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FOCUS ON CENTRAL

Metrorail's regional manager boarded a train on the Central line to engage first-hand with passengers on rail commuting issues impacting on their daily lives.

Feroza Miller-Isaacs and Zimkitha Ngcunguwe



An image showing the devastation caused to this train by fire.

Commuters on the Central line had an opportunity to express their views and share their experiences of train travel with Richard Walker, Metrorail regional manager Western Cape, when he rode the train with them last week.

During his trip from Nolonigle to Nonkqubela Station in Khayelitsha, Richard spoke to commuters about safety and other matters of concern to them.

On the train with Richard was Brigadier Bonginkosi Solucotho of the Rapid Rail Police Unit.

The trip was at the behest of Public Transport Voice (PTV), an organisation advocating for quality and equality in the South African public transport system.

Khayelitsha commuters told Richard how important trains are to them, as the most affordable form of transport. They also said that they become targets for criminals while they wait for delayed trains.

Richard explains that Metrorail is doing everything in its power to deliver a safe, efficient service to its customers. Respectful of commuters' concerns, he adds that in order to solve the problem, it is necessary to look at why the service is in the current state.

Vandalism is the cause of broken windows and doors not closing properly in trains. In addition, destruction of Metrorail infrastructure, as well as theft of cables, is the reason behind the frustrating delays.

Citing examples, Richard says: "We have lost the infrastructure servicing this line from Bonteheuwel to Philippi. Everything has been stolen. All the cables have been removed. In the area between Bonteheuwel and Netreg, gang bosses steal copper by getting desperate people to commit the crime."

Richard added that a new signalling system for the Central line would be in place by July 2019 and there are 88 armed guards to escort train drivers on that line.

The Passenger Rail Agency of South Africa (PRASA) and police have established a task team to deal with the issue of train burning.



The building in Khayelitsha where Public Transport Voice is based.

THE VOICE OF PUBLIC TRANSPORT

For four years, Public Transport Voice (PTV), which has its roots in Khayelitsha, has been working around the clock to promote commuters' rights.

The organisation's success, which filters to the communities it serves, is a result of collaboration and partnership with Metrorail and other key stakeholders such as taxi associations, Golden Arrow and the City of Cape Town.

The support PTV gets from the rail operator is evident from regular stakeholder meetings with Metrorail's regional management, aimed at engaging with communities on ongoing service issues and resolutions.

The organisation's Dalton Ndongeni says: "We promote the rights to equal public transport, with the firm belief that this will enable the poor and working classes to have equal opportunity in life. We build an understanding of the public transport system while drawing attention to problems with public transport." PTV has more than 500 members and six branches: Kuyasa, Harare, Philippi, Site C and two in Site B. Dalton emphasises that because commuters are educated about their rights, roles and responsibilities, they and the entire community should be the watchdogs of our public transport infrastructure. "They need to take ownership by not vandalising train coaches and should speak out if they know of people who are vandalising Metrorail property."

FOKUS OP SENTRAAL

Pendelaars op die sentrale lyn het die geleentheid gehad om hul standpunte uit te druk en hulle ervarings van treinreis te deel met Richard Walker, Metrorail se streekbestuurder Wes-Kaap, toe hy verlede week die trein met hulle gery het.

Tydens sy reis vanaf Nolonigle na Nonkqubela-stasie in Khayelitsha, het Richard met pendelaars gepraat oor veiligheid en ander sake wat hulle besorgd het.

Die reis was op versoek van Public Transport Voice (PTV), 'n organisasie wat vir gehalte in die Suid-Afrikaanse openbare vervoerstelsel voorstaan.

Khayelitsha-pendelaars het aan Richard gesê hoe belangrik treinvervoer vir hulle is. Hulle het bygevoeg dat hulle teikens vir misdadigers word, terwyl hulle wag vir vertraagde treine. Richard het pendelaars meegedeel dat Metrorail doen alles in hul vermoë om 'n veilige, doeltreffende diens aan kliënte te lewer. Hy het bygevoeg dat vandalisme, die vernietiging van Metrorail-infrastruktuur en diefstal van kables die oorsaak is van die frustrerende vertraginge.

