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RTA is the first in the world in transport sector services technologies.

AAV takes off with Dubai`s leading aloft.

«Tesla» provides RTA with 200 electric vehicles.

Vision
Mission

Vision

Safe and Smooth Transport for All

Mission

Develop integrated and sustainable transportation systems and provide distinguished services to all stakeholders to support Dubai's comprehensive growth plans through preparing policies and legislations, adapting technologies and innovative approaches, and implementing world-class practices and standards.

H.E. Mattar Al Tayer
Director General and Chairman of
the Board of Executive Directors

Globalization

The Roads and Transport Authority (RTA) marked last February with a new achievement, putting it on the global excellence and pioneering map with 'RTA Dubai' smart app winning an award for the best government service via mobile phone worldwide in transportation and infrastructure sector at the World Government Summit 2017. RTA's team had the honor of receiving the award from His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice-president and Prime Minister, and Ruler of Dubai in the awarding ceremony at the conclusion of the World Government Summit in the presence of Their Highnesses the Sheikhs, and officials and leaders from different parts of the world.

This is the second achievement for RTA at the the World Government Summit, where it has previously won in 2016 the same award on the national level. RTA also won the best app award within the Hamdan bin Mohammed Program for Smart Government in 2015 and 2016. This success doubles the responsibility and challenge in delivering the smart services for RTA customers.

To ensure reaching the aspirations and happiness of the customers, RTA has tremendously updated its smart app 'RTA Dubai' that included changes on the design of the external and internal screens. The highest measures were also taken into consideration and applied on the latest version such as Touch ID, and introduction of some wearables services. The app includes more than 45 services of the most frequently used ones like, the services of vehicles and drivers, parking, nol and Salik cards. Taxi booking services were also introduced; tracking the taxi before reaching, obtaining the driver's details, viewing prepaid processes and the instant chatting that allows the user to talk to the customer service agents to submit his complaints, remarks and suggestions. The app available in 4 languages namely, Arabic, English, Hindi and Russian. In addition, the app contains the happiness indicator service that enables the client to rate his/her satisfaction over the app send it to RTA. There is also RTA's Navigator service that guides the user on destinations and displaying roads and routes options that can be taken.

RTA is moving forward and it will focus next on the continuous improvement and development of its smart services, enhance the innovation spirit and develop the Public Private Partnership (PPP) and strategic partners to deliver distinct smart services to the public.

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Reciprocal Ads Initiative

Al Masar magazine Editorial Board offers the Reciprocal Ads initiative whereby a space for an advert is allocated to strategic partners and other government entities against allocating the same space in the magazine of the beneficial entity during the same month for the benefit of the RTA.

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Trial of the AAV is a smart change we provide to make people happy, Mohammed bin Rashid

Man's passion of knowledge and sciences push him to develop innovative ideas

Cooperation in 'Summit' is an example to be followed in joining forces of governments and different parties

HH inspected the AAV and honored the winners of World Governments Race

His Highness Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister, and Ruler of Dubai blessed the brand new project of the Autonomous Aerial Vehicle (AAV) adopted by RTA in Dubai. His Highness considered the trial of the AAV an initiative within the total and smart change policy of the service level the UAE is delivering in general and Dubai in particular for the sake of making people happy, facilitating their living and ensuring their stability.

This has been stated on the sideline of the World Governments Summit 2017 during the inspection of His Highness to the AAV 'EHANG 184,' works without pilot and can be used to carry man and goods at a maximum load of 100kg only.

His Highness praised RTA's efforts and its progressive endeavor to be unique at the Arabian region level in providing excellent and smart services to the public, confirming his support and encouragement to all strategic plans and programs the RTA implements to upgrade the level of services at global specifics and criteria.

His Highness RTA's action team members of the UAE male and female citizens headed by Mattar Al Tayer who are all work hard persevere and innovate a new service everyday related to providing comfort and safety for all segments of the society.

His Highness learned about the AAV components, through the explanation given by HE Mattar Mohammed Al Tayer, who pointed out that the AAV had been purchased from China. The debut of it will be in July within the city of Dubai that is being circulated and used more widely in the future after making sure of the success of the trial and demonstrating its feasibility and effectiveness.

Al Tayer explained the properties of the AAV, which is designed to carry one person who determines the destination he wishes to reach, through an intelligent device installed onboard.

Monitoring and control process onboard are conducted by a ground control center. It is powered by electricity, and can fly for thirty minutes, and gusts of up to 100 kilometers per hour, and can travel up to fifty kilometers per trip.

"The AAV is designed to take into account the safety standards and is equipped with eight engines and can land

safely in the event of a motor failure, confirming that it can carry people and goods. It supports Dubai's strategy to make the city the smartest in the world, which aims to convert 25% of the total mobility flights in Dubai trips to be autonomous by 2030 The AAV also supports the integration of transport system of the RTA in Dubai."

HE Mattar Al Tayer stressed that the successful operation of an aerial autonomous vehicle capable of carrying a human being, contributes to the creation of a major breakthrough in the field of transport and mobility systems, which provides innovative solutions and reduce congestion in the city.

The first autonomous aerial manned vehicle

The (EHANG184), revealed by RTA during the World Governments Summit in 2017, which Dubai hosted under the patronage of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai, is equipped with a touchscreen in front passenger seat, containing a map that contains all destinations in points, and preset routes. The passenger selects the destination that he wants to reach. Then, the vehicle starts, launches and flies, and lands in the specified location. The AAV performance is monitored through a ground control center.

The AAV automation relies on starting each engine separately and separation between the vehicle systems and components. In case of any emergency or failure in the first engine, other seven engines performing the flying and landing safely, and mitigating the failure and error in the first engine. The AAV is unique in a number of essential systems that work at the same time, but independently. In case any failure occurs, there is the spare system capable of controlling it and leading the AAV to the programmed destination safely.

The AAV is designed to fly for 30 minutes at maximum. Its speed is 160km an hour and its automatic fixed speed is 100km an hour. Its averaged launch and rise speed is 6 meters per second and its averaged landing speed is 4 meters per second. Its length is 3.9 meters, width is 4.02 meters, and height is 1.60 meter. Its weight is estimated to 250 kg and its weight with a passenger is 360kg. It maximum altitude is 3000 feet and its battery duration between 1 to 2 hours. It is designed to work in different climatic conditions except for thunder storms. It is equipped with highly accurate sensors with a low mistake and these sensors are vibration, pressure resistant and high temperature resistant. "Etisalat contributed to the success of the AAV trial as a main network provider where the 4G data network is used for communication between the vehicle and the ground control center. It provide the support required for continuation required between the vehicle and the ground control center through using the M2M and the LTE technology.

RTA is a global technology pioneer

On the other hand, His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister and Ruler of Dubai honored the winners of the awards of the World Governments Race for Technology Pioneers at the conclusion of the activities of the fifth session of the World Governments Summit. RTA won an award for the best government service via mobile phone worldwide for the transportation sector and infrastructure. "Our world is in need of developing and instigating minds in all areas. We, the governments, are responsible for a comprehensive practical leadership to ensure the best investment in minds and in the future technology."

The World Governments Race for Technology Pioneers embodies the UAE message and the world governments' directives that answer the future questions and stipulate solutions for its challenges in pursuit of man's goodness, luxury and happiness.

Attending the ceremony were HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, HH Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, HE Amal Al Qubaisi, Chairman of the Federal National Council, and Lt. General Sheikh Saif bin Zayed Al Nahyan, Deputy Minister Minister and Minister of Interior, HH Sheikh Mansour bin Zayed Al Nahyan, Deputy Prime Minister, Minister of Presidential Affairs, HH Sheikh Ahmed bin Saeed Al Maktoum, President of Dubai Civil Aviation, chairman of Emirates Group, Sheikh Ahmed bin Mohammed bin Rashid Al Maktoum, Chairman Mohammed bin Rashid Al Maktoum Foundation, HH Sheikh Mansour bin Mohammed bin Rashid Al Maktoum, the wife of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Princess Haya bint Al Hussein, HE Mohammed bin Abdullah Al Gargawi, Minister of Cabinet Affairs and the future, Chairman of the World Governments Summit and a number of sheikhs, ministers and officials.

The World Governments Race for Technology Pioneers includes three awards: Award for the best government service via mobile phone, and the award for best emerging technologies in government, and the government award for digital transactions.

In the transportation and infrastructure sector, Austria, the UAE and the United States. RTA won the award for its app that includes a list of services and features designed with the latest standards, to support roads and public transport users in the Emirate of Dubai to pay for parking, and book a taxi, or pay traffic fines, and allows users to register, and renew licenses, and many other services.

