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YOUR FREE NEWSPAPER



Danny Benayo, who runs a shoe cleaning kiosk at the V&A Waterfront, is a loyal commuter.

★ DANIEL ★	
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OR \$3 US	SHOE LACES R20.00
BOOTS R40/50	FULL BOOT R50/60
TRAINERS R35/40	SANDALS R25.00



## DANNY'S QUEST TO MAKE ENDS MEET

Micro-business owner Daniel Benayo relies on Metrorail's train service to make a daily living for himself and his family. He shares why his livelihood depends on Metrorail's train service. **Jaye-Dee Jansen**

**D**aniel 'Danny' Benayo, 49, travels from Kraaifontein to Cape Town Station daily. He leaves his wife and two kids every morning as he sets off to the Victoria and Alfred Waterfront to open his shoe cleaning kiosk on time at 9am. "I started the business towards the end of 2003 because times were becoming tough. I was unemployed and needed a way to put bread on the table," he recalls.

Danny has enjoyed great success with his business and depends on Metrorail's train service to travel to and from work. On the day of the recent taxi strike, he was relieved to know that the train service was operating.

"I was so anxious. If there were no trains that day I would not have been able to come to work, which would have affected my business negatively," he says.

### REALITY CHECK

Danny says despite challenges such as train delays caused by incidents of vandalism, he has noticed improvements in other areas. "I've seen some changes for the better from Metrorail. They are beefing up the security in

the early peak hours and late in the afternoons," he adds. Yet, some of his experiences are not always ideal. He recently witnessed an unfortunate incident at Mutual Station in which a commuter tried to board the train between carriages while it was in motion. The person was trapped under the train, and sadly, fatally injured in the incident.

"It was the first time I'd seen something like that. The train was then delayed for about 35 minutes and we had to board another one. I sometimes struggle to remove the image from my head," he says.

### THE PLUS SIDE OF RAIL

Danny praises the rail service for being cost-effective. "It is the cheapest form of transport. I remember when the train drivers were on strike the previous year. It cost me about R66 per day to come to town. With Metrorail, a single trip from Kraaifontein to Cape Town is only R10."

He says the train service is key in getting to work and home. "Honestly, in terms of transportation, trains are my lifeline, I depend on them," he adds.

### IINZAME ZIKADANNY ZOKONDLA USAPHO

uDaniel 'Danny' Benayo oneminyaka engama 49, usuka eKraaifontein ukuya eKapa ntsuku-zonke. Endlini ushiya unkosikazi kunye nabantwana ababini esiya eV&A Waterfront ukuyokuvula ivenkile yakhe apho acoca izihlangu, le venkile uvula ngentsimbi yethoba. Njengosomashishini osakhasayo, uxhomekeke kakhulu kooliwe bakwaMetrorail ekubeni akwazi ukuphila kwaye ondle nosapho lwakhe. "Ndaliqala elishishini ekupheleni kuka 2003, ngoko yayisengamaxesha anzima kwezoshishino. Ndandingaphangeli, ndabe ndifuna indlela endinokondla ngayo usapho lwam" utsho.

uDanny ulibone liphumelela ishishini lakhe, esasebenzisa uloliwe ukuya nokubuya emsebenzini. Ngenye imini apho kwakukho ugwayimbo lwabaqhubi beetaxi, uDanny wavuya kakhulu ukwazi ukuba oololiwe bahamba ngokwesiqhelo. "Ndandinexhala. Ukuba babengekho oololiwe ngalamini ngendingazange ndikwazi ukuphangela, kwaye lonto yayizakubanefuthe elibi kwishishini lam," utsho. uDanny uthi kuyo yoke imiceli-mngeni athe wahlangabezana nayo efana nokucotha kooliwe okanye ubundlobongela, uye waqwalasela utshintsho olukhulu kwezinye iingingqi. "Ndibone utshintsho oluninzi kwiinkonzo zikaMetrorail. Kukho abantu abagadayo ekuseni nange njikalanga xa sibuya emsebenzini," uyongeza.

