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metrorail

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GOVERNMENT STEPS IN

The recent spate of train fires in the Western Cape, as well as plans to improve public transport and the entire national transport system, were the focus of a visit to the region by the Minister of Transport. **Feroza Miller-Isaacs**



Transport Minister Dr Blade Nzimande.

Minister of Transport Dr Blade Nzimande visited Metrorail Western Cape for the first time since his appointment as national minister a few months ago. He was accompanied by a large high-level delegation which included Donald Grant, the MEC of Transport; Brett Herron, Mayoral Committee Member for Transport; SAPS provincial leadership; Passenger Rail Agency of South Africa (PRASA) Corporate Office and labour unions.

The minister's programme consisted of a meeting with Richard Walker, Metrorail Regional Manager Western Cape for a debriefing session regarding the recent train fires; a viewing of the extent of damage to burnt trains at the Paarden Eiland depot and direct interaction with various stakeholders.

In addressing stakeholders at Cape Town Station, the minister said many interventions are being put in place by his team to improve the entire transport system nationally. Plans are underway to host a National Transport Imbizo in September, where all modes of public transport will be a key focus. MEC Donald Grant added the recent spate of vandalism and train fires has been felt by all. He said it had a great impact on the economy and most of all, on commuters.

Emphasising the importance of community involvement in assisting government and Metrorail to improve the service, the MEC said: "What's done is done. Everyone must now work towards one goal, namely serving the needs and interests of the commuters."

Mayco member Brett Herron said seeing the train carnage is shocking and infuriating. There are so many trains in the repair yard when they



An attempt to set alight another train, starting with this seat in a Metroplus carriage, was successfully snuffed out.

could be on the tracks providing public transport. What's happening in rail is truly relentless. He added that it's sad the geographic rail network in the region cannot serve its customers and indicated there are plans to bring about a "decent" transport network and that a dedicated law enforcement unit will be established soon for Metrorail, Province and the City of Cape Town, as part of capacity building for transport.

In wrapping up proceedings, Minister Nzimande gave stakeholders the opportunity to raise their concerns.

TRAIN FIRE SUSPECT ARRESTED

Alert Metrorail employees thwarted another attempt to burn a train at Cape Town Station, just minutes after platforms 13 and 14 re-opened to train traffic after last Saturday's fire.

At noon last Tuesday, a fire on a carriage seat on an empty train at the adjoining platform 11 was extinguished by Metrorail staff before significant damage could be done. Police and Protection Services Unit (PSU) officials were on the scene almost immediately and detained a suspect. Metrorail's Richard Walker complimented the employees for their quick reaction. "Our employees are on high alert; their quick action today prevented another carriage going up in smoke."

Congratulating the police and PSU teams for the speedy pursuit of a possible suspect identified by eyewitnesses, Richard adds: "The attempt happened as we were meeting with top police officers in their Cape Town control centre about the security plan." He appealed to commuters to be vigilant when trains approach stations and to immediately report suspicious activity or the smell of accelerants to station or security staff.

If you have information or visual material of any train fire, submit it to SAPS in an attempt to stop the attacks on essential state infrastructure. A reward of up to R25 000 is payable for information leading to a successful conviction.

URHULUMENTE UYANGENELELA

Ukutshatyalaliswa kwakutsha nje ngumililo kwimizila ka loliwe, kunye nezicwangciso zokuphucula izithuthi zikawonkewonke, kunye nenkqubo yokuthutha ilizwe jikelele ngunobangela wokuba kundwendwelwe uMetrorail eNtshona Koloni ngumphathiswa wezothutho uDkt Blade Nzimande.

Umphathiswa watyelela kwiveki ephelileyo, ehamba kunye neendwendwe eziphezulu ezibandakanya uDonald Grant, umphathiswa wezothutho eNtshona Koloni; UBrett Herron, ilungu leKomiti yeMeya kwezothutho; ulawulo lwephondo lweSAPS; I-Arhente ye-Passenger Rail yaseMzantsi Afrika (i-PRASA) i-ofisi yoluntu kunye nemibutho yabasebenzi.

