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Meet our *mobile crime busters*

Metrorail protection service's mobile special operations team is determined to reduce crime in Area Central.

Words: Nosipho Mashologu



1. The scrambler unit was launched in October 2013 at Cape Town station.
2. The mobile team searching pockets and bags of individuals during a routine search.
3. Members of the mobile team confiscated a bag of methamphetamine 'tik' worth more than R5 000 from a suspect.

The mobile team, also known as the scrambler team, has made great progress in reducing crime at our stations, in our rail reserves and surrounding communities. In the last three months, the team has made more than 30 drug-related arrests across the Western Cape.

Metrorail protection service's special operations unit comprises 64 members who are divided into eight teams. These teams are deployed across the region, conducting patrols to eradicate crime.

Clinton Barends, segment commander of Metrorail protection service's special operations unit, says the team's efforts do not only rid the railway service of crime, but also benefits surrounding communities.

"The scramblers enable our guys to move into areas that are difficult to

reach by car. They are a great crime-prevention resource," says Clinton.

Fighting crime

Denver Pieterse, a member of the mobile team, apprehended a suspect during a routine search at Bonteheuwel station, carrying a bag with methamphetamine 'tik' with a street value of more than R5 000. The suspect and illegal substance were handed over to the police.

"It's great to work with the scrambler team because there is a lot of teamwork and discipline, which keeps us going," says Denver. Denver, who was one of the first members to join the team three years ago, adds that he is very proud of the team's achievements, as they have made more than 82 drug-related arrests in the past three years.

ONTMOET ONS MOBIELE MISDAADBESTRYDERS

Metrorail beskermingsdienste se mobiele spesiale span is oorgehaal om misdaad in die Sentrale Area te bekamp.

Die mobiele span het reuse spronge gemaak om misdaad in ons omliggende gemeenskappe te bekamp. Oor die laaste drie maande het die span meer as 30 dwelmverwante arrestasies regoor die weskaap uitgevoer.

Metrorail beskermingsdienste se spesiale taakspaneenheid bestaan uit 64 lede wat in ag spanne opverdeel is. Hierdie spanne is regoor die streek versprei waar hulle patroleer om misdaad uit te wis.



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SAFETY

Harry Gwala Secondary School learners listen attentively while Metrorail employees educate them about unsafe practices during the safety campaign.

Join the conversation
We would like to hear from you. To share your views on this article, email myline@mikatekmedia.co.za.



Rail-smart

LEARNERS

Metrorail's marketing and business risk departments recently took the message of rail safety to schools along its rail network.

Words: Yonga Balfour

LET'S TAKE A LOOK AT SOME OF THE UNSAFE PRACTICES OF YOUNG COMMUTERS:

- Throwing stones at passing trains.
- Wearing headphones in the rail environment, which hinders their awareness of oncoming trains and criminal elements.
- Train surfing.
- Illegal railway crossing.
- Entering unauthorised access points.

did you know?

Metrorail's business risk department handles, among others, all data regarding train incidents. The department's latest statistics show that the highest number of rail incidents involving commuters due to negligence was reported at Chris Hani station in Area Central.

Instead of waiting to engage learners about commuter safety on stations, Metrorail employees recently educated high school learners right in their classrooms.

A joint team, comprising employees from Metrorail's marketing and business risk departments, visited Harry Gwala Secondary School in Makhaza, Khayelitsha.

Mongezi Manka, a Metrorail marketing and communications and marketing officer, says the safety campaign was initiated, as many learners take part in dangerous activities on the stations.

"Many of our commuters are learners and they are injured almost everyday as a result of unsafe practices," says Mongezi.

A different approach

Metrorail usually holds these campaigns at train stations and Mongezi says taking the safety campaign to the school was a strategic move.

"We often don't get the full attention of students at train stations, as they are in a hurry to get to their schools and we can't blame them. Bringing the safety message to them at their schools was more effective, as we had their full attention," Mongezi says.

Not too old to learn

Metrorail's joint team was well received by learners and teachers alike. "Although most of teachers at Harry don't commute by train, they too learnt a few valuable lessons about rail safety," says Mongezi.

He adds that while the initiative started at schools in Area Central, it plans to visit all the schools along its rail network.

