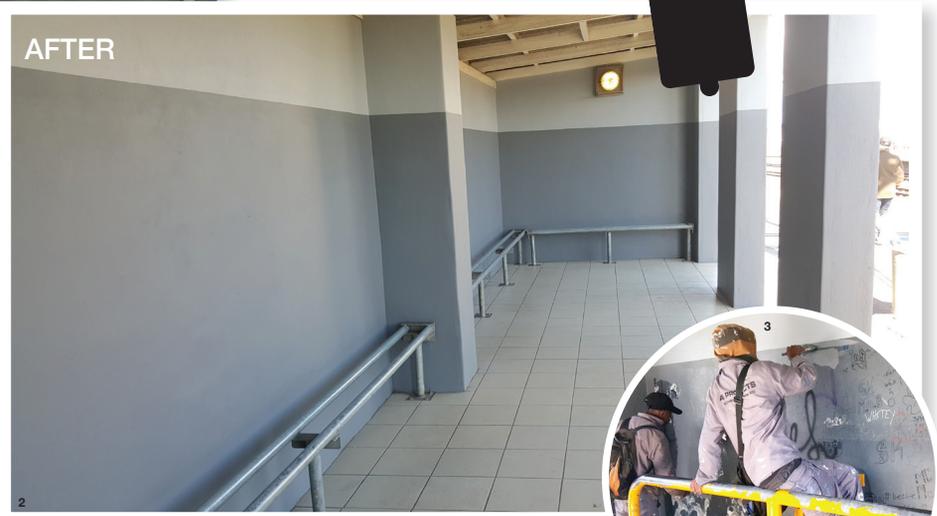


# Not on

*Crime and drugs have no place in the rail environment. This was the message at Metrorail's recent spring cleaning campaign against crime at Brackenfell Station in Area North.*

# our watch



**M**etrorail and the Passenger Rail Agency of South Africa (Prasa) partnered with various stakeholders including the Brackenfell Business Industrial Development, Brackenfell Neighbourhood Watch and the Rapid Rail Police Unit (RRPU) during a week-long crime prevention campaign at Brackenfell Station. The purpose of the campaign was to create a positive and safe environment in and around the station.

### United against crime

Metrorail's protection services, the RRPU, Bolt Security and Brackenfell Neighbourhood Watch focused their efforts on curbing drug dealing around the station. Metrorail protection services' regional income and response unit also addressed fare evasion and issued safety related fines.

Prasa Corporate Real Estate Solutions (Cres) and employees in Metrorail's customer services and marketing departments worked together to clean up and paint the station. Brackenfell residents committed to keeping the station clean. Metrorail plans to run similar campaigns at other stations along its rail network in the Western Cape.



**THAT'S A FACT**

THE REGIONAL INCOME AND RESPONSE UNIT GENERATED NEARLY **R482 872 DURING THE RECENT CAMPAIGN AT BRACKENFELL STATION.**

**256**  
THE NUMBER OF SAFETY RELATED FINES ISSUED DURING THE CAMPAIGN.

**50**  
THE NUMBER OF ARRESTS MADE. THESE RELATE TO FARE EVASION, ILLEGAL RAILWAY CROSSINGS AND PEOPLE TRAVELLING BETWEEN CARRIAGES.

### KOM ONS STAAN SAAM TEEN MISDAAD IN BRACKENFELL

Die Passasierspooragentskap van Suid Afrika (Prasa) en Metrorail se onlangse weeklange misdaadvoorkoming veldtog by Brackenfell stasie was 'n reuse sukses. Die veldtog het die Brackenfell Besigheid Nywerheidsontwikkelingskorporasie, Brackenfell Buurtwag en die polisie ingesluit.

Die doel van die veldtog was om 'n positiewe en veilige omgewing in en rondom die stasie te skep. 'n Spesiale eenheid van Metrorail se beskermingsafdeling het pendelaars wat sonder geldige kaartjies gereis het vas getrek. Prasa en Metrorail werknemers het ook saamgewerk om die stasie skoon te maak en te verf.

1. How the facilities at Brackenfell Station looked before last week's clean-up campaign.
2. Metrorail and Prasa Cres employees transformed the waiting area at Brackenfell Station.
3. Employees of the facilities department at Prasa Cres painting the vandalised facilities at the station.
4. Members of the Rapid Rail Police Unit, Brackenfell Neighbourhood Watch, Metrorail protection services and Bolt Security took part in the joint operation against crime.

