

المسار almasar

The Official Monthly Magazine of Dubai's RTA
Issue No. 107 May 2017

RTA tops winners with 9 awards. Mohammed bin Rashid honors DGEP winners.



**Starting the casting of
Route 2020 pillars**

**Developing 7th interchange,
Al Yalayis and Al Asayel at a
cost of AED1.2 billion**

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

Outstanding Achievement

A new achievement for RTA made at the 20th edition of the Dubai Government Excellence Program (DGEP), with its overwhelming victory in the Program current edition that witnessed the execution of the fourth generation system. RTA won nine awards: six corporate awards and three employee excellence medals. This coronation takes place after huge achievements accomplished by RTA earlier this year such as winning the award of the Best Government Service via mobile phone for the transport and infrastructure sector worldwide at the World Government Summit and eight awards in the Hamdan Bin Mohammed Smart Government Program, including the Flag of the Program.

His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai after honoring the winning authorities, departments and individuals said: “Today, we celebrate honoring the outstanding people and the biggest winner today is the journey of development in our country and the continuous race amongst all to serve our citizens.

This achievement by RTA is the fruit of the care and support given by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, Chairman of the Executive Council of Dubai and His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, Vice President of the Executive Council. It is also a result of sincere efforts made by RTA’s staff with their dedication and teamwork.

The big coronation of RTA at DGEP represented by its winning of the award of the entities that accomplished high levels of excellence and the first place of the ‘Best Government Entity in Service Delivery,’ the first place of the “Best Government Entity in Smart Government’ category, the “Best Government Entity in the area of the Administrative and Financial Governance.’ In addition, RTA won the Best Government Entity of the Disabled (People of Determination) Friendly Award, Dubai Medal of the Government Excellence for the Best Assistant Director General / CEO Category, Dubai Medal of the Government Excellence for the Best Employee in the Technical/Engineering Area and the Unsung Employee, a medal of pride that is added to RTA’s list of awards and prizes that reached 243 since its inception in November 2005. This big achievement is a motivation to all RTA’s employees to exert more efforts to upgrade RTA’s services to support in realizing the vision of His Highness Vice President and Prime Minister of the UAE and Ruler of Dubai to make Dubai the world’s smartest and happiest city.

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Reciprocal Ads Initiative

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He honored winners of ‘DGEP’
Mohammed bin Rashid:
**“Government Drive in
Dubai makes us proud and
solidifies excellence.”**

RTA tops the winners with 9 awards.



His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai with His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council and in the presence of His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Vice-Ruler of Dubai, the government bodies, individuals and teams winning the Dubai Government Excellence Program Awards in its 20th edition at the Dubai World Trade Center. In his posting, to His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, said:

“Today, We celebrated, with our Dubai Government work team, the 20th Edition of the DGEP; a Prominence Drive that makes us proud and solidifies excellence.”



“Twenty years of continuous improvement in the services, facilities and policies of Dubai Government; twenty years of developing leaders and making the change.”

“Today, we celebrate honoring the outstanding people and the biggest winner today is the march of development in our country and the continuous race among all to serve our citizens,” His Highness concluded.

HH Sheikh Ahmed bin Saeed Al Maktoum, Chairman of Emirates Airline Group, HH Sheikh Ahmed bin Mohammed bin Rashid Al Maktoum, Chairman of the Mohammed bin Rashid Al Maktoum Knowledge Foundation and HH Sheikh Mansour bin Mohammed bin Rashid Al Maktoum, And a number of officials and directors of government agencies in Dubai.

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), said, “We are delighted that RTA has become the most winning entity in the Awards of the 20th Dubai Government Excellence Program (4th Generation) 2017. The RTA has swept nine awards: six at the corporate levels and three at the individual level.”

“This honor comes in the aftermath of mega achievements made by RTA earlier this year such as winning the Best Government Service via the Mobile Phone Worldwide Award in transportation and infrastructure sector during the World Government Summit. It has also scooped

eight awards in the Hamdan bin Mohammed Programme for Smart Government including the coveted Flag of the Hamdan bin Mohammed Program,” he continued.

Al Tayer valued the patronage and leadership of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai. He also appreciated the support and directives of HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince and Chairman of the Executive Council; and HH Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai and Deputy Chairman of the Dubai Executive Council. Al Tayer commended the keenness of their highnesses to leverage the performance of government organisations to bring in line with well-documented, established and known international standards.

“RTA has won Award of the Highest Excellence Performing Entity in recognition of its global achievements and pioneering indicators. It has finished first in the (Best Government Entity in the Field of Enablers), which underscores its leadership in managing human capital, properties, resources, and governance as well as risk management. It has also seized the top honors of the (Best Government Service Provider), which franks RTA’s approach of bringing happiness to customers. It also illustrates the efforts made by the RTA in implementing the directives of HH



Sheikh Mohammed bin Rashid Al Maktoum to rank Dubai as the smartest and happiest city worldwide.

“RTA has also been named as the (Best Government Entity in the field of Smart Government), and the (Best Government Entity in the field of Administrative & Financial Governance) that underlines the implementation of the best corporate governance practices at RTA. It has also finished first in the (Most Disabled-Friendly Entity) category, thanks to its efforts & initiatives aimed at transforming Dubai into a disabled-friendly city.

“At the individual level, Abdul Mohsen Ibrahim Younes, CEO of RTA’s Rail Agency, won the Government Excel-

lence Medal as the (Best Assistant Director General / CEO). Younes is one of RTA’s founders who contributed to several achievements for it, be it in leading its sectors, agencies or teams. Engineer Abeer Al Bannai, was the winner of the Dubai Government Excellence Medal in the field of the (Best Employee in the Technical/Technological or Engineering Fields). In the process, she has become the first Emirati engineer posted in the field of Rail Fares System; which uses a smart ticketing system, the first of its kind in the region. Ahmed Al-Nahdi, a Parking Controller, won the (Unsung Hero Award) for his dedication to his job,” added Al Tayer.

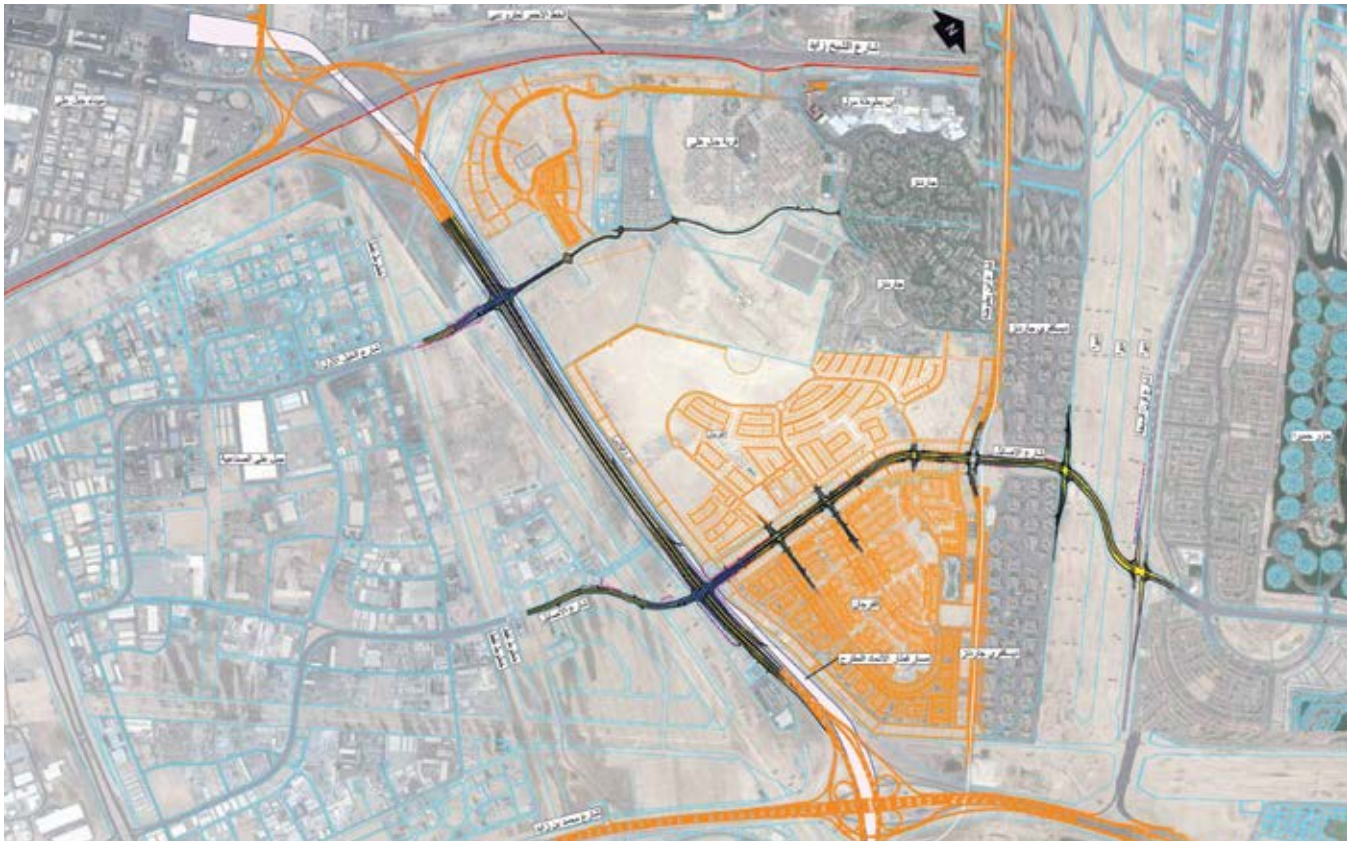


Mohammed bin Rashid approves the award of contract for 7th Interchange, Al Yalayis and Al Asayel Road Projects costing AED 1.2 billion

Vice President and Prime Minister of the UAE and Ruler of Dubai HH Sheikh Mohammed bin Rashid Al Maktoum has approved the award of two contracts for constructing the 7th Intersection on Sheikh Zayed Road, as well as Al Yalayis and Al Asayel Roads at a cost of AED 1.2 billion. The two projects will enhance the link between Sheikh Zayed Road and both Sheikh Mohammed bin Zayed Road and Emirates Road. It will ease the traffic flow on Sheikh Zayed Road by diverting inbound traffic from Abu Dhabi on Sheikh Zayed Road to Al Yalayis Road and on to Sheikh Mohammed bin Zayed Road and Emirates Road. It will also enhance business activity and the movement of goods from and to Jebel Ali Port.

Commenting on the project, Director-General and Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) (HE Mattar Al Tayer said): "The project has been undertaken in implementation of the directives of Vice President and Prime Minister of the UAE and Ruler of Dubai HH Sheikh Mohammed bin Rashid

Al Maktoum to immediately start construction works on the road and transport projects recently endorsed by His Highness. Such projects are prompted by Dubai's sustained development, and the need to meet the requirements of growth and urban development and bring happiness to people. These are also part of the road projects



A general map showing development on the 7th intersection and Al Yalaisy Road.