In the security and safety sector, Dubai Police app won the award. This app provides a large number of intelligent and integrated services. 'The possibility of Learning' app of Australia won the award for the best government service via mobile phone in the education sector. In the health sector, 'the Ministry of Health' app in Brazil won the award. In the social affairs sector, the app Onkoemn of Germany's Federal Office for migration and refugees. In the tourism sector, the app 'Visit Abu Dhabi' of Abu Dhabi Tourism and Culture Authority, and in the environment sector, the app 'Este Energia' from Estonia Company for Energy won the award.

In economy and trade sector, the app 'Vendors' from the Accountant General Department of the Ministry of Finance of Singapore won the award. In the overall application category, the application of 'e-government' in Kazakhstan won the award. Three pioneer governments won the best emerging technologies awards: the electronic health establishment in Estonia, the Ministry of Transport of Singapore for its technology of 'autonomous vehicles' and the third winner of the best emerging technology was the Government of the Netherlands represented by the Smart City of Amsterdam using the 'Platform Internet of Things.'

In Award of 'Governments Hackathon Governments for digital

transactions, which aims to experiment new technologies to produce new technologies to obtain distinct apps designed by college students and emerging companies from around the world, using the Block Chin Technology, the first place of $ 100 thousand award went to app 'Project Oaken,' the second place award went to app 'Health Blocks,' while third place was awarded to the app 'Land Registry.'

A Global Awarding

On the other hand, H.H honored the winners in the World Governments Race for Technology Pioneers at the conclusion of the Fifth World Governments Summit.
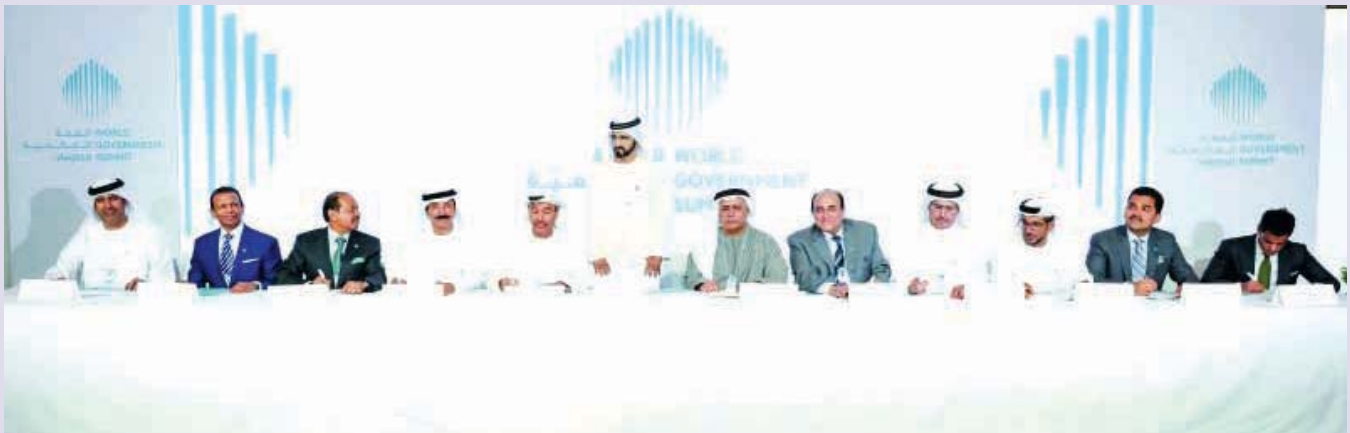
"Our world is need of developing and instigating the minds in all areas. We, the governments, are responsible for leading a comprehensive process to ensure the best benefit from the minds in the future technology. The World Governments Race for Technology Pioneers embodies the UAE message and the world governments' summit that answer the future questions and stipulate solutions for its challenge seeking goodness, luxury and happiness for man," said HH.

The World Governments Race for Technology Pioneers includes three awards: the award of the best government service via mobile, the award of the best startup technologies in the governments and the virtual governments' hackathon for digital deals. In the public transport and infrastructure Austria, UAE and USA qualified and RTA Dubai app won. The app contains a list of services and features designed at the latest criteria to support the PT users in Dubai including parking rates payment, taxi booking and traffic fines payment. It also allows users to register, renew their DLs and many other services.

A dedication to Khamis Al Mazeina

The Dubai HQ dedicated its winning the award of the best government service via the mobile for the security and safety at the World Governments Summit, to the late Khamis Matar Al Mazeina in recognition of what he did in the smart services of Dubai Police to make the UAE community in the security and safety sector.

Signing new partnership agreements

His Highness witnessed the signing of agreements with the World Governments Summit partners in its 5th session that convened under the theme of 'Shaping the Future Governments' in the presence of HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince and HH Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy ruler of Dubai.

"The cooperation in the World Governments Summit is an example of joining forces between the government and different government and private entities, and the role played by companies to make such activities a success and developing them to get to new horizons," said His Highness.

HH witnessed agreements for the next session and took a memorial picture with the partners, namely Abu Dhabi Development Fund, Dubai RTA, Dubai Municipality, Dubai Word Ports, Emirates, DEWA, Al Tayer Motors, Dodsal, Lulu Group, Du, James Education and VPS Health.

"MBR's vision transforms Dubai to the international leading in the autonomous by 2030," Al Tayer

For his part, HE Mattar Al Tayer, Director General and Chairman of the Board of Executive Directors of Roads and Transport Authority, that the launch of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai of Dubai's strategy to move smart self-driving, which aims to convert 25% of the total trips, to a self-driving trips by 2030, making a self-driving mobility a reality. It is being developed continuously where technology was tested in several cities and countries around the world including Dubai, Singapore, USA, Britain, pointing out that the government of Dubai, which aspires to occupy a leading position in a self-driving movement, by 2030, is driving this process in the emirate, while private companies take this transformation, in many countries of the world. Al Tayer predicted that the percentage of trips by the self-driving Dubai metro to 12.2% in 2030 compared to 8.8% in 2016, and the proportion of trips up self-driving by bus to 6.4% in 2030.

This has been stated in his speech at the key session at the World Governments Summit 2017 under the theme of 'Self-Driving Transport, Global Challenges and Future Opportunities.'

In his speech, Al Tayer presented a short on the AAV that the RTA tries in the sky of the city of Dubai in collaboration with the Chinese EHANG Company. It is the first autonomous aerial vehicle in the world capable of carrying a human being. He said: the AAV presented at the World Governments Summit is not only a model, as we tried it and flew it in the sky of Dubai, stressing that

RTA would do its utmost to develop this AAV into operation in July 2017.

Phase two of Dubai tram includes trial of fully automated trams

"Dubai succeeded in few years in occupying a good position globally in this area thanks to the vision of the wise leadership that specified a clear-cut target to convert 25% of the total trips to self-driving ones by 2030. Dubai metro is considered the world's longest driverless metro. It carries over 600 thousand passengers daily in addition to the operation of Dubai tram that contains some of the autonomous driving technologies. The Dubai trams in its phase two will involve the trial of fully automated trams.

Starting the demo operation of autonomous vehicles, small buses and boats

Dubai has also started experimental operation of autonomous vehicles and small buses and a trial run of autonomous boats. In addition, studying to provide fast autonomous buses. Besides, a study to provide autonomous taxis with international companies, and the application of initiatives to cover the first and the latter miles in partnership with the private sector, including the hourly rental with U-Drive and Ekar, and begin by providing appropriate infrastructure and electric eco-friendly vehicles, which may turn out in the future to Resume compounds leadership, stressing

A Vision for the Future of Transport

"By 2030, 25 percent of all transportation trips in Dubai will be smart and driverless."

His Highness Sheikh Mohammed Bin Rashid Al Maktoum
Vice President and Prime Minister of the UAE and Ruler of Dubai

that Dubai aspires to occupy a leading position by 2030 through an integrated strategy to move smart self-leadership with identifying targets clear, enacting and implementing the required legislation, and building strategic partnerships with universities and research centers and specialized companies partnerships.

Global challenges

HE Director General and Chairman of the Board of Executive Directors of RTA in his speech pointed out that global and domestic challenges facing the self-driving movement, identified in four main areas: The first relates to infrastructure and include high-accuracy requirements and continuous updating of maps, road signs, traffic signals, signboards are clear and design appropriate for the right of way, and the second challenge on legislation and laws, and includes technical testing and licensing standards, and insurance mechanisms, and limitation of liability in case of an accident, and the conditions and places the conduct of these compounds, stressing that the legislative system in Dubai is characterized by flexibility and the ability to keep abreast of developments and changes all, but the third challenge relates to safety and the receptivity of the audience a self-vehicle driving, normal may not feel comfortable when using a self-driving vehicles, in the tracks regular vehicles, and this requires a major role of governments, to promote awareness among the public, and to provide new technologies to the public in a manner reinforces confidence in them, He pointed out that the RTA developed after the Dubai Metro opening that works without a driver, put people at the forefront of the metro to represent the role of the driver, for six months in order to reassure the passengers, and

encourage them to use the metro, and the fourth challenge in technological requirements for effective sensors and cameras, in different atmosphere, and the requirements of the protection of electronic piracy. for example, manufacturers Resume compounds leadership faces many challenges in the field of technology include: the difficulty of dealing with sudden changes, during the flight, such as a sudden stop for another vehicle in front of self-driving vehicle, and the difficulty of making appropriate decisions in the case of another vehicle approaching rapidly from behind, and the overlap between scanners for technics self-driving vehicles, in the case of many of them on a busy road.