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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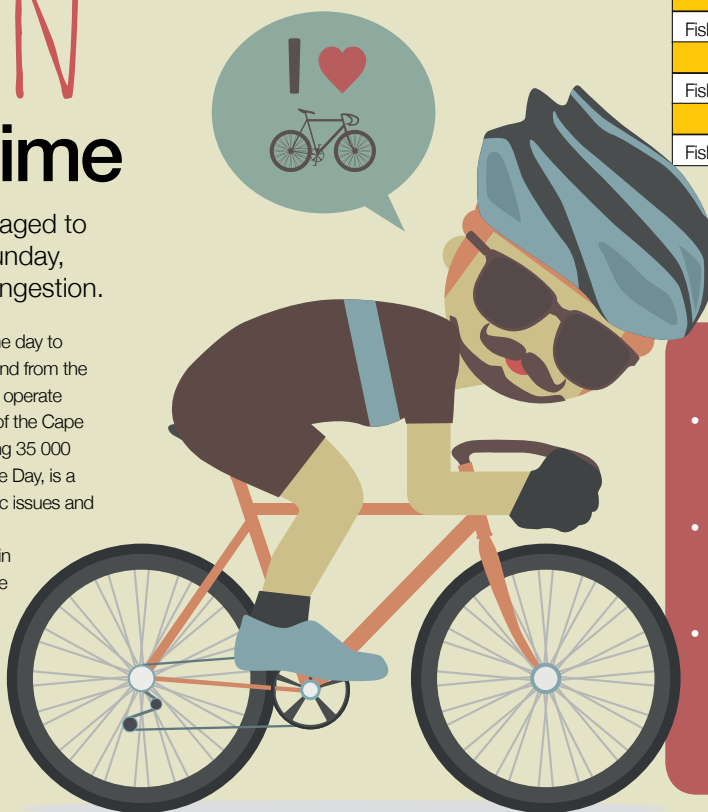
METRO MATTERS

CAPE TOWN Cycle Tour time

Cyclists and spectators are encouraged to make use of public transport on Sunday, 12 March 2017 to reduce traffic congestion.

Metrorail will run three additional trains on the day to transport participants and spectators to and from the Cape Town Cycle Tour. All other trains will operate according to normal schedules. Operations director of the Cape Town Cycle Tour Trust, Renée Jordaan, says, "Hosting 35 000 cyclists, as well as spectators at the start line on Race Day, is a mammoth task and we'd like to ensure that any traffic issues and congestions are alleviated as far as possible."

Cyclists and spectators can buy their cycle tour train tickets at the Metrorail exhibition stand at the Lifecycle Expo, which takes place from 9 to 11 March 2017 at the Cape Town Stadium. Tickets can also be bought at dedicated Metrorail ticket offices two weeks before the tour. A return ticket on the Southern Line will cost only R47 and will allow you to travel with your bicycles on the train. Metrorail will only accept cash payments, as it has no card facilities at stations or the Lifecycle Expo.



ADDITIONAL TRAINS SCHEDULE

Train #0400	
Fish Hoek	Departs at 05:00
Train #0402	
Fish Hoek	Departs at 07:15
Train #0404	
Fish Hoek	Departs at 08:00

Please take note of the following:

- Reserved coaches: The first two carriages on these trains will be reserved for cyclists and their bicycles.
- Delays: Allow for additional travelling time of 20 to 40 minutes due to the manual authorisation of trains.
- Bus shuttle: A bus shuttle will operate between Simon's Town and Fish Hoek. Regrettably, no tickets can be sold to cyclists between these stations.

ILLUSTRATION: FREEPIK.COM



Your safety matters. Obey signals and road rules at level crossings.

SPECIAL PROJECTS



FROM LEFT: Busisiwe Gongotsha, Brian Gregory, Stuart Bruce Pringle (Ward councillor), Siphenkosi Gobodela, George Kiewiets and Bulumko Mtshiba after a successful clean-up.

Coastal clean-up

Metrorail also joined hands with congregants of the Fish Hoek Dutch Reform Church during a recent clean-up campaign at Fish Hoek station. The group tackled the rail reserve between the station and a nearby level crossing.



ON THIS PAGE: Metrorail employees cleaning up Strand station and surrounds.

Strand's clean sweep

Metrorail and the Strand community worked hand in hand to make sure that the station and surrounding areas are spotlessly clean. We take a look at what happened.

Words: Yonga Balfour

Metrorail employees in Area North teamed up with residents near Strand station during a recent clean-up campaign.

George Kiewiets, special projects manager at Metrorail, says that while the station itself was clean, the surrounding area needed some improvement.

"The fencing around the station was damaged, trees in the parking area needed trimming and the grass was too long. Small things like having untrimmed trees invites the wrong crowd to hide out here, putting our commuters in danger," says George.

Thank you

Brian Gregory, a community leader in Strand, says the area had an unsavoury smell. "People started urinating and polluting the station area, which is not good for the health of the community," adds Brian.

