



1. Metrorail employees encouraged commuters to report illegal activities on stations.
2. Law enforcement agencies also approached commuters on trains.

Metrorail Western Cape intensified its crime-prevention efforts during a joint operation with the South African Police Services, the Rapid Rail Police Unit, the City of Cape Town Law Enforcement department and Iliso Security.

During the operation the agencies also swooped in on several other stations in Area iKapa. It was conducted over four consecutive Fridays from 8 to 29 July 2016.

"This operation stemmed from a security indaba, which Metrorail attended in Johannesburg a few months ago. Several safety issues were raised at the indaba. We identified the need to reclaim our stations and trains from criminal activities that pose a high risk to our customers and company assets," says Zino Mihi, corporate affairs manager of Metrorail Western Cape.

### Tackling crime

More than 200 random searches were conducted during the operation. Several people were arrested for possession of drugs, drug dealing and drug abuse at Cape Town Station. Law enforcement also fined close to 100 taxi drivers for traffic violations. Below is a look at the positive results of the crime prevention operation.

## Reclaiming our stations

Metrorail Western Cape's recent efforts to stamp out crime at Cape Town Station yielded positive results.

**Six people** were arrested for possession of drugs.

**Two people** were arrested for drug dealing.

**Two wanted suspects** were arrested.

**Five people** were arrested for drug abuse.

**92 taxi drivers** were fined for traffic violations, totalling R61 700.

**1 200 pirated music CDs** were seized.

### Masibuyise izitishi zethu

uMetrorail eNtshona-Koloni uye wazenza qilima iinzame zokuphelisa ubuqhetseba bebambisane neenkonzozobopolisa eMzansi Afrika, iRapid Rail Police Unit, nesebe lezomthetho lesixeko saseKapa kunye ne Iliso Security.

Kulomsebenzi bebewubambile, bebezongezizitishi ezingqunga iKapa. Lomsebenzi wenziwe koolwesihlanu abane ukususela ngomhla we 8 ukuya nge 29 kwinyanga yeKhala.

"Siye sabona kunyanzelekile ukuba sibuyise izitishi zethu kunye noololiwe abasezandleni zezikrelemnqa, kunye nazo zonke izenzo ezenza ukuba oololiwe bethu bangakhuseleki," utshilo uZino Mihi ongumanejala wezonxibelelwano kwaMetrorail eNtshona Koloni.

Kuye kwenziwa nogqogqo olungaphezu kwamakhulu amabini (200) kulo msebenzi. Abanye baye babanjwa beneziyobisi kwisitishi saseKapa. Abomthetho baye babhatalisa abaqhubi beetaxi abasondeleyo ekhulwini ngenxa yokungalandeli imithetho yendlela.

OPERATIONS



# The truth behind trains

Ever wondered why Metrorail can't add extra carriages or more trains to existing lines? Surely it will help with overcrowding? We enlisted the help of Siphso Malinga, maintenance and engineering manager of Metrorail Western Cape, to settle these questions.

Words: Alicia English

Increasing the number of carriages or trains is not all that simple. "The number of carriages is directly linked to the length of our platforms," explains Siphso Malinga, maintenance and engineering manager of Metrorail Western Cape. Hooking on another one means that, when the train stops at a platform, commuters may not be able to get off – which is a huge safety risk.

So why can't Metrorail just add an extra train? "Although it's possible, all our trains run on a timetable," Siphso points out. It's planned down to the second. "All schedules in our operation start and end in Cape Town.

Although we have 24 platforms, there are only 12 lines coming into the station. If we add one train, we will need to redesign the entire timetable," he says.

"Then there's the challenge of having too many trains in operation on a line. Unlike cars that can be in bumper-to-bumper traffic, trains need to have specific following distances. The safe distance between cars is 6m but with a train it's 110m."

A passenger train travelling at 90km needs at least 170m to come to a standstill.



## Train shortages explained

There are several factors that contribute to shortages of train sets. Metrorail's train service is often plagued by acts of vandalism, which has contributed to the shortages.

### Vandalism

Depending on the severity of damage caused by vandalism, train sets often have to be removed from service for long periods so that they can be repaired. For example, when carriages are damaged in fires, it can take between six months to a year before the train returns to service.

