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# Tracking BACK

The South African rail industry has come a long way since the days of steam locomotives and ageing technology. We take a look at some of the major events that made rail history.

Words Nosipho Mashologu



The Passenger Rail Service of South Africa (PRASA) and Gibela Engineers have successfully delivered and tested the first test train. Phase 2 of the R172 billion rail modernisation programme is well on its way. The programme is a step in the right direction to transform passenger rail in South Africa, and is history in the making.

The effort of manufacturing modernised commuter trains is to move away from the 1950s technology to a train that will match global standards.

## LOOKING BACK

A century ago, oxen and horses were the main form of transport until mineral wealth was discovered, which called for more efficient mass transport. The obvious, and only efficient method for conveyance of bulk freight was rail transport. Tuesday, 26 June 1860, marked a great historic moment, when the first official journey took place in Durban.

The 1900s saw the rail industry undergoing major changes. One of them was in October 1924, when

the first electric test train was seen running between Ladysmith and Chieveley, in what was then Natal. It was however, quickly changed, when the British Royal Family visited South Africa, and a passenger train was especially built for their own personal use. The manufacturing standards were high and resulted in more trains being rolled out.

After 70 years, the South African Railways and Harbours, which was the driving force behind rail transport in the country, changed its name to South African Transport Services (SATS). SATS received company status on 1 April 1990.

## FUTURE FORWARD

The South African transport system has come a long way from its humble beginnings in the 1800s. Not only are we seeing the remarkable transformation in technology, but we are also experiencing the economical fruits of this practical and efficient mode of transport.

Look out for more updates on Prasa's modernisation programme in future editions of MyLine.

## TOEKA SE TREINE

Tot en met die ontdekking van minerale rykdom ongeveer 'n eeu gelede, was osse en perde die hoof vorm van massa vervoer. Die logiese gevolg was die ontwikkeling van 'n effektiewe treinvervoersisteem om goedere so vinnig soos moontlik van een plek na 'n ander te vervoer. Op Dinsdag, 26 Junie 1860, het die eerste, amptelike treinreis vanaf Durban plaasgevind.

Die Suid-Afrikaanse vervoersisteem het 'n ver pad geloop sedert die 1800's. Nie net beleef ons 'n merkwaardige transformasie in tegnologie nie, maar pluk ook die vrugte van hierdie effektiewe vorm van vervoer.

MyLine gaan gereelde artikels plaas oor Prasa se moderniseringsprogramme.

## MAIN STORY

# Time-travel

We travel back in time to see how passenger trains have transformed in South Africa since the 1920s.

Words: Nosipho Mashologu



**1926**

The Class 15A steam locomotive passes under the large signal gantry. The locomotive was one of the best classes of mainline locomotives and was in service for many years.

**2001**

The Passenger Rail Agency of South Africa (Prasa) started refurbishing the 10M3 trains in 1999. The refurbished electric train was introduced into Metrorail's operation in the Western Cape in 2001.



**2017**

The new X'Trapolis Mega train set was recently introduced into operations in Gauteng. It can accommodate up to 1 200 commuters and provides easy access to accommodate mobility challenges. Its features include CCTV cameras and air-conditioning.



**1963**

Popularly known as the 'Sixties', Class 16D regularly transported passengers from Cape Town to Wellington, via Stellenbosch. This train is in the care of the Cape Western Railway Society in Cape Town.

IMAGES: COURTESY IMAGES

## SERVICE UPDATES

# Weekday train cancellations

The following trains have been withdrawn from service during the morning peak for maintenance and technical reasons. Commuters are advised to plan their train journeys accordingly.