Met verwysing na voorbeelde hiervan, sê hy: "Ons het die infrastruktuur wat hierdie lyn van Bonteheuwel na Philippi bedien, verloor. Alles is gesteel. Al die kables is verwyder. In die area tussen Bonteheuwel en Netreg steel bendebase koper deur desperate mense te kry om die misdaad te pleeg. En, ons mense word beroof en geskiet terwyl hulle in die gebied patrolleer."

Hy het bygevoeg dat 'n nuwe seinstelsel vir die sentrale lyn teen Julie 2019 in plek sal wees en dat daar 88 gewapende wagte is om treinbestuurders op dié lyn te begelei.

Verder het hy aangevoeg dat die Passasierspooragentskap van Suid-Afrika (PRASA) en die polisie 'n taakspan ingestel het om die kwessie van treinverbranding te hanteer.

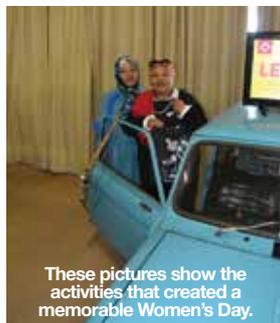
WOMEN'S MONTH



Metrorail officials ensured that the group of women they spoil on Women's Day had an enjoyable time.

WHAT WOMEN WANTED

Metrorail marked Women's Day last week by hosting a group of Cape Town businesswomen, inviting them to showcase their businesses and treating them to a magical day they will not easily forget. **Lungisa Mnqwazi**



These pictures show the activities that created a memorable Women's Day.



National Women's Day was celebrated across the country last Thursday, and Metrorail saluted the mothers of our nation by creating a platform for them to market their businesses and respective industries, while at the same time, promoting the scenic Southern line tourism route.

A full programme began at Cape Town Station where the excited group boarded the luxurious Business Express train for a trip to Muizenberg. Meals and refreshments were provided throughout the day, as well as entertainment and treats aplenty. Generous gifts from the rail operator included goodie bags packed with snacks and fragrances. Wine tasting, music and dance created a festive atmosphere.

The women were given an opportunity to market their businesses/products, exchange business cards and discuss women in business.

Keith Edwards, Metrorail Marketing and Communication, Rail Tourism said: "Women should not only be celebrated today, but continuously, to inspire women to achieve more." Councillor Eddie Andrews, Mayoral Committee member, Area South acknowledged the women's contribution as part of the city's business fraternity.

Also present was Nqobile Simelane, City of Cape Town programme director who praised Cape Town as a tourist attraction and an "opportunity city". She added that she was highly impressed with the number of young women making an impact on business.

Before the conclusion to their blissful day, the women were invited to participate in an activity of their choice. The adventurous chose to surf while others opted for acting. Others opted for a historical walk, educational guided tour or village art route.



WE PAY HOMAGE

Five facts about Women's Day:

1. National Women's Day is a South African public holiday celebrated every year since 1994 on 9 August.
2. A celebration of women and their contribution to freedom and equality in our country, it also draws attention to the issues women face, such as domestic violence.
3. Historically, it commemorates the 1956 march to the Union Buildings in Pretoria by more than 20 000 women from all races to protest against pass laws.
4. Lilian Ngoyi, Sophia Williams-De Bruyn and Rahima Moosa (pictured above), and Helen Joseph and Albertina Sisulu led the march.
5. The women sang the protest song "Wathint' abafazi Wathint' imbokodo!" (Now you have touched the women, you have struck a rock). This phrase has become synonymous with women's strength and courage.

