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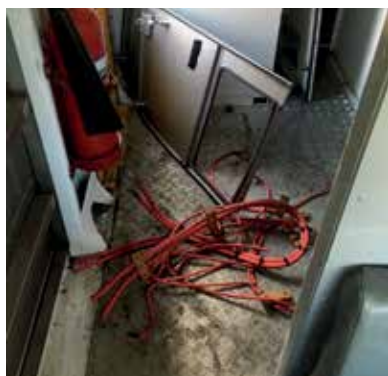
SUSPECTED ARSONISTS ARRESTED

Metrorail security guards have made yet another successful arrest. This time, two suspected arsonists were taken into custody on Platform 5 at Cape Town Station.

Jaye-Dee Jansen



Metrorail security guards caught two suspected arsonists just in time, as they had just set a seat alight on a train between Salt River and Woodstock stations. They had also vandalised several rail cables.



Metrorail security guards caught two suspected arsonists in the act of setting alight train seats while travelling on a Cape Town-bound train between Salt River and Woodstock. The train has since been taken to Metrorail's depot for forensic tests.

Neither of the men were in possession of a valid train ticket. The suspected culprits were handed to the Rapid Response Rail Unit and detained at the Woodstock Police Station. They face charges of malicious damage to property and they will be prosecuted in terms of the Criminal Matters Amendment Act (CMAA). These arrests come shortly after a 26-year-old Bonteheuwel resident was taken into custody in Salt River for vandalising a coach.

Richard Walker, regional manager of Metrorail Western Cape, has condemned the continuing trend of destruction of state assets. "It is senseless to destroy trains that commuters rely on daily. Unless the criminals are stopped in their tracks, we will continue to fight a losing battle," he says.

TOUGHER SENTENCES

On 16 October 2017, three cable thieves received 10-year jail sentences, without the option for a fine in Gauteng's Sophiatown Magistrate's Court.

Richard says he looks forward to similar judicial successes in the Western Cape.

"The Criminal Matters Amendment Act provides for stricter bail conditions and harsher sentences for cable thieves. The more the Act is applied, the more cable thieves will realise we are serious about eradicating copper theft and the vandalism of state assets," he adds.

REPORT CRIMES

Metrorail encourages commuters to be part of the solution. Report culprits whose deeds continue to affect the daily operation of the rail services.

A reward of up to R25 000 is payable for any information leading to a conviction.

VERDAGTE BRANDSTIGTERS GEARRESTEER

Metrorail sekuriteitswagte het onlangs twee verdagte brandstigers in 'n trein tussen Soutivier en Woodstock gevang. Die verdagtes het alreeds 'n sitbank aan die brand gestee toe die sekuriteitswagte hulle betrap. Die trein word tydens by 'n Metrorail depot aangehou vir forensiese toetse.

Geeneen van die mans het 'n geldige trein kaartjie in hul besit gehad nie. Die verdagtes was aan die polisie oorgehandig en by die Woodstock polisiestasie aangehou. Die twee is aangekla van kwaadwillige skade aan eiendom en sal ingevolge die Wysigingwet op Strafbare Handeeling vervolg word. Hierdie arrestasies kom kort na 'n 26-jarige man vir vandalisme van 'n treinwa in Soutivier in hegtenis geneem is.

Richard Walker, Metrorail se streeksbestuurder in die Weskaap, het die voortdurende tendens van vernietiging van staatsbates veroordeel. "Dit is sinneloos om treine waarop passasiers daagliks staatmaak te vernietig. Tensy die misdadigers in hul spore gestop word, veg ons 'n verlore stryd," sê hy.



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SAFETY

TRAIN SURFING: A DEADLY GAME

The Passenger Rail Agency of South Africa (PRASA) has condemned all acts of train surfing, following the circulation of a video on social media depicting recent incidents of this dangerous activity. **Mandisa Nduli**

In a video circulating on social media, youngsters can be seen on the roof of a moving train, narrowly dodging 25-kilovolt lines, which carry 2 500 volts of electricity. While train surfers find the activity thrilling, it is illegal and, ultimately, deadly.

Train surfing is one of Metrorail's operational challenges as the activity contributes to vandalism. When perpetrators sustain injuries or are fatally wounded as a result of train surfing, such incidents cause extensive service delays. Metrorail appeals to commuters to report train surfers and potentially save a life.

