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Your safety comes first

Commuters travelling from Steenberg Station were delighted to interact with Metrorail's protection services and members of the Rapid Rail Police Unit during a recent safety campaign.

Commuters travelling on the southern line welcomed Metrorail's recent safety campaign, which encouraged them to safeguard their personal belongings and be aware of criminal activity. Representatives of Metrorail's marketing and protection services departments recently teamed up with members of the Rapid Rail Police Unit during a personal safety campaign at Steenberg Station. There has been an increase in reports of criminal activity at the station.

"Commuters were very happy to see us and appreciated our interest in their personal safety and security. One commuter, who previously witnessed a robbery on a train, was glad to hear what she can do to prevent herself from being a victim in future," explains Bongile Mtayisi, acting communication and marketing officer of Metrorail Western Cape.

Be alert

Metrorail has urged commuters to exercise caution when it comes to displaying their belongings, such as handbags, jewellery and cellphones, on trains and stations. Bongile says commuters especially fall



prey to criminals during off-peak times. He also warns commuters against holding onto their belongings should they be robbed.

"We advise commuters not to put up a fight, for their own safety. If you cannot get away from a robber in time, it is best to hand over your belongings, as your life is worth far more than your belongings, even if it is an expensive cellphone."



SAFETY TIPS

1. Avoid travelling alone or in empty carriages.
2. Be alert at all times.
3. Do not openly display your personal belongings, even if there are several other commuters in your carriage.
4. When a carriage gets empty, rather move to another carriage where there are more commuters.
5. Report incidents immediately to your nearest security officer or to 0800 65 64 63.

Jou veiligheid is belangrik

Pendelaars op die suidelike lyn was baie bly om onlangs met Metrorail se beskermingsafdeling en amptenare van die Rapid Rail Polisie eenheid, tydens 'n veiligheidsprojek by Steenberg Stasie te kommunikeer.

Pendelaars was deur die span aangeraai om hulle persoonlike besittings, byvoorbeeld, selfone en handsakke ten alle tye te bewaar. Dit volg nadat aantal klagtes van roof by Metrorail aangemeld was.

Wees waaksaam

Metrorail doen 'n beroep op pendelaars om nie hul persoonlike besittings in die treinwaens of op stasies te vertoon nie. Bongile Mtayisi van Metrorail se kommunikasie en bemarkingsafdeling sê pendelaars is veral kwesbaar wanneer treinwaens en stasies leeg is. Hy waarsku ook pendelaars daarteen om in 'n geveg betrokke te raak wanneer rowers hulle aanval.

"Jou lewe is veel belangriker as 'n handsak of selfoon," sê Bongile.



1. Metrorail employees and members of the Rapid Rail Police unit teamed up during a safety campaign at Steenberg Station.
2. FROM LEFT A Metrorail protection officer interacts with a commuter at the station.
3. Sergeant Jaji of the Rapid Rail Police unit advises a commuter how to contact the unit's area office.
4. Colonel Meeth of the Rapid Rail Police unit fielded questions from commuters.



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OPERATIONS

Know your train

Thousands of commuters travel by train each day. You might not notice all of the train's features, but they work together to make sure you have a safe and enjoyable trip.

Words: Alicia English



Doors

All train doors open and close automatically when a train arrives at, or departs from a station. It is important that commuters do not open the doors while the trains are moving. Doing so will expose them to the risk of falling out of the train and being injured or killed.

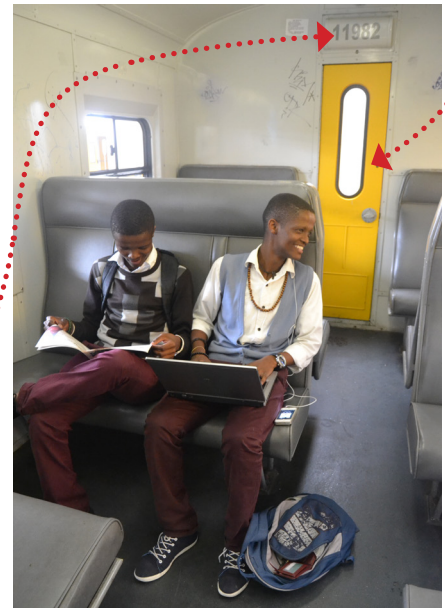
Train set number

Every train has a four-digit number, which indicates its route and destination at a glance. The last two digits of a train number indicate whether it is inbound or outbound. For example, trains travelling to Cape Town have even numbers, while trains leaving to the city have odd numbers.



Emergency exits

The emergency exits inside the carriage should only be used in a real emergency. In such instances, the emergency exit can be used to move from one carriage to another.



