

المسار almasar

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Route 2020 makes headway



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

On the Fast Track

Roads and Transport Authority is racing against time to ensure the timely completion of Route 2020 Project, involving the extension of the Dubai Metro Red Line from Nakheel Harbour & Tower Station to the site of Expo 2020.

Last June, the construction consortium of the project completed the drilling works of Route 2020 Tunnel extending 3.2 km between Green Community and Discovery Gardens. The tunneling works have thus been completed in less than eight months since His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, gave the nod to start drilling works, in the presence of HH Sheikh Hamdan bin Mohammed Al Maktoum, Dubai Crown Prince and Chairman of the Executive Council, on October 24th last year.

The tunnelling works have been completed so fast, thanks to the use of state-of-the-art technologies fitted to the Tunnel Boring Machine, branded 'Al Wugeisha Expo 2020.' This giant machine can crush stones and penetrate through sandy layers or any other soil components encountered during the drilling process. It is environment-friendly and can produce tunnels with symmetrical dimensions, which facilitates construction works and reduces the expenses of the tunnel wall installation.

Al Wugeisha is also fitted with an instrument for removing the soil, tubes for discharging the mud, and a control chamber in addition to other hi-tech components & features to accelerate drilling process. It is also environment-friendly and has no negative impacts on land layers nearby drilling area.

RTA is fully committed to pressing ahead with the delivery of this vital project within the committed timeline. The plan envisages the completion of all tunnel-related works in December 2018, and rail works in July 2019. The trial run of the metro is set to start in February 2020, before the opening of Expo 2020; landmark event to be held for the first time in the MENA and South Asia regions.

Besides contributing to the transport networks, Route 2020 will offer safe and smooth mobility to visitors of both Expo and other Dubai communities. It also constitutes a key arterial link for connecting Dubai districts with Al Maktoum International Airport in future.

GENERAL SUPERVISOR
Moaza Saeed Al Marri

EDITOR IN CHIEF
AlMoatasem Belah Mohammed

MANAGING DIRECTOR
Mohammed Al Munji

EDITING MANAGER
Nashwan Mahmood

PHOTOGRAPHY
Sahir Babu

DESIGN &
MARKETING



Art Director
Said Mansour

CONTACT US
P.O.Box: 118899 Dubai, U.A.E
Tel: +971 4 2902638
Fax: +971 4 2903933
Email: magazine@rta.ae
www.rta.ae



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Reciprocal Ads Initiative

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



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Angolan Minister of Territorial Planning visits RTA

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA) in Dubai, has received in his office a visiting delegation from the Republic of Angola headed by Her Excellency Mrs. Ana de Carvalho, Minister of Territorial Planning and Habitation.

The meeting discussed ways and means of enhancing cooperation and exchanging expertise between RTA and its counterpart in Angola. The delegation also reviewed roads, infrastructure projects and transit systems to be undertaken by RTA in the foreseeable future.

Starting the meeting, Al Tayer welcomed the Angolan Minister and briefed her on the current and future projects RTA will undertake to improve the infrastructure of road networks and transit systems. Such projects are required to cope with the sustained growth rate seen by Dubai, and fulfil the requirements of Dubai hosting Expo 2020, noted Al Tayer.

Her Excellency Mrs. Carvalho was impressed by the upswing witnessed by the UAE, particularly the improved infrastructure of road and transport networks. "We look forward to enhance



cooperation between the two parties. We intend to send a technical team for training at RTA, and familiarise with the technical details of road construction projects and improved public transit systems, which are crucial for the daily mobility of people," she noted.

Bosch views hi-tech transit & traffic systems

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA) in Dubai, has received HE Dr. Volkmar Denner, Chairman of the BOM Robert Bosch GmbH, Germany. The meeting discussed prospects of cooperation between RTA and Bosch GmbH; a leading global supplier of technology and services such as mobility solutions power tools, thermotechnology and security systems.

Addressing the meeting, Al Tayer reviewed RTA's efforts in applying smart technologies to monitor the traffic movement and calculate the volumes of traffic congestions on highways and main roads. Such technologies are also used to detect abnormal traffic patterns triggered by accidents, vehicles break down, or extreme vehicular traffic density. Al Tayer also reviewed RTA's smart customer services and the Dubai Integrated Mobility Platform that offers clients access to the entire transit means in

Dubai through a single window (smart app). The Platform integrates RTA's transit services (metro, tram, buses, marine transit modes & taxis) together with apps of online booking companies such as Uber and Careem.

Discussions touched on the Enterprise Command & Control Center; sophisticated roads and transport control centre unparalleled worldwide. It enables the control and integration of various existing & future transit means of the RTA and facilitates the

Discussing cooperation with Thai Council of State

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA) in Dubai has received HE Mr. Distat HOTRAKITYA – Secretary General of Council of State, Kingdom of Thailand and the accompanying delegation. The meeting discussed means of boosting cooperation and sharing expertise in the field of transport between RTA and its counterpart in Thailand. Al Tayer acquainted the visiting delegation with the projects RTA is undertaking in the near future.

Al Tayer briefed HOTRAKITYA about RTA's Driverless Mobility Strategy; which is aligned with the Dubai Smart Driverless Mobility Strategy aimed at converting 25% of total journeys in Dubai to driverless journeys by 2030. Such a strategy covers all public transit modes such as trains, buses, marine transit modes and taxis as well as private vehicles.

He also introduced the delegation to RTA's experience in operating the first driverless 10-seater bus, and the trial run of the world's first driverless mobility units (Pods); which can be coupled in 15 to 20 seconds and are designed to travel over short and medium distances on dedicated lanes. He also shed light on the start of the trial run of the Autonomous Air Taxi



capable of lifting two passengers. Al Tayer reflected on the feasibility study commissioned by the RTA with Virgin Hyperloop 1 to assess the technical, engineering and economic aspects of the Hyperloop operation, besides the expansion in the smart transportation programmes and systems.

proper planning of journeys to cope with various mobility challenges in the Emirate. A review was made for RTA's efforts in providing driverless transportation solutions through embarking on technological tests of autonomous transit means under Dubai climatic conditions. Such a drive replicates Dubai Self-driving Transport Strategy aimed at transforming 25% of total mobility trips in Dubai into Self-driving trips using various modes of transport by 2030.

HE Dr Volkmar Denner, Chairman of the BOM Robert Bosch GmbH, was greatly impressed by the projects & initiatives undertaken by the RTA in the field of smart services, autonomous



transit means, and the application of modern technology in traffic systems. He added that Bosch would be looking forward to enhancing cooperation with the RTA and taking part in planned future mobility projects of the RTA. For smart cities, Bosch offers connected solutions in the areas of mobility, energy, buildings, security, and e-governance.

RTA completes tunnel-drilling works of Route 2020 extending 3200m

HE Mattar Al Tayer, Director General and Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) in Dubai, announced the completion of key tunnelling works of Route 2020 Project stretching 3.2 km at a depth varying from 12 to 36 meters.

“The tunnel-drilling works commenced last October as the giant Tunnel Boring Machine, branded ‘Al Wugeisha Expo 2020’, started off Al Furjan community, passed across the Discovery Gardens and reached the underground station nearby Jumeirah Golf Estates, last Feb-

ruary. The drilling works then continued past the Dubai Investment Park, and up to the final point at the Green Community,” explained Al Tayer.

“Al Wugesha can crush stones and penetrate through sandy layers or any other soil components encountered during the



drilling process. It has a huge metal gear supported by an automated tail and a cutting wheel with a cavity the shape of which varies according to the type of drilling and soil layers. At the back of the cavity, there are hydraulic levers to support the propulsion of the drilling part to the front during the drilling process. It is also fitted with a machine for removing the soil, tubes for discharging the mud, and a control room in addition to other hi-tech components and features to accelerate the drilling process. The single concrete ring has six to seven moulds, each ring measures about 1.5 m in diameter.

“Al Wugesha is also environment-friendly and has no negative impacts on land layers nearby the drilling area. Moreover, the tunnels it produces have symmetrical dimensions, which facilitates construction works and reduces the expenses of tunnel wall installation,” he added.

Al Tayer was delighted with the progress of Route 2020 Project according to the schedule. Works in the metro viaducts are set for completion in November this year, and all railway works of Route 2020 will be accomplished in July 2019. The trial run of the metro will start in February 2020.





