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## Making Muizenberg beautiful

**Metrorail and Activate! Change Drivers' Muizenberg Beautification Project are tackling graffiti on trains and stations by creating platforms for graffiti artists to showcase their talents.**

**M**etrorail Western Cape has given its full support to the Muizenberg Beautification Project, an initiative of Activate! Change Drivers to bring beauty and colour to the Muizenberg Station and subway. Launched last year, the project has given artists the opportunity to express themselves in deserted subways and on trains that are no longer in use.

The project is transforming subways into colourful spaces where commuters feel safe. It is also curbing vandalism and saving Metrorail thousands of rands in repainting costs.

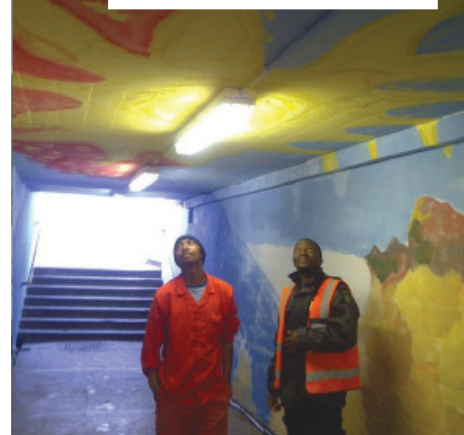
"The project is the brainchild of Richard Walker, the regional manager of Metrorail Western Cape. The aim is to convert our subways into spaces where commuters will feel safe, and to provide graffiti artists with dedicated spaces where they can express themselves. Since the project started, there have been fewer incidents of graffiti on trains that are in operation," says George Kiewiets, special projects manager of Metrorail's Area South.

### Working together

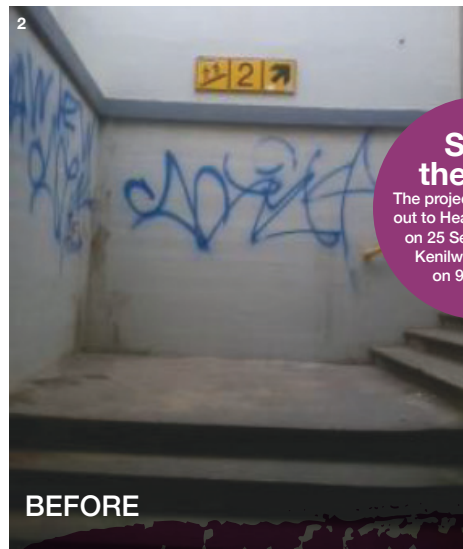
Metrorail plans to extend the project to other areas. It has partnered with the City of Cape Town to open



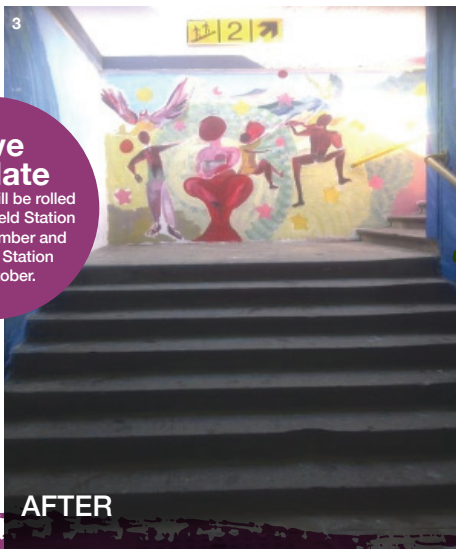
venues where graffiti artists can showcase their art. "We would like more graffiti artists to take part. We want to work together and designate more areas for graffiti. We would also like to host educational art events for people who are interested in learning more about the art of graffiti, especially young people," says George.



1. These young surfers were delighted to see the mural inside the Muizenberg subway.
2. What the subway looked like before the project.
3. The subway has been transformed with an array of colours.
4. FROM LEFT Trevor Naidoo, a cleaner and Phindili, a security official at Muizenberg Station, admire the colourful artwork.
5. FROM LEFT Tarryn Abrahams and Yolande Wright from Activate! Change Drivers inside the subway.



