



## Tourism Grade 11 Term 1 Week 3 Gautrain

Tourism and Representation (University of Pretoria)



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## **Tourism Grade 11**

### **Term 1- Week 3**

#### **What learners need to know about the Gautrain**

Interesting features such as exterior and interior appearance, security, speed  
Gautrain technology such as ticketing procedures, electronic boarding procedures, electronic arrival and departure announcements

Routes, parking facilities and bus service linked to the Gautrain

Benefits for the tourism industry Include any new developments

**Assessed in the Exam: Section D and Question 1**

## **The Gautrain**

### **LESSON 1: REASONS WHY THE SAFETY OF TOURISTS IN SOUTH AFRICA IS IMPORTANT**

#### **Gautrain Background:**

##### **Background:**

The Gautrain is an 80 kilometre mass rapid (fast transit railway system which links Johannesburg, Ekurhuleni and OR Tambo International Airport. It was built to relieve traffic congestion in the Johannesburg- Pretoria traffic corridor. The Gautrain offers commuters and tourists a viable alternative to road transport. The Gautrain is a rail system that operates in the Gauteng Province only, this explains the name Gautrain (Gau is for Gauteng) (Train =Train) but the train is called the Gautrain. As a tourism learner it is important to know how the Gautrain operates and the services it offers, keeping in mind that transport plays an important role in a tourist's travel choices and decisions.

#### **The Exterior (outside) appearance**

- The Exterior (outside) of the Gautrain is gold, grey and blue.

- The Gautrain has its logo on the exterior which is a golden train which represents the Gold Mining history of the Gauteng Province.



- The Gautrain has a very modern exterior with an Aerodynamic nose, enabling the Gautrain to travel at high speeds.
- There are locomotives (engines) on each end of the train, trains don't turn around.
- Big rectangular windows and sliding doors that open and close electronically.
- Each train consist of four cars (carriages) and a maximum of 8 car train set.
- The Gautrain is easily identifiable through its exterior appearance the following are the exterior appearance of the Gautrain.



### **Interior (Inside) appearance of the Gautrain**

- The interior as well as exterior of the Gautrain are designed to allow access to passengers with special needs.
- The gap (space) between the platform and the rail car is small because they are the same height allowing for easy access for commuters.
- There is a section on each train that is allocated to and passengers in wheelchairs.
- Colour contrasts, good lighting and non- reflective are made suitable for the sight impaired (eye sight problems) commuters.
- Tactical and audio guidance is provided for those that are hard of hearing. (hearing problems).

- Special areas for baggage storage near doors.
- Electronic displays
- Air conditioners
- Carpets

### **Gautrain Security**

- Hundreds CCTV camera Surveillance, both on trains and in stations provide recorded coverage of all stations and trains as well as key locations along the route.
- 24- hour security guard's presence at all stations and trains .
- Secure fencing along the route to prevent unauthorised access and vandalism to the train tracks.
- Satellite tracking of all buses linked to the Gautrain System.
- In car cameras that allow driver to see what is happening on the train.
- Only valid ticket holders are allowed at the Gautrain station an on the rail cars (Gautrain).

### **Speed**

- The minimum travel Speed of the Gautrain is 160km/h.
- The maximum speed it can travel is 180km/h.
- The Gautrain is much faster than the normal Metrorail.
- Measures are in place when the train exceeds the speed limit by more the 3km/h an alarm will sound and if the speed is exceeded by more than 6km/h the train's service breaks will slow it down.

### Activity 1:

1. Explain why the Gautrain was built. (2)
2. State SIX safety features of the Gautrain (6)
3. It is important to ensure commuters and tourist with special needs are well accommodated when travelling using public transport.  
Briefly discuss **FOUR** features available on the train which will enable persons with special needs to travel with ease (8)
4. Explain FIVE external visual features of the Gautrain (10)
5. State the minimum and maximum travel speed of the Gautrain (2)

[28]

