



SUPERWOMEN

Metrorail celebrates the amazing work done by women in rail this Women's Month. We chat to Wendy Mnisi, maintenance support manager at Metrorail Infrastructure and Rolling Stock depot in Salt River. **Yonga Balfour**



Wendy Mnisi is a maintenance support manager at Metrorail Infrastructure and Rolling Stock depot. She has a passion for engineering and shares this with youth who are deciding on career paths for the future.

“I

come from Khayelitsha in Site C and joined Metrorail in 2003 as a technician. In 2005, I was appointed as senior technician and as telecoms manager in Pretoria, Gauteng

in 2008.

“In 2010, I moved back to Cape Town to fulfill the role of quality manager in rolling stock. Between then and now, I was customer services manager for nine months and I'm currently maintenance support manager.

“My job deals with controlling contracts and tenders that the company receives and sends out.”

CUSTOMER SERVICES

“Working in customer services was a great experience for me, as I was exposed to the technical side of the company for a long time. When working in technical departments, you don't really understand customer needs and their frustrations; all they really want is to move from A to B in time.

“I was exposed to what our people want and coming from the township is an advantage when you deal with people. I'm thankful for the opportunity but engineering work is my first love, so I went back to my role.”

WOMEN IN RAIL

“Being a female engineer is not easy, as you get into a field where your abilities are underestimated because of gender.

The support the company gives to female engineers, or should I say women in rail, is beyond measure.

“We as women in this field have to prove that we're mentally and physically able to perform our work and having to be part of two different roles at the same time here at Metrorail is a crown I wear every day.

“What I love most about my work is that it is challenging; nothing stays the same, there are constant changes and it keeps me on my toes. I also love completing projects that will save the company money but still be efficient for our customers.

“I'm motivated by my two boys; being a mother to them completes me and makes me want to do great things. Another motivation is that I love serving the public and, as cliché as it sounds, I love my country and working for our people.”

CAREER CHOICE

“I chose engineering because I was one of those students who struggled with language, not just English but my home language isiXhosa, too. I was bright in mathematics and physical sciences, so engineering was the way to go.

“In addition, it was the time when technology was developing and cellphones made their way to the world, so I was very curious about how a device without a cord could function. That was the only motivation I needed to pursue engineering.”



VROU IN DIE SPOOR

Wendy Mnisi het ingenieurswese by die Kaapse Skiereiland Universiteit van Technologie geswat. Sy glo dat meisies moet belangstel in wiskunde en wetenskap om beter lewens te bou.

“Ek het ingenieurswese gekies omdat ek was een van daardie studente wie met tale gesukkel het. Nie net Engels nie, maar met my eerstetaal, isiXhosa ook. Ek was 'n slim kind en het met wiskunde en fisiese wetenskap oortref.”

Wendy het in 2003 by Metrorail begin werk en is baie gelukkig by die maatskappy. “Dis nie maklik om 'n vrou in ingenieurswese te wees nie want jy werk in 'n omgewing waar jou vermoëns onderskat word omdat jy 'n vrou is. Die ondersteuning wat Metrorail vir vroulike ingenieurs bied, of sou ek sê vroue in die spoor, is onmeetbaar.”

SAFETY

TAKING SAFETY TO THE NEXT LEVEL

Neglecting to follow the rules of a level crossing is the cause of many fatalities on our railroads. We spoke to motorist, Cheryl January, about how she ensures her safety at a level crossing.

Jaye-Dee Jansen



Motorists and pedestrians were educated on how to use the Albertyn Level crossing correctly during a recent safety awareness campaign.



The use of a level crossing is a daily occurrence for Cheryl January. When she is not a Metrorail commuter, the 38-year-old creditors clerk uses the level crossing between Retreat and Steenberg Stations as a motorist.

RULES OF THE RAIL

It is important to note that railroads have rules and, if not observed properly, you could end up in a serious predicament. Once the boom is raised and it is safe, Cheryl follows a certain procedure before making her way over the level crossing. "As I approach the level crossing, I reduce the speed of my vehicle, look both sides and then slowly drive over the crossing," says the Steenberg resident when asked about how she ensures her safety. "The motorists behind me must just be patient."

Although there is an alternative route over the Retreat Bridge, Cheryl still prefers using the level crossing as it is a quicker and easier way to get to her destinations.