SPECIAL PROJECTS

# WESTERN CAPE RAIL'S R9 BILLION BOOST

Minister of Transport Joe Maswanganyi has committed R9 billion to improving rail infrastructure in the Western Cape. The minister recently visited the region as part of Transport Month, in October. **Jaye-Dee Jansen**

**T**ransport Month presents opportunities to showcase the strides made in the transportation sector, and Metrorail's train service is no exception.

The rail operator recently hosted a delegation of dignitaries, including Minister of Transport Joe Maswanganyi, Western Cape MEC for Public Transport Donald Grant, and PRASA Acting Group Chief Executive Officer Lindikaya Zide.

Metrorail representatives informed the delegation about the progress made in terms of service delivery and its future plans to improve the train operations.

Minister Maswanganyi announced that the government plans to inject R9 billion into the Western Cape rail service to improve infrastructure as part of PRASA's modernisation programme. This includes the 24km wall that will be built along the Philippi rail reserve.

"Crime is noted on the Central Line in particular and is being prioritised in collaboration with the Rapid Rail Police Unit, City of Cape Town's Law Enforcement Agencies and Protection Services department," Minister Maswanganyi explains.

### TRAIN CONTROL

The delegation's visit kicked off with a train trip from Cape Town to Metrorail's train control centre near Goodwood where they went on a walkabout to inspect the unit where signal components are being repaired.

"The purpose of his visit was to get an overview of the train control centre and Metrorail's future improvements to PRASA's modernisation programme," says Zino Mihi, corporate affairs manager of Metrorail.

### ADDED COSTS

Back at Cape Town Station, the delegation attended a joint safety exhibition by Metrorail, the Rail Safety Regulator and the Rapid Rail Police Unit. Minister Maswanganyi was alarmed to see all the vandalised rail components.

He reminded commuters that they are the ones who ultimately pay when trains are vandalised.

"When you go and buy something, you are charged VAT. That very same R1 or 2 cents in VAT gets cycled into the system to recuperate the cost of repairing damages to trains. What I'm saying is let's work together to expose the criminals," says Minister Maswanganyi.

Minister Maswanganyi also interacted with commuters about their grievances to help find feasible solutions. Commuters raised their concerns about crime and safety on trains, overcrowding, burning of trains, delays, cancellations and shortages of carriages, among others.

Minister Maswanganyi further appealed to commuters not to compromise the train service by vandalising rail equipment or infrastructure but to work together in fighting these criminal activities.



Richard Walker, regional manager of Metrorail Western Cape addresses commuters at Cape Town Station.



Transport Minister Joe Maswanganyi visited Cape Town Station last week as part of Transport Month. He also inspected various stolen and damaged rail components at a joint safety exhibition.



IMAGES: SUPPLIED

## Safety is our concern

### SAFETY CORNER

Always enter or exit a station platform at designated areas. Crossing the tracks anywhere is dangerous and illegal.