### LESSON 2:

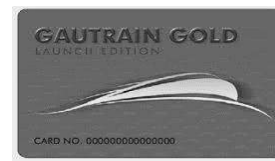
#### Gautrain technology

##### Ticketing procedures

- A Gautrain Gold Card is a Contactless Smart Card which allows you, the passenger, to access the Gautrain System.
- The commuter has to purchase (Credits/tickets) that will be loaded into the Gold Card. Commuters/ tourist using the Gautrain make use of the Gold Card to access the Gautrain. Tickets/ credits are not used in physical form but the gold card serves as a ticket provided credits/

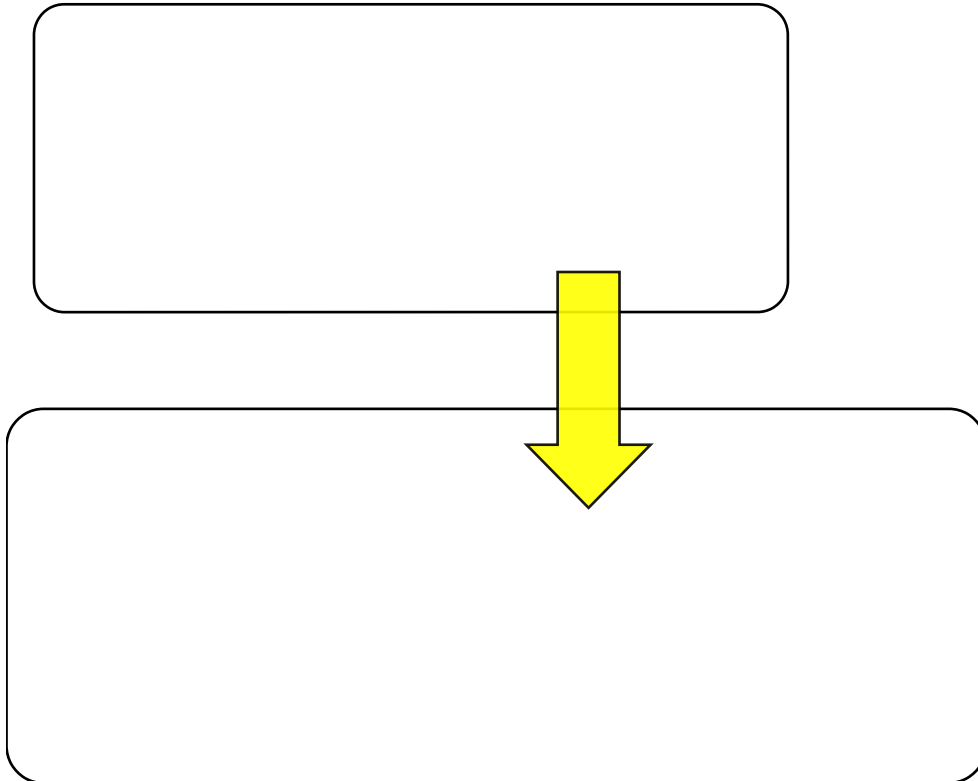
tickets are loaded into the Gold Card.

- No Gold Card= No Gautrain ride, No Gautrain Bus Ride, No use of Gautrain Parking facilities.
- One Gautrain Gold Card for the use of Train, Bus and parking facilities.
- Your Gautrain Gold Card is valid for five years from date of purchase.
- The cost of one Gautrain Gold Card is R10 and is non-refundable. Gautrain Gold Cards and credits/ tickets are available from the: Ticket Vending Machines at the stations ticket Office at the stations.



### **Electronic boarding Procedures**

- For passenger to board the train, they have to pass through the fare gates at the station. These gates have ticket readers. The process below outlines how the tourist/ commuter will board the Gautrain electronically.



