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YOUR FREE NEWSPAPER

## LIGHT AT THE END OF THE LINE

With change comes shifts and adjustments which are often uncomfortable and inconvenient, as is the case with modernising a Metro rail system. We provide some clarity on what to expect over the next two years. **Feroza Miller-Isaacs**



**W**hile an impressive outcome to the Passenger Rail Agency of South Africa's (PRASA) modernisation programme awaits commuters, a project of this nature is huge, costly and not without teething problems. Delays, which cause frustration for commuters, form a big part of this rollout. Compounding this is the frequency of cable theft and vandalism of rail infrastructure.

In a nutshell, the programme will include modernising and upgrading Metrorail stations throughout the metropolitan area and replacing all existing signalling interlocking, which consists mainly of obsolete mechanical and electro-mechanical systems.

The resignalling project forms part of a R9 billion investment allocated to improve rail service in the Western Cape. In addition, PRASA's Fleet Renewal Programme will see a revamp of Metrorail services and public transport as a whole.

The beginning of the rollout of government's comprehensive rail programme over the next two decades, it includes 600 new trains with a design life of 40 years.

Henning Pretorius, section manager operating safety says: "We are working towards implementing a system that will prevent cable

theft and vandalism of infrastructure to improve efficiencies and travel time. If everything goes according to plan, we can expect an end date between the last part of 2019 to mid-2020. Commuters can prepare themselves for an impressive end result."

For now, maintenance work and occupations which form a critical part of modernisation will cause minor to major delays; mainly over weekends over certain sections of certain lines.

Henning says resignalling is being done in phases, with the aim to bring about a decrease in travel time."

He adds that occupations don't delay a train to the extent that vandalism does.

On a scale of zero to 10, cable theft causes nine out of 10 delays. "Because of cable theft at Elsies River we've had to re-route trains for several days because the extent of the damage is so bad."

According to Henning, "If it wasn't for vandalism we would achieve a 94-96% on time performance."

Furthermore, modernisation will reduce having to replace damaged infrastructure."

Metrorail will continue to provide commuters with updates on modernisation, occupations and how it will impact travel times and operations.

### HOW RESIGNALLING WILL IMPACT YOUR COMMUTE

9 and 10 June: There will be an occupation/commission of resignalling in Cape Town but it won't have a major impact on travel times.  
 16 and 17 June: On both days trains will terminate at Mowbray. A bus service will be provided between Cape Town and Mowbray.  
 23 and 24 June: To be confirmed. Look out for notices in MyLine.  
 29 June to 2 July: Cape Flats trains will terminate at Maitland and all north and central trains will be dispatch/rerouted via Ysterplaat and Mutual stations. Trains will terminate at Mowbray and there will be no trains between Salt River and Woodstock. A bus service will operate between Cape Town and Mowbray.

### DID YOU KNOW

The severity of the impact on services depends on what type of cable is stolen or damaged. It might impact just one signal, a group of signals or it could render a whole control panel obsolete.



### UPHAZAMISEKO KUNYE NOKUSOKOLISEKA

Uphazamiseko kunye nokusokoliseka  
 Njengoko kukho imiphumela encumisayo kutshintso olutsha kwinqubo kaPrasa entsha, abakhweli balindelwe ziinguqu ezininzi. Iphulo elinje likhulu, lizindleko kwaye linawo namangixi-gingxi. Ukubambezeleka, nokubangela ungxunguphalo kubakhweli baka Metrorail, ludlala indima enkulu kweli phulo lokutshintshwa kwezinto. Ukushwankathela, eli phulo liquka ukwenziwa kwezinto ntsha kunye nokunyusa umgangatho wezintshi zika Metrorail, nto leyo izakuquka ukususa izixhobo ezidala kufakelwa ezintsha.  
 UHenning Pretorius, ongumphathi wezokhuseleko uthi: "Sisebenza kwiphulo elizakuthi linqande kwaye linciphise ukubiwa kweentambo zombane woololiwe kunye nobundlobongela, nto leyo izakuthi iphucule indlela abahamba ngayo oololiwe. Ukuba zonke izinto zihamba ngendlela, singalindela ukugqiba phakathi kokuphela kuka 2019 ukuya phakathi ku 2020. Abakhweli mabazilungiselele ukubona iziphumo ezincumisayo. Kodwa ke singalibelanga, kuzakubakho nokucotha koololiwe, ingakumbi ngeempela veki kwindawo ezithile.

