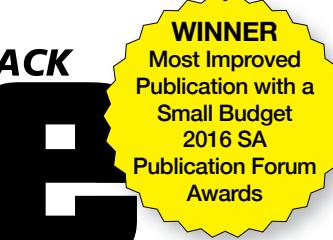


8 to 14 June 2017

ISSUE 190



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metrorail

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**Jim Twala (left), an engineering technician at Metrorail based at Langa Station, is one of several technicians who are responsible for repairing signals along Metrorail's rail network. Jim spends many hours in the day working in a relay room (below), which houses the signal interlocking system.**



## FIXING SIGNALS WITH JIM

Jim Twala has been an engineering technician at Metrorail for three years. Based at Langa Station, this father of a five-year-old daughter is passionate about his job.

**Alicia English**

**A**s technicians, we are responsible for the day-to-day running of the signals depot, and ensure the optimal use of manpower by distributing the workload to our technical workers, maintainers and process workers. We have to do quality checks, and conduct task observations and quality inspections. We also conduct bi-annual inspections on all signalling equipment in our area of responsibility.

"I especially love the fault-finding aspects of my job. It's always a challenge to respond to call-outs because you don't know what to expect when you arrive at a signal," he explains.

### ON CALL

Jim says while no two days at work are the same, things do get a bit challenging when he is called out during peak hours.

"Sometimes, we will find that it is just a globe that has blown, and replacing it will take less than five minutes. However, when more than one signal is dead, or the main cables are cut and stolen, it means that we have to prepare to wire them. It is not ideal to wire signals during peak hours because commuters don't understand that we are



**continued on page 2**

### UKULUNGISA IISIGNALS NO JIM

U Jim Twala uneminyaka emithathu esebeenza kwaMetrorail njenge engineering technician. Lotata wentombi eminyaka emihlanu usebenza kwistishi sakwaLanga.

"Njengoba sizitechnicians, intsebenzo yesignals ixhumukeke kuthi kwaye siqinisekise ukuba siyamgqithisa umsebenzi

kwabanye abasenzi. Funeka sijonge maxa onke ukuba umsebenzi usemgangathweni.

"Kwaye sinjonga nomgangatho wezixhobo zosebenza rhoqo ngonyaka apho sisebenzelakhona. Eyonanto ndiyithandayo kulomsebenzi kubhaqa impazamo," u Jim uyachaza.



## OPERATIONS

# SIGNAL UNDER REPAIRS

Let's take a look at the various processes followed when a faulty signal is reported.



1. A faulty signal is reported to Metrorail's metro technical services (MTS) department. If the fault impacts the safe movement of trains on a line, trains are redirected to another line.



2. Metrorail's engineering technicians do a site inspection to identify the extent of the damages to the signals.



3. The technicians report the degree of the damages to MTS department department, and commence with wiring the signal.



4. Once the wiring is completed, the engineering technician and senior engineering technician test the signal.



5. When the senior engineering technician approves the signal repairs, they inform Metrorail's train control officers that the signals are in good standing for safe train movements.

## Safety is our concern

### SAFETY CORNER

It's illegal for vehicles to cross railway lines at any time, except at designated level crossings. Look out for trains travelling in both directions.

### EMERGENCY NUMBERS

Protection services	021 449 4336
Claims office	021 449 2041/3645
Transport info number	0800 65 64 63
<b>RAILWAY POLICE</b>	
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

### from page 1

as stressed as they are, and that we only want them to receive the best train service," he explains.

Jim says the timeframes for signal repairs often vary, depending on the nature of the fault. "It depends on which signal equipment we have to repair. For example, when we have to wire a signal due to stolen cables, it can take between 40 to 50 minutes before we can hand it over to our train controllers. It can take between 10 to 20 minutes to fix a set of points, depending on what's wrong. When we need to install a new track side box on the rails, it can take between 30 to 40 minutes," he says.

