

24 – 30 November 2016

ISSUE 166



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metrorail

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NEWSPAPER



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Restoring Mbekweni

Commuters at Mbekweni Station can say goodbye to long queues for tickets, thanks to a brand-new station building and upgraded facilities.



BEFORE



AFTER



1. Richard Walker, regional manager of Metrorail, visited Mbekweni Station shortly after the fire.
- 2 & 3. The station was severely damaged in the incident.
- 4 & 5. Metrorail rebuilt the ticket office and access control areas at Mbekweni.

Metro rail recently opened its new station building at Mbekweni Station in Paarl. The opening of the building, which houses the new ticket office, was welcomed by Metrorail employees and commuters alike. Metrorail also rebuilt the access control area.

FIERY TIMES

Mbekweni Station was gutted in a fire in April last year. Angry residents, who took part in service-delivery protests, took their frustration out on the station facilities. The station building – which houses the ticket office – and the access control points were severely damaged. Metrorail was forced to set up a temporary ticket office in a container in the wake of the fire.

"The fire impacted our service tremendously, as we didn't have the proper facilities to service our commuters. They often had to wait in long queues to buy their tickets from the temporary ticket office. We were forced to open the office later and close earlier in the day. We also could not have regular access control," recalls Luleka Ndzuza, Metrorail's customer service area manager in Area North.

STATION FOR ALL

Luleka has urged commuters to take pride in the new station facilities. "They should take ownership of the restored facilities, as it services them. One day, their children will also benefit from it. We need their help to take care of the station and ensure that vandalism and any other criminal activities do not take place," he says.

Luleka also encouraged commuters to speak up when they have comments or questions about Metrorail's train service. "If they have any concerns and find the facilities or services are not customer-friendly, they should let us know. We would like to hear from them."

Good to know

The Mbekweni ticket office is open from 4am to 7pm on weekdays and from 6am to 6pm on weekends.

MBEKWENI KRY NUWE STASIEGEBOU

Metrorail het onlangs die nuwe stasiegebou by Mbekwenistasie in Paarl geopen. Metrorail werknemers en pendelaars het die heropening van die gebou, waar die nuwe kaartjiekantoor gehuisves is, verwelkom. Metrorail het ook die toegangsbeheerarea herbou. Mbekwenistasie is in April 2015 aangevuur toe ontstoke inwoners, wat aan dienslewering betogings deelgeneem het, hul frustrasies op die stasiefasilitete uitgelaat het. Die stasiegebou, waar die kaartjiekantoor gehuisves was, en die toegangsbeheerpunte is erg beskadig. As gevolg van die brand, was Metrorail gedwing om 'n tydelike kaartjiekantoor te open.



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SAFETY

HOW CAN WE SERVE YOU?

Do you have any safety comments or concerns about the trains and stations on your route? Our area security managers are prioritising safety across our entire rail network.

Words: Alicia English

Metrail Western Cape has deployed several area security managers across its rail network to prioritise safety and security ahead of the upcoming festive season. Their deployment forms part of the Metrorail turnaround strategy for safety and security, which is spearheaded by Ernest Hendricks, regional security manager of Metrorail.

"These managers will be there to oversee and implement all efforts to safeguard our assets and protect our commuters and employees. If commuters have a concern or comments, or want to report a security-related matter, they can contact the area managers directly," explains Ernest.

SERVE AND PROTECT

The following area security managers have been deployed in your areas:

AREA CENTRAL

- **Phindle September**
Kapteinsklip – Chris Hani – Nyanga
079 143 7332



Phindle

AREA NORTH

- **Thembisile Blom**
Bellville – Woltemade – Kraaifontein – Strand
073 691 6989
- **Ndodomzi Mkbabile**
Wellington – Lynedoch
076 804 3918



Thembisile



Ndodomzi

AREA IKAPA

- **Nomsa Swartbooi**
Cape Town – Oosterzee – Woodstock
078 995 3799



Nomsa

AREA SOUTH

- **Regan Davids**
Salt River – Southfield – Simon's Town
073 553 5584



Regan

A SUCCESS STORY

Metrorail's protection services staff are clamping down on illegal activities on trains and stations. They have also reported an increase in the number of arrests made during October.