### 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

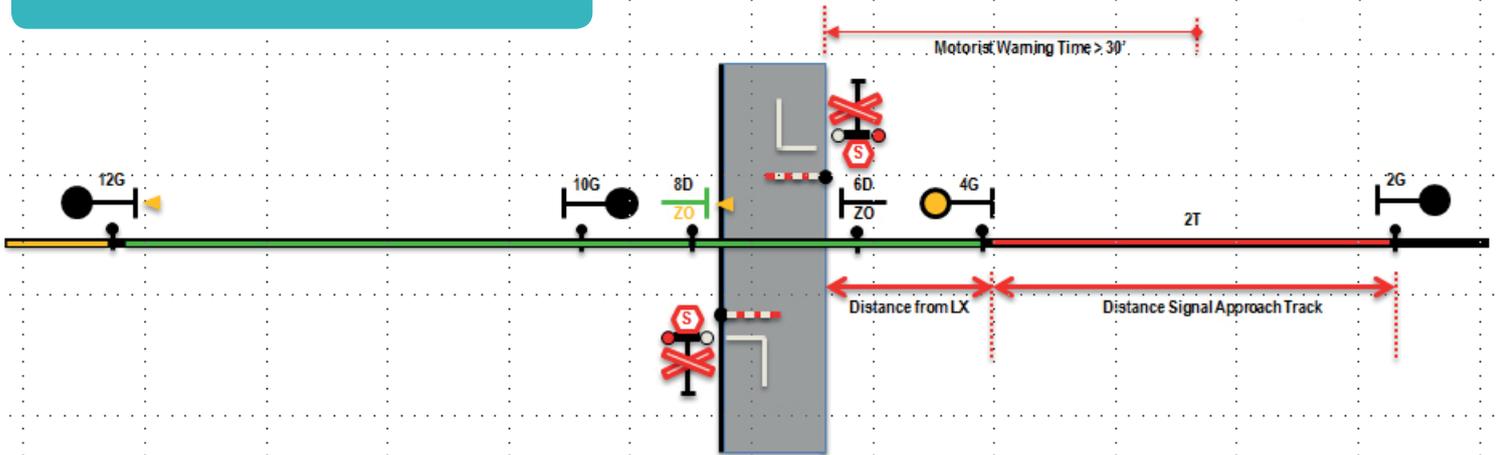
METRO MATTERS

# SOUTHERN LINE LEVEL CROSSING UPDATE

Commuters in Area South can look forward to the Albertyn and Uxbridge level crossings being fully operational by end of November 2017. **Mandisa Nduli**

### WHITE ROAD AND MILITARY ROAD

1. When a train reaches a defined area on the track, it triggers a warning sequence to indicate its impending approach.
2. Once triggered, the warning lights at the crossing will flash.
3. Ten seconds later the boom descends indicating that the train is imminent.
4. With the booms down, the train will take another 10 seconds before it arrives at the level crossing.



**R**aymond Maseko, Metrorail’s engineering services manager, says the redesign of the Albertyn and Uxbridge level crossings is still on track, following an incident in January where a truck struck a boom, causing extensive damages to Metrorail’s signalling system.

The Albertyn and Uxbridge level crossings were originally due for completion at the end of September 2017.

However, the unanticipated complete redesign of two apparatus cases and damage to underground cabling only became apparent once trenching started, which extended the initial date of completion. When Metrorail placed an order for the damaged signalling components, its suppliers advised that some of the parts have been discontinued.

“The first train between Cape Town and Simon’s Town Stations was commissioned by the Cape Governor, Cecil John Rhodes on 1 December 1890.

“The technology had been working since 1936 before it was lost to fire on the 28 January 2017. Due to the age of the technology currently in use and the unavailability of parts, the signalling equipment used to operate the level crossings has had to be redesigned. This impacted the initial date of completion,” explains Raymond.

### OPERATING LEVEL CROSSINGS

In total, there are six level crossings on the Southern Line. The White Road and Military Road level crossings are still fully operational thanks to the use of track circuits.

“When a train reaches a defined area on the track, it triggers a warning sequence to indicate to road users the impending approach of the train. Once triggered, the warning lights will flash and 10 seconds later the boom descends indicating that the train is imminent.

“With the booms down, the train will take a further 10 seconds before it arrives at the level crossing. So far, track circuits have proven to be

the most effective signalling method while the redesign of the signalling system takes place,” explains Raymond.

Metrorail has also prioritised the redesign of Kalk Bay and York Road level crossings. Look out for more updates in an upcoming issue of *Myline*.

**DID YOU KNOW?**  
The Albertyn level crossing has been in use since 1882 when the Dutch East India Company representatives used Moetjesons as their temporary home during winter.

