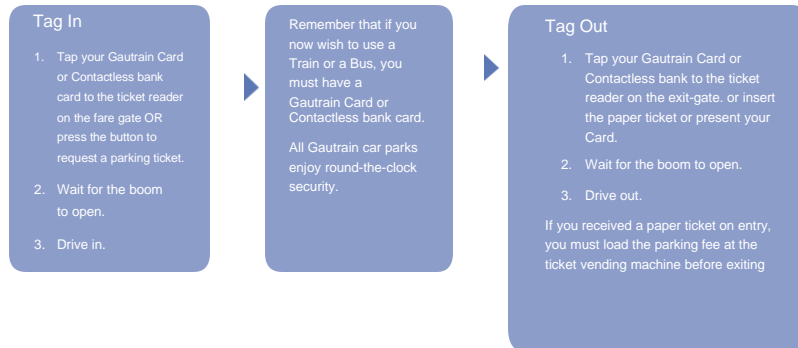
- Seven days a week
- From station opening to station closing hours.




**Kindly Note:** There is no access to parking or removal of vehicles after station closure.

To enter the car park, you need to tag your Gautrain Swift Card or Contactless Bank Card on the card reader to allow the entry boom to open for you. If you do not have a Card, you may press the green button which gives you a parking ticket that will give you access to the parking area.

Follow the instructions as shown below:



Use the same Gautrain Card or Contactless bank card upon entering and exiting the station.

The  information button, is designed to assist passengers who have difficulty using the system. A Customer Service Attendant will assist you. To use this service please press the button above the icon.

## BICYCLE RACKS



The Gautrain System has bicycle racks at each station (except at OR Tambo International Airport) where you can secure your bicycle and board the Train.



**Kindly Note:** Bicycles are permitted on the Train only in travel bags.

## PEDESTRIANS



Pedestrian friendly environment with links provided.

## CHECK TRAIN TIMES

The Gautrain operates at Peak and Off-Peak periods seven days a week, with two peak period timeslots.

The following periods are the peak periods on Week Days (Monday to Friday):

- Morning peak period: 06h00 to 08h30
- Afternoon peak period: 16h00 to 18h30

Service Intervals:

- Trains are available every 10 minutes during peak periods
- Trains are available every 20 minutes during off peak periods
- On weekends and public holidays trains are available every 20 minutes between 09h00 and 16h00 and 30 minutes between 05h30 - 09h00 and 16h00 – 20h30.



**Kindly Note:** Detailed Train timetables are available at the stations and on the web site. Download the Gautrain Mobile App, available for Android and Apple.

## BUYING YOUR TICKET

### TRAIN SERVICES AND ROUTE MAP

The Gautrain System is an integrated transport system meant to provide passengers with fast, efficient and safe transportation. It has three main lines that render the following services:

#### NORTH / SOUTH COMMUTER SERVICE

##### Hatfield to Park

This line services the routes from Hatfield Station in Pretoria to Park Station in Johannesburg. This is indicated by the burgundy colour on the route map. The respective stops are as follows:

- Hatfield
- Pretoria
- Centurion
- Midrand
- Marlboro
- Sandton
- Rosebank
- Park

#### EAST / WEST COMMUTER SERVICE

##### OR Tambo International Airport to Sandton

This line services the route from Sandton Station to Rhodesfield Station and is indicated by the blue line on the route map. The respective stops are as follows:

- Sandton
- Marlboro
- Rhodesfield

#### AIRPORT SERVICE

##### Sandton to OR Tambo International Airport

This service runs from Sandton Station to OR Tambo International Airport. It is indicated by the gold line, and the respective stops are as follows:

- Sandton
- Marlboro
- Rhodesfield (Airport coach doors do not open at Rhodesfield station)
- OR Tambo International Airport

The "Airport Service" operates exclusively between Sandton, Marlboro and OR Tambo International Airport. The "Commuter Service" is targeted at general commuters that need to travel between the stations in the North (Hatfield through to Midrand) as well as the Southern stations (Park, Rosebank and Sandton) and also includes Marlboro and Rhodesfield on the East line.


#### TRANSFERBETWEEN SERVICES

Airport passengers may embark or disembark at Marlboro as well as Sandton stations. This means that passengers may catch a train directly to the airport from Marlboro station, or transfer from the North/South line to the East/West Airport line at either Sandton or Marlboro stations.