The project links Sheikh Zayed Road ,Sheikh Mohammed bin Zayed Road and Emirates Road

approved for easing mobility and accessibility to the site of Expo .2020 The Project will raise the capacity of Al Yalaisy Road to almost 10,000 vehicles per hour per direction. It will also cut short the transit time between the 7 th Interchange on Sheikh Zayed Road and the Sheikh Mohammed bin Zayed Road to as low as four minutes“.

7th Interchange

”The project to construct the 7 th Interchange on Sheikh Zayed Road will cost about AED 393 million .It encompasses the construction of a four-lane bridge branching out of Al Yalaisy Road into two bridges of two lanes each. The first one is bound for Abu Dhabi and the other one leads to Dubai Road and from there to Jebel Ali Free Zone and Port .It also includes improving the right-side turn to offer three lanes stretching out of Sheikh Zayed Road to Al Yalaisy Road in the East ,and two lanes from Al Yalaisy Road to Sheikh Zayed Road in the direction of Dubai .It also includes the construction of two lanes in the direction

of Sheikh Zayed Road and on to DUBAL Road ,and two lanes from DUBAL to Sheikh Zayed Road in the direction of Abu Dhabi .The project also includes improving the light signals at Gate No 1 .and 2 of Jebel Ali Port ,and the construction of another bridge of two lanes to serve the inbound traffic from DUBAL Street in Jebel Free Zone& Port crossing over Sheikh Zayed Road in the direction of Al Yalaisy Road eastward “,explained Al Tayer.

Al Yalaisy and Al Asayel Roads

As part of the phases of the Parallel Roads Project ,Al Yalaisy Road is being constructed over six km extending from the 7 th Interchange of Sheikh Zayed Road to Sheikh Mohammed bin Zayed Road at Al Houdh Interchange .The RTA will also construct Al Asayel Road ,which will extend 5 km to link with JAFZA ,Jumeirah Islands ,and Emirates Hills. The total cost of the two roads is about AED 792 million. The project includes increasing the number of lanes on Al Yalaisy Road from three lanes in each direction to six lanes



A map showing bridged intersection between Al Yalaisy and Al Asayel Roads.

Capacity of Al Yalaisy Road to increase to 10,000 vehicles per hour in both directions

in each direction with a total capacity of about 10,000 vehicles per hour.

The project also includes the construction of side roads with capacities ranging from three to six lanes in each direction to link adjacent intersections and ensure the movement of traffic from and to Al Asayel Road and First Al Khail Road. Works in the project include the construction of two flyovers fitted with light signals. The Etihad Rail Project has been taken into consideration in the project planning. The first flyover is at the junction between Al Yalaisy Road and First Al Khail Road, and the second is at the junction between Al Yalaisy Road and Al Asayel Road. Another flyover will be constructed to serve the inbound traffic from Al Asayel Road in the South to Al Yalaisy Road in the East along with the completion of the extension of Al Asayel Road over 5 km comprising three lanes in each direction to link JAFZA with Jumeirah Islands and Emirates Hills.

The project will also be fitted with a two-lane flyover running about 2 km across Al Asayel Road to serve the inbound traffic from Qarn Al Sabkha Road in the direction of Sheikh Mohammed bin Zayed Road. It will be linked with free-moving flyovers that will serve as exits for traffic

generated by the Al Furjan development. The project also includes the construction of six surface light signals on Al Asayel Road to provide entry and exit points for some of the existing development projects such as Discovery Gardens and Al Furjan.

Al Houdh Interchange

The RTA recently completed the final phase of the Al Houdh Interchange Project between Sheikh Mohammed bin Zayed Road and Al Yalaisy Road at a cost of AED228 million. The project included the transformation of the signalized Al Houdh roundabout into a free flyover that caters to the needs of the Etihad Rail route. The project also included the widening of the Sheikh Mohammed bin Zayed Road, in the area from Al Houdh intersection to the intersection with the road leading to Al Maktoum Airport, from three to six lanes in each direction over the 11 km-long sector. It also covers the construction of a service road running along Sheikh Mohammed bin Zayed Road for over 4 km from the intersection of Al Khail Road to Al Houdh roundabout to ease the entry and exit to and from neighbouring development projects.

It is noteworthy that the RTA, in August, 2015 completed

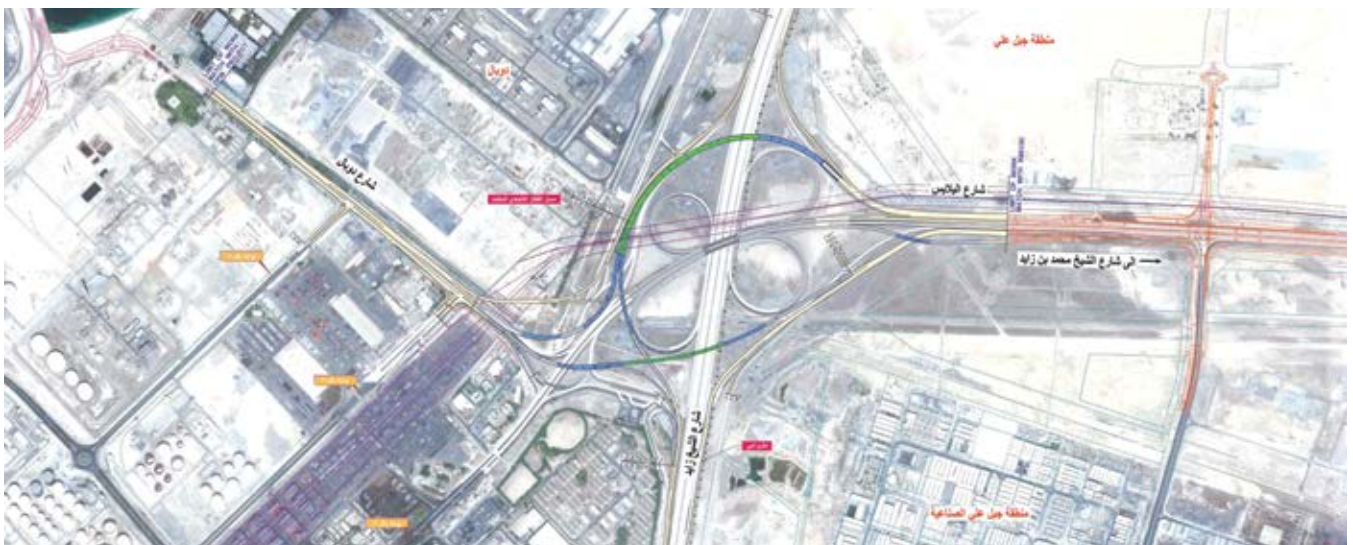


A map showing bridged intersection on Al Yalaisy and First Al Khail Roads.

Al Yalaisy Road to be widened to six lanes in each direction; to include two flyovers

the road project linking the Sheikh Mohammed bin Zayed Road at the intersection with Emirates Road across the Dubai Investment Park) DIP (in a sector extending 9 km comprising four lanes in each direction .It also includes entry and exit points for DIP and Jumeirah Golf Estates through signalised junctions ,which can later be transformed into flyovers .The project includes the construction of a bridge on Emirates Road providing free traffic movement for inbound vehicles from JAFZA in the direction of

Sharjah .The design of the projects caters to the needs of construction works of Etihad Road project in future .Al-Yalaisy Road is a key traffic hub parallel to the Jebel Ali-Lehbab Road and contributes immensely to diverting a sizeable share of traffic movement and trucks from Sheikh Mohammed bin Zayed Road to Emirates Road .The Road is expected to be used by 55,000 vehicles per hour per day and will have a capacity of 6,000 vehicles per hour per direction.



A map showing elements of the 7th intersection on Sheikh Zayed Road.

Studying reduction of speed limit on Sheikh Mohammed bin Zayed, Emirates Roads

HE Mattar Al Tayer, Director General and Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA), has held a coordinative meeting with HE Major General Abdullah Khalifa Al Marri, Commander-in-Chief of Dubai Police. The meeting discussed the needs of the Dubai Police in the Enterprise Command & Control Center (EC3), and the extension of the Dubai Metro Red Line to the site of Expo Project (Route 2020). Topics discussed also included safety issues of Dubai Tram, management of traffic accidents and the possibility of reducing the speed limits on the Sheikh Mohammed bin Zayed Road and Emirates Road.

At the outset of the meeting, Al Tayer congratulated HE Abdullah Al Marri on the confidence reposed in him by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, appointing him as Commander-in-Chief of Dubai Police.

“The RTA and Dubai Police are mega government entities in the Government of Dubai and share a portfolio of roles & responsibilities that serve the strategic objectives & goals of the Dubai Government highlighted by secure, safe and smooth transport that adds to people happiness. These regular coordinative

meetings offer an important communication channel for discussing new developments especially those relating to enhanced safety of roads & mass transit means for the benefit of citizens and residents of Dubai,” said Al Tayer.

He commended the strategic partnership between the RTA and Dubai Police and the huge cooperation & support accorded by Dubai Police to the RTA citing their coordination in the traffic management & law enforcement as an example.

HE Major General Abdullah Khalifa Al Marri welcomed RTA’s delegation and hailed the high-level cooperation



between the two parties and expressed hope for yet better coordination that paves the way for integrated services provided by the two departments for the benefit of people in Dubai.

“These coordinative meetings of the RTA and Dubai Police are of huge benefit to the Emirate and the joint business. They enable realizing the common objectives of providing security, tranquility and happiness to citizens & residents,” said Al Marri.

The meeting discussed the Enterprise Command & Control Center Project currently undertaken by the RTA with the aim of linking various control centers of RTA’s operational agencies. Namely, it will bring together the Control Centers of the Dubai Metro, Dubai Tram, Public Transport, Taxi and Traffic Systems to form a consolidated central control unit connecting all RTA agencies. Discussions covered the needs of the Dubai Police regarding office space and the training of police personnel deployed in the EC3.

Discussions also touched on the management of traffic accidents in Dubai with the aim of reducing the time taken in managing traffic accidents and restoring the traffic movement back to normal as quick as possible. Under this project, the RTA will provide logistical support needed by the Police in managing traffic accidents through opening alternative roads, introducing traffic diversions ...etc. The two parties discussed lowering the speed limit on the Sheikh Mohammed bin Zayed Road and Emirates Road given the recurrent traffic & run-over accidents on the two roads. The two parties discussed

the possibility of reducing the speed limit from 120 km/h to 110 km/h and resetting the radar at 131 km/h, and intensify law enforcement measures to fend off jaywalking. Discussions touched on the parking of heavy vehicles in residential areas, where it was agreed to run joint awareness & enforcement campaigns to intensify the monitoring of trucks and reporting violators.

The Dubai Police delegation reviewed the details of Route 2020 Project involving the extension of the Dubai Metro Red Line 15 km from Nakheel Harbour and Tower Station to the site of Expo. Accordingly, the Dubai Police, represented by Transport Security Department, will specify the security requirements of the project to ensure an appropriate working environment for the security personnel in the light of lessons learnt in the metro and tram projects. The meeting also discussed restoring the Dubai Tram service following any incident and the need to take all measures to help reduce the service disruption time in collaboration with RTA concerned parties.

