

المسار almasar

The Official Monthly Magazine of Dubai's RTA
Issue No. 111 September 2017



**‘Year of Zayed’ after ‘Year of Giving’,
a Tribute to Our Beautiful Homeland**

Vision Mission

Vision

Safe and Smooth Transport for All

Mission

Develop and Manage integrated and sustainable Roads and transportation systems at a world-class level, and provide pioneered services to all.

Stakeholders for their happiness, and support Dubai's vision through Shaping the future, preparing policies and legislations, adopting.

Technologies and innovations, and implementing world-class practices and Standards.



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

Zayed Al-Khair

On August 6, 1966, the late Sheikh Zayed Bin Sultan Al Nahyan, took the reins in Abu Dhabi Emirate. On August 6, 2017, His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE, declared '2018; as The Year of Zayed. It will be a national event celebrating the centenary of the founding leader and highlighting his role in establishing and building the UAE, besides spotlighting his towering achievements on the local and international level.

On 2 December 1971, the founder of the United Arab Emirates, the late Sheikh Zayed Bin Sultan Al Nahyan, was elected President of the UAE, who witnessed its first dusk on that day.

“The late Sheikh Zayed bin Sultan Al Nahyan is a symbol of wisdom, welfare and giving not only in the UAE and the Arabian Gulf region but also across the Arab countries and beyond. His initiatives still bear witness to his exceptional personality as a modern leader that commands the appreciation of all the people in the region and around the world” said His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE.

His Highness Sheikh Khalifa’s designation of ‘2018’ as The Year of Zayed and a national event is a continuation of the tradition of giving charted by the UAE from inception. The launch of this initiative stems from the fact that the late Sheikh Zayed is still inspiring our conscience and thoughts and his surviving legacy is reflected in the extensive urbanisation of human, nation and citizens.

Sheikh Zayed has instilled in us the values of fraternity and humanity through offering relief to the needy until charity has become synonymous with our country’s identity and theme. We have learned from him how to cope with challenges to enhance the drive of the most successful Arab unionist model.

We are still living under this wonderful blend of determination and giving to humanity as witnessed by the entire world, thanks to the leadership of His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE, His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, His Highness Sheikh Mohammed Bin Zayed Al Nahyan, Abu Dhabi Crown Prince and Deputy Supreme Commander of the Armed Forces and Their Highnesses Members of the UAE Supreme Council of the Union and Rulers of the Emirates.

The designation of ‘2018’ as the Year of Zayed is a step towards acquainting the upcoming generations with the achievements of Sheikh Zayed that has enriched the legacy of our beloved nation. It also gives us a chance to draw conclusions and learn lessons to continue the drive of building our rising nation steered by an esteemed dynasty of rulers.

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Reciprocal Ads Initiative

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The Year of Zayed complements the Year of Giving, adds to the nation's profile

Charity drive rolls on as the nation celebrates centenary

The UAE officially and publicly celebrates the announcement of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE, declaring 2018 as The Year of Zayed, marking 100 years since the birth date of the late Sheikh Zayed bin Sultan Al Nahyan, rendering it a national event.





Their Highnesses the Sheikhs, their Excellencies the ministers, officials and citizens hailed the designation of 2018 as The Year of Zayed and stressed that the directives reflect the gratitude and loyalty to the charity & development drive established by the leading founder. They described it as a worthy gesture of celebrating the inspired leader who had built a solid and well-structured state. The natives of this nation unanimously believe that the humanitarian and leadership legacy of Sheikh Zayed is a model for the UAE and humanity in general. The Year of Zayed is a noble initiative to set the institutional structure of this legacy to make it an immortal event in the memory of people. They stated that Zayed's life is a success story and a unique model of an exceptional leader that had to be shared by successive generations. It prompts and inspires all citizens to protect the achievements of the UAE and continue its prosperity and development. They indicated that The Year of Zayed commemorates a unique development model and an impressive record of achievements that had shaped the nation and set a roadmap for the future of the people. It celebrates an exceptional political school that cemented the unionist values capable of rising to challenges and turning them into opportunities for development. HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), said that the declaration of 2018 by His Highness Sheikh Khalifa bin Zayed Al Nahyan as The

Year of Zayed was an endorsement of the charity & giving drive set for the UAE from inception.

"The launch of this initiative illustrates that the late Sheikh Zayed bin Sultan Al Nahyan still lives on in thoughts and spirit. It is an immortal legacy for the development of human, place, nation and citizen, said Al Tayer.

"Sheikh Zayed has imparted in us the values of fraternity and humanity as well as the relief of the needy and accordingly the charity has become a flagship and identity of the UAE. He educated us on how to cope with challenges to sustain the success of the most successful Arab unionist model characterised by determination, will and generosity witnessed by the entire world."

"Such achievement is being looked after under the leadership of His Highness Sheikh Khalifa bin Zayed Al Nahyan, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, His Highness Sheikh Mohammed bin Zayed Al Nahyan, Abu Dhabi Crown Prince and Deputy Supreme Commander of the Armed Forces as well as their Highnesses Members of the Supreme Council and Rulers of the Emirates.

"Declaring 2018 as The Year of Zayed is a huge step towards familiarising the generations with the legacy of Sheikh Zayed and pivotal role in shaping our precious nation. The ultimate aim of this initiative is to draw lessons and conclusions under our wise ruling dynasty," added Al Tayer.

Accomplishing 85% of Phase 1 of Parallel Roads,

The project comprises bridges stretching 5665m, tunnels extending 2445m

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), announced that the completion rate in the Parallel Roads Improvement Project - Phase 1 (Godolphin District) had reached as much as 85%. The two bridges crossing over the Dubai Water Canal had been accomplished and all construction works under this Phase would be completed in the final quarter of 2017.

Al Tayer made a statement to this effect during an inspection tour for the work progress in the project, which comprises 2 phases costing about AED 1billion. “The objective of the project is to mitigate the traffic density on the Sheikh Zayed Road (between Interchange 1 and 2) by 15%. It provides additional entry/exit points to the Business Bay and Burj Khalifa District with a capacity to handle 20,000 vehicles per hour in both directions. It would also step up the capacity of the Meydan Road, and cut down the journey time between the Sheikh Zayed Road and Al Khail Road from 12 minutes to about 2.5 minutes. It would also provide a ramp for Meydan Property Development Project, and ease the pressure on the Financial Centre Road. The project entails the construction of the bridges extending 5665 meters and underpasses running 2445 meters,” explained Al Tayer.

“Phase 1 of the Project, which costs about AED 578 million, encompasses the construction of a 3.5 km-long flyover comprising 3 lanes in each direction crossing over the Dubai Water Canal. The number of lanes increases to 5 in each direction above Godolphin Stables and Al Meydan Road up to Al Quoz Industrial Area. It also includes upgrading the existing junction of Al Meydan Road and Al Khail Road where flyovers will be

constructed to provide left turns and ease the existing overlapping of traffic movement, which would reduce the congestion at the junction during peak hours. The project also includes the construction of a 2-lane bridge to serve the traffic inbound from Al Khail Road in the direction of Sharjah to Al Asayel Road up to the junction with Oud Metha Road. It also includes providing entry & exit points for the Meydan Development Project. The Project also includes the construction of 4 tunnels extending 1150 meters (300 meters as covered tunnels and the rest open tunnels). It also includes improving & shifting the utility lines in the area as well as carrying out lighting and signage works,” he explained.

Phase 2:

In the second quarter of 2016, RTA started construction works in the Parallel Roads Project - Phase 2 at an estimated cost of AED 336 million. This Phase encompasses the improvement of the western part of the Parallel Roads between Al Meydan and the Financial Centre Roads across the Business Bay district. Lane capacity will range from 3 to 4 lanes in each direction, and service roads will be provided at the both directions in most parts of the Project.

“The Project includes the construction of a 240-meter flyover at the intersection of the Happiness and Burj



Khalifa Boulevard Roads, and a 535-meter tunnel at the intersection of the Happiness and Business Bay Roads. Works include a 500-meter bridge at the extension of the Happiness Road crossing over the Dubai Water Canal (completed with the opening of the Dubai Water Canal). It also includes the construction of a 420-meter bridge at the intersection of Al Meydan and First Al Khail Roads, a 420-meter tunnel to ensure leftward turn from Al Saada Road to Al Meydan Road, and a 340-meter underpass for horses crossing at the Dubai Stables. The project works include improving and shifting utility lines as well as lighting & signage works. Works in the Phase 2 of the project are set for completion by the mid of 2018,” said Al Tayer. “The Parallel Roads Project is one of the vital projects currently undertaken by the RTA to ease the congestion on the Sheikh Zayed Road. This traffic corridor, which comprises 3 lanes in each direction, extends 108 Km from

the Sheikh Rashid Road in the north up to the entrance of the Abu Dhabi. The project covers the construction of the bridges and at-grade junctions at the intersections of parallel roads with the crossing roads extending 42km. The entire project constitutes a traffic hub supporting the Sheikh Zayed Road and Al Khail Road, and upon completion of all phases, it would ease the traffic movement in the area parallel to the Sheikh Zayed Road to the East,” added Al Tayer.

