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metrorail

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NEWSPAPER**

OPERATION SPIDER tackles crime

Metrorail Western Cape warns that it is clamping down on bad behaviour and criminals on trains and stations this festive season.

Train service update

Metrorail technical teams worked around the clock over the weekend so that the train service could resume on Monday. Metrorail suspended its service in the interest of commuter safety on Sunday due to extensive damages caused to equipment by vandals. Technicians are continuing with further repairs. Commuters are advised to follow Metrorail's social media pages for service updates.

Metrorail has launched its festive season safety campaign, dubbed Operation Spider. Richard Walker, regional manager of Metrorail Western Cape, says webs of enforcement resources will enclose several stations at any given time to net criminal elements, fraudsters and ticket defaulters.

"Operation Spider has a dual strategy: ensuring legal compliance among commuters and driving criminals out of the system," he explains. Special multi-disciplinary teams will intensify their actions to reduce fare evasion, ticket fraud and crime by focusing access control and security resources at stations.

The clamp-down will focus on peak hours at high-yield transfer stations such as Mutual, Woltemade, Koeberg, Esplanade, Ysterplaat, Maitland, Pinelands, Bonteheuwel and Cape Town. "The practice of escaping ticket checks by exiting illegally at the end of platforms and walking to nearby stations will not be tolerated. Our action teams will be supported by mobile units on motorbikes, who can give chase if needs be," Richard says.



TICKET TALK

Richard urges commuters to buy tickets from Metrorail ticket offices or mobile ticket machines. At stations where ticket offices are closed, tickets should be bought at the destination station before exiting. He says fare evaders hogging space without valid tickets should not inconvenience loyal paying commuters.

"Anyone travelling without a valid ticket is illegal and will face fines, or arrest and prosecution risking a criminal record if found guilty." Richard also advises commuters to buy discounted weekly tickets rather than singles, alleviating the need to join long queues every day. Weekly tickets are valid over weekends and can be bought in advance at any station.

BHATALA OKANYE UVALELWE

uMetrorail sele eqalisile ngephulo lakhe lokhuseleko kwelishesha leziyunguma. Eliphulo libizwa nge Operation Spider. uRichard Walker, ongumanejala wakwaMetrorail kwiNtshona Koloni uthi ezindlela zokuza nokhuseleko zizakubakho kwiizitishi zonke kwaye bazakuqinisekisa ukuba amasela, kunye nabo bashicilela amatikiti ngomgunyathi bayavalelwa. "Eli phulo lizakubakho ngamaxesha axakekileyo kunye nakwizitishi ezithanda ukuba noxinezelelo ezifana ne Mutual, Woltemade, Koeberg, Esplanade, Ysterplaat, Maitland, Pinelands, Bonteheuwel kunye ne Cape Town. Abo bacinga ukuba bazakwazi ukubaleka ukuhlolwa kwamatikiti kunye nabo banamatikiti omgunyathi bazakuzibhaqa besengxakini enkulu. Amaqela ethu azakube ephelekwa zizithuthuthu ezizokwazi ukuleqa abo bophula umthetho," utsho uRichard.



SAFETY

Summer

SAFETY ALERT

Metrorail protection services officers will be out in full force to protect locals and tourists on trains and stations this festive season.

Words: Alicia English



Have fun, be safe

Your safety is important to us. Consider these safety tips during the summer holidays.

TAKE CARE

Avoid getting into empty carriages alone. Stick together in big groups. Carry a self-defense spray and use it whenever you feel you are in danger.

WATCH OUT

Do not carry large sums of money and carry your wallet in an inside pocket. Hide valuable items like jewellery, bags and cellphones.

ACT WISELY

If you are mugged, make as much noise as possible. Don't try to be brave. Rather hand over your items — your life is more valuable.

REPORT IT

Immediately report crimes or suspicious behaviour on trains. Call 0800 65 64 63.

1 December marks the kick-off of Metrorail's festive season safety plan. Ernest Hendricks, regional security manager of Metrorail, says commuters can expect to see more protection services officers on trains during the summer holidays. "We have established a special festive season unit. We will focus on seaside areas, which is where most people will travel during the holidays. We will have a depot at Muizenberg Station and will also focus on Kapteinsklop and Strand stations," says Ernest.

SAFETY IN NUMBERS

Ernest says Metrorail will also deploy more officers on trains and stations when schools and factories close for the end-of-year break, and at long-distance public interchanges, where criminals often target commuters. "This time of year, people are getting their bonuses and will be on our trains to do their shopping. We are going to increase visibility of staff on the trains to ensure that commuters are safe. We might bring in extra resources, but it will depend on the demand. If not, we will redeploy resources from other areas that don't have such a high influx of commuters during the holiday period," he says.

