

YOUR TIP-OFFS CAN TIP THE SCALE

Commuters should never underestimate the power of their feedback in bringing about positive change in the rail environment. Recent reporting of vagrancy in Area South has proven that commuter tip-offs do help to address and prevent crimes, and ultimately keep commuters safe. **Feroza Miller-Isaacs**



Metrorail officials and stakeholders recently removed two vagrants from Rondebosch Station.

Safety tip-offs from commuters are vital in determining how Metrorail deploys manpower and resources to create a safer, cleaner rail environment. When a complaint or tip-off is received, it is responded to. An example of this is the recent incidence of vagrancy at Rondebosch Station.

Metrorail special projects manager George Kiewiets says two vagrants who had set up home at the station left after he had an "informative talk" with them. The "little garden" at this station is a favoured hiding spot, compounded by some homeless people squatting in the grey area between City and Metrorail property.

"If Law Enforcement approaches them, they tell them it's not their property and they cannot enforce the law. That's why we have a partnership with Law Enforcement; irrespective of whose land it is, we can act within the framework of the law," says George.

This is not where the buck stops When acting on complaints, George also educates and creates awareness. "We tell them what they are doing could land them in jail."

DIGNITY AND RESPECT

Furthermore, assistance aimed at rehabilitating homeless people and a chance to re-integrate them into society is offered. "Some homeless people are on the streets legitimately, but there are others who are criminals disguised as homeless people," says George.

A key to success when dealing with tip-offs and complaints are respect and dignity.

George explains: "Some of our arrests are due to people pointing out offenders. We always aim to be firm and fair, and treat everyone with dignity. This can lead to a turning point." He encourages commuters to report crimes as an integral step in improving service, safety and conditions around the stations.

IT TAKES A TEAM

Metrorail's protection services department also values and promptly acts on tip-offs. A recent complaint of substance abuse was dealt with by deploying security personnel on stations and trains in Area North.

Area North security manager Thembisile Blom says his team often receive complaints about

substance abuse on trains and stations on the Northern Line. "For us to deliver our best service and to protect our commuters and our assets, we all have to work together to fight theft and vandalism," says Thembisile.

He urges commuters to continue reporting suspicious activities. "We need any help we can get to arrest criminals. I believe that we all want one thing: for our service to be great. We all can make it great."

HOW IT WORKS

When you call any of the tip-off numbers (0800 65 64 63 or 021 449 335/5056), the call goes to the Cape Metrorail Operational Control Centre (CMOCC). CMOCC then contacts the relevant segment or area manager to attend to the complaint/incident.

IZILUMKISO ZENU ZINGASIPHAKAMISA ISILINGANISI

Ukukhutshwa kwezinto zokukhusela ezivela kubakhweli kubalulekile ekuqaliseni indlela uMetrorail adlulisela ngayo umsebenzi kunye nezixhobo zokudala indawo ekhuselekileyo kuloliwe. Xa isikhalazo okanye i-tip-off ifunyenwe, iyaphendulwa. Umzekelo wale nto yenzeke ngokutsha kwe-vagrancy kwisikhululo saseRondebosch.

Umphathi weeprojekthi ezikhethekileyo zeMetrorail uGeorge Kiewiets uthi izigodlo ezimbini ezizakhele amakhaya kwisikhululo ziye zemka emva "kwencoko" athe waba nayo nabo. "Intsimi encinane" kwesi sikhululo yindawo efihlekileyo yokufihla, ihlanganiswe ngabanye abantu abangenamakhaya abanqamle kwiindawo ezimnyama phakathi kweSixeko kunye neMetrorail.

"Ukuba abomthetho baya kubo, babaxelele ukuba akuyiyo impahla yabo kwaye abanako ukunyanzelisa umthetho. Yilonto ke sinobambiswano kunye nokunyanzeliswa komthetho; kungakhathaliseki ukuba ngumhlaba onjani, sinokusebenza kwisakhelo somthetho," kutsho uGeorge. Kodwa, oku akupheleli apho. Xa esebenza ngezikhhalazo, uGeorge uyayifundisa kwaye idala ulwazi. "Sibaxelela oko bakwenzayo kunokubafaka entolongweni."

