



metrorail

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NEWSPAPER



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BE ALERT

YOUR LIFE DEPENDS ON IT



RAIL CROSSING
CROSSING



SEE PAGE 2



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SAFETY

STAY ALERT AND STAY ALIVE

The choice to adhere to level crossing rules can either save or destroy lives. Metrorail urges motorists to be extra vigilant when using level crossings.

Words: Nosipho Mashologu

Metrorail has introduced additional safety measures at level crossings in Area South, following an incident at the Albertyn Road level crossing on 28 January where a vehicle crashed into the boom gates.

As a result of the incident in January, certain level crossings can now only be operated manually. Metrorail has subsequently deployed security resources at level crossings in Area South to man the boomgates. There are five level crossings with boomgates in the area, and each is manned by two security officers. These officers alert motorists of oncoming trains, by raising a red flag. When the train is no longer in sight, the flags are lowered to indicate that it is safe for motorists to proceed.

Be vigilant

On Monday, 6 March, another incident occurred involving a motorist, this time at the Uxbridge level crossing between False Bay and Lakeside stations. The driver of the vehicle allegedly ignored instructions to reduce speed, proceeded to circumvent the boom, and attempted to run over a security officer.

"The oncoming train struck the front of the vehicle but no injuries were reported," says Riana Scott, marketing and communication manager of Metrorail Western Cape.

Regan Davids, assistant security manager in Area South, says three security officers were present at the Uxbridge Road level crossing when the incident happened.

"All level crossings have two stop streets: one on either side of the boomgates. Motorists must come to a complete stop and look out for trains approaching from both sides before crossing," explains Regan.

Metrorail urges motorists to exercise caution when they use the level crossing and not to cross the railway lines illegally.



The car that caused the accident at the Uxbridge level crossing, severely damaged.

Motorists should adhere to the traffic rules at all level crossings.



TIPS

BE ALERT

- Road users must follow road rules and signs and pay attention to the road environment when approaching rail crossings.
- Always remember that where there's a crossing, there's danger.
- Not all railway crossings have boom gates and most do not have flashing lights.
- When you see a sign indicating a crossing, slow down, look and listen and be prepared to stop at the yield sign; but always stop at the stop sign. The flashing lights are there to warn you of oncoming trains and failing to stop under this circumstance is very dangerous.
- Slow down so that you can stop if necessary. You'll add hardly any time to your journey, but it may save your or someone else's life.
- Don't be fooled by an optical illusion; trains in the distance are often closer and travelling faster than they appear.
- Never enter a level crossing if the red lights are flashing. Wait for the lights to stop flashing before driving across the railway tracks.
- Do not cross the track until you are sure the train or trains have passed. If there are signals, wait until they stop flashing and if the crossing has a barrier/boom, wait until it rises before you cross.

WEES ALTYD PARAAT

Die kense om ag to slaan op die reëls by spoorwegkruisings, kan lewens red of vernietig. Metrorail vra dat motoriste om ekstra versigtig te wees as hulle die spoorwegkruisings gebruik in die lig van die insident tussen Valsbaai en Lakeside.

Metrorail het ekstra veiligheidsmaatreëls by alle spoorwegkruisings aangebring na die insident by die Albertynweg kruising op 28 Januarie toe n vooruig deur sperhekke gebars het.

As gevolg van die insident in Januarie kan kruisings nou slegs per hand oopgemaak word. Metrorail het gevolglik sekuriteits personeel by alle kruisings in Area Suid aangestel om die sperhekke to beman.



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ASK METRORAIL

Understanding our train updates

Metrorail regularly posts real-time train updates on its social media platforms. We help you make sense of these updates.

Metrorail updates commuters of any changes via its social media platforms during peak operational times, from 5:30am to 9am and 3pm to 7pm, to assist commuters in planning their journey. Here's how to make sense of the information posted.

In order to provide commuters with the most up-to-date information regarding the train service, screengrabs of the train operators train logging system are posted to its social feeds at frequent intervals. The information consists of a list of trains, currently operating on a specific line, including train numbers, departure time, departure station, status and the estimated time delays.