SAFETY

# TIP-OFFS: HOW YOU CAN HELP

Commuter safety is Metrorail's number one priority. When it comes to addressing crime on trains and stations and introducing safety measures, tip-offs from commuters are essential. **Mandisa Nduli**



**W**henever Metrorail's protection services department receives information from the public, it is able to identify crime hot spots, deploy resources to monitor and respond to crime, and introduce crime prevention measures. Tip-offs are essential in assessing the threat level and how to deal with it accordingly, explains Metrorail's Clinton Barends of Metrorail's protection services department.

"Whenever we receive tip-offs from the public, we conduct a full risk assessment before deploying members in an area. Should any tip-off be confirmed to be accurate, we will deploy the relevant teams accordingly. For example, if the tip-off relates to cables and other infrastructure, our asset team will be deployed to investigate and take appropriate action. Should trains be vandalised, our mobile teams and onboard crime prevention teams will be deployed," he elaborates.

### STRICT SAFETY

Metrorail has introduced several measures to tackle crime in rail precincts to ensure commuter safety. Special operations have been put in place to ensure protection officers respond swiftly.

"Should commuters complain about people not having tickets on the trains, we have offload actions where the train is stopped for a few minutes at a station. We then remove all those without tickets and issue them with a fine or they pay a booking fee of R40 plus a ticket price," says Clinton.

Moreover, he says that Metrorail has a court team that deals with people transgressing against the Legal Succession Act 9 of 1989 Section 12 (1). In these instances, perpetrators are taken straight to court for processing and sentencing.

Metrorail's protection services department also works closely with the Rapid Rail Police Unit and other law enforcement agencies.

**Where to report crimes**

Commuters can walk into any of the following protection services or police centres to report crimes or complaints.

**AREA CENTRAL**  
Langa Station Protection Service Area Office  
Philippi Railway SAPS

**AREA SOUTH**  
Maitland Protection Services Building (021 507 2319)  
Retreat Railway SAPS

**AREA IKAPA**  
Platform 1 Protection Service Office (021 449 2403)  
Platform 1 Cape Town Railway SAPS at Cape Town Station

**AREA NORTH**  
Protection Service Area Office  
(021 940 2155)  
Bellville Railway SAPS

Commuters can also contact 0800 21 00 81 toll-free to report crimes.

GENERAL INTEREST

# SMILE AND WAVE

October is Mental Health Awareness Month. Megan Cross of Inclusive Surfing South Africa and Believe in Schatzi Organisation shares how the registered non-profit organisation is reaching out to individuals with special needs through surfing.

**I**nclusive Surfing South Africa (ISSA) is contributing to the transformation and development of surfing by giving people of all skills and ages access to the sport.

The organisation's flagship initiative called Smile and Wave Surf Therapy enables individuals with special needs to take to the waves and experience the excitement of surf therapy. The initiative is run in conjunction with Believe in Schatzi Organisation.

"With Smile and Wave surf therapy, we adapt the sport and pair each person with experienced coaches and assistants who offer supportive coaching so that they take to the water, adapt and surf," explains Megan.

She adds that ISSA's Smile and Wave initiative creates access to surfing for all individuals regardless of their 'differability'.

"Differability is a word used by ISSA and created by co-founder and adaptive surf champion Ashtan Davids-Salie to describe one's unique different ability. Our goal is to reach as many individuals in South Africa who would like to explore the waves of our beautiful coasts and experience the stoke of surf therapy," adds Megan.



LEFT: Adaptive surf champion Ashtan Davids-Salie co-founded Inclusive Surfing South Africa.

**"WITH SMILE AND WAVE SURF THERAPY, WE ADAPT THE SPORT AND PAIR EACH PERSON WITH EXPERIENCED COACHES AND ASSISTANTS WHO OFFER SUPPORTIVE COACHING SO THAT THEY TAKE TO THE WATER, ADAPT AND SURF."**  
 – Megan Cross

**SURF'S UP**

ISSA offers the following services:

- Weekly surf sessions on Mondays to Fridays from 9am to 3pm.
- Environmental Surfers club and surf sessions from 9am to 1pm on Saturdays.
- Monthly open days are held every second Saturday of the month.
- Monthly environmental beach cleanup days are held on the last Saturday of every month.