SPECIAL PROJECTS

RAIN COULDN'T KEEP US AWAY

The pristine condition of the beach and railway from St James to Muizenberg is a result of the recent efforts of a dedicated group of residents who cleaned the area. **Feroza Miller-Isaacs**



Residents from False Bay areas including Muizenberg and St James braved cold and drizzly conditions to clean up a stretch of coastal railway. The event, supported by Clean C and PET Recycling Company NPC (PETCO), took place on a recent Sunday. Bags in hand, the group did a thorough sweep. In less than three hours, they filled several bags with refuse and old rusted wires they found along their route from St James to Muizenberg.

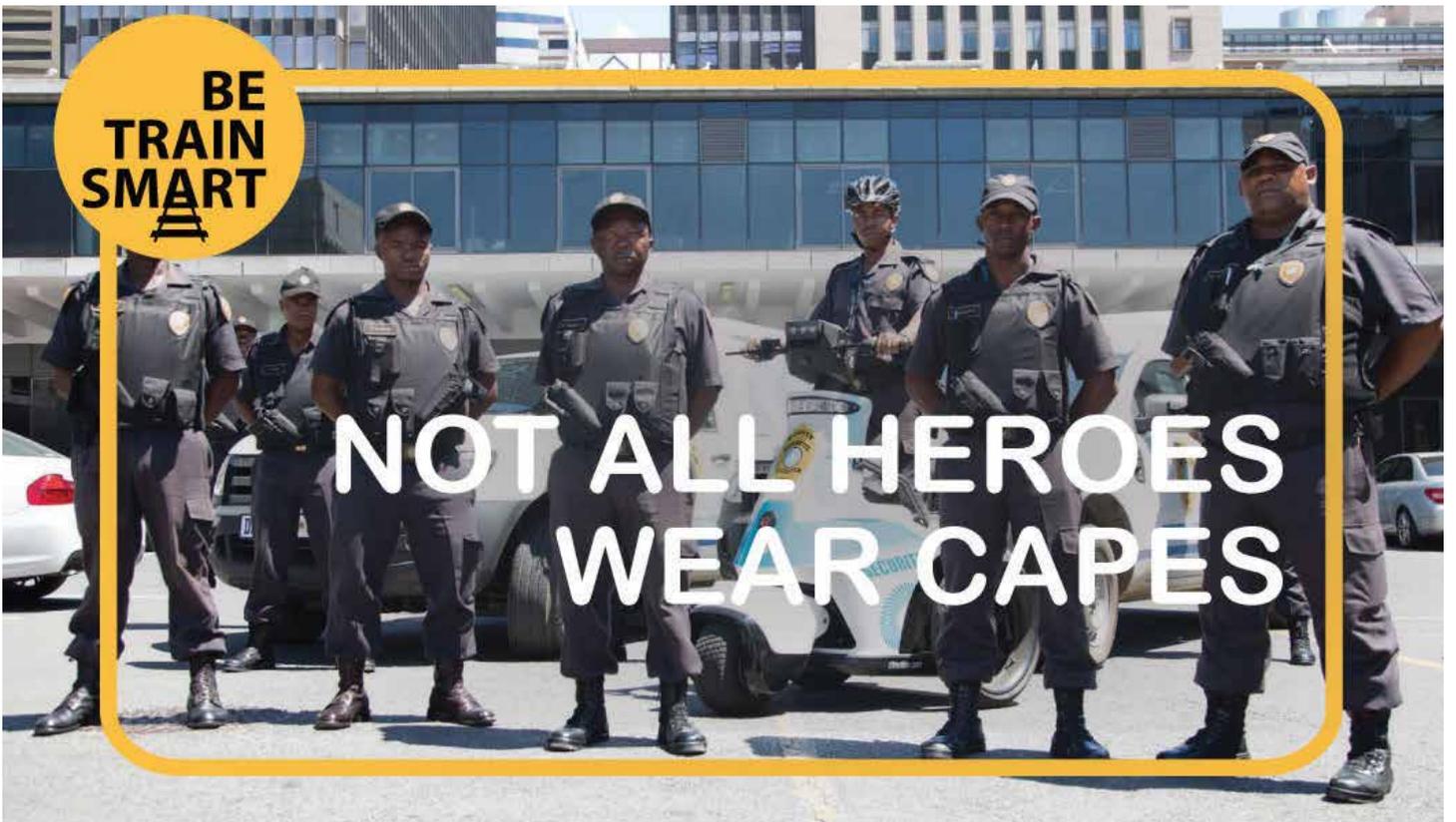
Even rainfall at the outset couldn't dampen their spirits or deter the dedicated group. They persevered and later enjoyed the sunshine on their quest for a pollution-free environment.