Attendees of the meeting included Major General Eng. Mohammed Saif Al Zafeen, Assistant Commandant of Operations, Major General Khalil Ibrahim Al Mansouri, Assistant Commandant of CID, Major General Mohammed Saad Al Sharif, Assistant Commandant of Administration, in addition to a host of senior officers. Attendees from the RTA included Abdul Mohsen Ibrahim Younes, CEO of Rail Agency, Hussain Al Banna, Executive Director of Traffic at Traffic & Roads Agency, and several directors.



'Government Achievements' spotlights Route 2020 project

Al Tayer inspects visits several stands of exhibitors



HE Mattar Al Tayer, Director General and Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA), has visited RTA's stand in the Dubai International Government Achievements Exhibition. The event is held under the patronage of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai. Al Tayer also toured the stands of several entities participating in the Show.

During his visit to RTA's stand, Al Tayer watched the projects on display highlighted by Route 2020 Project for extending the Dubai Metro Red Line from Nakheel Harbour & Tower Station to Expo yard. The extension spans 15 km: 11 km above the ground level, and 4 km underground rail track. It comprises seven stations including five elevated stations and two underground stations. RTA exhibits also included the autonomous driverless 10-seater vehicle which has recently been experimented in the Dubai World Trade Center, Mohammed bin Rashid Boulevard, and the Business Bay. Al Tayer also visited the stands of the Dubai Police General HQ, Dubai Municipality, Dubai Electricity & Water Authority, and the Department of land.

Al Tayer was delighted with the exhibition which brought together under one roof an array of local & international organizations to showcase their achievements & projects and introduce their brilliant customer services. It also offers a platform for sharing ideas & expertise, besides boosting cooperation between local entities in various aspects of government business.

"This event will contribute to enriching the superb profile of the Dubai Government and cementing the cooperative relationships between government departments. It will also step up the performance level, productivity and the quality of services rendered to customers," commented Al Tayer.

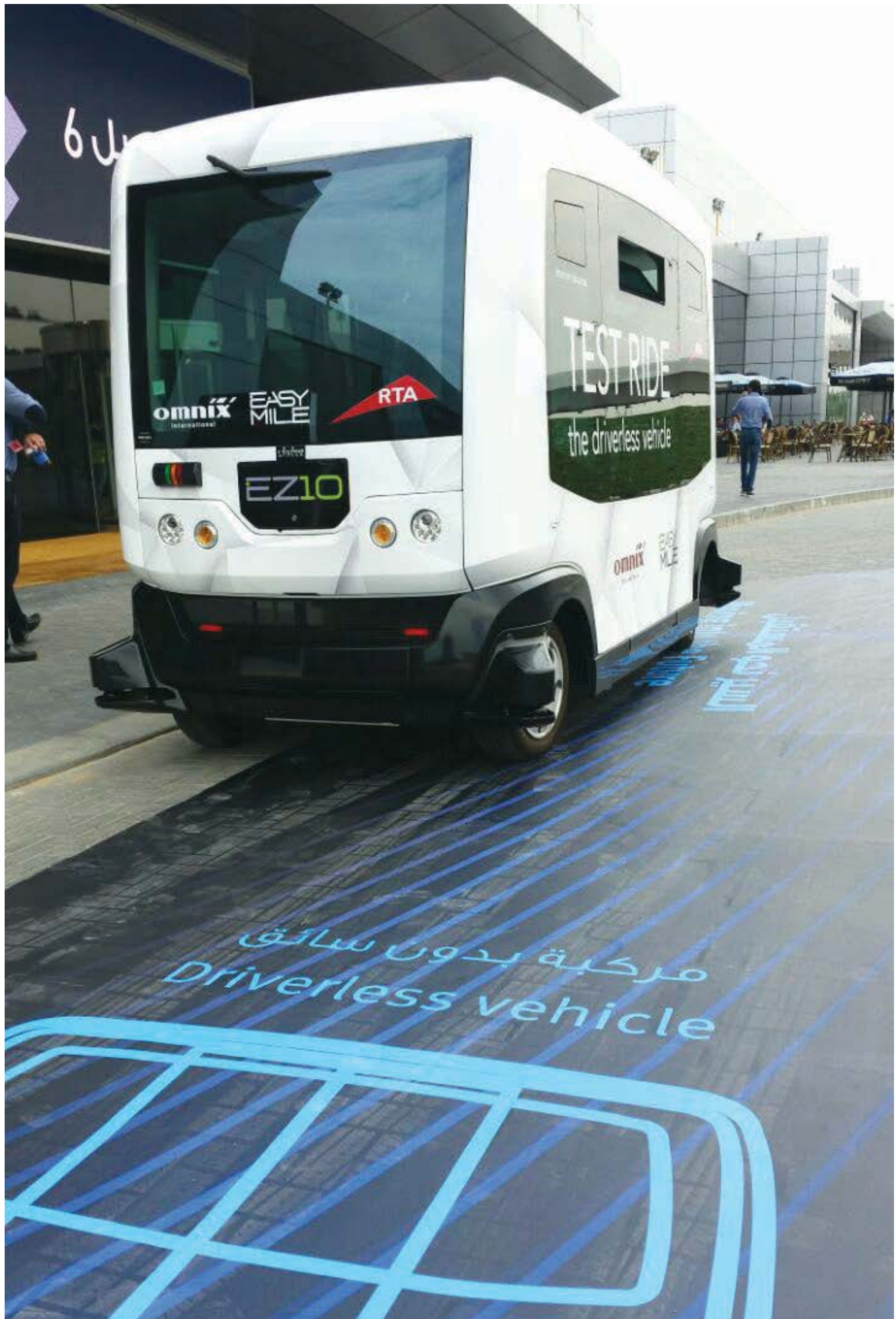
"The RTA has a package of road and transport projects to display in the Exhibition along with smart services & initiatives in the field of innovation and smart mobility. The selection of initiatives for display during this showpiece was based on several standards highlighted by the wide reach and focus on smart services, innovation and excellence.

The RTA will also exhibit the awards obtained in the Hamdan bin Mohammed Program for Smart Government

2016 highlighted by the Flag of the Program awarded to the RTA for the second time. In the process, the RTA has clinched seven awards of the Program namely: Best partnership with the public, smart tariff initiative, best partnership with the private sector (the smart shelters initiative), best government service via the mobile phone (the smart app RTA Dubai), customers life (smart common app), best call center (8009090), best innovation team, and the best innovation leader.

The RTA will display a footage featuring the Opening Ceremony of the 12 km long Dubai Water Canal, which links Dubai Creek with the Arabian Gulf. It will show another film about the Union Museum; which is a cultural hub for citizens, residents and tourists. It recaps to visitors the phases and challenges that faced the establishing of the Union along with the achievements made ever since. The Museum seeks to impart the values and concepts of the Union in the hearts of citizens and future generations. Through its stand, the RTA will offer visitors free NOL cards enabling them visiting the Etihad Museum; one of the biggest achievements of the RTA accomplished in December 2016.

Also, the RTA's stand will display a 10-seater self-driving vehicle, which has been experimented at the Dubai World Trade Center, Mohammed Bin Rashid Boulevard and the Business Bay. Through these test runs, the RTA intends to educate the public about self-driving transport and the experimental use of these vehicles under the Dubai climatic conditions. It also seeks to educate the public about the Dubai Government Smart Mobility Strategy launched by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, aimed at making 25% of total journeys in Dubai run via self-driving transit modes by 2030.



Qatari delegation reviews road projects, mass transit systems

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA), has received a Qatari delegation headed by Dr. Saad bin Ahmed Al Mohannadi, President of Public Works Authority. The meeting discussed means of boosting cooperation and reviewing the experience of the RTA. In particular it examined RTA's establishment, organization chart, strategy, roads and mass transit projects, and licensing systems among others. The delegation examined the quality of roads indicator, management of infrastructure projects, and lessons learned in designing and constructing the infrastructure. The delegation was also reviewed means of reducing project cost, and road maintenance works as well as expectations and challenges associated with customers service.

Attendees from the RTA included Nasser Hamad Bu Shehab, CEO of Strategy & Corporate Governance and a host of directors. The Qatari delegation included Eng. Abdullah bin Ahmed Al Attiyah, Assistant President of Public Works Authority, Eng. Mohammed Masoud Al Marri, Acting Director of Infrastructure Affairs, Khamis bin Ahmed Al Mohannadi, Advisor at the Prime Minister's Office, and Jasim bin Ahmed bin Khalifa Al Attiyah, Advisor at the Prime Minister's Office.

Al Tayer, reviewed RTA's foundation stage, shifting of tasks, assets and technical systems from Dubai Municipality, Dubai Police General Headquarters, and Dubai Transport Corporation in a record time, besides providing qualified administrative and technical personnel, solving the problem of traffic congestion, improving traffic safety, and increasing mass transit users. He also highlighted RTA's organizational chart which is aligned with the best

international practices adopted in transport institutions in Germany, Hong Kong and Singapore.

"Since inception, the RTA has been striving to improve the mass transit system and render it the preferred choice for mobility in the emirate in order to raise the mass transit share in the emirate (metro, tram, buses, marine transport) to 20% by 2020, which has already increased from 6% in 2006 to 16% in 2016, and would reach to 24% if taxi service is included," added Al Tayer.

"The RTA carried out a number of mega, vital projects in mass transit highlighted by Dubai Metro Project, the world's longest driverless metro network spanning 75 kilometers, Dubai Tram Project with extending 11 kilometers, and a huge fleet of public buses comprising more than 1560 buses, in addition to an integrated system of marine transit modes, and taxi cabs. Dubai's mass transit modes lift nearly 1.5 million passengers a day."



Al Tayer inspects progress of work in Route 2020 Project

Work starts in casting pillars of the metro's viaducts

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA), has inspected work progress of the Route 2020 Project involving the extension of the Dubai Metro Red Line 15 km from Nakheel Harbour & Tower Station to the site of Expo 2020. During the visit, Al Tayer inspected the Concrete Batching Yard where concrete segments of the metro viaduct are produced together with supporting pillars of a diameter ranging from 2.2m to 2.6m. The visit also included construction sites of several metro stations.

Al Tayer attended to a briefing from Abdul Rida Abu Al Hassan, Executive Director of Rail Projects Planning & Development at RTA's Rail Agency and several engineers about the work progress in the project in which completion rate has clocked 7%. More than 200 piles have been inserted at depths ranging from 25 m to 30 m at Expo and Al Furjan sites. More than 20 pillars of about 7 meters in height have been casted.

Al Tayer toured the site of Expo Station, one of the key stations and a communication point with the site of Expo 2020 characterized by a unique aeroplane wing shaped structures, which has been the main design inspiration of the station. He also toured the site of Jumeirah Golf Estates Station, one of the under-

ground stations. The final station in the visit was Nakheel Harbour & Tower Station, the interchange station between the Red Line and Route 2020.