GENERAL INTEREST



At Roland Huckle's (second from left) retirement were George Kiewiets, Metrorail special projects manager Western Cape; Richard Walker, Metrorail regional manager; Sean Roman, Metro ops admin manager for station operations; Eric Reinke, Metrorail area manager Cape Town station and Claude Petersen (retired) from Engen's Convenience Income Analyst Business Performance Improvement Department | Retail Division.



Roland Huckle, the Head of School Commerce, Management and Governmental Sciences at Cape Peninsula University of Technology has made an invaluable contribution to Metrorail. He is pictured with Richard.



Richard hands a certificate of appreciation to Roland.

# FAREWELL TO OUR GURU

Homage was paid to the man who has mentored and coached Metrorail executives for 25 years. **Feroza Miller-Isaacs**

**M**etrorail hosted a retirement function for Roland George Huckle, the Head of School Commerce, Management and Governmental Sciences at Cape Peninsula University of Technology (CPUT).

Thanking Roland for his intellectual contribution to Metrorail Western Cape for the past 25 years, Richard Walker, Metrorail regional manager said: "He's a guru in operations management and logistics, and a coach to executives."

One of the first South Africans with an MBA, Roland headed up seven departments at CPUT in the field of Strategic Management, Supply Chain Management and Operations Management. His open door policy and warm smile made him approachable to his students.

Metrorail presented a certificate of appreciation to Roland for his mentorship and "valuable contribution" as a lecturer conducting business programmes. His students include Propnet/Transnet, municipalities and the Department of Correctional Services.

George Kiewiets, Metrorail special projects manager Western Cape says: "We acknowledge Roland's contribution to the global community in their respective workplace and business fields. His class of thought brought a new dimension to business systems and processes which enhance desirable objectives. I'm testimony of that mentorship. We all are."

Former students from Metrorail and Engen wished Roland well in his post-retirement endeavours.

Top of Roland's list is touring his own country as he has already travelled extensively abroad on work projects.

"He'll kick off with a stay in the Bushveld and Kruger Park before making his way to Victoria Falls," concludes George.

## Safety is our concern

### SAFETY CORNER

#### BE AWARE

Always obey railway crossing warning signs and signals.

#### GET HOME SAFELY

Avoid getting into empty carriages alone to avoid opportunistic crime. cellphones.

#### BE ALERT

Trains can come from either direction at any time and can approach quietly.

#### WATCH OUT

Trains are wider than the tracks so don't sit on the edge of a platform.

#### TAKE CARE

Keep children in sight and near you.

#### STAY CLEAR

Always stand behind the yellow line when trains enter or leave a station.

#### FOLLOW THE RULES

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

#### MIND YOUR STEP

Be careful getting on and off – there may be a gap between the train and platform.

INFRASTRUCTURE

# FIRE ENDS IN TRAGEDY

Yet another train has pulled into a station ablaze during the morning peak. In the aftermath one is dead, four are injured and two coaches are gutted. **Feroza Miller-Isaacs**

**A** fire on board a Cape Town-bound train at Ottery Station left four people injured. An investigation has been opened after a deceased person was found on the torched train. Three Metrorail employees were treated for smoke inhalation that occurred while evacuating commuters on board at Ottery Station.

Conveying condolences to the family of the deceased, Richard Walker, Metrorail regional manager Western Cape, says: "It's believed the passenger died following a suspected arson attack on a commuter train at Ottery Station last Wednesday."

This is the second incident involving fires in train coaches in two weeks. On 22 May, a train heading to Simon's Town was set ablaze and commuters had to be evacuated at Retreat Station.

Richard explains: "Something happened that resulted in the coaches combusting at a rapid rate." The cause of the fire will be assessed during post-incident investigations. Metrorail is working closely with the South African Police Services to bring the perpetrators to book. Rewards of up to R25 000 are payable for information leading to successful convictions.



A train en route to Cape Town arrived at Ottery Station with coaches on fire.



## IT'S TICKETS FOR COPPER THIEF

Police arrested a Manenberg man at his home while he was busy stripping copper cables identified as belonging to Metrorail. The copper had been removed from its insulation casing.