Local Challenges

"Along with the global challenges of autonomous driving, there are local challenges in Dubai, including the harsh climatic conditions in the region of high temperatures, high humidity, and its impact on technical systems to navigate self-leadership, as well as the multiplicity of nationalities and cultures in Dubai due to put to work and tourism world center, where in Dubai more than 190 nationalities, and this affects the dealers to accept this new technology, as well as the need to provide appropriate means for connecting passengers to their final destinations, in light of weather conditions."

"To address these challenges, prepared by Dubai's strategy to navigate self-leadership, which is distinct from other global strategies led by the government of Dubai to the process of transition to a self-driving movement, while the private companies, which is leading this transformation in many other cities and states, also features Dubai's strategy, cover all means of mass

transportation, from trains, buses and marine transport modes and taxis, as well as private vehicles, while many countries focus on a limited number of means, the strategy also includes a global competition to attract advanced companies in the smart mobility, we will announce the details later."

8 Possibilities

He explained: "it is to overcome those challenges were identified eight enablers, will be working on them in parallel Namely, legislation and laws relating to Resume vehicle leadership, and promote behavior and social acceptance of this technology, and the development of requirements and regulations to license self-driving vehicles, an amendment to the insurance regulations, and implementation of infrastructure requirements infrastructure, anti-hacking, and achieve communication between vehicles, and the construction of high-resolution maps, stressing that self-driving mobility application to achieve many of the benefits, we have begun in Dubai to achieve part of these benefits in the Dubai Metro, self-leadership, in terms of improved commitment to schedule trips by 6.4% compared to an ordinary train systems, and lower operating costs by 7%." He expected to be the Dubai strategy of autonomous driving would generate benefits estimated at AED22 billion a year, along with reduced mobility expenses by about 44%, and reduce the demand for positions by 50%, and reduce carbon emissions by 12%, and reduce traffic accidents and losses caused by them by economic benefits 12%, as well as raise the happiness of the population rates, by providing new options for mobility.

Success factors

He added that the success of the self-driving mobility strategy, depends on several factors, including the comprehensiveness and accuracy of information, and sharing effectively, To achieve this, the adoption of the Commission is currently united center for the integration of all information from all modes of transportation, and

it will open soon, as well as building effective partnerships with companies and global universities, where the Commission has recently signed agreements with international companies such as Daimler and the Next Future Transport and Hyperloop One, as the body conducting field tests with Easy Mile company, along with the establishment of alliances with universities and centers of global research, to conduct research in the field of self-technology leadership, commensurate with the Emirate requirements Dubai. Closing his speech, he expressed optimism about the potential self-vehicle driving, he said, soon will be a trip Resume vehicle driving is like riding the elevator, we all trust in the closed fund, which takes us from one level to another, because we know that it is safe and ready and has been tested, this is what the RTA is working to achieve through a self-driving vehicles and initiatives emanating from the strategy.HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), was delighted with RTA's winning the Best Government Service via Mobile Phone worldwide in the Transport & Infrastructure Sector during the World Government Summit. RTA team has had the honour of accepting the award from HH Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE, and Ruler of Dubai, during the awards presentation ceremony attended by scores of Sheikhs and top executives from all over the globe.

"What adds to our pleasure is that it is the second time for RTA to achieve this international accolade, which brings in an extra burden & challenge of continuing to improve on our smart service offering in a way that surpasses customers' expectations to make them happy. RTA, which played a leading role in transforming all its customer services into smart services, is endeavoring to improve its smart services to ensure that they are creative, accessible and capable of bringing happiness to customers," said Al Tayer.

"More than 1.5 million downloads were made of RTA app (RTA DUBAI) and transactions paid through the app clocked 55,231

RTA inks agreement with Tesla for buying 200 electric vehicles

The Roads and Transport Authority – Mohammed Al Munji:

On the sidelines of the World Government Summit 2017, the Roads and Transport Authority (RTA) has signed an agreement with Tesla Inc., a world-leading manufacturer of autonomous electric vehicles, for buying 200 hybrid electric vehicles fitted with several components of autonomous driving technologies. The new vehicles will add to the limousine fleet of the Dubai Taxi Corporation (DTC).

HE Mattar Al Tayer, Director General and Chairman of the Board of Executive Directors of RTA signed the agreement on behalf of RTA, HE Elon Musk, Chairman & CEO of Tesla Inc. signed it on behalf of the Company, in the presence of several executives and officials from both parties.

"This agreement is in implementation of the directives of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minis-ter of the UAE and Ruler of Dubai, to transform Dubai into the world's smartest city, and the Green Economy for Sustainable Development initiative. It is also part of the Dubai Smart Autonomous Mobility Strat-egy aimed at transforming 25% of total journeys in Dubai into auton-omous journeys by 2030. The agreement also reflects RTA's efforts towards providing driverless transportation solutions through under-taking technological tests of autonomous transit means.

Al Tayer welcomed the step of Tesla to open an office in Dubai for distributing and maintaining its vehicles. "Tesla has been selected for its pioneering endeavors in the manufacturing of electric vehicles. The Company is focused on improvement & creativity in autonomous driving as well as the storage of power. Tesla is the sole producer of autonomous deluxe electric vehicles and as part of its efforts to utilize alternative energy sources; it took over Solar City Company.

10X confirms the leadership vision to reach the number one globally

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA), said, "The 10X initiative launched by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Rul-er of Dubai, is a testament to the vision and ambition of our leader-ship to steer Dubai into the Number One position in the world. The clear-cut directions of HH to the Dubai Government departments to come up with innovative ideas and solutions that run 10 years ahead of metropolitan cities. HH made it clear that the achievement of the underlying objectives of the initiative warrants concerted efforts of all public entities and developing innovative solutions befitting con-temporary needs built on Think outside the Box theorem.

"Innovation is a global need for countries with robust and vibrant economies as it is a key driver of the economic growth and prime component of building a sustainable economy based on an integrat-ed environment of information, technology and knowledge. The

"Last year, Tesla developed a hybrid system for generating and storing solar energy in Tesla vehicles and broadened its scope to manufacture buses and heavy vehicles. It has also improved the autonomous driving systems by migrating from semi-autonomous driving to a fully autonomous driving environment; thus obviating the need for a human driver. It is also engaged in improving the shared mobility service through developing service systems for the next generation," added Al Tayer.

Al Tayer noted that the RTA would carry out a test run of Tesla autonomous hybrid electric vehicles as part of the Dubai Taxi limo fleet as part of its objective to support the Dubai Government efforts in transforming Dubai into the smartest city in mobility worldwide by 2020. According to Tesla, the RTA will purchase Model S sedans and Model X SUVs from Tesla for the program. Tesla's Model S received the highest possible safety ratings at launch and has the longest range of any electric vehicle. Model X blends performance and utility with unique features including falcon wing doors, a panoramic windshield and seven-seat configuration, offering unprecedented convenience and maneuverability. Both vehicles benefit from free over-the-air software updates that add new features and functionality over time. In addition to powerful all-electric vehicles, Tesla has also designed a unique set of energy generation and storage products, Powerwall, Powerpack and solar roof. When combined, three key components can make a positive impact on the world: electric cars, renewable energy and batteries.

Tesla reports that the Model S and the Model X vehicles purchased by RTA are equipped with the hardware needed for full self-driving capability at a safety level greater than that of a human driver. Tesla's Autopilot is designed as a hands-on experience to give drivers more confidence behind the wheel, increase their safety on the road, and make highway driving more enjoyable by reducing the driver's workload.

RTA is keen on keeping abreast of successive developments seen by the transport sector. During the World Government Summit, the RTA has announced the start of the test run of the world's first Aerial Autonomous Vehicle (AAV) capable of carrying a human, branded as EHANG184 in the skies of Dubai. We are working on starting the operation of the AAV as early as July this year. The RTA is also undertaking Phase III of the trial run of the first smart autonomous 10-seater vehicle as part of Dubai Smart Autonomous Mobility Strategy of HH Sheikh Mohammed. The strategy aims to convert 25% of the total mobility journeys in Dubai into driverless journeys by 2030. The RTA is also embarking on the test run of driverless boats and minibuses and studying the Hyperloop system the first of its kind in the world as well as express autonomous buses unprecedented worldwide.