Brian has been involved in clean-up campaigns in Strand for the past four years and is passionate about his area.

"Metrorail extends its greatest gratitude to community leaders like Brian and others in the Strand community who helped to make the clean-up a success," says George.



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#ANYTHINGBUTWORK

Hollywood's train adventure



1

1 and 2: Paul Hollywood, host of Food Network's *City Bakes* television show on board a train to Kalk Bay.
3: Paul interacted with the locals when he arrived in Kalk Bay.



2



3

Whoever said train travel isn't for celebrities got it all wrong. Famous English chef, Paul Hollywood, admired the beautiful ocean views along the Southern Line on a recent train trip to Kalk Bay. We captured the moment.

Words: Yonga Balfour

Metrorail's rail tourism department recently hosted celebrity chef Paul Hollywood on board a train from Cape Town to Kalk Bay on the Southern Line. Paul, who hosts Food Network's *City Bakes* television show, visited Cape Town to learn more about some of our city's best local cuisine.

Keith Edwards of Metrorail's rail tourism department says it was an honour to organise the special train journey for Paul.

"We took Paul on a trip to Kalk Bay last Tuesday afternoon. Pensioners travel free on Tuesdays, which meant that we had several seniors on board the

train. Paul was well received by our senior commuters, especially the ladies. They were overjoyed to meet the celebrity chef and tell him about their favourite foods," says Keith.

Serenading Paul

When Paul disembarked at Kalk Bay station, a group of senior ladies serenaded the English chef.

"When we arrived in Kalk Bay, Paul took a few minutes to admire the ocean views. A few minutes later, a group of senior ladies recognised him and started singing. I guess Paul baked his way into the hearts of senior commuters," adds Keith.

TRIP AROUND THE WORLD

Paul Hollywood is currently on a tour to 10 cities around the world. He will also be visiting local eateries in the following cities:

Amman, Jordan
Antwerp, Belgium
Dublin, Ireland
Los Angeles, USA
Nicosia, Cyprus
Oslo, Norway
Palermo, Italy
Reykjavik, Iceland
San Francisco, USA





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CAREER

SEVEN WAYS TO ACE YOUR INTERVIEW

Going for an interview can be an overwhelming experience. Here are a few tips to eliminate some of those pre-interview jitters.

Words: Terrique Alie

1. Do your research

Always research the company where you are going for an interview. Spend some time reading through the company's website. Practise questions you think the interviewer might ask, to eliminate long and uncomfortable pauses.

2. Dress to impress

The first impression counts. Depending on the industry and the position you are applying for, dress neatly and appropriately. Make sure there are no wrinkles and stains left behind on your clothing.

3. Be prepared

Take along a folder with extra copies of documents requested in your application. You should also have your own questions prepared to ask at the end of the interview.

4. Remember your etiquette

Make eye contact and give a firm handshake when introducing yourself. Sit up straight and do not slouch. Speak clearly and confidently.

5. Plan your time

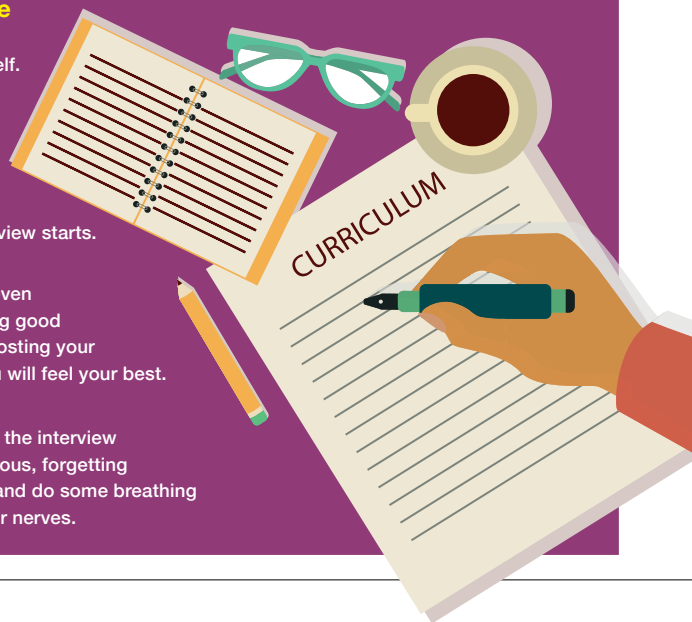
Plan your travel route to the interview, allowing for extra time. Be there 15 minutes before the interview starts.

