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For  
the  
love

**OF RAIL**

Happy Valentine's Day

**SAFETY**



# WATCH OUT FOR WARNINGS

Metrorail urges commuters to be careful when it comes to level crossings following an incident near False Bay Station that caused major service delays.

**Words: Yonga Balfour**

On Saturday, 28 January, a vehicle crashed into the boom gates at the Albertyn Road level crossing, near False Bay station, damaging rail cables and causing massive disruptions to the Southern line train service.

"Commuters and road users have to watch out for warning signals at level crossings to ensure that they are aware of approaching trains. The incident at the Albertyn Road level crossing caused too many delays, which inconvenienced and frustrated our respected commuters," says Henning Pretorius, section manager of operating safety at Metrorail.

**SAFETY MINDSET**

Henning says that the increase in damages to level crossing boom gates is shocking.

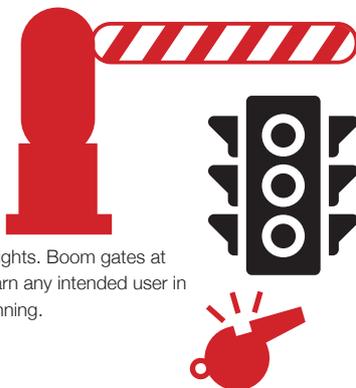
"The increase indicates that users of level crossings drastically need a change in attitude – they are there for pedestrian safety and the safety of the communities surrounding the level crossings," says Henning.

He adds that commuters should report incidents where users ignore warning signals at level crossings to their nearest station or call the Transport Information Centre on 0800 65 64 63.

**BELLS AND WHISTLES**

There are two types of level crossings across Metrorail's rail network, namely authorised pedestrian crossings, and vehicle crossings. Both have been fitted with standard protection warnings and whistle boards.

"At some stations, level crossings are equipped with booms, bells or flashing lights. Boom gates at level crossings are very effective, as they warn any intended user in advance of an approaching train," adds Henning.



## Customer notice

Metrorail has introduced a service recovery plan on the Southern Line, which will apply for the next six to eight months. Commuters are advised to:

- Allow for 20 to 30 minutes additional travelling time between Cape Town and Retreat.
- Allow for 40 to 60 minutes additional travelling time between Retreat and Fishhoek.
- Trains will operate between Cape Town and Fish Hoek.
- A bus shuttle will operate between Fish Hoek and Simon's Town.
- To ease congestion on the line, every second or third train will terminate at Retreat Station. Please listen carefully for announcements regarding these changes on your stations.





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## ASK METRORAIL

# WHAT ARE TRAIN shuttle services?



Henning Pretorius, section manager of operating safety at Metrorail, explains what train shuttle services are and how they work.

Words: Yonga Balfour

### SHUTTLING AROUND

"Train shuttle services are alternative methods to supply safety and the best possible services to our commuters. "These shuttles are implemented only when normal train schedules are disrupted and trains are suspended. The train shuttles take over when we suspend scheduled train services due to abnormalities. During that suspension period, trains run in both directions over one line.

There are numerous reasons why train schedules are suspended, but this is the only reason as to why we use train shuttles..



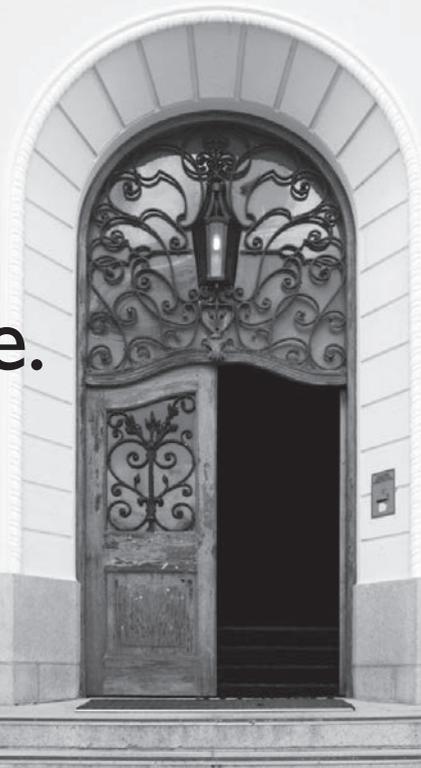
ABOVE Metrorail's Henning Pretorius

### MANUAL AUTHORISATION

"We also have something called 'Manual Authorisation' which is implemented when vandalism, accidental damage or power failures take place. All of these have a huge impact on our signalling equipment, causing excessive delays and cancellations, and in some cases, no trains are able to operate over that period whatsoever.