16 minutes

Route 2020 extends 15 km (11.8 km viaduct, and 3.2 km underground). The project encompasses seven stations including a transfer station with the Red Line, a station at Expo site, three elevated stations, and two underground stations. It serves densely populated areas providing homes to more than 270 thousand people such as The Gardens, Discovery Gardens, Al Furjan, Jumeirah Golf Estates and the Dubai Investment Park. The transit time from Dubai Marina Station to Expo Station is expected to be 16 minutes only.

The capacity of Route2020 is estimated to be 46,000 riders per hour both the directions (23,000 riders per hour per direction). According to RTA's studies, the ridership of Route2020 is expected to reach 125 thousand riders per day in 2020; and the number is set to rise to 275 thousand riders per day by 2030. Studies also anticipated that about 35 thousand riders would use Expo Station per day during weekdays, and the number is poised to rise to 47 thousand riders per day during weekends. This number accounts for about 20% of the projected total number of daily visitors of Expo event.



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Opening Improvement of Al Awir Road, Entrances of International City Project (Phase I)

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA) in Dubai, announced the opening of Improvement of Al Awir Road and Entrances of International City Project (Phase I) on Saturday, July 14. The Project has been undertaken in collaboration with Nakheel, the master developer of International City, in the light of the Traffic Impacts Study commissioned for International City and Dragon Mart, especially after the opening of the extension of Dragon Mart and the increased snarls developing in the area.

“The opening of Al Awir Road Improvement Project (Phase I) will contribute to the smooth flow of traffic from International City heading to Downtown Dubai. It included the construction of

a bridge with an estimated capacity of 1000 vehicles per hour, which will ease the traffic pressure on the R/A at the junction of Al Awir and Sheikh Zayed Bin Hamdan Al Nahyan Streets. It will





be easy for motorists coming from Hatta to access the Dragon Mart and the International City via Al Awir Road,” said Al Tayer.

“The contractor is completing final construction works in the Project that aims to ensure the smooth traffic movement on Al Awir Road from the intersection of Sheikh Mohammad Bin Zayed Road to the R/A of Sheikh Zayed Bin Hamdan Street, and improve the left and U-turns from the International City & Dragon Mart. It involved the construction of a free interchange in the form of a two-lane flyover from Warsan (1) Street to Al Awir Road westward in the direction of Dubai Downtown.

“It will enable turns for traffic running from Al Awir Road to Sheikh Mohammed bin Zayed Road, free traffic movement from Hatta to Dubai via Al Awir Road directly to Warsan (1) Street and entrances to the International City & Dragon Mart through

a one-lane bridge. In addition, it includes a 3-lane service road parallel to Al Awir Road in both directions to ensure free traffic movement and separate it from the traffic of the International City, Dragon Mart and Al Warqaa. It also included turning the primary four R/As of the International City (International City Street-1) into signalised junctions, and widening the existing lane by adding one or two lanes in some sectors,” added Al Tayer.

Phase II

RTA is currently working on Phase II of the Improvement of Al Awir Road and entrances of the International City Project. It encompasses improvements on Al Manama Street, upgrading its intersections with Warsan (1) Street, Sheikh Mohammed bin Zayed Road, and the extension of the International City Street

The project involves the construction of a 2-lane flyover at the intersection of Al Awir–Warsan (1) Street

(Main entrance of the International City).

Works also include upgrading Al Manama–Sheikh Mohammed bin Zayed Road intersection, and widening the flyover passing over Sheikh Mohammed bin Zayed Road from three to four lanes in each direction, which will increase the capacity of the bridge from 4500 vehicles per hour to 6000 vehicles per hour. It will increase the number of lanes of slipways extending from Ras Al Khor Road to Sharjah, and from the International City to Jebel Ali and Abu Dhabi, from one lane to two lanes. This increase will double the capacity of these lanes from 800 vehicles per hour to 1600 vehicles per hour.

Works also include widening Al Manama Street between Sheikh Mohammed bin Zayed Road and the entrance of the International City from three to six lanes in each direction. This improvement will increase the intake of the road by 1500 vehicles per hour per lane. Al Manama Street will also be widened in the sector from the entrance of the International City to the Academic

City Street from two to five lanes in each direction, which will enhance the capacity of this street from 3000 vehicles per hour to 7500 vehicles per hour.

Phase II also includes upgrading the intersection of Al Manama Street with the entrance of the International City by converting it into a surface signalised junction enabling free movement in all directions. Works include constructing a flyover of three lanes in each direction to allow traffic to cross freely over Al Manama Street that will increase the traffic flow by 4500 vehicles per hour. The existing surface intersection of Al Manama–Warsan (1) Streets will be upgraded from a one-directional junction enabling movement leftward from Al Manama Street to Al Awir Road only, to a signalised junction enabling traffic movement in all directions. Works also include the construction of a two-lane flyover to enable free traffic movement from Warsan (1) Street leftward in the direction of the International City Street, which will increase the traffic intake to 3000 vehicles per hour.



Awarding Al Qudra-Jebel Ali Lehab Junction project

The Board of Executive Directors of the Roads and Transport Authority (RTA) in Dubai has recently awarded a contract for upgrading Al Qudra-Jebel Ali Lehab Roads Junction.

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of the RTA, who chaired the session, said, “Al Qudra-Jebel Ali Lehab Roads Junction will be upgraded to a multi-tier flyover providing free traffic movement in all directions. The project will ease the traffic flow on both Al Qudra Road and Jebel Ali Lehab Road; a vital corridor for traffic to JAFZA and Abu Dhabi, bypassing downtown areas.

Al Tayer said, “The project encompasses the construction of two additional bridges and ramps to serve right-turn and U-turn movements. It also includes the widening of connecting streets, and a cycling bridge in addition to lighting works, rainwater drainage systems, and utility lines works.”

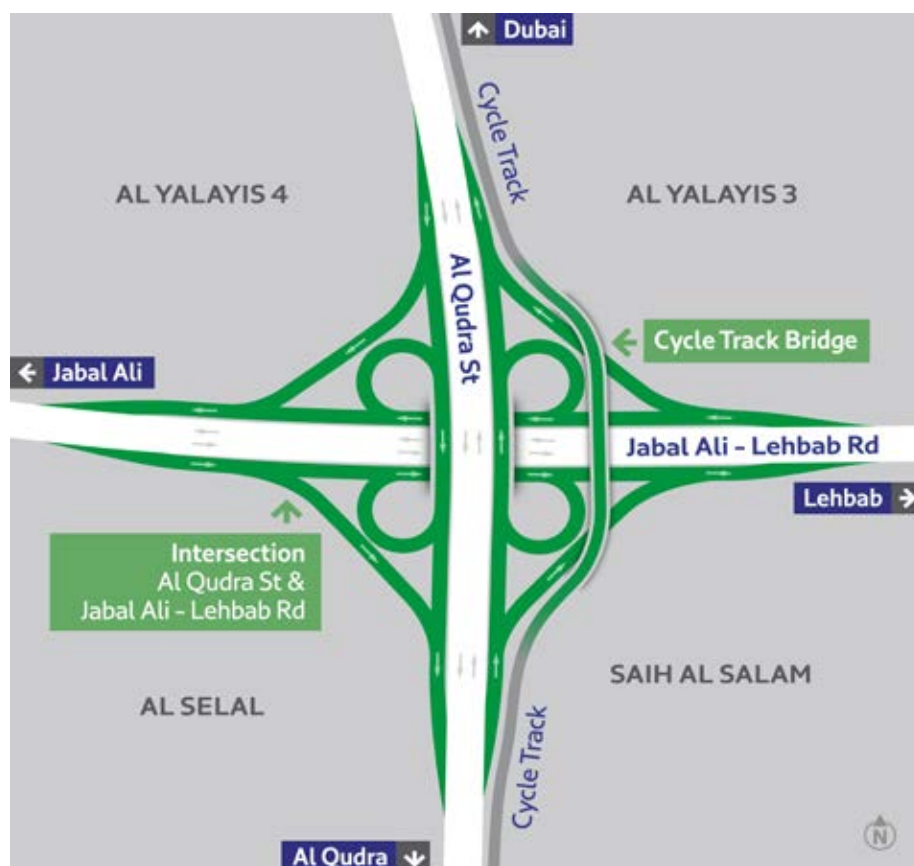
“The widening of Al Qudra Road is one of RTA’s strategic projects that provides a key traffic corridor starting from Jumeirah to Umm Suqeim Street; which had been improved through the construction of two bridges of three lanes in each direction. The first extends over the Eastern Parallel Road (Al Asayel Street), and the second passes over the Western Parallel Road (First Al Khail Road),” added Al Tayer.