### SAFETY FIRST

Safety is always a priority, explains Jim. "We deal with the safe movement of trains, and use special circuits to detect the train movement and signals, which are controlled using push and points systems to change the trains from one line to the other."

"We always follow specific safety standards, which have been set by the Rail Safety Regulator. For example, when we work on any signal equipment, we need to test it with a senior technician, and ensure that the equipment works as required before a train controller can use it."

"As technicians, we want the trains to move safely and efficiently because we are affected by delays, as we also travel to and from work by train," he explains.

### A JOINT EFFORT

Jim says teamwork is crucial in his line of work. "Teamwork is very important because we work around trains and need to communicate with the team at all times. If you're not going to be team player, you can't go out and work on the rail. Technicians need to delegate tasks; this means you have to be a team player and everyone has to be committed at work."

"Often I have to tend to more than three faults a day. Some of my colleagues might have to respond to incidents of vandalism, and then I need to ensure that all the faults are being addressed," he concludes.

### DID YOU KNOW?

Metro technical services (MTS) technicians are responsible for all repairs and logging signalling and track equipment, as well as personal announcement systems and fire alarms. MTS representatives in the Cape Metrorail Operations Control Centre (CMOCC) also send out response teams accordingly.



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## SAFETY

# STOP BEFORE YOU GO

Metrorail and several law enforcement agencies turned the spotlight on safety and marked International Level Crossing Awareness Day at the Military Road level crossing in Steenberg on 2 June.

**W**hen Metrorail and law enforcement officials arrived at the Military Road level crossing in Steenberg at 6am on 2 June, motorists were already queuing to cross the railway tracks. Metrorail employees encouraged commuters on both sides of the crossing to always look out for any trains, and to stop at the stop street before they cross the tracks.

During a joint debriefing after the campaign, Beverley le Roux of the Hillstar traffic department said she will be recommending the construction of speed bumps on both sides of the level crossing. Metrorail officials welcomed her recommendation.

All Metrorail level crossings are checked and tested meticulously. Warning devices such as flash lights and booms are tested weekly, and operational observations done daily. Road and rail crossing signage and road surface fixtures are inspected for vandalism and repairs every 90 days. Trains sound their sirens and operate with their headlights on as an additional safety measure.

**WHO KNEW?**

LEGALLY, A TRAIN HAS RIGHT OF WAY AT RAILWAY LEVEL CROSSING INTERSECTIONS.

BE  
TRAIN  
SMART

**THERE'S A FINE LINE  
BETWEEN LIFE  
AND DEATH**



Your safety matters. Stand behind the yellow line until the train comes to a complete stop.





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## OPERATIONS

# WHEN TRAGEDY STRIKES

Commuter and pedestrian-related incidents along Metrorail's rail network are tragic and regrettable. They also have a far-reaching impact on our train service.

R

ail-related incidents not only result in the avoidable loss of lives, but also impact the train service.

"Commuter and pedestrian-related incidents and fatalities in the rail reserve are treated similar to pedestrian incidents on freeways. The police and emergency services are the first respondents to deal with such incidents," explains Riana Scott, marketing and communications manager of Metrorail Western Cape.

### UNDER INVESTIGATION

When such an incident occurs, police officers conduct an on-site investigation. For the duration of that investigation, the accident scene is under police command.

"Only once the on-site investigation is complete, will they hand the scene back to Metrorail to remove the train, clear the line and resume the train service. Often trains are able to use the remaining open line, but sometimes both tracks are closed and trains would have to be re-routed, delayed or cancelled as a result," explains Riana.



### WALK WHERE IT'S SAFE

A significant number of fatalities occur between stations as a result of illegal trespassing.

Regional manager Richard Walker cautions against trespassing onto railway lines and advises the public to only use legal authorised crossings like subways and overhead bridges for their own safety and to prevent injury.

He implores pedestrians to obey safety rules at all times. Trains have right of way on rail tracks and overhead bridges and subways are provided to ensure that people cross the tracks safely.

"Our ongoing safety awareness campaigns stress the importance of people taking responsibility for their own safety by using legal means to cross over," he says.

