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metrorail

YOUR FREE NEWSPAPER

ON HER WAY UP

Bronwyn Lestrade is one of 82 female Metrorail train drivers in the Western Cape. She hopes to see many women drivers reach top positions and says that after nearly a decade of driving trains, she still enjoys every moment. **Lungisa Mnqwazi**

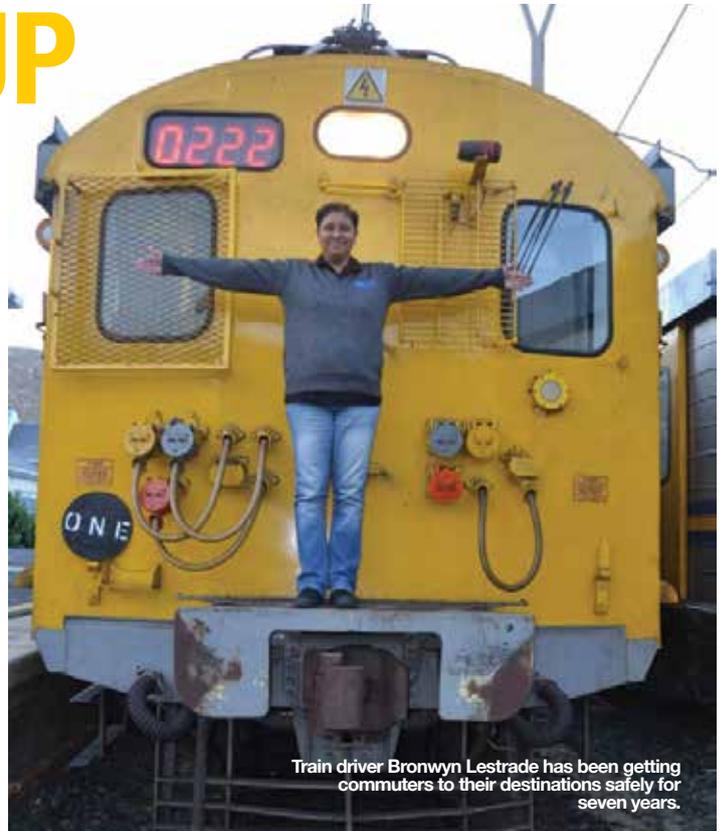
Bronwyn Lestrade has overcome many challenges to fulfil her dream of becoming a train driver. She says while every trip is an adrenaline rush, top of mind for her during each journey is commuters' safety and happiness.

The 38-year old is one of the first four women in the Western Cape to be employed as a metro guard. She has been a train driver for seven years and is based on the Southern line.

In total, Bronwyn has been with Metrorail for 17 years. Her inspiration is Nadia Edwards, the first female train driver in the Western Cape. Being able to operate a train and transport people to their destinations safe and sound is the highlight of her job. She says some customers raise their brows when seeing a female train driver. "We always have to prove ourselves in our male-dominated industry. Yet, because women are generally very compassionate and extra careful, we have good communication skills with our customers."

Becoming a train driver was by no means an easy ride. Bronwyn recalls: "The training is difficult. You have to be focused and study all the time, but I endured and my dream became reality."

To unwind, she enjoys spending time with her two children and her husband, whose support she values. She concludes: "My kids love my job and say they also want to become train drivers."



Train driver Bronwyn Lestrade has been getting commuters to their destinations safely for seven years.



Every journey is exciting for Bronwyn.



Faith and hard work has earned her place of pride.



In the driving seat, safety is a priority for Bronwyn.

OP HAAR PAD

Bronwyn Lestrade het baie uitdagings oorkom om haar droom van treinbestuurder word, te verwesenlik. Sy sê terwyl elke reis 'n adrenalien-stormloop is, bly pendelaars se veiligheid en geluk altyd prioriteit vir haar.

Die 38-jarige is een van die eerste vier vroue in die Wes-Kaap om as 'n metrowag in diens te wees. Sy is sewe jaar lank 'n treinbestuurder en is gebaseer op die suidelike lyn.

