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metrorail

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ON THIS PAGE: Metrorail's management team met with community leaders in Khayelitsha last week to discuss the impact of illegal wiring connections between Nolongile and Nyanga stations.

Solving challenges together

A recent meeting between Metrorail representatives and community leaders in Khayelitsha has proved that operational challenges can be overcome when stakeholders work together.

Words: Alicia English

A meeting between Metrorail and community leaders in Khayelitsha has helped to prevent a near disaster in Area Central last week.

On Saturday, 25 March, Metrorail's service in Area Central was affected by illegal wiring connections at Nolongile and Nyanga stations. Some residents living in an informal settlement next to the railway line illegally connected wires across the overhead track equipment, which resulted in a power failure.

Both lines were initially closed, and trains could only shuttle between Nyanga and Chris Hani. Trains to and from Cape Town on the Khayelitsha/Chris Hani line had to terminate at Nyanga.

Technicians managed to restore power, which enabled trains to operate in both directions sharing one line.

URGENT TALKS

The next day, Sunday, 26 March, Metrorail representatives held an urgent community engagement with the South African National Civic Organisation (SANCO) in the area to find amicable ways to resolve the crisis.

Richard Walker, regional manager of Metrorail Western Cape, thanked the community leadership and other role players for their willingness and co-operation to assist in bringing the service back on track.

He confirmed that there would be further discussions between Metrorail, the community and other role players to reach a more sustainable and permanent solution to the electrification issue.

SIKUNYE SISOMBULALA IINGXAKI

Ngomgqibelo, umhla we 25 ku March, iinkonzo zakwaMetrorail kwi area central ziye zachatshazelwa kokudityaniswa kweengcingo ngokungekho mthethweni kwisitishi saseNolongile kunye naseNyanga. Ngosuku olulandelayo, iCawe yomhla we 26 kuMarch, abakwaMetrorail baye babamba intlanganisano engxamisekileyo nabahlali kunye ne South african National Civic organisation (SANCO) kwezingingqi, ngeenjongo zokufumana indlela zokusombulula lenyewe. uRichard Walker, umphathi wengingqi kwaMetrorail eNtshona koloni, uthe wabulela iinkokheli zokuhlala nabanye abathe banendima ngokuzinikela nangentsebenziswano yabo ekuncediseni ukubuyelisa izinto esimweni. Uye waqinisekisa ukuba kuzakubakho ezinye iingxoxo phakathi koMetrorail kunye nabahlali ukuzama ukufumanisa isisombululo kulendaba.

SAFETY

RISKY CONNECTIONS

Illegal power connections pose several risks to Metrorail's train operations, commuters and surrounding communities. Let's take a look at some of the risks relating to illegal wiring across and underneath Metrorail's rail infrastructure.

Fire outbreaks

Some of the illegal connections run through Metrorail's high-voltage rail cables. The wiring of illegal connections is too weak to withstand the voltage of the rail cables and can short and set alight, resulting in fires that can damage trains, endanger the lives of commuters and spread to surrounding communities.

False readings

The connections lead to false readings of train movement on Metrorail's train control panels, giving a false impression that there are trains in a section.

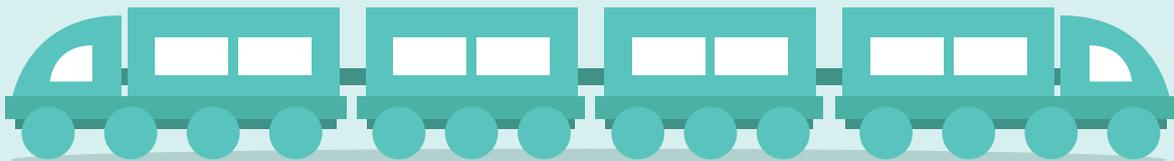
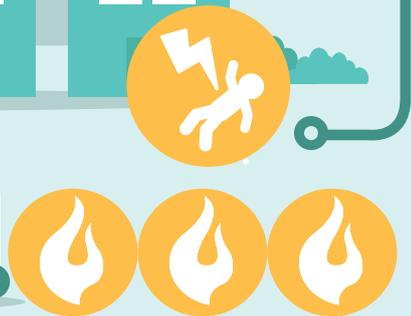
Electrical short-outs

Illegal connections cause the electricity supply that powers trains to short out, resulting in major delays.