OPERATIONS



**TELL US WHO DID THIS**

FROM LEFT Vandals caused extensive damage to Metrorail's rail infrastructure during last week's protests in Langa.

Metrorail has offered a reward of R100 000 to anyone who provides information that will lead to the arrest and conviction of those responsible for torching trains and rail equipment.

Words: Alicia English

Metrorail's central line service suffered a major setback last Monday after multiple incidents of vandalism occurred overnight. On Tuesday morning, a group of residents protesting about housing in Langa directed their anger and frustrations toward the rail infrastructure. A train was torched between Bellville and Tygerberg stations later in the day. Eight apparatus cases, two track boxes and numerous signals were damaged between Bonteheuwel and Langa stations. Obstructions were placed on the railway tracks and set alight, disabling inbound and outbound traffic. Langa Station and the vehicles belonging to the Passenger Rail Agency of South Africa (Prasa) were also stoned.

**Counting the costs**

The consequences were far reaching, as Metrorail was forced to suspend its services from Kapteinsklop, Khayelitsha and Lavistown to Cape Town. Richard Walker, regional manager of Metrorail Western Cape, says the organisation was advised to do so by the police to ensure the safety of commuters, employees and assets.

**Helping commuters**

Metrorail arranged a series of train shuttles to assist stranded commuters. Trains from Cape Town to Mitchell's Plain and Khayelitsha were rerouted to Bellville Station, stopping only at selected stations. From Bellville Station, commuters were able to board train shuttles to Mitchell's Plain and Khayelitsha, respectively.

"We are committed to fulfil our obligation to transport customers; hence these extra-ordinary scheduling arrangements to accommodate season ticket holders," says Richard.

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

**Fifty-nine train carriages were damaged in fires between October 2015 and September 2016. When a train is damaged as a result of a fire, it could take six to 12 months before it returns to operations.**



**Safety is our concern**

**SAFETY CORNER**

If you think you are being followed, go to a public space or the nearest security officer or police station.

**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

**THAT'S A FACT**

Let's take a look at some of the incidents that have wreaked havoc with Metrorail's train service in the past six months.

- 20 SEPTEMBER 2016**  
Three carriages of a train returning from the protest-ridden area were torched between Bellville and Tygerberg Stations.
- 7 AUGUST 2016**  
Two motor coaches and two carriages of two respective train sets were torched at the Retreat staging yard.
- 26 MAY 2016**  
A train set was set alight at Muldersvlei Station in Area North.
- 15 APRIL 16**  
Two train sets were set alight at Kraaifontein and Esplanade stations, respectively.
- 9 APRIL 2016**  
Two train sets were torched at Cape Town Station. Four motor coaches and six carriages were damaged. Structural damage was also caused to platforms 11 and 12.

