



YOUR FREE NEWSPAPER



GROUP CHIEF'S FIRST VISIT AN 'EYE OPENER'

PRASA leadership is on a mission to stabilise and improve rail service in the Western Cape. From left: Lindikhaya Zide, former acting group chief executive officer (GCEO); Martha Ngoye, acting PRASA Rail CEO; Sibusiso Sithole, acting GCEO and Richard Walker, Metrorail regional manager Western Cape.

Several stations in Cape Town were visited as part of a fact-finding tour to come up with innovative solutions aimed at improving rail service in the Western Cape. **Feroza Miller-Isaacs**

The acting group CEO of PRASA recently visited the Western Cape in a bid to find solutions to existing challenges. Accompanied by his high delegation team from PRASA Corporate and PRASA Rail, Sibusiso Sithole's fact-finding mission was aimed at identifying critical areas of uniqueness in the business.

With their first stop Gauteng, followed by the Western Cape, Durban and, lastly, the Eastern Cape, the delegation's objective was to gain a better understanding and familiarise themselves with how the different regions operate. The group chief said he has a priority mandate from the Minister of Transport to prioritise the Western Cape and accelerate the work being done. He added he is looking at quick wins to stabilise the business, including having people with the right skills at the right places in the entire organisation.

The Western Cape programme consisted of a walkabout at Bellville Station to observe commuter patterns, a train trip from Bellville to Bonteheuwel, a visit to the control centre

in Windermere, a walkabout at Bonteheuwel Station and the Bonteheuwel split to understand vandalism issues and copper theft, and a visit to the Rolling Stock workshops and Planning office.

In addressing regional management at Rolling Stock, Sibusiso said his focus was not to concentrate on problems but to seek solutions. He says: "The organisation is punching below its weight. I understand the sources of our pains from both the internal and external perspective. Eighty percent of our problems are internally driven and require accountability."

He made clear that his focus is not on the past but rather on the opportunities to develop a proper business case and new trajectory. "Everyone must take cognisance of the reality that customers come first. As PRASA, we need to understand we are servicing the poorest, therefore we must be able to provide a dignified service," Sibusiso emphasised. He acknowledged the issues and problems 'beyond our control' such as social ills (drugs, unemployment, etc.) which must be addressed holistically. On security



The final activity of the Acting CGEO's visit was a walk about in the Rolling Stock depot to get a deeper understanding of the issues at hand.

issues, he said it couldn't be expected that deploying more security will solve all problems. He added it's important to improve communication with customers and stakeholders.

The group chief also said that Head Office must work around the clock to produce plans and support the Western Cape. He concluded that coming to the region was an eye-opener.

GROEPSHOOF SE EERSTE BESOEK 'N 'OOGOPNEMER'

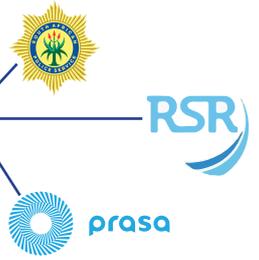
Die waarnemende Groepshoof Uitvoerende Beampte (CEO) van die Passasierspooragentskap van Suid-Afrika (PRASA) het onlangs die Wes-Kaap besoek in 'n poging om oplossings vir bestaande uitdagings te vind. Saam met sy hoë afvaardigingspan van PRASA Corporate en PRASA Rail, was Sibusiso Sithole se feitesending missie om kritieke areas van uniekheid in die besigheid te identifiseer.

Die afvaardiging se doel was om 'n beter begrip te kry en hul vertrouwd te maak met hoe die verskillende streke werk. Die groepshoof het gesê hy het 'n prioriteitsmandaat van die Minister van Vervoer om die Wes-Kaap te prioritiseer en die werk wat gedoen word, te versnel. Hy het bygevoeg hy kyk na vinnige oorrinnings om die besigheid te stabiliseer, met inbegrip van mense met die regte vaardighede op die regte plekke in die hele organisasie.