ZERO TOLERANCE

Ernest says that Metrorail will not tolerate any misconduct or criminal activity on trains and stations. "If people enter the rail environment with the intention of committing crimes, they must be warned. We are going to come out with the full force of the law and deal with them so that our genuine commuters can travel safely and enjoy the holiday season. One of our core mandates is to protect our commuters. I think it's time that we take back our rail environment from these criminal elements that used to hold us ransom."

He adds: "If you misbehave in our rail environment we will deal with you. People who drink alcohol or take illegal substances will be arrested and removed from our premises. Those who attack our staff will be arrested and we'll lay criminal charges against them."



Safety is our concern

SAFETY CORNER

Be alert when approached by strangers. Walk with purpose and leave stations as soon as possible after your arrival.

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



SPECIAL PROJECTS

Love IN ACTION

Metrorail, in collaboration with Brownies and Downies and Warrior on Wheels Foundation, hosted more than 50 disabled children on a train trip to Simon's Town.

Metrorail, Brownies for Downies and Warrior on Wheels Foundation recently treated 60 children with disabilities and their parents to a fun-filled train trip to Simon's Town. The theme of the day was Action through Partnership.

Brownies and Downies and Warrior on Wheels Foundation work with children with special needs. The team shared information and photos about the day with the social-media hashtag #InclusionWorks, which raises social media awareness of workers with disabilities.

"We wanted the children to enjoy themselves and raise awareness about disabilities on social-media platforms. Metrorail and our partners would like this hashtag to trend to foster a culture that embraces individual differences and stimulate discussions on inclusion," says Daphne Kayster, marketing and promotions manager of Metrorail.

REACHING OUT

Pete Mafutha from Brownies and Downies had a mouthful to say about the project. "My wife and I have been involved with disabled children since 1984, taking them to outings that included mountain hiking activities and more. It was great working with Metrorail and the children enjoyed themselves. Being an ambassador for disabled kids is my passion," says Pete.

Daphne also thanked several sponsors for their support, namely Brownies for Downies, Warrior on Wheels Foundation, Pick n Pay, MLT Tours, Cape Town Mayor Patricia de Lille, HGTS Tours and Quarterdeck.

1. These youths from Brownies and Downies and Warrior on Wheels enjoyed the train trip along the southern line to Simon's Town.
2. Daphne Kayster of Metrorail (centre) also met new friends on the day.
3. The children and their parents captured all the fun.



IMAGES: COURTESY IMAGES



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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SPECIAL PROJECTS

SPOTLIGHT ON ABUSE

Metrorail recently turned the spotlight on violence against women and children during a domestic violence campaign at Simon's Town Station.

Words: Yonga Balfour

Metrorail employees recently showed their support for the annual 16 Days of Activism for No Violence against Women and Children. The campaign runs from 25 November to 10 December. The theme of this year's campaign is: Count me in. Together, moving a non-violent South Africa forward.

Metrorail employees and representatives of United Commuter Voice, Chrysalis Academy and MOSAIC, a non-profit that tackles domestic violence, removed offensive writing and posters from a train carriage at Simon's Town Station. They also put up posters with information about domestic violence and shared educational pamphlets with commuters.



1. FROM LEFT A Mosaic representative, Metrorail's George Kiewiets, Nomfundo Memani, a United Commuter Voice member, and Suzanne Cloete of Metrorail raised awareness about domestic violence at Simon's Town Station.
2. A volunteer from the Chrysalis Academy in Tokai helps to remove offensive writing from a train carriage.
3. George (far right) also helped to clean the carriage.

IN CASE YOU MISSED IT

16 Days of Activism is a global awareness initiative. The objectives of the South African campaign are to:

- Attract all South Africans to be active participants in the fight to eradicate violence against women and children.
- Combine technology, social media, the arts, journalism, religion, culture and customs, business and activism to draw attention to the many effects of violence against women and children on communities around the world.
- Ensure mass mobilisation of communities to promote collective responsibility in the fight to eradicate violence against women and children.
- Encourage society to acknowledge that violence against women and children is not a government or criminal justice system problem, but a societal one. And, that failure to view it as such, results in all efforts failing to eradicate this scourge in our communities.
- Emphasise the fact that the solution lies with all of us.

SAFETY



1. & 2. Metrorail and the Stellenbosch traffic department officials promoting safety at the Du Toit Station pedestrian crossing.