“RTA had completed several phases of the Project including a 5-km sector from Oud Metha up to the Business Bay, a 12.3-km sector from Al Meydan Road up to Hessa Road, and a 7-km sector from Hessa Road to Qarn Al Sabkha Road. It had also completed roads in a 10.7-km sector from Al Yalaisy Road up to Al Maktoum International Airport,” added the Director-General and Chairman of the Board of Executive Directors of RTA.

Quick wins to mitigate traffic jam

Works set to be completed in Q1, 2018

The Board of Executive Directors of Roads & Transport Authority (RTA) chaired by HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors has endorsed quick solutions at more than 5 congested traffic spots in Dubai. Improvements works in these hotspots expected to be completed by the first quarter of 2018.

“These traffic solutions are part of the RTA Strategic Plan that provides examinations of the traffic in densely populated areas all over the Dubai streets. The process involves figuring out integrated traffic & mobility solutions, then accordingly proposing strategic solutions and identifying the required mass transit systems. It also entails carrying out the improvements in the road network, and introducing quick and medium term solutions for congested traffic spots,” said Al Tayer.

“The traffic solutions include adding one lane to Al Khail Road

towards the direction of Sharjah in the area between Meydan Road before the Dubai Mall Bridge, thus adding a fourth lane to Al Khail Road. This quick win will increase the capacity of this sector of Al Khail Road by 1800 vehicles per hour.

“Solutions include widening the exit at the intersection of Hessa and Al Khail Roads to make it 2 lanes (instead of one) and accordingly it will ease the current bottleneck at that site. Another lane would be added to the collector road parallel to Al Khail Road at the intersection with Hessa Road inbound





from the Sheikh Zayed Road heading to Sharjah. This solution would increase the capacity of the Road from 1500 vehicles per hour to 3000 vehicles per hour, besides improving the traffic flow in that direction,” explained Al Tayer. “An additional roundabout would be provided on Road 46 at Al Mamzar road to offer an alternative route for residents to easily exit the area instead of relying on the sole existing exit to Al Wuhaida Road. This exit has a high traffic density, which also has a negative impact on Al Wuhaida Road. The new roundabout would enable exiting the area through Road 46 and ease the pressure on the existing exit at Al Wuhaida Road. At the fourth site, the RTA would widen the storage lane at the intersection of the Business Bay Road with Happiness

Road coming from Sheikh Zayed Road from 2 to 3 lanes beside elongating the storage lanes. This solution would boost the capacity of the intersection, reduce the delay and cut the snarls, which currently goes back up to the Sheikh Zayed Road,” he noted.

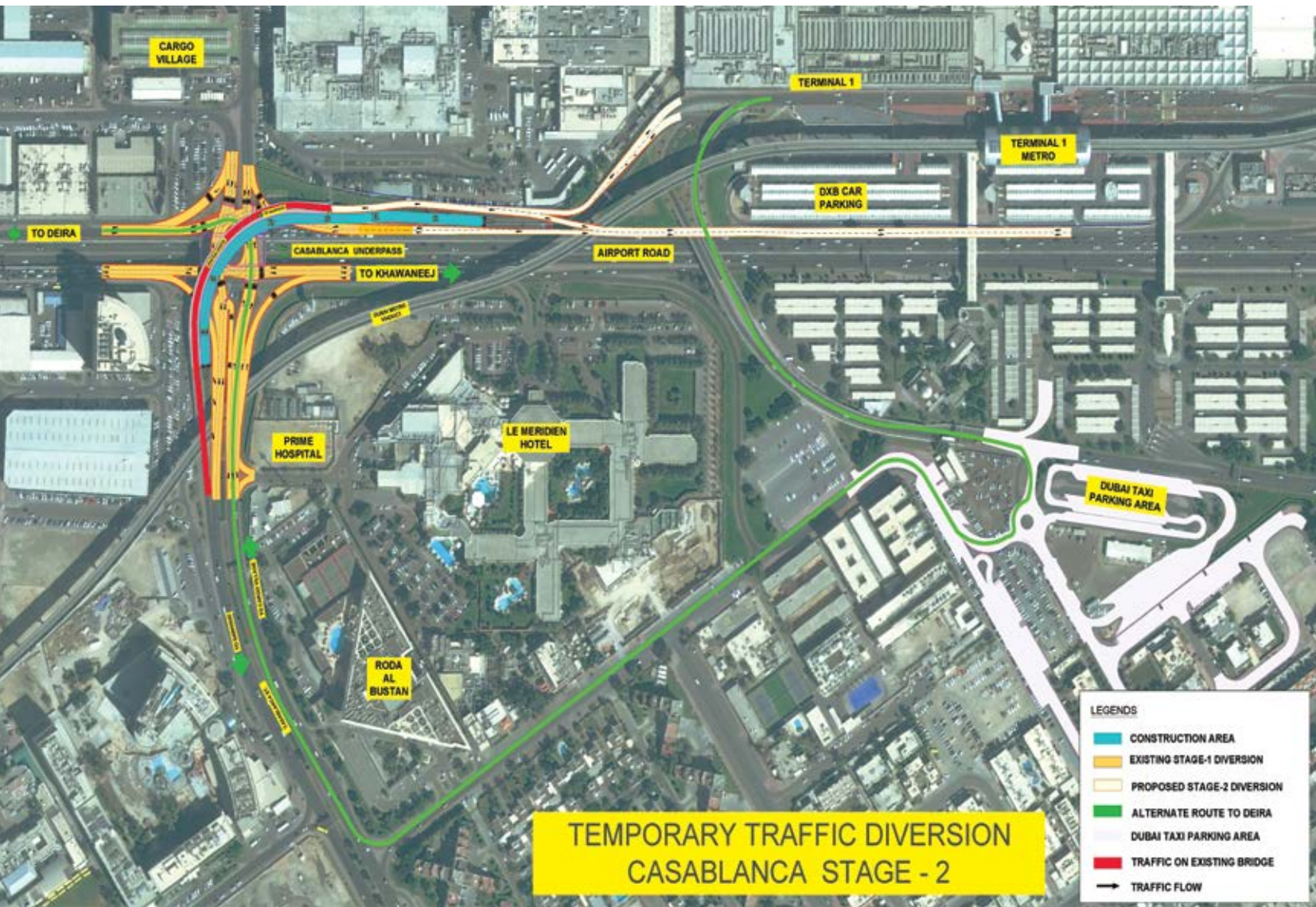
“The fifth quick win includes carrying out the improvements at 3 surface intersections at Al Qouz Industrial Area. The number of lanes of some intersections will increase, and the service roads will be constructed in some places. These solutions will contribute to the easing of the traffic flow in an area witnessing serious delays due to the intensity of heavy vehicles,” concluded the Director-General and Chairman of the Board of Executive Directors of the RTA.



A traffic diversion put Rashidiya Flyover to service

Airport Road improvement works are well on track

The Roads & Transport Authority (RTA) in Dubai opened an important traffic diversion as part of the Airport Road Improvement Project on July 28. Accordingly, Deira-bound traffic on the Airport Road coming from Sheikh Mohammed bin Zayed Road and Al Khawaneej Road was diverted to the new flyover. Rashidiya-bound motorists will use the leftward lanes to take them to the existing signalised junction. The diversion works are part of the first contract of the project aimed to improve the traffic flow on intersections of the area.



Engineer. Maitha bin Adai, CEO of RTA's Traffic & Roads Agency said, "The Airport Road Improvement Project will increase the capacity of the Airport Road by an additional 5000 vehicles per hour. It will also enhance the traffic safety level, and reduce the transit time on the Airport Road from Sheikh Mohammed bin Zayed Road up to Casablanca Road from 30 minutes to 5 minutes. The first contract for the Airport Road Improvement Project covers the construction of Rashidiya and Casablanca Interchanges, and the Project is expected to be fully opened by the end of this year.

"The Airport Road Improvement Project covers improving Rashidiya Interchange through the construction of a flyover on the Airport Road comprising of three lanes in each direction and upgrading the surface intersections. These works are expected to slash the waiting time at the intersection from 13 minutes to less than a minute," noted Metha.