Natassa Smith, Metrorail Area South helped coordinate the campaign and made the group's safety her priority.

She says: "I admire the level of communication and co-ordination. You have to be vigilant and on the lookout for oncoming trains and that was done very well. It was the first time I was part of such an initiative."

Natassa adds that a girl from Retreat, who had heard about the campaign, travelled all the way to join in.

A second cleanup campaign, from Kalk Bay to St James, is planned for September. All welcome. For more details, contact **George Kiewiets** on 021 507 2232 or gkiewiets@metrorail.co.za.



WOMEN'S MONTH

RANKING UP

Courageous Nomsa Swartbooi-Nggoba can proudly lay claim to being the only female to hold a managerial position within Metrorail's Protection Services Unit. **Lungisa Mnqwazi**

The issue of security is close to everyone's hearts, be it at home, at work or while out on the streets. And while generally, it's men who are attracted to careers in protection, this is not the case for Nomsa Swartbooi-Nggoba, acting chief operations manager for Metrorail's Protection Services Unit (PSU).

She in fact, has made security her calling, and as the only woman in a managerial position within PSU, she is one of a kind.

Nomsa, 44, has held this position for three years – and she loves what she does. She brings with her 17 years of experience in her field, having begun her career in 2001 at Grey Security Services in the Eastern Cape.

"I didn't know of opportunities within the security industry, but soon educated myself about this."

And her learning continued. A spell with ADT Security taught her all about armed response, alarm systems and patrols.

Then, in 2006, she moved to Cape Town in search of greener pastures, to work at Shosholozha Meyl Security. In 2007, Metrorail appointed her as Leading Protection Officer (LPO).

Nomsa says she chose a career in security because of her passion for helping others.

She doesn't let gender deter her from carrying out her duties to the best of her ability and says she smoothly overcomes any challenges with communication.

"Just like in any other workplace, my colleagues and I don't always see eye to eye but we always remember that we are a team," says Nomsa.

"Our head of department Ernest Hendricks is easy to talk to and if it



When it comes to security, Nomsa Swartbooi-Nggoba takes no shortcuts.

weren't for him, I wouldn't have grown this much in my career."

Her goal is to be appointed permanently as Chief Operations Manager and she believes that her ability to deal with situations competently, equips her for this role.

She enjoys working for Metrorail and values being employed by "an organisation with so much growth opportunities". She smiles: "For me, the sky is the limit."

Nomsa is currently doing her Public Relations degree through Oxbridge Academy and intends to use her academic knowledge and communication skills within her job. Nomsa encourages women and young academics to join Metrorail for an exciting career in rail.



Sweetness Dingiswayo on the lookout at her level crossing.

SHE'S ALL ABOUT SAVING LIVES

Her job carries huge responsibility as only on her queue, people may walk across the level crossing. This makes Sweetness Dingiswayo responsible for others' lives. **Lungisa**

For the past five years Sweetness Dingiswayo, 44, has been the Level Crossing Attendant at Kenilworth Station. She is one of two female level crossing attendants in the Western Cape.

Her work journey with Metrorail began in 2010. Then Sweetness worked as a Customer Services Agent at Khayelitsha Station, and was deployed, in 2013, to the level crossing at Kenilworth.