6. Do a little pampering

Get a new haircut, facial, shave or even a new outfit for the interview. Feeling good about yourself is another way of boosting your confidence. Look your best and you will feel your best.

7. Relax and breathe

Remember that when you overthink the interview beforehand, you become more nervous, forgetting everything you prepared for. Relax and do some breathing exercises, as this will help calm your nerves.



MONEY

Money madness

Debt may be easy to fall into, with loans helping those end-of-month blues. We chat to the experts for some insight.

Struggling to cover the bills is stressful, especially when there's not enough money to last until the end of the month. Accepting a loan seems easy...and is very tempting. Apart from unplanned increases and monthly bills, "the average consumer spends 104% of his or her budget every month to sustain their lifestyle, with the shortfall funded by debt" says Paul Slot, president of the Debt Counsellors Association of South Africa (DCASA). "Access to credit, especially personal loans, has also become much easier."

But you do have the choice to change your financial situation. "Most people wait too long before they take action, applying for new debt until all credit providers say no. But there's a better approach," says Paul.

Don't ignore those early signs, he warns: is your bank account empty by the middle of the month without all your expenses having been paid? Are your debit orders bouncing? Are you applying for more debt to cover existing debt? "Many consumers have more than one credit card or loan and use one to repay the

other," he continues. "The longer the delay in action, the more difficult it will be to fix the problem."

Take control

Once you've decided to take control of your finances, it's important to be aware of how much you spend every month. Create a budget, including the following:

- The amount of money you receive every month.
- Small expenses that add up, such as bank charges. It's worth looking at a cheaper option to save on fees.
- Debit orders such as a cellphone contract.
- Transport costs, including car payments and insurance, or public transport costs.
- Rent or a home loan.
- Debt repayments.



Metrorail Train Schedule

Cape Town Cycle Tour 2017 | Sunday, 12 March

The following Metrorail train schedule will operate on Sunday, 12 March 2017 to transport cyclists and spectators to and from the Cape Town Cycle Tour.

Cycle Tour tickets

Cycle Tour train tickets may be purchased at the Metrorail exhibition stand at the **Lifecycle Expo** taking place at Cape Town Stadium from **9 to 11 March 2017**, and at dedicated Metrorail ticket offices two weeks leading up to the event day.

A return Cycle Tour train ticket costs **R47** and allows cyclists to travel with their bicycles onboard the train. Please note that tickets can be purchased with cash only as no card facilities are available at train stations or at the Expo.

Take note of the following:

Reserved coaches: The first two carriages on these trains will be reserved for cyclists and their bicycles.

Additional trains: Three additional trains will operate on the southern line only.

Delays: Allow for additional travelling time of **20-40 minutes** due to the manual authorisation of trains.

Bus shuttle: A bus shuttle will operate between Simon's Town and Fish Hoek. Regretable no tickets can be sold to cyclists between these stations.

SIMON'S TOWN – CAPE TOWN							
	*0400	0104	0106	*0402	0108	*0404	0110
Fish Hoek	05:00	05:36	06:34	07:15	07:30	08:00	08:29
Kalk Bay	05:04	05:40	06:38	07:19	07:34	08:04	08:33
St James	05:06	05:42	06:40	07:21	07:36	08:06	08:35
Muizenberg	05:08	05:45	06:43	07:24	07:39	08:09	08:38
False Bay	05:10	05:47	06:45	07:26	07:41	08:13	08:40
Lakeside	05:13	05:49	06:47	07:28	07:43	08:13	08:42
Steenberg	05:15	05:52	06:50	07:31	07:46	08:16	08:45
Retreat	05:18	05:54	06:52	07:33	07:48	08:18	08:47
Heathfield	05:21	05:57	06:55	07:36	07:51	08:21	08:50
Diep River	05:23	05:59	06:57	07:38	07:53	08:23	08:52
Steurhof	05:25	06:01	06:59	07:40	07:55	08:25	08:54
Plumstead	05:27	06:03	07:01	07:42	07:57	08:27	08:56
Wittebome	05:28	06:05	07:03	07:44	07:59	08:29	08:58
Wynberg	05:30	06:07	07:05	07:46	08:01	08:31	09:00
Kenilworth	05:32	06:09	07:07	07:48	08:03	08:33	09:02
Harfield Road	05:34	06:11	07:09	07:50	08:05	08:35	09:04
Claremont	05:36	06:13	07:11	07:52	08:07	08:37	09:06
Newlands	05:38	06:15	07:13	07:54	08:09	08:39	09:08
Rondebosch	05:40	06:17	07:15	07:56	08:11	08:41	09:10
Rosebank	05:42	06:19	07:17	07:58	08:13	08:43	09:12
Mowbray	05:44	06:21	07:19	08:00	08:15	08:45	09:14
Observatory	05:46	06:23	07:21	08:02	08:17	08:47	09:16
Salt River	05:49	06:26	07:24	08:05	08:20	08:50	09:19
Woodstock	05:52	06:29	07:27	08:08	08:23	08:53	09:22
Cape Town	05:56	06:32	07:30	08:11	08:26	08:56	09:25

