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metrorail

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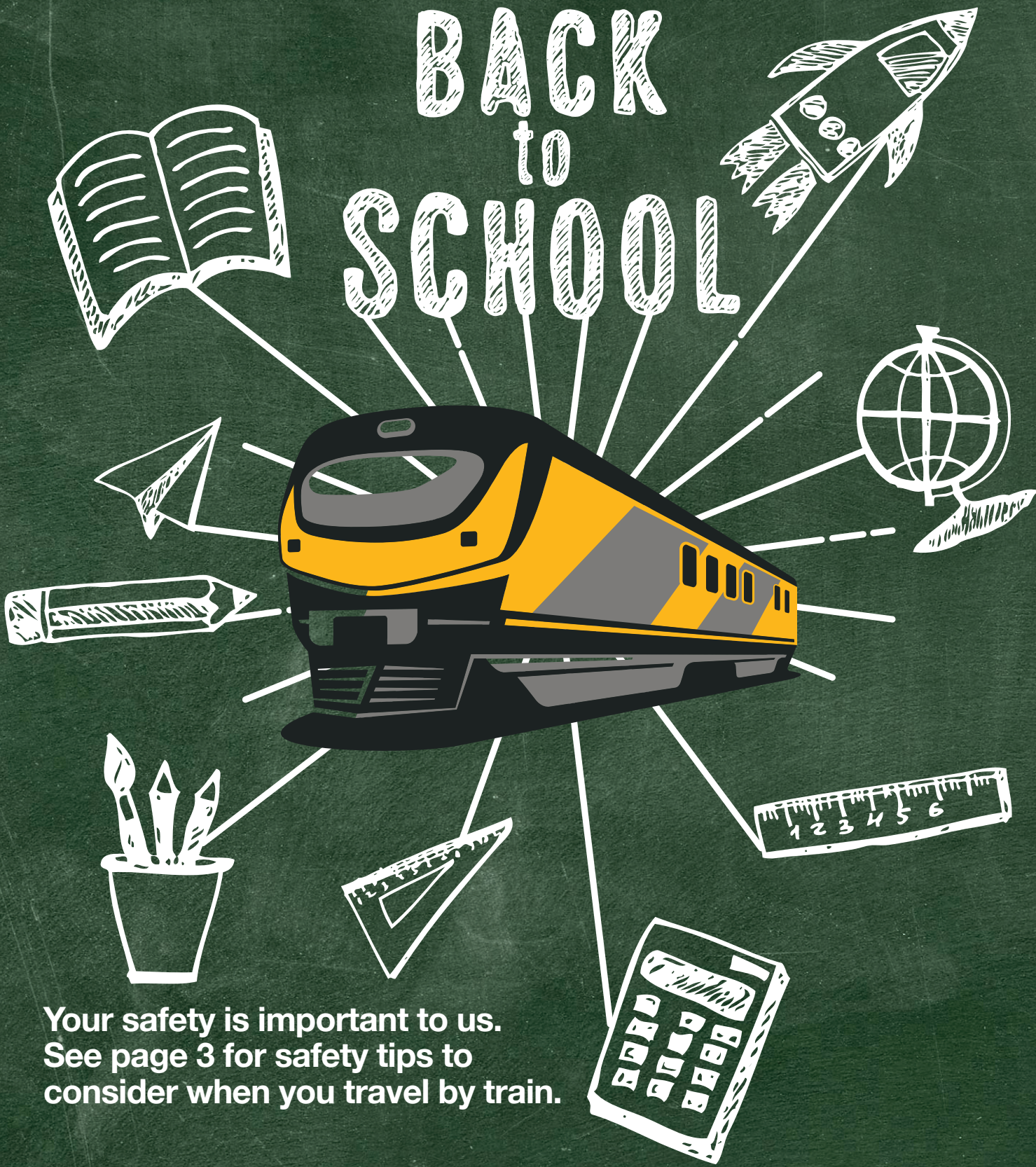


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BACK to SCHOOL



Your safety is important to us.
See page 3 for safety tips to
consider when you travel by train.



MODERNISATION



READY FOR SERVICE

The Passenger Rail Agency of South Africa (Prasa) is well on its way to delivering world-class commuter service. Its first test train is being tested in operations in Gauteng.

Words: Alicia English



Prasa's modernisation programme has entered a new phase. The agency is currently operating the first test train in a trial run between Mamelodi and Hatfield, Gauteng. The trial run forms part of Prasa's three-phased approach, which started on 1 December 2016. The train will be travelling daily between Mamelodi and Hatfield until 16 January 2017.