PEDESTRIAN ALERT

Metrorail's marketing and protection services departments headed out to Du Toit Station last week to conduct a pedestrian safety awareness campaign.

Words: Yonga Balfour

Metrorail and the Stellenbosch traffic department teamed up for a safety campaign at the Du Toit Station pedestrian crossing. In January 2015, two pedestrian-related incidents occurred at the crossing, which is used by pedestrians, cyclists and street vendors as an alternative route to the nearby shopping mall.

Metrorail and the Stellenbosch traffic department are determined to ensure that there are no more incidents. They shared safety information and flyers with commuters, and reminded them always to look out for cars before crossing.

Several commuters were observed using the pedestrian crossing while listening to music on their earphones. Metrorail urged commuters to refrain from doing so, as it reduces their awareness of what is going on around them.



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PROFILE

Sylvia's super voice

Internationally acclaimed jazz artist, Sylvia Ncediwe Mdunyelwa, shares her passion for music and love for her community.

Words: Yonga Balfour



Tell us about yourself.

I was born in Langa, Cape Town and I still reside there. I like to use my Nguni name, Ncediwe, as most people know me by it. During Apartheid, the world got to know me as Sylvia, and it became my stage name.

What are your fondest childhood memories?

My parents raised my siblings and me in a small house. We would share stories while our mother prepared supper, read the Bible together and sang gospel music. We always shared our food with each other and our neighbours.

Tell us about your love for music.

I come from a musical family. My siblings and I would sing every day, often at the request of my parents and other community members. My English wasn't good but the sound was – that's what mattered. My high school principal loved music and literally forced me to join the school choir. That kickstarted my career.

What was it like pursuing a music career as a black woman during Apartheid?

It was difficult. The industry is tough as it is. Back then, we had to work three if not four times harder, but we were driven by passion.

Why jazz?

People labelled me as a jazz artist. I was just a singer influenced by the music of Ella Fitzgerald and other musicians like her. I applied their rhythm to my skill and sang. Jazz is the root of music. If you don't like it, you'll never understand music.

What are some of your greatest achievements?

I've travelled to several countries around the world. My big break came in 1989 when I studied at the University of California, Los Angeles. I had an opportunity to take part in exchange programmes in Germany. I have worked with the likes of Victor Ntoni and other legends from Langa.

I also worked with musicians such as Kenny Burrell, Jimmy Dlodlu, Gloria Bosman and Mankunku Ngozi.

You are well known locally and abroad, but only have two albums. Why is that?

I do music for love and not for a quick buck. I wanted to learn and share my knowledge with my country. When you rush the process of making music, you give the audience something that doesn't have any value.

Any parting words to aspiring musicians?

Things don't happen overnight – be patient. Put in a lot of work and dedication. Admire others but never compare yourself to them. When you make it, don't be big-headed. Share your talent and give back to communities. Life is not about the fame. Most importantly, go to school. It's no use having a great voice but you don't know English; how will you communicate with others?

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

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COMMUNITY

Living POSITIVELY

1 December is World Aids Day. Ntombizodwa Huna, a community healthcare worker, shares her journey of living positively with HIV.

Words: Yonga Balfour

How did you find out about your status?

When I fell pregnant in 1999, I had to do an HIV test. My results came back positive and I didn't want to believe it. I didn't disclose my status immediately because I was afraid of what people will say. I felt angry and ashamed and I was in disbelief.

When did you finally disclose your status?

In 2009, my husband became ill. We sought medical help and tests revealed that he had HIV and tuberculosis. He encouraged me to get tested and the results once again revealed that I was positive. It was only when we went for counselling that I told him that I had been in denial about my status since 1999.

How did your families react?

When I told my family about our status, they accepted and supported us, as they understood what it meant. My mother was also HIV positive – she died of cancer in 2015.

How did your condition impact your lives?

It wasn't easy at first, but now our lives are great. I have a greater understanding of HIV, my husband is healthier now. God has also blessed us: we adopted a baby and he is now three years old.

What's your message to people living with HIV?

HIV doesn't kill you. You don't die from it, you die with it. When you find out that you are HIV-positive, go for counselling. Disclose your status to people who care about you, accept it and don't be angry with yourself. Denial kills you slowly from the inside. Don't worry about what people will think of you, your status isn't written on your face.

HEALTH

KNOW YOUR STATUS

For more information about HIV/AIDS, contact the Western Cape Department of Health's free 24-hour helpline on 0800 021 322.