"The project also includes upgrading the Airport-Casablanca Road Intersection, constructing an additional single-lane ramp to serve the traffic from the Airport Road in the direction of Casablanca Road, thus eliminating the waiting time at the light signal. It also includes the construction of an alternative road for traffic inbound from Al Garhoud enabling direct access to Terminal 1 and 3 of the Dubai International Airport, besides increasing the number of lanes of Casablanca Road in the direction of Al Garhoud from 3 to 4 lanes. These improvements will reduce the total waiting time at Casablanca Intersection from three minutes to one minute, and ease

the existing tailbacks generated by the overlapping traffic of vehicles heading towards Casablanca Intersection and those coming from Terminal 1 heading leftwards to Casablanca Road," she explained.

The TRA apologizes to the road users for any inconvenience caused by this traffic diversion, and in turn calls on drivers to observe and follow the directional and warning signs along with adhering the speed limit to ensure their safety and the safety of others.

"The RTA will close the traffic from Airport Terminal 1 to Deira in the next phase to complete the remaining works in the new flyover on Casablanca Interchange (Cargo Village), but will provide an alternative corridor through Road 51 and passing along Casablanca Road," added Maitha.

"The RTA is proceeding with the upgrading of the infrastructure of road networks in the Dubai Emirate by figuring out integrated solutions for the roads as well as land & marine transit systems that are safe for users and compatible with the Dubai Strategic Plan 2021. Such solutions are intended to fulfil the needs of hosting Expo 2020, serve the demographic growth, and encourage the development & investments across the Emirate," added the CEO of Traffic & Roads Agency at the RTA.

The RTA regrets any anticipated inconvenience to the road users due to this diversion. Meanwhile, it calls on motorists to be attentive, follow the directional & cautionary signs and observe the speed limits for their safety and the safety of others.



125 new school buses rise number of students to 10,000

This step will enhance school transport excellence

The Board of Executive Directors of Roads & Transport Authority (RTA), chaired by HE Mattar Al Tayer, Director-General and Chairman of the Board, has endorsed the awarding of a contract for procuring 125 new school buses. The new buses will add to the fleet of the Dubai Taxi Corporation (DTC) to cope with the growing school transport activity. The number of students lifted by DTC buses is expected to rise from 7000 students in the last academic year to 10,000 students in the new academic year 2017/2018.





“Lifting millions of students every day, the school transport is considered one of the key public transport sectors in the world. Through widening its school transport activity, the RTA is seeking to provide safe & smooth mobility for all students of different ages. It aims to be a pioneer in offering excellent and safe school transport services, and encourage parents to have their children lifted to and from schools by school transport buses rather than private vehicles. Through this strategy, the RTA would be able to support the UAE Education Strategy 2020, improve the school transport service in Dubai, and strike a balance between supply and demand,” said Al Tayer.

“The new buses, which have been tailored to the highest international safety standards of school transport services, have a diverse cast of features. 95 buses of 22 seats, 20 buses of 58 seats, and 10 buses of 35 seats. The interior design of buses has superior finishing, noise-free environment and deluxe seats. All buses are environment-friendly and fitted with hi-tech monitoring & tracking systems for students and buses, providing a safe & secure environment. Devices include surveillance cameras, sensing system to ensure that

the bus is clear of students, an emergency button for communicating with the Control Centre, GPS tracking system for buses and students, RFID system, and an automated engine fire-suppression system.

“Current indicators show that the number of students in the Emirate of Dubai cross 294 thousand, and the registered number of school buses in Dubai were 5,922 buses up to the last year. The number of school buses are anticipated to rise to as many as 7,600 buses by 2020 and double up to 14,400 buses by 2030. RTA, which has entered the school transport business through the DTC in the school year 2015-2016, is seeking to raise its school bus fleet to about 650 buses by 2024,” noted Al Tayer.

RTA has set standards, stipulations and controls for entities and companies operating in the school transport sector. These include Order No. (2) for 2008 governing school transport in the Emirate of Dubai, along with its Executive Regulation, and RTA’s Guide. The guide details specifications in terms of shape and safety & security standards of the bus in addition to respective responsibilities of school managements, firms, attendants, operators, drivers, students and parents.

Installing smart taximeters costing AED69 million covering the entire taxi fleet by end of June 2018

The Roads & Transport Authority (RTA) has started the installation of a smart meter system for taxis in Dubai at the cost of AED68.8 million. All taxicabs will be fitted with the new meters by the end of June 2018.

During an inspection visit, HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of RTA, was briefed about the features of the smart taximeter system. Features of the system are highlighted by the integration with Dubai Geographic Addressing System (Makani), and the automated calculation of Toll Tariff (Salik) when passing under the virtual toll gates in the system without interference on the part of the cab driver. The system has updated maps for the entire Emirates rendering easy access to the destinations required.

It has the feature of displaying 'Out of Service' screen to allow for a 90-minute flexible break for drivers per shift. It can also display 'End of Shift' screen to ensure that the taxi driver will not

be hailed within the last 45 minutes of the shift to facilitate the handing over of the vehicle.

The meter is linked with optical sensors to detect the boarding of a customer lest the cab driver forgets to turn on the meter. The system can be linked with POS devices to enable smooth payment and has a 'Aman' (safety) system to monitor the speed of taxicabs on internal & external streets.

Al Tayer then reviewed the time chart set for the installation of taximeters. The Public Transport Agency has completed the installation of 4850 devices by the end of June 2017, and the number will rise to 7850 devices by December 2017. The entire taxi fleet, comprising 10,550 vehicles, will be fitted with the smart

'Voice Interaction' guides bus inspectors and documents their remarks

The Roads and Transport Authority (RTA) in Dubai has rolled out a new smart technology for testing its buses using an interactive voice system. The system eliminates the need for completing forms and using paper in testing buses. The system works by converting the voice of the inspector into a written text. This initiative gives a good boost for RTA's relentless efforts to embrace modern technology to upgrade performance and operations. The step also supports the Smart Government drive in the Emirate of Dubai.

"The use of smart technologies in maintenance works is no longer a luxury, rather than a necessity dictated by our commitment to the optimal & sustainable utilisation of RTA's assets, and the delivery of safe & smooth transport services to all. It was therefore imperative to contemplate this new system which enables the technical inspector/ tester to carry out a visual inspection of the bus without bothering to

take paper, complete bus details or even carry a smart tab," said Abdullah Rashid Al Maazami, Director of Maintenance & Services, RTA Public Transport Agency.

"This new adopted technology features an interactive voice between the inspector and a device worn on his waist connected by earphones. The device on the waist dictates the tester to carry out the testing



meters by the end of June 2018. The Agency has completed the linking of 5010 taxicabs with the Dubai Geographic Addressing System (Makani) and has executed about 118 thousand booking requests through Makani during the first half of this year. Al Tayer reiterated RTA's keenness to continue upgrading the

taxi services in Dubai and the use of smart systems and high technologies in meeting various needs of the customers. The move is of particular importance considering the current drive of Dubai Government to transform Dubai into a "Smart City" that brings happiness to residents & visitors.

steps in sequence and inspecting key components & elements to be tested & diagnosed. It also enables the tester to figure out parts of the engine, test them and diagnose faults through providing voice responses to a series of preset sequential procedures. The System converts the voice of the tester into a written text, and captures images and uploads them to the database of Asset Management Department. The process reflects positively on the quality of testing & inspection, eliminates errors &



omissions of key testing components, and reduces the response time for rectifying faults," explained Al Maazami. "The testing of buses using the interactive voice response is a further step towards leveraging Dubai endeavours to rank as the smartest city in the world. It also de-

fines RTA's Strategic Goals which is focused on the smart government, online transition to eliminate paper forms, time saving and improving the quality of the test and repairs," added the Director of Maintenance & Services, at the RTA Public Transport Agency.

‘nol’ shops at 1000 retails

The Roads and Transport Authority of Dubai (RTA) has announced the availability of payment service by nol cards at more than (1000) selected retail outlets across Dubai through a local payment platform operated by Mercury Payments Services LLC of the Network International.

“The service is now available in more than 1,000 retail outlets across Dubai. Users of “nol” card in Dubai are now able to make quick and easy payments for purchases using their existing cards at POS terminals located at leading retailers across Dubai where the “nol” cardholders simply tap the card on the terminal similar to how they access the transit system. The network of retailers accepting “nol” cards is projected to exceed 5,000 by the end of this year,” confirmed Abdulla Al Madani, CEO of RTA’s Corporate

Technology Support Services Sector.

This initiative is an important step towards reflecting RTA’s objectives to make “nol” card users in Dubai happy by utilizing the card for various services. This initiative is in line with the “Smart City” initiative, which will make Dubai one of the world’s smartest cities by providing the latest technologies, making it easier for people to fully benefit from a wide range of services they use on a daily basis,” said Al Madani.

A Health clinic for Dubai Taxi drivers

The Dubai Taxi Corporation (DTC) at the Road and Transport Authority (RTA) has launched, at its headquarters in Muhaisna, a medical clinic in cooperation with Life Line Co., rendering it as the first government clinic dedicated to drivers in the Emirate of Dubai. The facility offers medical advice and preventive medical care to cab drivers at par with the highest healthcare standards.