Inkqubo yakhe ibandakanye intlanganiso kunye noRichard Walker, umphathi wesixeko saseMetrorail eNtshona Koloni malunga neseshoni yokuxoxisana ngokuphathelene nalemililo; ukujonga umonakalo weetrothi ezitshiweyo kwi-depot yasePaarden Eiland kunye nokusebenzisana ngqo nabachaphazelekayo.

Umphathiswa uthe ukungenelela okuninzi kusekwa liqela lakhe ukuphucula yonke inkqubo yezothutho kuzwelonke. Izicwangciso ziyaqhubeka ukusingatha i-imbizo yesizwe yezothutho ngoSeptemba, apho zonke iindlela zokuthutha izithuthi ziza kuba ngundoqo. U-MEC uDonald uthe ukutshabalalisa kwangoko kunye nalemililo kuye kwaba nefuthe elikhulu kwezoqoqosho, kwaye uvakalelwa ngabo bonke, ikakhulukazi abahambi ngololiwe.

Egxininisa ngokubaluleka kokubandakanyeka koluntu ekuncediseni urhulumente kunye noMetrorail ukuphucula inkonzo, umphathiswa uDonald wongezelela esithi: "okwenzekileyo kwenzekile. Wonke umntu ngoku kufuneka asebenzele injongo enye, oko kukukhonza iimfuno kunye neminqweno yabakhweli."

SAFETY

BE SAFE IN THE COUNTRYSIDE

Metrorail made its mark in Abbotsdale during a campaign to encourage the safe use of level crossings **Feroza Miller-Isaacs**

Motorists in rural Malmesbury warmed to a safety campaign conducted by Metrorail at a level crossing in the area to increase awareness about rail and road safety. Metrorail has one train operating on the line (in the morning and afternoon).

A team from Marketing & Communications distributed safety pamphlets at the Abbotsdale level crossing while interacting with motorists and drivers of trucks, kombis and school buses. The crossing is not the busiest on the Northern line and is used largely by motorists from the Malmesbury side joining the N7 towards Cape Town. It was the scene of a recent accident between a Transnet goods train and a motor vehicle. Fortunately, there were no fatalities. Although some motorists turned back when they saw the campaign team, others responded positively in what was a successful campaign. Swartland Municipality Traffic Department and a law enforcement officer who participated in the campaign expressed appreciation to Metrorail for the initiative.



Abbotsdale level crossing in rural Malmesbury.



The team that made a strong impact during their safety campaign.



JP La Meyer from the Swartland Municipality Law Enforcement Department appreciated motorists' positive response.

IMAGES: SUPPLIED

STAKEHOLDERS COMMIT



An action plan to expand the task team investigating the recent spate of train fires was put in place during a visit by Minister of Transport Dr Blade Nzimande.



The Minister of Transport Dr Blade Nzimande visited Metrorail Western Cape last week.

The following stakeholders were present at a stakeholder engagement meeting with Minister of Transport Dr Blade Nzimande when he visited Metrorail Western Cape last week.

ORGANISATIONS:

- National Department of Transport
- Provincial Department of Transport
- City of Cape Town
- SAPS executives
- Rapid Rail Police Unit members
- Metrorail Western Cape Management
- PRASA Corporate Office
- Sonke Gender Justice
- Shosholozha Meyl/Main Line Passenger Services
- Railway Safety Regulator
- United Commuters Voice
- ANC councillors
- Unite Behind
- Umkhonto Wesizwe Veterans



Assessing the damage caused by train fires.

LABOUR UNIONS:

- Council of South African Trade Unions (COSATU)
- Federation of Union South Africa (FEDUSA)
- South African Transport and Allied Workers Union (SATAWU) Regional Office leadership
- SATAWU Metrorail
- United National Transport Union (UNTU) Regional Office leadership
- UNTU PRASA leadership
- South African Communist Party (SACP)



Minister Nzimande briefs the media.