While the damage to the infrastructure from which the cables were stripped amounts to R200 000, the copper itself is sold for very little to scrapyards.

As part of ongoing efforts to prevent copper theft and damage to Metrorail infrastructure, Manenberg police and officials from PRASA swooped on the house in Jade Crescent last Monday morning. They were acting on a tip-off which led them to the house where they caught the 36-year-old man red-handed.



## HELP BRING CRIMINALS TO BOOK BY CALLING:

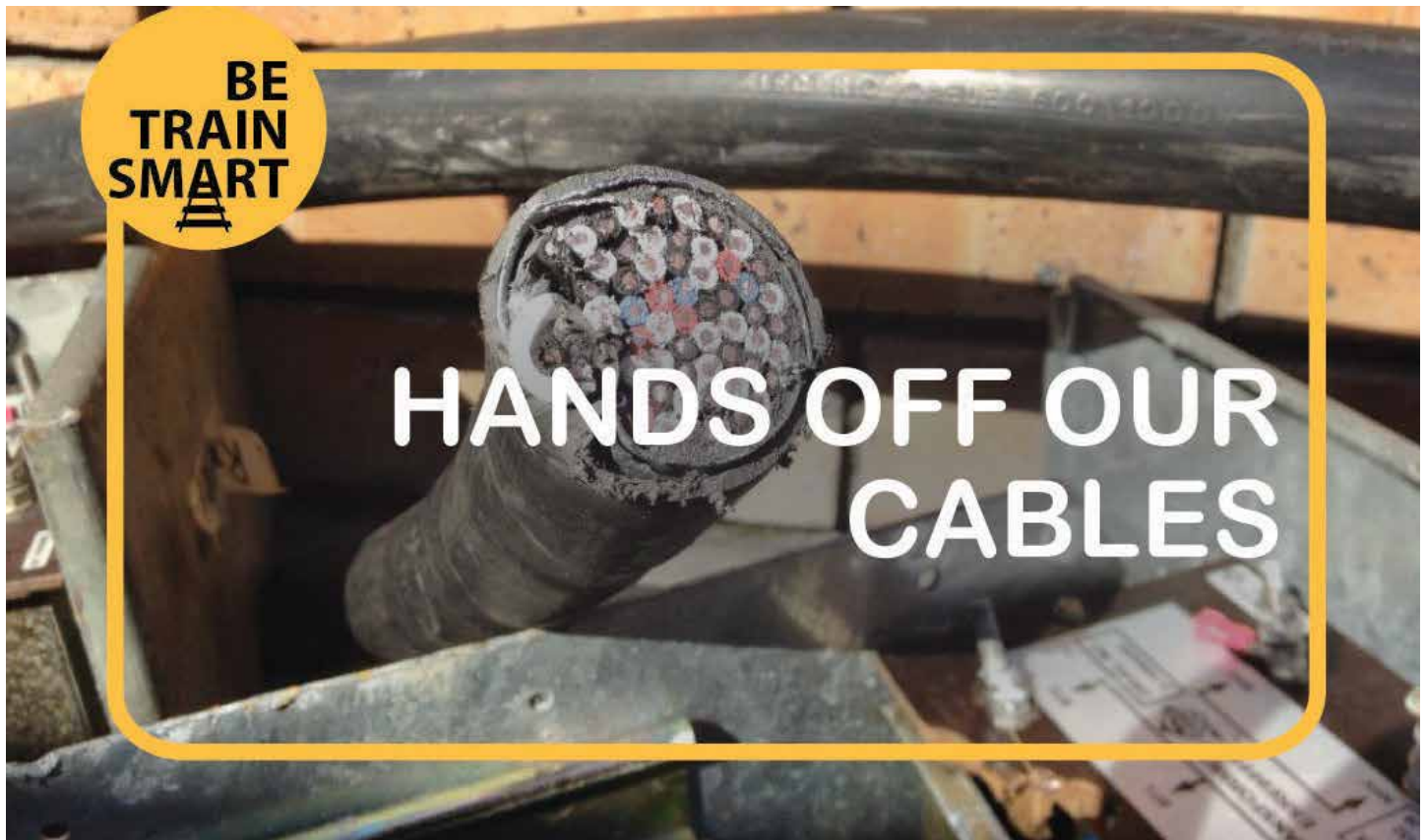
- Metrorail Protection Services hot-line (021) 449 4336/5056
- RRPU Bellville (021) 941 6800
- RRPU Philippi /Stock Road (021) 370 1011
- RRPU Retreat (021) 710 5129
- RRPU Radio Control/ OPS room (021) 449 4309/10
- SAPS Crime Stop 0860 10111
- Crime line SMS 32211