A HIGH VOLTAGE SHOCK CAN RESULT IN

- Immediate death
- Lifelong disabilities
- Severe muscle contractions that can result in fractures, loss of consciousness or dislocation of joints
- Tissue damage and fibrillation of the heart
- Internal organ burns that can affect the heart

Safety is our concern

SAFETY CORNER

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

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

So, you think train surfing is cool?

It can lead to death and serious injuries

Electrocution from overhead lines

May face prosecution by the railway police

Why put your life at risk?



Train surfing is a dangerous activity.

METRO MATTERS

WEATHERING THE SEASONS

November signals the start of the windy season in Cape Town, which often impacts Metrorail's train service, especially in Area South. *Jaye-Dee Jansen*

Delays during windy, misty and rainy conditions can be expected for various reasons. These weather conditions often reduce visibility on railway lines, which in turn prompts Metrorail to impose speed restrictions to ensure the safety of commuters and reliability of trains.

SPEED RESTRICTIONS

While contingency and business continuity plans are implemented during these times, special attention must be given to activities that mitigate the safety risks during extreme weather conditions.

Speed restrictions may be introduced in areas affected by heavy rain, wind and mist to ensure train drivers maintain safe travel speeds, in the same way motorists would slow down when driving in rainy weather.

Commuters are advised to allow for additional travelling time and plan their journeys accordingly.

PLAN OF ACTION

In Area South, prevailing winds blow sand on to the railway tracks, which interferes with the track circuits and the electrical components of the motor coaches, rendering the operation of trains impossible until the sand is cleared.

Raymond Maseko, Metrorail's engineering services manager, has outlined various preventative measures to deal with this issue on the Simon's Town tracks in a recent Environmental and Maintenance report.

Some of the immediate action plans include the reinstatement of the boundary wall at Simon's Town Station to prevent excessive ingress of windblown sand.



A boundary wall has been built at Simon's Town Station to prevent excessive ingress of windblown sand.

"The wall was completed earlier this year and is still standing," explains Raymond.

Maintenance workers have also removed the build-up of sand on the beach side of the wall to minimise sand deposits on the track.

Raymond says long-term

solutions include investigating possibilities of restricting or minimising sand deposition onto the track. Dune stabilisation by vegetation and specially designed deflecting structures are just some examples of long-term solutions being considered.

SAFETY



Metrorail employees at Du Toit Station are proud of their station and happy to serve commuters.

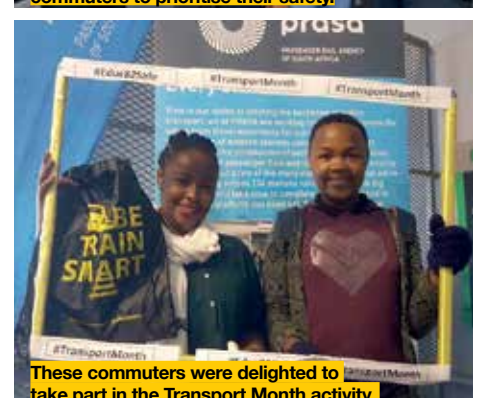


Chuma security guards encourage commuters to prioritise their safety.

SUBWAYS ARE SAFER

Metrorail staff recently visited Du Toit Station, which received a makeover earlier this year, as part of the rail operator's Transport Month activities. Officials interacted with commuters to encourage them to use the subway or bridge to cross the railway line.

Commuters joined in on the fun, singing and taking pictures with the teams as they marked Transport Month. More than 70 commuters also registered for Metrorail's SMS update service. We captured some of the highlights.



These commuters were delighted to take part in the Transport Month activity, which promoted the use of the subway and bridge.