Electrocutions

Laying power cables should be done only by qualified technicians who have been trained to do so. It is dangerous for residents to make illegal power connections, as they can be electrocuted while connecting the wires.

JAIL



Prosecution

Connecting electricity cables without authorisation is a criminal offence and punishable by law. Anyone found guilty can be prosecuted and sentenced to jail.

TAKE CARE

Report illegal electricity connections and stay clear of high-voltage overhead cables and wires.

Signals

Illegal connections interfere with Metrorail's signalling system, which is crucial to authorising train movements. When the train signals don't work, it creates dangerous operating conditions.

METRO MATTERS

Help is on the way

When a train stands still between stations for long periods of time, often commuters' first reaction is to jump off and make their way to the nearest station. But this isn't the safe option. Here's why.

You may be electrocuted
At times, there are up to 3 000 volts of electricity running through the tracks.

Chances are that your train isn't the only one on the line
You may end up jumping in front of an oncoming train.

Trains don't have ladders or steps
You can break a leg or sustain other injuries if you jump off.

You may have to walk long distances to get to the nearest station
This can leave you vulnerable to criminals in the area.

ILLUSTRATIONS: DOODER/FREEPIK.COM

Safety is our concern

SAFETY CORNER

Don't let your children run around on the station platform. Keep an eye on them at all times during your train trip. Always hold their hands when you embark or disembark a train.

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



IMAGES: SUPPLIED

ABOVE Metrorail employees, members of United Commuter Voice and residents from surrounding communities were proud of their efforts during the cleanup campaign at Heideveld Station. 1 to 4. The team cleaned the platforms and areas surrounding the ticket office and rail reserve.

HEIDEVELD'S cleanup crew

Metrorail employees rolled up their sleeves and came ready to help out during another positive project involving communities in Area Central – this time at Heideveld Station.

Members of the United Commuters Voice (UCV), and employees in Metrorail's protection services and marketing departments joined the Area Central management team and residents from surrounding communities during a cleanup campaign at Heideveld Station.

The cleanup formed part of Metrorail's efforts to adhere to health and safety regulations. The group cleaned areas near the ticket office, platforms and areas surrounding the rail reserve. More than 50 bags of refuse were collected.

Cyril Bauer, Metrorail's customer service manager in Area Central, thanked all those who took part in the campaign, and added that the programme will be extended to other stations.

SAFETY

CAUGHT IN THE ACT

Khangelani Siyephu from Metrorail's protection services recently apprehended a man while he was attempting to break into cars parked outside Strand Station.

Words: Yonga Balfour

Khangelani Siyephu, a protection officer, was doing his rounds at Strand Station during off-peak hours when he noticed a man roaming about the station. He asked the man if he needed assistance.

"Trains kept coming and going and this guy didn't get on any of the trains. He was also not waiting to accompany someone who disembarked, so I asked if I could assist him with anything. He replied 'no' and left the station."

Khangelani followed him at a distance, and saw him acting suspicious around the cars parked outside the station by commuters. "I went back inside the station building so that he wouldn't realise that I was onto him. He kept peeping through the car windows, and that's when I decided to act," adds Khangelani.