### **Electronic arrival and departure announcements**


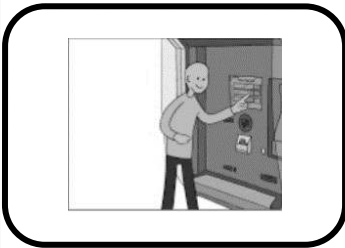
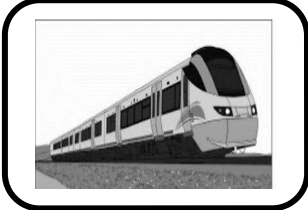
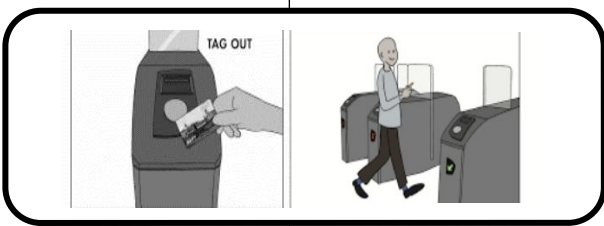
- Each station is equipped with information display boards displaying arrival and departure times of trains.
- Pre-recorded electronic announcements inform passengers which station they are arriving at as well as when the train is departing.
- External ultra -bright LED display in the front of each train providing information as to which station the train is heading to.
- Screens inside the train providing updates and notifications as stations are being approached.
- Public address system on train for the driver to use to broadcast announcements.
- Announcements are made over public address systems station they are arriving at as well as when the train is departing.

**Activity 2:**

2.1 On arrival at the Gautrain station the tourist or commuter has to follow certain procedures before embarking on the Gautrain.

Study the images below on ticketing procedures and electronic boarding procedures, arrange the images in the **correct sequence** and provide a **brief explanation** of each image. E.g.:

**A** –tourist obtains gold card.....

<b>A</b>		<b>B</b>	
			
<b>C</b>		<b>D</b>	
			

(8)

2.2 Provide a discussion on the uses of electronic departure and arrival announcements.

(6)

[14]