IMAGES: SUPPLIED

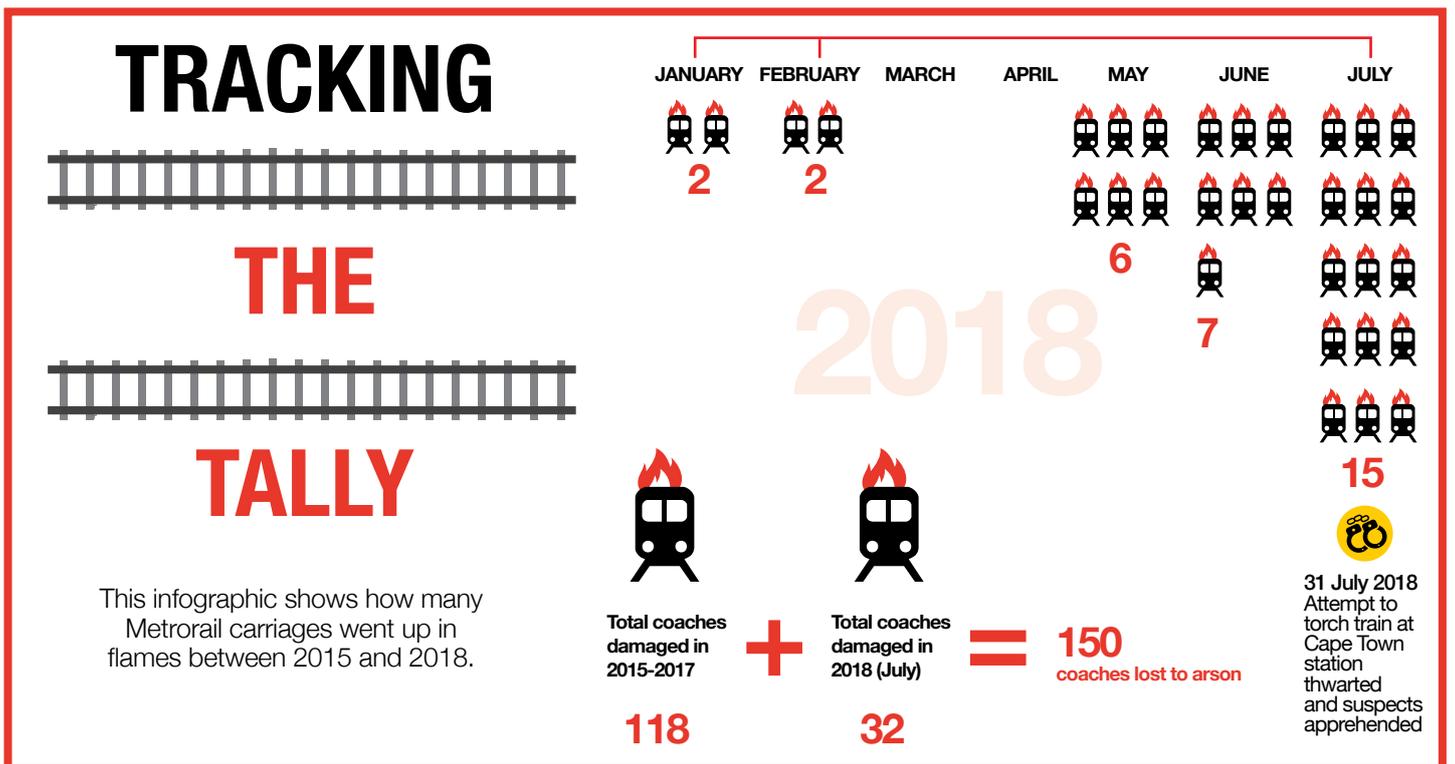
SAFETY

MORE INTELLIGENCE LEADS TO MORE ARRESTS

Train torching dominated headlines last month, which also saw several offenders landing behind bars. **Feroza Miller-Isaacs**