At the end of the tour, Al Tayer expressed delight with work progress across various sites of the project and commended the efforts of all individuals who work tirelessly to accomplish the project. He called on the contracting consortium to make every effort to ensure the completion of the project on time.

“Casting the pillars of the metro viaduct is a landmark achievement in the progress of the project works. This step marks the emergence of the project components, rendering it visible to road users and residents of the neighbor-





hood,” commented Al Tayer.

“The construction of Route 2020 Project is part of Dubai Plan 2021 for achieving sustainable development and offering world-class services. It is also an implementation of RTA Strategic Plan 2021 for providing mass transit systems comprising the metro, tram, buses and marine transit modes. The ultimate aim of these plans is to realise RTA’s vision of Safe & Smooth Transport for All,” added Al Tayer.

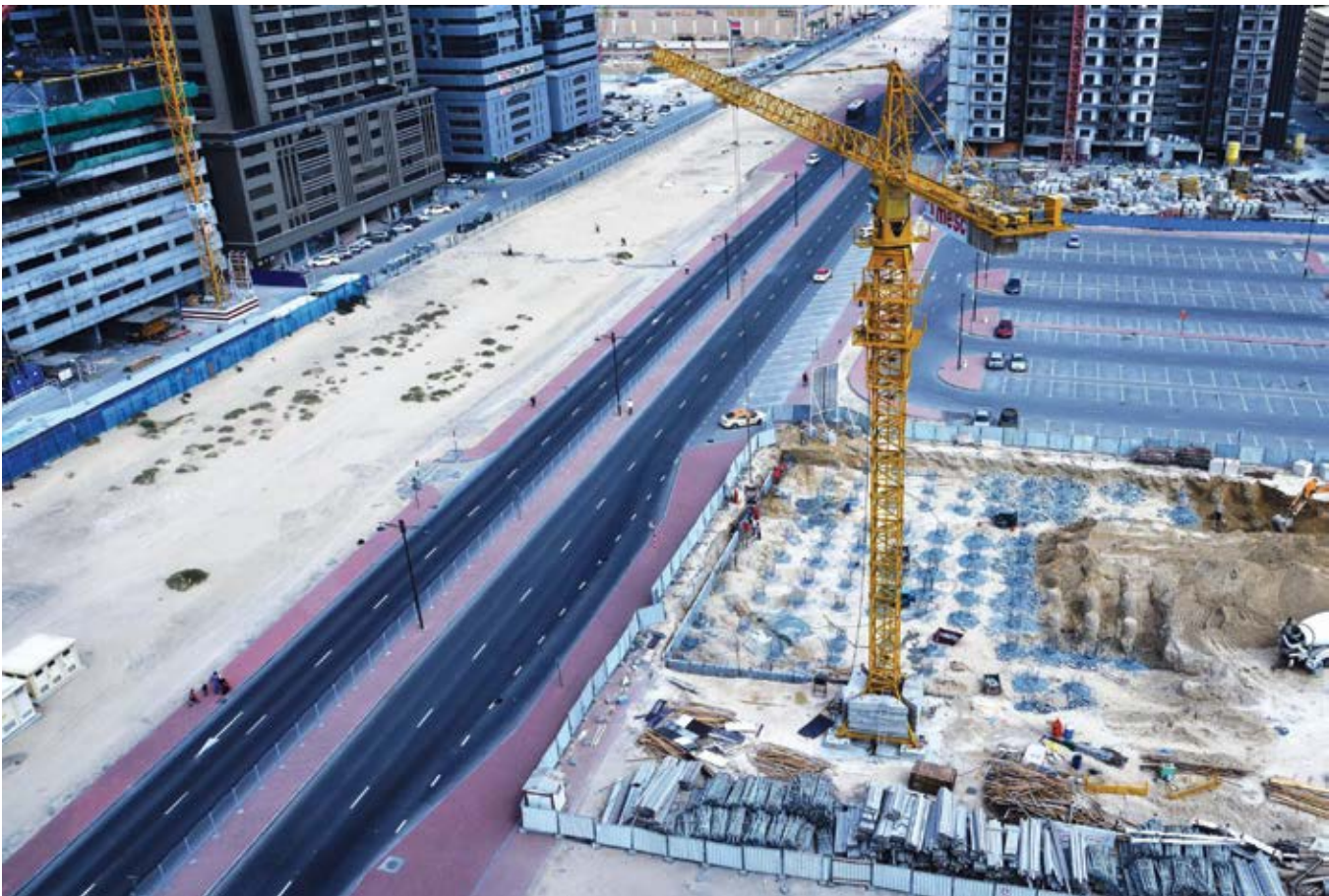
Route 2020 extends about 15 km from Nakheel Harbour and

Tower Station on the Red Line, comprising 11.8 km as an elevated track and 3.2 km as an underground track. It has seven stations, including an interchange station, one station at Expo site, three elevated stations and two underground stations. The capacity of Route 2020 is 46 thousand riders per hour in both directions that means 23 thousand riders per hour per direction. The ridership of the Route is expected to hit 125 thousand riders per day by 2020, and the number is expected to shoot up to 275 thousand riders per day by 2030.



Paving internal roads in 16 residential areas costing AED835 million as part of 5-Year Plan 2012- 2016

HE Mattar Al Tayer, Director General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), announced that RTA had completed road construction works in 16 residential districts of Dubai at a cost of AED835 million. This April, RTA will open new internal roads at Al Mamzar and Al Nahda 1 at a cost of AED118 million. Work is up and running in the construction of roads in Nad Al Sheba 4 at a cost of AED89 million, which is set for completion by the end of this year. These projects are part of the 5-Year Plan 2012-2016 endorsed by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, for constructing internal roads in several Dubai neighborhoods at a total cost of about AED 1billion (One Billion Dirham). The construction of these roads stems from the keenness of HH to improving roads network to meet the needs of residents and address the requirements of urban development & demographic expansion, which will eventually translate into happiness to people.





“Next month, RTA will open the internal roads project at Al Mamzar and Nahda 1, which comprises 4 districts: North & South of Cairo Street (District 134), and North & South of Baghdad Street (District 231) at a cost of AED118 million,” said Al Tayer.

“The project covers the construction of single-lane & dual carriageway streets over a 20 km stretch, revamping all existing roads network in the area, and providing 30 parking slots. The project works also included the installation of a new light signal on Amman Street to streamline the flow of traffic in the entries & exits of Nahda 1 along with directional signage, ground markings and appropriate traffic signals to ensure the provision of all traffic safety means for road users. Works also included the lighting of all internal roads, full rainwater & sewage networks, protection of the existing utility lines and conduits for future utility lines. The opening of the project will ensure a streamlined traffic

flow in all internal roads as well as in the entry and exit points of the two areas.

“RTA had completed internal road construction works in 16 residential districts under the 5-Year Plan 2012-2016 at a cost of AED835 million. In 2013, RTA completed the construction of internal roads in 3 residential districts: Al Qusais 3, Al Quoz 4 and Hatta community at a cost of AED61 million. In 2014, RTA completed the construction of internal roads in 6 residential districts: Al Quoz 2 & 3, Khawneej 1, and Al Barsha 1, 2 and 3 at a cost of AED335 million. In 2015, RTA completed internal roads project at Al Warqaa 1, 2, 3 and 4 at a cost of AED157 million followed in 2016 by internal roads at Muhaisna 2 and Oud Mateena 2 at a cost of AED164 million. Works are currently underway in constructing internal roads at Nad Al Sheba 4 at a cost of AED89 million, which will be completed by end of this year.

Rolling out Bridges Management & Maintenance System Program

The Roads and Transport Authority (RTA) in Dubai has launched Bridges Management and Maintenance System (BMMS) Program. The program manages all works related to the assessment of various road conditions and identifying the required maintenance works. It stems from RTA's vision and conforms to the best practices of the industry worldwide.

Eng. Maitha bin Adai, CEO of RTA's Traffic & Roads Agency, said, "The launch of the Bridges Management and Maintenance System reflects RTA's keenness to adopt the latest specialist technological programs. Road installations, comprising bridges, tunnels, crossings and others, are part of the core infrastructural assets in the Emirate of Dubai. A sophisticated technological program had to be developed to cater to all works related to assets maintenance & protection, to sustain these assets throughout their lifetime. It will also ensure an effective and safe operation of those assets involving high-value investments. "The program plays a key role in boosting the excellent performance of road facilities as well as the operational condition of various road installations in the Emirate of Dubai throughout their service period. It will also ensure the provision of an integrated database of road facilities that can be used to explore the potentials of using IT in managing the existing maintenance management sys-

tems of road facilities," she reported.

"We have given due considerations to benchmarking our BMMS with the highest practices prevailing in countries like Canada, Britain and South Africa to enhance periodic tests and assessments of each infrastructural component. More emphasis is placed on upgrading procedures & principles of various maintenance works, especially the safety of those structures and their users through applying risk-related maintenance principles.

"The new program has been linked with the corporate system of Asset Management Department and the GIS to enable accessibility to the smart apps on smart portable devices. Such a process will ensure speedy update of data as well as the identification of the facility condition and maintenance needs. It will also expedite the issuance of job orders to road maintenance contractors for carrying out the required corrective maintenance works," continued Maitha.



RTA completes new colour scheme of all metro feeder buses

RTA's Public Transport Agency in Dubai has recently completed the new colour scheme for metro feeder buses in Dubai. The project covered as much as 186 metro station feeder buses, which is the total number of buses operating this service in Dubai public transport network.

Abdullah Rashid Al Mazami, Director of Maintenance & Services at RTA's Public Transport Agency was delighted with the completion of the project on time by the end of the first quarter of this year.

"Having added the new colour scheme of the metro feeder buses, which emulates the colour of the metro carriages, these buses have now got a distinctive identity while plying the streets of Dubai. Thus, it makes it easy for public transport riders in Dubai to use these buses to connect with the metro stations. Moreover, this colour scheme adds a touch of beauty to the public transport network as well as the tourist look of the Emirate," said Al Mazami.

"Accordingly, all metro feeder buses have now a shape & colour typical to the metro carriages that adds to the happiness of the public and public transport riders from various community segments. The addition of such colour & optical markings helps commuters readily identify metro

feeder buses with no hassles. This design has been widely applauded by Public transport users, including tourists and visitors descending on Dubai from all countries.

"The purpose of launching this colour theme underlines RTA's keenness to bring happiness to all community segments, be it citizens, residents, tourists or visitors. The colour marking and optical theming of mass transit modes help improve communication and overcoming language barriers," stated Al Mazami.

"RTA is keen on continuously improving public buses and enhancing their integration with other mass transit means such as the metro, tram and water transport means like the water bus and the water taxi. The ultimate objective of these endeavours is to make these modern transit means the optimal mobility option in the Emirate of Dubai," added the Director of Maintenance & Services, Public Transport Agency.