READY, SET, GO

The purpose of the trial run is to test Prasa's operational plan, which will determine operating times, operational safety and security readiness, and final service offering to customers. During this time, the new train will operate without passengers as part of pre-operation safety protocols set by the Rail Safety Regulator.

Phase 2 will see the introduction of a shuttle service between Mamelodi and Hatfield from 18 January 2017 until 27 February 2017. The shuttle service will operate, together with the current trains, in the normal schedule. This will offer commuters the opportunity to experience Prasa's new world-class service offering for the first time.

Phase 3 will launch Prasa's new commercial service, which will run only new train sets between Mamelodi and Pretoria from 28 February 2017.

TRAINING



A group of Metrorail train traffic control officers recently exchanged their control room for a special visit to the Air Traffic and Navigation Service's control towers at Cape Town International Airport.

FROM LEFT Metrorail's Malibongwe Mange, Eugene Kriel, Jakes Jacobs, Kwenzi Hlongwane (Air Traffic and Navigation Service), Priscilla Hartog and Nandi Mjaleli outside the control towers at Cape Town International Airport.

Metrorail's train traffic control team was inspired by a recent visit to the Air Traffic and Navigation Service's control towers at Cape Town International Airport. The control team controls all the trains in the Cape Peninsula. "We run nearly 700 trains daily. I organised the visit so that my team could see what their counterparts at the airport are doing and learn some valuable lessons.

"We were especially fascinated by the discipline in the environment, the dress code and security in and around the place. No cell phones are allowed on their operational floor; these must be locked up in the lockers. There are several similarities between our system and theirs, such as alcohol testing, medical examinations and prescribed refresher training," explains Jakes Jacobs, Metrorail's train traffic manager.

AIRBORNE

During the visit, the team observed the different working procedures followed by area controllers across South Africa, the monitoring of air traffic and the handover processes from one air controller to another. They also interacted with several air traffic controllers and learned about the different functions.

"We learned several valuable lessons, including the importance of security at our facility, compliance with fitness for duty and the importance of being well rested," adds Jakes.

Safety is our concern

SAFETY CORNER

Inform a Metrorail employee if you see anything suspicious or out of order at your station. You can also call any of the emergency numbers below.

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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SAFETY

Back ON TRACK



With many returning to school and work this week, Metrorail has urged commuters to follow safe rail practices.

Words: Alicia English

Thousands of commuters took to the rails this week as they returned to work and school. Among them were hundreds of first-time rail users, many of them school goers.

Daphne Kayster, marketing and promotions manager of Metrorail Western Cape, has urged parents to encourage their children to follow the rail-safety rules at all times.

She has also cautioned students against the use of mobile devices and earphones while travelling, as they tend to zone out. "In some instances, they become oblivious to their surroundings and often miss their stops," she says.

BE AWARE

But missing stops isn't the biggest concern. "Many people don't realise that there are greater dangers, such as not being able to hear the train sirens when listening to music. This is especially risky when they take shortcuts and cross the railway tracks illegally," Daphne says.

She adds that commuters who travel openly with their devices are also more vulnerable to criminal activity. "They become sitting ducks when they expose their valuables on the trains," she says.

HANDS ON

Always hold your child's hand when you embark or disembark a train.

TAKE CARE

Don't let your children run around on the station platform. Keep an eye on them at all times during your train trip.

STRANGER ALERT

If your children travel without adult supervision, inform them about the dangers of talking to strangers.

NEED HELP?

Advise them to approach a Metrorail employee should they need help on the stations or trains.

ON THE DIAL

If your children travel with cellphones, teach them how to phone the police or rescue services in case of an emergency.



IMAGES: COURTESY IMAGES



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.

PRASA. CHANGE HAS BEGUN. THE FUTURE IS HERE.

www.prasa.com

Be moved



prasa
PASSENGER RAIL AGENCY
OF SOUTH AFRICA

myline CALENDAR 2017

JANUARY

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
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22	23	24	25	26	27	28
29	30	31				

FEBRUARY

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MARCH

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25	26	27	28	29	30	31

JUNE

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JULY

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AUGUST

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18	19	20	21	22	23	24
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NOVEMBER

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DECEMBER

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31						



metrorail



prasa
PASSENGER RAIL AGENCY
OF SOUTH AFRICA



myline CALENDAR 2017

MARCH

T	F	S
2	3	4
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16	17	18
23	24	25
30	31	

APRIL

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MAY

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28	29	30	31			

JUNE

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24	25	26
31		

SEPTEMBER

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OCTOBER

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22	23	24	25	26	27	28
29	30	31				

HOLIDAYS AND OBSERVANCES

1 Jan New Year's Day
 2 Jan Public Holiday
 21 Mar Human Rights Day
 14 Apr Good Friday
 17 Apr Family Day
 27 Apr Freedom Day
 1 May Workers' Day

