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# Special unit tackles crime

*Criminals and ticket evaders should tread lightly. A new protection services response unit is determined to restore law and order on Metrorail's trains.*



A special unit in Metrorail's protection services department is clamping down on crime and ticket evasion in Area Central. The Regional Income and Response Unit, which was introduced in July, comprises a court action team and an income team. The unit is the brainchild of Ernest Hendricks, regional security manager of Metrorail Western Cape.

"Most of our commuters come from Area Central. It is also where we get a large portion of our ticket revenue. In recent months, we noticed a decline in income and an increase in lawlessness. We then deployed our team into the area to gather information and address these challenges. Since mid July, the unit recovered more than R2 million in ticket sales and made several arrests," explains Ernest.

## Serve and protect

The unit comprises 60 hand-picked protection officers. The officers leave their homes as early as 2am daily to report for duty at 4am when the first trains leave

Metrorail's staging yards. "They are doing on-board security. They have arrested many offenders for drug-related crimes, and issued fines for unsafe behaviour, such as hanging out of the train doors. The team also works in our ticket offices. They are doing their best in very challenging conditions," says Ernest.

Ernest says the officers are determined to reduce crime and safeguard commuters and Metrorail staff and assets, despite the risks. "Their lives are often in danger. This doesn't deter them from going back out in the cold and rain to protect our commuters," he says.

Ernest adds that Metrorail plans to introduce similar units in other areas across its rail network in the Western Cape.

THE REGIONAL INCOME AND RESPONSE UNIT GENERATED NEARLY

**R450 000**  
FROM 15 AUGUST TO 4 SEPTEMBER 2016.

**4** THE NUMBER OF DRUG-RELATED ARRESTS MADE BY THE UNIT DURING THE SAME PERIOD.

**527** SAFETY-RELATED FINES WERE ISSUED DURING THE SAME PERIOD.

## METRORAIL SLAAN MISDAAD HOK

Misdadigers op Metrorail se treine en stasies moet lig loop, want Metrorail se beskermingsafdeling het onlangs 'n spesiale eenheid van stapel gestuur om misdaad te bekamp en pendelaars wat sonder geldige kaartjies reis vas te trek. Die eenheid bestaan uit 60 beskermingsbeamptes.

"Die beamptes werk tans op ons stasies en treine op die sentrale lyn. Hulle het alreeds talle oortreders vir dwelmverwante misdade in hegtenis geneem, en boetes vir onveilige gedrag uitgereik. Die span werk ook in ons kaartjie kantore," sê Ernest Hendricks van Metrorail se beskermingsafdeling. Metrorail beplan om die eenheid na ander areas uit te brei.

Metrorail recently held a recognition ceremony for members of the Regional Income and Response Unit to thank the members for their dedication.

1. & 2. Ernest Hendricks, regional security manager of Metrorail Western Cape congratulates members on their outstanding performance.
3. Eddie Chinappen, general manager in the office of GCEO of Prasa, addresses the members on matters relating to customer service.





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## OPERATIONS



# A clean sweep

Every day, thousands of commuters travel by train to get to work and school. We go behind the scenes to find out what really goes into maintaining and cleaning the facilities and trains.

Words: Alicia English

There is more to the facilities department of the Passenger Rail Agency of South Africa's Commercial Real Estate Solution (Prasa Cres) than what meets the eye. The department is responsible for all Prasa and Metrorail facilities. This includes building and equipment maintenance, cleaning, hygiene and pest control, waste management, gardens and indoor plant services, and strategic facilities planning of rail, commercial and private properties.

"We have an employee in each corridor who is responsible for the day-to-day repairs and upgrades of facilities. Our mechanical and electrical department deals with all electrical faults on stations and in subways, for example, lights that are not working. We also have a coach cleaning team that cleans all our trains and carriages," explains Enver Dollie, acting facilities manager of Prasa Cres Western Cape.

### Duty calls

Enver says maintenance and repairs take up much of the department's time and resources. Incidents that affect commuters' health and safety remain a priority. "The health and safety of commuters always come first."