Transfer times should be carefully considered when passengers are planning their trips as the last Train from the Airport does not have a connection to the Northern or Southern stations, and the last trains from the Northern and Southern stations do not have a connection to the Airport.



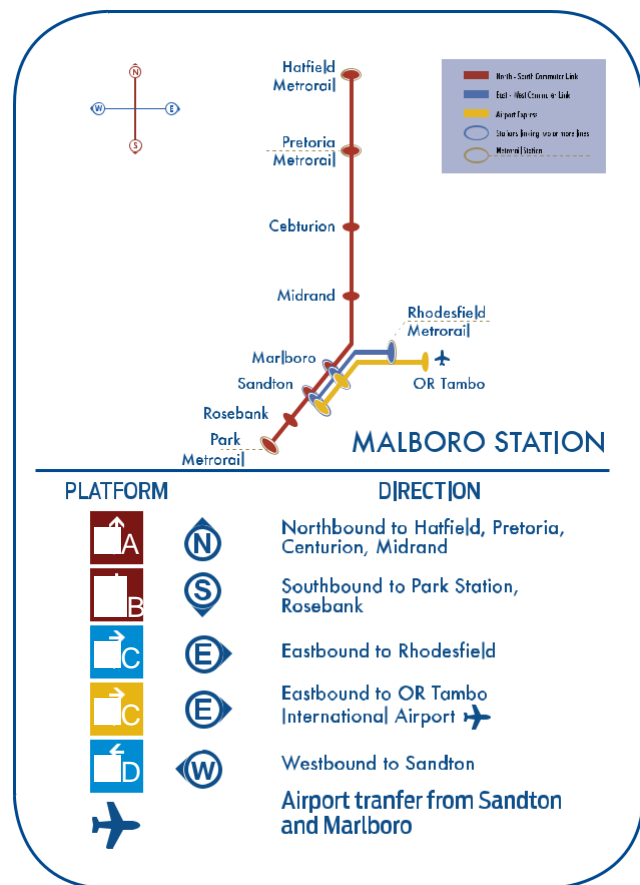
## AIRPORT SEATING / COMMUTER SEATING

To help you save time on arrival; Airport Passengers sit in the carriages with the  aircraft sign on the doors. These are the carriages that service the OR Tambo International Airport platform, and the seat configurations are designed to accommodate passenger luggage. Please note that the doors do not open at Rhodesfield station.

General commuters can sit anywhere in the carriages of the Train that do not have airport signs on the doors, the doors to these carriages do open as they are designed to service the commuter stations. The seat configuration is different to the airport carriages as it is designed for commuting. Standing is normal and can be expected during peak periods.

As the Gautrain System services various destinations, it is important to take note of the platform symbols, which correspond with the different commuter and airport services provided. The various services are also indicated on the platform symbols which are the same colour as the services rendered.

The example below is for Marlboro station. Each Train service route map is station specific.



CARD NUMBER

EXPIRES



CARD NUMBER

EXPIRES

Gautrain Card

A Gautrain Card is a Contactless Smart Card which allows you, the passenger, to access the Gautrain System. One Gautrain Card for the use of Train, Bus and parking facilities. Your Gautrain Card is valid for five years from date of purchase.



**Kindly Note:** One Gautrain Card per passenger.

Your Gautrain Card is valid for three years from its date of last use. This Gautrain Card is re-usable repeatedly, and you may register your Gautrain Card or use it as an anonymous card. Your Gautrain Card can be loaded with an amount of credit in the Pay-As-You-Go section or with a specific period product. Any unused Pay-As-You-Go value will expire three years from date of last use.



**Kindly Note:** You must have a minimum value loaded on your Gautrain Card to tag in at any fare gate, but it is advisable to ensure that you have sufficient cash value in the Pay-As-You-Go section to pay for a full trip, so that you can exit at your destination station.

## REGISTER YOUR GAUTRAIN CARD

You have the opportunity to register your Gautrain Card which will enable immediate blacklisting of the Gautrain Card should it be lost or stolen. Any unused credit value in the Pay-As-You-Go section and/or any unused period product trips on the lost Gautrain Card can then be transferred to a new Gautrain Card or may apply for a refund.

## WHERE TO BUY OR RELOAD YOUR GAUTRAIN GOLD CARD



The cost of one Gautrain Card is R19 and is non-refundable. Gautrain Cards are available from the:

- Ticket Vending Machines at the stations
- Ticket Office at the stations



Ticket Vending Machines at O R Tambo International Airport

Ticket Vending Machines (TVM) display user instructions in four languages (English, Afrikaans, isiZulu and Sesotho), and are equipped with induction loops for the audio-impaired.

