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# All tourists welcome!

**Metrorail has revitalised its tourism information kiosk at Cape Town Station ahead of tourism month in September.**

September signals the start of tourism season, and Metrorail is ready to assist local and international tourists at Cape Town Station. Metrorail has revitalised its tourism information kiosk at Cape Town Station's City Concourse.

Kiosk staff are currently doing educational tours of the city with Cape Town Tourism. The tours are providing them with first-hand information on the various tourism routes and destinations in the city and surrounding areas. Employees in Metrorail's rolling stock department have also given the kiosk's brochure stand a makeover.

Metrorail's train timetables, and tourism packages and routes, especially on the southern line and northern line to Stellenbosch. It also serves as an information desk to commuters who are looking for directions or places of interest within the city.

"The main focus of the kiosk is to provide off-peak commuter support. It provides a single point of contact between Metrorail and our commuters. The kiosk ensures that off-peak commuters receive accurate, professional and appropriate assistance relating to their rail-related enquiries," explains Daphne Kayster, marketing and promotions manager of Metrorail Western Cape.



## Information hub

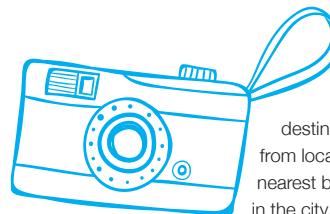
The kiosk first opened in August 2010, following the successful hosting of the 2010 Soccer World Cup. During the World Cup, Metrorail staff played a key role in assisting thousands of soccer fans with information as they passed through Cape Town Station.

The kiosk is open weekdays from 8.30am to 3pm. It provides commuters and tourists with information on

## Partners in tourism

Cape Town Tourism and the City of Cape Town are key stakeholders of the kiosk.

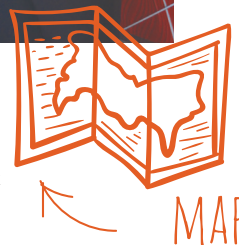
"The City of Cape Town, through its memorandum of agreement with the Passenger Rail Agency of South Africa (Prasa), endeavours to promote transport to a destination, as well as transport within a destination," says Daphne.



## Ready to serve

Metrorail's employees at the kiosk have extensive customer service experience and work on the business express train during the morning peak period. They are part of Metrorail's internal mentorship programme and attend regular educational tours.

"We try to help visitors as best we can. Many tourists will ask for a city map and directions to various places. Boulders Beach and Table Mountain are some of the most popular destinations. We also receive many enquiries from local people looking for directions to the nearest bank or certain government departments in the city. I just love seeing the smiles and expressions of thanks of our tourists when we've helped them," says Caelin Reynolds, who works at Metrorail's tourism information kiosk.



## THAT'S A FACT

Let's take a look at the number of visitors to the tourism information kiosk between June and August 2016:

- In August, the kiosk received 135 local visitors and 100 international tourists.
- In July, the kiosk assisted 45 local visitors and 34 international tourists.
- In June, the kiosk helped 157 local visitors and 104 international tourists.

1. Daphne Kayster, marketing and promotions manager of Metrorail Western Cape, and Caelin Reynolds at the new-look brochure stand at the tourism information kiosk.
2. Caelin assists two international tourists who enquired about transport to Cape Point.

## KOM LOER IN

September is die begin van die toerisme seisoen en ons by Metrorail is gereed om plaaslike en internasionale toeriste op Kaapstad Stasie te voorsien van alle nodige inligting om julle ervarings net die beste te maak. Stap gerus in by die nuwe toerisme inligtingskiosk op die stasie waar ons personeel gereed staan met inligting oor ons opvoedkundige toere in samehang met die Kaapstad Toerisme. Daar's ook 'n splinternuwe brosjurestalletjie met al die inligting wat jy benodig.





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## OPERATIONS

# Guards of honour

Metrorail's newest group of trainee metro guards are excited to get commuters safely to their destinations.

Words: Alicia English

Metrorail is currently training the next generation of metro guards. They will assist train drivers in getting commuters to their destinations safely and on time. Twenty-five Metrorail employees are receiving training at the Koeberg Training Centre.

### First things first

Safety is a key aspect of a metro guard's job. This is why the metro guard training focuses heavily on train working rules, which govern the safe working of Metrorail's trains. "The metro guards' priorities are the safe operation of train doors and public safety. It is also their responsibility to keep the train running according to the train schedule. The train driver controls the train and follows the speed limit, while the metro guard keeps the time," explains Samantha Dodgen, a section manager at Metrorail's Koeberg Training Centre.

### Empowering others

Samantha has been training metro guards, train drivers and yard officials since 2007. She became a train driver in 2002, a position she held for five years. She also fulfilled the role of section manager and area manager before moving to the training centre. "I simply love what I do. We really get to know our students and have the opportunity to assist them in improving their livelihoods," she adds.