"Among the initiatives, the RTA is mulling is a research and development of robot vehicles for monitoring paid parking zones and developing the technology in partnership with UAE universities. Initiatives also include the remotely piloted aircraft system to serve the control center in monitoring the traffic movement as well as accident disaster scenes through communicating vital information to the Unified Control Center to ensure rapid deployment during emergencies. Work is up and running with key global businesses such as IBM, Microsoft in developing interactive customer services covering improvement of several smart services such as the renewal of vehicles using Personal Assistant Using Artificial Intelligence.

Ahmed bin Mohammed honors winners of DAST
Under the patronage of Hamdan bin Mohammed

Sheikh Ahmed bin Mohammed bin Rashid Al Maktoum, Chairman of the Mohammed bin Rashid Al Maktoum Knowledge Foundation honored the companies and individuals winners of the 9th session of the Dubai Award for Sustainable Transport (DAST). The Award is under the auspices of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, Chairman of the Executive Council, His Highness DAST is considered one of RTA's initiatives, to stimulate public and private sectors to help reduce traffic congestion and ensure environmental conservation.

HE Mattar Al Tayer, RTA's DG and Chairman of the Board of Executive Directors, and a number of government entities and private companies' executives received his Highness at the celebration venue in the Dubai World Trade Center (DWTC).

His Highness and attendees watched a film about DAST, Dhabi's efforts in the environment preservation and natural wealth, and applying the sustainable development principles, as they constitute man's future and his luxury.

The film addressed the transport and traffic on the roads, which emit 23% of greenhouse gases in the world, due to fossil fuel consumption, and the importance of activating the role of institutions and individuals, to provide a sustainable environment for future generations

Efforts

It shed light on RTA's efforts in providing Dubai system of mass transit, which transferred during the year 2016 more than 543 million passengers. Dubai Metro through its red and green lines 191 million and 300 thousand passengers. The Dubai Tram transited 5 million and 400 thousand passengers, and public buses

151 million and 100 thousand passengers. The marine transport modes, which include abras, the waterbus, water taxi and Ferry, carried nearly 14 million passengers, and taxis almost transported 181 million and 800 thousand passengers.

Bernard Piccard, owner of Solar Impulse plane Initiative, made a speech in which he addressed the importance of the concept of sustainable transport, in the development and progression of the cities on the economic, commercial and social levels.

Pickard stated the role of the UAE, in promoting the concept of sustainable transport through the adoption of projects and initiatives that shape the future in this aspect.   The Solar Impulse project and the Dubai Award for Sustainable Transport have a significant impact in encouraging institutions and individuals, to apply the main themes in the concept of sustainable transport.

Awarding

His Highness Sheikh Ahmed bin Mohammed bin Rashid Al Maktoum, accompanied by HE Mattar Al Tayer honored the winners in the various categories of the award. The Abu Dhabi Department of Municipal Affairs and Transportation came in first place

in the Mobility Management category, for their applications of 'DARB' for sustainable services in Abu Dhabi. Al Rostomani car Rental Company came in the second place for their digital management of the financing rental and delivery system through portable devices. The Emirates came in third place on the initiative 'local mobility.'

In the Transport Safety category, the Emirates Authority for Standardization and Metrology won first place, for the regulation of trading the vehicle tires in the UAE market: 'electronic chip in the follow-up control of the vehicle tires poster., Emirates Transport won the second place on the initiative: 'support the way' and Dubai Municipality came third on the initiative: 'secure and safe movement.'

Green initiatives

His Highness honored winners in the preservation of the environment category. Dubai Electricity and Water Authority DEWA came first for green initiatives in waste management. The Ahli Driving Center came second for using the compressed natural gas vehicles in the training. The Emirates Authority for Standardization and Metrology came third for their initiative (green trips to empower the transformation of natural gas as clean fuel for vehicles).

In the initiatives related to people with disability category, Fujairah Police HQ won the first place for the project: 'Makani Machine.' The Dubai Ambulance came second for the initiative: ambulance for persons with disabilities. The third place award has been blocked.

His Highness awarded the winners of the special awards category. Journalist Mohamed Rabah the Khaleej newspaper won the award for the best media man. The UAE newscast work team of the Dubai Media Incorporated won the award on the best media team for their role in featuring the news releases and media coverage of the topics of the award: encouraging the mass transport, the preservation of the environment and raise the level of safety in transportation.

Academic research

In the category of the best academic research, Dr. Arafat Dweik of Khalifa University won the award. In the best student project category, student Bakhita Mohammed Ali Al Ketbi won the award for her project Rules of My Bus. Student Ramiz Omar Abdul Sattar from Manipal University on his project: design and operation of a dual energy air compressor in the air cooling system. Student Shweta Krishna Murthy of Amity University came third on the intelligent mobility management project, using the micro-control systems.

Sheikh Mohammed also honored institutions and corporate sponsors of the eighth session of the Dubai Award for Sustainable Transport, and the members of the jury award, headed by Hamdan Al Shaer.

An agreement with Uber to provide new economic transit solutions
e-booking for taxi and limos

The Roads and Transport Authority (RTA) has signed a cooperation agreement with Uber Technologies, the international pioneer in the technology of linking riders with drivers by one click, to study offering new products in the economic transit to support Dubai Vision 2021.

The agreement is about fulfilling the needs of customers and provide them with transportation solutions at a reasonable rate in a way that contributes to reduce the number of vehicles on roads. It also addresses the online booking service of limousines and taxicabs, whereby Uber will offer luxurious transport services (limousines) via online and smart Apps channels.

The service will be run according to the laws governing the operation of taxis and limousines in Dubai emirate. Uber will deploy 14,000 vehicles including 9841 taxis and 4700 limousines.

HE Mattar Al Tayer ,Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority)RTA (signed the agreement on behalf of RTA ,and Mr .Anthony Khoury ,Regional Manager of UBER in the Middle East signed it on behalf of Uber .Attendees at the signing ceremony were Mohammed Obaid Al Mulla ,Board Member cum Chair of the Dubai Taxi Corporation Council ,Abdullah Yousef Al Ali ,CEO of Public Transport Agency ,Nasser Hamad BuShehab ,CEO of Strategy and Corporate Services Sector and Chair of the Higher Commit-

tee of Follow-up and Regulation of Vehicles Booking via Call or Electronic Media ,Adel Shakri ,Director of Transport Systems, and Mr .Christopher Frye ,General Manager ,Uber in the UAE.

"This initiative signals the keenness of RTA to implement the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum ,Vice President ,Prime Minister of the UAE and Ruler of Dubai to rank Dubai as the smartest city world-wide since smart mobility is one of the key elements of smart cities .The agreement with Uber offers a new service for residents and visitors who wish to move around Dubai by taxis and limousines.

Opening smart monitoring center at Licensing Agency

HE Mattar Al Tayer ,Director General and Chairman of the Board of Executive Directors of the Roads and Transport Authority) RTA ,(has opened the Smart Monitoring Center at the Licensing Agency to monitor the performance of licensing service suppliers in Dubai Emirate .Its monitoring activities cover vehicle technical testing centers ,driving institutes and the remote monitoring of heavy trucks.

The Center is fitted with surveillance monitors and hi-tech gadgets linked with surveillance cameras installed at centers affiliated to providers of licensing services .The Center is also connected with monitoring devices fixed on heavy vehicles enabling it to communicate with the patrols of Dubai Police and the RTA on roads to report offending vehicles .The Center aims to improve the safety of transport & traffic ,and curb accidents& fatalities through intensifying the surveillance of the facilities of vehicles

driving centers .It also helps boost environmental sustainability through an intense monitoring of vehicle technical testing centers besides enhancing the offering of smart sustainable government solutions & services through the implementation of smart techniques integrated in the electronic systems of the Center .The Center will also contribute to improving the relationship with service providers and strategic partners besides contributing to raising the compliance with the applicable rules and regulations .Al

Briefing American Consul on RTA's smart mobility projects

HE Mattar Al Tayer, Director General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), has recently received in his office Mr. Paul Ramsey Malik, US Consul-General to Dubai. During the meeting, the two parties discussed means of boosting cooperation & sharing expertise between the RTA and American entities operating in rail, roads and transportation fields. They have also explored the upcoming future road & infrastructure projects in Dubai given the growing number of American companies specialized in roads and mass transit system projects currently undertaken by RTA.

"Over the next few years, RTA will be developing infrastructure & road projects costing about AED20 billion including roads and transportation projects of Expo 2020 costing about AED15 billion. Expo 2020 project covers the extension of the Red Line of Dubai Metro to the site of Expo at a cost of AED10.6 billion and road projects costing about AED3 billion. The portfolio of projects the RTA intends to undertake in the near future includes the extension of Dubai Metro Green Line, Phase II of the Dubai Tram Project, and a variety of road & bridge projects. Future projects offer a good opportunity for firms to bid for tenders released by RTA.

