

المسار almasar

The Official Monthly Magazine of Dubai's RTA

Issue No. 134 August 2019

Tripoli Street adds a new lifeline



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

Connected Dubai

Dubai is pressing ahead with infrastructural projects that support and match the current sweeping developments of the city, and serve the needs of the associated urban and demographic expansions.

Recently, Roads and Transport Authority inaugurated a key road project (Tripoli Road Improvement) linking two key traffic corridors: Sheikh Mohammed bin Zayed Road and Emirates Road. The project comprises of three lanes in each direction over a 12 km stretch.

This vital link cuts short the transit time between the two highways to about 8 minutes only. It also reduces the travel time between Sheikh Mohammed bin Zayed Road and Sheikh Zayed bin Hamdan Al Nahyan Road by 64% from 11 minutes to just 4.5 minutes.

Yet the benefits of this project extend further to enhance the connectivity between Dubai and Sharjah, and accessibility to Al Warqaa and Mirdif communities. It enables the handling of higher traffic volumes to as much as 12,000 vehicles per hour in both directions, which will also improve traffic safety levels.

The new road will divert about 2000 vehicles per hour at peak time from Sheikh Mohammed bin Zayed Road to Emirates Road, which will cut down the traffic on Sheikh Mohammed bin Zayed Road by 10%. This will translate into reducing the travel time from Tripoli Road intersection to the entrance of Sharjah by 12 minutes. The link will also slash the waiting time at the intersection of Tripoli and Algeria Street from three minutes to less than a minute.

Tripoli Street Improvement Project complements two other parallel road projects, the first is Al Awir-Ras Al Khor Roads Project, which had been accomplished earlier this year. The second is Al Amardi-Al Khawaneej Streets Project which development is currently underway at a cost of AED, 500,000,000 (half a billion dirhams). It will ease traffic in three key junctions at Al Khawaneej and Al Amardi Streets offering residents of Al Awir and Al Khawaneej free traffic movement in both directions.

The construction of Infrastructure projects drive is on top gear as Dubai edges closer to hosting the region's biggest showpiece event Expo 2020. The improvements of roads and public transport networks forms the bedrock of community development, improved living standard, and added happiness to people.

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cover story

11 Tripoli Street adds a new lifeline



Our news

- 06 Strategic Map of AI endorsed
- 08 Dubai Mobility initiatives under review
- 09 British Trade Minister informed about Dubai Metro
- 10 UAE Rail Regulations discussed

Projects

- 16 45% of Dubai Hills Mall roads and bridges completed

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.





06

Services

- 18 94 Optare buses deployed
- 19 New plan for transit services along Water Canal
- 20 Smart testing yard offers transparent driving tests
- 21 Women and Children Cabin in Dubai Metro relocated
- 21 Call Centre receives 970k calls
- 22 Smart Route – Phase I gets underway
- 23 Three new bus routes opened

Achievements

- 24 90% of limo fleet to go green
- 26 RTA obtains ISO for Learning Outside Formal Education
- 27 Smart storage system for metro and bus spare parts
- 28 Social responsibility, branding certificates awarded
- 29 ISO of IT Governance adds to RTA's certification

Activities

- 30 25 employees awarded for achieving academic degrees
- 31 Honest office cleaner returns bag of 15kg of gold
- 32 Hamdan Innovation Award invites submissions for 3rd edition
- 33 National competency improvement programme launched
- 34 Charity Foundation donates 3536 computer pieces
- 35 Projects Forum invites submissions for 6th round
- 36 Dubai Taxi returns 70% of lost items
- 37 Open day discusses vendor needs
- 37 Dubai Taxi initiative brings happiness to senior citizens

Strategic Map For AlMasar Magazine Team

Vision

The Pioneer Government Magazine in Dubai

Mission

To work in the spirit of team in presenting achievements, enhance Success, and document roles of RTA.

Core Values

Transparency & Credibility
Corporate Reputation
Excellence
Spirit of Team
knowledge Sharing



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Google play by name: **almasar magazine**

Endorsing RTA's Artificial Intelligence map to include three main topics

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA) has endorsed the map of RTA's Artificial Intelligence Strategy, which is aligned with the UAE Artificial Intelligence Strategy 2030, the 50-Year Charter, Smart Dubai 2021, and RTA's Digital Strategy. The map is considered a standard guide and methodology of RTA related to the introduction of artificial intelligence technologies and solutions in future.

"The endorsement of the strategic map of Artificial Intelligence (AI) is in line with the government's drive to lead the way of the fourth industrial revolution through offering services based on AI solutions; which will reduce expenses and maximise revenues. The map consists of three key pillars or focus areas. The first pillar's focus area covers mobility in Dubai, licensing services, planning and regulating safety and risks, customer's experience, internal services, assets and maintenance, and knowledge and innovation," said Al Tayer.

The second pillar focusses on abilities; a key ingredient of success. It starts with diffusing the culture of AI, promoting governance in collaboration with Smart Dubai, integrating

initiatives with other strategic drivers such as blockchain, internet of things, and data management, among others. It focuses on developing certain abilities such as RTA's AI Master Plan, and the improvement of the corporate platform of AI. "The third pillar relates to strategic performance indicators aligned with the objectives of the UAE AI Strategy 2031 aimed at achieving 100% reliance on AI in services and data analysis by 2031. Two strategic indicators are measured here, namely the percentage of reliance on AI in delivering RTA's services and in data analysis," he explained.