Here's an example

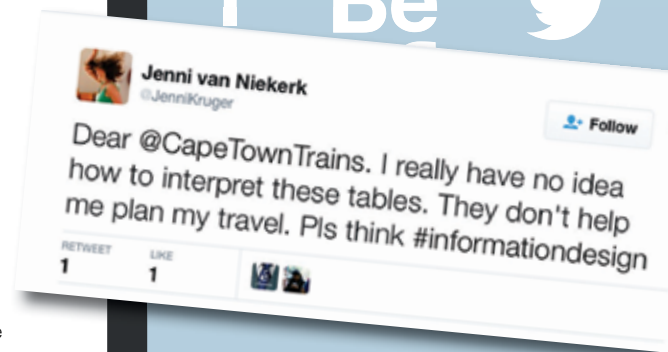
Sharon travels on the Northern Line from Kuils River to Strand every day to get to work. She usually boards train T3213, scheduled to depart Kuils River

at 10:38am, which gets her to Strand at 11:15am.

Sharon follows the train updates posted to @CapeTownTrains every morning to help her plan her journey. She keeps an eye on the #TrainReport #NorthernLine updates to check the current status of her train while she waits on the platform. The screengrab is posted (see image on the right), indicating that T3213 departed Tygerberg Station on time (O/T) at 10:31am. Sharon knows that she can expect her train to arrive on time at 10:38am.

Use the following hashtags on Twitter for information on your train:

#TrainReport
#ServiceAlert
#CentralLine #NorthernLine



PASSENGER RAIL AGENCY OF SOUTH AFRICA	
Service Update of Trains currently En Route - Updated: 2017/03/13 10:28 (Source : TLS)	
CENTRAL LINES: 0 of 31 Trains On Time, Avg. 0.0% - Expect Delays between 22" - 86", Avg. 61"	
NORTHERN LINES: 3 of 6 Trains On Time, Avg. 50.0% - Expect Delays between 12" - 52", Avg. 26"	
(Abbreviations: O/T = On Time; 7" L = 7 minutes Late; CX = Cancelled)	
CENTRAL LINES 9016 Departed 10:31 @ KOEBERG ROAD - 100" L 9018 Departed 10:27 @ LAVISTOWN - 86" L 9020 Departed 10:29 @ PENTEC - 74" L 9021 Arrived 10:29 @ BONTEHEUWEL - 28" L 9521 Departed 10:28 @ LANGA - 38" L 9526 Departed 10:29 @ NDABENI - 52" L 9925 Departed 10:28 @ NOLUNGLE - 73" L 9927 Arrived 10:26 @ HEIDEVELD - 59" L 9929 Arrived 10:18 @ BONTEHEUWEL - 22" L 9944 Arrived 10:24 @ NYANGA - 75" L 9946 Arrived 10:28 @ MANDELA - 60" L	NORTHERN LINES 2817 Arrived 10:27 @ AKASIA PARK - 52" L 3213 Departed 10:31 @ TYGERBERG - O/T 3214 Departed 10:31 @ KOEBERG ROAD - O/T 3414 Departed 10:27 @ WOLTEMADE - 15" L 3515 Departed 10:26 @ WOODSTOCK - O/T 3518 Arrived 10:27 @ WOODSTOCK - 12" L

Safety is our concern

SAFETY CORNER

It's illegal for vehicles to cross railway lines at any time, except at a designated level crossing.

EMERGENCY NUMBERS

Protection services	021 449 4336
Claims office	021 449 2041/3645
Transport info number	0800 65 64 63
RAILWAY POLICE	
Philippi	021 370 1000
Cape Town	021 443 4325/7
Bellville	021 941 6800
Retreat	021 710 5120/9

Advertise your business in MyLine and reach tens of thousands of commuters weekly

712 000

PASSENGER JOURNEYS EVERY DAY

R151 million

IN TICKET SALES PER ANNUM

673

TRAINS EVERY WEEKDAY

122 STATIONS

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SPECIAL PROJECTS

Rosebank residents are STATION PROUD

Rosebank residents and Metrorail have a rich history of working together to maintain and beautify Rosebank station.

