

Travel Information:

A guide to commuting

Commuter newspaper

A regular newspaper is available at all stations, reflecting general information and planned infrastructure maintenance or special arrangements at least 5 days in advance.

Bicycles

Bicycles and surfboards are generally not permitted on Metrorail trains except during special events.

Animals (Pets and guide dogs)

No pets are allowed inside trains or on stations. Only guide dogs accompanying blind or visually impaired commuters may be transported free of charge.

Parcel tickets

As a commuter rail operator, trains do not have parcel and baggage facilities and are therefore the personal responsibility of a commuter. Large, heavy or unwieldy parcels that may inconvenience fellow commuters must be carried by the commuter him/herself and require a parcel ticket valued at **R10** available from all ticket outlets. Note: **Metrorail is not responsible for any theft or loss.**

Disabled Accessibility to station and trains

Advise Metrorail of any special needs requirements by contacting the nearest ticket office. Staff will assist and offer advice regarding disabled assistance, which is available by prior arrangement. Guide dogs, accompanying visually impaired or blind customers, travel free of charge.

Lost Goods

Contact (021) 449 2144 during office hours. Goods not claimed within 3 months are sold to defray holding costs.

Ticket office hours

Ticket office hours vary according to demand and patronage – please consult Metrorail’s website or notices at stations.

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 onto the rail reserve is illegal – please take care to cross only at authorised vehicular and pedestrian crossings and obey all traffic signals.

Ticket sales and Discounts

- Children aged between **0 - 5 years** may travel **free** of charge if accompanied by an adult in possession of a valid single, return or monthly ticket.
- Scholars aged between **6 - 11 years** pay **50%** of the full adult fare.
- Scholars aged **12 years and older** pay **full adult fare**.
- Pensioner’s Discount of **40%** is valid to persons **aged 60 years and older**. This discount applies only for single and return tickets during off-peak (09:00 – 14:00) on weekdays upon proof of valid identification. Tickets may only be purchased after 09:00 and before 13:00.
- Credit cards and/or cheques are not accepted
- Tickets are not transferable

- Tickets may be purchased from authorised Metrorail outlets only. Be aware of fraudulent re-selling of tickets. Only accept tickets printed directly from a ticket issuing machine.
- Check tickets prior to boarding – selling date must reflect date of purchase, correct origin and destination stations and correct expiry date
- Monthly tickets may be purchased several days before an anticipated journey to avoid lengthy queues
- The ticket remains the property of Metrorail and must be surrendered once its validity has expired. Metrorail reserves the right to withdraw or confiscate tickets in case of abuse or behaviour that endanger/inconvenience fellow commuters.
- Lost, stolen or damaged tickets: commuters are advised to keep their tickets safely as duplicate tickets are not issued and commuters must purchase a new ticket.
- A Booking fee of **R40** is an on the spot penalty levied for travelling without a valid ticket, or otherwise evading fares which is a criminal offence. Metrorail reserves the right to prosecute persons found doing so. Such prosecution may take place in addition to the levying of a penalty plus the appropriate fare.

Refunds and Claims

Refunds during delays

Refunds can be made, if brought to Metrorail's attention within 30 minutes at the station at which the ticket was purchased. The time constraint makes provision for returns in case of wrongful purchase but is enforced to help prevent tickets being copied or falsified.

If services are disrupted by events beyond Metrorail's control, such as action by a third party (e.g. vandalism), extreme weather conditions or a security alert, any resultant late or cancelled trains will not serve as a valid reason for ticket refund payments. Disruptions to Metrorail services as a result of industrial disputes are classified as actions by a third party and therefore would not validate applications for refund payments. Metrorail cannot accept liability, in such instances, for any consequential loss and / or request for compensation resultant from e.g. missed appointments, connections, etc.

Claims

In the unfortunate event of an injury caused by a Metrorail asset/employee, a claim may be submitted on a completed incident form to:
 Passenger Rail Agency of South Africa (PRASA) – Metrorail Western Cape
 Claims Office
 PO Box 5446
 CAPE TOWN 8000

Alternative arrangements in case of significant service disruptions

In cases of industrial action or major events where the impact on operations will be significant, the following serves as a guideline to customers:

- *Important meetings/examinations/tests:* Customers who have to sit for examinations or have important meetings scheduled, are advised to make **alternative arrangements**.
- *Peak hours:* Both train and bus capacity during major service disruptions is limited. The average train capacity is ± 1300 persons per train, translating into the need for 15 busses for every train affected. The average number of stations to be served per route is 30. In order to reduce the demand on the system during significant disruptions and to afford customers the opportunity to use other modes of transport, NO single or return tickets will be sold and some stations may be closed.
- *After peak:*
 Bus transport: For **valid weekly/monthly ticket holders who are entirely dependent on rail** transport, the following contingency measures may apply depending on the severity of the disruption:

- **Golden Arrow Bus Services:** In areas where GABS normally operate a service, valid season ticket holders may utilise GABS after 08:00 and before 15:30 according to their normal schedule. This is in fairness to their customer base and to prevent overcrowding. GABS will however continue to operate until all customers waiting at bus stops have been assisted.