RTA started early in using AI in projects undertaken highlighted by Dubai Metro, which has an automated operation and control





process covering automated planning and scheduling using AI at the Enterprise Command and Control Center (EC3). The system contributed to reducing operational costs by 7% and improving on-time journeys by 6.4%. AI is used at the EC3 in the treatment of big data, simulators, forecast of traffic and crowds and self-learning feature. It uses sophisticated smart tools capable of handling 75 million data logs per day. These technologies helped RTA in smart mobility planning, improving transport efficiency, and enhancing customers' experiences. RTA used AI technology in drones to list and classify RTA's assets, monitoring traffic movement as well as emergencies and accidents. AI is also used in smart cameras to monitor misuse of dedicated bus lanes, and the smart testing yards (14 sites). It is also used in the smart pedestrian crossing signals (15 sites) where the system can, through the smart sensors, increase or abolish the time allocated to pedestrians, based on the intensity of people movement. AI technology is also used serving customers examples include the chatbot (Mahboub), happiness indicator, and virtual personal assistant responding to customer queries. The technology is used in monitoring employees such as

Raqeeb system monitoring the performance of drivers on duty through cameras fitted on board and sensors that alert drivers who seem to be exhausted or distracted by other matters.



Dubai Future Council for Transportation reviews mobility initiatives proposed for Dubai

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA) and Chairman of Dubai Future Council for Transportation has recently chaired the second meeting of the Dubai Future Council for Transportation in Bulgari Hotel, Dubai. A host of RTA board members, as well as local and global transportation experts attended the meeting.

The meeting reviewed future initiatives introduced by RTA, in addition to ideas and practices of several international cities, as well as future transport initiatives and proposals across the world. Several submissions were made by representatives of RTA; Laurence Batlle, President of the RATP Dev Executive Board, John Roth, President and Managing Director General Motors Middle East & Africa; and Prof. Peter Jones, Professor of Transport and Sustainable Development University College London.

Al Tayer praised ideas and initiatives contributed by members of Dubai Future Council for Transportation, which echo the directives of Dubai's leaders to shape the future of transport, overcome challenges ahead and keep pace with the successive turn of events of the industry.

"Innovation and forecasting have become key requirements

in countries with robust economies as they are becoming key drivers of economic growth and a core ingredient of a sustainable economy driven by technology and knowledge," commented Al Tayer.

The Council discussed an array of future transportation projects that can be applied in Dubai such as shared transport systems, complete streets concept, smart electric scooters, and the new solo transit pods. The meeting screened a list of initial projects and initiatives, which will undergo a further study to identify the potentials of future mobility.

Attendees of the gathering also included Ahmed Bahrozian, CEO of Public Transport Agency; Mr. Ralf Baron, Partner in Arthur D. Little (ADL); Futurist Jerome Glenn, CEO, The Millennium Project; Col. Mohammed Ali Karam, Director

British Secretary of State for International Trade briefed about Dubai Metro

RTA's Rail Agency briefed HE Right Honourable Liam Fox, MP, Secretary of State for International Trade, about the operation and maintenance of Dubai Metro.





of Traffic Police Department, Dubai Police; and Abdullah Al Madani. Attendees from RTA included Amair Saleem, Director of Knowledge and Innovation; Dr Sara Ishaq, Manager of Future Envisioning Section; and Rashed Al Shaikh, Manager of the Decision Theater Section.

Dubai Future Council for Transportation is one of 13 councils of the Dubai Future Councils overseen by Dubai Future Foundation tasked by His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince

and Chairman of the Executive Council, to act as a platform for shaping the future of vital sectors in Dubai over the next 50 years. The Councils aim at enhancing the transfer of knowledge and expertise to figure out effective solutions to various challenges. They are also entitled to launch nationwide initiatives to tackle existing and future opportunities and launch future initiatives. Members include an elite bunch of visionary leaders in public and private entities from the UAE and far afield.

The briefing was made during a recent visit of the British Minister to the Metro Operations Control Centre (OCC) at Rashidiya Depot. The visit was in the company of Abdul Muhsen Ibrahim Younus, CEO of Rail Agency, Phil Malem, Serco Middle East CEO, Simon Penney, Her Majesty's Trade Commissioner to Middle East, Afghanistan & Pakistan Sarah Taylor, Deputy Director Department of International Trade UAE and several other officials of the Agency and Serco. "RTA always welcomes visits of dignitaries from all countries and is keen to broaden the scope of relations with organisations to share expertise and successful scientific models. We believe that such engagement will improve the business processes and offer us access to the top international practices," said Younes. "The visiting British Minister was acquainted with the roles of the Operations Control Centre at Rashidiya Depot such

as coping with emergencies and faults, managing security issues, attending to service continuity, controlling the metro operation, and monitoring the metro power grid. "He was also familiarized with the monitoring of the rolling stock, safe operation, the provision of alternative solutions during emergencies, and the operation of digital cameras along the metro lines in collaboration with the Transport Security Department in Dubai Police through a monitored CCTV," he explained. During the visit of Mr. Fox to the OCC in Rashidiya Depot, Hassan Al-Mutawa, Deputy Director of Rail Operation, made a presentation covering general information about the metro, timetables, technologies in use, operation control centre, three depots and Route 2020 projects for Red Line extension to the site of Expo 2020.

Spotlighting railways legislation for Federal Transport Authority and Etihad Rail

Dubai's Roads and Transport Authority (RTA) (recently held a coordinative meeting with the Federal Transport Authority - Land and Maritime) (FTA), (and Etihad Rail at its headquarters). The meeting discussed the existing cooperation between the three entities and the federal legislation regulating rail networks in the UAE.

Attendees included H.E. Mattar Al Tayer, Director General and Chairman of the Board of Executive Directors of RTA, H.E. Eng. Ahmed Mohamed Sharif El Khoury, Director General of FTA, and H.E. Eng. Shadi Malak, CEO of Etihad Rail.