ABOVE The group of trainee metro guards currently being trained at the Koeberg Training Centre. With them are Samantha Dodgen (standing, far right) and Alfie Vercuil, section managers at the training centre.

## Safety is our concern

### SAFETY CORNER

Do not open the doors while the train is in motion, or travel between carriages.

### 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

## Have your say

We caught up with some of the trainee metro guards. Here's what they had to say about becoming a metro guard.



**Nosipiwo Khanzi joined Metrorail's customer service department as an access controller in 2013.**

"I decided to become a metro guard as I love challenges. Since joining the company in 2013, I've worked in customer service, and served as an acting station supervisor and employee relations assistant. My goal is to become the regional manager one day. As a manager, I will need to know the operations, as it is the core of our business. Becoming a metro guard is another stepping stone that will bring me closer to achieving my goal."

**Zimasa Sityo joined Metrorail's rolling stock department as a trade hand in 2003.**

"This opportunity to become a metro guard means a lot to me, as it will enable me to improve my quality of life, and that of my family. I'm looking forward to working as a metro guard, as I will enjoy the challenges of the job. I've worked in the rolling stock department for 13 years and I'm looking forward to assisting the train driver when the train has a technical problem."



**Nonewa Tiny Dumezweni joined Metrorail's customer services department in 2011.**

"I've always been fascinated by train operations and the work of a metro guard. As a metro guard you are responsible for thousands of commuters, who depend on you to reach their destinations safely. I cannot thank Metrorail enough for this opportunity. I look forward to using my customer services experience to add value to my role as a metro guard."

**Raymond Matthews joined Metrorail's business express service in 2008.**

"I've worked on the business express for almost eight years, and have several friends who work as train drivers and metro guards. I decided to make the switch from the business express, as I was looking for a new challenge. Receiving this opportunity to become a metro guard is a major boost for me. It is allowing me to see both sides of the coin — customer service and train operations."



**Lawrence Ncukani joined Metrorail's customer services department in 2007.**

"In 2009, I joined train operations as a yard official. I'm looking forward to stepping into a new role as a metro guard. Our training places big emphasis on safety. As a metro guard you have to be alert at all times. We are here for our commuters."

**Andile Gushinduku, joined Metrorail's customer services department as an access controller in 2011.**

"In 2013, I joined the electrical department as a process worker, and worked mainly on overhead track equipment. In 2015, I became a yard official. I believe in growth and I'm eager to learn. What I'm learning in training will empower me to be effective in my job as a metro guard. I'm especially looking forward to the protection services aspect of the job."



**Celestine Blom joined Metrorail's customer services department as an access controller in 2000.**

"I've been working as a ticket official since 2012. I understand that the job of a metro guard can become challenging and stressful. I'm looking forward to the challenges, as I am very calm and don't usually stress. I'm looking forward to getting commuters safely to their workplaces and homes."



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## SAFETY

# Watch your step

Metrorail has urged commuters to exercise extreme caution while embarking and disembarking trains.

Poovi Gurriah, senior administrative officer in the Cape Metrorail Control Operations Centre, says commuters often push each other in and out of trains, especially in Area North and Area Central. Some commuters even board the train by climbing up in between coaches.

"This is a huge cause for concern, as commuters can injure themselves. Commuters who travel between carriages can also fall and sustain fatal injuries. When commuters are injured, it causes train delays on the lines. This affects others getting to work and home on time. It is important for commuters to obey the safety rules and apply safety self-awareness when using trains," she explains.



### SLOW DOWN

Poovi advises commuters not to embark or disembark the train in a hurry. "Sometimes, when commuters are late for their trains, they will board trains while they are moving. In some instances, commuters have been injured when they fell onto the platform," she says.

### Take care

Commuters should consider the following when boarding or exiting a train:

- When the train arrives at the station, wait for it to come to a complete standstill before boarding.
- Always allow commuters to disembark first before you try to get on the train.
- The metro guard will wait for commuters to disembark and make sure all commuters board the train safely.
- The metro guard will only blow the whistle to give the go-ahead for the train driver to depart once all commuters are safely inside the train.

IMAGES: COURTESY IMAGES

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708 TRAINS EVERY WEEKDAY

R151 million IN TICKET SALES PER ANNUM

122 STATIONS

### CONTACT



#### LIAM MARINUS

ADVERTISING SALES MANAGER

E [liam.marinus@mikatekmedia.co.za](mailto:liam.marinus@mikatekmedia.co.za)

M 071 291 4446

D 021 417 1130



#### LYNN ADAMS

ADVERTISING SALES EXECUTIVE

E [lynn.adams@mikatekmedia.co.za](mailto:lynn.adams@mikatekmedia.co.za)

M 083 401 1666

D 021 417 1184



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## SPECIAL PROJECTS



Metrorail and the Western Cape Health Department wowed commuters with a fun and interactive public fitness session at Cape Town Station last Friday.

