

FISANTEKRAAL AND GOUDA UPGRADES GAIN MOMENTUM

Commuters travelling to and from Gouda and Fisantekraal stations in Area North can look forward to improved customer services, thanks to upgrades that are currently underway. **Alicia English**

Construction is on the go at Gouda and Fisantekraal stations on the Northern Line as part of the Passenger Rail Agency of South Africa's (PRASA) national station improvement programme.

"The programme is all about meeting the standards of the Rail Safety Regulator and making the station facilities better, especially when it comes to safety and cleanliness," explains Pierre Cronje, programme manager at PRASA CRES.

NEW LOOK

Construction at Fisantekraal and Gouda stations commenced late last year and will be completed in April and May, respectively.

Both stations will sport new platforms, platform shelters, ticket offices, ablution facilities, signage and lighting infrastructure.

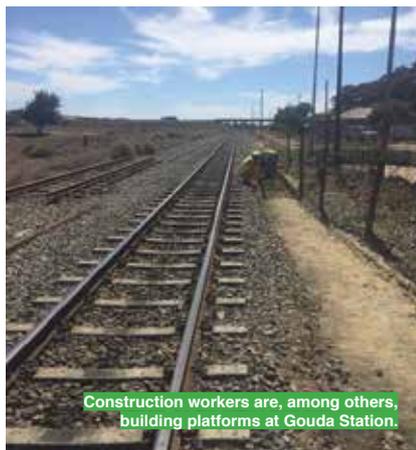
"Commuters can look forward to more aesthetic facilities. Furthermore, they will be able to access the trains from the platforms and buy their tickets from the new ticket offices on the stations," says Pierre.

WORK AHEAD

While Metrorail's service is not interrupted by the current construction work in any way, commuters are advised to exercise caution when using the station facilities.

"We advise commuters to stay clear of the construction sites and walk only where it is safe to do so," concludes Pierre.

Look out for further updates in upcoming issues of *Myline*.



FISANTEKRAAL EN GOUDA-OPGRADERINGS KRY MOMENTUM

Konstruksie is onderweg aan Gouda en Fisantekraalstasies op die Noordelike Lyn as deel van die Passasierspooragentskap van Suid-Afrika se (PRASA) nasionale stasieverbeteringsprogram. "Die program gaan alles oor die voldoening aan die standaard van die Spoorveiligheid Reguleerder, en maak die stasiefasiliteite beter, veral wat veiligheid en netheid betref," verduidelik Pierre Cronjé, programbestuurder by PRASA CRES.

Konstruksie by Fisantekraal en Goudastasies het verlede jaar begin en sal onderskeidelik in April en Mei voltooi word. Albei stasies sal nuwe platforms, platform skuilings, kaartjie kantore, ablusie fasiliteite, tekens en beligting infrastruktuur spog.

"Pendelaars kan uitsien na meer estetiese fasiliteite. Verder sal hulle toegang hê tot die treine vanaf die platforms en hul kaartjies vanaf die nuwe kaartjiekantore op die stasies kan koop," sê Pierre. Hoewel Metrorail se diens nie op enige manier onderbreek word deur die huidige konstruksiewerk nie, word pendelaars aangeraai om versigtig te wees wanneer hulle die stasiefasiliteite gebruik.

SAFETY



REPAIRING TRACK EQUIPMENT

Faulty track circuits have impacted Metrorail's service in Area North in recent weeks. We find out why it is taking so long to repair the track equipment.



Metrorail has dedicated teams to repair damaged track equipment in the region. Each apparatus case is unique, as the equipment varies from site to site.

Raymond Maseko, Metrorail's engineering services manager, says there are more than 1 000 apparatus cases in the region. This, he explains, makes it impractical to build spare cases to minimise repair time.

"To ensure that safety standards are upheld during repairs, three teams are involved in repairing an apparatus case. Our construction team builds and installs the case. Our testers in charge of the repair job ensure that the case is tested and certified.

"Our commissioning engineers ensure that the case has been installed correctly and all equipment that it controls receives and responds to safety commands," says Raymond.