In totaal is Bronwyn al 17 jaar by Metrorail. Haar inspirasie is Nadia Edwards, die eerste vroulike treinbestuurder in die Wes-Kaap. Om 'n trein te bestuur en mense na hul bestemmings veilig te vervoer, is die hoogtepunt van haar werk. Sy sê sommige kliënte vind dit vreemd wanneer hulle 'n vroulike treinbestuurder sien. "Ons moet altyd ons waarde demonstreer. Tog, omdat vroue oor die algemeen baie medelydend en ekstra versigtig is, het ons goeie kommunikasievaardighede met ons kliënte." Om 'n treinbestuurder te wees, was glad nie 'n maklike rit nie. Bronwyn onthou: "Die opleiding is moeilik en mens moet gefokus bly en heeltyd studeer, maar ek het volhard en my droom het werklikheid geword."

Om te ontspan, geniet sy tyd saam met haar twee kinders en haar man, wie se ondersteuning sy waardeer. Sy sluit af: "My kinders hou van my werk en sê hulle wil ook treinbestuurders word."

SAFETY

OUR COMMUTERS COME FIRST

Crime can be solved or prevented only if we all play our part, starting with reporting criminal activities. This message came through strongly at a safety meeting. **Feroza Miller-Isaacs**



Metrorail and Public Transport Voice (PTV) met to pledge their joint commitment to safety programmes, with a suggestion that the Rapid Rail Police Unit and SAPS work hand-in-hand to safeguard commuters in the rail environment.



"If you want to go fast, go alone; if you want to go far, go together" was the sentiment echoed by participants at a community engagement between Metrorail and PTV.



A number of arrests for crimes committed within rail were highlighted as having resulted from renewed security interventions by the Western Cape's Protection Services Unit.



PTV members are more than ready to collaborate with Metrorail on safety matters.

A number of critical matters related to the safety and efficiency within the rail system were addressed at a meeting between Metrorail and the Public Transport Voice (PTV). In addition, Richard Walker, Metrorail Regional Manager Western Cape stepped up his commitment to work closely with communities.

At a meeting held in Khayelitsha recently, Richard told PTV members that stakeholder relations are critical in helping to understand the deeper frustrations of communities. He emphasised that the commitment is dual, as communities should also play their part. "The community must be held accountable to work closely with Metrorail, especially on rail-related matters. Community members and our commuters have become targets at stations by heartless criminals from the communities."

Richard added that most of Metrorail's resources are already in place on the Central line. He made examples of Red Ants and surveillance technology on the Langa/Bonteheuwel line and gave an update on arrests made to date. Proudly indicating that the courts are viewing rail crimes seriously, the regional manager said he would like to see Metrorail conducting joint safety programmes at stations with PTV.

Plans are underway to prepare for a rail summit in Khayelitsha, where community structures and key stakeholders will be invited to get first-hand information about the future of rail in the region. Communities are encouraged to report criminal activities and incidents to law enforcement officials.

YOUR VOICE IS HEARD

Public Transport Voice (PTV) is a membership-based NGO based in Khayelitsha, established to raise awareness on the plight of the public. The organisation has several branches in the Western Cape and its vision is to grow into a national organisation tackling public transport issues throughout South Africa. It counts preventing a train price hike in June among its successes. PTV meets regularly with Metrorail officials to discuss the future of railways.

Safety is our concern

SAFETY CORNER

Always enter or exit a station platform at designated areas. Crossing the tracks anywhere else is dangerous and illegal.

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

INFRASTRUCTURE

THIS HAS TO STOP

Train fires are increasing and high-ranking government officials are vowing to leave no stone unturned in finding the perpetrators behind what is now believed to be deliberate torching of Metrorail trains. **Feroza Miller-Isaacs**



The shell of what was once a perfectly functional coach.