Metrorail made a total of 32 arrests for offences including robbery, assault and cable theft during July. In a month of unprecedented train torching, three incidents were recorded, two at Cape Town Station affecting four platforms, and another at Retreat Station. A fourth attempt to set a train alight at Cape Town Station last Tuesday was swiftly prevented. The train fires prompted a visit by Transport Minister Blade Nzimande, stakeholder engagement and the expansion of the task team investigating the burnings. Richard Walker, Metrorail Regional Manager Western Cape, says there is increased vigilance and observance among employees, commuters and the public: "We have received more intelligence since March this year than ever before. I commend those who do the right thing to help eradicate crime from their communities. We encourage them to continue helping us in this fight."

July	Number Of Arrests	Offences	SAPS Charge Offices
Week 1 - 7	2	Attempted Robbery	RRPU Cape Town
Week 8 - 14	11	In possession of dangerous weapon In possession of illegal substance Assault Cable theft Malicious damage to property	Belville Steenberg Mandalay Khayelitsha RRPU Retreat Manenberg
Week 15 - 21	8	Possession of stolen property Damage to essential infrastructure Possession of illegal substances Theft	Pinelands Lentegeur Somerset West Khayelitsha Cape Town Station
Week 22 - 31	11	Robbery Malicious damage to property In possession of illegal substances In possession of firearm Attempted theft	Retreat Muizenberg Philippi Cape Town Brackenfell Claremont
Total	32		



METRO MATTERS



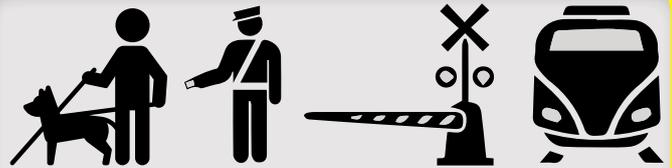
HAVE A SAFE JOURNEY

When a train stands still between stations for long periods of time, often commuters' first reaction is to jump off and make their way to the nearest station. But, this isn't the safe option. Here's why.

1. Trains don't have ladders or steps. You can easily break a leg or sustain other injuries if you jump off.
2. You may have to walk long distances to get to the nearest station. This can leave you vulnerable to criminals in the area.
3. Chances are that your train isn't the only one on the line. You may end up jumping in front of an oncoming train.
4. You may be electrocuted. At times, there are up to 3 000 volts of electricity running through the overhead cables.

Access to stations and trains for disabled

Contact the nearest ticket office to inform Metrorail of any special-needs requirements, which is available by prior arrangement.



YOUR GUIDE TO RAIL TRAVEL

Animals

Except for guide dogs accompanying blind or visually impaired commuters, no pets are allowed on trains or stations.

Parcel tickets

As a commuter rail operator, trains don't have parcel and baggage facilities. These are the personal responsibility of the commuter. Large, heavy or unwieldy parcels that may inconvenience fellow commuters must be carried by the commuter, and require a parcel ticket which is available from all ticket offices. Metrorail is not responsible for any theft or loss.

Ticket office hours

Ticket office hours vary. Timetables are available on Metrorail's blog.

Public holiday service

A Sunday service will operate on most public holidays and may be supplemented by additional conditional trains if required. In cases where public holidays fall on Saturdays, a Saturday service will operate.

Authorised rail crossings

Trespassing on the rail reserve is illegal. Please cross only at authorised vehicular and pedestrian crossings, and obey all traffic signals.

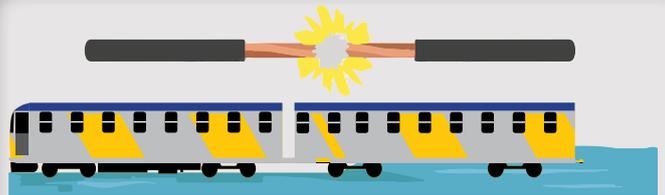
Bicycles on trains

The Bikes on Board initiative is available to cyclists during off-peak hours at an additional cost of R20 per bicycle. Off-peak is from 9am to 3pm and then from 7pm until the last train.