Commuters are encouraged to be safety conscience while travelling by train. Incidents can be avoided by taking extra care when boarding or disembarking; refraining from running between platforms when changing trains; allowing commuters to exit first before boarding; and by standing clear of the doors during transit or while embarking.

### In case you missed it

Trains operate on fixed infrastructure, and are unable to take evasive action during emergencies. A full train can take up to 500 metres to stop under emergency conditions.

### BE ALERT

Metrorail cautions commuters, for their own safety, to:

- Take particular care when boarding or disembarking.
- Refrain from running between platforms when changing trains.
- Allow commuters to exit first before boarding.
- Stand clear of the train doors during transit/embarkation.
- Not open train doors while the train is in transit.

## ACCIDENTS HAPPEN



1 Incident occurs.



2 The first responders are called out to the scene.

The injured person is transported to the nearest hospital for medical attention.



3 In case of a fatality, the area becomes a crime scene. Police officers conduct an on-site investigation.



4 Often trains are able to use the remaining open line, but sometimes both tracks are closed and trains are re-routed, delayed or cancelled as a result.



5 Train operations resume when officers have concluded their investigation and the remains have been removed.



6 The train service is fully restored once the line is cleared.



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## SPECIAL PROJECTS

# GOING BACK IN TIME

**M**

etrorail rail tourism staff recently marked International Museum Day at a special event held at the Fish Hoek Valley Museum. They joined various stakeholders in the tourism, and arts and culture sector in conversations about *History that Hurt*.

The talks addressed the forced removals that took place in and around Cape Town and from Simon's Town to Ocean View. It highlighted how people's lives were impacted, and how they dealt with this.

### HISTORICAL CONNECTIONS

International Museum Day is celebrated globally on 18 May. The day was set aside in 1977 to raise awareness of the importance of museums in the development of society.

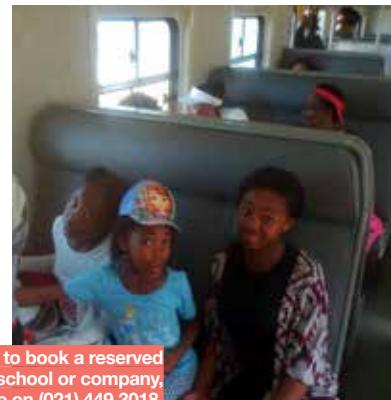
Keith Edwards, from Metrorail's marketing and communication department, says stakeholders discussed the important role museums play in arts and culture. He notes that Metrorail intends to get involved in the Fish Hoek Valley Museum on a number of aspects.

"We want to raise awareness of the museum and introduce it as a place of interest to school groups. We can also assist with brand awareness at our tourism kiosk at Cape Town Station," he explains.

### RAIL TOURISM

Metrorail offers various interest groups, such as schools, organisations and corporates, the opportunity to reserve specific carriages for special train trips, including educational excursions and corporate parties.

The reserved coaches facility forms part of Metrorail's rail tourism offering to make leisure travel to places of interest, such as the Fish Hoek Valley Museum and Simon's Town, more affordable and accessible to the general public.



For more information or to book a reserved coach on behalf of your school or company, contact the booking office on (021) 449 3018.

### RESERVED COACHES

Metrorail's reserved coaches form part of an off-peak service, which offers groups the opportunity to reserve a specific carriage, in which only the group travels, during normal train service. The carriage is secured by security

and has an ambassador who will ensure that the group travels safely and efficiently. Trips take place between 9am and 3pm, with no more than three bookings per day. Bookings should be made more than a week in advance.

**BE TRAIN SMART**

**ALWAYS EXPECT A TRAIN**

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## ENTERTAINMENT

# LUCY COMPLICATES SUMMER

Lucy Kruger & The Lost Boys' new album *Summer's Not That Simple* is a collection of 11 intimate, slow-paced tracks. We got the opportunity to talk to Lucy about the album.