### WHO KNEW?

Let's take a look at the coach cleaning unit's cleaning schedule.

- Daily light cleaning of trains, comprising sweeping and mopping.
- Daily semi-intensive cleaning of the interior and exterior of trains.
- Three-monthly deep cleaning of trains, using harsh chemicals to remove graffiti and stickers.

Our facilities help desk often fields calls about blocked toilets, broken windows and minor repairs. But when we receive reports of running water when taps have been damaged or stolen, or of exposed electrical wiring, these are regarded as emergencies. The majority of health and safety callouts are due to vandalism and theft," he says.

Enver says commuters should report maintenance and repair related matters and complaints at their stations. "This will help us to document all reports and track the repairs and maintenance work," adds Enver.

## Safety is our concern

### SAFETY CORNER

Be aware of your surroundings and the people around you. Be alert when approached by strangers.

### 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

Employees in the facilities department share what they enjoy most about their jobs.



**Clive Hey, a senior engineering technician, is responsible for project management on all electrical projects.**

"I love being

part of a dynamic team that is responsible for the electrical installations of Prasa. We go out to sites and determine what electrical work needs to be done when our stations have been vandalised. I enjoy managing the electrical projects. When our electrical installations are in good working order our staff and commuters feel safe to use our facilities."

**Xolani Loliwe is a facilities coordinator and joined the company in 2014.**

"As the administrator of the department, I am responsible for our support system. I love working in this department, as I learn new things daily. The department has shown growth and I have the best team ever."



**Branken van Coller is a technical superintendent at Cape Town Station.**

"I manage the maintenance, buildings,

projects and cleaning at the station. I joined the company in 1975 as an apprentice plumber. I love the interaction with people and providing a clean and functional station."

**Theuns Post is a chief administrator in the facilities department's cleaning unit.**

"I joined the cleaning unit in 1976 because I wanted to make a difference. Even though cleaning of trains is a difficult job, our dedicated team is making a difference. We will continue doing our best for our commuters."



IN JULY 2015, THE FACILITIES DEPARTMENT RESPONDED TO **862 INCIDENTS**, OF WHICH **794 WERE EMERGENCIES**.

IN DECEMBER 2015, **301 INCIDENTS WERE REPORTED**, OF WHICH **264 WERE EMERGENCIES**.

IN JULY 2016, **629 CASES WERE REPORTED**, OF WHICH **549 WERE EMERGENCIES**.





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## ASK METRO



Mervin Pillay

Mervin Pillay, a technical supervisor in Metrorail's rolling stock department, shares what commuters can do to help combat vandalism.

Earlier this month, Mzi Mnyengeza, who travels on the central line, wrote to us about the broken windows on Train 9914 at Chris Hani Station. His feedback helped us to alert our rolling stock department.

"Metrorail remains a victim to vandalism in all shapes and forms, one being the theft of windows from train carriages. Vandals damage the driver's window or deface it with graffiti, making it impossible for the driver to see the railway tracks. We then need to remove the train from the service until the window is replaced. Replacing a single window costs R4 500. Windows are replaced on a regular basis. We ask commuters to report missing windows by providing the train and carriage numbers to the Transport Information Centre on 0800 65 64 63 or posting this information on our social media sites," says Mervin.



### 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.

## 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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## SPECIAL PROJECTS



# Green fingers

Metrorail recently partnered with the City of Cape Town and Helderberg Nature Reserve to educate the learners of Willow Primary in Heideveld about the importance of plants. The rail operator hosted learners and stakeholders at an Arbour Day awareness ceremony at Claremont Station. The City of Cape Town's Helderberg municipality sponsored several plants, which the learners planted at the station on the day.



1. Esmeralda Isaacs of Metrorail's marketing department and Sisipho Yikwani from the Helderberg Nature Reserve inform learners from Willow Primary about plants.
2. Representatives from Metrorail, the City of Cape Town, Claremont Improvement District and Helderberg Nature Reserve at Claremont Station.
3. Learners from Willow Primary in Heideveld get their hands dirty during the tree planting ceremony.