“This newly opened clinic is part of the DTC’s strategy to broaden the scope of its services on offer to cab drivers and meet their needs. It also adds to the series of achievements made by the DTC towards enhancing the happiness and job satisfaction of its employees including drivers,” said Dr Yousef Mohammed Al Ali, CEO of Dubai Taxi Corporation.

“The clinic is fitted with all necessary resources to serve the medical and healthcare needs of all drivers including x-ray machines and a diagnostic laboratory. It has a team of medical professionals specialised in general medicine (GPs) as well as specialists in orthopaedics, ophthalmology, pulmonary & cardiac diseases,

hypertension, diabetes, obesity, and venereal diseases. It has a dedicated ward for critical conditions for lifting them in a fully equipped ambulance to the nearest hospital,” explained Al Ali.

“The Clinic has a joint hotline with the Dubai Health Authority (DHA) to keep up-to-date with the developments of precautionary health measures. The Clinic opens daily from Saturday to Thursday, from 7am to 11pm, and on Fridays from 8am to 8pm. A plan is in place to open an affiliated pharmacy so that cabbies can easily obtain their prescribed medicines,” concluded the CEO of Dubai Taxi Corporation.

“Enabling public from all social segments to use “nol” cards to meet their retail payment’s needs is aligned with RTA’s strategic goal No. 3, which is ‘People Happiness.’ RTA has always sought the best methods to make people in Dubai happy including citizens, residents, tourists and visitors, by providing them with safer, sophisticated, secure and faster solutions that enhance and make their lives happy, easier and comfortable. To meet this goal, RTA continues to collaborate with internationally reputed organisations.” He added.

“The roll-out of this solution will indisputably further Dubai’s ambition to be the world’s smartest city within 3 years by harnessing the latest technologies and most advanced methods through applying this objective. This initiative also incorporates excellence and innovation, which are vital pillars to fully realize the “Smart City” vision,” continued Al Madani.



Now Dubai Taxi limo available via Uber app

RTA's Dubai Taxi Corporation (DTC) has signed an agreement with Uber, a global provider of passenger transport services, enabling the booking of the DTC limousines through the Uber App. Under this arrangement, DTC offers the service of deluxe limo driven by highly skilled chauffeurs fully cognizant of the Emirates road networks.

Dr Yousef Mohammed Al Ali, CEO of the Dubai Taxi Corporation, signed the Agreement on the behalf of the DTC and Christopher Free, General Manager of Uber in the UAE signed it on the behalf of Uber. The agreement signing ceremony took place at the premises of the RTA in the presence of Mohammed Obaid Al Mulla, Member of the RTA Board of Executive Directors & Chairperson of the Dubai Taxi Corporation, as well as several senior officials from both parties.



“The signing of this Agreement with Uber for operating the Dubai Taxi limousines concurs with the directives of our leadership to transform Dubai into the smartest city in the world. The move can also bring about a quantum shift in the quick offering of the limo services through pairing passengers with limo chauffeurs by just a click of a button. The Agreement would also leverage the operational efficiency of the DTC through ensuring the optimal use of the existing resources, developing new & smart services capable of enhancing customers’ experience, and improving the caliber of the services to keep pace with the technological advancements,” stated Al Ali.

Chris Free was excited with forging such a partnership with the DTC and hoped the two parties would continue to work together towards easing the mobility of people in the Emirate of Dubai. “Adding Dubai Taxi Limo to Uber App would obviously add to the abundance of vehicles on offer; which in turn will cut back the customers waiting time. Achieving this goal is in line with our objective to provide a reliable, safe and suitable transport for all and at everywhere,” added the GM of the Uber.

Introducing automated fine calculation collection for delay in replacing franchise vehicles

The Roads & Transport Authority (RTA) has started the implementation of the automated calculation and collection of fines resulting from the delay in replacing ageing taxicabs and limousines with franchise companies and has ceased issuing monthly invoices ever since. The move is part of RTA’s endeavours to achieve the financial sustainability of all transactions.

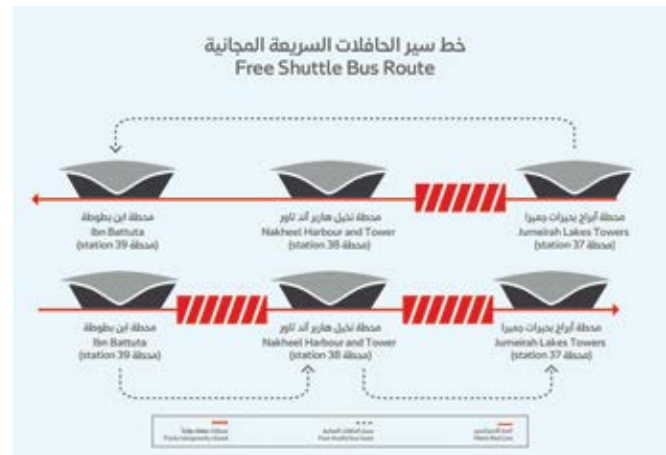
Free shuttle buses to cover metro closure

RTA's Public Transport Agency is launching a free circular bus route as an alternative service to cover the partial closure of the Dubai Metro Red Line between the Jumeirah Lakes Towers (JLT) and Ibn Battuta Metro Stations. The shuttle bus service was in place throughout the metro closure period, which is during the weekends only (Friday and Saturday) over 10 weeks (from July 28 to October 15, 2017).

"A free express bus service was operated on a circular route to make for the metro closure between the JLT and Ibn Battuta Stations from July 28 to Oct 15, 2017 (10 weeks) on weekends only (Friday and Saturday). The closure is required to proceed with the construction works related to the Route 2020 Project," said Mohammed Abu Baker Al Hashmi, Director of Planning & Business Development, RTA's Public Transport Agency.

"This service is offered to meet the needs of the public transport riders in general and metro commuters in particular between the said two stations. RTA is always keen to fulfil the needs of the public transport users in Dubai, and offer integrated excellent services to customers with the aim of making them happier," continued Al Hashemi.

"The metro riders heading to the UAE Exchange Station are required to drop off at the JLT Station, board alternative free buses deployed to continue their journey to Ibn Battuta Station, where they would drop off to retake the metro service and resume their metro ride to the UAE Exchange Station. Equally, metro commuters travelling in the direction of Al Rashidiya Station need to get off at Ibn Battuta Station, hop on free buses to the JLT Station, hop off to continue their metro journey in the direction of Al Rashidiya Station," he elaborated.



"RTA is committed to offer maximum flexibility & resilience in the public transport network to make sure it quickly responds to the needs of the customers from the entire community segments. It makes every effort to offer them convenient and seamless mobility, even during exceptional conditions that require physical changes on the ground. In fact, such effort is but a manifestation of the vision of the RTA encapsulated in providing (Safe & Smooth Transport for All).

Explaining the procedure, Nasir Al-Haj, Director of Commercial Transport Activities of RTA's Licensing Agency said, "The automated calculation & collection of fines applicable to the delay in replacing taxis & limousines due for replacement. The procedure is carried out through the e-franchise services system at the time of processing traffic file transactions. RTA had started a gradual application of the system to the smart licensing & traffic system to get franchise companies prepared to the new process and associated electronic procedures.

"The new calculation & collection process is flexible and addresses the needs of the franchise companies. Traffic file transactions can be processed once the fine is paid without requiring the removal of the vehicle from the traffic file, which has previ-

ously been a pre-condition. It enables the collection of fines at any time without obliging clients to clear their pending transactions in their traffic files. Thus, it abolishes the monthly invoicing of fines for the delay in replacement of vehicles that used to be processed manually and require 3-5 working days to prepare and verify the invoice by the organisational units concerned. "Some electronic controls had been added to the new process to carry out automated verification of some transactions and procedures such as blocking the renewal of registration of a vehicle that has exceeded the operational lifecycle as well as its transfer to any franchise company. The system would not allow the renewal of a contract with a company whose traffic files includes a vehicle that has exceeded the operational lifespan," explained Al-Haj.

275m riders used PT modes in first half of 2017

Ridership rate clocks 1.507m per day

HE Mattar Al Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), revealed that public transit means in Dubai comprising Dubai metro, Dubai tram, public buses, marine transit modes (abra, ferry, water taxi, water bus) and taxicabs (Dubai Taxi and franchise companies) have lifted 275.772,000 riders in the first half of 2017. Figures of RTA's statistics Section indicate that public transport ridership in Dubai recorded in the first half of this year compare well with the same figures recorded during the same period last year, which was 273,452,791 riders. The daily ridership recorded in the first half of this year clocked 1.507 million riders.