LEVEL CROSSINGS: GET YOUR FACTS STRAIGHT

1. 34 is the number of active level crossings in the Western Cape.
2. R75 000 to R100 000 per annum is the cost to replace/repair damaged booms.
3. 259 is the average number of booms damaged annually.
4. All Metrorail level crossings are checked and tested meticulously.
5. Safety at level crossings is predominantly governed by the principles contained in the South African Road Signs Manual.
6. All drivers and pedestrians should note that road signage and lights at level crossings are the primary indicators. Barriers and booms are affixed as additional barriers.
7. Trains sound their sirens and operate with their headlights on as additional safety measures.
8. Motorists/pedestrians should note that legally a train has the right of way at road/rail level crossing intersections.
9. It is important to bear in mind that trains operate on fixed infrastructure; they are unable to take evasive action during emergencies.
10. A full train will take up to 500m to stop under emergency conditions.
11. Warning devices such as flash lights and booms are tested weekly and operational observations done daily.
12. Road and rail crossing signage and road surface fixtures are inspected for vandalism and repaired every 90 days.



WATER SEEPAGE CAN WREAK HAVOC ON TRAIN SERVICE, CAUSING MAJOR DELAYS. WE EXPLAIN WHAT HAPPENS.

How Metrorail responds to incidents of water seepage on communication signals.

Technicians are deployed to the scene of the incident immediately to make repairs. Working with water and electricity demands stringent safety precautions and cannot be rushed. It is an intricate and time-consuming job, as each individual cable joint has to be opened, drained and dried before being re-sealed and tested.

Why do these incidents cause long delays?

Without automated signalling, inbound and outbound trains have to be manually authorised one by one, causing long delays.

What's being done to prevent water seepage?

Metrorail is replacing all copper cabling with fibre optics. The regional replacement programme forms part of a national multi-million rand project.

Lost goods

Call 021 449 2144 during office hours. Goods not claimed within three months are sold to defray holding costs.

WOMEN'S MONTH

ALL CLEAR WHEN SHE SAYS SO

The metro guard is traditionally the person who gives train drivers permission to move forward. Meet Kay Crowie, one of several female Metrorail guards responsible for transporting commuters safely to their destinations. **Lungisa Mngwazi**

Her passion for the movement of trains attracted her to a career in rail, doing what has traditionally been a job for men. After 16 years as a metro guard, Kay, 38, enjoys her work on the Southern line. Having been a train driver for two and a half years, she has the full experience of operating a train. "My sweetest memory is when I drove a train for the very first time without an instructor. I felt so proud of myself, knowing that I have the power to move this big machine."

It was a different story before she began working for Metrorail in 2002. She saw an advertisement wanting only female metro guards and applied. She says back then she knew nothing about the job. "Now I would do anything to make sure commuters are safe and that they arrive on time." Going the extra mile comes naturally for her.

The biggest challenge she faces as a female guard is safety and the issue of train fires. "You don't know when they might burn a train with you inside," says Kay. "Anyone guilty of burning trains is a criminal. With so many trains being burnt, it has negatively affected train schedules and caused delays."

Kay loves being outdoors and getting to meet different people. She enjoys working on the scenic Southern line with its sea views. Simon's



Kay Crowie loves her job as a metro guard.



Rail and trains are her life.



All aboard for a safe ride with Kay.

Town is her favourite station, for its beauty, tranquillity and many tourist attractions.

Kay says: "In my job, you need to think quickly. Many women are sceptical about doing this kind of work. I work well with all my colleagues and have no issue working in a male-dominated field."

Next up, Kay wishes to be a train control officer (TCO) and says if she hadn't pursued a career within rail, she would have been a teacher because she is passionate about leading and helping others.

IMAGES: SUPPLIED

BE TRAIN SMART

HANDS OFF OUR CABLES

GENERAL INTEREST

HOP ON FOR AN EXCITING CAREER

Jobs abound in the hospitality and tourism sector, provided you are suitably qualified and adept at the position you wish to pursue. An expert explores some of the growing opportunities in this field, with advice on how to get a foot in the door.