Tayer stressed RTA's commitment to deliver the best solutions in raising the awareness & traffic safety levels ,besides employing smart technologies in various fields such as the smart monitoring of licensing service providers .The system ensures the compliance of providers and clients with the approved systems of the RTA ,contributes to improving the level of security and traffic safety on roads ,and reduces accidents resulting from mal driving practices of drivers .Ahmed Bahrozyan ,CEO of Licensing Agency and Mohammed Nabhan ,Director of Monitoring & Enforcement briefed Al Tayer about the tasks of the smart monitoring center .The Center has four key systems namely :CCTV system ,eVehicle Safety System ,Central Vehicle Testing System ,and the Smart Licensing & Traffic System. Explaining the roles of the Center ,Bahrozyan said" ,It is the first center of its kind in the RTA that monitors violations in technical testing centers and vehicle driving facilities through surveillance cameras .It issues offences in absentia and retains video clips & images in proof of violations

committed .All service providers are notified with all offences reported by the Smart Monitoring Center .During the initial phase ,the Center reported offences on a trial bases to alert service providers and urge them to comply with the procedures & controls set for the delivery of service and take corrective measures .From the start of this year ,the RTA started to issue offences bearing respective fines as stipulated in the applicable legislations.

Completion rate of Airport St. Improvement Project hits 30%
continuous monitoring, evaluation of traffic diversions

HE Mattar Al Tayer, Director General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), announced the completion of 30% of the first contract for the improvement of Airport Street involving the construction of Rashidiya and Casablanca interchanges. The completion rate has reached 25% in other contract covering Nad Al Hamar and Marrakech interchanges.

Al Tayer made this statement during an inspection visit to the Airport Street Interchanges Improvement Project costing AED404 million. During the tour, Al Tayer was accompanied by Engineer Maitha bin Adai, CEO of Traffic & Roads Agency, Engineer Nabeel Mohammed Saleh, Director of Roads as well as several directors and engineers of the Agency.

Traffic Diversions

"RTA has charted out a comprehensive plan for traffic diversions to ensure a smooth traffic flow. It has diverted traffic in both directions of Rashidiya Street, and work is currently progressing in bridge works and the shifting of the existing utility lines. The work area has been fully separated by a high bar-rier to muffle the noise as much as possible from disturbing road users and residents of nearby areas. The traffic will be diverted at Marrakech and Casablanca intersections by the end of this month, and the contractor is currently working on bridges at the intersections of Nad Al Hamar, Marrakech and Casablanca in con-currence with the shifting of utility lines. The RTA is always keen to ensure that the design of the temporary diversion is identical to the design of permanent roads in terms engineering design, and levels of the surface and the asphalt, and the provision of sufficient lighting matching to the designed road speed to ensure the safety of users. The diversion maintains the same number of lanes to ensure a smooth traffic flow without negatively impact-ing the traffic volumes to avoid any snarls," stated Al Tayer .

He stressed the importance of continuously reviewing, monitoring and evaluating traffic diversions to avoid traffic congestions during the project, which serves Dubai Airport, and several other hotspots in the downtown area. He directed to increase the number of engineers, supervisors and workers to step up the work progress and ensure timely completion of the project.

"The Airport Road Improvement Project is part of a plan set by the RTA for accommodating the projected growth in the number of passengers using the Dubai International Airport which is expected to shoot to 92 million passengers by 2020. Thus the traffic study highlighted the importance of finalizing the improvement of the Airport Road by 2017," continued Al Tayer.

4 Interchanges

"The project comprises the construction of bridges, a tunnel at the intersection of Marrakech, and bridges at the intersection of Rashidiya as well as the intersections of the Airport St. with Casablanca St. and Nad Al Hamar St. It also includes improving at-grade intersections, and constructing a service road of three lanes in each direction to separate the traffic movement from and to Nad Al Hamar St. from the vehicular flow on the Airport Street starting from Rashidiya Intersection up to Marrakech Intersection. The project will contribute to increasing the capacity of the Airport St. by an additional 5000 vehicles per hour. It will also enhance the traffic safety level and reduce the journey time on the Airport St. from Sheikh Mohammed bin Zayed St. to Casablanca St. from 30 minutes to 5 minutes. The improvement of Rashidiya Intersection comprises the construction of a bridge on the Airport St. of 3 lanes in each direction, which is expected to slash the waiting time at the interchange from 13 minutes to less than one minute," commented Al Tayer.

"The upgrading of the Airport St. – Nad Al Hamar St. Intersection encompasses the construction of an additional bridge of two lanes in each direction to serve the traffic coming from Nad Al Hamar St. heading towards the Airport St. The project will ease the current snarls resulting from the overlapping traffic at Nad Al Hamar Intersection between the first circular slope heading to the left, from Nad Al Hamar St to the Airport St. It will also ease the traffic movement on the second circular slope heading left, from the Airport St. to Nad Al Hamar St. Vehicular traffic on the first circular slope will be restricted to U-turns in the direction of Nad Al Hamar St.," elaborated Al Tayer.

"The project also includes the construction of a flyover of three lanes in each direction on the Airport St. along with a ramp stretching from the bridge directly to Terminal 3 of Dubai International Airport, bypassing the waiting at the light signal. A tunnel of two lanes in each direction is under construction to serve the leftward-bound traffic movement from the Airport St. to the direction of Marrakech St., which reduces the waiting time at the junction from seven minutes to less than one minute.

"The upgrading of the Airport St. – Casablanca St. Intersection includes the construction of an additional single-lane bridge to serve the traffic from the Airport St. in the direction of Casablanca St. without waiting at the light signal. It also includes the construction of an alternative street for traffic coming from Al Garhoud enabling vehicles direct access to Terminal 1 and 3 of the Dubai International Airport, besides increasing the number of lanes of Casablanca St. in the direction of Al Garhoud from 3 to 4 lanes.

"The project will also reduce the total waiting time at Casablanca St. from three minutes to one minute, and ease tailbacks generated by the overlapping movement of vehicles heading towards Casablanca Interchange and those coming from Terminal 1 heading towards Casablanca St.," added the Director General and Chairman of the Board of Executive Directors of RTA.

"RTA is proceeding ahead with the upgrading of the infrastructure of road networks and mass transit systems in Dubai Emirate by figuring out integrated solutions for land and marine transit systems that are safe for users and compatible with the Dubai Strategic Plan 2021. Such solutions are intended to respond to the needs of hosting Expo 2020, demographic growth, and contribute to the development & investments in the Emirate," he concluded.

200 vehicles for Smart Car Rental
Rental value ranges from AED24 to AED30 an hour

HE Mattar Al Tayer, Director General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA) inaugurated on 15 January 2017 the Smart Rental Service, the first of its kind in the Middle East. The service enables customers, especially public transport users, to rent cars for short periods not exceeding six hours via smart apps. To do so, RTA has contracted with U drive and ekar companies to operate 200 vehicles (100 each) at a fare ranging from 40 to 50 fils per minute (according to the location of returning the vehicle) i.e. AED24 to AED30 per hour.

In a speech delivered during the service inauguration ceremony, which took place nearby the Dubai Water Canal in the presence of CEOs and Directors, Al Tayer said, "The smart rental service supports RTA's efforts to bring happiness to people and increase the ridership of public transport means. The service also aims to enhance the integration of mass transit systems through easing the mobility of commuters, especially metro and tram riders, to their final destinations. The service, which is offered to customers. It started from 16 January 2017 and enabled the rental of vehicles for short periods not exceeding six hours via smart apps on mobile phones and tablets. At a later stage, the service would be available through the Integrated Mobility Platform in Dubai.

"Vehicles are deployed over 45 locations including five main locations at Dubai Metro stations namely: Rashidiya, Burjuman, Ibn Battuta, Union, and Business Bay Stations. RTA would beef-up the fleet of smart rental cars through a tender, and assess the map for deploying vehicles guided by the results of the initial operation phase as well as customers' preferences. RTA would also mull the provision of the service using environment-friendly electric or hybrid vehicles," commented Al Tayer.

"The hourly car rental system provides bespoke alternative transit means for public transport riders in Dubai that goes with their needs and requirements, and offers them access to the best global practices of car-sharing of rented vehicles, besides providing highly efficient and cost-effective transit means.

"RTA had made prior coordination with the Dubai Police General HQ to ensure that the companies licensed to practice the Hourly Car Rental Service satisfy all the security procedures applicable to the car rental system. This includes registration in the Online Information System of Car Rental Offices, and linking their online systems with the information system of car rental offices," he added.

Mobility Solutions

Vilhelm Hedberg, Co-Founder & CEO of ekar, said, "We congratulate RTA on launching this partnership, which offers Dubai residents and visitors alike absolute driving accessibility.

"As part of our partnership, half of the ekar fleet is deployed around the Dubai Metro stations to provide seamless linking of communities across the Emirate with end-to-end transportation solutions. Through this visionary carshare scheme, we will provide freedom of driving a car without the hassle that ownership gives," continued Hedberg.