Launching Phase II of Interactive Screens and Wi-Fi in taxicabs Project

The Dubai Taxi Corporation (DTC) at the Roads and Transport Authority (RTA) has embarked on Phase II of Installation of Interactive Screens and Free Wi-Fi service Project in 700 Taxicabs in Dubai Marina, JBR, and Down Town areas. The step will raise the total number of cabs fitted with interactive screens to 1314, the equivalent of 26% of DTC's total fleet comprising more than 5,000 vehicles. The move is part of DTC's commitment to providing the best services to customers.

Dr. Yousef Mohammed Al Ali, CEO of the RTA's Dubai Taxi Corporation, said: "The DTC has set a clear excellence-based approach in all projects & initiatives conforming to the highest international standards. Adding 700 taxicabs under Phase II of the installation of interactive screens and smart & free Wi-Fi service project will further promote the transport and innovation technology in the emirate of Dubai."

"These smart touch screens enable users to browse promotional ads of RTA services, and inform visitors & tour-

ists about key tourist destinations in the emirate of Dubai, not to mention the newly introduced service that enables users to sort out their future journeys in advance. To further ensure happiness in Dubai, these screens include passenger satisfaction surveys, which are effective tools in upgrading taxi services. Such endeavors echoes the directives of our leadership that call for developing innovative solutions for future mobility issues, and transforming Dubai to be the smartest city worldwide," concluded the CEO of Dubai Taxi Corporation.

Starting smart transition of deluxe transport permits

Processing shifts from 90 minutes per manual transaction to 5 minutes per online transaction

The Roads and Transport Authority (RTA) in Dubai has embarked on the first stage of Smart e-Transition in processing deluxe vehicles registration permits for franchise firms. The move is part of RTA's commitment to offer pioneering services in processing commercial permits of deluxe vehicles. Accordingly, the service time will drop from 10 steps to a single step to keep pace with the Smart City drive and realize RTA's third strategic goal (People Happiness).



Nasir Al-Haj, Director of Commercial Transport Activities, Licensing Agency, RTA, elaborated the process: “The automation of vehicle permits services to the deluxe transport sector has been possible thanks to the e-link between the traffic file, processing of commercial permits, and the franchise contract, enabling the transformation of all paper attachments into e-attachments.”

“Through this technological advancement, the number of steps needed to obtain such a permit at the eight Customers’ Happiness Centers as well as the service providers appointed by the Licensing Agency, has been slashed from 10 steps to one step only. Accordingly, the number of documents required for obtaining the permit has dropped from 13 to one document, and the processing time has

been cut from 90 minutes to less than five minutes. This translates into realizing customers’ happiness by saving their time & effort, besides responding to the requisites of the Smart City,” said Al-Haj

“This electronic transition is also viewed as an implementation of governance concepts through enhancing the corporate values such as fairness and transparency. These values are achievable thanks to a strict & neutral e-system applicable to all companies with no exceptions, besides reducing potential risks related to the accuracy of procedures and the collection of permit fees. Another phase of this e-transition is expected to be rolled out in June this year regarding the monthly operation fee and bank guarantees for vehicles.

‘Student Parking’ cards for university, college students

The Roads and Transport Authority (RTA) announced the issuance of a subscription card branded “Student Parking” as part of its community-oriented initiatives for this segment. The initiative targets students who are studying in colleges, universities and higher academic institutions in Dubai emirate with a view to realizing RTA’s third strategic goal “People Happiness.”

Usama Al Safi, Director of Parking at RTA’s Traffic and Roads Agency said, “The gesture is part of RTA’s initiatives and is in line with the Dubai Government drive to realize people happiness and deliver diverse and distinctive services to all community members. The ‘Student Parking’ card is issued to students of universities & higher academic institutions in Dubai and entitles them to use public parking lots around campuses within a 500-meter radius, bearing codes A, B, C and D, against a fee of AED300 per three months.

“Documents required to obtain the Student Parking card are: approved certificate from the university or college proving that the applicant is registered as a student, the applicant’s driving license, and a vehicle ownership card in the name of the applicant or any of his or her first or second-degree relatives. The Parking Card bears specific details for validation such as vehicle registration number, type of card, validity date, and authorized areas.

“A maximum of three vehicles can be added to a single



card providing that it is used for only one vehicle at a time. The card should be displayed on the vehicle windscreen to avoid offences, and is invalid for use in reserved or designated parking slots for other entities or categories,” noted Maitha. She called on university & college students in Dubai to make use of the Student Parking card to facilitate finding suitable parking and avoid delay in attending classes and exams by communicating with RTA’s customer service via 8009090 or visiting the website (www.rta.ae).

Smart NOCs for residential connections

The Roads and Transport Authority (RTA) has started a new and innovative phase of issuing No Objection Certificates (NOCs) related to residential utility connections (Electricity & Water). Accordingly, such certificates will be issued instantly through the E-NOC system. The move is part of the improvement initiatives the RTA is considering to introduce this year (2017) in a bid to turn the Smart City initiative of the Dubai Government into a reality.

Adel Al Marzouqi, Director of Right of Way, Traffic & Roads Agency, RTA, said, “The supplement agreement for Issuing Instant NOCs between the RTA and Dubai Electricity &

Water Authority (DEWA) has been signed. The RTA is making relentless efforts to realize the vision and directives of the Dubai Government towards the Smart City, rendering

Operating traditional abra at Creek Harbour

The Roads and Transport Authority (RTA), in coordination with Emaar Properties, has started the operation of the traditional abra in Emaar's Dubai Creek Harbour. The step marks the first phase of tourist entertainment activities in the area to serve visitors of the Project Sales Center. The scope of service will be broadened to cover tourist-attractive and scenic locations in Dubai.

"The traditional electric abra is of great appeal to marine transit riders. Teaming with Emaar Properties in operating these abras in Emaar's Dubai Creek Harbour is part of our efforts to provide entertainment marine transit means for tourists & visitors of this area, which boasts of deluxe cafes, restaurants and promotional offers," said Mansour Al Falasi, Director of Marine Transport, RTA Public Transport Agency. "The RTA, in collaboration with Emaar, will operate abras and organize recreational tours around the Flamingo Reserve at Ras Al Khor Wildlife Sanctuary. Our objective is to broaden the scope of the service in recreational areas to bring happiness to people and apply the highest standards of operational security & safety," added Al Falasi.

"It is noteworthy that the Dubai Creek Harbour is the third abra service location operated by the RTA within Emaar's districts; which reflects the confidence reposed by Emaar in RTA's marine services. The first of these three locations was Emaar's Marina inaugurated in 2011.



Dubai the smartest city worldwide through delivering services that go beyond achieving customers' expectations to make them happier. "The RTA is working closely with its partners to introduce modern administrative concepts and bring about a substantial impact at various levels with a view to improving NOC services, especially as regards reducing the time required for processing home connections. The duration of issuing NOCs of this type of services will now be slashed to five days. The initiative is seeking to cut short this period in an effective and innovative manner such that NOCs will be issued immediately once applied for through the NOC system," added Al Marzouqi.

"The timing of signing this agreement comes at a very

crucial stage where the real estate sector of Dubai is experiencing a boom coupled with a massive scale of works related to electric and water connections for accomplished projects like residential villas, commercial buildings and residential complexes among others. Last year we have received about 4915 applications for low-voltage electric connections and 1277 applications for water services. Such applications reflect the importance of this vital sector to the urbanization witnessed by Dubai. In coordination with the concerned parties in RTA's Corporate Technology Support Sector and DEWA, all procedures related to the upgrading of NOCs system have been completed to pave the way for the rolling out of this initiative," he added.

RTA wins Dubai Chamber CSR Label

HE Mattar Al Tayer, Director General and Chairman of the Board of Directors of the Roads and Transport Authority (RTA), praised RTA's achievement of obtaining the Dubai Chamber Corporate Social Responsibility (CSR) Label, rendering it the first government entity to win this accolade.

"The RTA is always keen to introduce new initiatives to reinforce its social responsibility and support all initiatives and programs of the Dubai Government in various scientific, social, humanitarian and economic fields. Realizing these objectives is part of RTA's continuous efforts to enhance its CSR and profile besides achieving people's happiness. Achieving this Label culminates RTA's efforts at the local level, highlighted by the scores of CSR initiatives such as 'Read More', which benefited more than half a million people, and the 'Charity Bus' initiative which serves 3,000 meals to public transport users in Ramadan," said Al Tayer. Al Tayer made these remarks when accepting the Dubai Chamber CSR Label Certificate from Yousef Al Rida, CEO of Corporate Administrative Support Services Sector. Ms. Moaza Al Marri, Director of Marketing and Corporate Communication, as well as members of RTA's Corporate

Identity and CSR Section, attended the event.

"The RTA has lived up to its commitment to the community to roll out a series of initiatives & activities tailored to the serve community members. Such efforts are compatible with RTA's strategic drive to serve the interests of clients, employees, stakeholders, community and the environment. The aim of this drive is to achieve sustainable development, render Dubai a better place to live, work & visit, and diffuse the social responsibility culture.

"The RTA also makes every efforts to maintain the sustainability of assets & resources and realize environmental, societal and educational sustainability. It seeks to move up with plans catering to community development as a means of achieving sustainable development and fostering social responsibility culture at the workplace. The entire process reflects the Dubai Government's drive and fulfills its aspira-

Raising AED32.5 million from 94th Open Plates Auction Plate (Z 777) was the sale topper, fetching AED3 million

The Roads and Transport Authority (RTA) revealed that the proceeds of its recent 94th Open Auction for Distinctive Licensing Plates had amounted to AED32.478 million. Five of these plates emerged to the top accounting for the lion share of the income of the auction, which saw intense participation of bidders from various community segments.

Elaborating the details, Ahmed Bahrozian, CEO of RTA Licensing Agency, said, "Revenues of the 94th open auction reached AED32.478 million, which obviously reflects the interest in this sort of activities held by RTA. The plate (Z 777) topped the sale, fetching AED3.5 million, plate (O

18) brought back AED3.08 million whereas plate (U 66) was sold for AED3 million. Plate (M 29) changed hands for AED1.82 million and plate (R 786) brought in one million dirham. Other distinctive plates contributed to the remainder of the auction proceeds.



tions in this regard,” added Al Tayer.

Commenting on the event, Yousef Al Rida said, “The RTA has mapped out a strategy to carry out its duties towards all spectrums of the community, including students, special needs, elderly, etc. As a major government entity that fully understands its CSR, the RTA takes part in local community events in view of the importance of humanitarian activities. The Dubai Chamber CSR Label Team visited a number of RTA departments to review their humanitarian and charitable achievements, which resulted in winning the CSR Label. The RTA is moving on the right track to enhance its role in this regard through plans and strategies tailored to the needs and aspirations of the community.”



“The distinguished number auctions held by the RTA are characterized by their transparency, passion and adaptability to the aspirations & ambitions of clients who fancy such plates and consider the pleasure of owning them part of their distinctive personalities. The RTA is thus keen to pursue the realization of the ambitions of such clients; which is also echoed in its third strategic goal: People Happiness,” he added.



Artificial intelligence(44.)