Two days after the train fire at Retreat Station last Thursday, Transport Minister Blade Nzimande went to assess first-hand the damage. Just two days later, yet another blazing train arrived at Cape Town Station.

This is the seventh train fire in the Western Cape in less than two months, with damage to the 33 carriages estimated at R210 million.

Both the DA in the Western Cape and the United National Transport Union have called on Police Minister Bheki Cele to set up a task team to investigate the root cause of the train fires. And, there are calls for the installation of additional CCTV cameras at stations.

The Passenger Rail Agency of SA (PRASA) has slammed all acts of arson and damage and theft of infrastructure and rolling stock, saying: "It's clear that this is the work of people who have placed themselves as enemies of PRASA, enemies of our commuters and enemies of the South African Government.

"No stone will be left unturned to find those responsible for this senseless, malicious damage to property. Protecting our commuters and assets is part of our duty as a democratic state to stem lawlessness and impunity."

Furthermore, the Board and management of PRASA undertook to return the train service to one that is safe, available, reliable and on time.

Anyone with information can anonymously contact Crime Stop on 0860 010 111 or SMS Crime Line on 32211.



Post fire mop up.

CAPE TOWN STATION PLATFORMS OPERATIONAL AGAIN

In a swift turnaround, Metrorail declared Cape Town Station platforms 15 and 16 open for business just three days after the two platforms were damaged during a train fire.

Two motor and five passenger coaches, suffered extensive fire damage. Richard Walker, Metrorail Regional Manager Western Cape thanked commuters affected by alternative arrangements, cancellations and extended journey times for their patience and understanding. "We worked tirelessly to re-open for business as soon as possible but always with safety as priority."



BE TRAIN SMART

KEEP CHILDREN CLOSE BY.

HAVE YOUR SAY

WONDER WOMEN



As Women's Month begins, we salute and applaud all women for the pivotal role they play in society and for their achievements: at work and at home. We asked a few women how they would define a successful woman and who their female role model is. **Lungisa Mnqwazi and Zimkitha Ngcunguwe**

NOKULUNGA MZAYIWA FROM MUIZENBERG

"A successful woman is someone who can feed her family regardless of her conditions. Most women are the heads of their homes because they are single parents. My role model is my mother because she raised me without a husband and that made me a powerful, independent woman. I'm unique because I work twice as hard to provide for my family, without any assistance."



NOKWAKHA FUDUMELE FROM RETREAT

"My late mother was always my role model. She taught me to pray when the going gets tougher. A successful woman is someone who uses her brain to overcome challenges and is a caring mother. She doesn't have to be successful materially. I'm unique because I'm raising my kids by myself and I'm powerful enough to provide for them."



SINESIPHO NTONDO FROM KHAYELITSHA

"For me, a successful woman must be an independent individual who is passionate about success; a woman of many talents. My sister is my role model. She has always been there for me and her advice kept me going through hard times. I'm unique because no one is like me and the skills I have are mine."



LUSANDA MHLEKWA FROM GUGULETHU

"My definition of a successful woman is a go-getter, a woman of stature, someone who can move mountains to provide for herself and family. And my role model is the late Miriam Makeba. She was capable of many great things and she has contributed to fighting the struggle through her music. I'm unique because I'm a young woman chasing success. I'm here on Earth for a unique purpose."



LULAMA MATWA FROM DELFT

"A praying woman is a successful woman. Basically, for me, a woman who believes in God is successful because everything they have is a success through him. My role model is Oprah Winfrey; she's a remarkable woman who overcame all odds and succeeded. I can never be compared to someone else because God made me in a special and unique way."



ZIZO TINISE FROM DU NOON

"My role model is Mama Winnie Mandela. She sacrificed a lot to ensure that we are respected and liberated as women. She's an icon to all women. I regard myself as a successful woman because I achieved a lot on my own. Hard work always pays off. What makes me unique is that no one has faced the challenges I have in my life."