Hasib Khan, Managing Director of U Drive, said, "Car Sharing has developed to a sustainable mobility with a strong growth worldwide. We believe that Dubai's Smart Vision, the transient nature of life and the overriding costs of car ownership, make Car Sharing an excellent mobility solution.

"For those who don't want to commit to ownership, or don't have the need for everyday car accessibility, U Drive makes the perfect option, whilst being also a reliable connector to the public transport. We are pleased to be the first Public Car Sharing provider in the Middle East and to be a part of Dubai's Smart Vision," he continued.

Steps of Service Accessibility

Abdulla Yousef Al Ali, CEO of Public Transport Agency said, "The smart rental service is limited to certain areas in Dubai, and is offered via smart apps by two companies: U Drive UAE and ekar. UAE-resident customers should first register in the system to avail the service by entering ID, driving license and credit card details, in addition to a photo of the ID holder (to verify registration in the system). Visitors are required to enter passport, visa, driving license and credit card details."

"Upon validating the accuracy of data provided, the customer is issued with a Personal Identification Number (PIN), before he or she can enter the user name and password. The customer can now track the cars available and then book one. The car door is opened by clicking an icon in the smart App and is switched on by entering the (PIN) in the device fitted in the vehicle. The vehicle can be locked through the Smart App and parked at RTA's parking lots only. The bill will be dispatched to customers via the e-system.

Hourly Car Rental Resolution

The Hourly Car Rental Resolution in Dubai Emirate No. 49/2016 issued by His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council, has specified the obligations of companies authorised to offer car rental services in the emirate. These obligations include observing the licensing conditions & franchise contract signed, providing offices, deploying the minimum number of vehicles, and providing parking lots befitting the nature of the activity, as stipulated in the Executive Regulations. They also include providing guidance & orientation about the terms and conditions of car rental agreement, among others."

The Resolution obliged licensed companies to use the vehicles in the activity specified in the permit, besides writing the name of the company and the number of authorised riders in a clear & visible manner on the outer body of the vehicle. They must use the parking lots approved by RTA's Licensing Agency and stakeholders in practising the activity. They must not affix any stickers or promotional materials on the body of the vehicle without a prior written approval from RTA. They must also undertake the annual vehicle registration and insurance, and refrain from renting a vehicle to anyone who does not hold a driver's license recognised by RTA in Dubai.

Under the Resolution, companies are required to maintain records for the movement of vehicles and their locations and prepare data & statistics required by RTA's Licensing Agency. They must also abide by the fares set by RTA, create periodic vehicle maintenance logs, and register on the Online Information System of Car Rental Offices, which must be linked to the said smart car rental system as per procedures adopted by RTA and the authorities concerned.

Car rental companies are also committed not to rent any vehicle to a user unregistered on the Online Information System of Car Rental Offices, and never assign the permit to a third party or modify it without the approval of RTA's Licensing Agency. Companies must not suspend the hourly car rental service without approval of the Agency, and never exceed the daily rental period of six hours per day. They must also install GPS vehicle tracking devices, and notify the competent authorities about any actions that may prejudice public security.

User obligations

The Resolution obliges the renter of a light vehicle to abide by the driving & traffic rules in Dubai, use the vehicle as per the car rental contract made with the company, and never exceed the vehicle occupancy rate. Users must report to the authorities concerned all leftovers found onboard, not exceed the allowed period of use, and never allow a third party to drive the vehicle. Caption:

A smart car recovery project in collaboration with AAA

RTA's Dubai Taxi Corporation (DTC) has signed a contract with the Arabian Automobile Association (AAA), a leading provider of roadside services, to operate a smart car recovery system to be launched this March. The system is designed to offer roadside assistance in case of vehicle breakdown through a smart app, which will be rolled out with the project launch for use in all smartphones. The move is intended to facilitate the services offered to the public with the aim of realizing RTA's first strategic goal (Smart Dubai) to nurture a modern system capable of reducing accidents and increasing the traffic safety as well as the level of rapid deployment service, if needed, to alleviate traffic congestion.

An announcement to this effect was made during a signing of an agreement at RTA Head Office by Dr. Yousef Mohammed Al Ali, CEO of DTC and Mohammed bin Sulayem, Chairman of the AAA. A host of senior officials including Mohammed Obaid Al Mulla, Member of RTA's Board of Executive Directors and Chairman of DT Council attended the signing.

"The smart car recovery system is operated via the smart app by sending the coordinates of the location of the faulty vehicle to the nearest available recovery vehicle to the location. The assistance is delivered through a variety of service options namely: vehicle towing, 10 liters of fuel, tire repair, simple mechanical faults (battery drain), closed door opening, and towing to the technical workshop," said Al Ali.

"This project echoes the directions of our leadership, which attaches paramount importance to intangible assets as the quick processing, target achieving and creating projects as well as quality, safety & perfection are exclusive features of Dubai. This initiative is also part of RTA's objectives aimed at nurturing an integrated & sustained infrastructure of transport networks at the highest standards worldwide. The DTC is in constant pursuit of

Multiple addresses feature to Booking & Dispatch System of taxis

RTA's Public Transport Agency has added a new feature to the Booking & Dispatch System of taxis in Dubai .Accordingly ,the customer can register multiple addresses ,instead of one, in the Booking & Dispatch System .The step underlines the keenness of RTA and affiliated agencies to use the latest technologies in delivering a raft of sophisticated services at the highest global standards prevailing in advanced countries .The move stems out of RTA's efforts to deliver streamlined ,quick and transparent services to all community segments in a bid to boost the excellence and happiness drive of this sector.

"The multiple addresses feature has been added to the interactive voice response system) IVR (whereby each customer can enter up to three addresses) home ,office ,others (in the system.

Customers can then communicate through the IVR system and easily select one of the three registered addresses to complete a booking without speaking to the service staff .The new feature

distinctive initiatives that meet the needs of Dubai visitors & residents, contributes to enhancing the traffic safety, and reducing crashes," continued Al Ali.

Mohammed bin Sulayem, Chairman of the AAA, said, "The DTC's initiative, which aims to turn the car recovery business into a digital platform, would be a positive step that contributes to easing the traffic movement in Dubai. The app would provide high-quality services to motorists in Dubai. The AAA took the initiative of offering its services in this field in order to turn this concept into a reality under the supervision of the DTC.

"The project would help provide car recovery services and roadside assistance online through a smart app on mobile phones. Thus, it helps facilitate the traffic movement and alleviate traffic bottlenecks in main roads & highways due to accidents and vehicle breakdown. Through this technology, the motorist would not be obliged to wait for long for towing his or her vehicle, and would be able to track the movement of the recovery vehicle on its way for providing assistance," added Bin Sulayem.

offers clients ,especially taxi riders ,more flexibility in availing the taxi service ",said Abdullah Al Mahri ,Director of Transport Activities Monitoring ,Public Transport Agency of RTA.

"The taxi sector is experiencing a growing demand fueled by the current urbanization drive in Dubai city ;which is continuously shaping into a prominent destination for business leaders and investors from all parts of the globe .Such developments warrant increasing the efficiency of the fleet through adding additional features to the system enabling speedy processing of requests through using technology-aided processes ",explained Al Mahri. The Booking & Dispatch Center of taxis in Dubai is responsible for executing taxi booking requests received from taxi riders comprising various community members such as citizens ,residents ,visitors ,and tourists .The Center offers quick & smooth services ,and the average time of dispatching a vehicle to the customer has reached 14.3 minutes and the response time to

the incoming call has become 29 seconds only.

It is noteworthy that the telephone number designated for the Booking & Dispatch Center of taxis is.04-2080808

Launching service for inquiry, buying of special plates online

The Roads and Transport Authority (RTA) announced the launch of a new service for inquiring about special plates that customers are interested in buying through RTA's website (www.rta.ae). The move, which is part of the Smart City initiative of the Dubai Government, replicates RTA's third strategic goal (People Happiness).

Explaining the service, the Director of Vehicles Licensing of RTA's Agency Sultan Al Marzooki, said, "Offering the inquiry about special numbers service through RTA's website (www.rta.ae) is part of our commitment to support the Smart City initiative. The service is accessible via several means all online. Customers can fill the details required on the webpage and instantly buy the plate using a credit card, and a courier company would deliver the ownership certificate. The customer can also log on to the Licensing page to select the number & code fancied to know if it is available or otherwise."

"Alternatively, the client can set a budget to know the numbers offered against that fixed amount. The customer can also search for plates in a specific number pattern, such as starting and ending with a specific number. This smart system can nominate personalized numbers for the client, who has a traffic file with RTA, corresponding to his or her date of birth, mobile number ...etc. The customer can also screen numbers similar to the ones already owned but in other codes. It also enables the customer to retrieve old number retained in the traffic file or registered against a vehicle of the customer," explained Al Marzooki.