Dubai Metro accounted for the lion share in public transport ridership in as much as 36.4%, followed by taxis (31.7%) ahead of public buses finished third (28%). The Red and Green Lines of the Dubai Metro have lifted 100.558 million riders in the first half of this year, showing a healthy growth compared with the figures reported for the same period last year (96.486 m riders). The Red Line was used by 64.378 million riders, and the Green Line was used by 36.18 million riders. The Dubai Tram has lifted 3.087 million rides compared with 2.535 million riders during the same period last year.

The public buses have served during the first half of this year 77.695 m riders compared with 69.922 m riders during the same period last year. Marine transit modes, comprising abra, water bus, water taxi and ferry, have lifted 6.638 m riders. Taxis (Dubai Taxi, Hala Taxi and Franchise companies taxis) have lifted 87.792 m passengers in the first half of 2017, compared with 85.196 m passengers used taxis during the same period of 2016.

Steady Growth

Al Tayer was delighted with the positive results of public transport ridership; which is experiencing steady growth, thanks to





100m riders used Dubai Metro, 77m riders were carried by buses

the integration of mass transit modes in the Emirate. “The public transport means have now become the backbone of people mobility in various parts of Dubai, and the preferred transit option for a huge segment of Dubai residents and visitors,” he noted.

“The huge & diverse projects undertaken by the RTA have contributed to the sustained increase in public transport ridership that has leapfrogged from 6% in 2006 to 16% in 2016, and if we add taxis, the share would shoot to as high as 24%. RTA is endeavoring to push the share of public transport (metro, tram, buses, and water transport) to 20% by 2020, and 30% by 2030,” explained Al Tayer.

“The strategic and executive plans for roads and transport systems pursued by the RTA are based on the principle of integrated services. It means that achieving smooth & accessible mobility in the Emirate hinges on providing integrated solutions in terms of improving and broadening roads network and crossings, and upgrading various components of mass transit systems such as the metro, tram, buses and water transport means. It also depends on upgrading the technology used in traffic & transport systems to ensure the optimal utilisation and highest efficiency of roads and mass transit systems, adopting policies capable of reducing the semi-total reliance of the public on private vehicles and increasing their reliance on other transit systems including public transport. RTA plans are also focused on encouraging journey-sharing practices especially in a city like Dubai where

people ownership of private vehicles is as high as one vehicle per two persons,” he commented.



RTA's BIM becomes world's first Gov to obtain BSI certification

The Roads and Transport Authority (RTA) in Dubai has been awarded the Building Information Modelling (BIM) certification by the British Standards Institute (BSI), rendering it the first government entity in the world to obtain the (BIM Kite-Mark PAS 1192-2:2013, BS 1192-4:2014 and BS 1192:2007).

HE Mattar Al Al Tayer, Director-General and Chairman of the Board of Executive Directors of RTA, accepted the certificate from HE Philip Parham, the British Consul General in the UAE. Al Tayer expressed his delight to see the RTA obtaining this certificate, which reflects the endeavours made to nurture an advanced asset management environment. "This certificate prompts us to enhance the effective communication between RTA's officials and entities of relevance to our scope of business. Thus, it paves the way for taking non-conventional decisions and assists us in realising our interests in a short time in line with the Smart Government initiative. The initiative seeks to rank Dubai as the smartest city in the world using state-of-the-art techniques for achieving distinctive government performance.

Attendants in the event included Nasir Hamad Bu Shehab, CEO of Strategy & Corporate Governance Sector; Abdul Mohsen Ibrahim

Younes, CEO of Rail Agency; Saeed Al Ramsi, Director of Asset and Abdul Rida Abu Al Hasan, Executive Director of Rail Planning and Projects Development in addition to a host of officials from RTA Asset Department and the BSI.

"RTA's achievement in being the first government entity in the world to obtain this coveted certificate is a testament to the implementation of the top practices of Building Information Modelling in a creative style that cements RTA's leading profile across the nation and the world over in the implementation of this system. This certificate is a true reflection of the advanced level achieved by RTA in Building Information Modelling over the past three years in terms of carrying out the analyses required, developing viable strategic plans & manuals, and the starting of the practical implementation of the BIM in several strategic projects," said Al Ramsi.



The automated accounting of operational costs spots overspending points Its phase 1 launched

The Roads and Transport Authority (RTA) has launched the initial stage of the automated cost accounting system; the core development stage out of three stages set to be accomplished up to the end of this year. The system is considered the best worldwide in the operational cost accounting system. The RTA is introducing the system as part of endeavours to realise its sixth strategic goal: Financial Sustainability.

"Launching this basic stage of the automated cost accounting system is the first of its kind across the Dubai Government lev-

el," said Ahmed Al Kaabi, Executive Director of Finance, Corporate Administrative Support Services Sector, RTA. "It is an

RTA has Best Gov IT Infrastructure

The Roads and Transport Authority (RTA) has bagged the (.Gov Award) at the local level sponsored by the ITP Media Group in the Government IT Infrastructure Project of The Year category. The Award recognized iCollaborate Project, a creative initiative emphasize on improving the smartest ways for interaction & communication among the RTA employees.

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of the RTA has received the Award, which presented by Abdullah Al Madani, CEO of the Corporate Technology Support Services Sector, and Mansour Al Marzooki, Director of the IT at the Sector.

Al Tayer was pleased with the Award as it reflects the RTA efforts in fostering a great environment for IT, which is considered a symbolic capital for investment in leveraging the corporate performance of the Dubai Government. "This award prompts us to enhance the effective communication between the RTA staffs and other parties of relevance to our business. Thus, it would assist us in taking non-conventional decisions to serve our interest in a short time span. It fits well with the Smart Government initiative aimed at ranking Dubai as the smartest city worldwide that requires adopting first-class techniques to enhance the government performance," he said.

"Winning the .Gov award in the Government IT Infrastructure Project of The Year category highlights the importance and pioneering nature of the project as it provides a solid and smart communication platform. The project provides easy and effective assistance to the RTA teams at any place, with any entity by using any device. Fur-



thermore, the project enables sharing ideas and taking decisive decisions in the interest of the RTA," said Al Madani.

"The winning project had been developed over eight months' period time and has several features which are constrained by the cost effectiveness to ensure reducing employee's travel expenses. Employees can communicate at any time from their offices and at any place with any entity or individual to discuss the optimal way of applying RTA's objectives & strategy.

"The project is also characterized by its operational efficiency as it provides audiovisual support for the crises management cases, accidents and emergencies. It can also improve the employment process for the human resources team by conducting video interviews in dedicated meeting rooms for teams and committees.

advanced scientific technique for registering and analysing RTA's core services. It enables the systematic display of information through periodic reports depicting the circumstances and results of the operational processes. It computes operational costs independently (such as the costs of stations, modes, routes, passengers, kilometers and journeys); which enables the RTA to carry out quality operations at minimal costs. The system is part of the modern management approach adopted by the RTA to realise the targeted revenues," he explained.

"The objectives planned for under this system focus on upgrading the efficiency of calculating the costs of 10 key activities through adopting standardised cost accounting methods. It enables the automated linking of 14 operational systems in the RTA to gener-

ate a unified automated system for accurate compiling, analysing and tracking of data; which saves the time and effort needed to accomplish the job," added Al Kaabi. "The system accelerates the provision of the financial statements needed for planning and monitoring numerous financial activities, enabling taking decisions related to the pricing of RTA's services and preparing estimated budgets and budgetary controls. The systems assists in maximising the operational efficiency and profit by adopting the standardised costs approach in identifying the best practices for realising this objective. The system has a proven efficiency in detecting areas of overspending and soaring costs promptly; which triggers the adoption of optimal techniques for curbing costs and proceeding with the planned objectives," he added.

4th DIPMF attracts 50 speakers

The line-up includes ministers and top executives of leading global businesses

50 speakers or more comprising ministers and senior executives of top global firms will be delivering speeches at the 4th Dubai International Project Management Forum (DIPMF). The event will take place under the patronage of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince and Chairman of the Executive Council. It will start from 18-21 Nov 2017. This landmark event comprises 30 sessions, 5 keynote speeches and 5 specialist courses. About 1500 delegates are expected to attend the Forum themed (Making A Difference), which is organised by the Roads and Transport Authority (RTA) in collaboration with the Dubai Electricity & Water Authority (DEWA), Emaar Properties, DP World and the Project Management Institute (PMI).

“An elite bunch of Project Management experts have been invited to enrich the 4th DIPMF 2017 and share their expertise, vision and practices, and further enhance the contents of this edition

of the Forum,” said Ms Laila Faridoon, Executive Director of the Office of RTA Director-General and Chairman of the Board cum Chairperson of the Organising Committee of the DIPMF.