Die Wes-Kaapse program het bestaan uit 'n loopbaan by die Bellville-stasie om pendelaarspatrone, 'n treinreis van Bellville na Bonteheuwel, 'n besoek aan die beheersentrum in Windermere, 'n wandeling by Bonteheuwel-stasie en die Bonteheuwel-verdeling om vandalisme en koperdiefstal te verstaan, en 'n besoek aan die Rolling Stock werkwinkels en beplanningskantoor. Sibusiso het aanbeveel dat die hoofkantoor dadelik te werk moet gaan om planne op te stel om die Wes-Kaap te ondersteun.

SAFETY

OUR FIRST STOP NYANGA



Safety was the name of the game during the first of many such campaigns Metrorail plans to have at stations around the Western Cape.



Neither cold weather nor rain could dampen the team's spirit.



Vandalised components were on display at Nyanga Station and commuters were shocked to see the extent of vandalism within the rail precinct.

Nyanga Station was the location for Metrorail's recent personal and anti-vandalism safety campaign; held by the Marketing and Communication Department, and supported by the RRP, Business Risk, Customer Services and Protection Services.

The campaign benefitted the small group of commuters that was at the station.

As a junction station, Nyanga has always been one of the busiest stations on the Central line, especially during the early morning peak. Activity has however subsided, with fewer commuters using this station. The decrease in commuters is due to the line having been temporarily closed, and inclement weather.

Flooding in the area has impacted on rail infrastructure, resulting in the temporary suspension of the Chris Hani trains from Philippi station. A further possible contributing factor which has been cited is vandalism of the Bonteheuwel substation.



Participating safety teams – Metrorail and the Rapid Railway Police Unit (RRPU) – pulled out all the stops when showcasing their products and service.

As safety is a priority to Metrorail, all efforts with regards to safety campaigns and educating commuters about personal safety will continue at Nyanga and other stations. Services on the Central line have subsequently been restored.

WE FAST TRACK YOU TO PRISON



Swooping on crooks as they go about their shady business is all in a day's work for the team keeping our railway precincts safe.

The additional security measures and forensic capability deployed by Metrorail are starting to pay off as more suspects were found guilty of attempted theft in the Bishop Lavis Magistrate's Court last week.

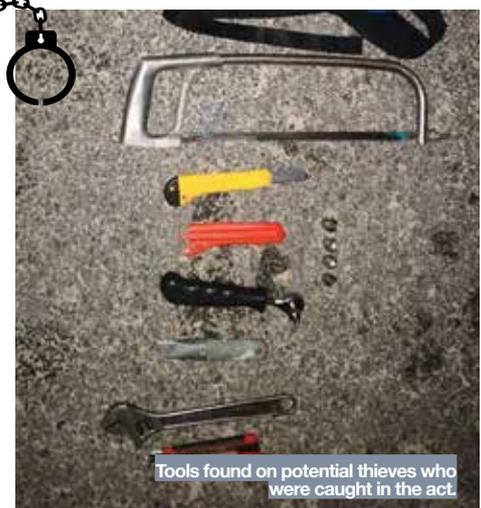
Three offenders were sentenced: one received six years; a second received three years (suspended for five years) and the third received three years.

Richard Walker, regional manager for Metrorail Western Cape confirmed a positive downward trend in reported incidents: "Last Thursday night, zero incidents of vandalism were recorded and only two of cable theft. This is superb progress against previous double-digit overnight incidents."

Catching would-be criminals has become routine for Metrorail's multi-functional security teams as their daily arrests are slowing the incidences of vandalism and cable theft. In the week 22 to 29 June, 11 offenders were arrested.



These items were seized during arrests made by Metrorail.



Tools found on potential thieves who were caught in the act.

OPERATIONS

CENTRAL LINE IS BACK ON TRACK

After a temporary suspension due to bad weather and protest actions, trains are once again operating between between Chris Hani and Philippi stations.