In this case, a section manager takes control over the affected portion of the line, and manually authorises trains one at a time," explains Metrorail's Henning Pretorius.

Inform.  
Inspire.  
Innovate.



## Short courses at Stellenbosch University

### Courses offered

Courses are offered in the following fields of study:

- Agri Sciences
- Arts & Social Sciences
- Education
- Engineering
- Executive Development
- Health Sciences
- Language & Communication skills
- Law
- Leadership & Management
- Natural Sciences
- Religious Studies
- Sport Sciences
- Renewable & Sustainable Development

For more detailed information and individual courses, course content, dates and duration and application procedure, please visit [www.shortcourses.sun.ac.za](http://www.shortcourses.sun.ac.za)

### For more information

Short Courses Division  
Stellenbosch University  
15 De Beer Street  
Stellenbosch 7600

Tel: 021 808 9068  
Email: [shortcourse@sun.ac.za](mailto:shortcourse@sun.ac.za)  
Web: [www.shortcourses.sun.ac.za](http://www.shortcourses.sun.ac.za)



UNIVERSITEIT  
STELLENBOSCH  
UNIVERSITY



INNOVUS

**SAFETY**

# Protectors

*in plain sight*

When it comes to their jobs, Metrorail's protection services officers always expect the unexpected. They look forward to the challenge of giving it their all to protect commuters.

**Words: Nosipho Mashologu**



**ABOVE** Metrorail's Norman September has made 40 arrests in recent months.

**M**etrorail has increased its safety precautions to ensure that commuters are safe and perpetrators are dealt with accordingly. These precautions include sending out a number of protection units to different areas as reinforcement.

Mobile units are deployed on trains to prevent commuters from being robbed, injured or threatened by perpetrators. Members of these units also ensure that no vandalism occurs on board – this may lead to train sets being removed from service, which can cause delays.

The asset protection unit is sent out to hotspots across the rail network to prevent Metrorail assets and commuter belongings from being stolen or vandalised. Special operation units are also deployed throughout the region for immediate response to assist with the arrest of criminals and safety incidents.

"It takes courage to be a protection officer. Our lives are constantly in danger while protecting commuters and Metrorail assets in the line of duty. It's always fulfilling to go home with a smile in my heart, knowing that I did something good," says Norman September, a Metrorail protection officer.

**NORMAN'S SUCCESS STORY**

Norman joined Metrorail in 2012. He was one of 100 reservists recruited from the South African National Defence Force (SANDF). In the past two months, he has made 40 arrests.

**Tell us about your recent arrests.**

"I made many of the arrests with the help of commuters. Most of the arrests were either drug-related, for cable theft, possession of dangerous weapons or attempted robbery."

**How do you feel about your success?**

"I want to give all thanks and glory to God. He protected me through it all. I could also not have done it without the daily motivation I receive from our regional security manager, Ernest Hendricks."

**Any advice to commuters?**



Close the windows in your vicinity.



It's safer to travel in groups.



Avoid carrying large amounts of money.

Ensure doors are not kept open as this gives perpetrators an opportunity to jump in and out of moving trains.



Put your cell phones and jewellery away.



METRO MATTERS

# Keep it short, sweet and simple

Familiarise yourself with the abbreviations used for the names of various stations. We have summed up the abbreviations for the Area North stations.