Please note that the Ticket Vending Machine offers change in coins only.

You may purchase your Gautrain Gold Card via the following payment methods at either the Ticket Vending Machine or the Ticket Office:

- Cash
- Credit card
- Debit card



**Kindly Note:** Credit cards - Visa and Master cards only.

## TICKET OPTIONS AND FARES

The Gautrain System makes use of four Train Products:

- Weekly Train Product – 10 trips valid for 10 days
- Monthly Train Product – 44 train trips for 44 days
- Single Trip Product – Fares charged as Peak Period Rates
- Return Trip Product - Fares charged as Peak Period Rates

## PAY-AS-YOU-GO

The Pay-As-You-Go is recommended for occasional rail users. It is used for Single-Trip Train fares, Airport Train fares, parking at the station car parks and Bus fares. You can top up the Pay-As-You-Go cash value at any station Ticket Vending Machine or Ticket Office as you need it. The Pay-As-You-Go is automatically debited for whichever service you use.

Gautrain Cards, expire 3 years from date of last use and any remaining value on the card will be forfeited.

The maximum amount of Pay-As-You-Go cash value that you can load on a Gautrain Card is R3200.

## SINGLE TRIP TRAIN FARES

You will use Single Trip Train Fares if you are:

- An occasional user
- An airport traveller
- You must have a minimum value loaded on your Gautrain Card to tag at a Fare Gate

## TRAIN PRODUCTS

- You may use Train Products if you regularly commute between two pre-chosen stations.
- You must start using it within seven days of buying it.
- It is valid from the date of first use for the determined number of operating days thereafter.
- It will expire 10 or 44 days after first use, even if you have not used all the trips, depending on the Train product.
- You cannot have two period products on one Gautrain Card.
- You may purchase a Train Product with cash or bank card or use Pay-As-You-Go-Value on the Gautrain Card.
- If you have a Train Product between two stations and then complete a different Train journey, please refer to the website or enquire at the ticket office for examples of how the fare will be charged.

## WEEKLY AND MONTHLY COMMUTER SERVICE TICKETS

Weekly: 10-Day Pass	Monthly: 44-Day Pass
• 10 Single trips between two pre-chosen stations	• 44 Single trips between two pre-chosen stations
• Must start using it within 7 days of buying it	• Must start using it within 7 days of buying it
• Valid from day of first use	• Valid from day of first use
• Will expire 10 days after first use, even if you have not used all 10 trips	• Will expire 44 days after first use, even if you have not used all 44 trips
• Can use all 10 trips in one day or over 10 days	• Can use all 44 trips in one day or over 44 days



**Kindly Note:** Unused trips are NOT refundable.

**Kindly Note:** Detailed fare brochures are available at stations, website and in the Gautrain app.

## AIRPORT SERVICE FARES

- Airport fares is deducted from the Pay-As-You-Go section on your Gautrain Card.
- The single trip airport fare will be levied automatically if your Train journey starts or ends at OR Tambo International Airport.
- Weekly and Monthly Products do not apply to airport travel.



**Kindly Note:** The Gautrain System does not offer any discounts to pensioners, airport and / airline staff. Concessionary fares are also not applicable. Children under the age of three years travel free on the Gautrain System and children under the age of twelve need to be always accompanied by an adult.

## PARKING FEES

Car parking will be charged per operating day and if you use both the Train service and the car parks you will enjoy the discounted parking fee.

Should you use the Drop Off zone for less than 15 minutes, no charge will be debited.

- The same parking fees are applicable at all stations.
- The same Gautrain Card must be used for the Train, Parking and Bus facilities to qualify for the Rail User discounts.
- Non-Rail User fares will be applied if you take longer than 60 minutes to tag out of the parking after tagging out of a Train.

## YOUR GAUTRAIN RIDE FARE GATES

Tag your Gautrain Card at the Fare Gate - this means that you must hold your Gautrain Card for three seconds on the reader of the fare gate to validate your Card.



Fare Gates



Gold Card Reader on the Fare Gates

To **ENTER** or **EXIT** you need to hold your Gautrain Card on the card reader at the Fare Gate

- A validation alert will sound.
- A green light will illuminate
- The remaining value/trips on the Gautrain Card will be displayed.
- The glass gate open.