IMAGES: SUPPLIED/FREEPIK/ISTOCK

FIVE MINUTES WITH

SHE'S SIMPLY THE BEST

After 15 years with Metrorail, Herdia Wicomb still enjoys every minute of serving commuters' best interests. Meet the personality behind the friendly voice and professional service. **Lungisa Mnqwazi**

Fielding high volumes of calls and emails is natural and a pleasure to do for Herdia Wicomb, the area manager of the Southern line. Even difficult calls or calls from disgruntled commuters do not throw her off track.

She explains: "You have to stay calm, whether customers shout or swear at you." And, she advocates the same to her team. "When you assist a customer telephonically, it must be in the same manner as dealing with them face to face. Listen to the complaint and make sure to acknowledge the person. We are here to serve the customer and to address their concerns."

Having joined Metrorail in 2003, Herdia was appointed Southern line area manager in 2007. She also had a nine-month stint as acting customer service area manager on the Southern line. Explaining the difference in the two positions,

she notes: "Customer service area managers are responsible for the whole area south, whereas area managers are responsible for a section. My section is from Retreat to Simon's Town."

An early riser, Herdia is up at 3am and she's accustomed to working beyond her stipulated working hours. "I must be at work during peak times but my day sometimes starts while I am still at home," she says, referring to the countless emails and calls she receives daily from customers, colleagues and stakeholders. She quips: "The only time I'm not working is when I'm asleep."

Sometimes she gets calls from commuters needing her to come to their rescue late at night. It's no problem for Herdia as she enjoys interacting with customers and finding out what their needs are.

"Working with people keeps me motivated; it's

what I like doing. I enjoy meeting commuters from different backgrounds on a grassroots level and welcome complaints because it helps me understand our customers even better."

Referring to herself as a "loving, dedicated and determined person", Herdia lists wine tasting and visiting wine farms, as well as cooking and reading as her hobbies. "These words best describe me: funny, sense of humour and kind," she says. Given her track record in rail, this is the perfect formula for someone who each day embraces her work with positivity, energy, gratitude, a smile on her face and a renewed commitment to being of service.



IMAGES: SUPPLIED/ISTOCK

SAFETY

WINNING TEAM

Metrorail's Protection Services Unit (PSU) successfully partnered Woodstock SAPS in two joint operations which yielded 120 arrests in total. Pictured are the PSU members behind the arrests. **Lungisa Mngqazi**



The team behind a string of successful arrests, from left, Security Section Commander Mfundo Mditwa and peace officers Luzuko Mindazwe, Vusumzi Ndongeni, Vusumzi Ndongeni, Doctor Ngaleka, Mbuyiseli Nodayise, Foi Mendu and Mveliso Ngquma.



Chief Protection Officer/Area Security Commander Donald Ngqoba.

IMAGES: SUPPLIED

Protection Services Unit Area Security Commander Donald Ngqoba is particularly proud of his team. Together with Transnet Freight Rail Security and the Cape Town SAPS cluster between Cape Town, Woodstock and Salt River, the team was responsible for a multitude of arrests in June. Two joint operations landed 120 men and women behind bars for offences ranging from possession of burned copper cables to trespassing

on Passenger Rail Agency of South Africa (PRASA) property. Seventeen train doors and 37 train windows were among the items recovered, with damages totalling R226 000 for the stolen items. Most of the offenders were charged in terms of the Criminal Matters Amendment Act and the Passenger Rail Agency of South Africa (PRASA) successfully opposed bail on many applications. Donald commended his team for their dedication and hard work.

BE TRAIN SMART

AVOID TROUBLE. TRAVEL WITH A VALID TICKET

WOMEN'S MONTH

YOUR SAFETY IS HER PRIORITY

The streets of Wynberg East are kept safer by the area's dedicated neighbourhood watch members who patrol until the early hours of the morning. At the forefront is co-ordinator Salwa Beukes. She shares her vision for the area. **Lungisa Mnqwazi**



Wynberg East Neighbourhood Watch executive members from left, Fawzia Gydien, Salwa Beukes, Charl Wessels, Andrew Julius, Candice Jacobs and Yumna Enous.