"Some plates are offered for direct purchase through the system, and others are subject to an RTA's approval such as requesting a plate with a specific number in order to communicate the approval to the customer who has to complete the procedures of owning the plate. The service does not require a deposit unless the customer has had previously violated the rules of buying plates such as the failure to settle a financial

Thanks to huge interest, operation of Smart Vehicle extended
Used by 1500 persons

The Roads and Transport Authority (RTA), in collaboration with Dubai Properties, extended the trial run of the autonomous vehicle deployed in the Business Bay to Feb 22nd. The decision has been taken in response to the encouraging number of users of the vehicle, which is 1500 persons. The 10-seater vehicle has been deployed to shuttle over a 600 meter-long track in the Business Bay following the successes of the initial two phases of the trial operation at the Dubai World Trade Center and the Mohammed bin Rashid Boulevard.

"The trial run of the driverless vehicle in the Business Bay marks the third phase of the trial operation following the successful debut at the World Trade Center and the second trial at the Mohammed bin Rashid Boulevard in coordination with Emaar. The exte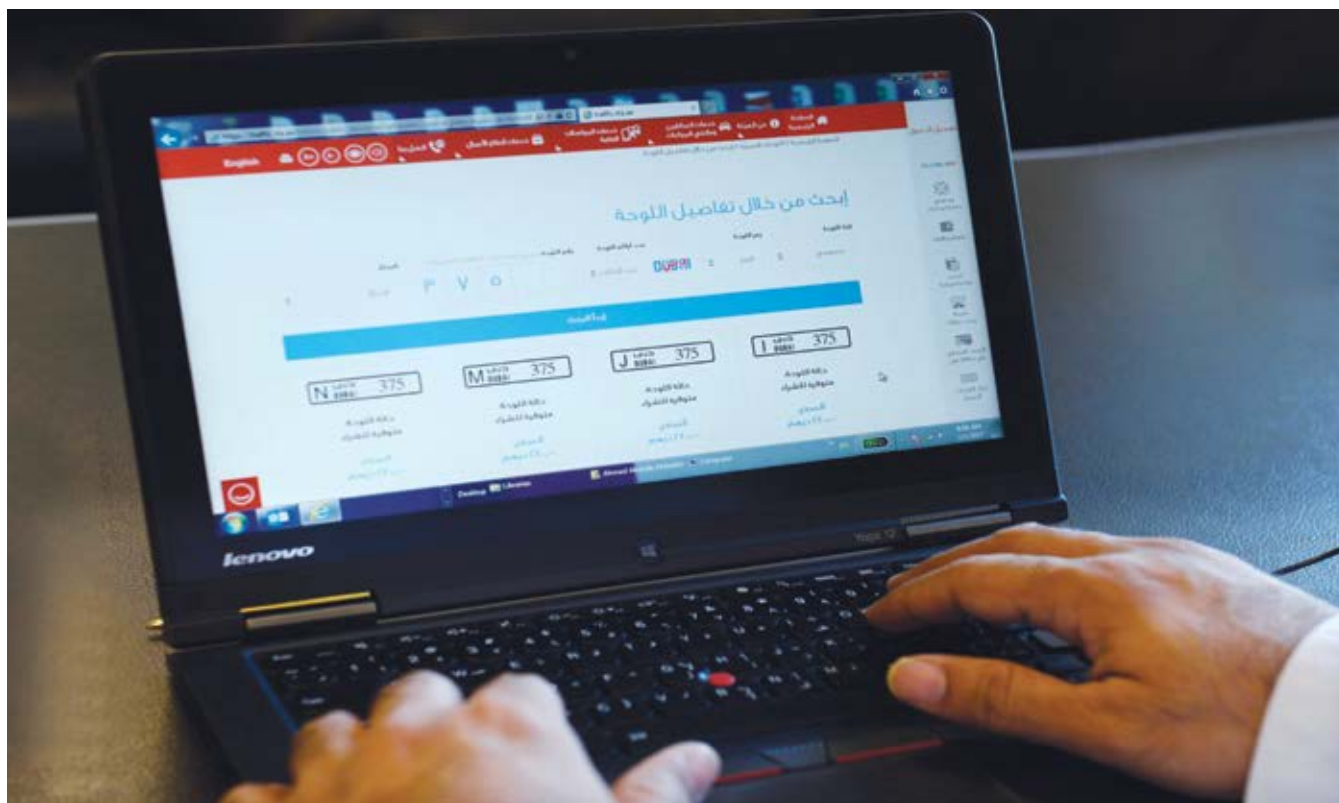nsion of the trial run has been considered in response to the wishes of more than 1500 visitors during the first month who were excited with the experience," said Khaled Al-Awadi, Director of Automatic Fare Collection System at RTA's Corporate Technology Support Services Sector.

"The strategic plan of the RTA envisages the testing of au-

obligation of owning a plate within the fixed time limit i.e. 10 days from the date of issuing approval.

"RTA will spare no effort in streamlining the accessibility of special plates to customers to save their time and effort through adopting the best global standards of bringing happiness to people. Such goals rank high in RTA priorities, especially as special plates reflect a wish of a wide spectrum of community members in Dubai.

tonomous vehicles under Dubai climate conditions. The trial run is also intended to give the public a feel of the smart vehicles technology, test the operation under Dubai climate conditions, and showcase the Autonomous Mobility Strategy of the Dubai Government aimed at transforming 25% of total mobility journeys in Dubai to driverless journeys on public transport means by 2030. The experience seeks to screen the views of the public about the driverless mobility experience through a questionnaire; which will also gauge their satisfaction rating.

543 million riders used public

"Metro, tram, buses, water transport and taxis account

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA) revealed that public transport means in Dubai, comprising the metro, tram, buses and marine transit modes (abras, ferry, water taxi, water bus) in addition to taxis (Dubai Taxi and franchise companies) had lifted in 2016 about 543.6 million riders compared with 539.558 million riders in 2015, according to figures released by RTA Statistics Section. The average daily ridership of public transport means in Dubai last year clocked about 1.5 million riders.

"The Dubai Metro has taken the largest slice of public transport commuters accounting for 35%, followed by taxis (33%), and public buses (28%). December recorded the highest number in commuters and reached 47 m riders. The breakdown was as follows: Dubai Metro: 17.184 m riders, taxis: 15.315 m riders, buses: 12.508 m riders, marine transit means: 1.46 m riders, and Dubai Tram: 540 thousand riders. The number of public transport riders reached 46.927 m riders in March, and 46.288 m riders in November," said Al Tayer.

Record Numbers

"Last year, the Dubai Metro has lifted in both the Red and Green Lines 191.3 m riders compared with 178.647 m riders in 2015. The Red Line of Dubai Metro has seen a healthy growth in 2016 clocking 121.6 m riders compared with 112.7 m riders in 2015. The Green Line has lifted in 2016 about 69.7 m riders compared with 65.942 m riders served in 2015. Burjuman and Union Stations, which are two transfer stations at the intersection of the Red & Green Lines, have accounted for the biggest chunk of riders with

transit means in Dubai in 2016
for 24% of people mobility in Dubai," Al Tayer

Burjuman Station recording 11.644 m riders, and the Union Station clocking 10.522 m riders. Al-Rigga Station was the busiest on the Red Line (8.293 m riders) followed by Deira City Center Station (7.392 m riders), ahead of Burj Khalifa Station (7.254 m riders). On the Green Line, Al Fahidi Station ranked first by the number of riders (7.945 m riders), next came Baniyas Station (6.41 m riders), and the third was the Stadium Station (5.665 m riders)," stated Al Tayer.

"The Dubai Tram has lifted last year 5.4 m riders compared with 4.07 m riders in 2015. The number of public bus riders recorded 151.1 m riders last year compared with 134.775 m riders in 2015. Around 14 m riders in 2016 used the marine transport means (abras, waterbus, water taxi and Dubai Ferry), which is almost the same number of riders recorded in 2015. Taxis (comprising

Average daily ridership touches 1.5m riders

Dubai Taxi, Hala Taxi and Franchise companies) have lifted 181.8 m riders last year," he explained.