If the Gautrain Card is faulty or the system was entered without proper validation:


- A red light will accompany the alert.
- An error message will appear on the screen.
- The glass gate will remain closed. In this case you will be required to proceed to the Ticket Office where the matter will be attended to.


## BOARDING THE TRAIN

As the Gautrain System services various destinations, it is important to take note of the platform symbols, which correspond with the different commuter and airport services provided. The various services are also indicated on the platform symbols which are in the same colour as the services rendered.

Our customers are guided with specific signage. For example:



 o for the Eastbound General Passenger Service,

 o for the Airport Service

• on the Platforms at other stations:



• on the Train doors  for the Airport Service

## TRAVEL DURATION

The Gautrain System has a Maximum Trip Time and a Maximum Transfer Time:

**Maximum Trip Time** means that: the system starts counting down the allocated time which is 120 minutes from the first time the Gautrain Card has been tagged (swiped) either on the Bus or the Train. The time is calculated from the first time you tag into the Gautrain System and the last time you tag out of the system. Should you exceed this time, a penalty is applicable.

**Maximum Transfer Time** is 60 minutes, meaning the maximum elapsed time allowed in the course of a single trip between:

In the case of Train / Bus Passengers:

- Bus check-in and station check-in
- Station check-out and Bus check-in

In the case of Park and Ride Sites:

- Station check-out and Park and Ride Site check-out (from the Train to the Parking and leaving the Parking) Non-Rail User fees will be applied if you take longer than 60 minutes to tag out of the parking after tagging out of the Train.

## STATIONS

### STATION LAYOUT

A station is composed of two main areas:

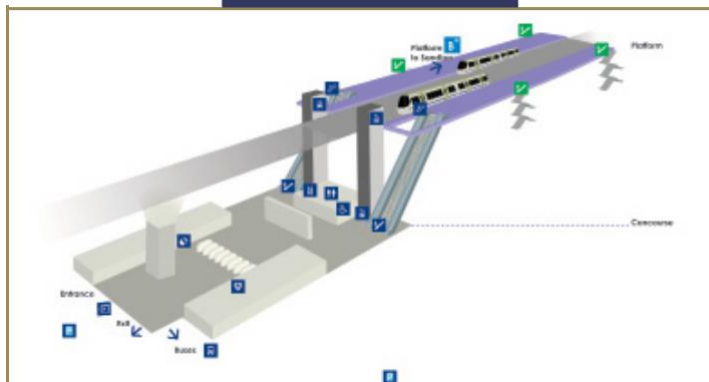
- Public Area: spaces open to the public without staff accompanying.
- Non-Public Area: all other spaces with a restricted access such as operational rooms.

The Public Area is split in two areas:

- Unpaid Area: free access from the parking to the Fare Gates line, without validating (tagging in) your Gautrain Gold Card.
- Paid Area: from the Fare Gates line to the Train is restricted access, subject to you tagging in with your Gautrain Gold Card.



## Rhodesfield



## FACILITIES

### FACILITIES FOR PASSENGERS WITH SPECIAL NEEDS



Accessibility on the Gautrain System is of paramount importance. The design of the Gautrain System may exceed local standards. The Gautrain System provides facilities for mobility impaired passengers as well as passengers with special needs; i.e. to assist blind and partially sighted persons, to assist deaf or hard of hearing persons, as well as mobility impaired persons. Wheelchair-friendly access is provided at all stations, on all Trains and on every second Bus.

The system has accessibility features to aid people with difficulties in walking, gripping, reaching or balancing (including non-slip surfaces, handrails and handholds). Blind and partially sighted people are assisted through the consistent use of colour contrasts, clear signage and lighting, non-reflective surfaces, tactile surfaces, audible as well as visual announcements. Passengers that are hard of hearing are assisted through induction loops and visually through clear signage.

Other considerations made for passengers with special needs are:

- The Gautrain parking areas are equipped with dedicated disabled parking bays located very close to the entrance of the station.
- Easy access to the Ticket Vending Machine (TVM), the emergency telephone (E-Tel) at concourse level, in the unpaid area.
- At concourse level, access to the paid area is through the service gate, or wide fare gate.
- Elevators / lifts are available, if necessary, to reach the platforms.
- All elevators / lifts have pushbuttons at the correct height.
- Inside the Train there is a dedicated area for wheelchairs in the pantograph (Pto) carriage.