259

The total number of arrests made by Metrorail's protection services staff during October.

33

The number of people arrested for schedule 1 offenses, namely possession of stolen property, dangerous weapons and illegal substances, robberies, cable theft, assault, fraudulent tickets and trespassing.

64

People were arrested for travelling between carriages.

11

People were apprehended for smoking in a train, while two people were arrested for jumping in and out of a moving train.

101

People were arrested for travelling without valid tickets.

39

People were apprehended for crossing the railway line illegally.

Safety is our concern

SAFETY CORNER

Travel with a valid train ticket. Buying a ticket is your pass to travel on Metrorail trains. Make sure that you possess your ticket before entering the platform.

EMERGENCY NUMBERS

Protection services	021 449 4336
Claims office	021 449 2041/3645
Transport info number	0800 65 64 63

RAILWAY POLICE

Stock Road	021 370 1005
Cape Town	021 443 4325
Bellville	021 941 6800
Retreat	021 710 5129
24-hour operational room	021 443 4309 /10



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HAVE YOUR SAY



Here's what our commuters have to say about their train journeys.



@AntheaHartznbrg
Metrorail issues aside, I love taking the train.

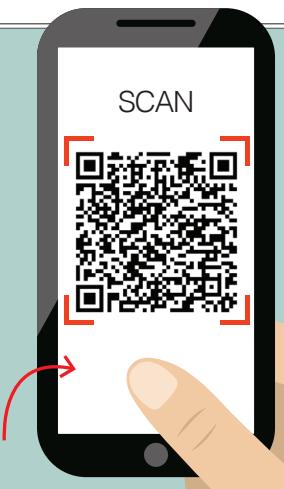
@AneesMohamed89
@CapeTownTrains Thanks for the informative read (in MyLine)!

From Richard

Richard Walker, regional manager of Metrorail Western Cape, was recently interviewed on Cape Talk Radio regarding vandalism of trains. Scan the QR code on the right to hear what he had to say.

How to scan the QR code

1. Go to your mobile app store and search for a free QR code scanner.
2. Select the application (app) of your choice and press the install button. You might be prompted to enter your password.
3. Press the open button once the app has been installed.
4. You should now be able to scan any QR code. Scan the QR code above to check that the app is working properly.



Pic of the week

ABOVE @AntheaHartznbrg sent us this lovely picture of Newlands Station.

WE WOULD LOVE TO HEAR FROM YOU

To ensure your voice is always heard, send an email to myline@mikatekomedia.co.za or alicia.english@mikatekomedia.co.za. You can also send us your story ideas and photos. Your photo might be selected as the picture of the week.

IMAGES: COURTESY IMAGES

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SAFETY



Crossing THE LINE

Metrorail employees recently turned the spotlight on safety at the Koelenhof level crossing near Stellenbosch.

Words: Alicia English

Metrorail employees and members of the Stellenbosch traffic department and Rapid Rail Police Unit arrived at the Koelenhof level crossing at the break of dawn last week to raise awareness about level crossing safety.

Within two hours of its arrival, the team had already handed out more than 1 000 safety flyers to motorists, truck drivers, cyclists, learners, farm workers and passers-by.

Mongezi Manka of Metrorail's marketing and communications department says the team made several observations that could improve people's safety: "The road markings have faded and were not visible to motorists and other road users. Nearby trees are obscuring the view of the crossing and need to be trimmed. We will alert the relevant authorities about what we observed today," says Mongezi.

Safety alert

The Koelenhof level crossing is one of the busiest crossings on Metrorail's network. Since 2010, two safety incidents have been reported at the level crossing each year.