METRO MATTERS



**ASK METRORAIL**

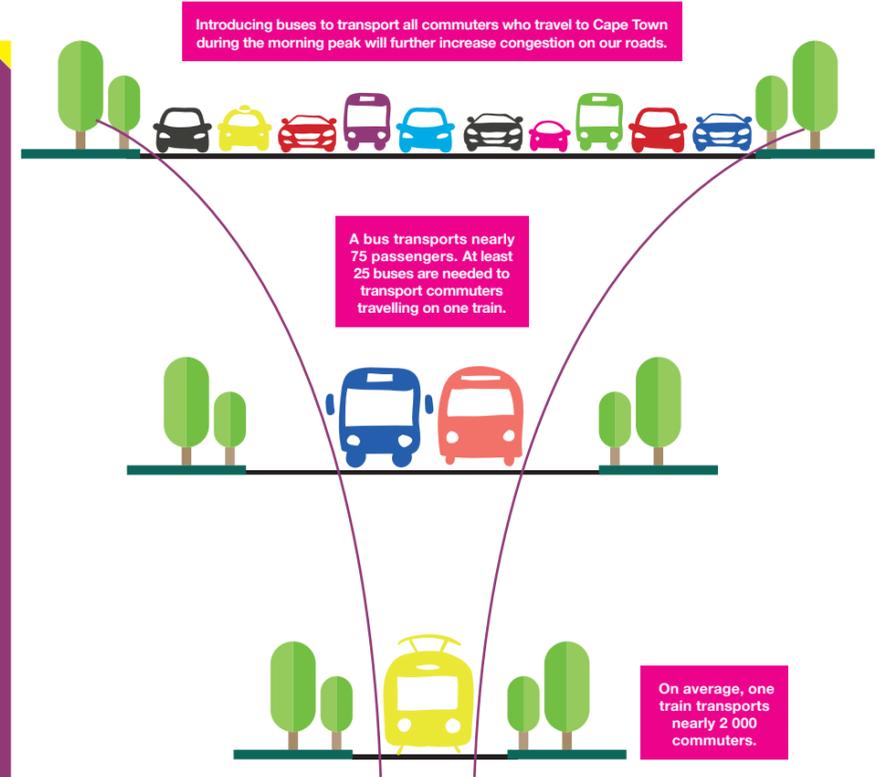
Daphne Kayster

Daphne Kayster, marketing and promotions manager of Metrorail Western Cape, explains why it's not viable to arrange buses as an alternative means of transport during major service disruptions.

Daphne Kayster, marketing and promotions manager of Metrorail Western Cape, says one has to consider the logistics of having to arrange sufficient drivers and get the buses through traffic to the affected areas.

"A train transports, on average, nearly 2 000 people, while a bus transports nearly 75 people. This means that at least 25 buses are needed to transport commuters on one train. Bus shuttles are used as alternative transport arrangements when the affected area is small and not a large number of commuters are affected, for example, at Gouda Station. Metrorail will make every effort to transport commuters to their destinations. This is often in the form of a train shuttle service. These trains are usually express trains, which stop at certain stations before reaching their final destination stations. Where possible, trains will operate on other routes or lines to get commuters where they need to be. During major disruptions, we also need to make platform changes and announcements," says Daphne.

IMAGES: COURTESY IMAGES



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

**CONTACT**

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**712 000 PASSENGER JOURNEYS EVERY DAY**

**673 TRAINS EVERY WEEKDAY**

**R151 million IN TICKET SALES PER ANNUM**

**122 STATIONS**

IMAGES: COURTESY IMAGES

#ANYTHINGBUTWORK

# Escape the city

Ditch the car this weekend and treat your children to a fun train trip to Muizenberg. You'll find that there are several activities for the young and old.

Words: Yonga Balfour



**HET POSTHUYS** dates back to the late 1600s and is one of the oldest buildings in Cape Town. It was originally used as a lookout post for enemy ships entering False Bay. Today, it features photos of the area's early years and information about the Battle of Muizenberg. 021 788 7972



**SAPS MUSEUM** is located on Main Road and is ideal for educational outings during the school holidays. The museum includes a courtroom and cells, which allows learners to experience court procedures. 021 788 7035



**RHODES COTTAGE** is a good opportunity to reminisce about times gone by. It's located on Main Road and is where Cecil John Rhodes spent his last days. 021 788 1816



**MUIZENBERG VILLAGE** can be found in Palmer Road and is a mix of shops, coffee bars, restaurants and pubs.



**MASQUE THEATRE** is a popular venue for theatre lovers and showcases a variety of quality amateur productions. 021 788 1898

## Have your say

The spring school holidays are around the corner. Learners from Willow Primary School in Heideveld talk to us about what they plan to do during the holidays.



**Ashleen Claasen, a Grade 6 learner**  
"I am looking forward to going out to various places and restaurants with my mom. Spur is my favourite restaurant. We will go to the beach because it will be much warmer."

I will also plant some trees at home and at church for our Sunday school."

**Kamva Mlambo, a Grade 4 learner**

"I will go visit my aunts and cousins in Makhaza, Khayelitsha. We were taught about plants at school and I will be sharing what I learnt with my cousins. I also want to relax and watch cartoons that I don't get to watch on a normal school day."



**Nkosinathi Nkali, a Grade 6 learner**  
"I am going to have lots of fun and play with my friends. I will be going to swimming classes and will go fishing with my father. He is a fisherman."

**Kaylee Scholtz, a Grade 6 learner**

"I love spring holidays because they are sunny and we get to wear light colourful clothing. I will probably pick some new flowers with my mom to welcome the flower season. I will also go for swimming lessons."