Backbone

"Comprising a full range of integrated services, the public transport network in Dubai has become the backbone of people's mobility in various parts of the Emirate of Dubai. RTA's efforts in

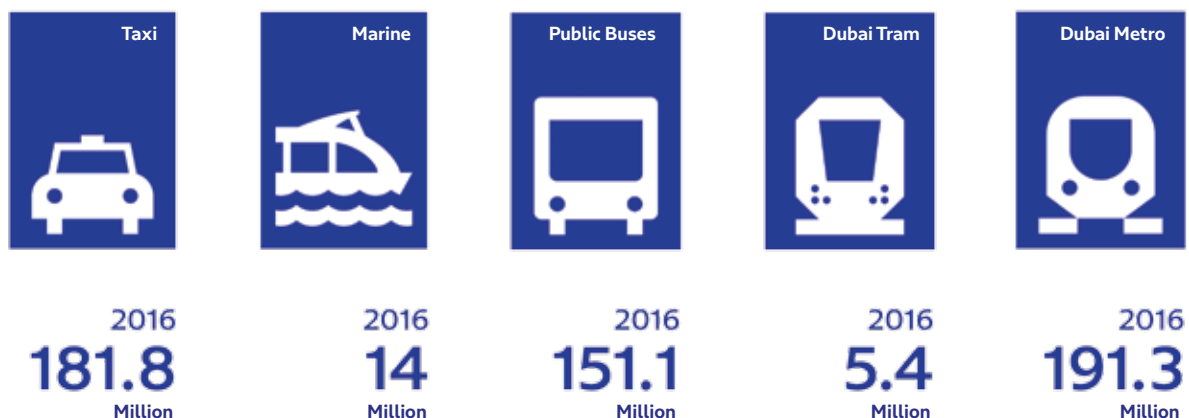## Dubai Metro lifts 191m riders, Buses lift 151m riders

this regard contributed to the growing numbers of public transport users across the board. The share of public transport in the mobility of people has leapfrogged from 6% in 2006 to 16% in 2016. If we add taxis, the share would shoot to as high as 24%.

RTA is endeavouring to push the share of public transport (metro, tram, buses, and water transport) to 20% by 2020, and 30% by 2030. Equally important, RTA had managed to transform the culture of various segments of the community and their attitudes towards using public transport. People have started to grasp and feel the benefits associated with the use of mass transit means such as the physical relief, peace of mind, financial saving, high safety, lower expenses of car usage in terms of fuel and maintenance among others," noted Al Tayer.

Al Tayer was delighted with these indicators, which depict the effectiveness of plans and programs undertaken by RTA in providing a variety of options for moving people in Dubai. "The strategic and executive plans for roads and transport systems pursued by RTA are based on the principle of integrated services. It means that achieving smooth & accessible mobility in the Emirate hinges on providing integrated solutions in terms of improving and broadening roads network and crossings, and upgrading various components of mass transit systems such as the metro, tram, buses and water transport means. It also depends on upgrading the technology used in traffic & transport systems to ensure the optimal utilization and highest efficiency of roads and mass transit systems, adopting policies capable of reducing the semi-total reliance of the public on private vehicles and increasing their reliance on other transit systems including public transport. RTA plans are also focused on encouraging journey-sharing practices especially in a city like Dubai where people ownership of private vehicles is as high as one vehicle per two persons," he commented.

Taxi	Marine	Public Buses	Dubai Tram	Dubai Metro
2016	2016	2016	2016	2016
181.8	14	151.1	5.4	191.3
Million	Million	Million	Million	Million

Call Center handles over 2m calls in 2016

The Roads and Transport Authority (RTA) announced that its Call Center has received 2,177,521 calls in 2016, and the response time has covered 86.3% of incoming calls within the targeted time response time of 20 seconds per call. The Centre has also received 53,298 reports about lost items where more than 70% of them were found, recording a sign-off rate of 99%. Additionally, Madinati system has received 25,208 cases.

"The number of calls picked up by the Call Center (8009090) reflects the extent of interaction between the Center and RTA clients, and the considerable attention attached by the RTA to their services, inquiries, suggestions, complaints ... etc. Recording such a high response rate to incoming calls is also indicative of the multiple and diverse services provided by the RTA to the public," said Yousef Al Rida, CEO of RTA Corporate Administrative Support Services Sector.

"The Call Center has received 2,177,521 calls in 2016. The calls were as follows: 778,088 calls relate to the Public Transport Agency; 62,040 calls relate to the Licensing Agency; 211,115 calls relate to the Traffic & Roads Agency; 142,638 calls relate to the Corporate Technology Support Services Sector; 107,940 calls relate to the Rail Agency; 55,734 calls relate to the Dubai Taxi Corporation; 74,069 calls relate to the Corporate Administrative Support Services Sector; and 353 calls relate to the Strategy & Corporate Governance Sector," explained Al Rida.

"The Call Center has made outstanding achievements underscoring its success in realizing its tasks in 2016 at the highest standards highlighted by clinching the award of the Best Call Center in Dubai in the Hamdan bin Mohammed Smart Government Awards. The RTA always seeks to enhance the third strategic goal (People Happiness); considering it the backbone of its strategy for improving services and the means of delivering them by capitalizing on smart and the latest technological advancements.

AED4.8 million is the turnover of 45th electronic auction
S 452 made AED205,000

The three-digit plate (S 452) marked the highest price, which is AED 205,000 at the 45th electronic distinctive plate numbers auction of the private and classic, and motorcycles organized by Licensing Agency. It contained 300 of distinctive three, four and five digits plate numbers. The codes were G,H,J,K,L,M,N,O,P,Q,R,S. the total turnover was AED4,893,100.

The three-digit number (S 435) placed the second in terms of its turnover that reached AED195,000. The (G697) made AED194,000. The four-digit plate number made the highest revenue within the four-digit numbers, which is AED35,000. The four-digit (S 8055) placed second in terms of its turnover within the four-digit numbers that reached AED30,200. The

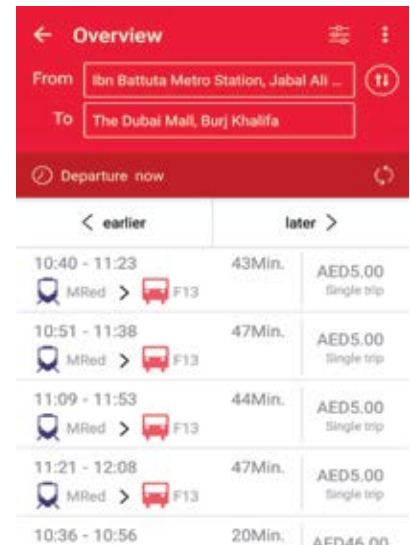# Wojhati system records 1.6m users

The figure reflects a 44% rise in users

The Roads and Transport Authority (RTA) announced that the number of users of the Journey Planner system, branded as Wojhati, has clocked 1,636,369 users in 2016, thus leapfrogging the 1,168,234 users recorded in 2015 by as much as 44%. Uses of Wojhati system are recorded through its website as well as its apps on smartphones and gadgets.

Mohammed Abdullah Al Ali, Director of Planning & Business Development, RTA's Public Transport Agency, said: "This sharp rise in the number of users from 2015 to 2016 reflects a quantum shift in the attractiveness of this smart system whose number of users has been on the rise since launched in late 2013. Recording more than 1.6 users last year means that the service is achieving its intended objective of bringing happiness to customers. It reflects RTA's keenness to provide services compatible with the directives of Dubai Government in developing new technologies capable of bringing happiness to customers. RTA spares no effort to realize such a vision that shapes the future of Dubai and ranks it as the smartest city worldwide.

"Wojhati system provides all information about buses, Metro, tram, and marine transport needed by public transport commuters in Dubai, be it residents, visitors or tourists descending on the Emirate from all over the globe. The information provided by Wojhati covers scheduled arrival timing of the public transport mode required as well as the time remaining for its arrival, applicable fare, guidance about the required destinations and alerts in case of delays. It also includes a feature enabling commuters to track the movement of buses en route. Wojhati uses satellite coordinates to identify the location of the user when its system on the smart phone or device of the user is switched on, and accordingly provides all details about the set destination. Tourists have been given due consideration at the time of designing the app as it provides them with guidance about the use of public transport means in Dubai to assist them to travel to their destinations from various locations. The system can also function offline as it has a feature of saving the schedules of the journeys required in the phone and using them any time needed," explained Al Ali.

(R 1691) made AED 27,200. The fifth-digit number (R 12333) made AED25,400. The (S 12220) made AED24,900 and the (S 32221) made AED22,500. The auction witnessed 100 persons.

Al Marzooki stressed the importance of online plates to a large segment of the public who prefer it as it gives them the liberty of selecting plates in a hassle-free environment. Online auctions also enhance the online service offering of Vehicles Licensing Department as part of its plan to enhance the quality of processing public transactions.

"The participation in the Auction requires registration via a number of communication channels such as logging on to RTA's website (www.rta.ae) using the account details or signing up by clicking on the new user link to obtain a new username and password.

Conditions of the auction stipulate that the bidder must have a vehicle registered in Dubai, or a driver license issued from Dubai or otherwise heading to a customer happiness center in Dubai to seek assistance in completing the registration process. The potential bidder is required to pay AED 5,000 as a security deposit before the start of bidding through a credit card, a cheque addressed to the RTA, or in cash. The Dep't undertakes to refund the deposited security amounts to bidders after the end of the Auction, according to the way in which each deposit was made," he added.

A team from RTA's Call Center has been furnished with all information related to the auction, and stands ready to respond to any public inquiries made through the toll-free number 8009090 about procedures of participation or payment.