In Cost Estimating and Bidding, Artificial Neural Networks (ANNs) have been used to estimate the suitable mark-up to increase the possibility of winning tenders on construction projects. ANNs have also been used to predict the possible cost over-runs for projects based on the selected contractor, the competence of the project manager, the project size and the type of contract used. Predicting based on a combination of numerical and non-numerical inputs is usually beyond the ability of normal regression models but can be achieved through techniques that emulate human reasoning and pattern recognition.

In Planning and Scheduling, a Knowledge Based Expert System (KBES) was used to provide estimates of the duration and resource requirements for project activities based on expert knowledge to accurately prepare the project schedule even for novice planners. AI was also used to automate the sequencing of project activities based on functional requirements. In another application, Artificial Intelligence has been used to plan off-shore platform projects under un-certain conditions allowing for the testing of several scenarios and suggesting the best scenario to the project manager.

Artificial Neural Networks (ANNs) were used to estimate the probability of occurrence for project risks allowing a more accurate quantitative approach to risk analysis. In another example, ANNs were combined with Monte Carlo Simulation to mimic the human procedure of risk evaluation and adaptation.

ANNs were used to predict the performance of future projects based on the project parameters such as the Project Manager’s Competence, the Contractor’s ability and the contracting method used. The predicted results included the time, cost and scope slippage for the project under the input circumstances. This allows the Project Manager to take actions to prevent the slippage from occurring or to build-in enough contingencies to accommodate the slippage if it is un-avoidable.

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RTA delegation commemorates martyrs of 'Wahat Al Karama'



RTA delights employees with diverse sales promotion fair

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), has toured the promotional discounts fair organised at the headquarters of RTA. The three-day event was hugely popular with employees of RTA's agencies and sectors thanks to the miscellaneous services & commodities offered by the business community covering various economic, commercial, service, tourist, financial and health sectors in the UAE.

Nabil Yousef Al Ali, Director of Administrative Services at RTA's Corporate Administrative Support Services Sector reaffirmed RTA's keenness to delight employees. "Effective & innovative methods are used to provide employees and their families with a diverse array of services and products in cooperation with specialised companies. The event underscores the keenness of RTA senior management to raise satisfaction level of all employees," he said.

"RTA's Administrative Services Department (organiser of the fair) spares no effort to satisfy employees' needs of various products and services, be it from inside the RTA or in cooperation with other companies. External service packages include tourist hotels in the UAE, smart communications, cars of all kinds, diverse restaurants, tour & travel, hospitals, clinics and health centres, as well as public services," noted Al Ali.

A delegation from the Roads and Transport Authority (RTA) headed by HE Mattar Al Tayer, Director General and Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA), visited Wahat Al Karama (Oasis of Dignity) in Abu Dhabi built to commemorate the martyrs of the UAE.

The delegation included several CEOs, directors and members of RTA's Women Committee.

The delegation toured Wahat Al Karama, starting from the martyr's monument, which consists of 31 huge panels, resting on each other as a symbol of unity, cohesion and solidarity between the UAE community members and leadership. It also signals the strength, courage and steadfastness of the UAE people. The visitors paused at the metal panel where the oath of the UAE Armed Forces was engraved.

The delegation also visited the Stand of Honor where verses of the Holy Quran are inscribed along with the names and information of the UAE's brave martyrs. The visiting delegation read Al-Fatiha Surah for the souls of

the brave martyrs, praying to Allah to bless them with mercy.

Al Tayer said that the visit was in recognition of the blood of martyrs shed for the sake of the nation. "It also offers an opportunity to recall the sacrifices of our military heroes who lost their lives in defending the right causes and supporting the oppressed. Our martyrs are icons of dignity and a source of pride for the people of the UAE in defending the unity & integrity of our Arab & Muslim nations against aggressors," said Al Tayer.

"Wahat Al Karama is a symbol of national harmony and reflects the high regards & pride of the UAE government & people in the sacrifices made by its valiant martyrs towards maintaining the dignity of their nation.



"This initiative, which is intended to provide our employees with diverse services and products, highlights RTA's unremitting commitment to shoulder its social responsibility towards bringing fun and joy to its employees and their families. Such initiatives create an encouraging environment

where a range of direct and indirect incentives are offered, including facilities and discounts on essential goods and services tailored to the needs of employees and their families in cooperation with companies that offer discount vouchers," added the Director of RTA's Administrative Services.

RTA honors winning institutions & individuals in Tastahel Award as part of Happiness Week events

HE Mattar Al Tayer, Director General and Chairman of the Board of Executive Directors of Roads & Transport Authority (RTA) has honoured the winning individuals and institutions in Tastahel Award. The felicitation ceremony comes in conjunction with the Happiness Week organized by the RTA for the fifth year running, in appreciation of the role played by institutions and individuals in upgrading services on offer by the RTA to its clientele.

Present at the recognition ceremony were several RTA's CEOs and directors as well as representatives of winning institutions and scores of RTA's employees.

HE Mattar Al Tayer, was delighted with the Customers Happiness Week, hailing the 'Happiness Trip' event sponsored by the RTA and organized by the National Program for Happiness and Positivity. This one-day event was held on the shores of Dubai Water Canal in celebration of the International Day of Happiness, where the RTA, out of its social responsibility towards community events, provided facilities that boosted the event.

"The RTA has included People's Happiness within its strategic goals in line with the National Agenda of Happiness and the Dubai's Strategic Plan 2020. The RTA has also launched the Happiness Strategy, the first of its kind in Dubai, and has recently approved People's Happiness Charter out of its keenness to ensure happiness to peo-

ple," noted Al Tayer.

"The RTA is keen to promote communication with customers and inform them about the RTA services a project, and heed to their observations and suggestions. The civic body has opened various channels to establish communication with the public be it direct or via other electronic & smart means," added Al Tayer.

Winners honored

HE Mattar Al Tayer honoured the winning institutions & companies as well as individuals where the Emirates Driving Institute won the first place as the best company in offering driver training and licensing services. Tasjeel Center ranked first as the best company in vehicles inspection and registration. The winning institutions were selected basing on several criteria including customer satisfaction, waiting time, and service processing time.





HE Mattar Al Tayer also honored the best institutions, departments and centers in offering customers service and e-services, along with the best two support & service departments. The Public Transport Agency won the Best Customer Service Award, while Planning & Business Development Department at the Public Transport Agency won the first place as the Best Department in Customer Service, leaving the second place to Drivers Training & Qualification Department at the Licensing Agency. The Finance Department scooped the Best Customer Service Support Award whereas the Public Transport Agency won the first place as the Best Customer Service Team, with the Roads and Traffic Agency as a runner up. The Public Buses service was named the best in improving Electronic Transformation Service. Al Barsha Customer Happiness Center was awarded the Best Customer Happiness Center at the major centers level, while Al Twar Customer



Happiness Center was named as the best happiness center at the minor centers level. Salik Call Center won the Best Call Center Award, with Hussein Al Balooshi receiving the best customer service supervisor award, followed by Asil Bitar in second place.



People Happiness is priority to Customers' Council

During its 75th Session coinciding with the Happiness Week (19–23 March 2017), the Customers Service Council, Roads and Transport Authority (RTA) in Dubai, has met with a panel of beneficiaries of RTA services during the (Happiness Week). The session reiterated the keenness of all RTA's agencies & sectors to achieve excellence in serving customers spanning all spectrums of the community, be it citizens, residents, tourists or visitors of Dubai and the UAE in an effort maximize their satisfaction & happiness.

Attendees of the session, which took place in RTA Head Office, included Mohammed Obaid Al Mulla, Member of the Board of Executive Directors cum Chair of Customers Service Council; Abdullah Al Madani, CEO of Corporate Technology Support Services Sector; and Ahmed Bahrozyan, CEO of Licensing Agency. Attendants also included Ahmed Mahboub, Executive Director of Customers Service & Deputy Chair of Customers Council in addition to a bunch of directors in various sectors & agencies of the RTA, and a host of beneficiaries of RTA's services. Al Mulla highlighted the importance of communicating with RTA customers in sharing views and receiving suggestions for the benefit of all community members.

He noted that RTA's services have become crucial to an array of community segments, besides serving the economic and business development of the UAE and Dubai across the board.

"The RTA stands ready to bring happiness to commuters of public transport means covering the metro, tram, public buses, marine transit modes as well as beneficiaries of a diverse cast of services designed for a broad spectrum of clients in Dubai," he noted.

Al Mulla urged the public to benefit from the extensive offering of smart & e-services provided by the RTA in the fields of public transport, licensing, parking, NOCs, smart hourly car rental, Wojhati, and taxi booking among many

1st Hackathon for undergrads to upgrade transport systems in Dubai

The Roads and Transport Authority (RTA), in cooperation with the Youth for Public Transport Initiative (Y4PT) of the International Association of Public Transport (UITP), organized the first Hackathon event which concluded yesterday (Tuesday) at RTA's Innovation Lab in Al Sufouh Tram Depot, Dubai. Attendees in the event included scores of university students, RTA's directors and employees.

Mohammed Obaid Al Mulla, RTA's Board Member cum Chairman of the Higher Committee for Hosting the UITP MENA Transport Congress & Exhibition 2018, said: "The younger generation is capable of giving and producing. It is more innovative and creative thanks to their positive work spirit, creativity, and passionate futuristic attitudes. The participation of undergraduates in this Hackathon event

will inspire creative and innovative ideas for upgrading transport system in Dubai and opening up new horizons to further leverage the standing of Dubai amongst modern cosmopolitan cities."

"The Hackathon is one of RTA's initiatives intended to develop high-quality strategies to induce various community segments to use public transport means instead



other vital services for achieving customers satisfaction and people happiness. He added that such smart services would enhance the profile of Dubai as the smartest city in the world offering an enjoyable living for residents, visitors & tourists descending from all corners of the globe. During the session, Abdullah Shehab, Deputy Director of Customers Service, RTA, made a presentation highlighting the classification of RTA's services. He also narrated the communication channels, types of services, call center (8009090), local & international awards obtained by RTA's Customers Service Department among other aspects of concern to customers

and the means of making them happier.

The Council heeded to a number of suggestions, ideas and feedbacks from attending users of public transport means and beneficiaries of RTA services. Among ideas discussed was the spray of a specific perfume to give a pleasant scent in metro carriages to make riders feel happier. It was also suggested to utilize the metro screens for generating additional revenues by running commercials and offering NOL cards with a limited balance to the public in addition to other suggestions for upgrading RTA's smart apps. The floor raised several observations and ideas relating to RTA's portfolio of smart & e-services bundle.



of private automobiles. Through such strategies, the RTA seeks to provide safe, sophisticated and diverse transit modes such as the metro, public buses, tram and marine transport. It has also provided effective tools to public transport commuters to make the public transport ride a convenient, fast and enjoyable experience. Examples of these tools include NOL cards, air-conditioned bus

shelters, smart parking and smart Apps to name a few," added Al Mulla.

"The UAE in general and Dubai emirate, in particular, attaches a great importance to young people and is keen to involve them effectively in the sustainable and extensive development drive. Efforts are therefore made to unleash their talents & capabilities in implementing innovation practices, which is no longer a luxury or an option, but has become a basic need and a prerequisite of the sustainability of institutions and prosperity of governments," noted Al Mulla.