Article, courtesy of Oxbridge Academy

Over the past three years, there has been a steady increase in enrolments for tourism and hospitality-related qualifications thanks to the growing and diverse opportunities in this sector at both junior and senior level.

Currently, the direct and indirect jobs in the sector in South Africa alone are estimated at more than 1.2 million. Continued growth in the industry in SA and the rest of Africa continues to create great demand for suitably qualified and experienced professionals to a range of roles such as hotel manager and receptionist, reservations clerk, travel agent, tour guide, waiter and bartender, barista, event planner, flight planner, travel agent, concierge and chef.

Ncumisa Makrayi, senior team leader at Oxbridge Academy, explains: "Due to the nature of the industry, there is plenty of room for career growth and specialisation for both young people and those seeking a career change later in life.

"Another major benefit is there is a lot of scope for suitably qualified and experienced professionals to start their own small businesses in their chosen field." Along with the increased opportunities, comes an increase in competition for available opportunities, so it is important to show you've mastered the basic theory in your chosen field and have some experience.

"There are many options for pursuing a qualification in your own time so you can continue earning while learning," says Ncumisa. She advises candidates to do their research and determine which careers they are best for, before deciding on a specific field. "For instance, travel agents research, plan and book trips for individuals and groups. Although people book their trips online, it's often easier to use an agent, as they have years of experience and knowledge, and know how to avoid expensive mistakes. If you're considering becoming a travel agent, you will need great organisational skills and attention to detail, and the ability to think on your feet."



Hotel managers, on the other hand, need to be comfortable with great responsibility and must be able to juggle many balls at once. They are responsible for the daily running of the hotel, including recruiting, training and supervising staff; managing budgets; dealing with customers' complaints; marketing the hotel and ensuring the hotel complies with health and safety regulations."

Tour operators must deal competently with logistics and service providers such as bus operators, airlines and hoteliers.

A good starting point for a career in tourism is to do a national tourism certificate registered on the National Qualifications Framework (NQF). This will give you a solid theoretical grounding and a foot in many doors, while you investigate which field is the best fit for you. There are also many short courses and skills certificates related to specific tourism and hospitality careers.

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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 9 – 15 AUG 2018



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

9 – 15 Aug 2018	Cape Town – Maitland	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
9 – 15 Aug 2018	Cape Town – Retreat	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
9 – 15 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

27.7%

PM ON TIME

46.1%

CANCELLED (AM + PM)

31.4%

AM ON TIME

45.2%

PM ON TIME

46.3%

CANCELLED (AM + PM)

41.3%

AM ON TIME

51.1%

PM ON TIME

76.8%

CANCELLED (AM + PM)

33.5%



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

9 – 15 Aug 2018	Cape Town – Maitland	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
9 – 15 Aug 2018	Paarl – Wellington	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
9 – 15 Aug 2018	Paarl – Kraaifontein	07:00 – 17:30	Maintenance between scheduled train service. Train delays of 15 to 20 minutes can be expected.
12 Aug 2018	Esplanade – Kentemade	08:00 – 18:00	Platform changes will be announced. Train delays of 35 to 40 minutes can be expected.
13 – 15 Aug 2018	Esplanade – Mutual	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 15 to 20 minutes can be expected.
14 & 15 Aug 2018	Dal Josafat – 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

9 – 15 Aug 2018	Belhar – Sarepta	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
13 – 15 Aug 2018	Esplanade – Mutual	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 15 to 20 minutes can be expected.
12 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.
12 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.

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 25 to 31 July 2018.

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



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021 417 1111
www.mikatekocomedia.co.za

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Liam Marinus
Advertising Sales Manager
Phone 021 417 1130
Cell 071 291 4446
liam.marinus@mikatekocomedia.co.za



Trinity Maholela
Advertising Sales Executive
Phone 021 417 1142
Cell 072 471 3885
Fax 086 249 0111
trinity.maholela@mikatekocomedia.co.za