IMAGES: SUPPLIED/SHUTTERSTOCK

**BE TRAIN SMART**

# HANDS OFF OUR CABLES



PROFILE

# PAARL'S ANIMAL WHISPERER



His unusual talent will have you thinking you're hearing things during your train commute: things that go moo and meow. We caught up with the country boy behind the farmyard sounds.

Zimkitha Ngcunguwe and Feroza Miller-Isaacs

**O**ld Macdonald might have had a farm, but animal sound impersonator William Jafta has a farmyard in his vocal tract. An entertaining and adored sight on City streets or festivals – judging from his many online admirers – William succeeds in evoking a range of reactions from unsuspecting Metrorail commuters.

Boarding the train from his hometown, Paarl, it just comes naturally for him to fill his journey making animal sounds. You'd be forgiven if you thought your carriage was full of cows, dogs, goats, sheep and birds... But no fear; it's only William with his orchestra of animal sounds.

Born and raised on a farm in Paarl, his love for animals began as a little boy and lead to him developing his extraordinary talent. Now the 32-year-old has a repertoire of a dozen different animal sounds, including a turtle dove, sparrow, crying puppy, duck, cow, donkey, sheep, cat, dog, horse and chicken. And he plans to extend his range. "I'm working on perfecting how to mimic wild animals." William believes that practice makes perfect. "For 20 years I practise every

day, every minute, every second. Depending on how difficult it is, it can take months for me to imitate a certain animal."

A sensitive soul, he says he can communicate well with animals and knows when they are depressed, sad or happy. And he says if he could be any animal, he would choose to be either a chicken, dog or horse.

William encourages young people to do what they love. "What I do is my passion, although growing up I wanted to become a businessman and reach out to the poor." The nicest thing anyone has said about him is that he's the first person to make people laugh and forget their burdens and stresses. "They tell me that seeing me and listening to my imitations brightens their day. People love my talent and I am inspired by this."

You can find William on the train, at Greenmarket Square in Cape Town, or in Stellenbosch, Simon's Town or Oudtshoorn when there is a festival. While he has been interviewed on TV, he says he "would love to star" in a TV show.

**For the full visual impact of William's talent, check out his videos on YouTube or connect with him on Facebook.**



IMAGES: ISTOCK/GETTY IMAGES

SAFETY

# X MARKS THE SPOT

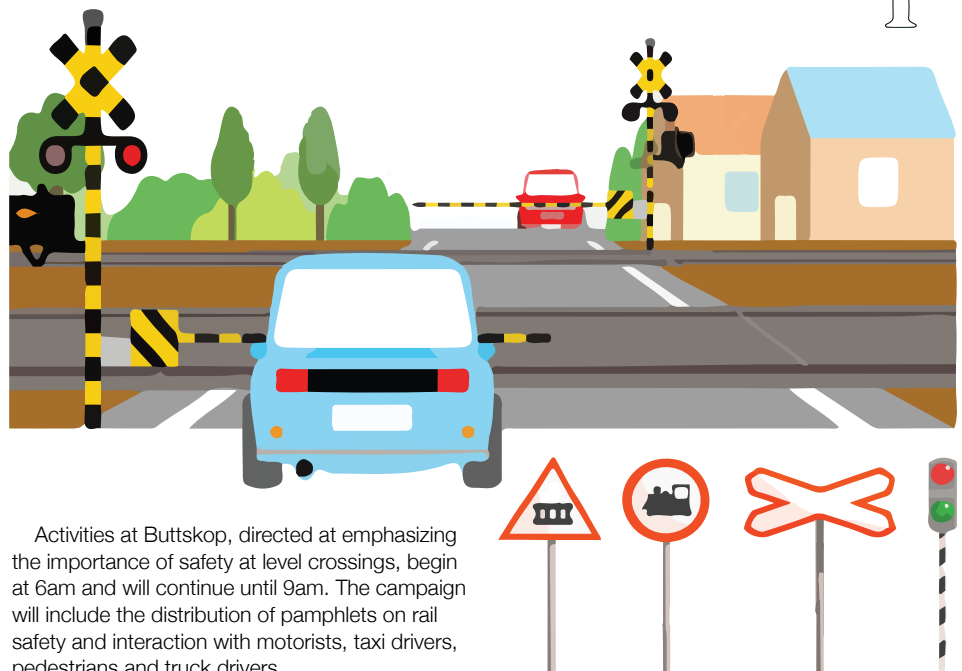
Knowing how to use level crossings safely can save lives. For the ninth year, Metrorail is part of a global initiative to educate on how to use road-rail intersections. **Feroza Miller-Isaacs**