### Ageing rolling stock

Due to the ageing rolling stock, train sets have to be removed from service for regular maintenance and general overhauls. For normal maintenance work, trains are taken out of service for two weeks. During a general overhaul, trains are out of service for up to six weeks. Sometimes, trains are removed due to technical breakdowns in between maintenance periods. Every effort is made to ensure that maintenance is completed on schedule. The introduction of new trains as part of the modernisation programme will in time replace the entire current rolling stock.

## Safety is our concern

### SAFETY CORNER

Stay behind the yellow line on the platform until the train comes to a stop.

### EMERGENCY NUMBERS

Protection services	021 449 4336
Claims office	021 449 2041/3645
Transport info number	0800 65 64 63
<b>RAILWAY POLICE</b>	
Philippi	021 370 1000
Cape Town	021 443 4325/7
Bellville	021 941 6800
Retreat	021 710 5120/9

## SIZE MATTERS

THESE ARE THE CARRIAGE LIMITS PER TRAIN IN EACH OF OUR THREE AREAS:

### Central

Trains can have up to **14** carriages adding up to 271.8m. The platforms are up to **307m** long.

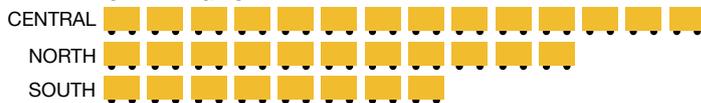
### North

Trains can have up to **11** carriages. The platforms are all **213m** long.

### South

Trains have **eight** carriages and platforms are **155m** long.

### CARRIAGES



### PLATFORMS



# HOW TO READ OUR TRAIN UPDATES

Metrorail regularly posts train updates on its social media platforms. We help you make sense of the notices.

It's the morning peak hour and you're waiting to catch your train to work when an announcement is made that there are residual delays of between 30 to 40 minutes. What do you do? And what is a residual delay?

Metrorail's social media team posts real-time updates on its Facebook (search for Cape Metrorail) and Twitter (@CapeTownTrains) pages to inform commuters of any service changes.

## REAL-TIME UPDATES

Service announcements are posted on Facebook and Twitter whenever there are delays. These announcements are often accompanied by a screenshot of Metrorail's train report system. While the service announcement provides details of the incident and the time delays, the train report includes details such as the train number, train line and station, whether it is arriving or departing, and exactly how late the train will be.

## THE DOMINO EFFECT

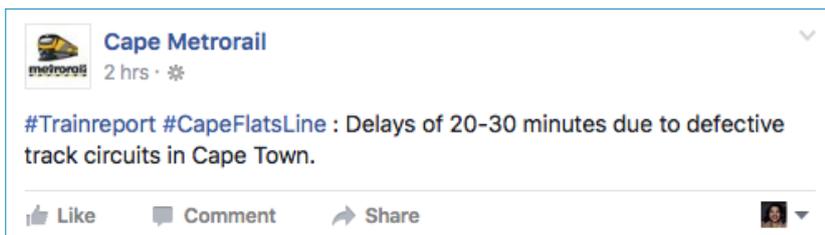
Residual delays occur when there are delays in the service long after an incident has been resolved on a specific line. For example, when there are delays due to defective track circuits, Metrorail will deploy its technical team to resolve the issue. The service usually returns to normal once the issue is cleared up.

However, when there are more serious incidents, such as cable theft or rail fatalities, residual delays could continue long after the scene has been cleared.

"Delays often start at 10 to 20 minutes. It might then escalate to 40 to 60 minutes as more trains are impacted by the service issue. Once the service has been recovered and trains start moving, the service doesn't immediately start operating on time. It is

similar to a road accident. The accident scene might be cleared, but traffic is still backed up for a while," explains Daphne Kayster, marketing and promotions manager of Metrorail Western Cape.