Traffic will flow smoothly on the flyover crossing over Al Khail Road, and at the Interchange of the Arabian Ranches on the Sheikh Mohammed bin Zayed Road. The smooth traffic will flow to Al Qudra Road and further to Al Qudra Bridge crossing Emirates Road up to Seih Assalam.

The RTA has improved Al Qudra Road over several phases. The initial phase covered the widening of Al Qudra Road from one to three lanes in each direction over a 12 km sector starting from the intersection of Jebel Ali-Lehab to Bab Al Shams R/A, including the new bridge. In later phases, improvements covered the widening of two bridges to three lanes in each

direction and the construction of crossings for vehicles & camels. Works also included a cycling lane and a rest area for cyclists comprising facilities and shops for renting bikes & accessories, a fully equipped clinic, cycling gate, rest area for cyclists and bicycles parking stand.

The RTA has accomplished 10 projects relating to the improvement of Jebel Ali-Lehab Road over a 55 km-long sector extending from Lehab Police Station to Sheikh Zayed Road. Works included adding two lanes in each direction and a flyover at the 8th Interchange of the Sheikh Zayed Road comprising 24 bridges.



Opening the 7th Interchange, Al Asayel and Al Yalayes Roads on 15th September

The Dubai Roads and Transport Authority (RTA) in Dubai announces the start of installation of a toll gate (Salik) on Sheikh Zayed Road just before the Intersection of Sheikh Zayed Road and Al Yalayes Road (7th Interchange). The gate will become operational on October 24, 2018, following the opening of the 7th Interchange as well as Al Yalayes and Al Asayel Roads project costing about AED1.2 billion.

The step complements RTA's Strategic Plan aimed at improving and integrating roads networks, facilities, routes and services of public transport as well as road and transport systems and technologies. It forms part of the measures taken to ensure the smooth flow of traffic in the Emirate, including measures needed to redistribute the traffic movements and divert them to alternative roads to ease the pressure on highways and main roads.

The Project is part of the parallel and supporting roads of the Sheikh Zayed Road, and diverts part of the traffic from the Sheikh Zayed Road to Parallel Roads such as Al Asayel Road, Al Khail Road, Sheikh Mohammed bin Zayed Road, Sheikh Zayed bin Hamdan Al Nahyan Road and the Emirates Road through Al Yalayes Road.

Al Yalayes and Al Asayel Roads project also contributes to the business activities and the movement of goods from and to Jebel Ali Port. It provides extra entry/exit points for development projects in the area such as Al Furjan, Discovery Gardens and Jebel Ali Development.

“Through the installation of Salik Jebel Ali Toll Gate, RTA aims to





The two projects will enhance the link between Sheikh Zayed Road and both Sheikh Mohammed bin Zayed Road and Emirates Road

redistribute the traffic movement to main roads and divert part of the traffic movement from Jebel Ali in the direction of Sharjah. Motorists will be able to use alternative roads such as the Emirates Road, Sheikh Mohammed bin Zayed Road, Sheikh Zayed bin Hamdan Al Nahyan Road, and Al Khail Road. Thus it will ease the traffic pressure on the Sheikh Zayed Road; one of the busiest traffic corridors in the Emirate,” said Al Tayer.

“The new Gate is expected to reduce the traffic flow on the Sheikh Zayed Road by 25% and encourage people to use public transport means. This is especially relevant as the Sheikh Zayed Road has a host of mass transit means such as the Metro Red Line (extending 52 km connecting 28 stations), and 12 bus routes served by 156 buses that make 1400 journeys per day.

“The development of the 7th Interchange and Al Yalayas, Al Asayel Streets will provide additional capacity to the Parallel Roads amounting to 12 thousand vehicles per hour in both directions. It will also serve the urbanization witnessed by

Dubai. It will also increase the capacity of Al Yalayas Road to 20,000 vehicles per hour in both directions, and cut the journey time between Sheikh Zayed Road and Sheikh Mohammed bin Zayed Road to about 4 minutes.

7th Interchange

The construction of the 7th Interchange Project of the Sheikh Zayed Road aims to improve the capacity of the traffic flow from SZR to Al Yalayas Road eastward, to improve traffic flow from SZR to Dubal Street and to improve traffic flow from Al Yalayas Road to Dubal Street; in both directions.

The project comprises the construction of a bridge of four lanes branching out of Al Yalayas Road into two bridges of two lanes each at a capacity of 3000 vehicles per hour. The first one is bound to Jebel Ali, and the other one leads to Dubal Street, and Jebel Ali Port.

It also includes improving the right-side turn to make three lanes

at a capacity of 3000 vehicles per hour stretching out of the Sheikh Zayed Road to Al Yalayer Road in the East, and two lanes from Al Yalayer Road to the Sheikh Zayed Road in the direction of Dubai. It covers the construction of two lanes in the direction of the Sheikh Zayed Road and on to Dubal Street, and one lane from Dubal Street to the Sheikh Zayed Road in the direction of Jebel Ali. 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 traffic inbound from DUBAL Street in Jebel Free Zone & Port crossing over the Sheikh Zayed Road in the direction of Al Yalayer Road eastward

Al Yalayer and Al Asayer Roads

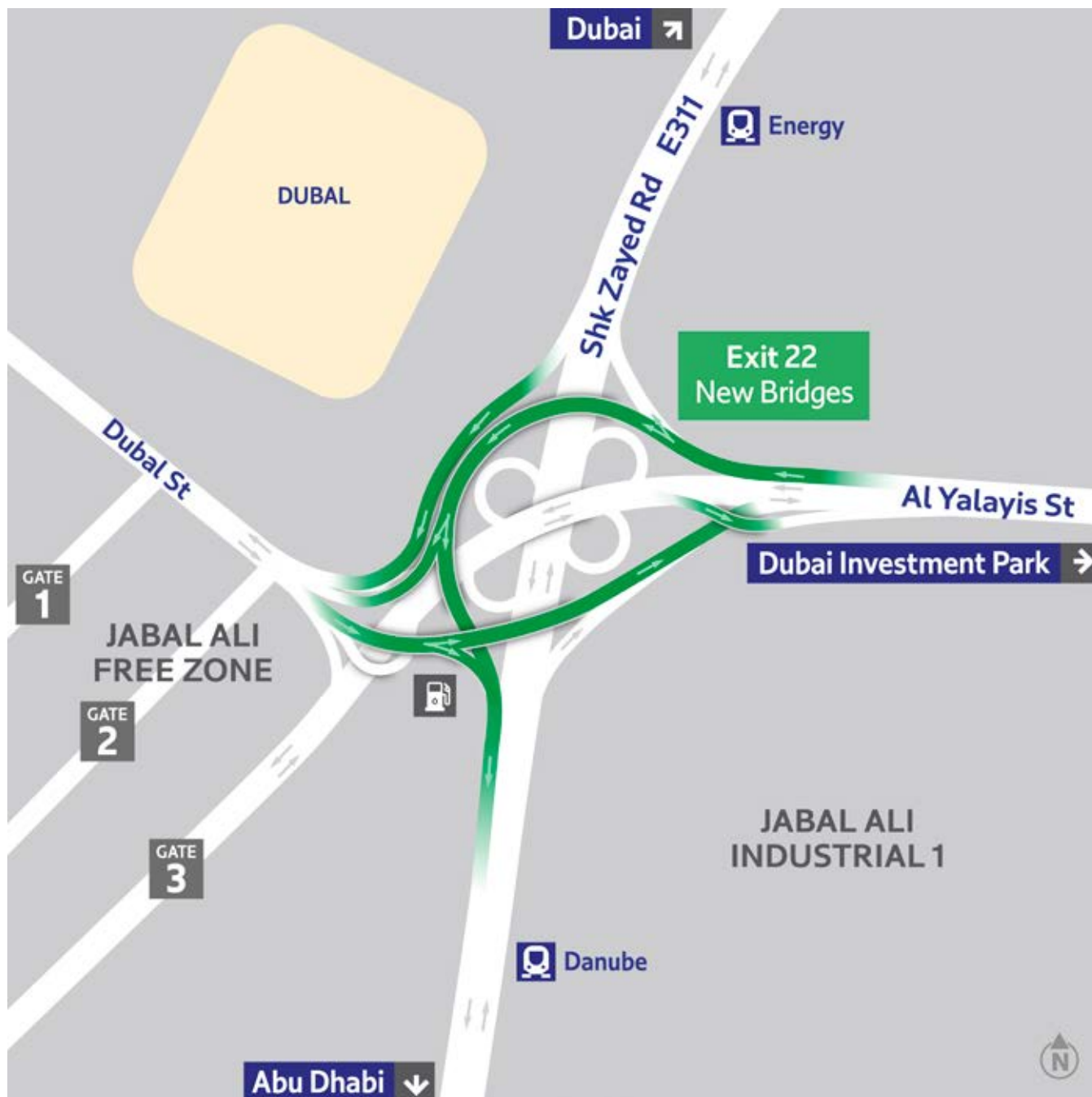
As part of the phases of the Parallel Roads Project, Al Yalayer Road is being constructed over six km extending from the

7th Interchange of Sheikh Zayed Road to Sheikh Mohammed bin Zayed Road at Al Houdh Interchange. The RTA will also construct Al Asayer Road extending 5 km to link with JAFZA, Jumeirah Islands, and Emirates Hills.