Train services between Philippi and Chris Hani have been reinstated, with service on the Central Line being restored. This has been confirmed by Metrorail, after flooding and service delivery protests in the area caused temporary suspension of services.

Protesters allegedly torched a train on Sunday 24 June at about 7pm, destroying two motor coaches and one trailer. When firefighters were blocked from dousing the fire on the three carriages, police had to escort them so that they could extinguish the fire.

At the time, contractors and technical staff were unable to access the site due to service delivery protests in the area. Metrorail was forced to close the line between Nolongile and Nonkqubela in the interest of safe train operations after heavy rains flooded the area.

Richard Walker, Regional Manager Western Cape said these factors delayed the rail operator's service recovery efforts. He explained: "In desperate attempts to divert floodwater from the dwellings, the community in and around the rail reserve dug channels that unfortunately deposited not just rainwater, but also sewage and waste that had accumulated in the area into the rail reserve and submerged our rail track infrastructure." Metrorail was unable to access the area to perform the necessary recovery work as it has been declared unsafe by SAPS.

Adding that he empathises and feels for the affected commuters, Richard said: "It remained our priority to do the necessary recovery work." This included draining the excess water and disposing of the wet waste and sewage that was displaced onto rail track infrastructure. The situation was monitored and as soon as the area was declared safe, Metrorail immediately began with clearing services and the recovery work.



THE COST OF BURNING TRAINS

Four incidents of burning trains have been reported in less than a month, and the total of this could cost Metrorail more than R19 million.

The recent Steenberg train fire would cost approximately R8 million, another in Retreat was set at R5 million and the Ottery blaze will cost R6 million. While the cause of the fires has yet to be established following post-incident investigations, arson cannot be ruled out.

IMAGES: SUPPLIED



IMAGES: SUPPLIED

PROFILE

THE BACKBONE OF CORPORATE AFFAIRS

She heads up Metrorail's corporate affairs with contagious energy. Her commitment is to customers, community and the company she serves. Meet Zinobulali Mihi, Metrorail corporate affairs manager. **Feroza Miller-Isaacs**

Zinobulali Mihi's energy and zest for life is matched only by her warmth, wisdom and humility.

Known also as Zino or Zee, she has been the driving force behind a dynamic corporate affairs team for 14 years.

Her collaborative and inclusive leadership style has earned her the respect of the team that she manages, mentors and inspires.

Although Zino's team is small – three members and a research team – they pack a punch when it comes to stakeholder relationships. Their success is a result of synergy.

"My team and I are hands-on, and we work together on everything, so we're all up to date and know everything there is to know about each and every project we undertake," says Zino.

After completing her studies, Zino began her career as a journalist at the SABC. She also worked for the provincial government. Although she has been with Metrorail for 14 years and acknowledges the value of being with one organisation, Zino doesn't profess to know everything. "We learn every day; you can never be a master of everything." She welcomes the fresh perspective she gains from being challenged by her team. "I don't make decisions on my own ... we're a team so we all talk with one voice."

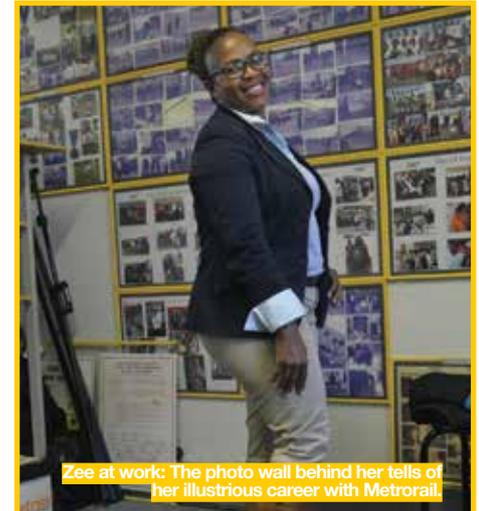
Zino's work credo is: "In my job, it's important to be decisive and remain level-headed, and to have good interpersonal skills and a very good attitude." Having an honours in psychology empowers her in her personal and work life. Regarding Metrorail as one of the best companies to work for, she says: "When I retire post-Metrorail I want to lecture in both psychology and communications."