Attendees examined the federal legislation proposed for regulating railways in the UAE, along with feedback received from the concerned parties about the draft law. Discussions also covered benefiting from the accumulated experience of RTA and Etihad Rail in managing trains and rail infrastructure. The draft Federal Railways Regulation Law intends to regulate, improve and operate the federal railways legislation to bring it in line with the top global standards and ensure the delivery of rail services that facilitate the operation of Inter-Gulf railways along with the associated services in GCC states. It also seeks to ensure the constructional and operational safety of federal railways conforming to the Law and approved standards.

The draft law promotes the use of the federal railways for transiting cargoes, passengers or both, and supports environmental protection standards and sustainable growth. It is worth mentioning that the draft federal law has reached final stages and is currently under review at the Federal National Council.

The meeting examined the regulations of logistical inland transport in the light of starting Phase II of the Federal Railway Network extending 605 km from Ghuwaifat to Fujairah on

the eastern coast. Several improvement ideas were offered under the UAE's vision of achieving excellence in regulating the transport and logistical sector; the backbone of the UAE economy.

"The draft Federal Railways Regulation Law is a milestone in drawing up regulations governing the federal and local railways network aimed at nurturing a national railway system," said Al Tayer.

"RTA is offering its expertise in transportation, especially railways in serving the federal and local entities. The experiences gained through the construction and operation of Dubai Metro and Tram have raised the profile of RTA as a leading and experienced entity specialised in this field," he added.

"The draft Federal Railways Regulation Law is a result of coordinated efforts between the Federal Transport Authority and the concerned local entities across the UAE. FTA is counting on the expertise and views of entities directly engaged in this field so that we can come up with a law compatible with the highest global standards, and capable of enhancing the role of railways in the logistics sector. Such a law will coast a drive to develop a comprehensive and integrated transportation infrastructure, which would raise the competitiveness of the UAE in the global logistics sector," said Eng. Ahmed El Khoury – Director General of FTA.



The 12 km Tripoli Street Improvement Project opened

Covering the distance between Sh Mohammed bin Zayed and Emirates Roads in 8 minutes

Dubai's Roads and Transport Authority (RTA) opened Tripoli Street Improvement Project. The improved traffic corridor cuts the transit time of the 12 km distance between Sheikh Mohammed bin Zayed Road and Emirates Road to just about 8 minutes.

The project stretches 6.5 km from Tripoli-Sheikh Mohammed bin Zayed Road junction (nearby Mirdif City Centre) to Sheikh Zayed bin Hamdan Al Nahyan Road and extends further about 5.3km up to Emirates Road in three lanes in each direction. Improvement works included upgrading intersections along the corridor, which provides a key traffic corridor parallel to Al Amardi-Al Khawaneej Streets as well as Al Awir-Ras Al Khor Roads.

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of RTA, was delighted with the opening of the project, which was undertaken 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 immediately start the implementation of the 5-Year Plan of Roads and Transport Projects to keep pace with the sustained development of Dubai.



Deliverables

Al Tayer reflected on the benefits of the project, which will enhance the link between Dubai and Sharjah, ease the traffic flow in the area, and streamline the access to Al Warqaa and Mirdif districts. “It will improve traffic safety along the corridor, and increase the traffic flow to about 12,000 vehicles per hour in both directions (6000 vehicles per hour per direction). It will reduce the transit time between Sheikh Mohammed bin Zayed Road to Sheikh Zayed bin Hamdan Al Nahyan Road by 64% from 11 to 4.5 minutes.

“The project will channel about 2000 vehicles every hour during peak time from Sheikh Mohammed bin Zayed Road to Emirates Road that will reduce the traffic volumes on Sheikh Mohammed bin Zayed Road by 10%.

Upgraded road’s capacity amounts to 12,000 vehicles/hr in both directions

Reduces transit time from Sh Mohammed bin Zayed Rd to Sh Zayed bin Hamdan Rd from 11 to 4.5 minutes

This will translate into reducing the trip to the entrance of Sharjah to 12 minutes, and cutting the waiting time at the intersection of Tripoli-Algiers Streets (Al Warqaa-Mirdif) from three minutes to less than a minute.

In Focus

The project covers improvement of interchanges starting with upgrading the junction of Tripoli-Algiers







Streets to a tunnel of three lanes in each direction to serve the traffic inbound from Rabat Street heading to Tripoli Street, besides upgrading the existing surface signalised junction. It also includes upgrading the existing Roundabout at the intersection of Tripoli-Nouakchott Streets into a flyover of three lanes in each direction, and the construction of a signalised junction. Works also include upgrading the existing Roundabout at the junction of Tripoli Street-Sheikh Zayed bin Hamdan Road to a flyover ensuring free movement in all directions.

It also covers the construction of collector roads, two underpasses for camel crossings and widening the Camel Crossing No (3) at the Emirates Road.

Channels 2000 vehicles/hr from Sh Mohammed bin Zayed Rd to Emirates Rd

Cuts waiting time at Warqaa-Mirdif junction from 3 to 1 minute

Works also include upgrading the intersection at the extension of Tripoli Street. and Emirates Road through the construction of a 3-lane bridge to serve the traffic inbound from Tripoli Street to Emirates Road in the direction of Sharjah. The project also includes widening Tripoli Street at several locations along with improvements at Bel Remaitha Club and two signalised junctions to replace existing Roundabout at Muhaisina.



Completing 45% of roads and bridges leading to Dubai Hills Mall in coordination with Emaar Properties

HE Mattar Al Tayer ,Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority) RTA ,(announced 45% completion of construction works on the bridges and roads leading to Dubai Hills Mall at the junction of Umm Suqeim Street and Al Khail Road.