Carriage number

Each train carriage has its own identification number. These numbers are important to note when you need to report a safety incident or mechanical breakdown. You will find the number on top of the emergency exit doors inside your carriage, or on top of the door frames outside your carriage.

Safety bars

The safety bars at the doors inside the carriage are there for standing commuters to hold while the train is in motion. This is to prevent commuters from falling around inside the carriage and getting hurt.



Emergency stop buttons

The emergency stop buttons can be found inside the carriage, next to the doors. These buttons should only be pressed if the doors do not open automatically, and only once a train has stopped at the station.



The numbers game

Let's take a closer look at the first two digits of trains on each of our lines:

01 & 02 – Southern Line trains
05 – Cape Flats Line trains
23 – To and from Eerste River
25 – To and from Kraaifontein
28 – To and from Bellville via Monte Vista

32 – To and from Strand
34 – To and from Muldersvlei via Stellenbosch
35 – To and from Wellington
90 & 91 – To and from Bellville via Lavis Town

92 – To and from Kapteinsklop via Mutual
94 – To and from Khayelitsha
95 – To and from Kapteinsklop via Pinelands
99 – To and from Chris Hani

REPORT IT

Always remember to include the train and carriage numbers when you report a mechanical fault or safety incidents. Such incidents should be reported to 0800 65 64 63.

Safety is our concern

SAFETY CORNER

Never open the train doors while the trains are still in motion.

EMERGENCY NUMBERS

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



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SCENIC LAKESIDE

Here's what a commuter had to say.

I would like to share this aerial picture of Lakeside Station. Lakeside and Zandvlei residents can be proud of this station, along with the Passenger Rail Agency of South Africa (Prasa).

Thank you Prasa for your efforts to clean the station. We look forward to the next clean up on 27 August 2016.

- Paul Plumridge, Lakeside Community Watch



We'd love to hear from you

To ensure your voice is always heard, send an email to myline@mikatekmedia.co.za or alicia.english@mikatekmedia.co.za. You can also send us your story ideas and photos.



ASK METRORAIL

Megan Tompkins

Q. "How do we exit the train carriage when the doors are closed and won't open?"

- Portia Masunda

A. "Dear Portia, thank you for your request for information. All train carriages are fitted with an emergency button next to the carriage door. In instances when the doors do not open automatically when the train comes to a standstill, or in case of an emergency, you can press the button and the doors will open. Do note that the emergency button should only be released in case of a real emergency and commuters are advised not to release the button without a valid reason." - Megan Tompkins

IMAGES: COURTESY IMAGES

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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myline

ANYTHINGBUTWORK



Pensioners travel free on Tuesdays

Pensioners can travel free on Tuesdays between February and November, as per Metrorail's agreement with Cosatu. Here's what you need to know.

Words: Alicia English

Apart from travelling free on Tuesdays, pensioners also qualify for a 40% discount on weekdays. The discount does not apply on weekends or public holidays.

The following conditions apply:

- Pensioners must be **South African citizens**.
- The discount only applies to **single** or **return tickets** on **Metro** and **Metro Plus** carriages.
- Pensioners should **present** their **identity document** when buying their tickets and passing through the gates.
- They must **buy their tickets in person**. Only **one ticket per pensioner** per day.
- The discounted tickets can only be **bought at a ticket office** and not at the gates or on the train.
- The tickets will be on sale from **8.30am** and will be **valid from 9am to 2pm** each day. Pensioners will have to pay the full ticket price if they travel outside these times.
- **No refunds** will be given on pensioners' tickets.

Let's have some fun

Metrorail's off-peak leisure offering is the ideal transport service for staff parties and family outings.

Reserved coaches

Are you planning a staff party for your company, but don't want your people to drive home afterwards? Metrorail offers companies and organisations a reserved coach service, which allows them to book a train carriage for their group's exclusive travel. The service is also ideal for family outings, especially during the whale season.

The reserved coaches are available from 9am to 3pm daily and trains follow Metrorail's normal schedule. All you need to do is select the date, time and destination.

The service includes security and a Metrorail ambassador, who will ensure that your group travels safely and comfortably. The cost depends on the number of travellers and the origin and destination stations. Bookings should be made at least two weeks in advance.

For more information about reserving a coach, contact **Esmeralda Isaacs** on **021 449 3018** or email promotions@metrorail.co.za.

Edutrain

Metrorail's Edutrain is the ideal excursion for school groups. The train takes learners on an educational journey and visits museums and other places of interest.

A Metrorail ambassador is on board to teach learners about rail safety. The service also includes on-board security officers.