Phase I includes increasing the number of lanes of Al Yalayer Road from three to five lanes in each direction from SZR to Sh MBZ Road and Emirates Road. In a subsequent stage, the number of lanes of Al Yalayer Road will be increased from three to five lanes in the direction from Sh MBZ Road and Emirates Road SZR such that the Road will be of five lanes in both directions. Thus, the capacity of Al Yalayer Road will increase by 66% from 12,000 to 20,000 vehicles per hour in both directions.

Phase II also includes completing the remaining lanes from and to the upper interchanges to provide traffic movement from and to First Al Khail and Al Asayer Roads. The scope of works





The projects divert part of the traffic on Sheikh Zayed Rd to Al Yalayas Rd through to Sheikh Mohammed bin Zayed and Emirates Roads

includes the construction of two flyovers managed by traffic signals with due consideration given to Etihad Rail Project.

The First is at the intersection of Al Yalayas and First Al Khail Roads, and the second at the intersection of Al Yalayas and Al Asayel Roads. It also includes a flyover to serve the traffic inbound from Al Asayel Road southward to Al Yalayas Road eastward.

The project includes the completion of Al Asayel Road Extension over five km with three lanes in each direction with a capacity of 4,500 vehicles per hour per direction. It also includes the construction of six surface light signals on Al Asayel Road to provide entry & exit points for some of the existing development projects such as Discovery Gardens and Al Furjan.

RTA endorses final design of bus stations serving Expo 2020

The project comprises 14 passenger stations and one bus depot

The Board of Executive Directors of the Roads and Transport Authority (RTA), chaired by HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors, has endorsed the final design of public bus stations that serves Expo2020. The Project covers the construction of 14 bus passengers' stations in addition to one bus depot at Al Quoz. The stations will meet the needs of public bus service for main Expo2020 activities and related events, and they will be integrated into the Dubai Bus network after the event.

“The construction of bus stations complements RTA’s efforts to improve the infrastructure of mass transit systems with the aim of encouraging people to use public transport in their daily travels. It is also part of RTA’s master plan for addressing the needs of host-

ing Expo2020 in Dubai, and ensuring safe and smooth transport for main Expo activities and related events,” said Al Tayer.

“The plan includes the development of roads network and junctions for serving Expo and constructing Route2020 involving the





extension of Dubai Metro Red Line 15 km from Nakheel Harbour and Tower Station to the site of Expo. It also covers the development of public transport routes and systems for serving Expo

such as transporting visitors on green buses from key assembly areas in Dubai to the site of Expo. It also involves the deployment of taxis for visitors along with associated taxi ranks to ensure streamlined traffic," he added.

"Locations of stations have been carefully selected to meet the needs of highly populated residential areas to achieve higher customers satisfaction rating. The project encompasses the construction of three permanent stations at the Business Bay, Jebel Ali and Al Baraha in addition to five temporary new stations at Dubai Silicon Oasis, Global Village, Meydan, Palm Jumeirah and Al Jadaf. It also covers improvements of six existing stations: Etisalat, Union Square, and Al Ghubaiba besides upgrading bus facilities at Al Maktoum International Airport and Dubai International Airport. The project also includes the construction of a bus depot at Al Quoz.

"The new design of bus stations meets the existing and future needs and operational requirements of public bus services in terms of the number of riders, journeys and stops. It also meets bus refilling and washing station in future. The Project is compatible with the Dubai Universal Design Code for People of Determination.

"The theme of the architectural design is inspired by natural elements from the UAE environment. It features a modern design style that combines the practical interior with the distinctive exterior appearance. The construction elements were transpired and employed to serve and form an integral part of the architectural design, while taking into consideration the use of a suitable architectural theme for building models," concluded Al Tayer.



Opening tunnel linking Happiness St with Meydan St

The Dubai Roads and Transport Authority (RTA) opened on 20 July a 420m tunnel providing a left-turn from the Happiness Street to Al Meydan Street. The tunnel is part of the recently opened Phase II of the Parallel Roads Improvement Project at the Business Bay District.

The Tunnel is part of the Western Parallel Roads Improvement Project spanning the area between Al Meydan and the Financial Center Streets and across the Business Bay District. The project covered the construction of a 240m flyover at the intersection of the Happiness Street and Burj Khalifa Boulevard, and a 535m tunnel at the intersection of the Happiness Street and the Business Bay Street.

The Project also included the construction of a 500m bridge

along the extension of the Happiness Street crossing over the Dubai Water Canal, and 420m bridge at the intersection of Al Meydan Street and First Al Khail Street, in addition to a 340m tunnel as Horse Crossing at the Dubai Stables.

The opening of the project has contributed in smooth traffic flow in the area between the Financial Center Street and Al Meydan Street, and across the Business Bay District up to Al Qouz.

Opening tunnel linking Airport and Marrakech Streets





The Dubai Roads and Transport Authority (RTA) opened on 20 July a two-lane tunnel linking the Airport Street and Marrakech Street. The tunnel will provide smooth traffic flow from the Airport Street to Marrakech Street in a densely populated district with several schools as well as public and private entities in the neighborhood.

“This tunnel is a part of the Improvement of Airport–Marrakech Streets Junction Project. It included the construction of two bridges on the Airport Street of three lanes in each direction, and a ramp branching out of a downtown-bound bridge leading to Dubai International Airport Terminal 3, thus bypassing the light signal. It also included the construction of another bridge leading to the premises of the Dubai Aviation Engineering Projects (Ex Dubai Airshow). The Project will cut the waiting time at the junction from seven minutes to less than a minute,” explained Nabeel Mohammed Salih, Director of Roads at RTA’s Traffic and Roads Agency.

“Over several phases, RTA had opened all bridges of the four junctions of the Airport Street. The first, Al Rashidiya Junction, included the construction of two bridges of three lanes in each direction on the Airport Street. The second was Airport–Nad Al Hamar Streets Junction involving the construction of a two-lane ramp to serve the traffic from Nad Al Hamar Street to the Airport Street.

“The third was the Marrakech–Airport Streets’ junction comprising the construction of two bridges of three lanes in each

direction along with a ramp leading to Airport Terminal 3 without waiting at the light signal. It also included the construction of another bridge leading to the premises of the Dubai Aviation Engineering Projects and a two-lane underpass to serve the traffic heading leftward from the Airport Street in the direction of Marrakech Street.

The fourth junction covered upgrading the Airport–Casablanca Streets junction through the construction of an additional single-lane ramp to serve the traffic from the Airport Street heading to Casablanca Street, thus eliminating the waiting time at the light signal. It also included the construction of an alternative street for traffic inbound from Al Garhoud enabling direct access to Terminal 1 and 3 of the Airport, besides increasing the number of lanes of Casablanca Street in the direction of Al Garhoud from 3 to 4 lanes,” he explained.

“The Project has considerably reduced the total waiting time at Casablanca junction and eased tailbacks generated by the overlapping traffic between vehicles heading towards Casablanca junction and others coming from Terminal 1 heading leftwards to Casablanca Street,” concluded Salih.

RTA obtains 5-star ratings in Health, Safety & Environment

The Roads and Transport Authority (RTA) in Dubai has managed to achieve 5-Star Rating in Occupational Health & Safety (H&S), and Environment Management Systems from the Safety Council (BSC), UK. The high ratings are an endorsement of the best practices adopted by the RTA in both Occupational H&S Management and Environment Management Systems. The high scores made have exceeded the set targets, despite the RTA being a first timer in this type of rating.