BEFORE



AFTER

### Save the date

The project will be rolled out to Heathfield Station on 25 September and Kenilworth Station on 9 October.

For more information or to get involved, email George Kiewiets on [GKiewiets@metrorail.co.za](mailto:GKiewiets@metrorail.co.za).

### SENZA IMUIZENBERG IBENTLE

uMetrorail entshona koloni uye wazityanda igila ngokuncedisana ne Muizenberg Beautification Project, eliphulo le Activate! Change Drivers ukuzisa ucoceko nobuhle kwisitishi saseMuizenberg. Yasungulwa kunyaka ophelileyo, eliphulo linika ithuba kubazobi baveze izimvo zabo kwizitishi ezingenabantu nakoololiwe abangasasetyenziswayo. Eliphulo likwanika ithuba ukuzisa ubuhle nenkangeleko kwiindawo apho abakhweli bakaloliwe bangaziva khuselekileyo. Ikwali nethuba lokulwa nokumoshwa kwezitishi, nto leyo iyakuthi yongele uMetrorail amawaka eeranti. Iinzame zikaMetrorail kukuba eliphulo linwenwe nakwezinye iindawo.

DEFACING METRORAIL TRAINS, STATIONS AND SUBWAYS IS A CRIME

CONVICTED CRIMINALS CAN PAY A MINIMUM FINE OF

**R15 000 AND FACE THREE MONTHS IMPRISONMENT**

METRORAIL SPENDS AN ESTIMATED

**R2.5 MILLION**  
PER YEAR ON REPAINTING TRAINS



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myline

## CUSTOMER SERVICE



# Arm yourself with service information

Avoid being caught off guard by train delays or cancellations.

Words: Alicia English

Commuters can register for Metrorail's SMS service and follow our social media platforms for real-time updates about incidents, delays and cancellations affecting their routes or areas. The electronic notice boards at stations also provide key information.

### Free SMS service

Metrorail's SMS service is available at no cost to commuters. You do not have to use a smartphone to subscribe to the service: any cellphone will work. To register for the service, complete the SMS service form at your nearest station or contact the Transport Information Centre on 0800 65 64 63.

Whenever there is a train delay or cancellation, you will receive an SMS notification. The SMSes are tailored to your train journeys. For example, if you travel to and from Area South, you will only receive SMSes about incidents, delays and cancellations affecting this route or area. The same principle applies for those travelling to and from areas North, Central and iKapa.

### Electronic noticeboards

Our electronic noticeboards provide more information than just the train number, time and platform. The boards inform commuters whether trains are on time and when they are able to board. They also display train delays and cancellations. So, next time you enter your station, take a few minutes to view the noticeboards before heading to the platform.

### Social media

During the morning (5am to 9.30am) and afternoon (3pm to 7pm) peak times, commuters can access real-time updates on the train service on Metrorail's Facebook and Twitter accounts. Metrorail also shares service advisories here, as well as safety tips and general information. Announcements are made every five to eight minutes during peak hours. Search for Cape Metrorail on Facebook and follow @CapeTownTrains on Twitter.



## Weekday train cancellations

The following trains have been withdrawn from service in recent months, as they require extensive repairs and maintenance, following several arson attacks and acts of vandalism.

### Southern line Morning peak

T0105	Cape Town	05:42
T0511	Cape Town	06:12
T0128	Fish Hoek	06:55
T0126	Retreat	07:07
T0135	Cape Town	07:46
T0148	Retreat	08:32

### Afternoon peak

T0547	Cape Town	14:58
T0548	Heathfield	15:44
T0193	Cape Town	16:00
T0561	Cape Town	16:46
T0208	Retreat	16:49
T0562	Heathfield	17:37