For now, her vision is to be the driver of change. "Rail is the backbone of transport; all that's needed are financial resources and good leadership. Without good leadership you can't drive change," she says. "We have to look beyond just running a train service. If I can see Metrorail making a turnaround to bring rail back to its roots and satisfy our customers, I'll be happy."

Zino believes acknowledging social ills and working hand in hand with communities will build a better community, better city and better country. A first step is education, she says. To this end, she's completing her masters. The woman behind the corporate image is actually "a very private person" who cherishes her "me time". Both Zino's parents were school principals. She and her husband Kagisho have two daughters and a son: Luyolo, 26;



In all aspects of her life, Zino believes in giving her all.



Zee at work: The photo wall behind her tells of her illustrious career with Metrorail.

S'thatha, 18; and Lusedi, 7. One of her favourite pastimes is singing with S'thatha.

"There's no dull day at Metrorail," she concludes. "I've seen it all, good days and bad days. You need to find balance and rise above the challenges, and you need God in your life."

UP CLOSE AND PERSONAL

They're more than just a helpful voice on the other end of the line or the faceless, uniformed presences we pass each day as we rush through platform turnstiles, our tickets in hand. Meet some members of the Metrorail team who keep everything on track. **Zimkitha Ngcunguwe**



QINGQIWE JAMES

Ticket Controller at Cape Town Station

What do you enjoy about your job?

I enjoy working with different people and seeing if commuters are happy or not. I've been with Metrorail for more than 10 years. I was first a casual but now I am permanent.

Who and what inspires you?

My work inspires me. I get to read people and I get challenges where I must have a strategy on how to approach that certain challenge.

What makes your job interesting/fascinating?

The fascinating thing about my job is I get to see a lot of different people with different personalities, especially at Cape Town Station.

How is your interaction with your colleagues, and commuters?

I have a wonderful relationship with my colleagues. We strategise and share a lot as we all love our jobs.

The behaviour of commuters sometimes shocks me ... they will be angry with us for train delays and they say mean words to us.

What value do you bring to your job?

I believe that I bring customer care to Metrorail, which is a great company to work for.



ANDISWA YOZI

Acting Senior Admin Assistant, Marketing and Communication

What do you enjoy about your job?

I get to meet a lot of people and I am hands-on regarding events we host at our department.

Who and what inspires you?

God is my inspiration because his love and promises are everlasting; that gives me the hope I wake up with. I'm a born again. I also have a mentor who happens to be my pastor. He inspires me in so many ways in terms of tackling problems and not giving up on our creator at all times.

What makes your job interesting and fascinating?

I love doing events and being involved in projects. I'm a very creative person and the events and projects I'm involved in allow me to use my creativity.

How is your interaction with commuters?

I get a chance to meet commuters at stations and during campaigns like our level crossing campaigns. I also interact with learners at schools. The commuters are amazing although some of them can be harsh on me/us because they refuse to understand a certain situation.

Tell us about your team.

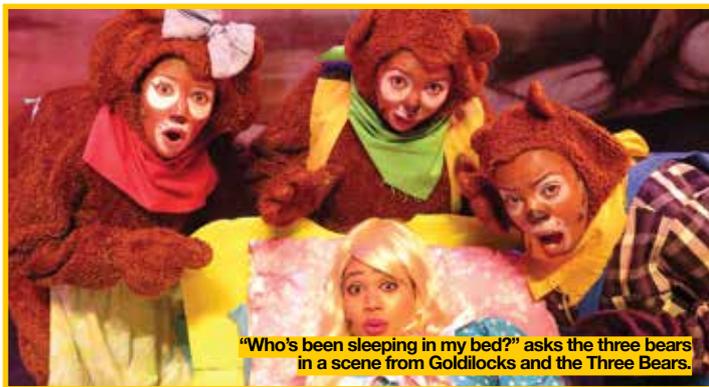
Our team relationship is electrifying; we are a team of four. We have different personalities that balance our team well. That's why we work well together.