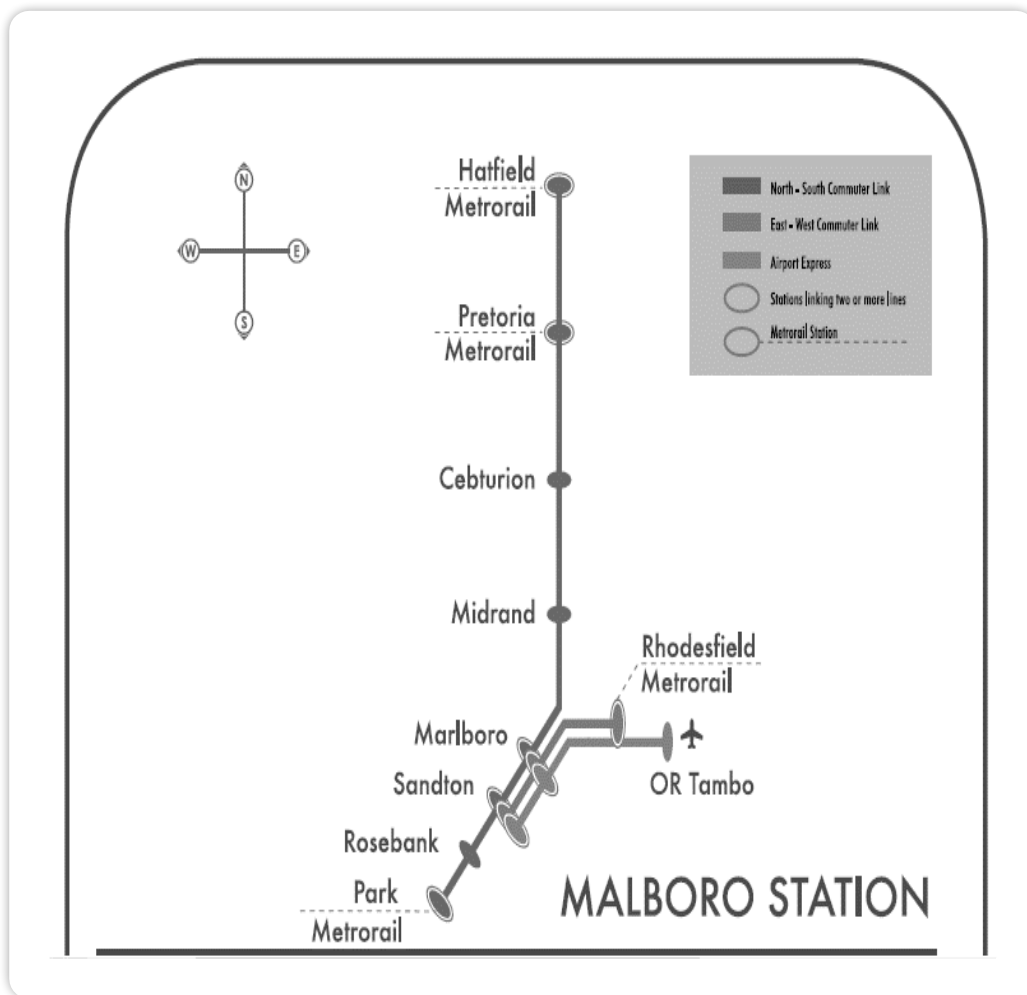
## Lesson 3

### Routes

The Gautrain makes use of set routes with parking facilities along the way where passengers can park their cars before they get on to the train.

There are **two main routes**:

- East -West Route between OR Tambo International Airport and Sandton.
- North – South Route between Park station in Johannesburg and Hatfield in Pretoria



### Gautrain Bus services

- The Gautrain System is complemented by a dedicated Bus feeder and

distribution system. Each route feeds into the respective station.

**There are two types of Buses:**

- Mobility Impaired (wheelchair) friendly Bus which is indicated by a 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.
- Low entrance floors with wide doorways and folding ramps make travel easier for disabled commuters.
- 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 Gold Card on the card reader.
- The Gautrain bus links to other forms of transport in the Gauteng province.
- To use the bus feeder and distribution service, each passenger need to have a valid Gautrain Gold Card on board a Bus and cash is not accepted on the buses.
- A successful validation is indicated by a validation alert that will sound and a green light.
- The remaining value on the Gautrain Gold Card will be displayed.

- A failed validation will be showed by a red light and an error message displayed on the screen.

### **Parking facilities**

- There are almost R1100 parking bays at the different stations.
- Payment is done by swiping the Gautrain Gold Card If you do not have a Gautrain Gold Card; you may press the green button which gives you a parking ticket that will give you access to the parking area within the Gautrain Station.

### **The benefits of the Gautrain for the tourism industry**

- Offers tourist a fast and efficient way of travelling from OR Tambo international airport to the city and even all the way to Pretoria.
- Opportunity to visit more destinations in the province.
- Job creation.
- Boosts Gauteng's image as the main business area of South Africa
- Environmentally the Gautrain reduces traffic congestion thus resulting to a reduction in carbon emissions

### **New developments on the Gautrain**

- A proposed expansion to the Gautrain Rapid Rail Link Network will see new stations being built in areas such as Boksburg, Roodepoort, Mamelodi, Irene and Lanseria Airport.

- The expansion project is set to commence at the end of 2024.
- However, the COVID-19 crisis has affected governments finances.

### Activity 3

3. 3.1 The Gautrain has new developments planned by having a route expansion set to reach more areas in Tshwane and the rest of Gauteng.

Mention TWO benefits of the Gautrain to the tourism industry

(4)

3.2 State the TWO main routes of the Gautrain

(2)

3. 3.3 Name the Gautrain stations which serve as respective stops from the North- South route.

(8)

3. 3.4 Mention TWO other services offered by the Gautrain.

(2)

[16]

### Self- Assessment 1 from Past examination Question Papers



- 6.4 The Gautrain is a rapid transit system that links Johannesburg, Pretoria and OR Tambo International Airport in Gauteng.



- 6.4.1 Give a short explanation of the following aspects of the Gautrain.
- (a) Procedures to be followed when buying a ticket to travel on the Gautrain. (2 x 1) (2)
  - (b) Boarding procedures. (2 x 1) (2)
  - (c) Arrival and departure announcements. (2 x 1) (2)
  - (d) Use of the QR code. (2)

### Self- Assessment-2 from past examination question papers

The Gautrain is a high-speed transport system that links Pretoria, Johannesburg and OR Tambo International airport.



<https://pbs.twimg.com/media/DJBrEbtXcAA9M1o.jpg>

- 11.1. Explain why the Gautrain was built. (2)
- 11.2. Discuss two benefits of the Gautrain for the public. (4)
- 11.3. Discuss two benefits of the Gautrain for country. (4)
- 11.4. Explain the process for someone who wants to get from their home to the airport via the Gautrain, including payment. (4)