The BSC's five-star Occupational H&S rating is a global standard of corporate safety management systems based on the current best practices, which are assessed throughout the audit process. RTA's Management of Occupational H&S and Environment Systems have undergone a detailed and quantitative audit to benchmark them against several key indicators of best practices. An expert committee specialised in occupational H&S has carried out these stringent audits.

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of the RTA was pleased with the high rec-

ognition accorded by the British Safety Council; which is a highly transparent and reputed global entity. "The RTA is making strenuous efforts in Occupational H&S Management and Environment Management Systems to bring them in line with its vision of 'Safe and Smooth Transport for All'. The achievement made is in line with RTA's fifth Strategic Goal 'Safety and Environmental Sustainability.' In RTA, we attach top priority to applying Occupational H&S Management and Environment Management Systems to our daily operations. Such an approach is dictated by the huge magnitude and dynamic nature of our projects along

Two New Middle Eastern IT awards for RTA

The Roads and Transport Authority (RTA) in Dubai has won two Middle Eastern Network Awards sponsored by ITP Media Group. The first was in the Best Information Technology Infrastructure Project category, which was won by Multiplexing Technology for Optical Fiber Lines Project. The second was in the Best Data Storage Project category and was won by the Consolidated Data Storage Project.

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of RTA expressed his delight with winning the two awards. "Winning these awards indicates RTA's efforts in adopting the latest IT; an essential capital that has to be invested in line with the top international standards. Upgrading IT contributes immensely in taking appropriate decisions for uplifting RTA's corporate performance. More efforts are needed to step up the operational efficiency and insure data security; an integral part of the core assets the RTA owns as one of the biggest government entities in Dubai and the UAE," commented Al Tayer.

Al Tayer made this statement upon accepting the awards from Abdullah Al Madani, CEO of Corporate Technology Support Services Sector; and Maher bin Fareed Shirah, Director of RTA's IT. "Winning the Best IT Infrastructure Award in Multiplexing Technology for Optical Fiber Lines Project across the Middle East reflects the importance of this project as an innovative initiative for increasing the existing bandwidth of optical fibre lines. Accordingly, the single line will act in an economical and efficient manner as multiple lines simultaneously," said Al Madani. "The use of this technology increases the efficiency of the ser-



with their strong association with the health and safety of the community and employees,” added Al Tayer stressing the need to put greater efforts to maintain RTA’s leading role in this regard. Al Tayer made these statements upon accepting two five-star certificates achieved by the Occupational H&S Management and Environment Management Systems. The certificates were presented by Nasser Abu Shehab, CEO of Strategy and Corporate Governance Sector; Amair Saleem, Director of Safety, Risk Regulation and Planning; and Nada Jasim, Deputy Director & Senior Manager of Corporate Health, Safety and Environment Policies and Planning Section, among other team members.

“Obtaining this rating from such a prestigious global entity underscores RTA’s efforts in this regard. The BSC’s rating covered the best practices of Occupational Health, Safety and Environment Systems in terms of the commitment of the higher leadership, engagement of shareholders, risk management, corporate culture, and sustained improvement. The assessment covered several categories of which the five-star category is the highest, which requires a minimum score of 92%. The scores achieved have exceeded the targets set for the Occupational H&S Management and Environment Management Systems,” said Nasser Abu Shehab. “Since its foundation, the RTA has been working to improve its business practices to enhance safety and environmental sustainability at project sites by reducing injuries, accidents, environmental impact, and carbon footprint. It also seeks to adopt proactive risk management in transport networks across Dubai to bring them in line with the top international standards. Such efforts have leveraged the standing of Dubai in the safety and quality of the transport sector worldwide,” concluded Bu Shehab.

proved important as it generates savings that should have otherwise been spent on purchasing new fibre-optic lines based on Economies of Scale theory. This technology also helps accelerate the provision of services without requiring the extension of new fibre-optic lines over the required distance in kilometres,” added Al Madani. “The second award for the Best Data Storage Project won by the Consolidated Data Storage Project reveals the innovative feature of the Project,” said Maher Shirah. “Thanks to this technology, we can have a bulky storage capacity with a short-time backup window, which reduces the cost of this process while assuring the quality. “The technology is self-treating, as it works to rectify any defect without causing interference. This service aims to classify RTA data storage according to its importance while ensuring the provision of core service data more effectively along with the provision of a high-level of the protection layer.



vice provided through increasing the capacity of data transmission by doubling the number of fibre optic channels. The need for this technology has emerged with the need for additional numbers of fibre-optic lines to satisfy the needs of RTA agencies. The ITD has thus covered this need through implementing this technology and reusing the existing fibre-optic lines without having to purchase more lines,” he explained. “Due to the massive cost of fibre optics, this technology has

proved important as it generates savings that should have otherwise been spent on purchasing new fibre-optic lines based on Economies of Scale theory. This technology also helps accelerate the provision of services without requiring the extension of new fibre-optic lines over the required distance in kilometres,” added Al Madani. “The second award for the Best Data Storage Project won by the Consolidated Data Storage Project reveals the innovative feature of the Project,” said Maher Shirah. “Thanks to this

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RTA awards contract for procuring 900 vehicles for Dubai Taxi

The Board of Executive Directors of the Roads and Transport Authority (RTA) in Dubai, chaired by HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors, has awarded a contract for procuring 900 new vehicles to consolidate the Dubai Taxi fleet. The new lot includes 370 environment-friendly hybrid vehicles fitted with dual fuel-electric power motors.

“The procurement of new vehicles is part RTA’s efforts, represented by the Dubai Taxi Corporation (DTC), to improve passenger transport services in Dubai. It enables the offering of unique and exclusive taxi services, meet the growing public demand, and enhance the level of service to achieve higher levels of customer happiness,” said Al Tayer.

“The contract includes the procurement of 142 Toyota CAMRY, 193 Toyota INNOVA, 55 LEXUS, 370 hybrid Toyota CAMRY, and one Toyota HIACE. The contract also includes 15 Nissan ALTIMA, 123 Hyundai SONATA, and one H1.

“The procurement of 370 hybrid vehicles is in implementation of the directives of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to optimise the use of energy in the UAE given its importance for people and development of various projects. The move is also part of RTA’s commitment to curbing carbon footprint of taxis by 2% as required by the Dubai Supreme Council of Energy and the Green Economy drive. The move also contributes to realising RTA’s strategic goal of Safety & Environmental Sustainability, besides supporting the Green Economy drive,” added Al Tayer.

Reflecting on the contract, Dr Yousef Al Ali, CEO of Dubai Taxi Corporation, said, “As part of its strategic goals, DTC is seeking to ensure excellent operation for people’s happiness. A limited tender was released where official invitations were made to auto dealers and strategic partners of the DTC in the context of solid bilateral cooperation over 23 years. Vendors were requested to support the new vision of DTC “Pioneers in Safe, Reliable and Smart Transport Services.” The step is particularly important given the growing public demand for transport means; which is in line with the urban and demographic growth witnessed by Dubai; which has become a key business hub and a point of attraction for investors and business leaders from all over the world.”

“Under the contract, Al-Futtaim Automotive, Arabian Automobiles Company and Juma Al Majid Establishment will provide technical support and supervision to the DTC, any time needed. They will also provide theoretical and practical training to the staff and technicians of the DTC on the new vehicles. A copy of the maintenance Manual will also be provided for mechanical, electric and body repairs along with spare part manuals,” added Al Ali.



RTA handles 8m taxi bookings in first half of 2018

The Booking and Dispatch Center at RTA's Public Transport Agency has handled 8,294,714 million bookings placed by taxi riders in Dubai during the first half of this year.

"The average time taken to dispatch a taxi to a client has become 11.43 minutes, and the average time taken to respond to incoming calls at the Booking & Dispatch Center has become 5 seconds only," said Mohammed Nabhan, Director of Transport Activities Monitoring at RTA's Public Transport Agency.

"During the first half of this year, the Center has received 3,796,392 calls. 2,540,415 of those calls were handled through the Interactive Voice Response (IVR) system, which amounts to almost 72% of the total calls received by the Booking and Dispatch Center during the said period. The number of booking requests made through the Smart Apps amounted to 102,985," he added.

Nabhan stressed RTA's standing commitment to bringing happiness to all community members through using state-of-the-art technology in delivering a diverse package of services. "RTA continuously endeavours to upgrade such services to bring them in line with the world's best practices applied in advanced coun-



tries. RTA is always keen to ensure that transaction processing is smooth and quick in responding to the needs & expectations

of the public, including taxi users, and make this sector one of the most luxurious and superior transit sectors."

