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# SLOVAKIAN ENGINEERING STUDENTS VISIT METRORAIL

Metrorail, in collaboration with the PRASA Engineering Research Chair at Stellenbosch University, hosted two special guests from the University of Žilina in Slovakia as part of a fact-finding exercise last week. **Alicia English**

**T**he students, Martin Kendra and Jaroslav Masek from the University of Žilina in Slovakia, visited several Metrorail sites last Thursday to experience Metrorail's operations first-hand. Their visit stems from a memorandum of understanding (MoU) between the PRASA Engineering Research Chair and the University of Žilina, which is dedicated to the rail industry in Europe.

The MoU has paved the way for mutual visits and student exchanges between the two universities. "The purpose of the visit was to enable the Slovaks to get first-hand experience of the situation in South Africa, and identify possible collaborative projects," explains Professor Neels Fourie from the PRASA Engineering Chair.

## OUT AND ABOUT

The Slovakian duo was accompanied by Pieter Conradie and Olabanji Asekun, research engineers from Stellenbosch University. They visited, among others, Metrorail's rolling stock depot in Salt River and the train control centre in Area North.

"We gave them an overview of what happens at the train control centre in terms of train traffic and informed them about the scope of our rail network. We also exchanged experiences relating to vandalism and how it affects our respective railway operations," says Jakes Jacobs, Metrorail's train traffic manager.

PRASA's Eddie Chinnappen and Muhammad Panchoo later accompanied the visitors on an intermodal trip to Simon's Town, which included a train and bus trip.

"The highlight was the train journey to Simon's Town. The visitors commented on the challenges facing PRASA and were able to identify



FROM LEFT: Jaroslav Masek from the University of Žilina, Pieter Conradie from Stellenbosch University, Jakes Jacobs from Metrorail and Martin Kendra from University of Žilina at Metrorail's train control centre.

## GOOD TO KNOW

The PRASA Engineering Research Chair is based in the engineering faculty of Stellenbosch University. It is mandated to research PRASA-related challenges, seek solutions to problems and convert research results into practical applications.

many projects that can be tackled through this collaboration," says Neels.

The visit by the Slovakian students is the first exchange under the MoU and will be followed by a visit to Slovakia by engineering researchers from Stellenbosch University.



The students also visited Metrorail's rolling stock department in Salt River.

## ABAFUNDI BOBUNJINELI BASE SLOVAKIA BATYELELA UMETRORAIL

uMetrorail, ebambisene ne PRASA Engineering Research Chair kwidyunivesithi yaseStellenbosch, bebesindleke iindwendwe ezimbini ezibalulekileyo, ezivela kwidyunivesithi yase Žilina eSlovakia. Olu tyelelo lwaleveki iphelileyo ibiyenye yeenzame zokufumana iimpendulo.

iMoU ikwazile ukuvula indlela yamatyelelo amaninzi aloluhlobo kunye nokutshitshiselana ngabafundi phakathi kwezidyunivesithi zimbini. "Injongo yolutyelelo ibikukunika ithuba kubantu baseSlovakia ukuba bazibonele ngokwabo okwenzeka eMzantsi Afrika, nokuzama ukubona amathuba entsebenziswano," uyacacia uProfesa Neels Fourie wePRASA Engineering Research Chair.

Esisibini saseSlovakia besikhatshwa ngu Pieter Conradie kunye no Olabanji Asekun, iinjinieli kwidyunivesithi yaseStellenbosch. Enye yendawo abathe bazityelela ziquka icandelo lezeentsimbi lakwaMetrorail eSalt River kunye nalapho kusetyenzwa ngobuchwephesha boololiwe kwi Area North.



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## METRO MATTERS

# PROVIDING BUSES FOR COMMUTERS

If you've ever wondered why Metrorail doesn't arrange buses for large numbers of commuters when train services are delayed extensively or suspended, here's why. **Alicia English**

**P**roviding buses as alternative transport is viable only for small volumes over short distances due to the availability and capacity of buses and road congestion. Buses are used in areas like Fish Hoek and Simon's Town as the affected areas are small and a small number of commuters require alternative transport.