Yonga Balfour



**S**ummer's *Not That Simple* is the debut, full-length album released by Lucy Kruger & The Lost Boys. Lucy describes the album as a lengthy lullaby for the lost adult. "The album is a single voice and a sea of guitars that drift between summoning and surrendering. It is a shared whisper and it should wash over you like water, knowingly and gently," she says.

Lucy shares that the album was self-inspired. "I was my own muse for this one. There is no subject one can explore quite as viciously and intimately as oneself. The album is full of me trying to give my instinct the space to speak up and sing out. I was in desperate need of an honest conversation with myself, the songs are selected bits of that dialogue."

## INSIDE THE ALBUM

The album features songs like 'Winter', 'Summer', 'My Love', 'Black Spot' and many others. Its title came from some of the lines in the song 'Summer'.

**"I WAS MY OWN MUSE FOR THIS ONE. THERE IS NO SUBJECT ONE CAN EXPLORE QUITE AS VICIOUSLY AND INTIMATELY AS ONESELF."**

– LUCY KRUGER

The 'Winter' video is out and it's interesting as Lucy expresses herself in water.

"The video was a chance for me to step out of my mind and into my body; to give myself over to the elements. It is difficult to talk about the ways in which water moves me; part of the power and beauty is that it cannot be explained, only felt. 'Winter' tries to give some insight into that inexplicable and complex feeling of what water does to my body, what I hope the music does to the mind," she says.

Lucy couldn't decide on one favourite song in the album, so she chose three.

"'Fort' is the last song to be written for the album and definitely came with the most ease. 'Ghost' was a bit more challenging to figure out but felt really rewarding and meaningful in the end; and 'Winter' carries something very truthful," she says.

The album was recorded with Dave Langemann at digital Forest Studios. She also worked with Caroline Mackintosh on the video of 'Winter'.

"Caroline is an artist whom I've always admired for her instinctive sense of freedom, playfulness and ability to reveal the body as a part of nature," Lucy adds.

"From this album I hope my fans sink a little deeper into their own thoughts and own bodies. That it [the album] moves something in them, allows them to feel seen and gives them a slightly new way of looking at things," she concludes.



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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:

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Surname:

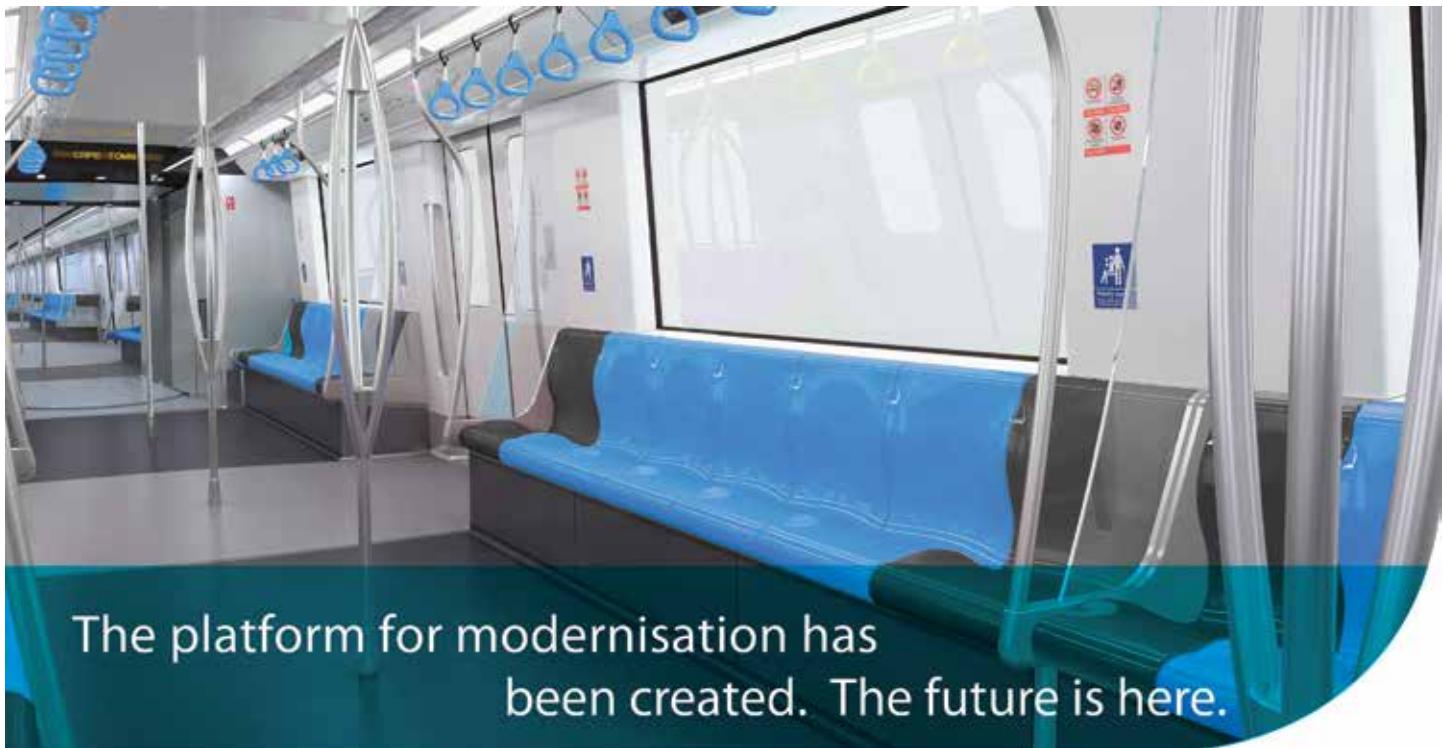
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Cellphone number:

## 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.  Kapteinskloof
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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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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## MAINTENANCE PROGRAMME 8 TO 14 JUNE 2017



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

8 – 14 June 2017	Cape Town – Maitland – Hazendal	09:00 – 14:00	Platform changes will be announced. Train delays of 10 to 15 minutes can be expected.
8 – 14 June 2017	Cape Town – Woodstock	09:00 – 14:00	Platform changes will be announced. Train delays of 10 to 15 minutes can be expected.
8 – 14 June 2017	Cape Town – Mowbray	09:00 – 14:00	Platform changes will be announced. Train delays of 10 to 15 minutes can be expected.
8 – 14 June 2017	Salt River – Retreat	09:00 – 14:00	Platform changes will be announced. Train delays of 10 to 15 minutes can be expected.
8 – 14 June 2017	Mowbray – Retreat	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
8 – 14 June 2017	Woodstock – Salt River	09:00 – 16:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.



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

8 – 14 June 2017	Salt River – Bellville	09:00 – 14:00	Bus service. Train delays of 25 to 30 minutes can be expected.
8 – 14 June 2017	Maitland – Bellville	09:00 – 14:00	Bus service. Train delays of 25 to 30 minutes can be expected.



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

8 – 14 June 2017	Maitland – Kapteinsklip	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
8 – 14 June 2017	Langa – Sarepta	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
8 – 14 June 2017	Maitland – Langa	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 25 to 31 May 2017.

### CUSTOMER NOTICE

## Public holiday train service

Customers take note that Metrorail will run a Sunday train service in all areas, excluding Malmesbury on 16 June 2017. Malmesbury trains will follow a Saturday schedule on these days.



### 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](mailto:hesmith@metrorail.co.za)

**AREA SOUTH**  
Wendy Mnisi  
078 326 2643 / [wkmnisi@metrorail.co.za](mailto:wkmnisi@metrorail.co.za)

**AREA CENTRAL**  
Cyril Bauer  
083 351 2715 / [cbauer@metrorail.co.za](mailto:cbauer@metrorail.co.za)

**AREA NORTH**  
Luleka Ndzozo  
082 376 0252 / [Indzozo@metrorail.co.za](mailto:Indzozo@metrorail.co.za)



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