The train has four carriages and can accommodate 170 learners. It operates from 8.30am to 3pm on Mondays, Wednesdays, Thursdays and Fridays. Learners embark and disembark the train at a station closest to their school.

To book the Edutrain, schools need to pay R350 for an ambassador plus train fares for each learner. Bookings should be made six weeks in advance. A cancellation fee of R600 applies.

For more information about the Edutrain, contact **Patricia Edson** on **021 449 2366** or email pedson@metrorail.co.za.



IMAGES: COURTESY IMAGES



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METRO MATTERS

Metrorail's business express service on the northern line offers commuters an affordable yet luxury journey into town.

Words: Alicia English

Commute in style

Metrorail's business express service (BES) from Huguenot and Strand stations guarantees commuters a comfortable, stress-free and enjoyable journey. Metrorail supervisors, hosts and security personnel are on board each trip to ensure commuters' safe and comfortable travel, and to answer queries about the service.

Huguenot to Cape Town

The morning express train leaves Huguenot Station at 6.25am and arrives in Cape Town at 7.35am. The train only stops at Paarl, Kraaifontein, Brackenfell, Stikland and Mutual stations. The afternoon express train leaves Cape Town at 5.05pm and arrives in Huguenot at 6.08pm.

A weekly ticket ranges from R330 to R500, while a monthly ticket costs between R835 and R1 290.

Strand to Cape Town

The morning express train leaves Strand Station at 6.25am and arrives in Cape Town at 7.30am. The train only stops at Somerset, Firgrove, Eerste River, Kuils River and Mutual stations. The afternoon express train leaves Cape Town at 5pm and arrives in Strand at 6.12pm.



A weekly ticket ranges from R330 to R500, while a monthly ticket costs between R835 and R1 290.

Communication

Manfred Williams of Metrorail Western Cape's BES says the rail operator makes use of social media platforms to inform commuters of any service changes. "Commuters are notified via WhatsApp when there are any service disruptions that may affect the BES. During major service disruptions, we try to arrange alternative transport to minimise delays."



- The BES is only available on weekdays.
- No standing is allowed in carriages.
- Weekly and daily tickets are only available to regular BES commuters.

did you know?



Service benefits

- Guaranteed seating
- Dedicated, fenced-off parking at all stopping stations on Strand route
- Free coffee (one cup per trip)
- Free morning newspaper (English or Afrikaans)
- Security officials at each carriage door
- Laptop workstations with power points (no internet connection)

GET IN TOUCH

For more information and bookings, email m.williams@prasa.com or mrune@metrorail.co.za; or call 021 449 2678 / 6038 or 060 546 5111.

IMAGES: COURTESY IMAGES



The platform for new stations has been created. The future is here.

True to our vision of creating the backbone of public transport, we at PRASA are working tirelessly to improve the whole train travel experience for our people. The construction of modern stations using state-of-the-art architecture, the introduction of swift-operating turnstiles for the ease of passenger flow and the upgrading of security systems are but a few of the many visible changes that we're implementing across 134 of our stations nationwide. This is big change that will take time to complete, but we're proud to say that the platform has been set. Change is happening right now.

PRASA. CHANGE HAS BEGUN. THE FUTURE IS HERE.

www.prasa.com

Be moved



prasa
PASSENGER RAIL AGENCY
OF SOUTH AFRICA



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CAREER

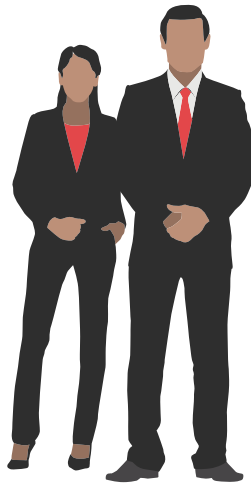
Dress for success

Dressing appropriately for your job interview is crucial, so here are some guidelines to help you make a good first impression.

Words: Alicia English



1 Do your homework. Find out what the company's dresscode is. You don't want to be too casual or dolled up – you'll feel out of place.



2 Take it up a notch. Once you've established what kind of outfit you should wear, choose clothes that are slightly more formal than the company's daily attire. In an office with a casual dresscode, arrive at your interview in smart-casual attire.



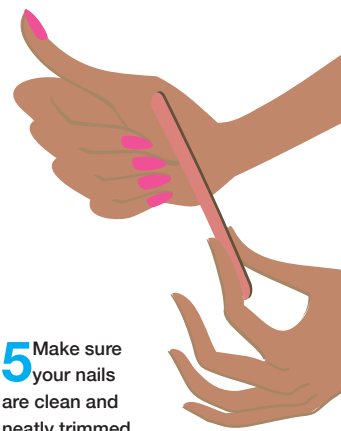
3 Dress comfortably. Don't wear clothes that are too loose or tight, or inappropriate for the weather. You'll feel uncomfortable and the interviewer will pick this up. For the women, make sure that your skirt or dress isn't too short, that visible cleavage is kept to a minimum and that you can walk comfortably in your shoes.