INFRASTRUCTURE



FINDING SOLUTIONS

Metrorail recently hosted a group of final year and postgraduate engineering students from Stellenbosch University who will be conducting research into topics affecting the Passenger Rail Agency of South Africa (PRASA).



Engineering students from Stellenbosch University went on a walkabout at Metrorail's Salt River depot to learn about some of the rail operator's operational and infrastructure challenges.

The PRASA Engineering Research Chair at Stellenbosch University carries out research into possible solutions to challenges faced by PRASA. It also researches engineering solutions that can improve PRASA's services. These research projects are carried out by final year and postgraduate engineering students from the Faculty of Engineering at Stellenbosch University.

"This year, the research chair will be investigating several topics, which include an integrated vandalism and theft analysis for the Western Cape rail network, the application of process planning methods, and software in a rail maintenance environment," explains Professor Neels Fourie of the PRASA Research Chair.

The research chair will also be exploring the layout redesign of a component workshop in the rail maintenance environment; development of a reliability improvement model for train sets in the rail environment; and a

decision support framework for outsourcing the maintenance of physical assets.

In addition, it will explore the systemic identification of factors affecting the effectiveness of engineering work teams, and the development of a passenger counting system for the passenger rail environment.

YOUNG ENGINEERING MINDS

The engineering students were excited about the opportunity to gain insight into Metrorail's operations first hand. During the course of their research, they will work closely with representatives from Metrorail's Salt River depot.

"These students visited the depot at Salt River for a better understanding of the problem to support their investigations. They were shown round the respective departments in which they will be working during their research," adds Neels.

The research projects are expected to be completed by November 2018 and handed over to PRASA for implementation.

Safety is our concern

SAFETY CORNER

Report culprits whose criminal deeds continue to affect the daily operation of the rail service. A reward of up to R25 000 is payable for any information leading to a conviction.

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

ALL STATIONS SIMON'S TOWN COMING SOON

Locals and visitors favour travelling by train to scenic Simon's Town, but sand covering sections of the railway track at some coastal stations has forced Metrorail to discontinue this service periodically. We share the progress made. **Feroza Miller-Isaacs**

Train services to Simon's Town are set to resume by the end of April 2018. Contractors are halfway through removing beach sand from the tracks along the four affected stations on the popular stretch of the Southern Line.

Metrorail's engineering services manager Raymond Maseko says contractors are using three types of earth-moving machinery to clear beach sand at Fish Hoek, Sunny Cove, Glencairn and Simon's Town stations.

The machines will work up to a point, while the rest of the sand will be cleared manually by 20 people over the upcoming weeks.

Since July last year, commuters have had to use a bus service between the four stations. This was because part of the retaining wall collapsed, resulting in a sand build-up and closure of the line.

Raymond advises that the retaining wall is now intact.

JOINT EFFORTS

The False Bay coastline is constantly plagued by winds and Metrorail must regularly clear sand off the tracks as soon as it starts building up.

The conventional method of sending teams to manually remove the sand has not been effective. The appointment of a contractor and use of machinery is a positive first step but not the solution in preventing a recurrence of sand build-up.

Raymond says the answer lies in a long-term solution. To this end, the Passenger Rail Agency of South Africa (PRASA) has a three-year plan.

"This maintenance programme, made possible by the acquisition of machinery, will ensure that in the foreseeable future we have no problem. Sand will be cleared off the tracks as soon as it builds up."

Coupled to that is the Glencairn Coastal Project, which is a



collaboration between Metrorail, the City of Cape Town and the Western Cape Government. Raymond explains: "This project will deal more effectively with the issue of sand

build-up and the rehabilitation of the Simon's Town to Fish Hoek line. It is at the stage now where we are waiting on an environmental impact assessment report."