Taking action

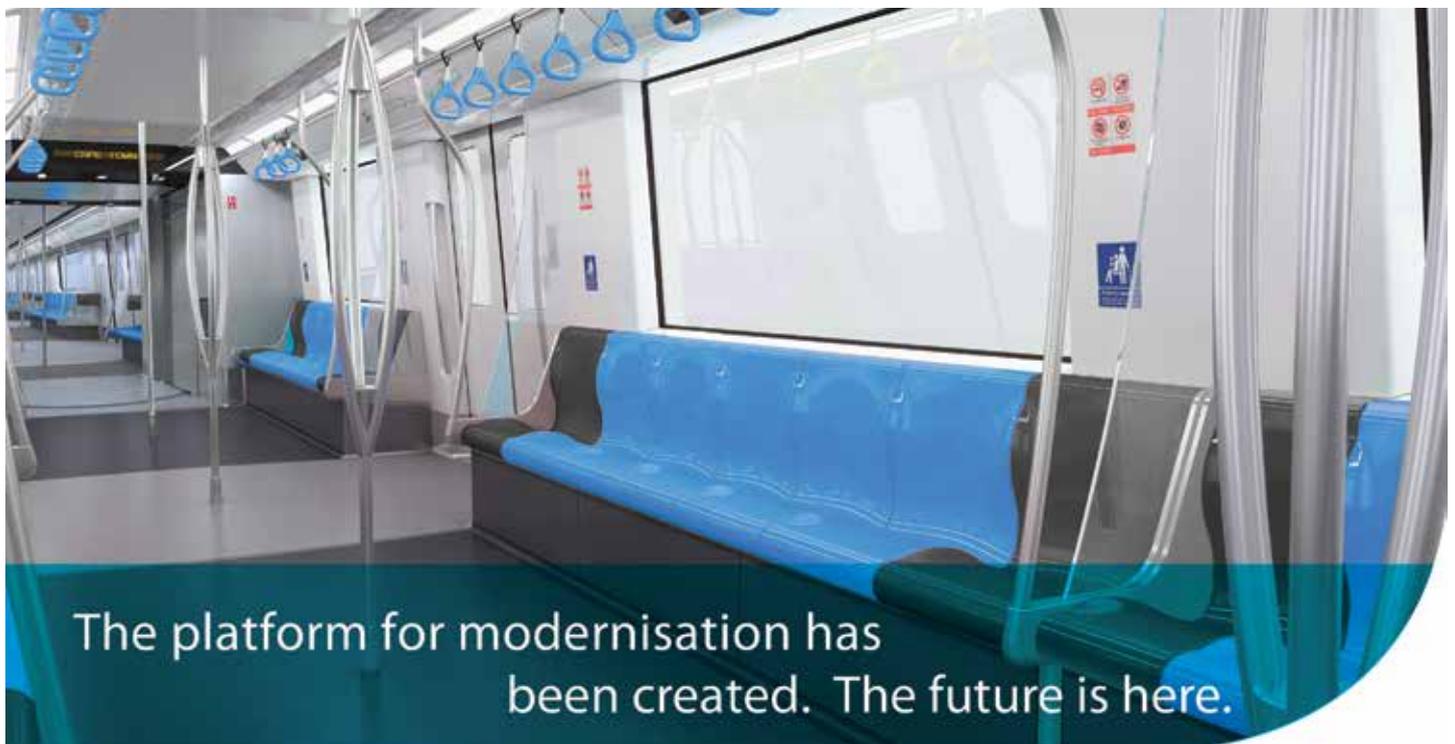
Minutes later Khangelani found the suspect seated next to a commuter's car. The suspect claimed to know the owner of the car; that the owner was his cousin.

"There was a car audio player next to the suspect so I asked him why he was breaking into the vehicle. He said it was his cousin's car, and that his cousin had been stealing from him. He claimed that it was payback," recalls Khangelani.

Khangelani immediately called the police and the suspect was arrested and remanded in custody. The next morning, the owner of the car thanked Khangelani for his excellent work; he explained that he was not related to the man and had never met him.



IMAGES: SUPPLIED



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.

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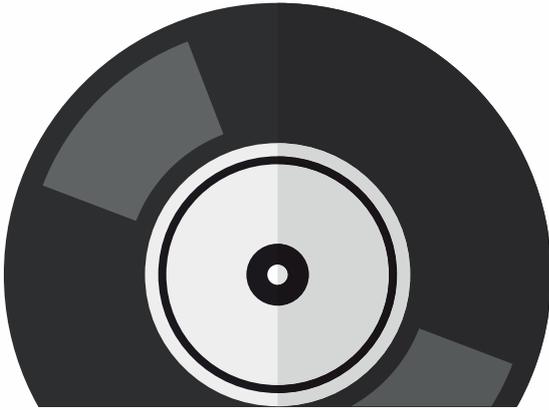


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PROFILE



BREAKING

• FREE •

The winner of *South African Idols (SA Idols)*, season five and *Matrix*, season two is back: bigger and better than ever. If you don't know who we're talking about, it's Atlantis-born Sasha-Lee Davids.