### FACILITIES FOR MOMS AND TOTS



- Pushchairs can pass through the wide fare gates
- Baby changing facilities are available at all stations
- Carry all children under the age of three
- Children under the age of twelve must be accompanied by an adult

### TOILET FACILITIES

There are toilet facilities available in the paid area at the stations, either situated on the concourse or platform level. Please ask one of our Customer Service Attendants for assistance.

## LOST AND FOUND

All lost and unattended items or luggage is kept at a Security holding facility. The Lost and Found Security can be contacted on the following numbers:

- Lost and Found: (011) 253 0254

## STATION ASSISTANCE

To make your journey a more pleasant one, our Customer Service Attendants are more than happy to assist with any query you may have. They are always willing to help.

Ask one of our attendants regarding any of the following information:

- Mobility impaired / disabled access
- Local transport options
- Car parking
- Toilet facilities
- Loading money on Gautrain Gold Card
- Etc

## SAFETY AND SECURITY

Your safety and security is our highest priority:

- CCTV cameras provide coverage at all stations, on the Trains as well as at key locations along the route.
- Security guards maintain a 24-hour presence in all stations and parking areas.
- All Gautrain Buses have a satellite tracking device and are equipped with radio communications.
- Secure fencing along the route is provided to prevent unauthorised access.



## TROLLEYS

Gautrain makes Passenger Safety its number one priority. Therefore, trolleys are not permitted in the paid areas and on the platforms. When boarding the Train from OR Tambo International Airport Station, kindly leave your trolley in the dedicated trolley area. When arriving at OR Tambo International Airport Station, trolleys are available once you have passed through the Fare Gates into the airport building.

## GAUTRAIN RULES

The Gautrain Rules have been implemented to ensure that the Gautrain System, including Trains, stations and Buses are maintained to the very highest international standards of safety, cleanliness and efficiency.

Your co-operation will ensure that our world class system is maintained.

An abbreviated rule set with the most pertinent rules is placed in the unpaid and paid areas of the stations as well as in the Trains and Buses, in plain view of all visitors and passengers using the Gautrain facilities.

- Wall mounted posters
- Decals on entrance doors to the stations, in lifts and underground stations

Eating and drinking on the Gautrain System is a transgression of the Gautrain rules of travel. This specific rule has been put in place for the convenience of all passengers and to ensure that stations, Trains and Buses remain clean and to maintain a service that is attractive to all passengers.

Gautrain travel penalties are applicable to any person who does not comply with the rules which relate to security and conduct on or in the Gautrain network, premises and vehicles. Travel rules are posted at all stations, Trains, and Buses.

The full text of the Gautrain rules and applicable penalties is available upon request from any Gautrain station office and on the Gautrain website at [www.Gautrain.co.za](http://www.Gautrain.co.za).

## FREQUENTLY ASKED QUESTIONS

### Q: WHY ARE THERE NO CONCESSIONARY OR DISCOUNTED FARES?

A: The current fare structure is specified in the Concession contract. Changes to the fare structure require modifications to the contract and this can only be done following careful consideration and due process between the Gauteng Provincial Government and Bombela.

### Q: I'VE BEEN CHARGED THE WRONG AMOUNT. WHAT IS THE REFUND PROCESS?

A: Before claiming for a refund, passengers are advised to check that the claim is not due to a misunderstanding on the part of the passenger regarding correct usage of the system and respective charges that apply.

- Refund applications should be submitted by filling in an application form available at each station
- Refund requests cannot be processed through the call centre or website. Each form is uniquely numbered and progress with the application can be tracked by logging on to the web site and completing the "Contact Us" page that will register a query on the Customer Service Query Desk and which will issue you with a reference number.
- Several applications are however slightly more complicated to assess since they require verification against bank statements etc. These do take slightly longer to process and patience is appreciated.
- An administration fee will be levied for any refund application due to a misunderstanding on the part of a passenger regarding the correct usage of the system and respective charges that apply.

## INTERESTING FACTS ABOUT GAUTRAIN DESIGN PHILOSOPHY

"The tree is a most significant element in the African landscape,  
The tree is an icon to the sub-Saharan environment, The tree is a focus to a way of life"



"Acacia tree"

Trees are symbolic, providing protection, nourishment, health and shade and as a form of worship. Trees provide an anchor to which a community attaches itself.

The pathways of South Africa are punctuated by intersections that are marked by significant trees. A journey between home and a destination is marked travelling from tree to tree.