The project is undertaken by RTA in coordination with Emaar Properties at a cost of AED780 million and is expected to be completed in the first half of .2020 The main objective of the project is to ensure the smooth flow of traffic from and to Dubai Hills Mall as well as on Umm Suqeim Street and Al Khail Road.

”The project encompasses the construction of 12 bridges spanning 3700 metres with a width varying from 11 to 22metres in addition to ramps connecting the bridges measuring 2500 metres “,said Al Tayer.

The new bridges ,which consist of four lanes in each

direction ,will separate the traffic from Umm Suqeim Street and Al Khail Road ,leading to increase the traffic capacity in the area .The existing four lanes of Umm Suqeim Street will be maintained in both directions to ensure a seamless vehicular flow.

”The project covers the construction of internal roads at Dubai Hills Estate to ease the movement of residents of Al Barsha South 1 and ,2 and link them with new roads and bridges .Works also include the installation of traffic signals ,shifting of utility lines ,and landscaping “,added Al Tayer.





Dubai Hills Mall is one of the biggest destinations developed by Emaar as a joint venture with Meraas. It is an integral feature of Dubai Hills Estate and a destination that complements the development's coveted residential and commercial community while attracting visitors from far and wide.

Featuring two million square feet of leasable space spread

out over two floors, it is home to over 650 retail and F&B outlets including family entertainment offerings, a Cineplex and hypermarket.

Dubai Hills Mall is easily accessible from Downtown Dubai, Emirates Hills, Dubai Marina, Arabian Ranches and other nearby communities via Al Khail Road and Umm Suqeim Street.



94 Optare Midi Buses to be operational on 17 routes

HE Mattar Al Tayer ,Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority) RTA (has launched the operation of 94 medium-size buses of Optare Brand ,which will be the first of its kind in the UAE .These buses are compatible with the European Emission Standards) Euro ,(5 light in weight and low on fuel consumption.

"The delivery of the new batch of buses is part of RTA's masterplan to improve public transport in Dubai and keep pace with the top international standards .Our objective is to deliver best-in-class services to public transport commuters and match the sustained growth in the number of riders ",said Al Tayer.

The step is also aligned with RTA's efforts to make public transport the ideal choice of mobility in Dubai ,and raise the percentage of public transport journeys to 26% by ,2030 which requires providing public transport options characterised by high performance ,affordable cost and wide geographical coverage .It



A plan to improve marine transit services on Dubai Canal including short and long terms

Dubai's Roads and Transport Authority) RTA (has endorsed a three-phase-10 year plan to improve marine transport services on Dubai Water Canal .2020-2030 The plan envisages upgrading marine transit services on Dubai Water Canal to keep pace with the urban development on the two shores of the Canal.

"The initial phase covers a short-term plan ,2019-2020 which already started in April .It includes modifying the current marine transport line on the Canal to link Jaddaf ,Dubai Design District and Sheikh Zayed Road Stations .The revised line excludes Marasi Station and endorses the deployment of the Water Bus instead of Dubai Ferry to run the service. The Water Taxi service at these stations remains unchanged", explained Mohammed Abu Bakr Al Hashimi ,Director of Marine Transport at RTA's Public Transport Agency.

"In concurrence with these changes ,abra service will be running on two new lines to commute riders between the Al Wajeha Al Maeyah ,Marasi and Sheikh Zayed Road Stations .By,2020 marine transit modes will be beefed up to include two water buses on the revised line ,and three abras on the new line. The plan contributes to shortening the service frequency and meeting the needs of riders on these lines.

"The second phase is a Medium-Term Plan .2025 It covers the operation of nine stations in the central sector of the Canal

will also enhance the integration between all transit means. "The new buses will be deployed on 17 routes 8 :existing routes and 9 new routes highlighted by metro link buses routes ,low-demand routes ,and routes serving residential areas which do not require the operation of large buses .The new buses will serve new districts and widen the geographical coverage of public transport in Dubai ,increase the occupancy rate ,and enhance multi-modal integration ",he added. Al Tayer inspected the new Optare bus and attended a briefing about the technical specifications of the bus ,which can accommodate-32 seated passengers and 9 standees8 . seats were fitted with adjustable safety belts and one seat is

designated for" people of determination". The bus has a semi-stainless-steel body ,and the design of front wheels creates more room for riders.The engines are characterised by low fuel consumption and low carbon emissions ,which means less carbon footprints in line with the European standards .It has a low-floor door for the entry of people of determination 'and deluxe interior finishing .It has white LED destination boards, internet service) Wi-Fi (and USB charging ports. Attendees of the launch included Ahmed Hashim Bahrozian, CEO of Public Transport Agency ;Suwaidan Saeed Al Naboodah, Managing Director of Al Naboodah Enterprises ,and several directors of RTA and Optare Company.



over and above the existing stations ,which will be served by five new lines .It involves modifying the current line of the Water Bus to serve two stations ,namely Dubai Creek Marina Station and Business Bay Promenade Station .One Water Bus and five abras will be added in 2025 and "2026 explained Al Hashimi. "The Long-Term Plan 2030 covers the addition of four stations on Dubai coastal line namely Jumeirah ,2 Al Safa ,2 Sheikh Zayed Road ,2 and Godolphin .The proposed modes here are one waterbus and two ferries that will bring the total number of water transport modes in the network to four waterbuses

and ten abras by the end of the plan. "The improvement of water transport services on the Dubai Water Canal is linked to the projected development on the shores of this vital facility .The plan has been conceived following the assessment of the current services and the listing of marine transport assets and lines .It conforms to RTA's strategic vision of uplifting water transport network considering it a key contributor to Dubai's profile in offering excellent passenger and tourist transport services in the Emirate ",he added.