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



SAFETY

STRENGTHENING SECURITY CONTROL

Metrorail's service department recently promoted seven employees to the position of section security commanders in an effort to bolster its manpower and strengthen its supervisory control measures across the rail network. *Alicia English*

Metrorail's regional security manager Ernest Hendricks says the new appointments will enhance the security commanding control. "The appointments will allow for more flexibility in terms of supervision of staff and staff movements in critical areas. These new section security commanders will also enhance our management visibility actions in the different areas," explains Ernest. Each week, Metrorail's area security managers take part in management visibility actions at various stations during the early morning peak. In the last week, the area security managers swooped in on Faure, Woodstock, Cape Town and Steenberg stations. "The managers usually arrive at a station from 5.30am onwards and focus on tightening security measures to deter criminal activity. The new section security commanders will take part in these visibility actions so that they can introduce similar actions once they have been assigned to their specific sections," concludes Ernest. Let's meet the new appointees:



MAWETHU SINONO,
SECTION SECURITY
COMMANDER: METRORAIL
PROTECTION SERVICES
066 471 9419



MONGEZI MAGIDIGIDI,
SECTION SECURITY
COMMANDER: METRORAIL
PROTECTION SERVICES
066 471 9420



MSUNDO GUNYA,
SECTION SECURITY
COMMANDER: METRORAIL
PROTECTION SERVICES
066 471 9423



DUMISA GWIYA,
SECTION SECURITY
COMMANDER: METRORAIL
PROTECTION SERVICES
078 752 1051



MZWANDILE NOMTYAKA,
SECTION SECURITY
COMMANDER: METRORAIL
PROTECTION SERVICES
073 176 2858



BRUNHILDA MCPHERSON,
SECTION SECURITY
COMMANDER: METRORAIL
PROTECTION SERVICES
074 903 9843



GERHARD ADAMS,
SECTION SECURITY
COMMANDER: METRORAIL
PROTECTION SERVICES
066 471 9417

EDUCATION

LEARN HOW TO SWOT FOR SUCCESS

The time high school learners invest in their studies now will benefit them for life. Dr Gillian Mooney, an education expert, shares insight on how to study smart for maximum benefit. **Feroza Miller-Isaacs**

Senior high school brings with it a whole new world of learning, growth, excitement and its fair share of challenges. It is important to have a game plan that will set you on the correct path to academic success. At the core of this plan is applying yourself every day: learn, question, research and study.

Spend energy on grasping your academic work and mastering the study habits and it will set you up for a lifetime of effective learning.

This advice comes from Dr Gillian Mooney at The Independent Institute of Education.

She advises learners from Grades 9 to 12 that mastering the mechanics of learning is just as important as the learning itself. "It is a crucial component of handling the demands

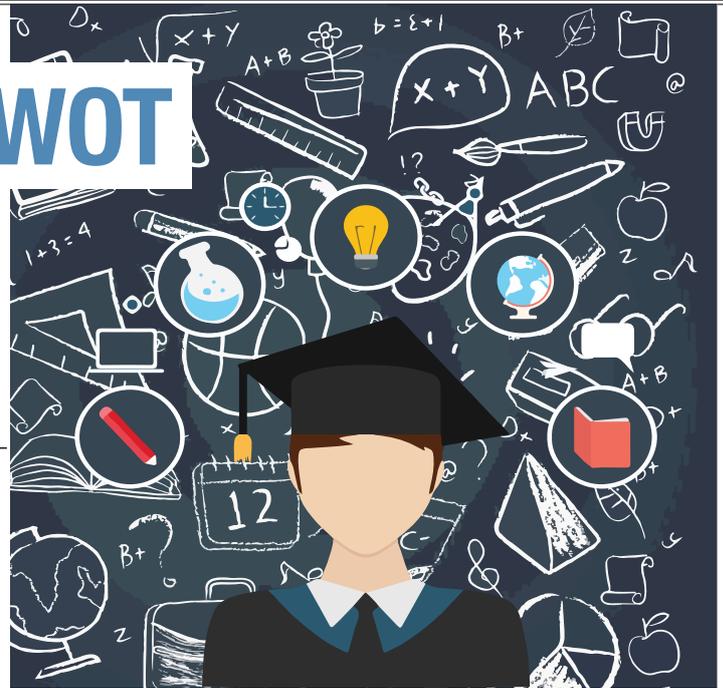
of higher education once learners become students. These years are optimal for developing skills that will help them manage the increasing workloads they will face in future." Dr Mooney shares a few tips:

Learn to touch type

Become a keyboard maestro. This will vastly improve productivity both at university and in the workplace when the effort and thinking about typing is removed.

Develop good organisational habits

The workload increases dramatically between matric and first year; being organised is critical. Get into the habit of filing your notes and completing administrative and organisational tasks every day.