**J**une 7 is International Level Crossing Campaign Awareness Day (ILCAD). To mark this, Metrorail has several activities planned at Buttskop level crossing in Blackheath (Area North). This year's theme is 'Act safely at level crossings'.

Tragically, Buttskop has been the scene of two collisions – in 2010 and 2018 – between trains and vehicles, which claimed 17 lives.

A joint commitment that began in 2009 by the European Union countries and Israel, ILCAD aims to raise awareness about the dangers associated with the road-rail interfaces (level crossings). Metrorail's business risk, protection services, customer services, train ops, rolling stock and infrastructure are all participating partners in the initiative.

Several stakeholders are also part of the campaign: the External Railway Safety Regulator, the City of Cape Town, South African National Roads Agency Limited, the Road Safety Management Road Accident Fund, SAPS, the Greater Blue Downs Ministerial Fraternity, Rapid Rail Police Unit and the Provincial Department of Transport.



Activities at Buttskop, directed at emphasizing the importance of safety at level crossings, begin at 6am and will continue until 9am. The campaign will include the distribution of pamphlets on rail safety and interaction with motorists, taxi drivers, pedestrians and truck drivers.

IMAGES: FREEPIK/SHUTTERSTOCK

HEALTH

# NATURES' MAGICAL LITTLE YELLOW BALL

You have every reason under the sun to start your day with a generous squeeze of lemon in your water. Read on to find out about the multitude of health benefits this modest fruit contains. **Zimkitha Ngcunguwe**



**L**emons pack a punch. Good for our overall health, just one lemon contains an entire day's worth of vitamin C and antioxidants.

Its acidity promotes good digestion and protects the liver, while its mild diuretic properties helping the urinary tract get rid of any unwanted elements, helping to detoxify the body and skin.

Furthermore, lemons are rich in polyphenols that researchers say may ward off fat accumulation and weight gain. The peel is also a potent source of pectin, a soluble fibre that's been proven to help you feel fuller for longer.

Regularly sipping lemon water helps your body stay hydrated.

## HELPS YOU LOSE WEIGHT

- The acids found in lemon juice encourage your body to process the good stuff in foods more slowly.
- This drawn-out absorption means insulin levels remain steady and you get more nutrients out of the foods you consume.
- Better nutrient absorption means less bloating.
- Lemon water benefits the enzyme functions in your body, stimulating the liver and flushing out toxins.

## FAST FACT

Lemons are one of the most alkalising foods for the body. They are acidic on their own but inside our bodies, they're alkaline (the citric acid does not create acidity in the body once metabolised).

IMAGES: SHUTTERSTOCK/GETTY IMAGES

**BE  
TRAIN  
SMART**

# HANDS OFF OUR CABLES

METRO MATTERS

Some of Metrorail's dads enjoyed a day out exploring the south.



Kids and adults enjoyed an adventure-filled day.

# EARLY FATHER'S DAY TREATS

The Southern Line tourism route has a treasure of activities. Metrorail dads and their little ones experienced this first hand. We explore with them. **Feroza Miller-Isaacs**

**F**ather's day came early for the men working at Metrorail this year. Accompanied by their children and undeterred by rain, the group set off last Saturday for a fun-filled educational day in Muizenberg.

Starting with a train journey on a secure coach, the first stop was a historical youth walk – followed by a visit to the Battle of Muizenberg site and the newly renovated SAPS Museum.

The event highlights activities on Metrorail's Southern Line tourism route.

Keith Edwards, marketing and communication – Rail Tourism says: "Currently there is a shift within the tourism industry to focus on offerings for the return visitor and things to do for locals that they might not be aware of. Many are too familiar with Cape Point and Boulders and while these are amazing destinations, we miss out on our towns that have gems that go off the radar."