NOTE: *Golden Arrow busses are only available when announced by Metrorail during a significant disruption on a particular line or across the region. Their operations centre has to be advised for them to advise their bus drivers in turn. Their busses are not available during normal service disruptions.*

- **Contract bus operators:** All contracted bus operators have limited capacity to assist during peak hours – none of these operators can allocate more than a few buses (with a capacity of 75 passengers each) during peak hours as they have other contractual commitments. During off-peak the number usually doubles. Please also bear in mind that scores of stations on any given route must be serviced during a contingency. The frequency and interval of buses depend on the number of stations/bus stops as well as prevailing vehicular traffic conditions – intervals normally range between 45 and 60 minutes.
- **Train services during strike action:**
Please note that train services can only commence once key staff return to their work stations. Under industrial action conditions, this is normally not known until key staff report for shift duty. Trains start to operate as soon as it is safe to do so and may initially not operate to schedule.

Train Service Information

Electronic display boards

Several major stations display train timetables electronically. Electronic timetables are linked to the Train Tracking System. Exceptions are reflected in the column on the right.

Information Centres

Cape Town, Fish Hoek, Wynberg, Retreat and Salt River stations have Customer Information Centres. However, all Metrorail employees should assist when required to.

Public address systems

Regular public address announcements advise passengers of train delays, safety requirements and offer useful information.

Customised short messaging service

Customers may register for a short messaging service to receive information on their train routes or specific trains. Register online www.capemetrorail.co.za.

Commitment to service quality

Service Quality Monitoring

The South African Bureau of Standards (SABS) awarded Metrorail the prestigious ISO 9001-2000 qualification for its internationally recognised quality management system and customer focus. Regular surveillance audits ensure continuous improvement.

Code of Conduct

Metrorail employees are at all times expected to: -

- Treat customers in a professional, dignified and courteous manner.
- Wear a uniform and clearly visible name badges
- Provide their names on request
- Be able to deal with customer's problems on the spot.

Customers are kindly requested to assist them by:

- Producing train tickets in request (out of ticket holders)
- Obeying any reasonable request from employees
- Paying applicable penalties inclusive of price of ticket if found with invalid/incorrect ticket
- Providing correct details to Peace Officers/SAPS officials

Corporate Security personnel

Not all security personnel travelling on trains are contracted to Metrorail. All Metrorail security personnel wear numbered bibs for easy identification. These employees may verify tickets but may not handle money.

Kindly report any security personnel who demand money to the toll-free security number 0800 21 00 81.

While Metrorail continues to take every reasonable precaution to ensure the safety of its passengers, safety tips are listed below in the interest of safe commuting:

Rail safety tips

- An early arrival is recommended to allow time to purchase a ticket and to make provision for any unexpected changes to the scheduled service.
- Spread out along the platform, this will help avoid overcrowding carriages.
- Stay behind the yellow line on the platform until all disembarking passengers have left the train
- Beware of the gap between the platform and the train particularly when the platform is crowded. Hold small children by the hand.
- Once boarded, please move as far as possible into the carriage and keep the doorways clear
- The sound of the whistle means the train is about to leave. If not yet embarked, stay safe by waiting for the next train. Do not attempt to jump aboard or hold the doors open – this action could cause injury or result in a fine.
- Take care of personal belongings at all times

Vandalism

Metrorail spends millions of rands every year repairing vandalised trains. Broken windows, doors, interior fittings, seats and cables cause trains to be withdrawn for maintenance and contribute significantly to delays and cancellations. Help Metrorail to improve their service to commuters by reporting vandalism.

Train Travel Law [Legal Succession Act, Act 9 of 1989 Schedule 1, Section 12 (1)]

Metrorail makes every effort to inform commuters of prosecutable offences and to point out activities deemed unlawful and/or actions that in any way impose unnecessary risk on customers. The penalties for such actions are designed to discourage unlawful behaviour and hold offenders responsible.

In terms of the Act, the following is not permitted in Metrorail precincts:

- Smoking
- Boarding/alighting a moving train
- Travelling between/ on top of carriages
- Inconveniencing other passengers
- Travelling with an incorrect/invalid/without a ticket
- Disobeying a lawful instruction
- Unauthorised rail crossings
- Vandalism
- Endangering the lives of other passengers
- Interfering with communication between Metrorail and passengers
- Hawking or selling inside operational areas. Operational areas include the inside of trains, platforms, subways and bridges. This practice endangers the lives of commuters, expose them to unhygienic conditions and hinders passenger flow.
- Carrying of dangerous weapons
- Removing/Failing to hand over lost property
- Obstructing Metrorail employees in the execution of their duties
- Driving animals onto railway lines
- Refusal to pay for or present a ticket
- Trespassing onto rail precincts



Fact file for all Areas – Gauteng, Cape Town, Durban, Eastern Cape

- Number of coaches: 4638
- Number of operational train sets: 406
- Coach capacity 100 passengers
- Rail track length: 3180 km
- Number of stations: 478
- Passengers 2.2 million

2008 BUSINESS EXPRESS

Boland Express

- Area: Huguenot to Cape Town
- Seating Capacity: 300
- Stopping Stations: Paarl, Kraaifontein, Brackenfell, Stikland, Cape Town
- Average Travel Time: 70 minutes

Email express@metrorail.co.za