## WHAT'S ON

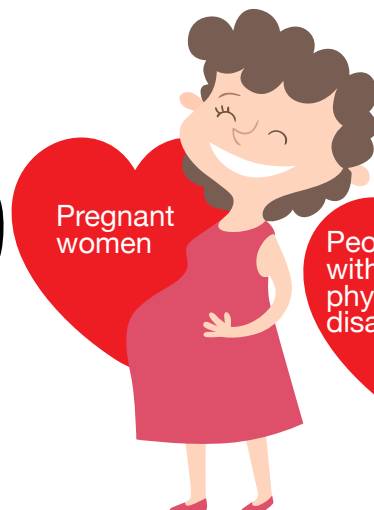
### Visit Cape Point

Hop 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 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. Bookings are essential. 021 449 2366 / 3018 [pedson@metrorail.co.za](mailto:pedson@metrorail.co.za)

## METRO MATTERS

# Show some respect

We encourage commuters to be courteous and offer their seats to fellow commuters who are elderly, pregnant, disabled or travelling with babies.







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#ANYTHINGBUTWORK



Round up your friends and family this weekend and soak up the sun at Fish Hoek beach. Metrorail's tourism pass allows you to visit this coastal suburb as often as you like.

### Fish Hoek beach

Fish Hoek beach needs no introduction. Activities allowed include swimming, dog walking, kayaking and kite surfing. Although you can't catch a tan just yet, why not enjoy an ice cream? They're readily available from the local vendors.

021 782 5503

### Jager's Walk

Jager's Walk is a lovely footpath connecting Fish Hoek beach with Sunny Cove. It runs past the rocks to the south of the bay along the railway line. Fish Hoek Caravan Park is also a stone's throw away from the beach, where you can surf, swim or laze in the sun. It's ideally located between Simon's Town and Kalk Bay if you want to check out other tourism hot spots.

021 782 5503

### Fish Hoek Valley Museum

Take a walk down memory lane and pop into the Fish Hoek Valley Museum located at the central circle.



Displays date back to the years when the San people lived there. You'll also find remains of the Fish Hoek Man, who was discovered in the local Peers Cave. Doors are open from 9:30am to 12:30pm from Tuesdays to Saturdays.

021 782 1752

### 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.

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



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PASSENGER RAIL AGENCY  
OF SOUTH AFRICA



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## FASHION

# Making waves

Add some flair to your wardrobe with these fashion trends from around the world.

Words: Yonga Balfour

Fashion is always changing and we'd hate for you to be left behind. Let's take a look at what's hot in four fashionable global destinations.

### Ghana

A cardigan with Ghanaian prints on the cuffs and buttons will add spice to your wardrobe this season. Wear it with fitted jeans or chinos. It can also be worn with shorts, but don't button it up or else you'll look like a hot mess. Keep it simple underneath with a white tee or slim shirt.

### London

Maxi jackets are making waves in London. Maxis blend with everything; they turn heads. Don't zip or button up your maxi if you're wearing knee or thigh-high boots. Sleeveless maxis are also great for summer.

### New York

The trunk T-shirt is trending in New York. The T-shirt matches with just about everything. For a beach-ready look, match it with shorts and sandals. If you're going out later in the evening, pair it up with heels (ladies) or sneakers (guys). On chilly days, rock the shirt with jeans, a jacket and sneakers.

### Kenya

There's nothing like an African print to bring out originality. Mix your skinny jeans or pencil skirts and heels with a Kenyan-printed peplum top. Keep colours simple to avoid committing a fashion crime. Opt for a printed peplum with dramatic waves. You'll make a statement.

### DO'S & DON'TS

- ☒ Don't wear prints with other prints, patterns or bright colours.
- ☒ Don't do long trunk T-shirts that cover your shorts completely.
- ☒ Do zip up maxis when wearing heels.
- ☒ Do opt for a long-sleeve trunk T-shirt or maxi jacket, and finish it off with a cap.