Words: Yonga Balfour

**M**etrorail co-hosted the Western Cape On Wellness (WOW) public fitness event at Cape Town Station last Friday to promote healthy lifestyles in the city.

The WOW project is an initiative of the Western Cape Department of Health. Through various public events, almost 800 people have participated since the project's launch last year. The WOW events are open to people of all ages.

"Several schools, community organisations and businesses are currently participating in this initiative. We've only held events in and around Cape Town but

our aim is to roll it out to the whole province," says Dr Frederick Marais, project manager of WOW.

### Power hour

Commuters performed Tai Chi and Tae Bo with the help of facilitators from the Chrysalis Academy. Many came prepared in their sports gear, ready to burn some calories for an hour. However, it wasn't long before others joined in the fun in their normal clothes. Frederick says commuters can expect more events at Cape Town Station. "Next month, we will have a self-defence event at Cape Town Station with the help of the Western Cape Police Services."



## WHAT'S ON

### South African National Parks Week

12 — 16 September

It's time for the annual South African National Parks Week. During this time, entry is free at the following national parks: Table Mountain National Park, Bontebok National Park, Tankwa-Karoo National Park and West Coast National Park.

### Western Cape On Wellness (WOW)

Friday, 30 September

Metrorail and the Department of Health will host a wellness event focusing on self-defence. The event will take place at Cape Town Station at 1pm.

1. The Cape Town Station forecourt was converted into a pop-up gym last Friday during the Western Cape On Wellness (WOW) public fitness event.
2. Dr Frederick Marais, project manager of WOW, was thrilled about the fitness event.
3. Some of the participants in the fitness event take a break after their power hour.



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## PROFILE

# Train masters

The pressure is on when you have thousands of commuters who rely on you for transportation every day. But Metrorail's yard foreman crew members Leonard Donald, Mark Green, Pamela Willem and Siyabonga Koyo make it seem so easy.

Words: Yonga Balfour



Siyabonga Koyo



Leonard Donald



Pamela Willem



Mark Green

### What does your job entail?

**Siyabonga Koyo (SK):** The job is about service coordination. We work closely with our train traffic officers to ensure our customers reach their destinations.

**Pamela Willem (PW):** We run operations and make sure the trains are on time as per the station announcements and electronic boards. We get our customers to their destinations while making sure that they are safe.

### What's an average day at work like?

**Mark Green (MG):** We spend most of our time on the telephone, making sure that there is a train for every trip from Cape Town Station and across our rail network. If a train set has to go in for a service, or breaks down due to a technical failure, it is our responsibility to source another set as quickly as possible. We work from a set working book and are able to see what train sets are available.

### How critical is your function in terms of the greater operations at Cape Town Station?

**MG:** If we don't do our jobs, everything will come to a standstill. Our commuters will not make it to work or school on time. Without our function, operations will be a complete mess. There's no room for a holiday in this job.

### What is peak time like at Cape Town Station?

**PW:** It's hectic and hard but it's what makes me value my job.

**Leonard Donald (LD):** My mind always works overtime during the morning and afternoon peak.

### What do you love most about your job and what motivates you?

**PW:** I love that my colleagues and I communicate all the time and work as a team. I also love how the commuters appreciate our work when the train arrives at the time

we said it would. I am motivated by our commuters. They depend on us and trust us to get them to their destinations.

### What are the toughest times and most rewarding part of your job?

**SK:** It's really tough when there is a shortage of train sets, and when vandals and cable thieves destroy Metrorail's property.

**MG:** Like Pamela said, the greatest reward is the appreciation from customers.

### How important is safety in your line of work?

**MG:** With cable theft and vandalism on the trains, safety is our number one priority. Our commuters' safety is in our hands, as well as that of our drivers and metro guards. If we ignore any small detail, we are ultimately responsible.



IMAGES: COURTESY IMAGES



Photo: Andy 80835 Cape Times

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## TECHNOLOGY

# Too much Internet's not good for you

A new study hints that too much time online could put your immunity in jeopardy, increasing the risk of colds and flu by 30%.

Words: Alicia English

A recent study conducted by Swansea and Milan universities found that people who spend more than four hours a day online for personal use (over and above work) reported more cold and flu symptoms than those who spend less time online. The study involved 500 men and women between the ages of 18 and 100.

Mariska van Aswegen, spokesperson for Pharma Dynamics, says South Africa's 24.9 million Internet users should take note of this finding. "According to We are Social, an international social media and marketing agency, South Africans spend an average of five hours a day online, on their PCs, laptops or tablets. On top of that an additional three hours could be spent surfing the net on their cellphones, which puts their immunity at even greater risk," she explains.