Consider the logistics of having to arrange sufficient drivers and to get the buses through traffic to the affected areas. A train transports, on average, nearly 2 000 people, while a bus transports nearly 75 people. This means that at least 25 buses are needed to transport commuters from just one train.

## TRAIN SHUTTLES

Metrorail will make every effort to transport commuters to their destinations. This is often in the form of a train shuttle service. These are usually express trains that stop at certain stations before reaching their final destination. Where possible, trains will operate on other routes or lines to get commuters where they need to be. During major disruptions, Metrorail staff make platform changes and announcements.

## PLAN B

Ticket offices are closed on the Bishop Lavis/Chris Hani/Kapteinshoop routes while the Central Line services remain suspended. No tickets will be sold. The GABS off-peak bus concession ended on Wednesday, 31 January 2018 (see page 8).



# WHEN CAN I GET A TICKET REFUND?

What do you do when you've bought a ticket only to find that it contains the wrong information? Let's take a look at the guidelines set in Metrorail's conditions of carriage. **Alicia English**

**I**t is the commuter's responsibility to ensure that the correct information is shown on a train ticket. When the commuter buys a ticket, they must check whether the details shown on the ticket are correct.

If they discover any discrepancy, the ticket must be returned to the ticket office where it was bought within 30 minutes of purchase.

## Refunds during delays

Metrorail may refund the purchase of single or return tickets within 30 minutes of purchase. Other refunds are considered on a case-by-case basis and only in instances where absolutely no train service was able to operate.

## Refund policy

Tickets that are cancelled may be refunded, subject

to applicable deductions and administration fees in accordance with the cancellation policy of Metrorail.

The refund process and associated terms and conditions apply to the refund of cash to a client regarding amounts on unused, partly used or damaged (but legible) train tickets.

## Refund process

A calculation is done to establish the number of trips undertaken, which is deducted from the face value of the ticket to establish the new face value. An adjustment fee of 10% is deducted from the new face value to determine the refund amount.

When applying for a refund, commuters must present a copy of their identity document or driving licence and a valid train ticket. Refunds may be approved by, and at the discretion of, the area managers only.



## For more information

visit <http://capetowntrains.freeblog.site/conditions-of-carriage> for Metrorail's conditions of carriage.



## SAFETY

# FOUR ARRESTED IN ONE DAY

Metrorail's protection officers ended January 2018 on a high note with the successful arrests of four suspected cable thieves on the last day of the month. *Alicia English*

**P**rotection officers nabbed a suspect in Clarke Estate, Elsie's River. The man was in possession of stolen items and signal cabling.

Two hours later, another three suspects were arrested in Bontheuvel. They were in possession of 30 metres of ground cable and 3kV feeder cable. All four suspects were handed to the Bishop Lavis police.

Last Wednesday's arrests bring the total number of suspected cable thieves arrested in January to nine. Regional manager Richard Walker has thanked Metrorail's protection officers who have consistently been arresting suspects.

"Investigators have followed up on all tip-offs received and our teams join special intelligence-driven operations with the police. The increase in people providing information is encouraging and we trust this trend will continue," says Richard.

### We need your help

Railway infrastructure in the Bontheuvel-Netreg-Nyanga area remains the most vandalised in the region. Communities are urged to cooperate with the police and assist Metrorail to continue operations by reporting any crimes or suspicious activity.



## EXTENDED TRAVEL TIMES

Metrorail continues to implement speed restrictions, temporary route and platform deviations, and manual authorisations to minimise the impact of the vulnerable rail system and ensure commuter safety. Let's take a look at the new average extended travel times in your areas.



Contact the City of Cape Town's Traffic Information Call Centre on 0800 65 6463 (toll-free) to find out about any last-minute changes.