MONTE VISTA LINE

In recent weeks, Metrorail has received queries from commuters regarding the unusual delays of repairs of track circuits on the Monte Vista Line. Raymond sheds some light on the matter.

"When it comes to repairs on the Monte Vista Line, things are a bit more complicated. This is because Transnet Freight Rail (TFR) controls most of the train operations on the Northern Line. TFR controls the train line from Esplanade to Bellville. When there are any damages to infrastructure on this line, the responsibility falls with TFR to repair such damages.

"In such instances, we rely on TFR's infrastructure department to effect repairs as soon as possible. This has been the case with the repairs of track equipment on the Monte Vista Line. While we do have the resources and manpower to fix the problems, we are not authorised to repair the damaged equipment. Hence the delay in repairs on this line," explains Raymond.



Safety is our concern

SAFETY CORNER

Obey all warning signs and signals around the train tracks or in stations. Be careful when using headsets or cellphones.

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

THE SOUND OF MUSIC

Ever wondered why music is played on some trains but they cannot receive service announcements? We went in search of answers. **Feroza Miller-Isaacs**



There is a very logical answer to why some trains – especially on the Southern Line – play music.

It works this way: every time the train driver starts up the train, pre-selected music automatically comes on and plays from the train guard's cabin.

This is the case with some, but not all 10M3 (silver) trains.

Ludwe Jikela, who heads up the Cape Metrorail Operations Control Centre (CMOCC), explains this feature is part of that trains' design.

It is not the train driver who is playing music. What commuters are hearing are the songs being emitted via speakers on the train; like that of a car's sound system.

SERVICE ANNOUNCEMENTS

Ludwe says there is no public announcement (PA) system on trains and, if there were, the Metro guards who sit in the guard's cabin on one end of the train would communicate relevant information such as train delays to commuters. It would be part of the guards' job and not the duty of the train driver.

The train driver is based in the driver's cabin on the other end of the train and their job is to safely operate the train. "The driver cannot talk to commuters while driving the train," adds Ludwe.

Bulelwa Stofile, Metrorail Western Cape's telecommunications manager, reiterates that train drivers are not playing the music themselves but that it emanates from the train guards' cabin.

HOW METRORAIL TALKS TO YOU
Communication and announcements to commuters work as follows:

1. Via an automated system which can communicate with commuters on all stations that have a Railcom facility; if a train is delayed or running on time, the system will pick up the information and make an announcement.
2. The stations can make individual announcements.
3. The CMOCC can override the automated system and make an announcement based on info received from individual stations.

WHO KNEW?

The voice you hear as the train pulls into stations is not an actual person speaking but an automated voice.



Commuters can contact (021) 449 4255 to report all water leaks at stations.



SAFETY

LEVEL CROSSING ALERT

Metrorail partnered with various stakeholders in Area North and Area South to emphasise the importance of adhering to all safety rules and regulations at level crossings. **Alicia English**



A Metrorail official shares safety tips with a motorist at the Kenilworth level crossing.

Metrorail officials and representatives of the Rail Safety Regular (RSR) and the Rapid Rail Police Unit (RRPU) recently gathered at the Kenilworth level crossing and informed motorists and commuters about their roles in ensuring their safety at the crossing.

While some residents in the area were not thrilled about the early morning activity, others later shared their experiences relating to the behaviour of some level crossing users.

The joint team reached out to more than 500 motorists, truck drivers, cyclists and pedestrians on the day.

GOING NORTH

Officials also teamed up with representatives from the Stellenbosch Traffic Department, Transnet Freight Rail (TFR), the RSR and RRPU at the Muldersvlei and Simonsvlei level crossings in Area North.

The campaigns were conducted simultaneously and kicked off with a safety briefing in the morning. Motorists welcomed the efforts of Metrorail and its partners, and some requested that booms be introduced at the crossings.

"Fortunately, officials from TFR and the RSR were present to consider the request, which has already been processed, pending finalisation from the RSR," explains Bongile Mtayisi from Metrorail's marketing and communications department.

The level crossing campaigns in Area South and Area North form part of the #TakePrasaBack campaign.