Mariska says it doesn't really matter if you use the Internet to shop online, for social media, gaming, trading shares or work. "It's the amount of time you spend online that makes you more susceptible to illness, and which we should guard against," she adds.

### WHO KNEW?

In South Africa, nearly 11.8 million people are considered to have active social media accounts. South African Internet users spend most of their time on WhatsApp, followed by Facebook.

(Source: Global Web Index)

### The stress factor

The study also found that people who are addicted to the Internet might experience even more stress when they're offline. This cycle of stress may lead to an increase in cortisol levels. Cortisol is the stress hormone released by the adrenal glands, which plays an important role in regulating the immune system.

"If you're experiencing a lot of stress, in this case as a result of being disconnected from the web, your cortisol levels remain elevated, which can lead to more regular infections, such as colds and flu, chronic inflammation, allergies and even autoimmune diseases," warns Mariska.



IMAGES: COURTESY IMAGES

## BAD HABITS

Let's take a look at other bad habits that can suppress Internet users' immune systems and make them more susceptible to infection.



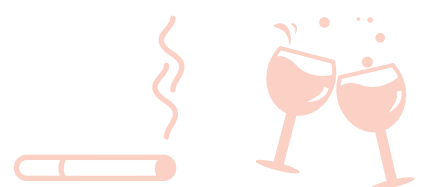
Lack of sleep



Eating too much junk food



Not exercising enough



Increased smoking and alcohol consumption



**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**



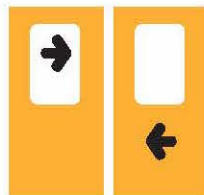
**TRAIN SURFING /  
SPARAPARA IS NOT  
ALLOWED**



**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**

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## MAINTENANCE PROGRAMME 1 TO 7 SEPTEMBER 2016



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

1 - 7 Sept 2016	Southfield - Wetton	09:00 - 14:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.
1 - 7 Sept 2016	Steenberg - Retreat	09:00 - 14:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.



### NORTH: CAPE TOWN – MONTE VISTA – BELLVILLE – WELLINGTON – STELLENBOSCH – STRAND

1 - 7 Sept 2016	Southfield - Wetton	09:00 - 14:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.
1 - 7 Sept 2016	Steenberg - Retreat	09:00 - 14:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.



### CENTRAL: CAPE TOWN – KAPTEINSKLIP – KHAYELITSHA – CHRIS HANI – SAREPTA

1 & 2 Sept 2016	Langa - Chris Hani	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
1 & 2 Sept 2016	Bonteheuwel - Sarepta	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
5 - 7 Sept 2016	Maitland - Kapteinsklip	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
5 - 7 Sept 2016	Mutual - Langa	09:00 - 14:00	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 18 to 24 August.

## PERFORMANCE

### AM ON TIME

**61.1%**

### PM ON TIME

**72%**

### CANCELLED (AM + PM)

**33.6%**

### AM ON TIME

**65.5%**

### PM ON TIME

**81.8%**

### CANCELLED (AM + PM)

**17%**

### AM ON TIME

**46.1%**

### PM ON TIME

**75.2%**

### CANCELLED (AM + PM)

**18.1%**

## Level crossings

Keep these tips in mind next time you cross the railway line at a level crossing:

- It's illegal for vehicles to cross railway lines at any time, except at a designated level crossing.
- Look out for trains travelling in both directions.
- Always wait until the warning signals or lights stop and the boom gates go up.
- If the boom gates stay down and the warning lights keep flashing, it means there is another train coming, usually from the opposite direction.
- Wait until you can see that the tracks are clear in both directions before crossing.
- Wheelchairs, prams and strollers should always be pushed at right angles to the track, so the wheels don't get trapped.
- Walk with bikes, rollerblades or skateboards.
- Never queue over a level crossing.
- Ensure there's a full vehicle length between your car and the one in front before you drive.

## 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](mailto:hesmith@metrorail.co.za)

**AREA SOUTH**  
Herdia Wicomb  
082 420 3352 / [hwicomb@metrorail.co.za](mailto:hwicomb@metrorail.co.za)

**AREA CENTRAL**  
Cyril Bauer  
083 351 2715 / [cbauer@metrorail.co.za](mailto:cbauer@metrorail.co.za)

**AREA NORTH**  
Luleka Ndzuvo  
082 376 0252 / [Indzuzo@metrorail.co.za](mailto:Indzuzo@metrorail.co.za)



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PO Box 872, Green Point, 8051  
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Liam Marinus  
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Cell 071 291 4446  
[liam.marinus@mikatekmedia.co.za](mailto:liam.marinus@mikatekmedia.co.za)



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Advertising Sales Executive  
Phone 021 417 1184  
Cell 083 401 1666  
Fax 086 249 0111  
[lynn.adams@mikatekmedia.co.za](mailto:lynn.adams@mikatekmedia.co.za)