"RTA is making every endeavour to deliver top solutions and services to citizens, visitors and tourists from all over the world," he continued.

The taxi sector is witnessing a boom in demand fueled by the rapid urbanisation seen by Dubai, which is shaping into a premier business hub for investors & business leaders descending on the city from all parts of the globe.



Phase 3 of Dedicated Bus Lanes applied

The Dubai Roads and Transport Authority (RTA) started on 1 July the actual implementation of Phase 3 of Dedicated Bus and Taxi Lanes (Masar). This Phase will cover a short distance at the approaches of Jumeirah Lakes Metro Station. The dedicated bus lane extends 1.8 km.

“Phase 3 of the Dedicated Bus and Taxi Lanes (Masar) will be fully activated on the first of July this year, and a fine of AED600 will be issued to violating vehicles, based on Order No (1) for the year 2010 governing the use of dedicated lanes on Dubai roads” said Adel Shakri, Director of RTA’s Transportation Systems at Public Transport Agency. Fines will be issued either through RTA’s surveillance cameras or manually through Dubai Police patrols.

“During the past few months, the preparatory phase of this scheme started in the area, but without involving, fines. The introduction of the system has seen a reduction in the number of vehicles using the dedicated bus and taxi lane”, added Shakri.

“Following the implementation of Phase 1 and 2, RTA has monitored an increase in the bus compliance with timetables by 20%. The scheme has also encouraged the public to use public transport rather than private vehicles. The main objective of the scheme is to curb traffic congestion through offering speedy, effective and safe public transport services,” added Shakri.

In 2010, RTA had implemented Phase I of the Dedicated Bus and

Taxi Lanes system over six km. It covered Al Mankhool Street from Satwa R/A up to Sheikh Rashid Street, and Al Khaleej Street from the intersection with Khalid bin Al Waleed Street up to Al Musalla Street (opposite to Hyatt Regency Hotel). It also covered the area from Khalid bin Al Waleed Street from the intersection of Al Mina Road up to Street 16, and Al Ghubaiba Street from the intersection of Al Mina Road up to Street 12.

In 2011, RTA introduced Phase 2 covering parts of Naif Street extending one km from Al Musalla Street up to Al Khaleej Street. It also included parts of Ittihad Street in the direction from Sharjah to Dubai extending one km from the entry point to Dubai up to Al Nahda intersection.

It is noteworthy that Order No (1) for the year 2010 governing the use of dedicated lanes on Dubai roads has restricted the use of these lanes to RTA’s public buses and taxis as well as vehicles of Dubai Police, civil defence, and ambulance, only when handling emergency cases. Individually owned vehicles are allowed to use these lanes only when entering/exiting subsidiary roads.

A new pivotal bus route between Dubai & Sharjah

The Public Transport Agency, Roads and Transport Authority (RTA), had recently launched a new bus route between Dubai and Sharjah named (E311) to meet the increasing demand for this service from riders commuting between the two Emirates daily.

“The Public Transport Agency has deployed (6) standard buses, at a headway time of (30) minutes to serve this route between Rashidiya Metro Station in Dubai and Al Jubail Bus Station in Sharjah,” according to Mohammed Abu Bakr Al-Hashimi, Director of Planning & Business Development at RTA’s Public Transport Agency.

“Route E311 starts from Rashidiya MS and passes through Sheikh Mohammed bin Zayed Road to enter Sharjah, serving the following bus stops: Industrial Area’s National Paints (1), Maliha

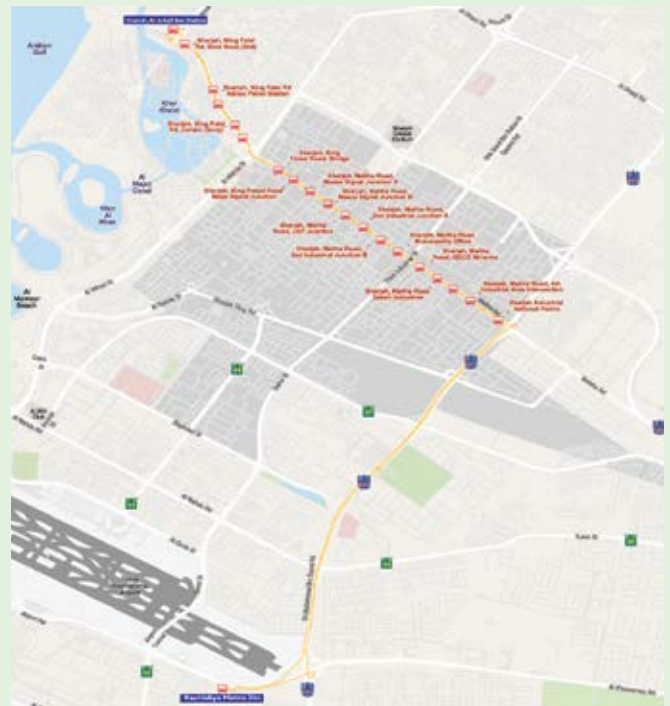
Road Industrial Area Intersection, Maliha Road Sabah Industries (1), Maliha Road GECO Minerwa (1) and Maliha Road Municipality Office (1), Maliha Road 2nd Industrial Junction (B1), Maliha Road 2nd Industrial Junction (A1), Maliha Road J&P Junction (1), Maliha Road Maza Signal Junction (1B), Maliha Road Maza Signal Junction (A1), King Faisal Road Maza Signal Junction (1), King Faisal Road Bridge (1), King Faisal Road Jumbo (Sony) (1), King Faisal Road ADNOC Petrol Station (1) and King Faisal Road Gold Souq (Old), and Al Jubail Station. This Route will serve riders in both



directions between the two stations in Dubai and Sharjah,” explained Al Ali.

“RTA always seeks to broaden and improve the level of services delivered to the public, including those of Public Transport Agency such as the deployment of safe and comfortable buses boasting of the state-of-the-art features in line with its vision of providing Safe and Smooth Transport for All. The route was launched in coordination with Sharjah Roads & Transport Authority, complementing the cooperation between the two sides to serve as many as possible bus riders commuting between Sharjah and Dubai,” added Al Ali.

“The deployment of these modern buses is part of RTA strategy to promote the use of public transport systems. It is a clear manifestation of RTA’s commitment to providing modern transport network to the public, and upgrade the quality of infrastructure & services,” added the Director of Planning & Business Development at RTA’s Public Transport Agency.



Issuing Right-of-Way Utilities Distribution Manual

Roads and Transport Authority (RTA) in Dubai announced the release of the Right-of-Way Utilities Distribution Manual with the aim of streamlining the distribution of infrastructural utilities on the right-of-way. The Manual is consistent with the world's top practices as well as the Strategic Plan of Dubai Government 2021.

“The Manual focuses on the optimal distribution of infrastructural utilities on the right-of-way in line with the needs of mobility and service requirements in Dubai. It sets the Manual lines for undertaking infrastructural works on the right-of-way, and the stipulations of various phases of No Objection Certificates for projects,” said Eng. Maitha bin Adai, CEO of Traffic and Roads Agency.

“The Manual has been prepared in coordination with other service entities and providers in Dubai with the aim of delivering quality services matching to the highest standards worldwide.

The ultimate objective of the Manual is to maintain the profile of Dubai as a pioneering and smart cosmopolitan city, and boost its international competitiveness and ability to bring happiness to residents, visitors and clients from all community segments,” added Maitha.

“Through this Manual, RTA and its strategic partners define the width and route of different utility lines within the right-of-way such that the Manual is applied and endorsed as a reference for designing roads, especially in new developments areas in Dubai.



The Manual adopts a new pattern conducive to sustainable development and provides spaces necessary for pedestrian and cycling lanes as well as public transit means. It also allocates sufficient spaces that meet the requirements of service providers, such as irrigation networks, to spread greens befitting the vision of the Emirate.

“The Manual hits a host of objectives such as mapping procedures of obtaining NOCs for infrastructural works (e-NOC) and develops model layouts and standard cross-sections defining the width and path of utility lines as part of various types of right-of-way in Dubai. It also facilitates the coordination between service entities, service providers, consultants and contractors; which will reduce the duration of approvals for schemes distributing services on the right-of-way,” explained Maitha.