The Simonsvlei level crossing campaign was a joint effort between Metrorail, the RRPU, RSR, Stellenbosch traffic department and Transnet Freight Rail.



Metrorail teamed up with officials from the Stellenbosch traffic department during the recent campaign at the Muldersvlei level crossing.

CAREER

ENGINEERING OUR FUTURE

Monica Luwes at Sasol Corporate Bursary Services explores a few potential career paths in the diverse and exciting world of engineering.

If you have strong marks in physical science and mathematics, and you are keen on numbers, good at problem-solving, and curious about the world around you, engineering could be your dream job. Let's take a look at a few of the paths you can explore in the engineering field.



MECHANICAL ENGINEER

Do you love tinkering with machines and gadgets? If so, a career in mechanical engineering might be for you.

This discipline is about applying engineering, physics and materials science to make better mechanical systems.

ELECTRICAL ENGINEER



This is all about the science, technology and engineering behind electricity, electronics and electromagnetism. As an electrical engineer, you might work on components and systems that range from microchips to power station generators.

CIVIL ENGINEER



A civil engineer focuses on the design and maintenance of roads, bridges, dams and other infrastructure we use every day.

CHEMICAL ENGINEER



This diverse field encompasses the science of turning raw materials and chemicals into a range of products, as well as the design and operation of plants and equipment used to make industrial chemical products.

MINING ENGINEER



A mining engineer uses science and engineering skills to extract minerals from the earth as safely and efficiently as possible.

SOUTH AFRICA'S SKILLS CRUNCH

According to the Engineering Council of South Africa, we have only one engineer for every 3 166 people compared to 227 people per engineer in Brazil and 543 people per engineer in Malaysia. Choosing a career in engineering means your skills will be in high demand with some of South Africa's top employers.

To find out more, why not do some research into the many excellent engineering degrees and qualifications on offer from South African universities and universities of technology?



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



ENTERTAINMENT

HOT HAPPENINGS

Cape Town has a basketful of exciting offerings this month, so get in on the action. **Sinobom Ngubombi**



FUNDERLAND FAMILY FESTIVAL
GrandWest Casino and Entertainment World
29 March to 7 April 2018

An interactive travelling family festival and expo set in a fun-filled wonderland, Funderland takes place over the school holidays and will feature activities such as bubble soccer, drone racing and a dinosaur exhibition showcasing 25 lifelike animatronic dinosaurs. Tickets cost R300 for a day pass, R800 for a three-day pass and R1 000 for a family pass for four.

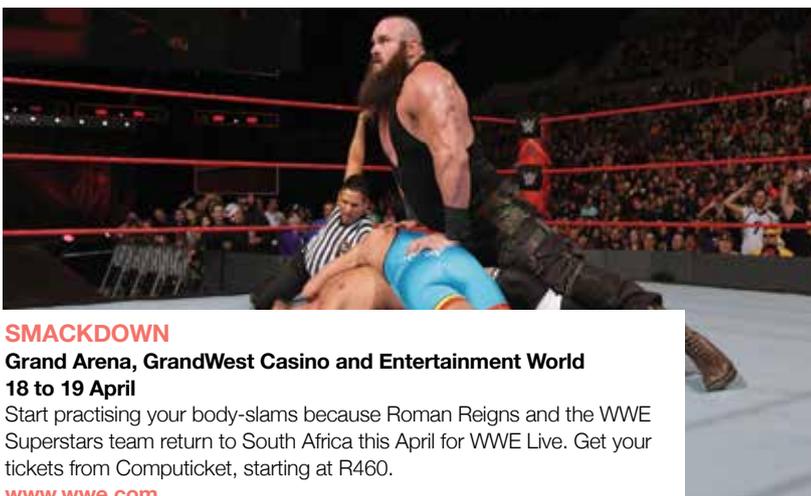
www.funderland.co.za



CAPE TOWN WHISKY LIVE FESTIVAL
The Lookout, V&A Waterfront
12 to 14 April 2018

Whisky Live Celebrations take place in Cape Town this April. Offering whisky-tasting events for every palate from the curious newcomer to the seasoned connoisseur, expect a range of whiskies – single malt Scotch, blends, Bourbon, Irish, American and Taiwanese. Tickets range from R110 to R200.