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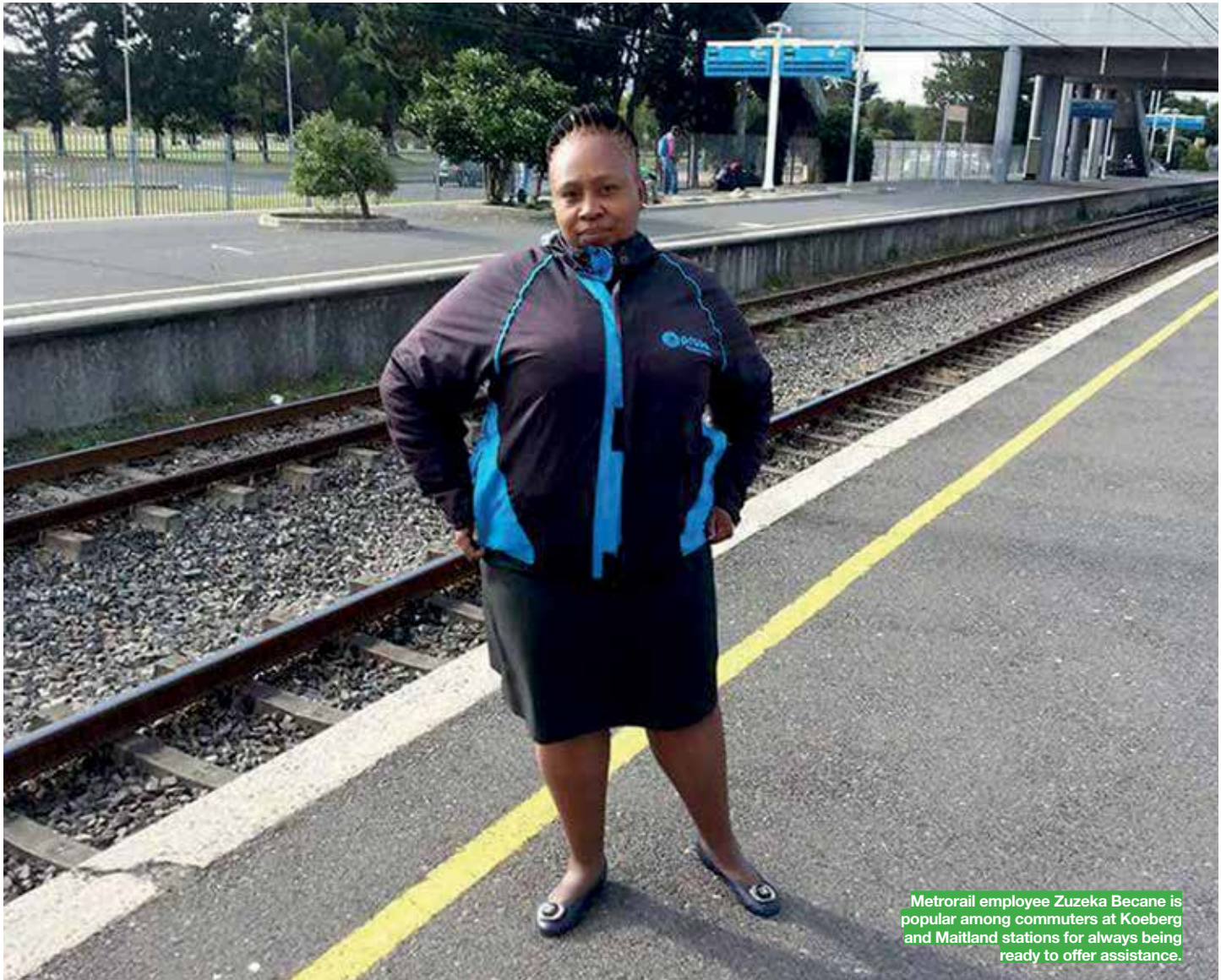


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SPECIAL PROJECTS

ZUZEKA GOES THE EXTRA MILE

Zuzeka Becane, an access controller and customer services officer at Maitland Station, has earned the respect and praise of commuters and her peers. **Mandisa Nduli**



Metrorail employee Zuzeka Becane is popular among commuters at Koeberg and Maitland stations for always being ready to offer assistance.

W

ith the ongoing delays due to vandalism, commuters are often stressed and angry.

However, in the past few weeks, travelling on the 6.20am train at Koeberg Station has been pleasant, all thanks to the good work of Zuzeka Becane.

The mother of two has been with Metrorail for four years and enjoys every aspect of it.

"I enjoy working with my team because I am also involved in the planning of the work that affects me. Ensuring that our commuters are safe, particularly women and children in the trains that I work in, gives me a satisfaction as a mother. I am grateful for my job because it is my bread and butter," she says.

SERVICE WITH A SMILE

Zuzeka's passion for her work is one that has received many praises from commuters.

"She is a woman with boldness, courage and a heart for the commuter. Every morning for the past couple of days she has braved the commuters who do not belong in MetroPlus carriages to move to their carriages, allowing us to get space in the MetroPlus carriages.

"She has a very warm rapport with everyone she comes in contact with; she clearly enjoys the 'people' aspect of her position. She is consistently there with a smile and a friendly greeting in the morning, and readily admits when she doesn't know the answer to a particular query," writes Michelle de Kock, one happy commuter.