Train No#	Train Type	Station	Event	Time	Deviation	Service
9919	METRO	CHRIS HANI	Arrival	08:18:42	9 min Late	KHAYELITSHA
9921	METRO	NOLUNGILE	Arrival	08:19:48	4 min Late	KHAYELITSHA
9923	METRO	MUTUAL	Arrival	08:20:18	7 min Late	KHAYELITSHA
9932	METRO	ESPLANADE	Departure	08:20:42	6 min Late	KHAYELITSHA
9934	METRO	MUTUAL	Arrival	08:15:12	2 min Late	KHAYELITSHA
9936	METRO	BONTEHEUWEL	Arrival	08:20:24	5 min Late	KHAYELITSHA
9938	METRO	PHILIPPI	Departure	08:17:06	2 min Late	KHAYELITSHA
9940	METRO	NONKUQBELA	Departure	08:20:24	7 min Late	KHAYELITSHA
9212	METRO	CAPETOWN	Arrival	08:04:54	10 min Late	KAPTEINSKLIP
9511	METRO	KAPTEINSKLIP	Arrival	08:20:30	7 min Late	KAPTEINSKLIP
9513	METRO	NDABENI	Departure	08:21:30	15 min Late	KAPTEINSKLIP
9518	METRO	WOODSTOCK	Departure	08:19:18	17 min Late	KAPTEINSKLIP
9520	METRO	NDABENI	Departure	08:14:54	3 min Late	KAPTEINSKLIP
9010	METRO	CAPETOWN	Arrival	08:17:24	27 min Late	LAVISTOWN
9013	METRO	SAREPTA	Departure	08:05:18	16 min Late	LAVISTOWN
9014	METRO	MUTUAL	Departure	08:12:12	2 min Late	LAVISTOWN
9015	METRO	BELHAR	Arrival	08:20:42	8 min Late	LAVISTOWN
9017	METRO	ESPLANADE	Departure	08:21:12	7 min Late	LAVISTOWN



IMAGES: COURTESY IMAGES



## Short courses at Stellenbosch University

For more detailed information and individual courses, course content, dates and duration and application procedure, please visit [www.shortcourses.sun.ac.za](http://www.shortcourses.sun.ac.za)

### FOR MORE INFORMATION:

Short Courses Division, Stellenbosch University, 15 De Beer Street, Stellenbosch 7600 | Tel: 021 808 9068 | Email: [shortcourse@sun.ac.za](mailto:shortcourse@sun.ac.za)  
Web: [www.shortcourses.sun.ac.za](http://www.shortcourses.sun.ac.za)



UNIVERSITEIT  
STELLENBOSCH  
UNIVERSITY



INNOVUS

OPERATIONS

# Vandalism disrupts train service

Hundreds of commuters were affected by acts of vandalism in which two train sets were damaged in a fire last weekend.

Words: Alicia English



Please contact our toll-free number **0800 65 64 63** to report a crime.

Metrorail's train service was dealt a heavy blow on Sunday, 7 August 2016. Two motor coaches and two carriages of two respective train sets were torched at the Retreat staging yard. The incident, which is under police investigation, was reported at 2.43pm. The fire was extinguished by 5.40pm. No injuries were reported.

**Timekeeping**

Richard Walker, regional manager of Metrorail Western Cape, condemned the destruction of Metrorail assets. "Incidents of vandalism are totally unacceptable. This latest incident is another setback and it severely impacts the region's ability to respond to commuter demand. It has a negative impact on our recovery programme

to bring back reliability of the train service. We apologise to commuters for having to bear the brunt of the reckless destruction of our assets."

**Out of service**

Metrorail's train service has been hampered by arson attacks since October 2015. The result is reduced capacity. When a train is damaged as a result of a fire, it could take six to 12 months before it returns to operation. Depending on the extent of the damage, it can cost up to R1.5 million to replace a normal carriage or R4 million to replace a motor coach.

"It is not just the cost of the damage that we are concerned about. The bigger dilemma is how soon these carriages can be repaired and returned to service. Until they return to service, thousands of commuters have to use other, already over-full trains. One train accommodates 800 to 2 000 commuters depending on the number of carriages and its Metro and MetroPlus configuration," explains Richard.

**Reward offered**

Metrorail has urged the public to help the police bring the culprits to book. A reward of R100 000 is offered to anyone with information that will lead to the arrest and conviction of offenders.

CUSTOMER NOTICE

## Avoid getting fines

Commuters are encouraged to purchase train tickets where they board their trains to avoid being fined for travelling without a valid train ticket. To find out ticket office operating hours, call 0800 65 64 63 or follow @CapeTownTrains on Twitter.



IMAGES: SHAVAN RAHIM AND COURTESY IMAGES

CUSTOMER SERVICE

# Improving access control



Metrorail Western Cape has partnered with Chrysalis Academy to improve its customer service in Area South.