### CAPE FLATS LINE

T0513	06:21	Cape Town to Heathfield
T0514	07:08	Heathfield to Cape Town
T0505	05:34	Cape Town to Heathfield
T0508	06:23	Heathfield to Cape Town
T0519	07:10	Cape Town to Heathfield
T0520	07:57	Heathfield to Cape Town

### CENTRAL LINE

T9406	06:10	Khayelitsha to Cape Town
T9308	06:30	Chris Hani to Cape Town
T9206	06:12	Mandalay to Cape Town
T9214	07:41	Mandalay to Cape Town
T9508	05:50	Kapteinsklop to Cape Town

### SIMON'S TOWN LINE

T0114	06:18	Retreat to Cape Town
T0125	07:07	Cape Town to Retreat
T0138	07:54	Retreat to Cape Town
T0117	06:34	Cape Town to Fish Hoek
T0140	07:40	Fish Hoek to Cape Town

### NORTHERN LINE

T2305	05:34	Bellville to Eerste River
T2306	06:01	Eerste River to Cape Town
T2510	06:20	Kraaifontein to Cape Town

## PROOF OF DELAYS

Commuters who require proof of delays and cancellations for employers may request letters of confirmation at stations or register for the 'Email my boss' option on the mobi-site [www.GoMetroApp.com](http://www.GoMetroApp.com)

did YOU? know





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## CUSTOMER SERVICE

# GET THE latest updates

Commuters no longer need to be in the dark when it comes to Metrorail's service updates, including train cancellations. Here's why.

Words: Alicia English

**M**etrorail has introduced several communication platforms to ensure that commuters have access to service information all the time. Let's take a look at some of the platforms.



### SOCIAL MEDIA

During the morning (5am to 9:30am) and afternoon (3pm to 7pm) peak times, commuters can access real-time updates on the train service on Metrorail's Facebook and Twitter accounts. Metrorail also shares service advisories here, that give commuters an idea of what's happening for the day, as well as safety tips and general information.

Announcements are made every five to eight minutes during peak hours.

Search for Cape Metrorail on Facebook and follow @CapeTownTrains on Twitter.



### PUBLIC ANNOUNCEMENTS

Metrorail's rail communications system announces preprogrammed service updates and safety messages throughout the day. These broadcasts are also supplemented by live announcements.



### GOMETRO

The GoMetro app allows commuters to access line updates, fare rates, stations and stops, and view route maps on their mobile phones. The Email Your Boss feature allows commuters to quickly send an email to their employer if they are late due to a delayed train.



### TRANSPORT INFORMATION CENTRE

Commuters can contact the Transport Information Centre 24 hours a day, seven days a week to get information on Metrorail's service updates, routes, maps and the long-distance train service. The service is offered in English, Afrikaans and isiXhosa. Simply call 0800 65 64 63.



### MYLINE

Your favourite read on the train, MyLine, is available at stations every Thursday. It brings commuters the latest service news on Metrorail's train operations, station upgrades, maintenance and performance schedules, and it includes tips on everything from money matters to healthy living. Look out for your copy at your nearest train station or ask your station manager for more information.

IMAGES: COURTESY IMAGES

**BE  
TRAIN  
SMART**

**DON'T CROSS  
RAILWAY TRACKS  
USE SUBWAYS AND  
FOOTBRIDGES.**

Your safety matters. Crossings railway tracks is illegal and dangerous.



## SAFETY AND AWARENESS

# Getting off to a safe start

Metrorail's marketing and protection services departments kickstarted safety efforts for 2017 with a safety awareness campaign at Cape Town Station.

Words: Yonga Balfour

Metrorail emphasised the need for commuters to adopt safe travel practices right from the start of the new year. Employees from Metrorail's marketing and protection services departments recently teamed up to engage commuters at Cape Town Station during a safety awareness campaign.

Mongezi Manka, communication and marketing officer at Metrorail, says this campaign, along with others, will educate commuters around staying alert at all times.

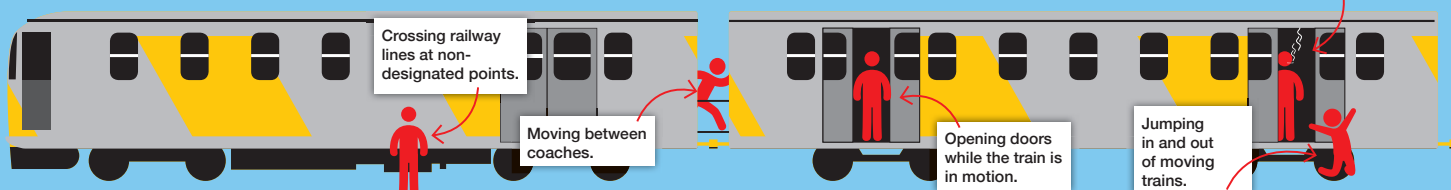
"It is a new year, and we have many new commuters travelling to work. There has also been an increase in the number of learners using the train to travel to school. Campaigns such as this one help them to know where to report crimes and how to be responsible for taking care of their belongings," says Mongezi.