Words: Yonga Balfour

Residents have been involved in Metrorail's annual clean-up campaigns for many years. This year was no different. Locals, supported by United Commuter Voice (UCV), arrived in large numbers to help make the day a success.

HELPING HANDS

Gill Lanham, a local resident, says she and her cleaning partner Carol Thomson normally send out letters, emails and social media posts to inform the community and neighbourhood watches about the clean-up days.

"It is our collective responsibility to keep our station and surrounding areas tidy. The clean ups are a brilliant initiative from Metrorail and, as a community, we'd love to help out in other station clean ups, too," she says.

Gill believes that communities surrounding Metrorail infrastructure need to be educated about recycling and waste management. "I sometimes use the pile sticks and wood for cooking," she adds.



1



2

WAY FORWARD

In Mowbray, the local Seventh Day Adventist congregation has been instrumental in organising clean ups in Area South. It is this act of taking pride and ownership of their railway station, which Metrorail has urged residents in other areas to follow.

"Together, we need to bring life back to all our stations. We plan to move to Area Central with the help of Rosebank community members very soon," says George Kiewiets, special projects manager in Area South. He also expressed his gratitude to Rosebank residents for making the day a success. "A big thank you to everyone who pitched in."



3



4

Take pride

Nominate your station to have it beautified, take pride and volunteer. Contact Metrorail's George Kiewiets on 079 898 5971

1. Metrorail employees teamed up with Rosebank residents and members of United Commutative Voice.
2. UCV members collecting refuse along the railway lines.
3. Metrorail's George Kiewiets and Carol of Rosebank.
4. Gill Lanham and Charmadine of Rosedale retirement village also lend a hand.

IMAGES: SUPPLIED



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E	B	E	E	F	I	N	C	H	Y	Y	S	T	A	S	O	S
A	E	P	S	O	C	O	S	T	S	C	N	T	D	I	E	D
S	A	J	E	I	N	I	M	O	O	R	G	A	H	A	I	O
E	R	W	U	T	R	T	T	E	O	N	T	I	E	G	E	E
A	D	S	T	S	H	U	M	A	N	U	M	P	L	P	I	P
Y	A	T	H	E	T	T	T	I	C	I	A	W	E	O	T	R
T	T	Y	I	H	T	I	C	S	A	N	R	E	C	A	I	O
I	T	E	O	R	C	T	C	U	I	A	C	T	T	R	C	T
R	P	H	R	H	E	S	U	E	T	O	H	C	I	F	N	E
U	F	T	T	E	T	N	O	S	V	E	M	N	O	O	A	C
C	F	R	E	E	D	O	M	I	F	U	S	P	N	R	L	T
E	T	O	T	U	R	C	T	O	S	F	S	R	Y	M	A	Y
S	H	A	R	P	E	V	I	L	L	E	E	H	T	A	W	E

WORD SEARCH

Constitution

Cost

Died

Election

Freedom

Human

Justice

Law

March

Peace

Protect

Rights

Sharpeville

Security

**BE
TRAIN
SMART**

**LOOK, LISTEN
LIVE.**

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



SOCIAL MEDIA

SOCIAL MEDIA CATCH UP

Language is always evolving and even more so now, thanks to social media. If you're tired of always being the last one to catch up with the phrases trending on social media, you may want to fetch your pen and paper and make some notes.

Words: Yonga Balfour

Gone are the days when words were confined to books and storytelling. Social media has opened up the way for language to evolve, and in many instances, words take on a whole new meaning.

LET'S TAKE A LOOK AT SOME OF THE PHRASES TRENDING ON SOCIAL MEDIA.

SLAY

The original English meaning refers to violent killings of animals or people. The social media version has no reference to violence. Slay on social media means to be fashionably exquisite. Simply put, when you're slaying on social media, you're killing us with your style.