Al Mulla expressed his deep delight with the promising and creative youth talents he had seen. He praised the tireless efforts of UAE's varsities & colleges in educating and training students and honing their talents to meet the aspirations of the new generation and cope with the current global trend of knowledge & innovation-based economies.

4th DIPMF this November

The event is organized in coordination with DEWA, Emaar and PMI under the theme: 'Making a Difference'

The Roads and Transport Authority (RTA) is set to hold the 4th edition of the Dubai International Project Management Forum (DIPMF) on 20-21 November 2017, in collaboration with Dubai Electricity & Water Authority (DEWA), Emaar Properties and the Project Management Institute (PMI). 'Making a Difference' has been endorsed as a theme of this year's event; which will be marked by honoring the winners of the Hamdan bin Mohammed Award for Innovation in Project Management. Registration in the Forum started on 10 April 2017 through the website (www.dipmf.ae).

HE Mattar Al Tayer, Director General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA), said, "Organizing the 4th edition of the DIPMF culminates the huge successes of the past three editions. Successes are reflected in the

scale and level of delegates, international speakers hosted, and vital topics discussed. The Forum signals the keenness of Dubai to play a pivotal role in steering the innovation and development drive in the region, and identifying the accelerators of this drive on sound

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scientific bases at the highest standards & practices. This objective warrants attracting top experts & internationally renowned specialists; which would turn the event into an effective platform for the transfer of knowledge. It also conforms to Dubai efforts to act as a link in the transfer of expertise, concepts and visions amongst international gurus of various industries; which echoes the identity Dubai as an Arabian city with a global profile.

Program

“Over the past three years, the DIPMF has cemented its standing as a global platform for rolling out best practices and coming up with creative Project Management (PM) solutions, thanks to the participation of visionary, innovative and intellectual global experts who contributed to the successful delivery of mega projects. Attendees of the last three editions exceeded 4000 individuals from more than 50 countries. Topics discussed covered management of engineering & construction projects as well as the role of Project Management in technical, sports, energy, sustainability, future foresight and innovation fields among others,” said Al Tayer.

“Making a Difference has been endorsed as a theme for the fourth edition of the Forum. New & important PM topics have been developed such as: The future of PM, Expo 2020 projects, Emergency & Crisis Management, Masterclasses about several core project management competencies including: benefits management, establishing of PM Offices (PMOs), management of project portfolios & programs, and business analysis. The Forum will host six parallel sessions, four panel discussions, five masterclasses and four keynote speeches.

“The Forum will feature a key session about ‘PM for Youth’ based on the MoU signed with the Emirates Youth Council. Induction sessions will be held to spotlight the principles of PM, enablers of projects success, and the importance of applying PM practices in various fields. The Emirates Youth Council will organize

and manage another youth seminar. Coordination is ongoing with international organizations to host a keynote speech about the management of Humanitarian projects in concurrence with the UAE’s drive endorsing 2017 as The Year of Giving. Such an event will help the exchange of information and expertise with a host of international organizations specialized in this field,” added Al Tayer.

Ms. Laila Faridoon, Executive Director of the Office of the Director-General of the RTA and Chairperson of the Organizing Committee of the DIPMF, reiterated RTA’s keenness to hold this Forum as part of its commitment to share the best PM practices. Such a policy, she says, is part of our endeavors to realize Dubai Plan 2021 and render Dubai a key pillar of the global economy and a prominent business hub worldwide.

“The fourth edition of the Forum will be marked by recognizing the winners of the first cycle of the Hamdan bin Mohammed Award for Innovation in Project Management with a total purse of about two million dirham (US\$550,000). The award provides a platform to discover, encourage, and promote innovation in Project Management, and the adoption of best practice and excellence in the field.

The award targets the international community of Project Management Professionals and Specialists involved in the management of Projects, Programs, or Portfolios where they can participate as Individuals, Teams, or Organizations.

“The Hamdan bin Mohammed Award for Innovation in Project Management acts as a motivator for pioneer leaders & teams and proponents of creative ideas from various organizations. It is also viewed as a reference platform for the best creativity practices in PM in a way that contributes to nurturing a creative system in projects. The Award is built on sound systems and methodology as well as innovative individuals. The selection of winners is based on two parameters: methodology of innovation adopted in the project, and the impact of this innovation on the deliverables of the project,” continued Laila.

Rashidiya residents dialogue Customers' Council

The Community Development Authority (CDA) praised the advanced services and strategic initiatives offered by the Roads and Transport Authority (RTA) to various community segments. Such efforts, according to the CDA, would raise the superb profile of Dubai as a global hub for investments and services in various financial, tourist, societal and commercial sectors among others.

To this effect, the CDA hosted RTA's Customers Council gathering at Rashidiya in the presence of Mohammed Obaid Al Mulla, Member of the Board of Executive Directors and Chair of Customers Council at the RTA as well as Huraiz Al Murr, Chief Executive of the Community Development Sector at CDA, and Dr. Yousef Al Ali, CEO of Dubai Taxi Corporation. Also in attendance were Adel Shakri, Director of Transportation Systems at Public Transport Agency; Osama Alsafi, Director of Parking at Traffic & Roads Agency; and Ammar Al Buraiki, Director of Fleet Operations at Dubai Taxi Corporation. Members of Customers

Council were also present in addition to representatives of RTA agencies & sectors, residents of Al Rashidiya and the Council's regulars from other districts in Dubai. "The senior management of the RTA ranks customers service at the top of its priorities and always seeks to use the best practices to improve the quality of such services beyond customers' expectations. Such an objective can best be realized through effective communication with clients and reaching out to them at their domiciles," said Al Mulla.

Al Mulla heeded to an array of suggestions, ideas and



Electronic wheelchairs for the disabled

Enhancing the happiness of its employees, meeting their needs, especially those with disabilities, and ensuring the provision of an attractive work environment for the disabled employees, RTA endeavored to meet their needs through offering world's distinctive electronic wheelchairs by folding them and putting them in their cars when the disabled move from one place to another without using vehicles designated to transport the wheelchairs.

comments relating to some practices in public transport means as well as their infrastructures. He stressed the keenness of the RTA, including all agencies & sectors, on examining ideas, proposals and feedbacks of the public and implementing the most feasible ones. It also felicitates the owners of the best proposals and constructive ideas.

“The RTA always strives to make mass transit means the best choice for mobility in Dubai and puts strenuous efforts to spread the culture of public transport among residents of the Emirate. Such a drive is reflected in the advanced means of transport like the Dubai Metro, public buses, and marine transport along with the infrastructure required for operating them. In addition, the RTA has initiated other strategic services and initiatives such as the NOL Card, Toll Gates System (Salik), Wojhati (Journey Planner), e-services and other programs that play a key role in integrating public transit modes,” noted Al Mulla. Al Mulla called upon attendees to take advantage of the superb package of smart services on offer to the public, be it citizens, residents, visitors or tourists in view of the huge benefits associated with such services. “These services are now readily accessible in a speedy manner from homes, or offices using computers or smart phones. The experience saves customers’ time and money compared to using private automobiles as well as the pains of travelling to service centers and fetching parking slots among other difficulties,” he added.

The Council will examine the suggestions of Al Rashidiya residents regarding maintenance of the entire inter-

nal roads of the neighbourhood. It will hold educative meetings with elderlies and the disabled in coordination with the CDA to explain the services & benefits offered to these two categories. It reported that seniors would be permitted to use the disabled’s parking or allocated with parking slots besides the disabled parking, especially in clinics, hospitals and markets, only if medical reports from the concerned parties proved that their cases warrant treating them at par with the disabled. It will also study deploying more buses and taxis in certain districts like Al Barsha South and Al Warqa 4, and allocate parking spaces for taxis and buses in these areas.

The Council asked the Customers Service Department to name an employee to coordinate with the CDA the handling of requests & inquiries of seniors, disabled and leaders of community councils. The Council is convinced that responding to the needs of these categories and offering them access to convenient services will bring happiness to them.

Al Mulla concluded by thanking the Community Development Authority for their cooperation with the Customer Council to meet with Rashidiya residents as well as regulars of RTA Customers Councils in other districts of Dubai to screen their needs and heed to their observations, suggestions and ideas. He paid tribute to the great efforts of the CDA to improve the social living of residents of Dubai residents through offering them vital services in this respect. He also commended CDA’s relentless efforts to build a vibrant & successful community capable of driving the prosperity of the UAE and Dubai in various fields.

This initiative also goes with the Year of Giving through which RTA is seeking to proliferate the giving among its employees, clients and the public. RTA also competes through the excellence award of the disabled friendly entity on the Government of Dubai level. RTA is considered one of the pioneering entities in this area, as it endeavored to develop the UAE first policy for the disabled as per the competent parties such as the Community Development Authority to ensure that the disabled will not be discriminated and ensure the provision of the work environment appropriate for their professional needs to their jobs similar to their colleagues.



RTA marks Mother's Day by diverse events to celebrate female employees

The Women's Committee at the Roads and Transport Authority (RTA) has marked the Mother's Day by celebrating with working mothers posted in various affiliated agencies and departments. Marking the event, the RTA offered good wishes to Her Highness Sheikha Fatima bint Mubarak, Chairwoman of the General Women's Union, Supreme President of the Family Development Foundation, and Head of the Supreme Council for Motherhood and Childhood (Mother of the UAE). The RTA noted that Sheikha Fatima has inspired the values of love & pride in all women across the UAE, and accorded every support to women causes in various fields.

Ms. Moaza Al Marri, Director of Marketing & Corporate Communication cum Chairwoman of Women Committee at the RTA, said, "The Committee is keen on rolling out initiatives inspired by love & giving. We are keen on celebrating working women in the RTA through a variety

of events of concern to women. These celebrations are made in appreciation of women abilities to strike a genuine balance between dedication to work and family care. This model of mothers, we believe, is worthy of every respect and credit.

Earth Hour enlightens awareness

The Roads & Transport Authority (RTA) is taking part today (Saturday) in the global event Earth Hour 2017 held in March each year, in conjunction with the Dubai Electricity and Water Authority. The move is part of RTA's keenness to play an active role in achieving sustainable development in Dubai, and raise its profile through continually catering to the needs of the civilized world as regards conserving the environment.

Nasser Bu Shehab, CEO of RTA's Strategy & Corporate Governance Sector cum Chair of the Energy & Green Economy Committee said: "RTA had charted out a plan for this year's Earth Hour events, which would be from 08:30 pm to 09:30 pm. Events involve a number of activities highlighted by a portrait of Dubai's landmarks designed by the RTA and displayed at The Avenue Park. Park visitors may take part in painting this portrait to add

more fun to the event. Members of Energy & Green Economy Committee would participate in celebrations at The Avenue Park, where 1393 light poles would be turned off to save about 382.95 kilowatts in one hour only in the Business Street and other streets near the venue of the event at the Business Bay, Al Saada Street, and the Boulevard Street at Burj Khalifa downtown district. Lights will also be turned out in Alexandria Street from the boat



“On Mother’s Day we have got a host of initiatives including honoring model working women who are capable of balancing their professional careers and family life. A new year-long initiative named (A Day in the Life of a Work-

ing Women) was rolled out where each female employee will speak about her life, professional achievements and career and how she could manage it despite challenging family conditions. Such a move would instill positivity amongst fellow female staffs who will develop a belief that family life will not hamper their successful professional careers,” reported Moaza.