### 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: YONGA BALFOUR AND COURTESY IMAGES

SPECIAL PROJECTS

# Touching lives

Words: Yonga Balfour

Metrorail employees at Retreat Station are servicing commuters and the surrounding communities in more ways than one.



Metrorail employees at Retreat Station on the southern line are passionate about serving their commuters and surrounding communities. They have conducted various outreaches in Area South, which includes clean-up campaigns, donations to schools and educational initiatives. Porcha Louw, Metrorail's area manager from Retreat to False Bay stations, is spearheading the team's outreach initiatives.

"We don't only consider the people we live with as our relatives; our commuters and surrounding communities are like family, too. We realise that many people go to bed hungry and we try our best to help by making donations to poor communities, schools and hospitals throughout the year," says Porcha.

### Helping hands

Last year, Porcha pitched the idea of a tuberculosis (TB)

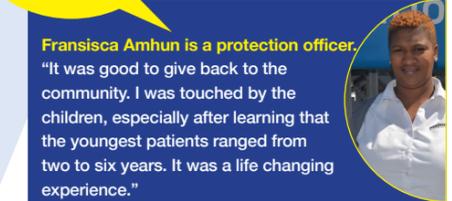
1. Metrorail employees at Retreat Station are passionate about giving back to their surrounding communities.
2. Porcha Louw, Metrorail's area manager from Retreat to False Bay Stations.
3. In December last year, the employees reached out to tuberculosis patients at Retreat Day Hospital.



**WE CARE**  
Here's what Metrorail employees at Retreat Station had to say about the outreach programme:

**Fransisca Amhun is a protection officer.**  
"It was good to give back to the community. I was touched by the children, especially after learning that the youngest patients ranged from two to six years. It was a life changing experience."

**Dawood van der Fort is an access controller.**  
"We live in these communities and the commuters are our neighbours. We see what they are going through daily. It feels good to be able to reach out to our communities."



outreach campaign to her colleagues. The team made a concerted effort to learn more about the disease and reached out to TB patients at Retreat Day Hospital. "My dad was diagnosed with multidrug-resistant (MDR) TB. This prompted me to do my own research and dispel the myth that having TB is a death sentence. My colleagues were keen to reach out to others with the same illness. We raised funds and bought gifts, which we donated to TB patients at the day hospital. We were surprised to learn that the youngest TB patient at the hospital was a two-year old. It felt good giving back to people," Porcha continues. Employees at Retreat Station have adopted the TB outreach campaign as an annual project.



## 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



CAREER



# How to ace that interview

Being shortlisted for an interview doesn't mean that you have the job in the bag. You still need to bring your A game in order to make the final cut. **Words: Alicia English**

**W**onga Ntshinga from The Independent Institute of Education says shortlisting is only the first hurdle and, once cleared, candidates must prepare to compete on a different level against the others. She says candidates should consider the following dos and don'ts when preparing for a job interview.

DO	DON'T
<p><b>☑ Mind the details</b> Highlight your career experiences that relate to the job you applied for. Express how your past and present job experiences will aid you in your future position. Be specific when you give examples. Be sure to demonstrate that you're able to work in a team and cope well under pressure, as well as your communication, problem solving, project management and decision-making skills.</p>	<p><b>☑ Be phony or fumble</b> Be clear, calm and friendly in your response to questions. Always answer truthfully. Avoid babbling.</p> <p><b>☑ Be presumptuous</b> Don't assume that your qualifications or experience will naturally land you the job. Chances are that several other shortlisted candidates are equally qualified. Play to your strengths to show that you're the best candidate. Don't be afraid to demonstrate your emotional intelligence and strategic skills.</p>
<p><b>☑ Keep it clean</b> Your reputation can be an asset or a curse. Should you have a tainted track record, be ready to assure the panel that you've grown and learnt from previous blunders.</p>	

TECHNOLOGY

# The upside OF APPS

For many students, smartphone applications can prove a lot more useful than for just socialising. More and more students are using apps as sources of learning, and to saving time and money.

**Words: Yonga Balfour and Alicia English**

**S**ome people think that smartphones are a waste of money due to their expensive price tags, but for many students mobile devices can be an investment. With limited monthly budgets, students can use their smartphone applications (apps) to access money-saving tips, connect with family and friends, and join educational programmes. R10 airtime goes a long way when it's not used for making calls. It can be converted to a data bundle that may last for days.