After being welcomed by Moira Mahon, a registered tour guide in the area, the dads and their children experienced Moira's historical youth walk first-hand.

"It rained, but this did not deter the excitement," says Keith.

Throughout the interactive walk the group learnt, played games and made historical connections.

Keith adds: "Many of us have never been to the Battle of Muizenberg site and it was such a spectacular view against the background of the mountain."

A tour of the newly renovated SAPS Museum included a visit to a prison cell and seeing a replica of a complaints' office.

The children participated in a staged court case, which helped them learn about our judicial system.

Watch this space for more things along the Southern Line tourism route.

## DISCOVER FOR YOURSELF

- If you want to experience Moira's historical youth walk, email moiram1@yahoo.com.
- A date to diarise is Youth Day on June 16th, which Metrorail will celebrate with Damelin College tourism students on 15 June. Follow the conversation on #MetrorailYouthDay
- For information about Metrorail's secure coaches, call 021 4493018 / 2366 or email promotions@metrorail.co.za or railtourism@prasa.com.



Tour guide Moira Mahon welcomes everyone before setting off on an eventful and historical youth walk.



Not even rain could dampen the group's spirits.



Father and sons relish a train ride to Muizenberg.



This dad's day was made.

# 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. <input type="checkbox"/> | Bellville via Esplanade and Lavistown | 6. <input type="checkbox"/>  | Malmesbury via Bellville     |
| 2. <input type="checkbox"/> | Bellville via Monte Vista             | 7. <input type="checkbox"/>  | Muldersvlei via Stellenbosch |
| 3. <input type="checkbox"/> | Cape Flats                            | 8. <input type="checkbox"/>  | Southern Suburbs             |
| 4. <input type="checkbox"/> | Kapteinsklip                          | 9. <input type="checkbox"/>  | Strand                       |
| 5. <input type="checkbox"/> | Khayelitsha                           | 10. <input type="checkbox"/> | Wellington via Kraaifontein  |
|                             |                                       | 11. <input type="checkbox"/> | 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.



MAINTENANCE PROGRAMME 7 TO 13 JUNE 2018



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

7 – 13 June 2018	Cape Town – Maitland	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
7 – 13 June 2018	Cape Town – Retreat	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
9 June 2018	Cape Town Station	06:00 – 20:00	Platform changes will be announced. Train delays of 35 to 40 minutes can be expected.

PERFORMANCE

AM ON TIME

16.8%

PM ON TIME

21.2%



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

7 – 13 June 2018	Cape Town – Maitland	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
7 – 13 June 2018	Maitland – Bellville	09:00 – 14:00	Platform changes will be announced. Train delays of 25 to 30 minutes can be expected.
7 – 13 June 2018	Paarl – Wellington	07:00 – 17:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
7 & 8 June 2018	Esplanade – Ysterplaat	09:00 – 14:00	Platform changes will be announced. Train delays of 35 to 40 minutes can be expected.
9 June 2018	Cape Town Station	06:00 – 20:00	Platform changes will be announced. Train delays of 35 to 40 minutes can be expected.
10 June 2018	Cape Town Station	09:00 – 18:00	Platform changes will be announced. Train delays of 35 to 40 minutes can be expected.

CANCELLED (AM + PM)

22.0%

AM ON TIME

32.2%

PM ON TIME

55.0%



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

7 – 13 June 2018	Belhar – Sarepta	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
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CANCELLED (AM + PM)

16.9%

AM ON TIME

52.5%

PM ON TIME

56.0%

CANCELLED (AM + PM)

13.5%

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 23 to 29 May 2018.

CUSTOMER NOTICE

SOUTHERN LINE EXTENDED TRAVEL TIME

The commissioning of the recently installed signalling system is subject to extensive tests. Stoppages between Kenilworth and Wynberg will continue as trains await clearance for manual authorisation in this section. Until the new system is fully functional, commuters are advised that the average travel time between Fish Hoek and Cape Town is 80 to 90 minutes.

CUSTOMER SERVICE

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 / lndzuzo@metrorail.co.za

**AREA CENTRAL**  
Cyril Bauer  
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**AREA NORTH**  
Lesley Stevens  
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