“The Manual will reduce and eliminate the conflict between the locations and routes of different service lines within the right-of-way. It also explains the works and criteria for extend-

ing services using the Non-Disruptive Road Crossings (NDRC) approach, and charts out procedures for obtaining approvals related to these works. It also describes the optimal solutions for extending service lines within the right-of-way of current and future development projects in line with Dubai master development plans. In particular, it defines the needs of service entities for issuing NOCs and procedures required for protecting their existing services.

“The Manual contains a brief explanation of the key design standards for protecting the sides of drilling works needed for extending utility lines, which are critical for the safety of road users and workers during construction works. Accordingly, the Manual is presumed to be used by any concerned party of service entities, consultants and contractors directly or indirectly in designing and constructing infrastructural works on the right-of-way. Such stipulations are consistent with the vision of the RTA of providing Safe and Smooth Transport for All,” concluded Bin A dai.



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Safety Uniform for female staff at project sites

As part of its continuous efforts to support working women in office or on site, the Roads and Transport Authority (RTA) in Dubai, has endorsed a high-visibility Safety Jacket for all female staff undertaking field work at construction and operation project sites of the RTA. The step enhances the safety standards, addresses the privacy of women and showcases their roles while on the field. The move has been coordinated between the Traffic and Roads Agency and Women Committee of the RTA.

“The underlying objective of the Safety Jacket for female staff working at construction and operation sites of the RTA, especially during summer, is to achieve colour symmetry between the Safety Jacket and the theme of the working environment,” said Eng. Maitha bin Adai, CEO of Traffic and Roads Agency, RTA. “The aim is to make female staff more visible to others working on site, and minimise the potential risks to which they are liable while moving around. It is noteworthy that the Safety Jacket

conforms to the corporate identity of the RTA,” she noted.

The uniform is a high-visibility pinkish safety jacket bearing the RTA logo along with a reflective tape compatible with the technical specifications of the British Standards BS EN 471 - Class 2 & 3. The Jacket can be used during events as well as official and site visits that do not require entering high-risk areas. It remains to be said that there are 761 female employees in the RTA, 57 of them are in leading positions, and 33 others are posted across field jobs.



RTA diverts 8 licensing services to smart channels

The Dubai Roads and Transport Authority (RTA) is all set to divert eight licensing services to smart channels. Accordingly, such services will no longer be on offer at Service Centers as of July 22, 2018.

The step is part of RTA's strategy for gradual diversion of all services to smart and e-channels, which is in line with the Government's directives to reduce the number of visitors to service centres, and the Smart City initiative.

"As of July 22, 2018, RTA will cease offering eight services through affiliated centers as they will be on offer via smart channels such as RTA portal (www.rta.ae), Dubai Drive app, Smart Teller, and Call Center (8009090)," said Abdullah Yousef Al Ali, CEO of RTA's Licensing Agency.

"The eight diverted services are: Renewal of registration of an individually-owned vehicle that needs testing, printing of a detailed list of registered vehicles, return from tour certificate, first owner registration certificate, vehicle(s) ownership certificate, re-insurance certificate, ownership certificate in replacement of lost/damaged one, and clearance certificate.

"These services have been developed for running on smart channels. Announcements have already been made for shifting them to smart services such that they will gradually be ceased on 22 July," confirmed Al Ali.

"The RTA has a plan to divert more licensing services in October this year; namely: payment of fines, renewal of vehicle ownership, and changing of vehicle ownership with number plate, and the changing of number plate.

"The delivery of licensing and other services of RTA via smart and e-channels is in line with RTA's policy aligned with the Government's directives to cut the number of visitors to service centres, streamline transaction processing and enhance customers satisfaction rating as a result of saving customers' time and effort. It also echoes RTA's strategic goals: Smart Dubai and People Happiness," concluded Al Ali.

'Reaching-out-to-Customer' initiative to process transactions

RTA's Licensing Agency in Dubai will launch this July the 'Reaching-out-to-Customer' initiative in coordination with service providers, aiming to process several vehicle-related transactions that require the presence of the customer in person. The step is intended to enhance customers' satisfaction by reaching out to them at their locations in Dubai or other Emirates.

"The objective of this initiative is to delight customers by reaching out to them anywhere in Dubai or other Emirates for processing their transactions through several representatives of service providers accredited by RTA," said Sultan Al Marzouqi, Director of Vehicles Licensing at RTA's Licensing Agency.

"The transactions covered by this initiative include vehicle ownership, transfer of vehicle ownership, export of vehicles and change of vehicle ownership. This type of vehicle transactions requires the customers presence in person for signing a few papers to complete the transaction. RTA has, therefore, opted to make it easier for customers by reaching out to them in Dubai

and other Emirates. Under such a case, the transaction fee has to be paid in cash only.

"This initiative will have a host of benefits including enhancing the role of service providers, ensuring the processing of transactions according to the set procedures, activating the role of mobile testing, ensuring smooth and timely processing of transactions, and creating a possibility for adding other services in future," he added. The Director of Vehicles Licensing at RTA's Licensing Agency concluded by stressing the keenness of RTA to delight customers from different backgrounds and enhance their satisfaction with RTA's services.

7m riders of marine transport in half a year

Abras lead the way in ridership numbers

Roads and Transport Authority (RTA) revealed that the total ridership of marine transit modes in Dubai has clocked 7,182,435 riders during the first half of this year. Abras accounted for the biggest number of commuters ferrying as much as 6,867,348 riders.

“Serving 7,182,435 riders in six months by marine transit means is indicative of the public uptake of marine transit modes, which offer users enjoyable and convenient rides,” said Ahmed Bahrozyan, CEO of RTA’s Public Transport Agency.

“Abrams, be it traditional, electrical or air-conditioned, have accounted for the biggest share of ridership by ferrying as much as 6,867,348 riders in the first six months of this year. The attractiveness of abras adds to their historical marine transit modes combining a unique blend of the past and the future. The Water Bus came second lifting 199,430 riders, followed by Ferry, which lifted 105,477 riders, ahead of the Water Taxi which ranked fourth serving 10,180 riders,” he explained.

“RTA always seeks to provide convenient services to marine transit users and tailor them to the needs & expectations of customers from mobility and tourist services, along with supporting logistical services such as safety means and new routes among

others. RTA is always keen on capitalising on the expertise of countries with advanced marine transit means to review the latest techniques & trends of manufacturing and improve marine transit modes. RTA was acquainted with the experience of the Kingdom of Norway to familiarise with the electrical propulsion systems and the best ways & means adopted in this regard.

“Dubai coast offers a hospitable environment for marine transit mode riders spanning various community segments, especially tourists. Such transit means offer riders picturesque and panoramic view of Dubai beaches & skyline comprising historic buildings, luxury hotels, and imposing iconic landmarks at the backdrop of sea waves, in addition to Dubai Water Canal; offering a perfect and rich cruising experience. RTA always seeks to develop strategic plans for improving marine transit modes at world-class standards befitting the profile of Dubai amongst the world’s top metropolis,” concluded Bahrozyan.





RTA's Call Centre handles over a million calls during first half of 2018

Roads and Transport Authority's (RTA) Call Centre (8009090), has received 1,022,421 calls during the first six months of 2018. The average response time per call has clocked 14 seconds; which compares well with the targeted period of 20 seconds. The calls handled were varied between general enquiries, complaints, reports, suggestions and various requests from customers.

"Handling more than one million calls during the first half of 2018 reflects the growing trend of dealing with the centre; which had been ranked among the top 3 under the last edition of the Hamdan bin Mohammed Programme for Smart Government. Such results are attributed to the huge efforts and excellent performance of the teams at the centre in responding quickly to the needs of all customers in record time despite the wide range of services on offer," said Ahmed Mahboub, Executive Director of Customers Service, Corporate Administrative Support Services Sector, RTA.

"In keeping with the directives of our government to rank Dubai as the smartest city in the world, and the Smart City initiative

of the Dubai Government, the call centre also provides multiple and technology-driven e-services. Results achieved during the first half of this year indicate that the center had processed 183,439 transactions through the IVR system; reflecting an 86% increase compared to last year. The IVR system is a safe and express channel for processing transactions without waiting or seeking the assistance of a customer service agent.

"During the same period, the center has also processed 74,727 e-mail transactions (12.2% higher than the same period last year and handled 149,548 transactions and inquiries via e-chat (more than 45.5% of the number recorded during the same period last year). Madinati reports amounted to 10,922 cases during the same period.