HER EXPERIENCES

Motorists and pedestrians have to be alert at all times when making their way over the crossing; if there are no indicators or signs of

what to do when approaching the crossing, it could be disastrous.

"Sometimes the booms don't lower immediately or you can't see the train coming," says Cheryl when talking about her experiences no indication at all. She has observed other motorists behaviour at the level crossing, noting that some do not follow the rules. She reports that motorists often stop over the stop sign and not before.

Fortunately, Cheryl has never been involved in an accident or witnessed an incident at the level crossing, but she's deeply empathetic when hearing about such tragedies. "It's sad and disturbing to hear these stories; yet at the same time, it makes me more alert about my route."

CROSSING TIP

A reminder to all motorists: when approaching a level crossing, come to a complete stop, look left and right, and only proceed over the crossing when it is safe to do so.

Safety is our concern

SAFETY CORNER

Walk with bikes, rollerblades or skateboards when you cross the railway lines at a level crossing.

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

METRO MATTERS

SAFETY PRIORITISED

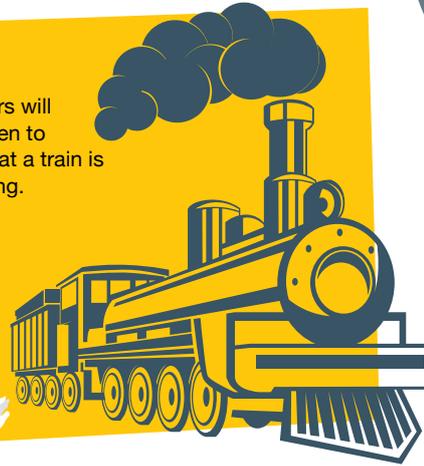
Metrorail is a SANS 3000 SABS-registered company and continues to fulfil its safety mandate, especially at level crossings.

These are the measures that are introduced when level crossing booms are temporarily dysfunctional.

1 Flagmen will assist and warn road users (motorists, truck drivers, pedestrians and bikers) about taking precautionary safety measures when approaching level crossings.



2 Train drivers will use the siren to indicate that a train is approaching.



3 Metrorail employees will continuously run rail safety awareness campaigns at level crossings in the region.



GOOD TO KNOW

Metrorail's safety campaigns team pledges its support and co-operation to all crossing users and commits to create more awareness about road signs and rules at level crossings. Always stop at a crossing, observe and proceed only when it's safe to do so.

In case you missed it

These precautionary safety measures are in place at a number of level crossings following an incident in January 2017, when a truck destroyed a boom at the Albertyn level crossing along with the relay room. The relay room controls booms and signals at level crossings in Area South. As a result, many commuters' travel time was extended by up to 60 minutes.



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T&CS APPLY

SPECIAL PROJECTS

PAVING THE WAY FOR EMPOWERMENT

Metrorail is making great strides in creating opportunities for the development and empowerment of its female employees. We've rounded up the number of women in its workforce. **Yonga Balfour**

1602

The total number of women working in Metrorail's various departments, including customer services, protection services, support services, rolling stock, train operations and infrastructure.



Customer services

765

765 women are employed in Metrorail's customer services department. Employees interact with commuters daily, through ticket sales and verification, train schedule announcements among others.

Protection services

374 women play an integral role in the protection services department, which is committed to protecting commuters, safeguarding Metrorail assets and infrastructure, and responding to incidents in the rail environment.

Train operations

921 women report for duty in Metrorail's train operations department. These women are in various positions, such as train drivers and train control officers. They are responsible for making sure commuters reach their destination safely and on time. An example of their excellence and dedication was published in Myline #180 in April, in the articles: 'Going the Extra Mile' and the 'Dynamic Duo'.

Rolling stock

68 women work with their male colleagues in the rolling stock department, which is responsible for maintaining Metrorail's fleet of trains. The women have pursued engineering studies and perform duties such as repairing and maintaining train tracks, and detecting faults in rail equipment.



Support services

107 females work in support services which include departments such as human resources, finance, business development, business risk, marketing and communications, supply chain management and IT.

19

Infrastructure

women are standing tall in Metrorail's infrastructure department. Some are qualified engineers and deal mostly with electrical equipment. They are able to determine the trains' energy consumption, identify faulty signals and perform many other duties. Metrorail encourages more young girls to pursue engineering studies.