The lineup of experts includes HE Sultan Al Mansouri, UAE Minister of Economy, who will speak in a discussion panel about making a difference in the UAE business sector. Her Excellency Reem Al Hashimi, Minister of State for International Cooperation cum Director General of Expo 2020 Office, will speak about Expo 2020 projects and spotlight their management concepts.

“The Forum, which boasts of 50 speakers tackling an array of PM episodes, will also discuss work papers, practices and experiences of PM. Among the speakers will be HE Mattar Al Al Tayer, Director-General and Chairman of the Board of Executive Directors of the RTA; HE Mohammed Al Abbar, Chairman of Emaar Properties; HE Khalaf Al Habtoor, Chairman of Al Habtoor Group, HE Saeed Al Tayer, Managing Director & CEO of DEWA; HE Sultan bin Sulayem, Chairman & CEO of DP World; HE Mohammed Al Hammadi, CEO of Emirates Nuclear Energy Corporation; HE Frode Muring, UNDP Resident Coordinator; Mark Langley, President and Chief Executive Officer of PMI; Dr. Harold Kerzner, Sr. Executive Director for Project Management,

International Institute for Learning (IIL); Dr. Sebastian Wernicke, Chief Data Scientist, ONE LOGIC; Magnus Lindkvist, World’s Renowned Trendspotter and Futurologist and Author; and several other inspired PM intellectuals,” explained Faridooon.

“A Key aspect of the event will be focused on PM for Youth as it proved a hit and attracted the attention of youth in the previous rounds of the Forum. The Youth session will be coordinated with the Emirates Youth Council. It will feature the participation of Her Excellency Shamma Al Mazroui, Minister of State for Youth Affairs, who will spotlight the development projects and the role of youth in managing them.

“Attracting the crème of experts & specialists with proven competency and diverse global exposure to the DIPMF underlines the keenness of Dubai to play a pivotal role in leading the development drive across the region. It also seeks to identify the ingredients needed to accelerate this drive on sound scientific bases compatible with the top international practices. Registration for the Forum is open through the website (www.dipmf.ae),” concluded Faridooon.



‘Railway law’ supports ‘Safe and Smooth Transport for All’

Colling on parties concerned to assist its implementation

RTA’s Rail Agency called on all entities operating in the construction field, particularly those undertaking RTA projects, to cooperate in the implementation of the Executive Council Resolution No. (1) / 2017 governing railway systems in the Emirate, to ensure safe and smooth transport for all.

Abdul Mohsen Ibrahim Younes, CEO of the RTA Rail Agency said, “The Resolution aims to streamline the railway systems to bring them in line with the safety & quality standards required as well as the highest global best practices in the railway industry. It ensures the integration of various mass transit systems in the Emirate and defines the respective roles & responsibilities of the Agency and the Safety Regulator to ensure the efficient and the safe operation of the railway systems.

“The new Resolution aims to ensure the maximum safety and the safe operation of in the railway transport, provide advanced and safer transit systems, protect the environment and maintain the natural ecological balance, and realise the vision of Dubai as a sustained and smart city. It also seeks to avert any losses or side effects, immediately in a long run, which inflict the humans and properties. To adopt the objectives of this Resolution, the RTA worked on planning, designing and upgrading the railway network in Dubai as well as regulating the construction, improvement,

operation and maintenance of the network in the Emirate. It also endorses the stipulations, procedures, controls, standards, specifications and manuals applied by the Agency and the safety regulator, and also endorses the conditions & procedures upon which the Agency and the safety regulator issue certificates as stated in this Resolution.

“This Resolution authorize RTA for ensuring that the certificates issued by the Agency and the safety regulator as well as investigations carried out by inspectors are free from any conflict of interests. It also has to ensure that such investigations have to carry out independently of the owners, operators, contractors and other personnel associated with the provisions of this Resolution. It has to ensure the cooperation of the parties concerned in the Emirate as well in the neighboring Emirates in all matters that meet the objectives of this Resolution including the integration of the railway systems and other transit modes. It has to make contracts and agreements relating to railway systems, and take appropriate measures to protect it. It

also has to define areas designated as right-of-way for the railway network & surrounding areas including the endorsement of restricted activities, and endorse the policies, plans and programs submitted by the Agency and the safety regulator,” added Abdul Mohsen.

Compensation for Losses

The Resolution prohibits any person to practice any activity that may cause damage to the railway network or expose it to danger, or cause harm to the environment or others harms, because of exceeding the thresholds of noise & vibrations. The offender has to bear the responsibility for damages in respect of all losses incurred.

According to the Resolution, the stated losses include losses inflicted to individuals, properties, the environment and the restricted use, be it temporary or permanent. The offender has to remove the offence during the period specified by the RTA, and in the event of failure, RTA may remove the offence, whether by its resources or through the support of a third party, at the expenses of the offender. The offender has also to pay 25% of the removal cost as administrative fees.

Penalties and Measures

The Resolution penalises violators responsible for offences stated in Table (5) and (6) annexed to this Resolution and obliges them to pay the respective fine of each, without prejudice to a tougher penalty provided for in any other Resolution. The Resolution states that a written warning must precede the slapping of fines for offences in respect of which the Director General had issued a Resolution. The warning shall include the redressing of the offence within the period specified by the Agency or the safety regulator. Otherwise, the fine is imposed on offenders.

The fines stated in the two tables above shall be doubled for recurring offenders within one year of the previous offence, provided the doubled amount must not exceed AED500,000. The Director General, or authorized representative, shall take any of the following measures against the violator, over and above the fine due under Part A of this Article, and cease the activity pending the removal of the offence or abolishing of the certificate issued.

The Law of Enforcement and Grievances

RTA or operator’s employees, as named in a Resolution of the Director General, are entitled to practice law enforcement duties in proving the acts committed in violation of the provisions of this Resolution and the decisions issued thereunder. In so doing, they are entitled to file the law enforcement reports and may seek the support of policemen, if needed. All interested parties are entitled to submit grievances to the Director General from the decisions, procedures and measures taken against them under this Resolution within 15 days from the date of being informed of the Resolution, procedure or measure that have caused this grievance. This grievance has to be settled within 30 days’ time from the date of the submission by a Committee formed by the Director-General for this purpose, and its decision shall be final.

It is noteworthy that His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince and Chairman of the Executive Council, has issued Resolution No (1) for 2017 regulating railway systems in Dubai Emirate. The Resolution applies to all parts of the Emirate including the special development zones and free zones including the Dubai International Financial Centre.

‘Women’s Committee’ receives women’s delegations

The Women Committee of the Roads & Transport Authority (RTA) has recently received a visiting delegation from the Women Committee of Dubai Airport Free Zone Authority (DAFZA) accompanied by another delegation from the Dubai Women Establishment. RTA Women Committee briefed visitors on its achievements, which reflect the effective role of women in driving & improving the business process.



A ‘RAK delegation’ visits ‘Drivers Training and Qualification’

The Roads and Transport Authority (RTA) has recently received a delegation from the RAK General Resources Authority (RAK) to share with them with the best practices adopted by the (RTA) in training & qualifying their drivers. During the visit, both parties have discussed topics about the driver relationship management with the driver training institutes including the manuals, policies and indicators governing this aspect. This briefing is a part of the RTA’s strategy to share their best practices and experience with various government entities around Dubai and UAE.

“The visit of the RAK’s General Resources Authority delegation was prompted by the excellent accumulated experience of the RTA in the field of the training and qualifying drivers. The visit started with a visual presentation about the Organizational Charts of the RTA, Licensing Agency along with the Drivers Training & Qualification Department,” said Arif Al Malik, Director of Drivers Training and Qualification, Licensing Agency in the RTA.

The visiting delegation, headed by Mr. Adel Al Ghaidh, Vice Chairman of the RAK General Resources Authority and couple of officials, they were briefed about the evolution in the field of the training drivers, along with the figures & geographical distribution of the training institutes, manuals & policies governing the business conduct. The presentation also covered the types and the demand for various driver licenses, and the flow chart of drivers training & qualifica-

At the start of the gathering, Ms. Moaza Al Marri, Director of Marketing & Corporate Communication cum Chairperson of RTA Women Committee, welcomed the two visiting delegations. She praised this positive engagement with external entities as it effectively contributes to sharing improvements and cementing the social & cognitive interaction among female employees. She pointed out that such exchange would empower women to assume more proactive roles and take senior leadership positions. “The tasks of RTA Women Committee focus on making sustained efforts and running educative programs highlighting the role of working women in various fields including sports, culture and community. The Committee also develops programs aimed to enhance women participation in women-related celebrations, and holds symposia & workshops for women in various fields,” added Moaza.

The gathering included a visual presentation about the

achievements of RTA’s Women Committee including several external activities and receiving numerous delegations from entities concerned with women causes from within the UAE and beyond. Visitors were particularly interested in screening the achievements of RTA’s Women Committee over the past years. The presentation also reviewed the Mission of the Committee in supporting the activities of female employees within the RTA and the community along with their action in a team spirit.