The smart yard tests drivers in an absolute alignment

Dubai's Roads and Transport Authority) RTA (announced 100% automation of drivers' tests through Smart Yard project .The process uses sophisticated technologies along with cameras and sensors fitted to testing vehicles to read the skills of examinees in the five-maneuver test and match them automatically to the approved testing standards.

"The project aims to hit multiple targets highlighted by bringing more transparency and reducing the error margin in taking the Pass or Fail decision in respect of the examinee without human intervention ,thanks to the smart system in use .The process steps up the efficiency of the testing process through the automated and coherent operation of several smart vehicles .It also improves safety ,thanks to the use of technology to avoid accidents " ,said Khaled Alsalehi ,Director of Drivers Training and Qualification Department in RTA's Licensing Agency.

Explaining the benefits of the project ,Alsalehi said" ,The system has been applied to 15 testing yards in Dubai ,and about 108,603 smart testing processes have been completed since the launch of the project.

"Innovation has become a defining feature of RTA projects and initiatives ,and the smart testing yard is not an exception .The yard is fitted with five surveillance cameras ;four outside the

testing vehicle to guide the examinee to the five manoeuvres, and one camera on board to verify the identity of the driver undertaking the test .The vehicle is also fitted with more than 20sensors to assist the examinee in avoiding a collision when approaching an obstacle " ,said Al Salhi.

"Cameras and sensors capture the vehicle's information ,such as the use of brakes and safety belt ,and relay the test images to an interactive screen at a control tower in the testing yard managed by RTA employee .At the same time ,the test inputs) information and videos (are analysed by a high-speed processor on board the vehicle to assess the driver and decide on the test result) Pass or Fail (without any human intervention.

"The Smart Yard initiative has helped RTA to overcome another challenge ;some examinees claiming that results of their tests were sometimes impacted by different perceptions

Call Centre receives around 970 thousand calls in the first half of 2019 IVR system upgraded to reduce customers' menu selection time

RTA's Call Centre (8009090) received 968,752 calls during the first six months of this year. The average time of call response clocked at 14 seconds, which falls well under the planned 20 seconds response time.

Receiving around 970,000 calls during the first half of this year reflects the increase in the number of people communicating with the centre. It also highlights the relentless efforts by staff to cut-short the customer call response time call, which dropped to a new record, despite the numerous services handled by the centre.

The Call Centre offers multiple e-services using advanced technologies in line with the Smart City initiative. During the first half of this year 10,972 transactions were processed relating to driver and vehicle licenses, and payment of fines through the Interactive Voice Response (IVR) System.

It had also accomplished 66,861 transactions via e-mail, and 89,717 transactions through the online chat. Madinati reports

reached 8,690 reports, which is 17% higher than the number recorded during the same period last year, and the sign-off rate reached 99.7%.

With the upgraded IVR System the customer can now have the language of his or her choice besides prioritising the services frequently needed, instead of waiting for the menu preferences to end before making selections thus saving time.

RTA always seeks to turn its third strategic goal (People Happiness) into a reality. It forms the backbone of improving RTA's services and means of delivering them through the use of hassle-free technologies that save the time and effort of customers and measure up to their rising expectations.



of examiners about mistakes deemed worthy of re-testing. The technology in place now eliminates this issue as it takes impartial decisions that cannot be challenged “,he added. It is noteworthy that the examinee has to pass three tests, namely the theoretical knowledge test ,yard test ,and the road test .The yard test comprises of five steps :parallel parking,

side parking 60) degrees angle ,(garage parking ,hill ,and sudden braking.

The smart testing yard enables the monitoring of multiple examinees at a time ,which reduces increases the intake of examinees and cuts the numbers on the waiting lists ;a challenge we have managed to beat through this smart test.

Relocating Women & Children Cabin

RTA’s Rail Agency is set to relocate the Women & Children’s Metro Cabin in the existing metro trains over two months .During this period ,these cabins ,along with posters ,will be relocated from the current location near the Gold Cabin to the new location at the other end of the train .The relocation process will be completed by the end of August this year.

”In accordance with its vision of Safe and Smooth Transport for All ,RTA looks out for the comfort of Dubai Metro riders, especially women and children .The Rail Agency has kicked off a field campaign to implement this process ,which aims to make the Women & Children cabins in harmony with the the new trains cabins designs “,said Mohammed Yousef Al Mudharreb ,Director of Rail Operation at RTA’s Rail Agency.

”The Agency has launched a three-phase campaign to ensure a smooth relocation process .Phase I aims at creating awareness amongst metro riders through social media and directional signs. Employees will be at hand to guide passengers and respond to their queries regarding the new changes .In Phase II ,posters will be placed on floors and platform screen doors to lead women and children to the new location of their cabin .Phase III will focus on

the completion of the relocation of Women and Children’s cabin in the existing trains “,explained Al Mudharreb.

The decision to relocate Women & Children cabin came in view of the popularity of these cabins ,especially during summer holidays .RTA always seeks to ensure the privacy and comfort of these category riders in line with the norms and traditions of the community.



Lunching trials of 'Smart Track System' for testing drivers

RTA's Licensing Agency started the test-run of the 'Smart Track' system for testing applicants of driving licenses in Dubai. The successful trial took place yesterday (Monday) at one of RTA's drivers testing centres in the presence of Abdullah Al Ali CEO of Licensing Agency, Sultan Alakraf Director of Drivers Licensing, and several officials of the Department. The 'Smart Track' system highlights RTA's efforts in support of the government drive to transform Dubai into the smartest city in the world.