### Northern line Morning peak

T2502	Kraaifontein	04:34
T3558	Wellington	04:50
T3547	Cape Town	05:00
T2506	Kraaifontein	05:11
T2503	Cape Town	05:45
T3551	Parow	06:20
T2510	Kraaifontein	06:20
T2505	Cape Town	06:33
T3548	Wellington	06:50
T2512	Kraaifontein	06:58
T2514	Kraaifontein	07:31
T3552	Wellington	07:45
T2565	Bellville	08:35

### Afternoon peak

T2537	Cape Town	15:16
T3558	Cape Town	15:35
T3547	Salt River	15:52
T2506	Cape Town	16:05
T2503	Kraaifontein	16:16
T3551	Eerste River	16:35
T2510	Kraaifontein	17:15
T2505	Cape Town	17:24
T3548	Wellington	17:30
T2512	Kraaifontein	18:28
T2514	Cape Town	18:37
T3552	Bellville	18:40

### Central line Morning peak

T9928	Chris Hani	06:45
T9408	Khayelitsha	07:10

### Afternoon peak

T9563	Cape Town	17:37
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## Safety is our concern

### SAFETY CORNER

Jumping in and out of a moving train is illegal and dangerous.

### 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



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## PRASA'S COMMITMENT TO SERVICE DELIVERY

Collins Letsoalo, acting group chief executive officer of the Passenger Rail Agency of South Africa (Prasa), shares some insight into Prasa's efforts to improve service delivery.

As Prasa management, we want to reiterate our commitment to stabilise the organisation and focus on our primary and secondary mandate. The recent media reports may have painted a picture of an organisation that is in total collapse and that is self-destructive. That cannot be further from the truth.

Although there are challenges, those challenges are not insurmountable. While we acknowledge those challenges, we equally say that there are positive developments at Prasa. The provision of the service is a fair indication that there is work being done to service the commuters.

Work continues through our depot modernisation, station upgrades and other modernisation programmes. This is to ensure that we are able to make the necessary interventions within the short to medium term to stabilise and improve our service delivery provision.

We have also received nine of the initial 20 train sets, which are part of the 600 train sets being built in Brazil. The testing of the nine train sets is currently underway.

We would like to assure all our stakeholders, commuters and staff that the executive management of Prasa is united behind this vision. We are working hard to ensure we achieve this critical mission. We call on all stakeholders to work with us as we seek to find sustainable solutions to stabilise Prasa and provide quality public transport to our people.

In the next month and a half, we will consult with various stakeholders to finalise the Prasa turnaround strategy by 31 October 2016. We solemnly commit that Prasa will be a better organisation than what it is at the moment.



## ASK METRORAIL

We ask Cyril Bauer, customer service area manager in Metrorail's Area Central, where commuters can find the central line timetables.

Timetables are displayed at all stations in Area Central. Alternatively, commuters can approach our customer services staff at any of our stations for information. Automated announcements also announce trains as they enter the stations.

Good to know

Commuters can visit Metrorail's blog at [www.capetowntrains.freeblog.site](http://www.capetowntrains.freeblog.site) to view train timetables and maintenance schedules, and get the latest news. The train timetables are subject to change. Commuters can also download the GoMetro mobile app journey planner or call the Transport Information Centre on 0800 65 64 63 for all public transport related information, including train timetables.

## We'd love to hear from you

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

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

## CONTACT



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ADVERTISING SALES MANAGER

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D 021 417 1130



### LYNN ADAMS

ADVERTISING SALES MANAGER

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D 021 417 1184





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## METRO TRAVEL

# The call of Kalk Bay



It's whale season and Metrorail offers commuters the chance to explore some of Cape Town's best tourism spots along the southern line. Get your tourism pass and explore the best of Kalk Bay.

### Kalk Bay Harbour

Take your fishing rod along to fish from the harbour wall or enjoy the banter of the local fishermen. You can also observe the seals, and even the occasional school of dolphins frolicking in the bay. Take a few extra bucks to buy the catch of the day.



### Kalky's

No visit to Kalk Bay is complete without a stop at Kalky's for fish and chips. It's located at the harbour and is popular among locals and tourists alike.