Commuters in other areas can also look forward to interacting with Metrorail staff during upcoming campaigns.

## Safety alert

Let's take a look at some of the safety tips highlighted in the pamphlets that Metrorail employees distributed among commuters.

- Always keep train doors closed.
- Wait for the following train if the current train is full.
- Report suspicious actions.



FROM LEFT : Metrorail's Bongile Mtayisi, Nozuko Mahlanyana, Nolundi Balintulo, Nosiphiwo Dosi and Mongezi Manka at Cape Town station







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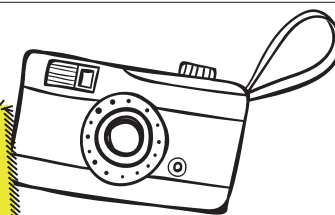


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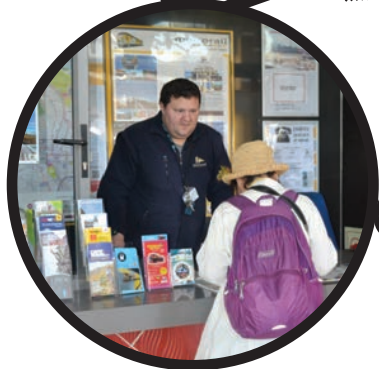
## STATISTICS



# TOURISTS VISIT *tourism kiosk*



MAP



More holidaymakers visited Metrorail's tourism kiosk at Cape Town Station during the recent festive season, compared to the same period in 2015.

Words: Yonga Balfour

## WELCOME TO CAPE TOWN

More travellers also visited Metrorail's tourism kiosk at Cape Town Station.

The kiosk opens weekdays from 8.30am to 3pm. It provides commuters and tourists with information on Metrorail's train timetables, and tourism packages and routes, especially on the southern line and the northern line to Stellenbosch. It also serves as an information desk to commuters who are looking for directions or places of interest within the city.

## Let's take a look at the number of visitors at the tourism kiosk in December 2016:

- In December 2016, 192 international tourists and 183 local tourists popped in at the kiosk.
- In December 2015, 79 international tourists and 156 local tourists visited the kiosk.
- Since the start of January, the kiosk responded to 60 local tourists and 92 international tourists.

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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## CAREER

# STEP UP TO greatness

So, you've made it through matric, but do you know how to choose the right course? Robin Goldberg, chief experience officer of Minerva Schools, shares her top tips.

Words: Nosipho Mashologu



that facilitate funding opportunities, placing an extraordinary global education within their reach." Robin adds that it's possible for high achievers and driven students to meet their educational aspirations, in an affordable way, on a world stage.

### Timing is everything

If you're still unsure about which course to take, you could decide to take a gap year to do community projects or internships.

### Break tradition

Young people are starting to realise that they don't have to conform to how their parents or older siblings received their education. Those who want to exceed the norm and break tradition could consider institutions that offer innovative undergraduate programmes, that combine accredited degrees with international travel.

### Make it count

If you are a future global leader and game-changer, tertiary institutions want to connect with people like you. "Your choice of study becomes less about what box you are going to choose to go into, and all about what difference you want to make in the world," says Robin.

enable them to explore, discover, change and grow into the leaders and change-makers," says Robin.

### Explore your options

The #FeesMustFall protests have left many students and parents with uncertainty about the future of tertiary education in South Africa. "Many matriculants are exploring options further afield, especially because there are a growing number of reputable international institutions

**C**hoosing the right course to study can be daunting if you are not well prepared. You may even feel more pressured to decide when you consider the costs of studying further. Preparation is key, explains Robin Goldberg, chief experience officer of Minerva Schools.