HAVE YOUR SAY



On 9 August, we remember the 20 000 women from all walks of life who marched to the union buildings in Pretoria to take a stand against our country's former pass laws. **Jaye-Dee Jansen and Mandisa Nduli**

We chat to female commuters who give their views on what Women's Day means to them and passionately live by the phrase, "Wathint'abafazi, wathint'imbokodo" (Now you have touched the women, you have struck a rock).

Thembisa Kom, 26, travels from Mandalay to Cape Town

"I think, for me, it's not only about celebrating women or women's month in August, I think Women's Day should be everyday. It's about taking care of yourself and making sure you look good.

I think one of the issues that women are facing today is the stereotype when you look a certain way; when I might be dressed in a certain way people might regard me as a 'sugar daddy girl' when it's not the case, most of the times we just like to look good."



Pinky Kama, 49, travels from Phillipi to Cape Town

"A woman is the person who gives the warmth to the children and encourages the people to give love to each other. I think these days the challenges of a woman is safety, we're not safe as women. Our value going is down because of the new generation. Men are undermining us in various cultures and we aren't granted our dignity as women."



Christine Diampovisa, 21, travels from Grassy Park to Cape Town

"Women's Day means a lot to me because it's a day where women are celebrated and it's a really a important day. In the past, women didn't have equal rights as men; even today, we still don't have equal rights. So it's great that we have a day such as Women's Day to commemorate all the struggles and all the challenges that we have overcome. Some of our challenges include the fact that we're still fighting for equal rights, even though we're living in the 21st century. I think we celebrate Women's Day to right the wrongs of the past when we weren't treated with the same respect and dignity as men. So it's a day for us to be treated the way we should be treated everyday. Women's Day is just a reminder that you should treat the ladies in your life with respect and dignity, and treat them like the queens that they are. With the recent things that have been happening in the media about the way women have been killed, this is just another reminder that we can't treat women, children and everyone in general like animals or property. If you have a disagreement with someone you can't just kill him or her over it. Speak to them with respect. We need to celebrate Women's Day because we worked hard for this day and we're still working hard!"



Gina Hendricks, 50, travels from Eersteriver to Cape Town

"We celebrate being strong and powerful. Women are the mothers of the nation and the mother to the children. Not only the children, we look after our husbands and households too. It takes strength to be a woman. Issues that we are being challenged with everyday are our children, the use of drugs and the things that are happening in this world. We are worrying about our children doing wrong things like skipping school. The abuse that's happening to women and children, especially the small children, is unforgivable. We celebrate Women's Day for those women who fought for us in 1956. We take notice of what they did for us."

Melba Johnson, 33, travels from Kuilsriver to Cape Town

"Women's Day, to me personally, means we're getting the recognition for being women and the fact that we are now in equal standing with men in certain areas and sectors. I feel the challenges we face as women are that we still have to go out and prove ourselves if we want to be a part of a certain business sector. It tends to feel like we need to up our game ten times more than men in order to be accepted in certain fields. I think once we've overcome that barrier then we're in it to win it. Women played a very important role in our country and its development as a whole. First and foremost, as a woman you obviously gave birth to some of the great leaders of the country and that's what I think people sometimes fail to recognise."

PROFILE

NASIPHI AIMS HIGH

Nasiphi Fazi, managing director of Break Bread Group, is one of the Cape Town's brightest entrepreneurs.



Nasiphi Fazi may be a few years shy of 30, but her determination to succeed and empower others becomes evident as soon as she begins to talk.

Nasiphi, who was born and raised in Mthata in the Eastern Cape, studied Media Studies and Drama at the University of Cape Town. She had her first taste of marketing during a one-year graduate programme at Core Group in 2011. In October 2012, Nasiphi landed a job in UCT's communications department as a media liaison intern.

"That's where I developed a keen interest in media and public relations. One of the highlights of my stint at UCT was being part of the media liaison team that worked on former US president Barack Obama's address at UCT in 2012," she says.

Nasiphi worked at a public relations company for the next year before joining Shoprite in 2013. She worked her way up from being the social media community manager to handling all digital content management for the Shoprite brand. During this time, her partner, Thabiso Maphanga, founded Break Bread Group. The company, which specialises in township advertising and marketing, became operational in 2015.