Earlier this year, a truck carrying dangerous goods caught alight at the crossing and one train carriage was damaged in the fire. In another incident, a Mini Cooper was stuck at the crossing. Fortunately, the driver escaped without injury.

"The crossing is one of the busiest in the area. Many vehicles cross the railway line at this point, especially government vehicles and trucks with farm workers," says Mongezi.



1



2



3

4

LOOK OUT

Metrorail has urged commuters, motorists and residents in the area to exercise caution when they use the level crossing and not to cross the railway lines illegally. Metrorail staff are currently replacing the sleepers on the tracks in some sections of the railway line near Koelenhof.

"The public should not enter the rail reserve or the areas where the sleepers are being replaced, and only cross the tracks at the designated areas," explains Johan Kriel, business risk manager of Metrorail Western Cape.

- Members of the Stellenbosch traffic department ensured that motorists adhered to the traffic rules at the Koelenhof level crossing.
- Metrorail employees partnered with members of the Rapid Rail Police Unit and Stellenbosch traffic department.
- Traffic officials reprimanded a motorist for not complying with the traffic rules at the level crossing.
- A Metrorail protection services official tells a truck driver about the importance of safety at a level crossing.

Koelenhof level crossing is one of several crossings that have been earmarked in the Western Cape department of transport and public works' level crossing elimination project to curb accidents at crossings in the province.





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SPECIAL PROJECTS

Heideveld news

Commuters were happy to interact with Metrorail employees and members of United Commuter Voice and the Rapid Rail Police Unit during a recent crime awareness campaign at Heideveld Station. The campaign addressed crimes in the rail environment and focused on personal safety, contact crimes and illegal railway crossings. We captured some of the moments.

Words: Alicia English



1. Metrorail employees educated commuters about the impact of theft of critical rail equipment on Metrorail's train service at Heideveld Station.
2. The team partnered with members of United Commuter Voice and the Rapid Rail Police Unit during the campaign.
3. A member of United Commuter Voice helps to share safety flyers on the station.

IMAGES: COURTESY IMAGES

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

712 000

PASSENGER JOURNEYS EVERY DAY

673

TRAINS EVERY WEEKDAY

R151 million

IN TICKET SALES PER ANNUM

122

STATIONS

CONTACT



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WELLNESS

NEVER GIVE UP

The summer holidays is a joyous time for many people. But for some, it can also be a lonely time. Occupational therapist Simone Miller shares some advice on dealing with loneliness and suicidal thoughts.

Words: Alicia English



Talk to a friend

Sharing your feelings with someone you trust is the first step towards coping with suicidal thoughts and feelings. It may be a friend, therapist, church member, family doctor or coach. Don't let fear, shame or embarrassment prevent you from seeking help.

Don't do anything drastic

If you are having suicidal thoughts and feelings, make a promise to yourself not to do anything drastic. Wait a day or a week; your suicidal thoughts don't have to become a reality. Create some distance between your thoughts and actions.

Avoid drugs and alcohol

Suicidal thoughts can become even stronger if you have taken drugs or alcohol. It's important not to abuse drugs or alcohol when you feel hopeless or are contemplating suicide.



Explore your faith

There are only a few strategies that are proven to successfully protect against loneliness, and having a personal relationship with God is one of them. He will help you accept the things in life that you can't control. Many people have overcome their suicidal thoughts by putting their trust in God.

Bond with a dog

Dogs get you out and about. They're naturally social creatures and you'll have something to care for. If you're not in a position to own one, find ways to help care for others' dogs, or volunteer at an animal shelter.

Explore therapy

If you just can't shake profound feelings of loneliness, isolation and other symptoms of depression, you may want to speak with a mental health professional. Ask your family doctor to refer you to a professional who can help you deal with depression and loneliness.

Get involved in social activities

Getting involved in some sort of activity or club can accomplish several things. It can take your mind off your loneliness and change your mood. It's also a great way to meet people with similar interests. Joining a club can provide some structure in your life and will give you something to look forward to.