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## SPECIAL PROJECTS



Congregants from the Dutch Reformed church in Fish Hoek were thrilled to help out on the day.

# COASTAL CLEANUP'S A SUCCESS

The rail reserve between Fish Hoek and Sunny Cove received a clean sweep last week when Metrorail teamed with residents and city officials in the area. **Sinobom Ngubombi**

**O**n 27 January, congregants from the Dutch Reformed church in Fish Hoek took part in a cleanup campaign between Fish Hoek and Sunny Cove Stations. The campaign will be held monthly until November 2018. The aim is to maintain a clean rail precinct and coastline, which is conducive to rail tourism in the area.

Metrorail has enjoyed a long-standing relationship with the congregation, which regularly assists during cleanup campaigns in the area.

"People often discard their rubbish around the parking lot at the beach, which gets blown into the rail reserve. The congregation, led by Reverend Jan van Heerden, helped us clean the rail reserve, including the pedestrian and level crossings.

"They continue to demonstrate their commitment each year and help spread the message of keeping our environment clean," says George Kiewiets, Metrorail's special projects manager.

## TEAMWORK

The cleanup was supported by Ward Councillor Felicity Purchase and the city's Aimee Kuhl. Law enforcement officials assisted with the removal of vagrants and officials recovered some stolen items in the area and dumped the refuse.

"The cleanup campaign resulted in a cleaner and a safer rail precinct. We are thrilled about our partnership with the community and stakeholders, which is helping us combat crime in this coastal rail precinct," adds George.



A city official to remove refuse collected during the cleanup campaign.



A law enforcement officer assists with the removal of vagrants in the area.



Reverend Jan van Heerden of the Dutch Reformed church in Fish Hoek helps to remove refuse left by vagrants.





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## TECHNOLOGY

# 5 FREE APPS FOR STUDENTS

Reduce your school workload by downloading these mobile apps on Android and Apple. **Zimkitha Ngcunguwe**



### ISTUDIEZ PRO

This app efficiently tracks assignments and due dates for all your classes.



### EVERNOTE

This user-friendly app allows students to record videos and take photos of notes.



### WOLFRAM ALPHA

Wolfram Alpha allows you to input any maths question and it'll find

the correct answer, along with the formula for how it solves it.



### REFME

RefMe is a referencing app, which enables students to create bibliographies,

citations and references instantly by copying and pasting URLs.



### MESSANGER LITE

The nifty app is designed to minimise the amount of data

you use when sending and receiving messages on Facebook.



Example of iStudiez Pro

**BE  
TRAIN  
SMART**

# HANDS OFF OUR CABLES

Cable theft affects us all. Report suspicious behaviour on 0800 65 64 63.





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## GIG GUIDE

# WHAT'S ON

Venture out and impress your special someone.

**Yonga Balfour**

## HELDERBERG CRAFT BEER FEST

**Somerset West**

**17 February**

The second Helderberg Craft Beer Fest takes place on 17 February at Southy's Vine, Somerset West. Gates open at 11am for a fun-filled day of food, music and brews. With more than 10 craft brewers taking part in this year's festival, hopheads will have plenty to tantalise their taste buds. Pre-sale tickets can be bought from Quicket for R80, entry on the day will set you back R100.

[www.craftbru.com](http://www.craftbru.com)



## PINK FLAMINGO ROOFTOP CINEMA

**Cape Town**

If you're thinking of popping the question, think big – big screen, that is. The Pink Flamingo Rooftop Cinema is an open-air rooftop trailer park (the only one in the world!) that screens romantic classics like *Dirty Dancing*, *Pretty Woman*, and *Amélie*. This is sure to be a sky-high romantic rendezvous and will be a magical space for quality time with your special someone. Tickets are from R130 per person and include a welcome drink, popcorn and a bag of sweets. Bookings are essential.