4 Keep make-up minimal and facial hair trimmed.

Ladies, steer clear of heavy eye make-up and bright lipstick. Rather stick to a neutral palette – don't let your make-up wear you! Gentlemen, go for a haircut a day or two before your interview, and keep your facial hair neat and tidy.

HOT TIP
Don't wear clothes that are too loose or tight, or inappropriate for the weather.



5 Make sure your nails are clean and neatly trimmed. Also remember to shake hands firmly.

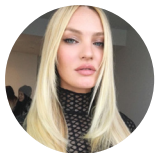
TECHNOLOGY

Who to follow on Instagram

Follow these popular South African instagram accounts for a laugh and celebrity insights.

Words: Alicia English

Remember to follow
@CapeTownTrains
on Twitter!



Candice Swanepoel (@angelcandices) with 9.4 million followers



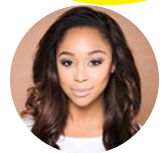
AB de Villiers (abdevilliers17) with 1.9 million followers



Boitumelo Thulo (@boity) with 1.1 million followers



Bonang Matheba (@bonang_m) with 1.1 million followers



Minenhle Dlamini (@minniedlamini) with 1.1 million followers



Trevor Noah (@trevornoah) with 984 000 followers



Cassper Nyovest (@casspernyovest) with 983 000 followers



DJ Zinhle (@djzinhle) with 904 000 followers



Aka (@akaworldwide) with 769 000 followers



Thembi Seete (@thembiseete) with 734 000 followers

IMAGES: COURTESY IMAGES



meirorail

SAFETY AWARENESS CAMPAIGN



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



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



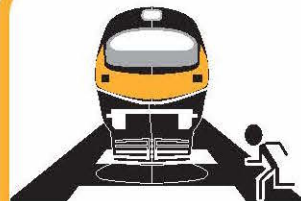
**DO NOT STAND BEYOND
THE YELLOW LINE
ON THE PLATFORM**



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



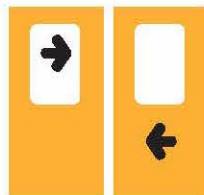
**TRAIN SURFING /
SPARAPARA IS NOT
ALLOWED**



**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



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MAINTENANCE PROGRAMME 18 TO 24 AUGUST 2016



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

N/A	N/A	N/A	N/A
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NORTH: CAPE TOWN – MONTE VISTA – BELLVILLE – WELLINGTON – STELLENBOSCH – STRAND

21 Aug 2016	Blackheath - Eerste River	08:00 - 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

18 - 24 Aug 2016	Langa - Chris Hani	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
18 Aug 2016	Nyanga - Philippi	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
22 - 24 Aug 2016	Bonteheuwel - Sarepta	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
24 Aug 2016	Nyanga - Bonteheuwel	10:00 - 13:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
18 - 24 Aug 2016	All service lines	04:00 - 21:00	Speed restrictions on all service lines. Train delays of 10 - 15 minutes can be expected.

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 of 4 to 10 August 2016.

PERFORMANCE

AM ON TIME

68.7%

PM ON TIME

83.8%

CANCELLED (AM + PM)

33.3%

AM ON TIME

66.7%

PM ON TIME

79.4%

CANCELLED (AM + PM)

24.6%

AM ON TIME

26.3%

PM ON TIME

83.1%

CANCELLED (AM + PM)

29.5%

Your safety matters

Your safety is important to us. Consider the following safety tips.

BE ALERT

Trains can come from either direction at any time and can be quiet.

TAKE CARE

Keep children in sight and near you.

FOLLOW THE RULES

Obey all warning signs and signals around the train tracks or at stations. Be careful when using headphones or cellphones.

WATCH OUT

Trains are wider than the tracks, so don't sit on the edge of a platform.

STAY CLEAR

Always stand behind the yellow line when trains enter or leave a station.

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 / hesmith@metrorail.co.za

AREA SOUTH

Herdia Wicomb
082 420 3352 / hwicomb@metrorail.co.za

AREA CENTRAL

Cyril Bauer
083 351 2715 / cbauer@metrorail.co.za

AREA NORTH

Luleka Ndzuza
082 376 0252 / Indzuza@metrorail.co.za



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