## TECHNOLOGY

# INTERNET OVERLOAD

A study conducted by the Department of Adult Psychiatry at Poland Medical University showed that internet addiction is quite common among young people. According to the study, one out of four children are addicted to the internet. This is a concerning statistic, as children are still in their formative years.

"These days, access to the internet is mandatory in most schools and teachers expect learners to use the internet to do research. This makes it important for parents to educate children about technology and to limit their internet use, at least while they're at home," explains Mariska van Aswegen, spokesperson for Pharma Dynamics.

Excessive internet use could lead to withdrawal symptoms similar to those experienced by substance abusers.

Mariska says screen time in general should be restricted to an hour a day for children between the ages of two and five, and no more than two hours a day for those aged between five and 18.

Too much time online can lead to the following:

- An increased risk of infection.
- Decreased productivity at work or school.
- Overspending when e-shopping or gambling, for example.
- Less time with family and friends.







**meirorail**

## **SAFETY AWARENESS CAMPAIGN**



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



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



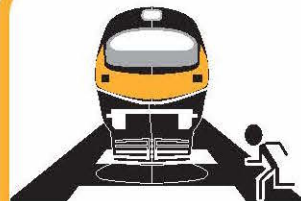
**DO NOT STAND BEYOND  
THE YELLOW LINE  
ON THE PLATFORM**



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



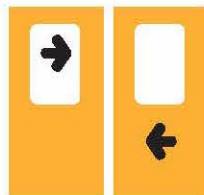
**TRAIN SURFING /  
SPARAPARA IS NOT  
ALLOWED**



**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 15 TO 21 SEPTEMBER 2016



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

15 - 21 Sept 2016	Maitland - Heathfield	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
19 - 21 Sept 2016	Wetton - Athlone	09:00 - 14:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.

### PERFORMANCE

#### AM ON TIME

72.7%

#### PM ON TIME

88.6%

#### CANCELLED (AM + PM)

31.6%

#### AM ON TIME

82.2%

#### PM ON TIME

82.1%

#### CANCELLED (AM + PM)

23.1%



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

15 - 21 Sept 2016	Faure Station	09:00 - 14:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.
15 & 16 Sept 2016	Maitland - Mutual	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
17 & 18 Sept 2016	Faure Station Station	06:00 - 18:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.
20 Sept 2016	Avondale	09:00 - 16:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.



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

15 - 21 Sept 2016	Mutual - Langa	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
18 Sept 2016	Bonteheuwel - Nyanga	08:00 - 18:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
15 - 21 Sept 2016	All service lines	04:00 - 21:00	Speed restrictions on all service lines. Train delays of 10 - 15 minutes can be expected.

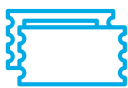
While we try our utmost to do maintenance during off-peak to minimise possible delays, connecting trains may be subjected to delays on all service lines. Your safety is our concern. We apologise for any inconvenience inadvertently caused. Performance reflects week of 1 to 7 September 2016.

## Travel information



#### Lost goods

Contact 021 449 2144 during office hours. Goods not claimed within three months are sold to defray holding costs.



#### Ticket office hours

Ticket office hours vary according to demand and patronage. Please consult Metrorail's blog or notices at stations.



#### Authorised rail crossings

Trespassing onto the rail reserve is illegal. Please take care to cross only at authorised crossings, and obey all traffic signals.



#### Bicycles on trains

Metrorail's Bikes on Board service is available to cyclists during off-peak hours at an additional cost of R20 to the ticket price. Off-peak is from 9am to 3pm and then from 7pm until the last train.



#### Public holiday service

A Sunday service will operate on most public holidays and may be supplemented by additional conditional trains if required. In cases where public holidays fall on Saturdays, a Saturday service will operate.

#### AM ON TIME

49.7%

#### PM ON TIME

78.9%

#### CANCELLED (AM + PM)

25.3%

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



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