[www.granddaddy.co.za](http://www.granddaddy.co.za)



## INVESTEC CAPE TOWN ART FAIR

**Cape Town International Convention Centre**  
**16 to 18 February**

If you're other half appreciates art then the Investec Cape Town Art Fair will score you some major brownie points. It takes place at the CTICC in Cape Town from 16 to 18 February. Emerging and established artists will have their work showcased in various exhibits throughout the space, including *Tomorrows/Today*, *SOLO* and *Editions*.

[www.capetownartfair.co.za](http://www.capetownartfair.co.za)

## GRAND WHITE

**24 February**

Who says you can only demonstrate your love on Valentine's Day? The Grand White is back for another year. Don your brightest whites and grab a picnic basket for a day of good company, good food and great music at a secret venue in Cape Town on 24 February. Tickets are available from Nutickets, starting at R390.

[www.grandwhite.com](http://www.grandwhite.com)

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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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# Safety is our concern

## SAFETY CORNER

Be aware of your surroundings and the people around you. Stay in well-lit and protected areas where security officers are present.

## 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





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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



**BE  
TRAIN  
SMART**

**AVOID TROUBLE.  
TRAVEL WITH A  
VALID TICKET**

Travelling without a valid ticket is illegal. Avoid a fine by purchasing your ticket.





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## MAINTENANCE PROGRAMME 8 TO 14 FEBRUARY 2018



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

8 – 14 Feb 2018	Cape Town – Salt River	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
8 – 14 Feb 2018	Maitland – Pinelands	08:00 – 18:00	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 Feb 2018	Maitland – Bellville	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
8 – 14 Feb 2018	Kraaifontein – Paarl	09:00 – 14:00	Platform changes will be announced. Train delays of 30 to 35 minutes can be expected.
11 Feb 2018	Cape Town Station	09:00 – 18:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
11 Feb 2018	Bellville – Kuils River	08:00 – 18:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.



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

8 & 9 Feb 2018	Lentegeur – Philippi	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
8 – 14 Feb 2018	Mutual – Ysterplaat	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
12 – 14 Feb 2018	Philippi – Nyanga	09:00 – 14:00	Platform changes will be announced. Train delays of 20 to 25 minutes can be expected.
11 Feb 2018	Mutual – Paarden Eiland	08:00 – 18:00	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 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 24 to 30 January 2018.

\*The service on Area Central was suspended from 11 Jan 2018 due to severe, ongoing vandalism and theft.

#### CUSTOMER NOTICE

### Area Central update

Ticket offices are closed on the Bishop Lavis/Chris Hani/Kapteinsklip routes while the Central Line services remain suspended. No tickets will be sold. Commuters are requested to utilise their cash to find alternative modes of transport. The Golden Arrow Bus Services concession ended on Wednesday, 31 January 2018. Commuters who choose to continue using buses will have to pay for their bus tickets.

For regular updates, follow @CapeTownTrains (Twitter) and Cape Metrorail (Facebook). Visit [www.gometro.com](http://www.gometro.com) or download the GoMetro app. You can also call the 24/7 Transport Information Centre on 0800 65 64 63 (toll-free).

#### SERVE AND PROTECT

### In case you missed it

The following area security managers have been deployed in your areas:

**AREA IKAPA**  
Donald Ngqoba  
021 449 2260

**AREA SOUTH**  
Paul Jonkers  
021 507 2319

**AREA CENTRAL**  
Percy Makapela  
076 652 4093

**AREA NORTH**  
Thembisile Blom  
021 940 2144

#### PERFORMANCE

##### AM ON TIME

**37.4%**

##### PM ON TIME

**34.5%**

##### CANCELLED (AM + PM)

**32%**

##### AM ON TIME

**48.5%**

##### PM ON TIME

**41.3%**

##### CANCELLED (AM + PM)

**22.6%**

##### AM ON TIME

**\*N/A**

##### PM ON TIME

**\*N/A**

##### CANCELLED (AM + PM)

**\*N/A**



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