Salwa Beukes, a wife, mother-of-two and operations manager by profession, sacrifices her time with family to combat crime in the dusty streets of Wynberg. She is the driving force in the Wynberg East Neighbourhood Watch (WENHW), working alongside her dedicated team.

Her role is not easy; with crime, substance abuse, homelessness and a high prevalence of strollers plaguing the area.

Besides patrolling every single street, Salwa and the rest of the WENHW members dedicate a sizeable chunk of patrols to the stretch of railway line between Witteborne and Wynberg stations.

She says her team encounters many challenges while patrolling their precinct and it takes patience to keep addressing recurring issues.

"The homeless are removed constantly but keep coming back. I ask them if they want to go to a shelter and if they agree, we arrange this, with the assistance of the Community Police Forum (CPF) projects manager who has a great relationship with the shelter in Wynberg."

As co-ordinator, Salwa's vision is to clean up crime, one street at a time, and for WENHW members to become ambassadors of Wynberg East by educating and mentoring the youth and by creating awareness programmes, starting at schools.

She also wants her members to look professional and be visible and accessible to residents, shop owners and stakeholders.

In partnership with the CPF and SAPS, Salwa's goal is to eradicate strollers who do not belong in the area.

WENHW was formed 10 years ago by a small group of residents. Its member numbers have grown over the years.

In 2017 it received accreditation status from the Department of Community Safety. All its members are screened and vetted by SAPS.

Salwa says for a neighbourhood watch to be successful, it has to create public awareness about safety, crime prevention and the protection of families and their property.

"A neighbourhood watch is a watchdog for its community and local police, assisting SAPS to safeguard the community against criminal activities and to strive for a safe and secure environment."

Listing a lack of funds and insufficient training opportunities as challenges, Salwa says: "The members fund all patrols and the increasing fuel prices and shortage of vehicles don't help. It would be great to have sponsored vehicles for patrols."

Wynberg has five subways and in a bid to lesson crime, the CPF projects



Together with her dedicated team, Salwa Beukes strives to keep Wynberg East safe.



Salwa is determined to wipe out crime in her area.

manager teamed up with patrollers to clean Lower Pierce Road subway. Salwa says thieves, drug addicts and drug lords seek out dirty, dingy areas and sometimes use subways to make a quick getaway after robbing unsuspecting residents.

"This will show that we the community of Wynberg can and will make a difference, because we care."

Salwa concludes: "Ours is a labour of love and commitment. We are all volunteers who have day jobs, so night patrols can be physically taxing, but our members persevere."

WENHW will host a fundraiser on Saturday 1 September and would like the community to support the event and use the opportunity to meet their neighbours and enjoy the day.

For more details, contact Salwa on 083 343 7408 or wynbergeastnw@gmail.com.

EDUCATION

FINAL STRETCH FOR GRADE 12S

It's time for laser focus as matriculants contemplate the countdown to final exams. Courtesy of The Independent Institute of Education (The IIE), we offer some smart study solutions. **Feroza Miller-Isaacs**



The class of 2018 is back at their desks for the most important remaining months of their school careers.

Time is of the essence for grade 12s, with no provision for distractions, as they plan their time to ensure success. An education expert says parents and guardians should discuss with learners what to expect in coming months, and how best to approach preliminary and final examinations. "Focus on the next few months and how the learner will settle into the right headspace and manage the additional stress and challenges calmly," says Nola Payne, head of Faculty: Information and Communications Technology at The IIE.

Don't let events like matric farewells overshadow the important work that lies ahead. "Time invested in what really matters now will be an investment in the matriculant's future success." Also, don't start anything new, like volunteering in an attempt to boost your CVs or embark on a new relationship. Be ruthless with your time. Make sure you spend it overwhelmingly on getting ready for the assessments which will ultimately influence what you are able to embark on post-matric."