Learn to multitask

Use your time effectively and creatively, as this can generate a lot of additional time. This will come in handy when the pressure sets in. When going for a run, listen to an audiobook or discussion on a subject you are studying.

Cultivate a growth mindset and commit to lifelong learning

Some learners and students can't wait for the end – the end of school, the end of exams, the end of university ... Relish the reality that your learning is a lifelong project rather than something that needs to be crossed off your to-do list. This will instil a mindset that will open a never-ending world of opportunity and discovery.



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



HANGING OUT WITH MARC'S AUNTY MERLE

Comedian Marc Lottering needs no introduction and fans are in for a comic treat this month as he takes to the stage in *Aunty Merle: The Musical* at the Baxter Theatre. **Jaye-Dee Jansen**

Marc Lottering has had South African audiences in stitches for the past 16 years. His latest offering, *Aunty Merle: The Musical*, promises to continue that trend. Running until 28 April 2018 at the Baxter Theatre, the show is certainly giving audiences the giggles.

Aunty Merle Abrahams from Belgravia Road in Athlone is experiencing some family drama. Abigail, Merle's daughter played by Tarryn Lamb, announces that she is getting married to "a decent white chap".

While love usually conquers all, it's seldom that everything goes right. Although the show has a few twists and turns, everybody gets their happy ending.

"I think I have written a beautiful story. There are 14 actors and a live band," says Marc. "The cast is phenomenal. The songs, all of which are original, are amazing. The script is real and funny. It is directed by Lara Foot Newton and the musical director is Alistair Izobell."

MEETING AUNTY MERLE

So, who is Aunty Merle? While the character isn't based on an actual aunt of Marc's, she could very well be that aunty down the road or from your old neighbourhood.

"Aunty Merle is largely inspired by my late mother and her friends. I used to eavesdrop on their conversations for hours," he recalls.

"She is endearing. Even if she shares an opinion that one completely disagrees with. There is a homely warmth to her. Everyone knows an Aunty Merle," shares Marc.

"I love coming up with names for characters. It is one of my favourite parts of the writing process," says Marc. "When I first created the character, I wanted a soft name that had a gentle quality about it. The name came almost immediately. And it was just perfect."

Marc says his upbringing has been played a big part in the way in which he creates his art. "I grew up in Retreat. My surroundings were colourful, so to speak. Colourful people, colourful stories, colourful storytellers," says the comedian, "so I am not surprised that I make a living out of telling stories."

AUNTY MERLE: THE MUSICAL

Now until 28 April 2018

The Baxter Theatre

Meet Aunty Merle in person, book your ticket for *Aunty Merle: The Musical* today! This is the show's second run. It sold out last year. The show starts at 7:30pm. Tickets cost between R135 and R160. Book at Webtickets.

www.baxter.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

Central Line Interim Timetable

me'rro rail

me'rro rail

MAINTENANCE PROGRAMME 12 – 18 APRIL 2018



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

12 – 18 April 2018	Cape Town – Maitland	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
12 – 18 April 2018	Observatory – Rondebosch	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
12 – 18 April 2018	Crawford – Ottery	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.

PERFORMANCE

AM ON TIME

33%

PM ON TIME

32.5%

CANCELLED (AM + PM)

23%

AM ON TIME

39%

PM ON TIME

56.6%

CANCELLED (AM + PM)

19.8%



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

12 – 18 April 2018	Cape Town – Maitland	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
12 – 18 April 2018	Maitland – Bellville	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
12 – 18 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

15 April 2018	Langa – Kapteinsklip	08:00 – 18:00	Bus service between Langa and Kapteinsklip. Delays of 30 to 35 minutes can be expected.
15 April 2018	Langa – Chris Hani	08:00 – 18:00	Bus service between Langa and Chris Hani. Delays of 30 to 35 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 28 March to 3 April 2018.

CUSTOMER NOTICE

Upcoming line closures in Area Central

Chris Hani and Kapteinsklip trains will terminate at Langa Station between **9am and 6pm on 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 Kapteinsklip 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**.

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 Ndzuzo
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

AM ON TIME

73.7%

PM ON TIME

95.7%

CANCELLED (AM + PM)

8.6%



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