"We have successfully launched the trial phase of the 'Smart Track' system, which heralds the deployment of smart and integrated solutions on all driver-testing vehicles in Dubai. The system is part of driver-testing automation process as it provides an integrated link with an array of smart solutions such as advanced telematics, smart video recording systems, smart sensors and other sophisticated smart technologies," said Al Ali.

The system uses the fourth industrial revolution technologies for the first time in the world such as the smart sensors, Differential Geographic Positioning System, and other sensors fitted to self-driving vehicles.

"The use of advanced technologies in the smart testing system, such as the facial recognition, is not restricted to examinees only, but also includes examiners, thus marks a massive addition to transparency through the total elimination of mistaken

identity. It also enables Drivers Licensing Department to follow-up with the sustained quality improvements of testing processes. About 250 light and heavy vehicles, as well as light and heavy buses, have been fitted with the system that is compatible with the 5G Networks," he explained.

"The 'Smart Track' system is capable of interacting with several other systems, such as the smart yard and the centralised training systems. It can transmit data to a driver powered by artificial intelligence (AI) technology for analysing driving behaviour. Accordingly, customized and specific retraining programmes can be developed and tailored to trainees who could not pass their driver license tests, which in turn will bring about a remarkable improvement in the quality of drivers testing processes," noted Al Ali.

The 'Smart Track' system seeks to improve the road test service for driver license applicants through the automated

Three new bus routes for integration

RTA's Public Transport Agency launched three new bus routes and upgraded several others on July 18. The step aims to enhance Dubai's bus network and improve the service integration with Dubai Metro stations as well as inter-city bus services. The ultimate objective of the move is to bring happiness to people and meet the rising demand for bus services

"The first of the three new bus routes, Route 77 starts from Baniyas Metro Station and calls at Airport Terminal, Deira City Centre, and Airport Terminal. The second is Route F36, a metro bus service that starts at Mall of the Emirates Station and passes by Arjan Hotel via Mall of the Emirates Metro Station, Al Barsha South and Dubai Science Park. The third is Route E102, which commutes between Ibn Battuta Station and Musaffah Al Shaabiya Bus Station at Abu

Dhabi," said Adel Shakri, Director of Planning and Business Development at RTA's Public Transport Agency.

"Public Transport Agency will also upgrade bus services on several other routes as of July 18th. Changes include switching Route 50, which connects with the International City, Dragon Mart (2), and Al Khail Gate (1), after the International City in the direction of Al Manama Street," explained Shakri.

"Route J01, which runs from Mall of the Emirates MS to



reading and analysis of applicant skills, which marks the first automated practical road testing of driver license applicants worldwide.

The system also aims to develop a smart app for road testing and link it with telematics solution to improve operational efficiency. It also aims for improving traffic safety through polishing driving skills and establishing a platform for direct follow-up of testing processes and intervening in case of potential risks.

It also enhances the transparency and accuracy of data supplied to clients thanks to a 3D Panoramic Video Recording System of testing processes available to clients. It also enables the addressing of grievances and complaints, and uplifting examiners performance.

“The ‘Smart Track’ system is compatible with seven key strategies of the UAE and Dubai, namely: UAE Artificial



It marks the debut of 4th industrial revolution technology in the system for the first time worldwide

Intelligence Strategy, UAE Strategy for the Fourth Industrial Revolution, Smart Dubai Strategy, Paperless Strategy, Internet of Things and Digital Revolution Strategy, Dubai Data Strategy, and the National Innovation Strategy,” concluded Al Ali.

Jumeirah Village Circle, will be rerouted to provide transit services at Jumeirah Village Circle and all the way up to Al Barsha South, meanwhile the current transit service will be served by Route F36.

“Route F32, linking Mall of the Emirates MS, and the Sustainable City, will be rerouted and transit service at Dubai Science Park will be provided by Route F36. Route F60, linking Rashidiya Metro Station, and Downtown Mirdif Gate, will be rerouted in the direction of City Centre Mirdif from Rashidiya MS. Route 367 between Rashidiya and the International City will be rerouted between Al Rashidiya and the International City via Warqaa to serve Silicon Oasis via Dubai Academic City,” he added.

“RTA places great emphasis on the suggestions and feedbacks from the community relevant to the expansion and improvement of public transport network and services. Therefore, the Public

Transport Agency conducts field surveys through which users of public transport can express their views and suggestions, and the same can be made via RTA website,” concluded Shakri.



90% of Dubai limousine fleet will go green with 65% hybrid and 25% electrical by 2026

Chaired by HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), (RTA Board has endorsed an initiative to transform 90% of limousines operating in Dubai into environmental-friendly vehicles) hybrid/electric (by 2026). The initiative is the first of its kind worldwide in the semi-total conversion of the limo fleet into green vehicles.

According to the plan, which runs for seven years, 65% of the Dubai limousine fleet will be hybrid vehicles and 25% electric vehicles. The plan envisages building up the ratio of green limos gradually from the current 6% to 10% by 2020 and double up to 20% in 2021. The proportion of environmental-friendly vehicles will pick up to 30% by 2022 and the momentum will continue annually afterwards to reach 40% in 2023, 55% in 2024 and 70% in 2025 until hitting the targeted rate of 90% in 2026.

"This initiative is implemented under the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, to save power consumption in the UAE, which is crucial for the environmental sustainability and development projects with its various components. It also fosters a safe, clean and sustainable environment that will leverage the profile of Dubai. In addition, it contributes to the Dubai Government initiative

to introduce green vehicles for a cleaner environment," said Al Tayer.

"The step is part of a master plan to curb carbon emissions of taxis and limos by 2% as required by the Dubai Supreme Council of Energy and the Green Economy drive. It also comes in the aftermath of fuel deregulation policy and the low cost of electric/hybrid vehicles life span compared with fuel-powered vehicles.