14 May Mother's Day
 16 Jun Youth Day
 18 Jun Father's Day
 18 Jul Mandela Day
 9 Aug Women's Day
 24 Sep Heritage Day
 25 Sep Public Holiday

Oct Transport Month
 16 Dec Day of Reconciliation
 25 Dec Christmas Day
 26 Dec Day of Goodwill
 31 Dec New Year's Eve

2017 SCHOOL TERMS

TERM 1 11 January to 31 March
 TERM 3 24 July to 29 September

TERM 2 18 April to 30 June
 TERM 4 9 October to 6 December





ADVICE

BE REALISTIC

Make your goals attainable so that you don't get discouraged. They should challenge you, not defeat you.

VISUAL AIDS

Create visible representations of your goals. Put them where they can be seen. This will inspire you to work on them every day.

STAY ACCOUNTABLE

Tell a friend about your goal so they can help you stay on track. Once you have made your ambitions public, you will feel more responsible to live up to them.

REWARD YOURSELF

A reward can act as an incentive to achieve a goal, like celebrating losing weight by buying a new dress, or going to the salon.

SET DEADLINES

Create a timeline for your goals, e.g. "I want to complete my degree in three years". However, be flexible with deadlines and take unexpected life events into account.

MAKE IT TANGIBLE

Writing down goals makes them more concrete and shows your commitment to achieving them. Keep returning to your list to review and improve it.

DARE TO

Dream

Want to challenge yourself this year?
These tips will help you set achievable goals.

FINANCE

SURVIVING JANUARY

Holiday celebrations often leave a huge hole in your wallet. Here are a few tips to help you recover financially.

1. Hide your credit cards

If you have overspent, take your credit cards out of your wallet and put them out of sight.

2. Avoid temptations

Don't go near the post-holiday sales. Avoid the malls and spending money on things you don't really need. Find activities that are free instead, such as the beach or a park.

3. Entertain at home

This is the perfect period to enjoy some quality time with your friends and family. Invite them over for a braai.

4. Get the family involved

Help your children to understand the consequences of overspending. They might offer ideas to avoid similar problems next year.

5. Keep track of your spending

Jot down the details of your expenses and keep the receipts.

6. Examine your feelings

How does your current post-holiday financial situation make you feel? Remember this and use it as motivation to get back on track.

7. Prepare for next year

Once you have paid off your debts, it's time to start saving for the next festive season so that you're more prepared.

8. Ease back into your routine

Be gentle with yourself and head into 2017 with strength!



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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



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MAINTENANCE PROGRAMME 12 TO 18 JANUARY 2017



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

12 – 18 January 2017	Maitland – Hazendal	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
12 – 18 January 2017	Newlands – Mowbray	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
12 – 18 January 2017	Steenberg – Fish Hoek	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
16 – 18 January 2017	Cape Town – Woodstock	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
16 – 18 January 2017	Diep River – Southfield	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
16 – 18 January 2017	Cape Town – Maitland	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
16 – 18 January 2017	Muizenberg – Fish Hoek	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.

PERFORMANCE

AM ON TIME

61.8%

PM ON TIME

65.3%

CANCELLED (AM + PM)

7.2%



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

16 – 18 January 2017	Esplanade – Woltemade	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
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AM ON TIME

89.3%

PM ON TIME

75%



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

16 – 18 January 2017	Belhar – Sarepta	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
16 – 18 January 2017	Langa – Bonteheuwel	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.

CANCELLED (AM + PM)

4.2%

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 29 December 2016 to 4 January 2017.

SAFETY

Serve and protect

Here are the contact details for Metrorail's area security managers in your areas:

AREA CENTRAL
Phindile September
Kapteinssklip – Chris Hani – Nyanga
079 143 7332

Johannes Molekoa
Langa – Heideveld – Sarepta
078 449 0070

AREA NORTH
Thembisile Blom
Bellville – Woltemade –
Kraaifontein – Strand
073 691 6989

Ndodomzi Mabile
Wellington – Lynedoch
076 804 3918

AREA IKAPA
Nomisa Swartbooi
Cape Town – Oosterzee – Woodstock
078 995 3799

AREA SOUTH
Regan Davids
Salt River – Southfield – Simon's Town
073 553 5584

CUSTOMER NOTICE

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 Ndzuze
082 376 0252 / lndzuze@metrorail.co.za

AM ON TIME

84.4%

PM ON TIME

67.6%

CANCELLED (AM + PM)

5.7%



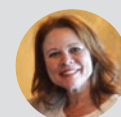
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