Trees mark the intersection of pathways; the shade of the canopy provides the shelter from the hot African sun, a pause in the journey, an opportunity for barter, indaba, and rest. Therefore, we have chosen the humble Acacia, its shadow from the African sun and the intersection of ways, as the focus of our design. The tree is the fundamental element around which the station buildings are being formed. The tree becomes the identity of a mode of transport. The image of the past is brought into the present to show the way forward.

"The Train is also an icon,  
The Train is technology and science,  
The Train is empowerment and progress, it is the future,



### The Gautrain is development"

The iron horse has been a vehicle of pioneers; it brings change, breaching frontiers, linking communities.

The Gautrain burrows underground linking the jewels of Gauteng, the pulse of South Africa, the heartbeat of a nation.

The Gautrain symbolises a string of pearls around the neck of the Princess of a sub-continent.

The Gautrain will become a symbol of progress and development, the symbolic tree is the anchor on which the stations will be built. By entwining the two they evolve to form the links in the chain that reflects the environment of which the Gautrain Stations will be part. The vision of the future, anchored in the past, is identified with the present. The realisation of this marriage is the creation of spaces that are identifiable, intrinsically technological but set in an African Landscape." – GAJV & Bombela 2004

## THE JOURNEY

The inspiration for the design of the Train system starts as a journey and pauses as a meeting place to proceed along alternate paths. As an African metaphor it is both rich in cultural heritage and modern in its application. From the outset, the objective of the design is to draw from the technical excellence that pervades South African industry in the application of the metaphor.

The expression of the journey in the African context starts as various individual paths that originate from a distance over the field, hill, mountain or town and wind their way to a point marked by a lone acacia tree. There the traveller pauses in the shade and may be met by a fellow traveller where a discussion may arise of their destinations, their origins or even the route itself. The elegance and simplicity of the metaphor is rich in context and origin. The pause may, at times, be a formal meeting place or a place of worship and may be marked by a circle of stones. The regularity of its use is punctuated by the natural grasses that do not enter the ring.

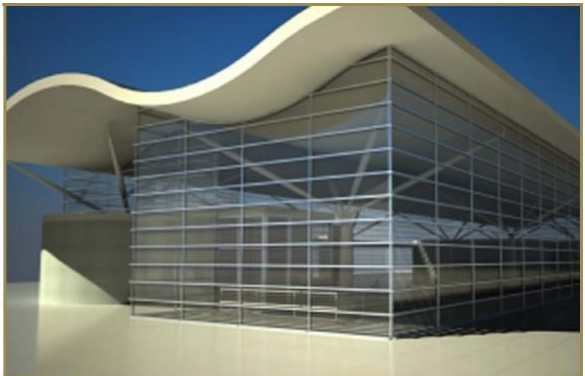
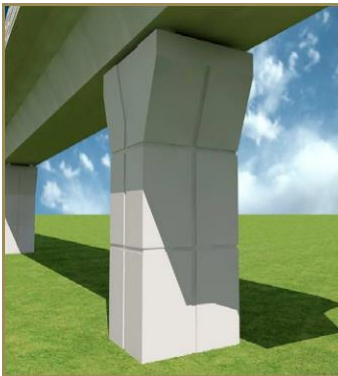


## THE INTERPRETATION AND GENERIC STATION DESIGN

The design of transportation buildings has become symbolic of technical achievement across the world. These structures are complex by virtue of the many processes that they accommodate. The design passively recognises, in various orders of priority, many vehicular and pedestrian movements, which require the movement hub to be legible and actively guide the movement of passengers and well-wishers along their predetermined routes.

As a three-dimensional expression, the station buildings are required to express the Gautrain brand as a public statement. The design, therefore, must consist of recognisable elements that are applied to varying station contexts creating a "systems identity". The concept is applied through the breakdown of the components constituting the station complex. These are separated into three key elements, the Station Concourse, the Link / Transfer tunnels and the Platforms and represent a synthesis of design between contextual, engineering and construction constraints as a celebration of mobility. These key spaces are supported by recognisable structural elements as a functional expression of the architecture. These elements are:

- The "tree" structure representing the Acacia tree trunk and branches
- The "wave" structure representing the umbrella canopy of the Acacia tree



Responsible environmental management enjoys a very high profile throughout the Gautrain System. All activities are governed by the Environmental Management Plan (EMP) with daily inspections and regular audits conducted by trained environmental personnel.

"Did you know that you are more than halving your carbon footprint by using the Gautrain in preference to using your car"

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