She says proudly: "I'm one of the first female level crossing attendants and I enjoy the momentum of helping motorists all the time."

Monique Ross, who works at the Kalk Bay level crossing, is the other female working in this field.

Saving lives is what attracted Sweetness to her job. "I want to be at the forefront of making sure that commuters arrive home safely."

She values her relationship with her colleagues, whom she says are caring and respectful, and understand her as a woman. "But no favours are done for me simply because I'm a woman," she says.

In future Sweetness sees herself as a train control officer (TCO) because the job is very similar to what she does.

The challenges Sweetness faces is leaving her four sons home alone when she works night shift as her husband is a long-distance driver.

"And sometimes I spend the whole week without seeing my children because when I work late shifts, by the time they arrive home from school I'm already on my way to work," she says, adding sweetly "I know it's not easy but they have to understand that because of my job, I can help provide for them."

SAFETY

TOP TRAINING FOR SECURITY TEAM

Metrorail's entire Protection Services squad is acquiring a new set of skills aimed at equipping them even further to do their job well. **Feroza Miller-Isaacs**

Metrorail's Mario Boer wears more than one hat in his day job. He works for the rail operator's Protection Services Unit (PSU) and teaches the unit's approximately 1000 members basic self-defence.

Head coach for Karate South Africa, Mario also teaches karate from his dojo in Eerste River. Right now his mission is to train the entire PSU team. Five months into the programme and 200 members down, he is happy with the progress.

Mario says physical and mental fitness, and a positive attitude, are essential requirements for change to happen. He explains: "I teach them the basics of karate and self awareness, techniques that will assist them in their work."

This is the first time PSU members receive such training and they're taking on board every valuable lesson. During their week-long training, they learn the basic punch, block and kick.

"And because they are security, I show them where to hit nerves in order to isolate a perpetrator and be in charge," adds Mario. He advises: "When you're in a situation where you are confronted by an aggressive individual, first try to calm the situation. These techniques train staff how to react appropriately in these situations."

Mario says the plan is to develop a SWAT team of 20 out of this. "I'll do the selection of the team based on their physical and mental state, and toughness."



Mario leads his class.



Protection Services Unit members go through their paces.



PSU members demonstrate what they've learnt.



Men and women learn skills to assist them in their jobs.



Acquiring a few basic techniques can help to boost confidence.

HEARTS OF GOLD

HE LIVES TO SERVE

Kyle Johnston is keen to serve humanity with love and gratitude. He regards feeding hungry and destitute communities on Mandela Day as the catalyst for his life purpose, which is to continue giving. **Lungisa Mnqwazi and Feroza Miller-Isaacs**

Aware of the need that exists among the city's impoverished communities, Kyle Johnston vows to help as much as he can.

While considering how to give back on Mandela Day, Kyle's thoughts turned to the approximately 350 people living in informal structures along the stretch of railway line from Diep River to Heathfield.

A resident of Heathfield, Kyle is familiar with one such settlement, known as Die Gaatjie. After posting on Facebook his intention to do something for the needy, he was heartened and inspired by the response his appeal drew.

"Our group of volunteers grew and, on Mandela Day, we fed hot meals of soup and bread, as well as curry to the homeless and needy in areas such as Heathfield and Retreat.

Expressing gratitude to all who helped, Kyle says: "I felt that God had put it in my heart to help others." He believes this is his purpose.

His next step was to form Ko Kreate with the objective of generating sufficient funds to channel towards corporate social investment (CSI). And, he's already set his dream in motion by choosing Little Brinks as his beneficiary. He explains: "I read about Little Brinks on Facebook and decided to assist them with their fundraising."

A fitness guru and keen sportsman, Kyle plans to combine his love of sport with his love of helping others, and will be participating in the FNB Wine2Whales race to raise money for charity. "My partner and I will be taking on the three-day stage race in November and leading up to it we will be raising funds for Little Brinks."