021 788 1726

### Main Road

After lunch, stroll along Kalk Bay's Main Road, where you'll find a variety of hidden gems, from arts and crafts to pottery, clothing and vintage furniture.

**Kalk Bay Theatre** is housed in the old Dutch Reformed Church, which was built in 1876. It has its own restaurant and bar, and makes for a great night out.

[www.kbt.co.za](http://www.kbt.co.za)



### Get your tourism pass

For as little as R35 for a day pass and R55 for a two-day pass, you can travel as often as you like between the seven stations on the southern line tourism route, namely Cape Town, Observatory, Newlands, Muizenberg, St James, Kalk Bay, Fish Hoek and Simon's Town.

## SPECIAL PROJECTS

# That's a wrap

Metrorail wrapped up its Women's Month activities on a positive note with a series of special events last week. We captured some of the moments.

Words: Yonga Balfour

On 27 August, Metrorail employees joined Lakeside residents for a community clean-up campaign. The campaign targeted the rail reserve and Orient Road to create a cleaner and safer environment, and combat crime and drug trade in the area.

On 30 August, the rail operator co-hosted the Western Cape On Wellness (WOW) event at Cape Town Station to promote healthy living among

elderly people. The seniors received useful tips and information on fitness and healthy eating.

On 31 August, Metrorail partnered with several stakeholders, including Eskom, the Rapid Rail Police Unit and the City of Cape Town to present a crime awareness campaign at Cape Town Station. The campaign targeted crimes in the rail environment, such as copper theft and vandalism. It also addressed the issue of abuse against women and children.



## 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. Scenes from the recent clean-up campaign at Lakeside Station.
2. Megan Tompkins, communications and marketing officer of Metrorail Western Cape, assists commuters registering for Metrorail's SMS service during the recent crime awareness campaign at Cape Town Station.
3. Pensioners performing exercises during the WOW seniors wellness event at Cape Town Station.







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## ANYTHINGBUTWORK

Celebrate SA National Parks Week with Metrorail by taking a trip to Fish Hoek and Cape Point.

Words: Alicia English

# Visit Cape Point

**H**op on board Metrorail's tourism train for a day trip to Fish Hoek, followed by a luxury coach journey to Cape Point, on Saturday, 17 September. The trip is in support of SA National Parks Week, which grants South Africans free access to Table Mountain National Park (excluding Boulders Penguin Colony) from 12 to 16 September.

The train to Fish Hoek will leave Cape Town Station at 9.05am and arrive back at the station at 4.30pm. Tickets are R150 for adults and R80 for children (up to age 12), pensioners and students.

Bring your own refreshments, walking shoes and extra money for the funicular railway. Remember, bookings are essential.



**BOOK YOUR SEAT NOW**

Patricia Edson  
021 449 2366 / 3018  
[pedson@metrorail.co.za](mailto:pedson@metrorail.co.za)

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](http://www.prasa.com)

Be moved



**prasa**  
PASSENGER RAIL AGENCY  
OF SOUTH AFRICA



## CAREER

# Stand out above the rest

Your curriculum vitae (CV) is often the first thing that prospective employers see about you. Here's what you need to know to ensure that your CV lands on top of the pile.

Words: Alicia English



## CURRICULUM VITAE

### Get it right

Make sure that all the details on your CV are correct, including references. "Employers often receive CVs for a position in their organisation that have another company's name on it," says Lillian Bususu, from The Independent Institute of Education.

### Tailor made

Lillian says jobseekers should customise their CV and covering letters for every application. "If you are sending out the same generic CV for every vacancy, your application will lack the character required to stand out," she explains.

### It's in the detail

Lillian says jobseekers should consider the finer details of their CV. "Have you covered everything relating to your qualifications, academic performance, experience and background? Does the layout and formatting look professional? Look at your CV and ask yourself: 'If I were the boss, would I hire myself?'"

### Be truthful

Lillian says jobseekers should not alter the truth. "Never lie about your qualifications or experience. If you have an experiential or qualifications gap, sign up for a short or distance-learning course while you are searching for a position," she advises.