"About 6,500 limos are operated in Dubai by 100 companies or more. Each vehicle travels about 400 km per day, which translates into the production of 44 tons of carbon emissions per annum.

"RTA studies on the use of electric/hybrid vehicles showed that financial savings of using electric vehicles amount to AED20,000 over the life cycle of each vehicle. Hybrid vehicles make a saving of AED30,000. From an environmental



Year	2020	2021	2022	2023	2024	2025	2026
Normal Vehicles	90%	80%	70%	60%	45%	30%	10%
Eco-Friendly Vehicles	10%	20%	30%	40%	55%	70%	90%
Eco-Friendly Vehicles	 2%	 4%	 6%	 10%	 13%	 20%	 25%
	 8%	 16%	 24%	 30%	 42%	 50%	 65%

 Electric
 Hybrid

perspective, electric vehicles do not have any harmful emissions, while the use of hybrid vehicles cuts emissions by 40%

"In the context of its support to green mobility, RTA is offering a 25% discount on the monthly franchise fees on electric vehicles throughout the first year. It will also give permission the electric vehicles to use bus-dedicated lanes. In addition to increasing electric vehicles life span to two years more than fuel-powered vehicles", added Al Tayer.

RTA has endorsed a plan to transform 50% of Dubai taxi fleet into hybrid vehicles by 2021. Accordingly, the number of

hybrid taxis is set to rise from 791 vehicles in 2016 to 4750 vehicles by 2021. Dubai Taxi Corporation accounts for the largest share of hybrid vehicles as it currently operates 2280 of these vehicles. Hybrid vehicles currently make 28% of the total taxi fleet in Dubai.

RTA is the first entity in the region to deploy hybrid/electric vehicles in the taxi fleet for a trial run from 2008 to 2011. Results of the trial have proved the economic and ecological feasibility of the project, with 30% fuel saving and 30% reduction in carbon emissions.



RTA obtains ISO certification in IT Governance ,first time for UAE entity

Dubai's Roads and Transport Authority) RTA (has obtained ISO-IEC 38500:2015 Certificate; an international standard of corporate governance of information technology .The award was made following the audit carried out by Certification Partner Global) CPG ,(a world leader in issuing quality and standardisation certificates .Thus ,RTA has become the first entity in the UAE to obtain this certificate ;which reveals the advancement made in this regard.

"We are thrilled to obtain this certificate ,especially as it is the first time for an entity in the UAE to obtain this award .The audit results proved the ability of RTA's technology governance system to meet the needs and objectives of RTA and identify potential areas of improvement .They are also fully compliant with the objectives of the standard ",said Abdul Aziz Al Falahi, CEO of Corporate Technology Support Services Sector ,RTA. "Obtaining this certificate echoes the extent of advancement made in this regard ,and underscores the leading efforts made in support of RTA's seventh strategic goal) Advance RTA.(

The governance of technology can be defined as the effective use of information technology to enable entities realise their strategies.

"RTA fully recognises the importance of governance of information technology and considers it a virtual capital not less than the financial and human capitals .The strength of global economies now rests on the strength ,control and application of information in driving the growth and development ",concluded Al Falahi.

A smart storage system for Metro and Bus spare parts

Dubai's Roads and Transport Authority) RTA (has launched a Smart Storage System for its assets spare parts .The system has been implemented for Dubai Metro spare parts in Al Rashidiya Metro Depot ,and RTA's public buses 'spare parts at Jebel Ali and Al Awir Bus Depots.

"The Smart Storage System is one of our pioneer initiatives has been developed to keep pace with the latest technologies and innovations and adopt the best practices of the industry .Such efforts are part of the drive to rank Dubai as the smartest city in the world ",said Saeed Al Marri ,Director of Contracts and Procurement at RTA's Corporate Administrative Support Services Sector.

"The Smart Storage is a sophisticated system offering a host of benefits around the clock .24/7 It saves 85% of the storage space available and cuts the time of delivering items as it eliminates the time wasted in locating the stored items .Benefits include higher safety for staffs and

more accuracy in stock levels .The system issues spare parts according to instructions of maintenance works only ,which eliminates human error and improves safety. The Smart Storage is an automated closed system comprised of dispensing cabinets containing vertically cascaded trays to offer storage solutions for various spare parts ,according to size and daily maintenance requirements .Using OptiFlex supply chain technology, the system scans each package and works out its ideal storage place within the system to ensure optimisation of the storage space.

"The smart storage system is safe and secure. It enables better control and accessibility to the



storage system .It monitors transactions ,automates procedures ,tracks the movement of spare parts and offers self-service .24/7 It has stocktaking feature which can be activated on demand ,and can track users and list stored items “,added

”The smart storage systems are characterised by secure operation within dedicated cabinets ;which ensures quick supply of spare parts when needed .The system has been integrated with the Main storage system) Maximo (of Dubai Metro and Public Transport Agencies .It has also been linked online such that the smart storage systems can monitor the issuance of parts and set replenishment timelines to ensure stock availability and smooth and quick supply of metro spare parts “,added Al Marri.

It is noteworthy that RTA is always keen to match the latest technological advancements worldwide ,and adopt innovative and sustainable solutions to improve the business conduct in a way befitting Dubai image as a leader of innovative services in the region and the world over.



Awards for social responsibility ,brand development

Roads and Transport Authority) RTA (has made several Corporate Social Responsibility (CSR) achievements where it won the Dubai Chamber CSR Label ,rendering it the first government entity to win this award for the third year running .RTA also obtained the ISO 26000 Social Responsibility Certificate ,and its new corporate identity has bagged three gold and one bronze awards.