READY TO SERVE

Zuzeka prides herself on helping commuters where she can.

"I was inspired by our acting area manager who was responding to the commuter complaints and the decline in MetroPlus travellers," says Zuzeka.

An action team was subsequently deployed to verify commuters' tickets in the trains at different stations. The action team started out with seven people but is now down to three as some members were promoted and others were interns and their contracts ended.

"The response and support we get from the commuters that we serve, keep us going despite there being only three of us," she adds.



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WORD SEARCH

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

Access

Boldness

Carriages

Controller

Commuters

Friendly

Interns

Maitland

MetroPlus

Team

Tickets

Serve

Station

Zuzeka

**BE
TRAIN
SMART**

**ALWAYS
EXPECT A TRAIN**

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



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PROFILE



CHAD SAAIMAN'S LOOKING TO THE FUTURE

We chat with singer and songwriter Chad Saaiman about his latest offering, *Future Forever*.

Jaye-Dee Jansen



had Saaiman recently released his much-anticipated EP (extended play record), titled *Future Forever*. The EP

comprises three unreleased tracks and two released chart toppers: 'Nights' and 'Belief'.

The new album comes just six months after the release of his hit single, 'Belief', in March. The song has been a hit across the country for over six weeks and was followed up by a music video, which has been playlisted on music channels, TRACE and Channel O.

INSPIRATION

Future Forever represents Chad's attitude toward continuously improving, challenging and driving himself to create a legacy that will be remembered for years to come.

"It was inspired by me wanting to put out a message of constant improvement, growth and love," says the artist.

"I am focused on the message and I feel that it is pretty strong throughout the EP.

I am also having loads of fun with the music and my delivery."

FRESH SOUNDS, GREAT VIBES

The songwriter says he maximised the opportunity to collaborate with several new producers on the EP to keep his sound fresh. "Because I have worked with new producers, my sound is a lot closer to where I want it to be."

Released in late October, *Future Forever* has been well received. "The reception of the EP has been really positive thus far. I've seen a good amount of social media posts of people grabbing it on Apple Music and Joox," adds Chad.

When asked what he hopes fans will take away from his music, he explains: "I want people to have fun with it, and be inspired at the same time."

So what can fans expect from one of the Mother City's stars in the near future? "More live shows, curated live music events and hopefully another EP in the first half of 2018."

Fans can follow Chad on Instagram to join his journey: @chadsaaiman.



IMAGES: SUPPLIED



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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. ☐ Kapteinsklop
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 2 TO 8 NOVEMBER 2017



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

2 – 8 Nov 2017	Cape Town – Maitland – Hazendal	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
2 – 8 Nov 2017	Cape Town – Woodstock	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
2 – 8 Nov 2017	Cape Town – Mowbray	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
7 Nov 2017	Plumstead – Steurhof	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
2 – 8 Nov 2017	Koeberg – Salt River	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
8 Nov 2017	Newlands – Claremont	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.

PERFORMANCE

AM ON TIME

76.6%

PM ON TIME

88.9%

CANCELLED (AM + PM)

33.8%



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

2 – 8 Nov 2017	Maitland – Bellville	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
2 Nov 2017	Blackheath – Eerste River	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
4 & 5 Nov 2017	Firgrove – Strand	00:01 – 23:59	Bus and shuttle service. Train delays of 35 to 40 minutes can be expected.
2 – 8 Nov 2017	Salt River – Koeberg	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
2 – 8 Nov 2017	Ysterplaat – Kentemade	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
2 – 8 Nov 2017	Maitland – Mutual	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.

AM ON TIME

55.7%

PM ON TIME

67.2%

CANCELLED (AM + PM)

17.9%



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

2 – 8 Nov 2017	Salt River – Kapteinsklip	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
2 – 8 Nov 2017	Ysterplaat – Mutual	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
5 Nov 2017	Philippi – Lentegeur	09:00 – 16:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
5 Nov 2017	Cape Town Station	09:00 – 18:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.

AM ON TIME

34%

PM ON TIME

28.5%

CANCELLED (AM + PM)

53.9%

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 11 to 17 October 2017.

CUSTOMER NOTICE

Line closure: Firgrove to Strand

The line between Firgrove and Strand stations will be closed from Friday, 3 November at 9pm until Sunday, 5 November, at midnight, as contractors appointed by the City of Cape Town will be installing underground cables. No trains will be operational between the two stations during this time. A bus service will operate between Strand and Firgrove.



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