### In the meantime

Job seekers should also consider the gaps in their employment history, says Lillian. "It does not create a good impression when your CV shows you graduated two years ago and you have been sitting at home since then. Seek out activities that will prove your value. For example, volunteer your services in your community or learn a complementary skill. These activities could even open doors for you," she concludes.

## MIND YOUR CELLPHONE MANNERS

Do you sometimes get stares from fellow commuters who want to catch up on their reading while you're yakking on your cellphone? You may want to consider these tips...

**1** Speak softly. It's a mobile, not a public phone; there's no need to shout.

**2** Avoid talking about personal problems in a public space. Nobody cares.

**3** Don't text during church or mosque, a lecture, a meeting or at the dinner table.

**4** Put your phone on silent or vibrate. Your ringtone shouldn't blast everyone out next to you.

**5** Don't make calls in the bank, lift, movies or library.

**6** Be aware of your surroundings. Criminals are watching and will snatch your phone if you're not paying attention.





**meirorail**

## **SAFETY AWARENESS CAMPAIGN**



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



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



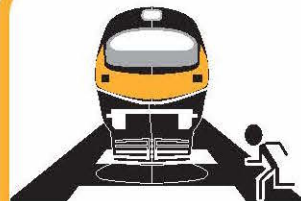
**DO NOT STAND BEYOND  
THE YELLOW LINE  
ON THE PLATFORM**



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



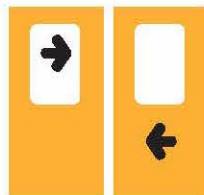
**TRAIN SURFING /  
SPARAPARA IS NOT  
ALLOWED**



**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 8 TO 14 SEPTEMBER 2016



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

8 & 9 Sept 2016	Southfield - Wetton	09:00 - 14:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.
8 - 14 Sept 2016	Steenberg - Retreat	09:00 - 14:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.
12 - 14 Sept 2016	Maitland - Heathfield	09:00 - 14:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.

### PERFORMANCE

#### AM ON TIME

83.5%

#### PM ON TIME

94.5%



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

10 Sept 2016	Vlottenburg Station	06:00 - 18:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.
11 Sept 2016	Vlottenburg Station	08:00 - 18:00	Bus service. Train delays of 25 - 30 minutes can be expected.
12 & 13 Sept 2016	Vlottenburg Station	09:00 - 14:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.
12 - 14 Sept 2016	Faure Station	09:00 - 14:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.

#### CANCELLED (AM + PM)

32.2%

#### AM ON TIME

64.2%

#### PM ON TIME

81.7%



8 & 9 Sept 2016	Langa - Chris Hani	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
12 - 14 Sept 2016	Maitland - Kapteinskloep	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
8 - 14 Sept 2016	Mutual - Langa	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
8 - 14 Sept 2016	All service lines	04:00 - 21:00	Speed restrictions on all service lines. Train delays of 10 - 15 minutes can be expected.

#### CANCELLED (AM + PM)

26.1%

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 25 - 31 August 2016.

## Travel information



#### Animals

No pets are allowed on trains or stations. Only guide dogs accompanying blind or visually impaired commuters may be transported free of charge.



#### Parcel tickets

As a commuter rail operator, trains don't have parcel and baggage facilities. These are the personal responsibility of the commuter. Large, heavy or unwieldy parcels that may inconvenience fellow commuters must be carried by the commuter him- or herself and require a parcel ticket valued at R10 available from all ticket offices. Metrorail is not responsible for any theft or loss.



#### Disabled accessibility to stations and trains

Contact the nearest ticket office to inform Metrorail of any special-needs requirements. Staff will assist and offer advice regarding disabled assistance, which is available by prior arrangement.

#### AM ON TIME

56.4%

#### PM ON TIME

87.2%

#### CANCELLED (AM + PM)

16.4%

## 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 / [lnndzuvo@metrorail.co.za](mailto:lnndzuvo@metrorail.co.za)



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