**User-friendly apps**

According to web designer Charlie Claywell, apps pave the way for job seekers, help students with relocation, and enable them to share their political views and more. Soon-to-be graduates turn to apps to find work and navigate their way around town to job interviews. Many students also use their apps to keep up with celebrity news.

**APP SMART**

We've rounded up a few apps that are free on iOS, Windows and Android to help you with your studies and personal finance.

**EVERNOTE**  
Evernote is free on iOS, Apple watch, Windows and Android. It has no storage limit. However, free users can only upload 60MB per month. It is great for the following:

- Taking notes
- Making to-do lists
- Setting reminders
- Saving photos, documents, business cards
- Attaching files.

**MICROSOFT OFFICE MOBILE**  
This app is perfect if you don't have a laptop and need to do your homework. It allows you to access, edit and share Word, Excel and PowerPoint files directly from your phone.

**MINT**  
Mint is free on iOS and Android phones and enables you to:

- Create a budget
- Track your spending
- Receive payment reminders
- Receive saving tips.



**me'trorail**

## SAFETY AWARENESS CAMPAIGN

<p><b>DO NOT CLIMB ON TOP OF MOVING TRAINS</b></p>	<p><b>DO NOT TRY TO GET ON/OFF A MOVING TRAIN</b></p>	<p><b>DO NOT STAND BEYOND THE YELLOW LINE ON THE PLATFORM</b></p>
<p><b>ALWAYS USE THE FOOT BRIDGE TO CROSS RAILWAY LINES</b></p>	<p><b>TRAIN SURFING / SPARAPARA IS NOT ALLOWED</b></p>	<p><b>DO NOT CROSS THE RAILWAY LINES</b></p>
<p><b>DO NOT TALK TO STRANGERS</b></p>	<p><b>TRAIN DOORS MUST BE CLOSED WHEN TRAIN IS IN THE MOTION</b></p>	<p><b>AVOID DARK &amp; REMOTE CORNERS!</b></p>

**0800 65 64 63**

**RAIL SAFETY IS OUR CONCERN AND PRIORITY**

MAINTENANCE PROGRAMME 29 SEPTEMBER TO 5 OCTOBER 2016



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

29 Sept - 5 Oct 2016	Athlone - Hazendal	09:00 - 14:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.
29 Sept - 5 Oct 2016	Salt River - Fish Hoek	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
3 - 5 Oct 2016	Maitland - Pinelands	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.

PERFORMANCE

AM ON TIME

80.2%

PM ON TIME

82.2%



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

2 Oct 2016	Bellville Station	08:00 - 18:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
2 Oct 2016	Blackheath - Eerste River	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
3 - 5 Oct 2016	Strand Station	06:00 - 18:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.

CANCELLED (AM + PM)

27.9%

AM ON TIME

73.6%

PM ON TIME

77.8%

CANCELLED (AM + PM)

16.5%



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

28 & 29 Sept 2016	Philippi - Kapteinsklop	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
2 Oct 2016	Langa - Pinelands	09:00 - 18:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
3 - 5 Oct 2016	Langa - Bonteheuwel	09:00 - 18:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
29 Sept - 5 Oct 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 15 to 21 September 2016.

AM ON TIME

35.8%

PM ON TIME

76%

CANCELLED (AM + PM)

82.2%

CUSTOMER NOTICE

Additional trains on **northern line**

Metrorail will introduce the following express trains on the northern line to provide some relief to overcrowded trains in Area North, effective Monday, 3 October 2016.  
 Train #2580 will leave Kraaifontein Station at 6.15am and arrive at Cape Town Station at 6.59am. It will only stop at Eikenfontein, Brackenfell and Stikland stations.  
 Train #2701 will leave Cape Town Station at 7.05am and arrive at Bellville Station at 7.32am. It will only stop at Mutual and Goodwood stations.  
 Train #2702 will leave Bellville Station at 7.40am and arrive at Cape Town Station at 8.07am. It will only stop Goodwood and Mutual stations.  
 Train #2581 will leave Cape Town Station at 4:20pm and arrive at Kraaifontein Station at 5:05pm. It will only stop at Stikland, Brackenfell and Eikenfontein 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 / 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 Ndzuzo  
 082 376 0252 / lndzuzo@metrorail.co.za

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