“During the event a fun quiz was held to foster a thrilling atmosphere amongst employees in various fields. A short video was played for children in RTA Nursery offering them good wishes, and roses for their mothers to mark the event. A surprising video recording was shown where mothers of several working women encouraged their girls to redouble their efforts. Vouchers were given to female employees mentioned in the video to celebrate the event with their mothers in the weekend,” she added.

The event included multiple draws on Spas, purchase coupons, cultural & sports contests and memorabilia as well as many other women-related events, not to mention the Grand Prix draw on a trip to Baku, Azerbaijan.



slipway at Mamzar to Mamzar Park, Khaleej Street from the Community Center for Elderly at Mamzar to Mamzar Park, Shandagha Heritage Area, and the Jumeirah Beach Street, as well as Al Matina Street and Al Amal Street. Lights and some air-conditioners will also be turned off at RTA’s Head Office, Public Transport Agency building in addition to Al Rawiyya & Al Khawanej stations, and Jebel Ali Bus Depot. The operation of several Metro Stations would switch to the maintenance mode, and lights would

be switched off in Level 5 of Al Rashidiya Metro Station Parking & Ride terminal, as well as a number of buildings of the Dubai Taxi Corporation, and its employees’ accommodation. As many as 20 bus drivers and cabbies along with 35 parking inspectors donned in official uniform would participate in the accompanying march. Employees are encouraged to take part in Earth Hour events via internal messages and the intranet,” explained Bu Shehab. “RTA’s effective participation in Earth Hour events is a testament to the priority placed on environmental sustainability. In 2013, RTA set up the Energy & Green Economy Committee, launched a fabulous award in this field in 2014, and motivated employees to contribute innovative ideas to support this drive. Moreover, RTA sets the highest standards for its projects in order to tackle the global warming phenomenon threatening the healthy environment worldwide. The UAE in general and the Dubai, in particular, are capable of achieving this goal,” concluded BuShehab.

RTA offers vacancies in 17th Careers UAE

Introducing a program to train graduates who are unemployed for one year

The Roads and Transport Authority (RTA) is taking part in the 17th edition of Careers UAE, which started yesterday (Sunday) at the Dubai World Trade Center. The event saw an extensive number of participants from public entities and companies in the UAE. RTA, through this event, seeks to drive the Emiratization of jobs by recruiting young graduates of Emirati job seekers.

Ms. Kawther Kazim, Executive Director of Human Resources & Development at RTA's Corporate Administrative Support Services Sector explained that RTA's annual participation in this career fair was intended to cement its Emiratization strategy. "Careers UAE attracts a wide spectrum of young graduate Emirati boys & girls as well as competent prospective Emirati leaders & administrators in

various capacities," she said.

She pointed out that RTA had introduced, in the event, an initiative called 'Empowerment with RTA,' which is merely a 6-month training program that aims to train the UAE national university graduates who are unemployed for one year after their graduation. They would be trained on work skills to prepare them for the work market. The graduates

TRL to enhance Innovation in service delivery through MoU

The Dubai Roads and Transport Authority (RTA) reaffirmed its commitment to keep on conducting different types of researches to upgrade its innovation drive, taking into account the people happiness as the main objective and top priority through a variety of smart and electronic services it delivers the public from different social segments.

To this effect, a MoU signing between the RTA represented by the Strategy and Corporate Governance Sector, and Transport Research Laboratory – TRL has been held recently to collaborate on gearing diverse researches to develop RTA's innovation drive.

Nasser Hamad BuSehab, CEO of RTA's Strategy and Corporate Governance Sector signed the MoU for RTA, while signed for TRL Rob Wallis, CEO of Transport Research Laboratory, in the presence of directors, managers and staffs from the two sides.

"We, at RTA, always attach a great attention to research & development, as these two elements move forward our efforts towards more innovative approach in uplifting

our work performance, which would in turn lead to the up-swung of our services provided to the public, especially the public transport users," said BuSehab.

"Partnering with reputed organizations such as TRL in the research and innovation accomplishment would be an added value to RTA's change drive that is taking the Authority to new horizons of excellence and innovation in a way that they – excellence & innovation – become a daily culture all over RTA," he added.

"RTA would carry on its pursuit of harnessing the latest in technology, research & development, excellence, sustainability and innovation. This is our methodology to be always on the climax of our performance to assist make

would be selected according to certain criteria. After finishing the training, they would meet with a number of RTA's leaders to receive directives and pieces of advice that would enhance their career.

RTA's stand in the event offers a diverse cast of vacancies in different fields including engineering, finance, investment, internal audit, administration, information systems, strategic planning as well as quality, health, safety and environment. "Instant interviews were made for applicants by the respective directors during the exhibition period that accelerates the recruitment process. RTA is running Edaad (Grooming) program, which qualifies and trains several Emirati graduates to post them in RTA. This two-year program ensures the deployment of well-trained & equipped Emiratis capable of playing a role in achieving sustainable development. The program has extra features such as specialist practical training, rewards and incentives offered to inductees who are required to have superior talents," noted Kazim.

In the same context, Kazim reported that Emiratisation of



leading posts in RTA amounted to 95.4% and the overall Emiratisation of jobs rate had clocked 84.8%. "RTA is always keen on charting out strategic plans for attracting Emirati cadres in a variety of fields through participation in career shows or other recruitment sources. RTA makes such recruitment efforts in compliance with the directives of the Government and in realization of its noble objectives in this regard," added Kazim.



the UAE, in general and Dubai in particular, the best place to live in the world thanks to the wise leadership of our government and the relentless perseverance and tireless efforts of our work team," continued BuShehab.

"We are very proud to sign this MoU with the RTA, which demonstrates our continued support for enhancing Dubai's transport systems. TRL will work in partnership with RTA to enable access to expert advice and assistance covering research and innovation across its various projects and initiatives - helping them to generate innovative and creative ideas that will result in the introduction of new products, services and improvements in their operations," said Rob Wallis, CEO of Transport Research Laboratory - TRL.

"TRL is at the forefront of transportation research and innovation. Our work covers the development and use of new materials, the introduction of innovative technologies, as well as understanding how the users of transport systems do so safely and more efficiently. The concept of 'smart mobility' sits at the centre of much current thinking. TRL, with a current portfolio of connected and automated vehicle (CAV) projects in excess of AED 120 million, is a leading player in making 'smart mobility' a reality. This is further reinforced by our track record as an independent, impartial centre of excellence, delivering world class research in the UK and internationally, to both public and private sector organisations," added Wallis.

Asset Management receives ENOC delegation

The Asset Management Department, Roads and Transport Authority (RTA) has briefed a visiting delegation from ENOC in Dubai about the best practices & processes adopted in asset management. The orientation started with the planning for procurement of new assets, processes of monitoring the performance of assets, listing inventory as well as the numbering and replacing of assets. Visitors were also introduced to the features & components of the asset management system applied by the Department in monitoring RTA assets at the highest global standards.

Saeed Hamad Al Ramsi, Director of Assets along with several officials from ENOC and the RTA attended the meeting, which was held in RTA Head Office.

“The RTA is always keen on boosting cooperation with various service and community entities, be it public offices, semi-government entities or private companies. It also attaches utmost attention to the joint efforts in a bid to realize goals & initiatives aimed at making people happy and building smart cities capable of offering decent living standards to residents. These gatherings are important in sharing expertise & knowledge in administrative and specialist fields,” said Al Ramsi.

“During the meeting with the delegation of ENOC we gave a full briefing about RTA’s asset management and the functionality of the system along with our future plans. We stressed on the team spirit prevailing in the Department with the aim of improving the process & the delivery of tasks, which will accordingly ensure the sustainability of RTA’s key assets, and ensure the continuity of services. The review touched on huge assets owned by the RTA such as roads, bridges, tunnels, metro, tram, buses, taxis and marine transit modes among others, and referred to

plans made for maintaining & conserving these assets for years to come,” he added.

A visual presentation was made during the meeting showing RTA’s organizational chart and strategic plan. It also highlighted the goals, objectives and initiatives of the Assets Management Department as well as its organizational chart, sections, and core responsibilities. The briefing also covered the lifecycle of asset and the future objectives of the Department through improving the systems in use and contributing to assets sustainability.

The Department also recapped the procedures applicable in procuring new assets, listing inventory, classifying as well as the scrapping of assets through a specific procedure.

The head of the visiting delegation praised this effective communication with RTA’s Assets Management Department; which offered them exposure to the job nature of the Department and the operative system which is compatible with the highest practices of the industry worldwide. He also commended the role of the RTA in offering mass transit services to residents, visitors and tourists of Dubai Emirate; which would also raise the profile of the UAE in general and the Dubai Emirate in particular.



Readiness of concrete molds for tunnels of Route 2020

The Rail Agency, Roads and Transport Authority (RTA), has inspected work progress as well as the compliance with the technical specifications in manufacturing molds for casting concrete slabs for Route 2020 Project; which are being manufactured in the Republic of South Korea.

In this regard, a technical delegation from the Rail Agency, comprising the project consultant & contractor, has made a visit to Korea to inspect the work progress and verify the compliance of the factory with the conditions, requirements & specifications of Route 2020 Project. The delegation inspected and tested the accuracy & quality of the manufacturing of molds, and verified the accuracy of their final assembly to ensure their compliance with the project specifications.



RTA holds inaugural cycling championships for male & female staffs

The inaugural edition of the Roads and Transport Authority's Cycling Championships, which has recently taken place at Nad Al Sheba Cycling Track had witnessed intense participation from RTA's male and female employees of various sectors & agencies. The championships comprised two separate races for male & female employees.

Ibrahim Al-Haddad, Head of RTA's Sports Team, said, "It the first time for RTA to hold this championship, yet it saw a huge participation from employees at various sectors and agencies. The races, which were contested over 8 km for males and females, were held in conjunction with the Dubai Sports Council, UAE Cycling Federation, Dubai Police General HQ and the Dubai Corporation for Ambulance Services. Abdullah Ibrahim from the Department of Legal Affairs at Strategy & Corporate Governance Sector, RTA has easily won the men's contest recording a much faster time than the runner-up Tha'er Adnan from the Monitoring and Enforcement Department of the Licensing Agency. Waleed Al Hammadi, from the Monitoring and Enforcement Department of the Licensing Agency finished third. In the female version, Shamma Al Shuhhi, from the Drivers' Licensing



Department of the Licensing Agency was the worthy winner, and Hanan Al Nahaas from the Drivers' Licensing Department of the Licensing Agency came second ahead of Siham bint Mohammed from the Roads Department of the Traffic and Roads Agency who finished third.