www.whiskylive.co.za



SMACKDOWN
Grand Arena, GrandWest Casino and Entertainment World
18 to 19 April

Start practising your body-slams because Roman Reigns and the WWE Superstars team return to South Africa this April for WWE Live. Get your tickets from Computicket, starting at R460.

www.wwe.com

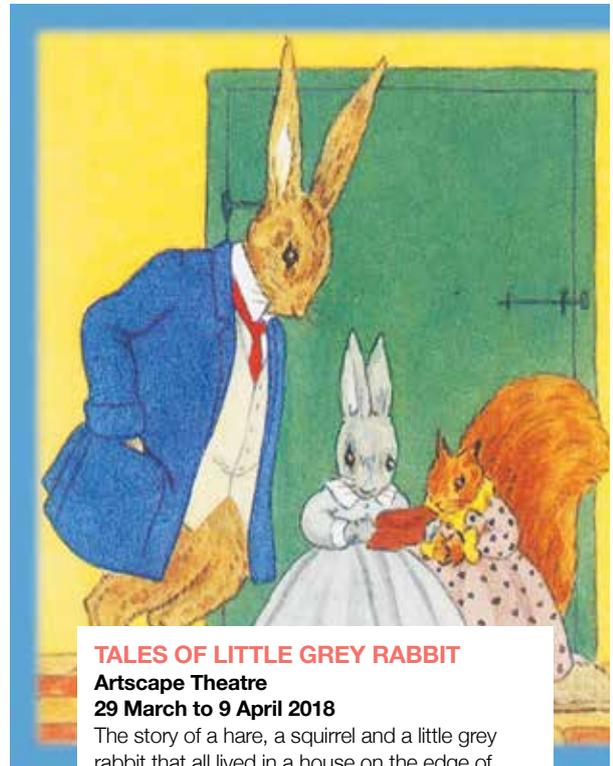


CAPE TOWN ELECTRONIC MUSIC FESTIVAL (CTEMF)

Various locations in Cape Town
6 to 8 April 2018

Established in 2012 as a platform for South Africa's electronic music culture, the CTEMF has gained international recognition for being one of the most relevant and forward-thinking events on Africa's music festival calendar. Its diverse programme of electronic music will be complemented by free workshops where stories, skills and insights will be showcased. Ticket prices vary.

www.ctemf.com



TALES OF LITTLE GREY RABBIT
Artscape Theatre
29 March to 9 April 2018

The story of a hare, a squirrel and a little grey rabbit that all lived in a house on the edge of the wood will unfold on stage. This delightful production will reveal the hare's conceit, squirrel's pride, and kindness and courage of the little rabbit. Shows start at 10:30am, and tickets cost R90.

www.artscape.co.za



CENTRAL LINE SERVICE RESUMPTION INTERIM TIMETABLE

Chris Hani / Khayelitsha

CHRIS HANI - CAPE TOWN		
Train No.	Departs	Arrives
9902	05:00	06:42
9904	06:00	07:42
9906	07:00	08:42
9908	08:00	09:42
9910	09:00	10:42
9912	10:00	11:42
9914	11:00	12:42
9916	13:00	14:42
9918	14:00	15:42
9920	15:00	16:42
9922	16:00	17:42
9924	17:00	18:42
9926	18:00	19:42
9928	19:00	20:42

CAPE TOWN - CHRIS HANI		
Train No.	Departs	Arrives
9901	05:00	06:43
9903	06:00	07:43
9905	07:00	08:43
9907	08:00	09:43
9909	09:00	10:43
9911	11:00	12:43
9913	12:00	13:43
9915	13:00	14:43
9917	14:00	15:43
9919	15:00	16:43
9921	16:00	17:43
9923	17:00	18:43
9925	18:00	19:43
9927	19:00	20:43
9930	20:00	21:43