|                |     |              |     |               |     |
|----------------|-----|--------------|-----|---------------|-----|
| AVONDALE       | AVD | GOODWOOD     | GDX | PAARL         | PAA |
| AKASIA PARK    | AKA | HUGUENOT     | HNT | PAROW         | POW |
| BLACKHEATH     | BKH | KENTEMADE    | KED | SALT RIVER    | SRX |
| BRACKENFELL    | BKL | KLAPMUTS     | KLS | SOMERSET WEST | NTG |
| BELLVILLE D    | BLE | KOEBERG RD   | KOB | STELLENBOSCH  | SSW |
| CAPE TOWN      | CWN | KOELENHOF    | KHF | STIKLAND      | SKD |
| CENTURY CITY   | CCT | KUILS RIVER  | KSV | STRAND        | STD |
| DAL JOSAFAT    | DJT | KRAAIFONTEIN | KAI | THORNTON      | THO |
| DE GRENDEL     | DEG | LYNEDOCH     | LDH | TYGERBERG     | TYG |
| DU TOIT        | DUT | MAITLAND     | MLD | VAN DER STEL  | VSL |
| EERSTE RIVER D | EER | MBEKWENI     | MKW | VASCO         | VSO |
| EIKENFONTEIN   | EIK | MELTONROSE   | MET | VLOTTENBURG   | VOB |
| ELSIES RIVER   | ERH | MONTE VISTA  | MNV | WELLINGTON    | WEG |
| ESPLANADE      | EPD | MULDERSVLEI  | MUV | WOLTEMADE     | WTM |
| FAURE          | FAU | MUTUAL       | MTX | WOODSTOCK     | WDC |
| FIRGROVE       | FGV | OOSTERZEE    | OOZ | YSTERPLAAT    | TPT |

Look out for the abbreviations of stations in Area South in an upcoming issue of *MyLine*.

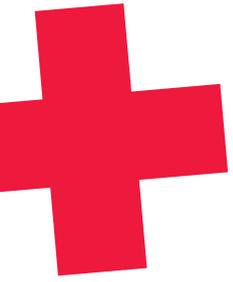
IMAGES: COURTESY IMAGES



At PRASA we're currently upgrading our signalling systems to ensure that our trains always run safely, smoothly and on time. We understand that when everything runs as it should, it impacts positively on the lives of all our passengers. Happy passengers contribute to a happier community and society. When we take care of the small things, the bigger things fall into place.

PRASA. CHANGE HAS BEGUN. THE FUTURE IS HERE.

HEALTH



# Stay healthy,

stay happy



increase your risk of getting an infection.

**Learn about vaccines**

The most important tool to prevent STDs is vaccination. Vaccines are available to protect against infections like HPV, hepatitis A and hepatitis B. Your doctor or clinic will recommend which vaccines might help.

**Avoid alcohol and drug abuse**

Avoid excessive intake of alcohol and drugs. This may help reduce the risk of STDs, an unwanted pregnancy, or being coerced into having sex. Excessive alcohol and drug intake may reduce your ability to make good decisions.

Are you in the know when it comes to sexually transmitted diseases (STDs)? Here are a few tips to help protect yourself and your partner.

Words: Nosipho Mashologu

There are many ways to reduce the risk of contracting a sexually transmitted disease (STD) or sexually transmitted infection (STI). The most certain way to avoid STDs and unwanted pregnancy is to abstain from sex completely, but if you're sexually active, here are some tips to help reduce your risk of contracting an STD.

**Communicate**

Speak freely to your partner(s) about STDs, sexual health and prevention methods before you engage in sexual activity. This type of open communication encourages trust

and respect between partners and reduces the risks of contracting STDs for both of you.

**Get tested**

If you haven't yet had sexual contact with the other person, there are no risks of you getting an STD. It is still important for you to get tested, though, should you or your partner

have been sexually active. Talk to your doctor or clinic about the right time to get tested.

**Limit the number of partners you have**

If you choose to be sexually active, be active with one person and ask them about their sexual history. Having sex with more than one partner may

**Knowledge is power**

For more information, please contact Marie Stopes on 0800 11 77 85 or visit them at 91 Bree Street, Cape Town.



RECIPE

# PLUM semifreddo sandwiches

This semi-frozen dessert is the perfect way to end the day and is a mouthwatering treat for kids.



**PREPARATION: 15 MINUTES**

Cooking: 20 minutes  
Freezing: 3 hours  
Serves: 6

**INGREDIENTS**

Plum sauce  
600g plums, sliced  
80ml castor sugar  
160ml water

**SEMIFREDDO**

3 eggs  
2 egg yolks  
1 teaspoon vanilla essence  
250ml brown sugar  
500ml cream  
200g Tennis biscuits

METHOD

**Plum sauce**

- Place all the ingredients in a pot over medium heat and simmer for 10 minutes or until thickened.
- Pass through a sieve and leave to cool.