Words: Alicia English

Representatives from Metrorail's protection services, customer service and special projects departments recently visited the Chrysalis Academy in Tokai as part of its ongoing stakeholder engagements in Area South.

Chrysalis runs a leadership programme for youth in the Western Cape. Participants in the academy's 16 Alpha course will be joining Metrorail as interns for three months. Quinton Fourie, operations manager in

Metrorail's protection services department, addressed the interns about the company's train service and operations.

George Kiewiets, special projects manager in Metrorail's Area South, says the interns will add great value to Metrorail's service. "They will be placed as additional resources in customer service, and will focus on access control. These interns will add value to public safety in, around and on the railway reserve, in particular the Muizenberg area," says George.

**ABOVE** Metrorail employees interacted with interns from Chrysalis Academy in Tokai.

IMAGE: COURTESY IMAGE

## Advertise your business in MyLine and reach tens of thousands of commuters weekly

732 000 PASSENGER JOURNEYS EVERY DAY

708 TRAINS EVERY WEEKDAY

R151 million IN TICKET SALES PER ANNUM

122 STATIONS

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 M 071 291 4446  
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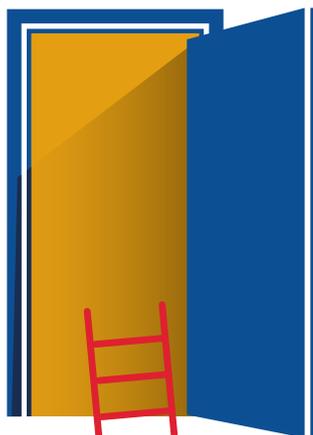
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CAREER

# 5 steps to promotion

Want to be noticed in the workplace, but you don't know how? Here's how you can improve your chances of getting a promotion.

Words: Alicia English



**HOT TIP**  
Be honest and open to feedback, and always deliver on your promises.

**M**ore and more organisations want to invest into and develop employees who have proven themselves. Peter Kriel, head of the faculty of business at The Independent Institute of Education, says companies prefer to promote employees, rather than look outside the organisation to fill positions. This is why it is important for employees to prove that they are the right fit for the company and that they can take up more responsibility.

Peter says, "If graduates understand what companies seek from the very beginning of their careers, they will be able to position themselves as high-potential candidates, allowing them to be recognised as such and included in either formal or less formal development plans."

**R.E.S.P.E.C.T**

Earn the respect and trust of your managers, team members and subordinates alike.

"To be trusted and respected is simply linked to ethical behaviour. Deliver what you promise, ask questions when you don't know and always respect those around you," says Peter.

**Perform well**

Display high levels of competence in the technical and functional aspects of your discipline. "When you receive a qualification and are appointed to a position, it is assumed that you are indeed equipped to perform. It is crucial that you never oversell yourself to prospective employers. Once you are in the job, learn and perform as quickly as possible. Initial impressions tend to last, so not performing right from the beginning will set you back in the medium term," he explains.

**Have humility**

Be open to feedback and constructive criticism. "Lose the bad attitude about feedback and criticism," says Peter. He adds:



"Remember, people who give feedback normally have more experience than you, and those who criticise (even if they are wrong) have a reason for doing so. Being open to feedback and criticism will not only earn you respect, but will put you in a position to become familiar with the specific nuances of the environment."

**Solutions-driven**

Solve problems and challenges creatively. "Adopt a position of inquiry rather than advocacy when faced with problems and challenges. It is always good to follow a 'what-if' approach, rather than a 'do this, I know best' approach," advises Peter.

**Maturity matters**

Show your emotional intelligence. "Companies steer clear of promoting unpredictable and immature employees. Maintain a position of humility and keep a cool head at all times. Look at challenges and opportunities from different angles, and always display respect for others," says Peter.

TECHNOLOGY

# How to protect your mobile data

No one likes to deal with the nightmare of recovering their information when their cellphone is lost or stolen. Here's how you can improve the security of your cellphone and mobile data.



**1 Set a screen lock**

A screen lock is designed to protect your personal information and prevent others from using your mobile device without your permission. Make use of a password to prevent others from accessing your device when the screen is locked.



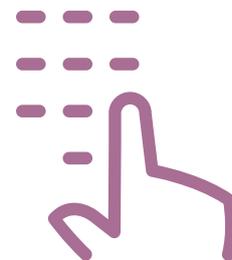
**2 Install a security application**

Many mobile apps are available to enhance the security of mobile devices. These security apps are often available for free or at a low price and can provide the capability to remotely lock, locate or wipe your device.