#ANYTHINGBUTWORK

FUN TIMES IN Long Street



Get your Metrorail tourism pass this weekend and escape to the vibey Long Street in Cape Town.

Words: Yonga Balfour

Long Street Café

Pop in at Long Street Café and come hungry. The menu will make you want to abandon your diet. Long Street Café is open daily from 9.30am to 1pm.
021 424 2464



Hatyai Original Thai Massage

Break away from the drama and relax at Hatyai Original Thai Massage. Their Thai oil massage works wonders. Hatyai is located on the corner of Long and Pepper streets and is open daily from 9am to 8pm.
021 839 5054

Jo'burg

It's true when they say never judge a book by its cover. Jo'burg in Long Street is a small place, but get inside and you'll be blown away. This club will have you dancing all night long with its funky music. It is open daily from 5pm to 4am.
021 422 0124



Lady Bonin's Tea Bar

If you're a flavour explorer then Lady Bonin's Tea Bar is just the place you're looking for. The bar has teas from all over the world. Lady Bonin's is open Monday to Friday from 8am to 4.30pm and Saturdays from 9.30am until 2.30pm.
021 447 1741





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Get service updates via

sms



Register for Metrorail's free SMS service to receive updates on train delays and cancellations. You can register immediately by calling the Transport Information Centre on 0800 65 64 63 or complete the form below and submit it at your nearest train station.

Personal details

Name:

Surname:

Cellphone number:

Select the route you travel on and wish to receive updates for.

1. Bellville via Esplanade and Lavistown
2. Bellville via Monte Vista
3. Cape Flats
4. Kapteinskloof
5. Khayelitsha

6. Malmesbury via Bellville
7. Muldersvlei via Stellenbosch
8. Southern Suburbs
9. Strand
10. Wellington via Kraaifontein
11. Worcester via Bellville



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.

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MAINTENANCE PROGRAMME 24 TO 30 NOVEMBER 2016



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

24 - 30 Nov 2016	Athlone - Hazendal	09:00 - 14:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.
24 - 25 Nov 2016	Salt River - Fish Hoek	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
24 - 30 Nov 2016	Ottery - Heathfield	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
24 - 30 Nov 2016	Steenberg - Heathfield	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

24 - 30 Nov 2016	Eerste River - Muldersvlei	09:00 - 14:00	Platform changes will be announced. Train delays of 10 - 15 minutes can be expected.
24 - 30 Nov 2016	Maitland - Koeberg	09:00 - 14:00	Platform changes will be announced. Train delays of 10 - 15 minutes can be expected.
27 Nov 2016	Maitland - Koeberg	08:00 - 18:00	Platform changes will be announced. Train delays of 30 - 35 minutes can be expected.
28 - 30 Nov 2016	Eerste River - Strand	09:00 - 14:00	Platform changes will be announced. Train delays of 10 - 15 minutes can be expected.



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

24 - 30 Nov 2016	Langa - Bonteheuwel	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
24 - 30 Nov 2016	Bellville - Belhar	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 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 10 to 15 November 2016.

PERFORMANCE

AM ON TIME

75.5%

PM ON TIME

83.0%

CANCELLED (AM + PM)

15.4%

AM ON TIME

78.1%

PM ON TIME

86.4%

CANCELLED (AM + PM)

5.5%

AM ON TIME

49.8%

PM ON TIME

74.9%

CANCELLED (AM + PM)

9.3%

Safety matters

- Check our timetables to limit your waiting time, or contact the Transport Information Centre on 0800 65 64 63.



If you are travelling at night:

- Keep looking around you to make yourself less of a target for thieves.

- Stay in well-lit areas.



- Arrange to be dropped at your station of departure and picked up at your destination 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 Ndzupo
082 376 0252 / lduzo@metrorail.co.za



PUBLISHED ON BEHALF OF METRORAIL
by Mikateko Media, 19 Bree Street, Cape Town, 8001
PO Box 872, Green Point, 8001
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