



Thursday, 15 October 2009

**Dear Business Express Customer**

Business Express Stone throwing incident – 14 October 2009

Metrorail has noted with concern the criminal incident that occurred yesterday, 14 October 2009, where a group of unruly criminals threw stones at the passing trains, including the Business Express, which left a number of mainly Business Express commuters wounded.

We are moreover concerned that such criminality has the ability to compromise the safety not only of our commuters but also of our operational staff. The incident was apparently sparked by growing frustrations over mounting service delays in the Pretoria/Tembisa corridor which were caused by an Eskom electrical power supply problem.

While management recognizes and acknowledges that there are indeed operational challenges pertaining to the train service performance in general which may lead to extreme commuter frustrations, we are strongly against any conduct that effectively impedes our mandate to render a safe commuting environment for our commuters.

A comprehensive corridor - wide risk assessment and threat analysis exercise is underway with a view to determine optimal deployment of platform and on the ground security reinforcement and to prevent future recurrence. While every effort is being made to ensure a safe commuting environment, we concede that the Business Express offering has been beset with challenges of many kinds, (operational, communication and security). These are being slowly and surely rectified, and a great deal of progress has also been made in the areas of operational performance. Despite this, adhoc service disruptions do still occur, however there is certainly no reason to suppose that these positives will not continue.

A case of malicious damage to property is being investigated and we remain hopeful that the perpetrators will be brought to book.

Thank you for your continued support and co operation in this regard.

Issued by:

Gauteng Metrorail Management