KapteinSklip / Mitchell's Plain

KAPTEINSKLIP - CAPE TOWN		
Train No.	Departs	Arrives
9502	05:00	06:06
9504	06:00	07:06
9506	07:00	08:06
9508	08:00	09:06
9510	09:00	10:06
9512	10:00	11:06
9514	11:00	12:06
9516	13:00	14:06
9518	14:00	15:06
9520	16:00	17:06
9522	17:00	18:06
9524	18:00	19:06
9526	19:00	20:06

CAPE TOWN - KAPTEINSKLIP		
Train No.	Departs	Arrives
9501	05:30	06:35
9503	06:30	07:35
9505	07:30	08:35
9507	08:30	09:35
9509	09:30	10:35
9511	11:30	12:35
9513	12:30	13:35
9515	14:30	15:35
9517	15:30	16:35
9519	16:30	17:35
9521	17:30	18:35
9523	18:30	19:35
9525	19:30	20:35

Lavistown / Sarepta

BELLVILLE - CAPE TOWN (VIA LAVIS)		
Train No.	Departs	Arrives
9002	05:00	06:11
9004	06:00	07:11
9006	07:00	08:11
9008	08:00	09:11
9010	09:00	10:11
9012	10:00	11:11
9014	11:00	12:11
9016	12:00	13:11
9018	13:00	14:11
9020	14:00	15:11
9022	15:00	16:11
9024	16:00	17:11
9026	17:00	18:11
9028	18:00	19:11
9030	19:00	20:11

CAPE TOWN - BELLVILLE (VIA LAVIS)		
Train No.	Departs	Arrives
9001*	04:53	05:40
9003	05:30	06:41
9005	06:30	07:41
9007	07:30	08:41
9009	08:30	09:41
9011	09:30	10:41
9013	10:30	11:41
9015	11:30	12:41
9017	12:30	13:41
9019	13:30	14:41
9021	14:30	15:41
9023	15:30	16:41
9025	16:30	17:41
9027	17:30	18:41
9029	18:30	19:41
9031	19:30	20:41

*All stations from Mutual

MAINTENANCE PROGRAMME 5 – 11 APRIL 2018



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

5 – 11 April 2018	Cape Town – Maitland	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
5 – 11 April 2018	Observatory – Rondebosch	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.



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

5 – 11 April 2018	Cape Town – Maitland	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
5 April 2018	Elsies River – Vasco	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
5 – 11 April 2018	Maitland – Bellville	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
5 – 11 April 2018	Paarl – Wellington	09:00 – 14:00	Platform changes will be announced. Train delays of 35 to 40 minutes can be expected.



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

8 April 2018	Langa – Philippi	08:00 – 18:00	Bus service between Langa and Philippi. Delays of 30 to 35 minutes can be expected.
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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 21 to 27 March 2018.

PERFORMANCE

AM ON TIME

23%

PM ON TIME

46.2%

CANCELLED (AM + PM)

25.9%

AM ON TIME

37.8%

PM ON TIME

46%

CANCELLED (AM + PM)

24.4%

AM ON TIME

58.8%

PM ON TIME

78.3%

CANCELLED (AM + PM)

10.5%

CUSTOMER NOTICE

Upcoming line closures in Area Central

Chris Hani and Kapteinskclip trains will terminate at Langa Station between 9am and 6pm on 8, 15 and 22 April, as Metrorail technicians will be doing maintenance work on the lines. A bus service will operate from Langa to Chris Hani and Kapteinskclip on these days.

For regular updates on Metrorail's train service, follow @CapeTownTrains (Twitter) and Cape Metrorail (Facebook). Visit 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). Commuters who don't have access to Twitter or Facebook can still view the #TrainReport updates on Metrorail's blog. Visit <http://capetowntrains.freeblog.site/train-updates>.

CUSTOMER SERVICE

In case you missed it

Here are the contact details for Metrorail's customer service area managers in your areas.

AREA IKAPA
Benedicta Ngalwa
083 736 2669 / bngalwa@metrorail.co.za

AREA SOUTH
Luleka Ndzuvo
082 376 0252 / Indzuzo@metrorail.co.za

AREA CENTRAL
Cyril Bauer
083 351 2715 / cbauer@metrorail.co.za

AREA NORTH
Lesley Stevens
084 018 9159 / lstevens@metrorail.co.za



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