A LEAP OF FAITH

"We started the business with one client that was paying us R5 200, so you can imagine it was difficult," she says.

Nasiphi moved in and out of the business because of the fear of not having money. After three months of being back in the open job market, her company landed a really big client, which allowed her to take the leap again. "I've been doing this full-time since October 2016. We have grown the business from one client to about seven clients. We now have six staff members, including ourselves. It's been an incredible journey."

While Nasiphi is thrilled about her company's exponential growth and corporate culture, it is providing jobs that she is most proud of.

"I'm most proud of employing people and helping ease unemployment. Our staff are black women who have been out of jobs for about several months and really need the money and opportunity," she says.

GIVING BACK

Last year, Nasiphi started a non-profit organisation, For Black Girls Fashion Trade (FBGFT), with two friends to assist with the education crisis in the country. "We wanted to assist black girls because they are one of the most marginalised groups of people. Not many girls have the opportunity to go to school and study," says Nasiphi.

Currently, FBGFT collects and resells clothing donated by the public. A long-term goal is to work with young designers to upscale and resell the clothes.

"Another goal is to set up life-skills sessions for girls, and invite women who are out there doing great things to come and inspire these girls and talk about relevant issues that girls go through."

THE ROAD AHEAD

"I've always wanted to have my own magazine, so publishing would be my next move," Nasiphi says.

"My advice to aspiring entrepreneurs is to put the fear aside and just do it. One of the biggest lessons I learnt is that you can't be working on your dreams between 5pm and midnight. You have to work on them 24/7. So, if you really want your own business, don't hesitate. Just do it."

Nasiphi Fazi, managing director of Break Bread Group, encourages aspiring entrepreneurs to put their fears aside and start their businesses.

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:

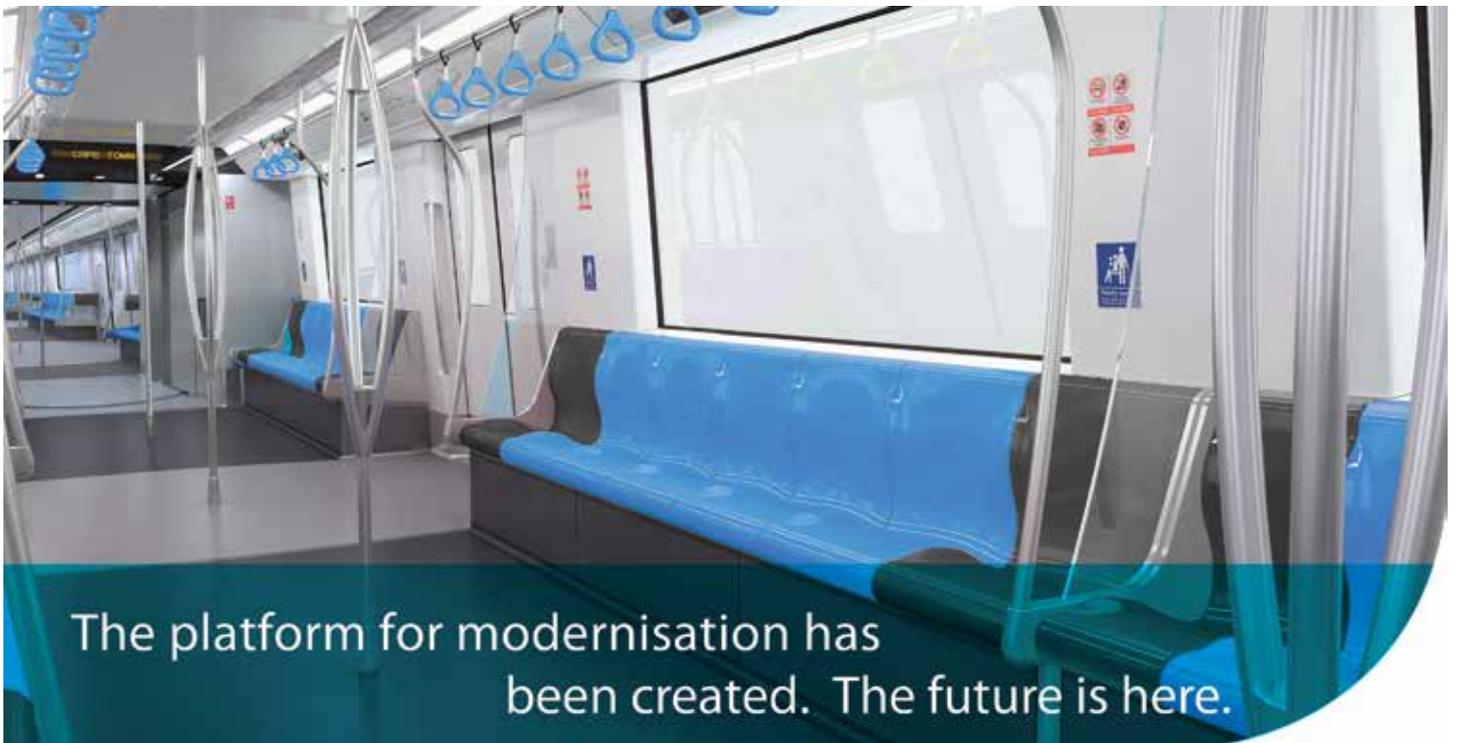
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| 1. <input type="checkbox"/> | Bellville via Esplanade and Lavistown | 6. <input type="checkbox"/> | Malmesbury via Bellville |
| 2. <input type="checkbox"/> | Bellville via Monte Vista | 7. <input type="checkbox"/> | Muldersvlei via Stellenbosch |
| 3. <input type="checkbox"/> | Cape Flats | 8. <input type="checkbox"/> | Southern Suburbs |
| 4. <input type="checkbox"/> | Kapteinsklip | 9. <input type="checkbox"/> | Strand |
| 5. <input type="checkbox"/> | Khayelitsha | 10. <input type="checkbox"/> | Wellington via Kraaifontein |
| | | 11. <input type="checkbox"/> | 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 3 TO 8 AUGUST 2017