### Introspect

Know who you are and what you aspire to become. "It's helpful for students to know themselves by reflecting on their values and passions, strengths and challenges, and ambitions and goals for the future. As they look at tertiary education options, they should consider programmes that would

## FINANCE

# TIPS worth saving



At the beginning of each year, most people plan to save but lack the know-how. We've shared a few tips to get you started.

Words: Nosipho Mashologu

**T**he hardest thing about saving is getting started, and sticking to it. It takes a lot of discipline. Many of us start the year with a plan to save, but we seldom follow through with it.

Take a look at these eight simple steps to develop money-saving habits that can help you develop a healthy and realistic savings plan.



### SET A GOAL

The best (and most fun) way to save is to set a goal. Consider what you might want to save for. It could be a holiday, a new car, or for your child's education. Set a realistic time frame for this.

### PRIORITISE

Prioritise your goals. This will give you a clear indication of what to start saving for first.

### SAVING TOOLS

Always ensure that you are using the right tools or accounts to save for short or long term goals. Ask your bank for advice.

### AUTOMATE

Most banks offer automated transfers between your accounts. Choose when to transfer, how much to send over, and where to transfer money to. This is a great way to save money because it reduces the temptation to spend.

### WATCH IT GROW

Check your savings progress monthly. It will help you stick to your plan, and it might even help identify and solve problems efficiently.

### RECORD YOUR EXPENSES

The first step to saving money is taking note of how much you spend. Keep track of all your monthly expenses, right down to the last cent.

### MAKE A BUDGET

Once you know how much you spend in a month, you should be able to arrange your expenses into a budget. Your budget should be a reflection of your income and expenses.

### PLAN ON SAVING MONEY

Now that your budget is done, create a savings category. Try to save at least 10 percent of your income as savings every month.



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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.

PRASA. CHANGE HAS BEGUN. THE FUTURE IS HERE.

[www.prasa.com](http://www.prasa.com)

Be moved



**prasa**  
PASSENGER RAIL AGENCY  
OF SOUTH AFRICA



MAINTENANCE PROGRAMME 26 JANUARY TO 1 FEBRUARY 2017



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

26 Jan – 1 Feb 2017	Cape Town – Maitland – Hazendal	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
26 Jan – 1 Feb 2017	Newlands – Mowbray	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
26 Jan – 1 Feb 2017	Steenberg – Fish Hoek	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
26 Jan – 1 Feb 2017	Cape Town – Woodstock	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
26 Jan – 1 Feb 2017	Diep River – Southfield	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
26 Jan 2017	Ottery – Heathfield	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
30 Jan – 1 Feb 2017	Clovelly Station	09:30 – 14:30	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.

PERFORMANCE

AM ON TIME

87%

PM ON TIME

74.9%

CANCELLED (AM + PM)

22.2%



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

26 Jan – 1 Feb 2017	Esplanade – Woltermade	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
23 – 27 Jan 2017	Blackheath Station	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
28 & 29 Jan 2017	Blackheath Station	06:00 – 18:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
30 Jan – 1 Feb 2017	Maitland – Bellville	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.

AM ON TIME

64.3%

PM ON TIME

78.2%

CANCELLED (AM + PM)

6.5%



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

26 Jan – 1 Feb 2017	Belhar – Sarepta	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
26 Jan – 1 Feb 2017	Esplanade – Langa	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
29 Jan 2017	Nyanga – Langa	08:00 – 18:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.

AM ON TIME

41.7%

PM ON TIME

68.4%

CANCELLED (AM + PM)

10.8%

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 12 to 17 January 2017.

CUSTOMER NOTICE

CHECK OUT OUR BLOG FOR LATEST NEWS AND MORE.



While we await the appointment of a new service provider for the regional website, commuters can access static train timetables, fares, maintenance schedules, electronic copies of MyLine, contact information and latest news and information regarding the service on our blog <http://capetowntrains.freeblog.site/>. Commuters can also register for the SMS service by completing the web form on the "Timetables" page.



In case you missed it

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

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**AREA NORTH**  
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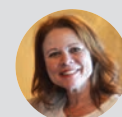
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