Yonga Balfour



IMAGES: SUPPLIED; ILLUSTRATION: FREEPIK.COM

What encouraged you to enter SA Idols?

Nothing really, I was never one for competitions but I ended up in two. I never had time to think anything through, I guess it was just time for me to say yes.

Did you expect to win?

Never in a million years, never mind making it to top 10. Every week, I prepared myself to be sent back home because each time the judges predicted who will be sent home, my name came up. But I made it.

What went through your mind when you were announced as winner of SA Idols and Matrix?

When I was named winner of *Matrix*, I had a what-just-happened moment. I was hardly in most episodes. I remember wondering whether I should attend the live results show because I didn't think I'd be missed if I wasn't there. It was unbelievable winning both competitions. It took me a while to absorb what happened.

You've been off the radar for the last two years. What have you been up to?

I wasn't on a break, that's for sure. I was still

working but took some time off to spend with my family. Everything was crazy after *Idols*, with so much work and so little time. I needed to be with family before getting back into the job. I also travelled a lot, networking with legends of the music industry to help realise my style and find my feet.

What was it like working with Jamie Jones, the lead singer of All-4-One?

It was an amazing experience; a great honour. I was nervous, not knowing what to expect. However, he never made me feel small or clueless. I would work with him again anytime.

You have strong Christian values, and your parents are both ministers in a church. Did taking part in a reality show conflict with your values?

Not at all. It was strictly a family show, nothing scandalous; based on my family's beliefs and values, and church is part of those values.

Tell us about your new single Forever Yours.

It is a wedding song that I wrote years ago but there

never seemed to be a right time to use it. I am in love with love, whether it's for me or someone else. Love is a beautiful thing. You cry and you're happy all at once; that's what I want to achieve with this song, the 'forever' kind of love.

Tell us about the show Breaking Free.

Breaking Free is a production showcasing the music I love. It's about me breaking free from people's expectations. I'm breaking free from just being the 'Idols girl', and I'm showing people that I'm now a grown woman.

What advice would you give to those who wish to be in the music industry?

They should make sure it's what they want and love, and that it's their passion. Be ready to work hard, get up after every setback, accept every criticism, and turn it into gold. Respect and discipline is imperative. Bag that and you'll be just fine.

What can your fans expect from you?

Definitely another album. It has been ages since my first one. More singles are to come towards building up that album.

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:

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Surname:

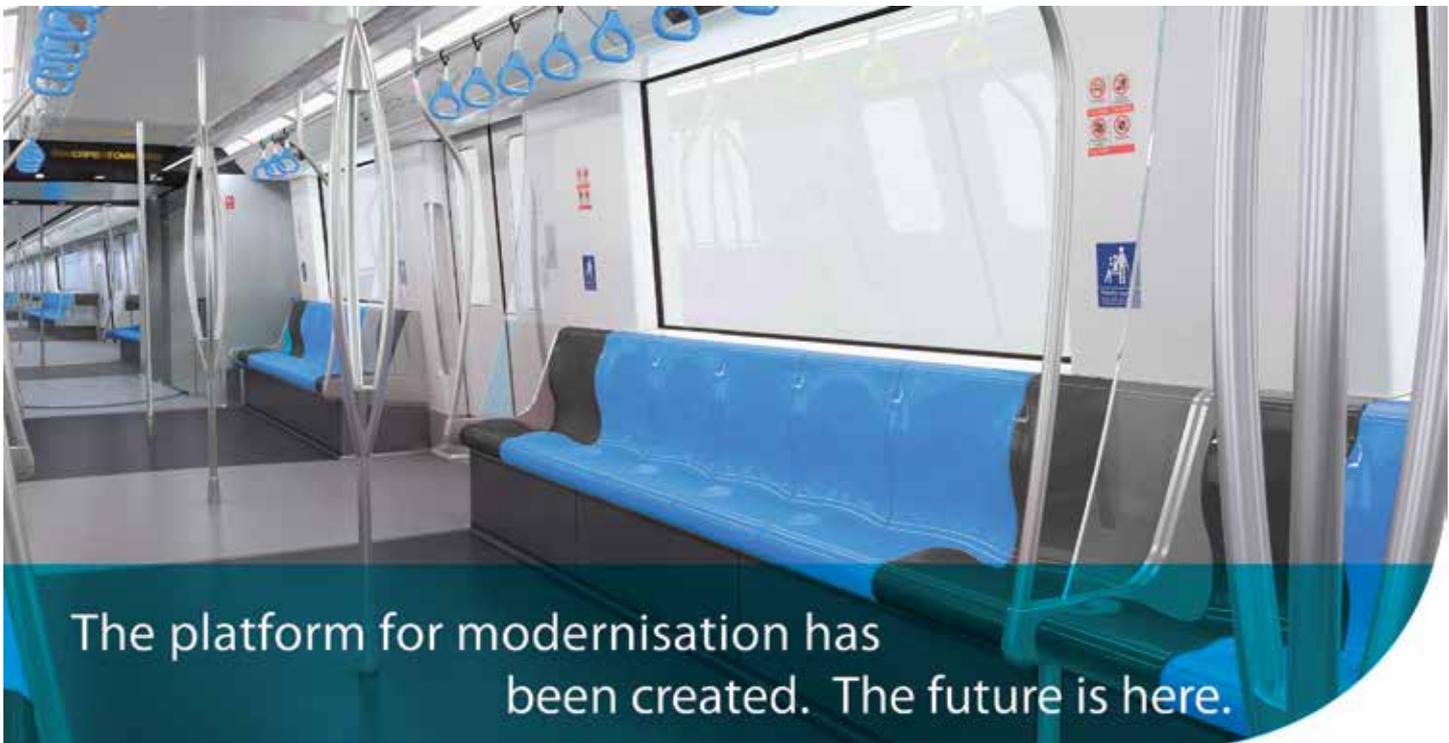
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Cellphone number:

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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. Kapteynsklip
- 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 6 TO 12 APRIL 2017



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

6 – 12 April 2017	Cape Town – Maitland – Hazendal	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
6 – 12 April 2017	Cape Town – Woodstock	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
6 – 12 April 2017	Salt River – Simon's Town	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
9 April 2017	Salt River – Woodstock	09:30 – 17:30	Platform changes will be announced. Train delays of 20 to 30 minutes can be expected.
10 April 2017	Rondebosch – Newlands	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 30 minutes can be expected.
11 April 2017	Claremont – Harfield Road	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 30 minutes can be expected.
12 April 2017	Kenilworth – Wynberg	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 30 minutes can be expected.

PERFORMANCE

AM ON TIME

35%

PM ON TIME

43.7%

CANCELLED (AM + PM)

20%



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

6 – 12 April 2017	Maitland – Bellville	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
9 April 2017	Paarden Eiland – Ysterplaat	08:00 – 18:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
11 April 2017	Eerste River – Lynedoch	09:00 – 14:00	Bus service. Train delays of 25 to 30 minutes can be expected.
12 April 2017	Lynedoch – Vlottenburg	09:00 – 14:00	Bus service. Train delays of 25 to 30 minutes can be expected.

AM ON TIME

61%

PM ON TIME

62.7%

CANCELLED (AM + PM)

12.6%



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

6 – 12 April 2017	Esplanade – Langa	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
6 – 12 April 2017	Maitland – Kapteinsklop	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
9 April 2017	Langa – Bonteheuwel	08:00 – 18:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.

AM ON TIME

47.8%

PM ON TIME

63.2%

CANCELLED (AM + PM)

17.6%

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 22 to 28 March 2017.

CUSTOMER NOTICE

Public holiday train service

Metrorail will run a Sunday train service in all areas, excluding Malmesbury, on upcoming public holidays. Look out for more information in next week's MyLine.

In case you missed it

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

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Herschel Smith
078 142 5033 / hesmith@metrorail.co.za

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