The presentation indicated the objectives & tasks of RTA Women Committee such as improving the work environment for female employees to make it conducive to innovation, raising the awareness about women activities, and addressing the occupational & living needs of female staffs for further improvements.

At the end of the session, the parties engaged in discussions and exchange of views capable of driving the role of women committees in the UAE farther afield.



tion process starting from the file opening until the issuance of the driver license. The presentation also touched on the roles of the concerned departments in the Licensing Agency in supervising the driving institutes, licensing conditions of the institutes and the key aspects of partners’ relations management.

At the end of the visit, RAK delegation praised the rich experience of the RTA in training and qualifying their drivers. The delegates applauded the well-received knowledge during the visit and assured to benefit from the experience and follow the RTA model; which is aligned with the highest standards and state-of-the-art techniques.

‘Innovation lab’ mulls 240 ideas to enhance employees’ happiness

The Roads and Transport Authority (RTA) has staged an innovation lab to attract creative ideas for serving its employees and enhancing their satisfaction & happiness. The platform resulted in 240 ideas, and RTA will adopt some of them as effective tools for achieving the targeted objectives and adding to the satisfaction & delight of all employees.



MBR Smart Majlis Signing-off rate clocks 99%

The Roads and Transport Authority (RTA) announced that it had received 6071 ideas and observations since the launch of the Mohammed Bin Rashid Smart Majlis. Inputs received comprise 4927 ideas and 1144 observations. RTA had signed-off 4901 ideas and 1140 observations.

“Since the formation of the team tasked to handle inputs incoming from MBR Smart Majlis in October 2015, the RTA has received 6071 ideas & observations comprising 4927 ideas and 1144 observations. Judging by the signing-off rate within ten working days set by the Dubai Executive Council, RTA’s signing-off rate has exceeded 100%. According to the RTA’s internal signing-off rate of three working days, the closure rate record-

ed clocked 99% for ideas and 98% for observations. The team holds two meetings per week; one with the coordinators of the MBR Smart Majlis, and the other is an internal meeting,” said Ahmed Mahboub, Executive Director of the Customer Service of the RTA’s Corporate Administrative Support Services Sector. The Mohammed Bin Rashid Smart Majlis offers a channel for supporting innovation through receiving and following up all

Ms Kawther Kazim, Executive Director of Human Resources & Development, RTA's Corporate Administrative Support Services Sector said that holding the Innovation Lab was part of RTA's efforts to support & empower its employees and advancing their capabilities. "RTA views employees as the real asset and vital contributors to the improvement of services on offer to all community members in support of the overall development drive," she noted. "About 37 staffs took part in the lab comprising Directors, Managers, Specialists, Experts, Members of RTA Youth Council and field personnel. The broad participation resulted in rich discussions that generated scores of superb ideas and initiatives. The Lab screened about 240 ideas for bringing happiness to employees at all RTA's sectors & agencies. RTA will adopt some of them to enhance the happiness of its employees across the board. "RTA is always keen on raising employees' job satisfaction and happiness and fulfilling their aspirations

in the workplace and performance of daily office business. RTA is seeking to realise these objectives through holding innovation labs aimed at adopting the best practices for improving its services & initiatives targeting its employees and customers at all levels," added Kazim.

Situated at the Dubai Tram Depot at Al Sufouh, RTA's Innovative Lab is the first government innovation lab in Dubai. It comprises training halls fitted with sophisticated equipment, areas for holding brainstorming sessions, a gorgeous innovation club designed to the highest standards to nurture an inspiring innovative environment, a platform for presenting and debating ideas, and interactive display monitors enabling the sharing of visual contents between members. These monitors interface with smartphones & handheld computers of participants enabling wireless display of contents. The lab also contains supporting facilities such as a resting hall, prayer room, and meeting halls.

ideas & observations received from the Majlis. One of the objectives of holding regular meetings of the team is to sort out ideas & observations unrelated to the RTA, refer them to other concerned parties, and obviously receive inputs relating to the RTA referred from other entities.

"The team is keen to ensure that the ideas are unique i.e. have not been received before through RTA's suggestion channels and that they do not fall within RTA's future projects or had been examined in the past. The procedure will eliminate redundancy, and save the time & effort for looking into creative and new ideas. The team is also coordinating with the RTA's Innovation Team about viable ideas in support of innovation drive; a core component of the RTA's strategy. The team comprises representatives of all sectors, agencies, directors of CEO offices and the Manager of the Customers Care Strategy at the RTA. The team is keen on signing-off cases within less than the specified timeline of 10 working days," stated Mahboub.

"The RTA will study all the creative ideas and improvement observations that have the potential of leveraging the services on offer to customers. It will spare no effort in communicating with the clients, be it citizens, residents, tourists and visitors of Dubai to screen their needs and assess the feasibility of their ideas; which will be examined & refined afterwards to make them viable and capable of improving our services. The RTA is charting plans to realise current customer needs and go further to anticipate their expectations.

"The MBR Smart Majlis initiative has opened a window for receiving a whole host of ideas and improvement observations. We will give every attention to realise the objectives of the initiative; which will help us realise the goals of our government in improving government performance to bring it at par with the highest international standards of serving customers and making them happier," concluded the Executive Director of Customers Service.

Expertise Exchange between ‘Human Resources & Emiratisation’ and ‘Internal Audit’

The Roads & Transport Authority (RTA) briefed a delegation from the Ministry of Human Resources and Emiratisation about the internal audit practices adopted by the RTA. The meeting was part of the RTA strategy to share expertise with local and federal government entities.

Abdullah Al-Jawi, Director of Internal Audit at the RTA, welcomed the delegation and stated that such gatherings would enrich the experience and knowledge of various parties of relevance to RTA business. “The session started with a presentation highlighting the Organizational Chart of the RTA and Internal Audit Department as well as the Charter, Manual and Standards governing the business of the Department. Discussions also covered the roles of the RTA

Internal Audit Department in ensuring integrity & transparency, and sharing the best practices in internal audit,” said Al Jawi. “The presentation focused on procedural matters relating to the preparation of internal audit plans, the progress of operations relating to such plans, and the planned objectives underlining the audit process. It also covered governance audit; which comprises internal auditing of the strategic activities to identify the scopes

Creative design methodology develops services of ‘City Makers’

A delegation from the Innovation Team of the Roads & Transport Authority (RTA) has visited the premises of City Makers, an affiliate of the Dubai Executive Council, to examine their creative design of services model.

Ahmed Bahrozyan, CEO of Licensing Agency and Leader of RTA’s Innovation Team said, “RTA delegation reviewed the methodology of the creative design of services offered by ‘City Makers’ and toured the facilities of the building (Design Studio of Customer’s Journey). The Studio boasts an innovative design befitting the process of drawing customer charts. It contains Customers House;, which gives an insight into customers’ views & perceptions and applies top-notch technologies and smart government applications in screening customers’ attitudes. The two parties explored the prospects of cooperation towards utilising the facilities of ‘City Makers’ in upgrading the scale of RTA services on offer to various community segments. “RTA is always keen on developing pioneering solutions, plans

and strategies of delivering services to all customers with the aim of boosting their satisfaction and happiness. Equally, it seeks to step up cooperation with various public entities as well as prominent international businesses of relevance, to maximise the happiness of individuals and the entire community,” added Bahrozyan.

It is noteworthy that ‘City Makers’ Race initiative had been launched by His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince and Chairman of the Executive Council, on 9 Dec 2014. It aims to develop a creative process for relevant public entities and foster a suitable environment for cooperation in developing cracking solutions & initiatives for joint government services. It also seeks to develop



of the governance audit in the annual audit plan. Issues discussed included offering consultation services to the organisational units in matters relating to audit & control to verify the compliance with the applicable rules, regulations and policies. A review was also made for the principles & policies of corporate governance, internal audit, and “Harees Program” which is dedicated to reporting

contraventions detected,” explained Al Jawi.

The session witnessed a series of rich questions and inquiries offering exposure to important information and the exchange of views & ideas. The visiting delegation hailed RTA experience in internal audit & corporate governance considering it instrumental to a further cooperation & integration between the two parties in this field.



an array of new & innovative government services for all spectrums of the community.

The Race, which is organised annually by Dubai the ‘Model Centre,’ avails government entities the opportunity to compete as teams rather than individual units. The idea underscores the importance of the consolidated efforts of government bodies in achieving excellent results.

The ‘City Makers’ have four-dimensional tasks namely, drawing customer’s journey, re-designing the engineering of joint government services & prioritised services in collaboration with the competent bodies, and building the capacities in drawing the customer’s journey. It also designs services and commissions studies & research in a customised Tone of Voice and builds the capabilities of frontline employees including those behind digital screens.