For more information, visit [www.believeinschatzi.org](http://www.believeinschatzi.org)

IMAGES: SUPPLIED

C	W	A	R	E	N	C	Y	C	L	E	S	T	T	S	O	I
B	O	A	T	S	O	S	M	S	D	A	O	R	T	H	H	P
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WORD SEARCH

- Aeroplane
- Boats
- Bus
- Cycle
- Commuters
- Concourse
- Level crossing
- October
- Pedestrian
- Platform
- Roads
- Taxis
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- Stations

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Does love have  
an age?

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# How to sign up for B-Wise in 5 easy steps

1



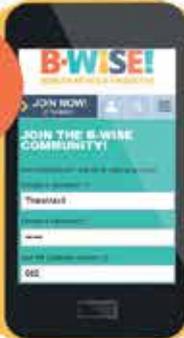
Take out your phone and go to [www.bwisehealth.com](http://www.bwisehealth.com)

2



Click 'JOIN NOW'

3



Fill in your details on the sign up page. Make sure you fill in all the required fields

4



Tick 'I accept the Terms and Conditions' (remember to read them first!)

5



Click the 'JOIN' button

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- ask a health expert your questions, and
- rate your clinic & leave a comment about your experiences

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MAINTENANCE PROGRAMME 19 TO 25 OCTOBER 2017



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

19 – 25 Oct 2017	Cape Town – Maitland – Hazendal	09:00 – 14:00	Platform changes will be announced. Train delays of 10 to 15 minutes can be expected.
19 – 25 Oct 2017	Cape Town – Woodstock	09:00 – 14:00	Platform changes will be announced. Train delays of 10 to 15 minutes can be expected.
19 – 25 Oct 2017	Cape Town – Mowbray	09:00 – 14:00	Platform changes will be announced. Train delays of 10 to 15 minutes can be expected.
19 – 25 Oct 2017	Salt River – Heathfield	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
19 Oct 2017	Claremont – Wynberg	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
19 – 25 Oct 2017	Woodstock – Cape town	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.

PERFORMANCE

AM ON TIME

76.7%

PM ON TIME

88.5%

CANCELLED (AM + PM)

29.2%



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

19 – 25 Oct 2017	Maitland – Bellville	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
20 Oct 2017	Cape Town Station	08:00 – 18:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
19 – 25 Oct 2017	Bellville Station	09:00 – 18:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
19 – 25 Oct 2017	Eerste River – Faure	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
19 Oct 2017	Kraaifontein – Paarl	09:00 – 14:00	Platform changes will be announced. Train delays of 40 to 45 minutes can be expected.

AM ON TIME

74%

PM ON TIME

70%

CANCELLED (AM + PM)

17%



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

19 – 25 Oct 2017	Pinelands – Langa	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
23 – 25 Oct 2017	Salt River – Kapteinskclip	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
22 Oct 2017	Mandalay – Nolongile	08:00 – 18:00	Platform changes will be announced. Train delays of 30 to 35 minutes can be expected.
19 – 25 Oct 2017	Langa – Nyanga	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
19 – 25 Oct 2017	Langa – Nyanga	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.

AM ON TIME

28.9%

PM ON TIME

17.7%

CANCELLED (AM + PM)

56.9%

While we try our utmost to do maintenance during off-peak hours to minimise possible delays, 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 4 to 10 October 2017.

Download latest version of **GoMetro app**

The new version of the GoMetro app is simpler and faster, and uses 40% less data compared to previous versions. The app, which is used by more than 500 000 commuters, is available on web, Android and iOS platforms. [www.gometro.co.za](http://www.gometro.co.za)



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