RATCHET

A ratchet is a bar or wheel with a set of angled teeth, or a situation that changes over a series of steps. On social media, the word is used to describe females who display unsavoury behaviour.

BBW

BBW stands for Big Beautiful Women. The

acronym became popular following US rapper Drake's line: "I love all my girls BBW", in Nicki Minaj's hit song *Only*.

MCM

MCM stands for Man Crush Monday and is used only on Mondays. Women often post pictures of a man that they admire. It can be their partner, someone they

look up to, a boy child or a celebrity. Crush in this context does not always refer to romantic affection. It can also be in admiration or appreciation of a man's conduct or achievements.

TAKE SEVERAL SEATS

This phrase has nothing to do with physically occupying seats. It is an instruction to keep quiet. When someone's not making any sense on social media, they are often told to take several seats, as people are not interested in what they have to say.

ILLUSTRATION: STARLINE, FREPIK

FINANCE

Know YOUR rights

15 March is World Consumer Rights Day (WCRD). Credit Health shares an action plan to help consumers gain financial freedom.

Words: Yonga Balfour

World Consumer Rights Day was launched on 15 March 1983. On this day in 1962, former US President John F Kennedy formally highlighted the issue of consumer rights during his address to the US congress.

Reclaim your power and familiarise yourself with the following consumer rights.

YOU HAVE THE RIGHT TO:

EXPLANATIONS FOR CREDIT BEING REFUSED

Credit providers must inform consumers why they are refusing them credit.

APPLY FOR CREDIT
Every adult has a right to apply to a credit provider for credit.

INFORMATION IN AN OFFICIAL LANGUAGE
Consumers can request information in the language that they can read and understand, as per the National Credit Act (NCA).

OBTAIN DOCUMENTS IN TERMS OF THE NCA
Consumers are entitled to receive documents delivered to them in person, or via email or fax.

FRAUD PROTECTION
Protection against fraudulent and pyramid schemes



For more information about consumer rights, visit credithealth.co.za.

Good to know



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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. ☐ Kapteinsklip
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.





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MAINTENANCE PROGRAMME 16 TO 22 MARCH 2017



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

16 – 22 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.
16 – 22 March 2017	Cape Town – Woodstock	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.



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

16 – 22 March 2017	Avondale Station	08:00 – 16:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
16 – 22 March 2017	Salt River – Koeberg	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 25 to 30 minutes can be expected.
17 March 2017	Klapmuts – Muldersvlei	09:00 – 16:00	Maintenance between scheduled train service. Train delays of 25 to 30 minutes can be expected.
21 March 2017	Brackenfell – Bellville	09:00 – 16:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.



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

16 – 22 March 2017	Belhar – Sarepta	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
16 – 22 March 2017	Langa – Chris Hani	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
16 – 22 March 2017	Maitland – Kapteinsklip	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
19 March 2017	Bonteheuwel – Nyanga	09:00 – 18:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
19 March 2017	Belhar – Sarepta	09:00 – 18:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
19 March 2017	Bonteheuwel – Chris Hani	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
20 March 2017	Khayelitsha – Nonkqubela	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
22 March 2017	Stock Road – Philippi	10:00 – 15:00	Platform changes will be announced. Train delays of 20 to 30 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 2 to 7 March 2017.

PERFORMANCE

AM ON TIME

32.5%

PM ON TIME

37.8%

CANCELLED (AM + PM)

17.1%

AM ON TIME

84.2%

PM ON TIME

71.3%

CANCELLED (AM + PM)

4.5%

AM ON TIME

42.5%

PM ON TIME

61.9%

CANCELLED (AM + PM)

15%

**Public
holiday
train service**

21
March

Metrorail will run a Sunday train service in all areas, excluding Malmesbury, on Tuesday, 21 March 2017.

Malmesbury trains will follow a Saturday schedule on this day.

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

AREA CENTRAL
Cyril Bauer
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AREA NORTH
Luleka Ndzuza
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