**3 Back up your data**

You probably keep valuable information on your smartphone, including photos, videos and contacts. Backing up your data in case your smartphone is lost, damaged, or stolen is a good practice.



**4 Set a SIM PIN**

Many devices support the use of a personal identification number (PIN) to lock your SIM card. Setting the SIM PIN may help to prevent people from accessing your cellular voice or mobile data services without authorisation. That will help prevent a thief running up your phone bill after your phone is stolen.



**meirorail**

## **SAFETY AWARENESS CAMPAIGN**



**DO NOT CLIMB ON TOP  
OF MOVING TRAINS**



**DO NOT TRY  
TO GET ON/OFF  
A MOVING TRAIN**



**DO NOT STAND BEYOND  
THE YELLOW LINE  
ON THE PLATFORM**



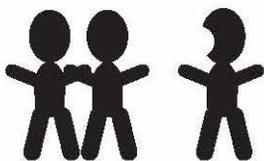
**ALWAYS USE THE FOOT  
BRIDGE TO CROSS  
RAILWAY LINES**



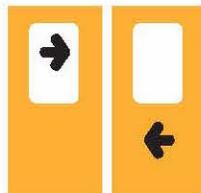
**TRAIN SURFING /  
SPARAPARA IS NOT  
ALLOWED**



**DO NOT CROSS  
THE RAILWAY LINES**



**DO NOT TALK  
TO STRANGERS**



**TRAIN DOORS MUST  
BE CLOSED WHEN  
TRAIN IS IN THE MOTION**



**AVOID DARK &  
REMOTE CORNERS!**

**0800 65 64 63**

**RAIL SAFETY IS OUR CONCERN AND PRIORITY**

**MAINTENANCE PROGRAMME 11 TO 17 AUGUST 2016**



**SOUTH: CAPE TOWN – SIMON'S TOWN AND CAPE FLATS**

11 & 12 Aug 2016	Muizenberg - Fish Hoek	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
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**NORTH: CAPE TOWN – MONTE VISTA – BELLVILLE – WELLINGTON – STELLENBOSCH – STRAND**

14 Aug 2016	Vasco - Elsies River	09:00 - 18:00	Platform changes will be announced. Train delays of 25 - 30 minutes can be expected.
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**CENTRAL: CAPE TOWN – KAPTEINSKLIP – KHAYELITSHA – CHRIS HANI – SAREPTA**

11 - 17 Aug 2016	Langa - Chris Hani	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
15 - 17 Aug 2016	Nyanga - Philippi	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
8 - 10 Aug 2016	Langa - Chris Hani	10:00 - 13:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
10 Aug 2016	Nyanga - Bonteheuwel	10:00 - 13:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
11 - 17 Aug 2016	All service lines	04:00 - 21:00	Speed restrictions on all service lines. Train delays of 10 - 15 minutes can be expected.

**PERFORMANCE**

**AM ON TIME**

**69.7%**

**PM ON TIME**

**66.7%**

**CANCELLED (AM + PM)**

**41%**

**AM ON TIME**

**58.6%**

**PM ON TIME**

**70.1%**

**CANCELLED (AM + PM)**

**19.5%**

**AM ON TIME**

**37.2%**

**PM ON TIME**

**84.3%**

**CANCELLED (AM + PM)**

**10.7%**

While we try our utmost to do maintenance during off-peak to minimise possible delays, connecting trains may be subjected to delays on all service lines. Your safety is our concern. We apologise for any inconvenience inadvertently caused. Performance reflects week 27 July to 4 August 2016.

**CUSTOMER NOTICE**

**We're online**

Timetables and service information can be accessed on our blog capetowntrains.freeblog.site, the GoMetro app and Twitter (@CapeTownTrains), or by calling the Transport Information Centre on 0800 65 64 63. Make sure you get the latest copy of MyLine for updated news and information. MyLine newspaper is available every Thursday at all stations.

**In case you missed it**

Here are the contact details for Metrorail's customer service area managers in your areas:

**AREA IKAPA**  
Herschel Smith  
078 142 5033 / hsmith@metrorail.co.za

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082 420 3352 / hwicomb@metrorail.co.za

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