CAPE TOWN – SIMON'S TOWN						
	0115	0117	0119	0121	0123	0125
Cape Town	10:35	11:25	12:23	13:32	14:45	15:30
Woodstock	10:38	11:28	12:26	13:35	14:48	15:33
Salt River	10:41	11:31	12:29	13:38	14:51	15:36
Observatory	10:44	11:34	12:32	13:41	14:54	15:39
Mowbray	10:46	11:36	12:34	13:43	14:56	15:41
Rosebank	10:48	11:38	12:36	13:45	14:58	15:43
Rondebosch	10:50	11:40	12:38	13:44	15:00	15:45
Newlands	10:53	11:43	12:41	13:50	15:03	15:48
Claremont	10:55	11:45	12:43	13:52	15:05	15:50
Harfield Rd	10:57	11:47	12:45	13:56	15:07	15:52
Kenilworth	10:59	11:49	12:47	13:58	15:09	15:45
Wynberg	11:01	11:51	12:49	14:00	15:11	15:56
Wittebomme	11:03	11:53	12:51	14:02	15:13	15:58
Plumstead	11:05	11:55	12:53	14:04	15:15	16:00
Steurhof	11:07	11:57	12:55	14:06	15:17	06:02
Diep River	11:09	11:59	12:57	14:08	15:19	16:04
Heathfield	11:11	12:01	12:59	14:11	15:21	16:06
Retreat	11:14	12:04	13:02	14:14	15:24	16:09
Steenberg	11:17	12:07	13:05	14:16	15:27	16:12
Lakeside	11:19	12:09	13:07	14:19	15:29	16:14
False Bay	11:22	12:12	13:10	14:20	15:32	16:17
Muizenberg	11:23	12:13	13:11	14:20	15:33	16:18
St James	11:26	12:16	13:14	14:23	15:36	16:21
Kalk Bay	11:28	12:18	13:16	14:25	15:38	16:23
Fish Hoek	11:33	12:23	13:21	14:30	15:43	16:28



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MAINTENANCE PROGRAMME 2 TO 8 MARCH 2017



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

2 – 8 March 2017	Cape Town – Maitland – Hazendal	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
2 – 8 March 2017	Newlands – Mowbray	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.

PERFORMANCE

AM ON TIME

58.3%

PM ON TIME

57.2%

CANCELLED (AM + PM)

18.1%

AM ON TIME

68.6%

PM ON TIME

61.9%

CANCELLED (AM + PM)

8.1%

AM ON TIME

63.8%

PM ON TIME

74.8%

CANCELLED (AM + PM)

6.2%



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

2 – 8 March 2017	Avondale Station	08:00 – 16:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
8 March 2017	Wellington station	08:00 – 16:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
2 March 2017	Eerste River - Blackheath	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
3 March 2017	Blackheath - Kuils River	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
3 March 2017	Bellville - Kuils River	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
2 – 8 March 2017	Esplanade - Ysterplaat	09:00 – 14:30	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.



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

2-3 March 2017	Belhar - Sarepta	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
5 March 2017	Nyanga - Philippi	09:00 – 18:00	Platform changes will be announced. Train delays of 20 to 30 minutes can be expected.
6 - 8 March 2017	Sarepta - Bellville	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 30 minutes can be expected.
2 - 8 March 2017	Lentegeur - Kapteinsklip	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
2 - 8 March 2017	Langa - Chris Hani	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
2 - 8 March 2017	Esplanade - Ysterplaat	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 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 16 to 21 February 2017.

CUSTOMER NOTICE

Service Alert: Southern Line

Train T0118, the 06h36 from Retreat to Cape Town, is temporarily re-routed to operate via Cape Flats to alleviate congestion on the Southern Line following the Albertyn Road level crossing incident. Commuters are advised to listen to PA announcements at stations and to follow the #TrainReport on Twitter.

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
Wendy Mnisi
078 326 2643 / wkmnisi@metrorail.co.za

AREA CENTRAL
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AREA NORTH
Luleka Ndzuze
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