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

3 - 8 Aug 2017	Cape Town – Maitland – Hazendal	09:00 – 14:00	Platform changes will be announced. Train delays of 10 to 15 minutes can be expected.
3 - 8 Aug 2017	Cape Town – Woodstock	09:00 – 14:00	Platform changes will be announced. Train delays of 10 to 15 minutes can be expected.
3 - 8 Aug 2017	Cape Town – Mowbray	09:00 – 14:00	Platform changes will be announced. Train delays of 10 to 15 minutes can be expected.
3 - 8 Aug 2017	Salt River – Retreat	09:00 – 14:00	Platform changes will be announced. Train delays of 10 to 15 minutes can be expected.
3 - 8 Aug 2017	Wetton – Ottery	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
8 Aug 2017	Wetton – Ottery	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.

PERFORMANCE

AM ON TIME

82.5%

PM ON TIME

86.7%

CANCELLED (AM + PM)

18.6%

AM ON TIME

76.8%

PM ON TIME

80.1%

CANCELLED (AM + PM)

8.8%

AM ON TIME

21.3%

PM ON TIME

24.4%

CANCELLED (AM + PM)

32.2%



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

3 - 8 Aug 2017	Maitland – Belville	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
6 Aug 2017	Maitland - Belville	08:00 – 18:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
3 - 8 Aug 2017	Eerste River - Muldersvlei	09:00 - 18:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.



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

3 - 8 Aug 2017	Philippi – Lentegeur	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
3 - 8 Aug 2017	Langa - Mutual	08:00 – 18:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
6 Aug 2017	Ysterplaat - Esplanade	08:00 – 18:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
3 - 8 Aug 2017	Maitland - Kapteinsklip	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, but connecting trains may be subject to delays on all service lines. Your safety is our concern. We apologise for any inconvenience inadvertently caused. Performance reflects week of 27 July to 2 August 2017.

CUSTOMER NOTICE

CHECK OUT OUR BLOG FOR LATEST NEWS

While we await the appointment of a new service provider for the regional website, commuters can access static train timetables, fares, maintenance schedules, electronic copies of MyLine, contact information and latest news and information regarding the service on our blog <http://capetowntrains.freeblog.site/>. Commuters can also register for the SMS service by completing the web form on the "Timetables" page.

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 / wmnisi@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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021 417 1111
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Advertising Sales Executive
Phone 021 417 1142
Cell 072 471 3885
Fax 086 249 0111
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