ENTERTAINMENT

THIS CLASSIC PROMISES TO DELIGHT



Treat your kids to a stage production of *Goldilocks and the Three Bears*, a captivating journey of adventure, fun and laughter. **Feroza Miller-Isaacs**



"Who's been sleeping in my bed?" asks the three bears in a scene from *Goldilocks and the Three Bears*.

The Lilliput Children's Theatre Company is staging *Goldilocks and the Three Bears* over the school holidays. The production runs at the Nassau Theatre at Groote Schuur High School, Palmyra Road, Newlands until Saturday 14 July, with shows at 10:30am.

Little ones will delight in this children's classic that follows the adventure of Goldilocks in the forest before her birthday. As the story goes, Goldilocks' grandfather is organising her birthday party but Goldilocks get lost in the woods and stumbles across a house belonging to the three bears. With nobody home, Goldilocks goes inside and makes herself at home. The three bears come home to find their visitor fast asleep with hilarious consequences. This enchanting fairytale classic is full of laughter, audience participation and great fun for the whole family.

The cast consists of Desle Mc Conney (from Athlone) as Baby Bear, Almar Muller (from Claremont) as Papa Bear, Dean Van Der Ventel (from Monte Vista) as Mama Bear and Mar-li Van Der Merwe (from Durbanville) as Goldilocks, with Elton John Duffy (from Edgemead) playing the role of Grandpa. Elton, who has been producing children's theatre for 25 years, also adapted and directed the show.

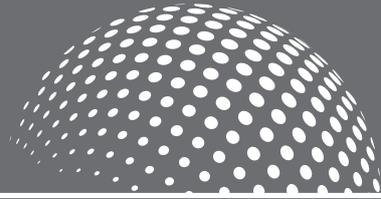
Tickets cost R80 per person and bookings can be made at Computicket or online at www.computicket.com. For school block bookings, call Elton on 083 364 8284, (021) 558 2650 or email elton@lilliputplayers.co.za.

For more information visit www.lilliputplayers.co.za



"And who's been eating my porridge?" is another question Goldilocks has to answer.

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SPORT

SWEDEN, HERE I COME

She was just a little girl when she and her dad began watching movies about martial arts greats like Jackie Chan and Jet Li. The seed was sown, and eight years later, Edwina Boonzaaier is a karate world champ.

Zimkitha Ngcunguwe and Feroza Miller-Isaacs

It's all systems go for a young Belhar girl whose dream of competing in an international competition in Sweden has come true. This is thanks to sponsorship from the Community Chest, which is also subsidising the rest of the team from Samurai Karate Matroosberg. Now, Youth Unison Kata World Championship title-holder Edwina Boonzaaier, 17, and her teammates look forward to departing for the 19th Kimura Shukokai International World Championship on Sunday.

In Grade 12 at Symphony High School, Edwina's love of karate began eight years ago after her father encouraged her to take up the sport. Sadly, he passed away a year after she began practising. She recalls: "My father did karate and we would always watch Jackie Chan and Jet Li movies together."

A second-degree junior black belt holder, to date Edwina has amassed 47 medals, competing in several competitions each year. Karate is

more than just a sport to her; it's also a means of defending herself. "The world is a dangerous place and women must make sure they can defend themselves, whether through karate or other defence methods."

Balancing her time between school and karate is no mean feat, but the hardworking teen manages. Role models like Shihan Chris Thompson, World Chief Instructor, keep her focused and inspire her.