**Semifreddo**

- Put the eggs and yolks, vanilla essence and brown sugar in a heatproof bowl over simmering water. Beat with a whisk until thick. Allow to cool.
- In a clean bowl, beat the cream until thick. Fold into the cooled egg mixture.
- Spoon half the mixture into a loaf tin and stir in the plum sauce. Using a skewer, stir the sauce and then spoon in the rest of the mixture.
- Freeze for three hours. Slice and serve sandwiched between the biscuits. Top with plum sauce.



# 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. <input type="checkbox"/> | Bellville via Esplanade and Lavistown | 6. <input type="checkbox"/>  | Malmesbury via Bellville     |
| 2. <input type="checkbox"/> | Bellville via Monte Vista             | 7. <input type="checkbox"/>  | Muldersvlei via Stellenbosch |
| 3. <input type="checkbox"/> | Cape Flats                            | 8. <input type="checkbox"/>  | Southern Suburbs             |
| 4. <input type="checkbox"/> | Kapiteinsklip                         | 9. <input type="checkbox"/>  | Strand                       |
| 5. <input type="checkbox"/> | Khayelitsha                           | 10. <input type="checkbox"/> | Wellington via Kraaifontein  |
|                             |                                       | 11. <input type="checkbox"/> | 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.

**MAINTENANCE PROGRAMME 9 TO 15 FEBRUARY 2017**

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

|                       |                                 |               |  |
|-----------------------|---------------------------------|---------------|--|
| 9 – 15 February 2017  | Cape Town – Maitland – Hazendal | 09:00 – 14:00 | Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected. |
| 9 – 15 February 2017  | Newlands – Mowbray              | 09:00 – 14:00 | Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected. |
| 9 – 15 February 2017  | Cape Town – Woodstock           | 09:00 – 14:00 | Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected. |
| 9 February 2017       | Pinelands – Wetton              | 09:00 – 14:00 | Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.          |
| 13 – 15 February 2017 | Ottery – Pinelands              | 09:00 – 14:00 | Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.          |
| 9 – 15 February 2017  | Clovelly Station                | 09:00 – 14:30 | Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.          |

**PERFORMANCE**
**AM ON TIME**  
**56.1%**
**PM ON TIME**  
**62.6%**
**CANCELLED (AM + PM)**  
**19.2%**

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

|                      |                          |               |  |
|----------------------|--------------------------|---------------|--|
| 9 – 15 February 2017 | Avondale Station         | 08:00 – 16:00 | Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected. |
| 12 February 2017     | Blackheath – Kuils River | 08:00 – 18:00 | Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.          |

**AM ON TIME**  
**57.5%**
**PM ON TIME**  
**69%**
**CANCELLED (AM + PM)**  
**8.1%**

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

|                  |                        |               |   |
|------------------|------------------------|---------------|---|
| 12 February 2017 | Ysterplaat – Esplanade | 09:00 – 18:00 | Platform changes will be announced. Train delays of 20 to 25 minutes can be expected. |
| 12 February 2017 | Langa – Bonteheuwel    | 08:00 – 18:00 | Platform changes will be announced. Train delays of 20 to 25 minutes can be expected. |
| 12 February 2017 | Nonqubela – Nolongile  | 09:00 – 14:00 | Platform changes will be announced. Train delays of 20 to 25 minutes can be expected. |
| 12 February 2017 | Stock Road – Mandalay  | 09:00 – 14:00 | Platform changes will be announced. Train delays of 20 to 25 minutes can be expected. |

**AM ON TIME**  
**48%**
**PM ON TIME**  
**75.1%**
**CANCELLED (AM + PM)**  
**7.3%**

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 26 to 31 January 2016.

**SAFETY**

## Serve and protect

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

**AREA CENTRAL**  
Phindile September  
Kapteinclip – 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 Mkabile  
Wellington – Lynedoch  
076 804 3918

**AREA IKAPA**  
Nomsa 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 / hsmith@metrorail.co.za

**AREA SOUTH**  
Wendy Mnisi  
078 326 2643 / wkmnisi@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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**PLEASE CONTACT:**



Liam Marinus  
Advertising Sales Manager  
Phone 021 417 1130  
Cell 071 291 4446  
liam.marinus@mikatekocomedia.co.za



Lynn Adams  
Advertising Sales Executive  
Phone 021 417 1184  
Cell 083 401 1666  
Fax 086 249 0111  
lynn.adams@mikatekocomedia.co.za