Kyle will be selling off advertisement space on his cycling kit to companies wishing to donate to Little Brinks. This kit will be worn on all training rides as well as the actual race.

In addition, Kyle is assisting with Little Brinks' first fundraiser, on 24 August at The Barnyard Theatre." Tickets are on sale at R160 each.

Looking forward to his future ventures, Kyle concludes: "When God calls on me, I don't hesitate to respond."

For tickets or to buy adspace on Kyle and his partner's cycling kits, contact Kyle at 078 083



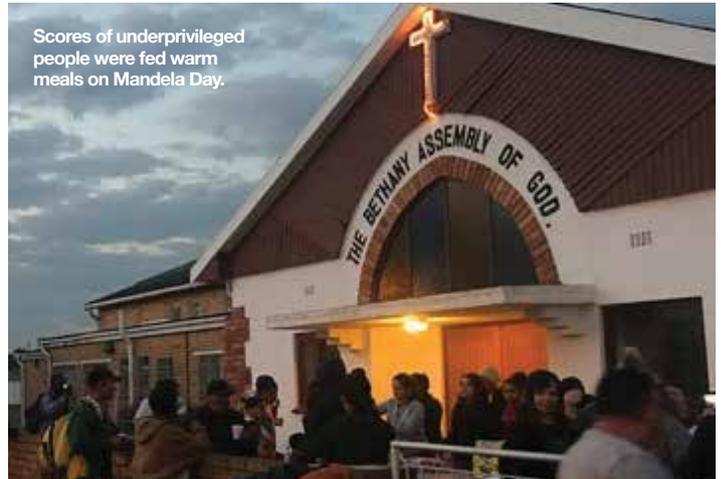
Kyle Johnston is dedicated to helping others.

DEDICATED TO HELPING CHILDREN

Little Brinks is an organisation, started by Katherine and Danny Brink, to help break the cycle of hardship experienced by young children in dire circumstances. It began in 2008 when Katherine and Danny went to the Department of Social Services in Elsies River to meet their adopted daughter's biological family.

While there, the couple was struck by the number of destitute children and adults who came to the offices, in need of help.

And so Little Brinks was born. Starting with the Little Brinks Christmas Party for 50 children, the initiative grew into an annual event, to now provide for 250 children. Little Brinks runs several other projects, including a lunch programme at Buren High School which feeds a nutritional lunch to more than 250 young people five times a week; a foster care programme that encourages families to become foster parents; and a safe house for children, from birth to four years.



Scores of underprivileged people were fed warm meals on Mandela Day.



The group who rallied to help feed the hungry and homeless.



Elation is what this community felt after enjoying a hot meal.

LIFESTYLE

'OUR CAREERS DEFINE US'

Dynamic young women are making their mark in interesting professions in the arts, fashion, music, media and publishing. Meet two such inspirational ladies. **Zimkitha Ngcunguwe**

Yonga Balfour, 23, works in publishing. She professes: "A career in any kind of media was never a first choice of mine. I considered doing law but knowing my personality I knew I wouldn't survive those big books. Accounting was my choice and I loved numbers but unfortunately for me I applied late at varsity and I had to place a second option, which was journalism."



Yonga Balfour loves her career in publishing.

Having done her research, Yonga's affection for her second career choice grew. "It wasn't that bad – this story sounds like a stuck record now..."

"Anyway, fast forward to a couple of years later; I'm in media and I'm loving it. I come from the under-developed East London city, where society wasn't or should I say still isn't much open about a career that's not traditional, hence I had to move to explore the media world and let it breathe in me while I do the same."

Yonga describes her profession as "a great passion-driven workspace, the perfect match to my personality".

She concludes: "I wouldn't have it otherwise. I work as a copy writer and production coordinator and this allows me to rub shoulders with editors and grow in the industry."



Each day holds exciting possibilities for young playwright Nwabisa Platjie.