AIDS Training & Information Counselling Centre

The centre offers voluntary HIV testing services to the public, and provides up to six sessions of ongoing counselling to those who test positive for HIV, and couples and families affected by HIV/AIDS. It is located in the Lady Michaelis building in Timour Hall Road, Plumstead. It operates from 9am to 5pm Mondays to Fridays.

021 763 5320/1/2/3

Francisca.Victor@westerncape.gov.za

Jubilee Health Centre

The Jubilee Health Centre offers free HIV and crisis pregnancy counselling services to the public. The centre also offers HIV testing, medical care and physiotherapy at a cost of R10 per session. It is open on weekdays, excluding Thursdays. The centre is located at 21 Nelson Road, just off Lower Main Road, Observatory. Contact the centre to book appointments.

021 447 3630

jubilee@jubilee.org.za

Mosaic Sexual and Reproductive Health Clinic

The clinic offers pregnancy tests, pap smears, treatment for sexually transmitted diseases and voluntary HIV counselling and testing. The clinic is located at 66 Ottery Road, Wynberg and is open Monday to Friday from 8.30am to 4pm.

021 761 7585

www.mosaic.org.za

Simelela Sexual and Reproductive Health Clinic

Mosaic also runs the Simelela Sexual and Reproductive Health Clinic from Site B Day Hospital in Khayelitsha. It offers the same services as the facility in Wynberg.

021 361 0543

0800 330 101 (toll free)

City of Cape Town health clinics

The public can access free counselling and testing services at most of the City of Cape Town's health clinics. The clinics also offer free condoms and treatment for sexually transmitted diseases, and help patients to monitor infections.

www.capetown.gov.za



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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. ☐ Kapteinsklop
5. ☐ Khayelitsha

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



The platform for modernisation 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.

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Be moved



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MAINTENANCE PROGRAMME 1 TO 8 DECEMBER 2016



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

1 - 8 Dec 2016	Athlone - Hazendal	09:00 - 14:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.
2, 5, 6 & 7 Dec 2016	Fish Hoek - Simon's Town	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
1 - 8 Dec 2016	Ottery - Heathfield	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
1 - 8 Dec 2016	Maitland - Pinelands	09:00 - 14:00	Maintenance between scheduled train service. Train delays of 10 - 15 minutes can be expected.

PERFORMANCE

AM ON TIME

83.7%

PM ON TIME

90.3%

CANCELLED (AM + PM)

15%

AM ON TIME

82.9%

PM ON TIME

86.4%

CANCELLED (AM + PM)

4.2%



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

1 - 8 Dec 2016	Eerste River - Muldersvlei	09:00 - 14:00	Platform changes will be announced. Train delays of 10 - 15 minutes can be expected.
1 - 8 Dec 2016	Eerste River - Strand	09:00 - 14:00	Platform changes will be announced. Train delays of 10 - 15 minutes can be expected.
4 Dec 2016	Eerste River Station	08:00 - 18:00	Platform changes will be announced. Train delays of 30 - 35 minutes can be expected.
8 Dec 2016	van der Stel - Strand	09:00 - 14:00	Bus service. Train delays of 20 - 25 minutes can be expected.



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

1 - 8 Dec 2016	Langa - Bonteheuwel	09:00 - 14:00	Platform changes will be announced. Train delays of 20 - 25 minutes can be expected.
1 - 8 Dec 2016	Belville - 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 17 to 22 November 2016.

CUSTOMER NOTICE

Switch on to summer

Metrorail will be running two late night trains for the annual Festive Lights Switch-On in Cape Town on Sunday, 4 December.

Area South

- Train #0651 from Cape Town to Retreat Station (via Cape Flats) will depart from platform 14 at 11pm and arrive in Retreat at 11.40pm.

Area Central

- Train #9587 from Cape Town to Kapteinsklip (via Pinelands) will depart from platform 18 at 11pm and arrive at Kapteinsklip Station at 11.51pm.

PLEASE NOTE

Commuters may take any of the scheduled or late night trains and must buy a train ticket for the journey into Cape Town. The return journey will be free for the two late-night trains. However, commuters are advised to observe the train schedules, as no trains will be available from Cape Town Station after 11pm.

Contact the Transport Information Centre on 0800 65 64 63.

Public holiday train service



Metrorail will run a Sunday train service in all areas, excluding Malmesbury on 16 December 2016. Malmesbury trains will follow a Saturday schedule on this day.

AM ON TIME

43.9%

PM ON TIME

59.4%

CANCELLED (AM + PM)

6.3%



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