She values the overwhelming support from her mother, three sisters and four brothers. "My family is excited for me and even though it's not possible for them to come to all my competitions, I know they are proud of me." The challenges are always having to worry about money before a competition and Edwina says her hopes of further studies were beginning to fade because of a lack of funds, so when she found out that in addition to sponsoring the trip to Sweden, the Community Chest is also donating R50 000 to the dojo each



Edwina Boonzaaier will be displaying the techniques that earned her world champion status at an international karate competition in Sweden later this month.

year for the next three years and giving the team bursaries, she was elated.

She can now follow her career dream: "I wanted to join the police force because there was no money to study, but now I can become a forensic pathologist." Her message to her peers is to believe and never give up.

WE SEE YOU

The Community Chest's sponsorship, donation and bursaries to Edwina and her dojo form part of its Siyakubonga ('we see you') Campaign in celebration of the organisation's 90th anniversary.

HEARTS OF GOLD

As part of the Nelson Mandela centenary celebrations, bikers from across South Africa will ride for charity.



Nelson Mandela's former assistant Zelda la Grange.



For the ninth consecutive year, bikers are preparing to put pedal to the metal, all in the name of charity.

This year, Bikers for Mandela Day, in partnership with the Nelson Mandela Foundation, will rally in aid of Keep a Girl Child in School. The aim is to collect sanitary pads for the 3 million girls who miss school annually because they cannot afford products.

The initiative, which was started in 2010 by Nelson Mandela's former personal assistant Zelda la Grange, is aimed at celebrating Madiba's legacy by helping those who are less fortunate.

"This year's rides will allow for more bikers to participate in this nine-year tradition of having fun while doing good at the same time. Madiba believed that every small effort counts in bringing about change," says Zelda. Her hope is that all riders of scooter bikes, superbikes and "everything with two wheels and an engine will join us to make a massive impact to this cause". As little as R180 can provide enough sanitary pads to keep one girl in school for an entire year.

The Cape Town leg takes place on Saturday, 14 July and bikers will meet at the Grand Parade at 8am. The ride will depart 9:30am and travel to Drakenstein Prison.

Prospective riders can register for no charge at www.nelsonmandela.org. Participants are asked to bring a pack of sanitary pads – or as many as they can afford to carry – for the ride.

HONOURING MADIBA

In this, the centenary year of the birth of Nelson Mandela, we pay homage to one of our greatest leaders of all times. We do this by honouring Madiba's legacy and his call to do something good every day to create a better world. As Mandela Day approaches on 18 July, we celebrate his life and acknowledge how his sacrifices shaped our lives and that of tomorrow's leaders.

THE REAL TATA MADIBA

Behind the legend that was Madiba was a very real and down-to-earth human being. We uncovered some lesser-known facts about Tata:

- His actual name is Rolihlahla Dalibhunga, meaning 'troublemaker'. He took the name Nelson when he started school as it was common for black South Africans to be given English names to make it easier for English-speaking teachers to communicate with them.
- Madiba saw being late as a serious character flaw.
- Although he was extremely organised, he forgot his reading glasses in prison when he was released.
- He made his own bed every single morning of his life.
- Madiba married three times and had six children and 17 grandchildren.
- He was passionate about boxing and trained in the gym four days a week. On Robben Island, not even his tiny cell deterred him from exercising every day at 5am.
- While travelling from Victor Verster to deliver his freedom speech in Cape Town, Madiba insisted on stopping en route to thank a white family for showing their support.
- He was a sharp dresser and passionate in his personal relations.

"South Africa belongs to all who live in it, black and white." – Nelson Mandela

HE HAD A DREAM

Peace-loving Nelson Rolihlahla Mandela was born on 18 July 1918.