At the same time, keep the balance; get enough exercise and spend quality time with family and friends without allowing for time-leakage. Exercise can be done with friends and family time can be built around

mealtimes. As an experiment, learners can track their time for a day or two and keep a detailed log. Break the day into 10-minute slots, carefully noting what you spent your time on. The results can be scary but empowering, showing how you let hours slip away catching up on social media or watching TV.

Follow these time-saving steps to reach your goals.

1. Consider the Pomodoro study technique

If you can't stick to a study roster, try the Pomodoro (tomato timer) technique.

How it works: Sit down to your task with determination, set a timer to 25 minutes and work intensely until the buzzer goes. Take a break of five minutes (stretch or take a quick walk) and return to your books for another round. After every four rounds, take a half-hour break.

2. Quit social media cold-turkey for a week

It sounds hard but if you remove social media completely for a set period, your devices will soon lose their time-sucking lustre and your brain is likely to become sharper and potentially less inclined to return to unproductive time-sapping activities by default.

3. Sort out your workspace

Find a space where you can sit down and get to work immediately and optimally. Have all your books and



tools ready; know what you're going to spend your time on by setting a goal for each session before you start. Don't waste precious minutes filling, tidying or reworking your roster.

4. Stay mindful

While studying, focus on nothing else. At night, when you go to bed and in the morning when you wake, think about your future. Visualise why you are putting in all this hard work, what you want to do with your life and how you are going to get there. The discipline and strategies you deploy now will ensure you perform optimally during final exams and throughout your tertiary studies and career.

Nola concludes: "Essentially, time is money, and in the world of work, most people are compensated financially according to time worked. For matriculants, their focused investment of time pays off in results, so take careful stock of your time and carefully budget it for the rest of the year."

IMAGES: SUPPLIED/FREEPIK



At PRASA we're currently upgrading our signalling systems to ensure that our trains always run safely, smoothly and on time. We understand that when everything runs as it should, it impacts positively on the lives of all our passengers. Happy passengers contribute to a happier community and society. When we take care of the small things, the bigger things fall into place.



MAINTENANCE PROGRAMME 2 – 8 AUG 2018



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

2 – 8 Aug 2018	Cape Town – Maitland	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
2 – 8 Aug 2018	Cape Town – Retreat	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
2 – 8 Aug 2018	Cape Town Station	09:00 – 14:00	Platform changes will be announced. Train delays of 35 to 40 minutes can be expected.

PERFORMANCE

AM ON TIME

25.4%

PM ON TIME

38.0%



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

2 – 8 Aug 2018	Cape Town – Maitland	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
2 – 8 Aug 2018	Paarl – Wellington	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
2 – 8 Aug 2018	Paarl – Kraaifontein	07:00 – 17:30	Maintenance between scheduled train service. Train delays of 15 to 20 minutes can be expected.
5 Aug 2018	Goodwood – Bellville	08:00 – 18:00	Platform changes will be announced. Train delays of 35 to 40 minutes can be expected.

CANCELLED (AM + PM)

40.0%

AM ON TIME

55.7%

PM ON TIME

60.2%



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

2 – 8 Aug 2018	Belhar – Sarepta	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
5 Aug 2018	Langa – Kapteinsklip	08:00 – 18:00	All Central trains terminate at Langa. Commuters are advised to make use of own alternative transport. Train delays of 45 to 50 minutes can be expected.
5 Aug 2018	Langa – Chris Hani	08:00 – 18:00	All Central trains terminate at Langa. Commuters are advised to make use of own alternative transport. Train delays of 45 to 50 minutes can be expected.

CANCELLED (AM + PM)

27.1%

AM ON TIME

61.9%

PM ON TIME

76.0%

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 18 to 24 July 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
Cyril Bauer
082 376 0252 / Indzuzo@metrorail.co.za

AREA CENTRAL
Luleka Ndzuzo
083 351 2715 / cbauer@metrorail.co.za

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

CANCELLED (AM + PM)

40.6%



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