Nwabisa Platjie is eager for change and with a career in the fluid world of theatre, she's well placed. As coordinator and curator of the Baxter's Masambe Theatre, the 24-year-old is responsible for programming shows for new and younger audiences.

Having grown up in Cala in the Eastern Cape, Nwabisa joined drama school to become an actress.

She says: "I love my work at Masambe and enjoy the discussions we host and conversations we have as young people, our platform for bouncing off ideas."

Paying tribute to women who have inspired her, she says: "As a young woman you need a mentor throughout your life, regardless of how much you know. While I value the advice I get from my peers, the wisdom and ideas from someone older and someone who has been in theatre for years, is priceless."

Nwabisa says her career makes her excited about waking in the morning, and knowing that her day will be filled with positive people.

She concludes: "I'm a listener, I hold people accountable for their dreams, I put ideas into action very quickly. And, I would be more passionate about an idea, even though it's your idea."



OCCUPATIONS IN CENTRAL

On Sunday 19 and 26 August the Chris Hani and Kapteinsklop train service will be suspended between 8am and 6pm due to maintenance work on the lines.

Commuters are advised to:

- Utilise Bellville via Lavis service between Cape Town to Langa.
- Utilise bus service between Langa to Chris Hani / Kapteinsklop.
- Utilise train shuttle between Cape Town to Langa (via Pinelands).

IN CASE YOU MISSED IT

The following is illegal and dangerous:

1. Opening doors while the train is in motion.
2. Smoking on trains or platforms.
3. Crossing railway lines at non-designated points.
4. Jumping in and out of moving trains.
5. Moving between coaches.



MAINTENANCE PROGRAMME 16 – 22 AUG 2018



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

16 – 22 Aug 2018	Cape Town – Maitland	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
16 – 22 Aug 2018	Cape Town – Retreat	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
16 – 22 Aug 2018	Cape Town Station	09:00 – 14:00	Platform changes will be announced. Train delays of 35 to 40 minutes can be expected.
16 – 22 Aug 2018	Cape Town Station	09:00 – 14:00	Platform changes will be announced. Train delays of 35 to 40 minutes can be expected.
18 Aug 2018	Woodstock – Salt River	08:00 – 18:00	Trains terminate at Maitland. Make use of the Main line trains to Cape Town. Train delays of 45 to 50 minutes can be expected.



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

16 – 22 Aug 2018	Cape Town – Maitland	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
16 – 22 Aug 2018	Bellville – Paarl – Wellington	07:00 – 17:30	Maintenance between scheduled train service. Train delays of 15 to 20 minutes can be expected.
16 – 22 Aug 2018	Esplanade – Kentemade	08:00 – 18:00	Platform changes will be announced. Train delays of 35 to 40 minutes can be expected.
16 – 22 Aug 2018	Esplanade – Mutual	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 15 to 20 minutes can be expected.
19 Aug 2018	Woodstock – Salt River	08:00 – 18:00	Kraaifontein and Wellington train will be rerouted via Monte Vista. (All Monte Vista trains will be cancelled) All other trains will operate from Mutual via Esplanade. Make use of the Cape Flats trains to Cape Town. Train delays of 45 to 50 minutes can be expected.



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

16 – 22 Aug 2018	Belhar – Sarepta	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 10 to 15 minutes can be expected.
16 – 22 Aug 2018	Esplanade – Mutual	09:00 – 14:00	Maintenance between scheduled train service. Train delays of 15 to 20 minutes can be expected.
19 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.
19 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.

PERFORMANCE

AM ON TIME

12.8%

PM ON TIME

51.4%

CANCELLED (AM + PM)

32.6%

AM ON TIME

47.6%

PM ON TIME

54.5%

CANCELLED (AM + PM)

29.8%

AM ON TIME

71.4%

PM ON TIME

69.4%

CANCELLED (AM + PM)

41.3%

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 1 to 7 August 2018.

CUSTOMER SERVICE

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