"The RTA is keen on implementing its 3rd Strategic Goal (People Happiness); which is the backbone of its strategy towards improving services & means of delivering them. It, therefore, uses cutting-edge technologies to save customers time & effort as part of endeavours to keep pace with their growing needs and expectations," concluded Mahboub.

46 Emirati graduates in Scholarships Programme

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA) in Dubai, has recently awarded 46 Emirati graduates of RTA's Scholarships Programme amongst RTA's employees and affiliated students. He also honoured three winners of Career Paths Contest (Al Muftah). The award ceremony took place at RTA's Headquarter and attended by a host of CEOs, Directors, Managers and staff.

Al Tayer expressed his delight for awarding the 46 graduates of the Scholarships Programme including four graduates in Master of Engineering Programme, five General Master graduates, 26 Academic Diploma in Business Administration, and 11 General Secondary School graduates.

"The Scholarships Programme aims to groom Emiratis and empower them to support the RTA development drive through extending full sponsorship of the student's academic career path and qualifying the students in majors of relevance to RTA's business. Al Tayer was happy with RTA's commitment to the national Emiratisation policy, and the exercising of its corporate social responsibility in a perfect manner. He also praised the Career

Paths Contest (Al Muftah) winners who have exhibited job skills and abilities that demonstrate their competencies to shoulder the assignments tasked to them.

RTA's Scholarships Programme comprises three academic programmes: Master in Engineering, Academic Diploma, and General Master. These programmes are meant for employees wishing to pursue higher studies.

The Scholarships Programme also covers affiliating secondary school graduates to the UAE universities. Under this programme, RTA extends full sponsorship of affiliated students along with a fixed monthly bursary to support their academic studies and motivate them to continue their academic qualification. There

RTA supports Hatta Development with VAN to transfer kidney patients

RTA's Dubai Taxi Corporation (DTC) announced the allocation of a VAN for Hatta Hospital; a Dubai Government hospital, to transfer kidney patients in need of dialysis to Dubai.

The initiative is taken as part of a strategic cooperation plan with Al Futtaim Automotive and Gargash Enterprise, and in implementation of the Dubai Government directives to support the comprehensive development of Hatta area. The initiative, which is rolled out in the context of the Year of Zayed & the Year of Giving initiatives, forms part of 'RTA Foundation' initiative. It focuses on delivering services that add to the comfort and happiness of people of the area.

In the presence of Mohammed Obaid Al Mulla, Member of the Board of Directors and Chairman of the Higher Committee of "RTA Foundation", Dr Yousef Al Ali, CEO of Dubai Taxi Corporation and First Vice Chairman of the Higher Committee of "RTA

Foundation" handed over the VAN to Dubai Health Authority. A special function was held to celebrate the event in RTA's Headquarter in the presence of several concerned parties.

The initiative is part of RTA's social responsibility focused on achieving the community happiness at various levels and identifying the needs of Dubai residents. Humanitarian aspects are a key component of RTA's strategy, vision and goals. The Year of Zayed and Hatta Development Plan are part of RTA's agenda, and the initiatives of the Dubai Government are a goal that all parties seek to realise in a perfect style.

RTA places much emphasis on the partnership with Al Futtaim Automotive and Gargash Enterprise and is keen on cementing



are several conditions attached to the Scholarships Policy such as the applicant must be a UAE national, scored 90% or above

in the General Secondary School Certificate, and the study line must be compatible with RTA's requirements.

relationships with key partners in the private sector. Such cooperation is part of a series of ambitious plans for supporting charitable and humanitarian aspects. It stems from the noble values

of the UAE community focused on promoting the spirit of social responsibility and cooperation between community members and organisations.



Extending deadline for submissions to Hamdan bin Mohammed Award for Innovation in Project Management

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للتفكير في إدارة المشاريع
Hamdan bin Mohammed
Award for innovation in project management



The Board of Trustees of the Hamdan bin Mohammed Award for Innovation in Project Management announced that the deadline for submissions to the 2nd edition of the Award would be extended to 31st of July 2018 instead of 30th of June 2018. The aim is to allow extra time for more participations from individuals and organisations across the nation, region and the world.

“The decision to extend the deadline for receiving submissions for the Award to 31 July instead of 30 June 2018 was aimed to allow more for the largest possible number of submissions. It will also enhance the competitiveness through diverse participations from all over the globe,” said Ms Laila Faridoo, Member of Board of Trustee and Secretary General of the Award cum Executive Director of the Office of the Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA) in Dubai.

“The Award aims to unearth, reward, promote and empower innovation in Project Management (PM) through developing an innovative PM methodology, providing a database for the best PM practices and business models, and set up a platform for sharing creative ideas and training on PM skills. The Award tar-

gets the international business communities, which comprises two categories, i.e. PM specialists and experts, and individuals/entities concerned with PM, Programmes or Projects Portfolio. The total prize-money of the Award amounts to AED2.6 million (US\$710,000),” said Faridoo.

“The Hamdan bin Mohammed Award for Innovation in Project Management is a motivational tool for innovative leaders, teams and ideas in various organisations. It also provides an effective platform for the best PM practices that contributes to establishing projects innovation system based on methodologies, and individual innovations.

“Winners of the Awards will be announced during the 5th Dubai International Project Management Forum (DIPMF) in December this year. Winners will be selected on two crite-

A Rail delegation visits Italy for Route 2020

A delegation from RTA’s Rail Agency in Dubai has recently visited Thales Factory in Italy to attend factory tests of the Broad Band Radio Wireless Telecommunication Systems of Route 2020 Project. They have also attended the test of the Onboard Control System of the Project.

“The aim of these field visits to factories in different countries is to ensure the compliance with the highest international technical standards used in the field of telecommunication and display of information,” said Abdul Rida Abu Al Hasan, Executive Director of Rail Planning and Projects, Rail Agency, RTA.

“Tests covered the technical specifications of telecommunication equipment and verifying their compliance with the international standards. Operational tests were also carried out to ensure the integration of telecommunication systems with other systems such as the automated rail control system, and the main rail control unit,” he added.

rias: Innovation Methodology adopted in the Project, and the impact of this innovation on the deliverables of the Project,” added Faridoon.

Four Categories

The Award encompasses four categories. The first is the Individuals Category, which has a total purse of US\$100,000 has two sub-categories. The first one is the Innovative Projects Director (US\$50,000), and the other is Director of PMO (US\$50,000).

The second category is the Innovative Team category (US\$80,000).

The third category is the Innovative Corporate Ideas category (US\$450,000) and comprises three sub-categories, namely: The Innovative PM Idea category (US\$100,000), the Innovative Idea of Programmes Management (US\$150,000), and the Innovative Idea in Project Portfolio Management (US\$200,000).

The fourth category is the Academic category, which has been recently introduced. It comprises the Scientific Research of Innovation in PM (US\$40,000), and Innovation in PM - Academic Category (US\$40,000). The purpose of this category is to engage students, academics and researchers in this field.

Rules and Conditions

“There are several general rules and conditions for the Award that have to be observed by applicants, which include: The project must have been completed more than 48 months before applying for the Award, and all supporting materials and proof doc-

uments have to be provided at the time of submission, clearly flagged and referred. In case of additional information is required, it has to be supplied within five working days from the date of the request. All submitted works must have been accomplished by the applicant, and approved by the project sponsor. A documentary proof has to be submitted,” explained Faridoon.

“The general rules and conditions also include that the application has to be in English as it is an international award, and one contact person has to be named as a liaison point in matters related to the application. The applicant can nominate the same project and innovation for more than one category of the Award, should it fulfil the criteria of the respective award.

“The rules state that the Award Team is entitled to use some of the submitted contents to promote and advertise the Award, and may assign the Award to two or more recipients in the same category. The team may also opt to block any award if it feels that nominations made are below par. Each award has a set of additional conditions and standards.

“The Judges Panel includes experts, and judges will be selected to assess each nomination in a way that eliminates the conflict of interests. Members of Judges Panel will be required to apply the highest professional standards and ethical conduct,” said Faridoon in a concluding remark.

Applicants to the Hamdan bin Mohammed Award for Innovation in Project Management may please register through the website (<http://www.hbmaipm.com>).



The onboard control system enables the control of transmission & display of critical information related to security and safety from and to the central control unit, such as the surveillance cameras and the emergency communication system. The System also displays information related to Dubai Metro riders such as the route, next stop and safety guidance. The updated system has an innovative display of information by showing the entire route on pre-programmed screens, thus eliminating paper stickers.

The new system can control the voice announcement level by measuring and analysing the noise level onboard and accordingly adjust the volume automatically.