- He was a qualified lawyer, becoming actively involved in the anti-apartheid movement in South Africa in his 20s and joining the African National Congress in 1944. A philanthropist, Mandela shared the ANC's vision of working to improve conditions and rights for people of colour in South Africa.
- In 1951, he became president of the ANC's Youth League. The years between 1951 and 1960 were turbulent for SA and for the ANC. In 1962, Mandela was arrested for conspiring to overthrow the state and sentenced to life imprisonment. He served 27 years in prison, on Robben Island, in Pollsmoor and Victor Verster prisons.
- On 11 February 1990, he was released from prison and walked out of Victor Verster hand in hand with his wife Winnie. In 1993, he and FW de Klerk jointly won the Nobel Prize for their contributions to civil rights.
- In 1994, Nelson Mandela became South Africa's first black president and led the transition to democracy.

GENERAL INTEREST



Salesian Life Choices has relaunched its flagship '30 Stories in 30 Days' campaign with a fresh twist. The relaunch took place last month to coincide with Youth Month.

Sharing one inspirational story a day for the month of June, the aim of the campaign is to honour the youth of today and their life struggles.

Initially launched in June 2014, it comprises a collection of personal stories of challenges and triumphs; as written by young people from areas including Manenberg, Philippi, Retreat, Crossroads, Khayelitsha and Bonteheuwel, as well as Zimbabwe, the DRC and Johannesburg. Salesian Life Choices is a Cape Town-based

NPO. For the past four years, it has celebrated Youth Month during June with its '30 Stories in 30 Days' campaign.

Sofia Neves, managing director of Salesian Life Choices says they were challenged by a group of marketing students to relook the campaign. "They challenged us to focus the campaign on connecting youth. They believed youth would support each other in overcoming common challenges as a consequence, uniting as the youth of South Africa." The premise of the campaign is that everyone has a story to tell, and each story holds unique value; not just to the storyteller, but also to those with whom the story is shared.

The hope is that the campaign will live long after Youth Month, that youth will continue to share their stories among peers and continue to support each other through their struggles and celebrate each other in their differences and commonalities.

Follow the #30daysofyouth campaign on Facebook.

CABANGILE'S STORY

Cabangile Mdluli, now 21, originally shared her story in 2015. Her tale centres on her struggle of being the primary carer to three young siblings, surviving on R640 a month from children's grants but still being a top student in her school.



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 5 TO 11 JULY 2018



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

5 – 11 July 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 July 2018	Cape Town – Retreat	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
5 – 11 July 2018	Cape Town Station	09:00 – 14:00	Platform changes will be announced. Train delays of 35 to 40 minutes can be expected.
7 July 2018	Woodstock – Salt River	05:30 – 23:59	Trains terminate at Salt River. Make use of the Cape Flats trains to Cape Town. Train delays of 45 to 50 minutes can be expected.
8 July 2018	Woodstock – Salt River	00:01 – 23:59	Trains terminate at Salt River. Make use of the Cape Flats trains to Cape Town. Train delays of 45 to 50 minutes can be expected.

PERFORMANCE

AM ON TIME

11.6%

PM ON TIME

32.5%

CANCELLED (AM + PM)

24.4%



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

5 – 11 July 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 July 2018	Paarl – Wellington	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
5 – 11 July 2018	Paarl – Kraaifontein	07:00 – 17:30	Maintenance between scheduled train service. Train delays of 15 to 20 minutes can be expected.
5 – 11 July 2018	Kraaifontein – Brackenfell	09:00 – 14:00	Platform changes will be announced. Train delays of 35 to 40 minutes can be expected.
7 July 2018	Woodstock – Salt River	05:30 – 23:59	Trains terminate at Salt River. Make use of the Cape Flats trains to Cape Town. Train delays of 45 to 50 minutes can be expected.
8 July 2018	Woodstock – Salt River	00:01 – 23:59	Trains terminate at Salt River. Make use of the Cape Flats trains to Cape Town. Train delays of 45 to 50 minutes can be expected.

AM ON TIME

58.3%

PM ON TIME

77.5%

CANCELLED (AM + PM)

14.2%



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

5 – 11 July 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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AM ON TIME

60.3%

PM ON TIME

76.4%

CANCELLED (AM + PM)

16.1%

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 20 to 26 June 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
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