“Al Masar” calls for safe driving while adopting the traffic modifications

“Back to school” and Joyful Eid breaks are reasons for more discipline

“Al-Masar” magazine family invited drivers and parents to comply with the new traffic modifications that increase road safety and security, and to shift from driving defensively to adopt a more relaxed driving method, which is the latest traffic awareness trend to support making roads safer, calmer and quieter.

The magazine also stressed that although defensive driving is an advanced approach and a substitute for offensive driving, relaxed driving would contribute more to making the roads a friendly environment for everyone through drivers displaying their well driving manners.

It also pointed that in the joyful occasions of the blessed Eid Al-Adha and the return of students to school, drivers will be forced to unpleasant situations, as they will have to drive as slow as possible. This should be done to help them get out as fast as they can with the least amount of stress and discomfort, because they happened to leave to work at the same time of the students heading to school. In this case, the Law does not allow the driver to drive as fast as he pleases, thus delaying him from reaching work on time and causing stress to arise. On the other hand, this scenario will change if he glanced his niece on the

road, forcing him instinctively to scan the area to make sure there are no reckless drivers around and that she is safe to cross the road. In such scenario, the driver changes from a safely passing driver to a safeguard driver pleased to protect children with all his powers and senses, even if they spent longer time crossing the road, as it is a moral duty and part of civilized behaviour.

We urge praying to God to keep our children safe from any harm and to guide drivers to adopt the relaxed driving method, which people should follow to ensure that everyone’s safe return to their family. “Al Masar” family also raised a question inquiring if the drivers’ behaviours will change if they are all considered siblings, all the kids crossing the roads their children and all the women their sisters and mothers, as these noble feelings make driving safer and more pleasant.

The Al-Masar magazine family urged drivers, parents and stu-

Annual medical test for private chauffeurs ensures family safety

The Roads & Transport Authority (RTA) announced the start of annual medical tests Private Chauffeurs employed by individuals or families as of August 1st 2017. The step marks the broadening of the scope of the annual medical test, which has been previously restricted to heavy & light truck drivers, and taxi drivers. The move stems from the RTA keenness to step up the traffic safety and enhance the safety of the family members through keeping the medical condition of the chauffeurs under the annual medical examination.



dents to increase their guardianship levels near schools, universities and educational institutions, on the roads leading to them, during the period of returning from schools, and after a long summer break as these roads witness a more unusual pedestrian activity.

“Al Masar” appealed to drivers to control their thoughts by following their common sense, and to avoid committing any traffic violations during the blessed Eid Al-Adha. It also warned that major public holidays and long breaks are accompanied by changes in the behaviours and usual practices of people; in addition to unusual road traffic. Moreover, this increases the occurrence of safety risks, if drivers choose not to make additional safety procedures, starting with further commitment to traffic laws, increasing their caution levels, driving carefully, and pre-

dicting other drivers’ mistakes, who were adversely affected by the changes causing them to lose their focus.

Additionally, “Al-Masar” family advised community members to avoid driving their vehicles in states of exhaustion or illness during the public holiday celebrations to avoid committing fatal traffic mistakes whose implications may prove severe or even deadly. The magazine also advised parents to watch their children closely, prevent them from roaming without company and sensitise to the requirements and methods of crossing roads. In addition, it urged raising children awareness of the ethics of being inside a vehicle such as keeping calm, limiting movement, wearing the safety belt. To top that, it urged drivers to avoid keeping children in the front seat or in the laps of those riding in the front seats, and to keep the infants in child safety seats.

Explaining the process, Jamal Assada, Director of Drivers’ Licensing of the RTA Licensing Agency said, “RTA had subjected all professional drivers to annual medical tests as a precondition for obtaining permits to practice their occupations as per the federal legislations. Private Chauffeurs would be subject to this system as of August 1 by this year, instead of the previous system requiring medical testing for the chauffeurs with the expiry of their driving licenses i.e. which is in 10 years’ time.

“The method would protect the safety of the families who hire private chauffeurs through checking their medical fitness to practice the job. According to the law, the permit granted to non-Emiratis shall become invalid in case of leaving the job with the sponsor. A new per-

mit for working with another sponsor would only be issued after the lapse of two years from the date of leaving the job unless the conditions of sponsorship transfer have been fulfilled,” explained Assada. “The annual medical test Private Chauffeurs would be carried out through RTA’s approved hospitals and medical centres. The Professional Driver’s Permit is a proof of clearing the prescribed medical tests, and that the chauffeur is free from diseases specified in the traffic system. Tests include epilepsy, heart attacks, eye & neurological diseases, blood pressure, diabetes and other ailments considered dangerous to drivers while sitting behind the wheels, and therefore pose risks to road users,” added the Director Drivers Licensing, Licensing Agency, RTA.

Heavy trucks for more Road Safety in Dubai

VSS installation started

The Roads and Transport Authority (RTA) announced the start of the Mandatory Phase for installation of remote monitoring devices to detect faults in heavy trucks that have completed more than 20 years in service. This phase started in (August 1st) at the Vehicles Safety Service Centre, which was launched this year in February at Jebel Ali Free Zone (JAFZA). The Centre is one of the projects implemented by the RTA in support of the Smart City initiative of Dubai Government. The move conforms to the strategic objectives of Dubai and RTA aimed at improving the traffic safety and road security by reducing accidents of heavy vehicles.

“The Mandatory Phase, which started on August 1st follows the Elective Phase for the installation of the remote monitoring devices that expired on the same day also,” said Ahmed Bahrozian, CEO of RTA’s Licensing Agency. “Transportation firms are now obliged to fit it in heavy vehicles, which have more than 20 years in service, with a Telematics Device upon the renewal of their registration or applying for new licenses. The service would be running for 24/7, and it is even possible to deliver the service at the sites of fleet operators and transport companies through mobile units. Application for the service is open through the RTA website (www.rta.ae), customers’ service centre - vehicles safety service (60056000), email (vss.support@dt.ae) or by visiting the Vehicles Safety Service Center at JAFZA. The total cost of the service is AED1,620 including AED500 as an annual subscription fee,” explained Bahrozian.

“The service has a feature of monitoring the number of driving

hours and attitudes of heavy vehicle drivers on roads (reckless driving, sudden braking, dangerous acceleration, over speeding, traffic accidents and driving in prohibited timing or places) among others,” he said.

“In the event of non-compliance with the system, the RTA would be obliged not to register or renew the registration of the vehicle until it is fitted with the system. Accordingly, the RTA would implement the Federal Traffic Law by abolishing the registration of the vehicle for failure to renew registration. The service targets all heavy vehicles licensed in Dubai and the implementation comprises 3 phases. The results of the initial phase would be shared with the Federal Traffic Council for considering the implementation of the system across the nation,” added the CEO of RTA Licensing Agency.

“The initial phase of the service targets about 17,000 heavy vehicles within one year from the start of the mandatory phase.

An obligatory medical test of driver license applicants aged 65 or above

The Roads and Transport Authority (RTA) is introducing medical testing procedures for motorists aged 65 and above who wish to renew their driver licenses. They will now be required to undergo medical screening at public and private hospitals and clinics approved by the RTA in Dubai as of September 1st this year.



The service is intended to classify the risks posed by vehicles, drivers and transport companies with the aim of easing the burden on compliant parties and applying a more rigorous approach to defaulters. It will also reduce the frequency of asking compliant vehicles to stop for on-road inspections according to the risk rating given using the information generated by the technical inspection & vehicles safety system. The process will contribute to

improving the safety of vehicles besides kerbing accidents & fatalities through enhancing the monitoring regime, improving the environmental sustainability of transport and offering new government services. Such services have to be enabled via smart devices configured with electronic systems and linked with the smart monitoring centre of the RTA. Eventually, the technology will up the compliance with applicable rules & regulations.

“The introduction of this initiative stems from the keenness of the RTA to achieve the highest traffic safety levels for road users at top-class international standards. The implementation of this procedure will start as of 1st September this year for motorists aged 65 and above. The test is intended to verify if motorists are free from diseases that may affect their driving abilities to the extent of posing risks to road users. The validity of the renewed driver license will be 3 years only instead of 10 years. There will be an online link with the approved hospitals and clinics enabling them

access to the online licensing system of the RTA to judge the medical condition of applicants for driver license renewal,” said Jamal Assada, Director of Drivers Licensing at RTA’s Licensing Agency.

“Introducing the medical fitness as a precondition for the renewal of driver licenses reflects RTA’s commitment to the life of motorists & road users comprising pedestrians and vehicles. The renewal of driver licenses service will be available through RTA’s Call Centre (8009090), Website (www.rta.ae) and app on smart phones/devices (RTA Dubai).



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