Yousef Al Rida ,CEO of RTA's Corporate Administrative Support Services Sector was pleased with the galaxy of awards achieved by RTA as they depict the continuous efforts made to boost its social responsibility and support initiatives of the Dubai Government in various fields aimed at bringing happiness to people.

"Winning a host of social responsibility awards reflect RTA's relentless

drive to support' people of determination 'and live up to its social responsibility .Examples of initiatives rolled out in this regard include Dubai Audio Library) Bookshare.org (for visually impaired people, and' Kiswat Khair) 'Clothes for Good (initiative ,which mustered the efforts of 850 volunteers from RTA and 10 other government entities to recycle 35,000 pieces of cloth' .Read More 'initiative had benefited



Obtaining ISO Certification for Learning outside Formal Education

Roads and Transport Authority) RTA (has obtained ISO 29993:2017 Certificate for Learning Services Outside Formal Education from the British Standards Institution) BSI ,(rendering it the first entity in Dubai's Government to make this achievement .

HE Mattar Al Tayer ,Director-General and Chairman of the Board of Executive Directors of RTA ,received the certificate from Mr .Theuns Kotze ,BSI Regional Managing Director for MENA ,in the presence of Yousef Al Rida – CEO of Corporate Administrative Support Services Sector ,Mansour Al Falasi, Director of Human Resources and Development ,and Fatima Al Mandoos ,Director of Corporate Planning & Development. Al Tayer expressed his delight with obtaining this certificate,

which focuses on the advancement and efficiency of the learning and training system inside organisations .It reveals the efforts made to assure the quality of the learning and training process ,and that its needs were identified and addressed.

"RTA is keen on improving the deliverables of learning programmes in place for employees .We view RTA's training services as part of the tools of developing the human capital to meet the challenges of the changing professional

half a million people ,and' Meals on Wheels 'initiative distributed Ramadan Iftar meals to families earning limited incomes and workers at their accommodations “,commented Al Rida.

Community-Oriented Projects

“Several initiatives were destined to’ people of determination,’ including one edition of the’ Short Story ‘contest ,gifting wheelchairs to those mobility-challenged and tailoring some services to offer them personalised service .RTA also offered them free rides on public transport means ,complimentary parking cards ,dedicated counters at customer’s happiness centres ,among other privileges “,said Al Rida. RTA is always keen on forging partnerships with various entities in the context of boosting its corporate social responsibility as part of a strategy designed to serve various segments of the community including students ,people of determination ,and senior citizens.

“Our corporate social responsibility extends beyond the UAE to include assisting needy people in sisterly and friendly countries .We have also renewed our support to the government’s new initiative such as the Well of Hope for digging 10 drinking water wells in10 countries experiencing scarce water resources “,he added.

Branding Awards

“In the sixth edition of the Transform Awards MENA ,2019 RTA collected three gold and one bronze branding awards during an event held by the London-based Transform Magazine at Al Habtoor Palace

Hotel in Dubai .The Awards honour entities that have made excellent improvements in brand strategies and contents “,said Al Rida.

“RTA’s new corporate identity ,which is consistent with Dubai Government’s directive to leverage innovation and smart transformation based on three elements) Make .Move .Transform,(has quickly made an impression and obtained a bunch of prestigious Transform MENA Awards.

It won the Gold Award in the category of :Best Rebrand of a Digital Property ,rendering RTA brand simpler and smoother thanks to icons employed to cut short text-intensive content on the website and social media platforms.

It won another Gold Award in the category of :Best Visual Identity from the Transport and Logistics Sector .RTA launched several options to maintain communication with the community ,such as the ‘S’hail ‘App designed to improve multi-modal mobility.

The triple gold award was in the category of Best Strategic or Creative Development of a New Brand .RTA developed a new strategy culminating in the integrated’ S’hail ‘mobility platform .It is user-friendly ,saves time and encourages the use of public transport.

“The awards tally was rounded up by a bronze title in the category of: Best Implementation of a Brand Development Project .It recognises RTA’s improved new identity and realisation of clear targets through the operation of 200 services ,eight transit means and multiple infrastructure projects to serve millions of clients “,concluded the CEO of Corporate Administrative Support Services Sector ,RTA.

requirements “,added Al Tayer.

Earning ISO certificate for Learning Services Outside Formal Education reflects the huge efforts made to realise RTA’s seventh strategic goal :Advance RTA .It also underlines RTA’s approach to the development of human resources and the polishing of leadership and professional skills of employees towards improving occupational efficiency.

“RTA has recently opened an Employees Training Centre at Marina Plaza on a-3 level building that can accommodate 350trainees .It has 17 training halls fitted with innovative training tools ,smart apps and edge-cutting educational technologies .The centre includes an innovation hall ,meeting room-50 ,seat theatre ,smart-learning library ,computer lab, and an assessment centre .It consists of four divisions namely administrative & technical training ,skills improvement ,and

logistical support “,he concluded.

Obtaining ISO 29993:2017 Certificate involves completing a multi-step process starting with a Gap Analysis .In this regard, RTA sought the assistance of a specialist entity to ensure the readiness of the training centre to fulfil the required standards .Employees received customised training on the implementation of this standard ,and the training process has been streamlined to bring it in line with the standard.

The second step focused on analysing the training needs according to the standard and designing compatible programmes .The third step was the final audit of the external assessor from BSI ,which verified the compatibility of programmes and procedures of the training centre with the international standards ,and that it is competent enough to support and drive the learning process.

Honouring 25 employees achieving academic degrees

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), (honoured 25 staff who graduated from Academy Programme for scholarships funded by RTA. He also honoured employees who obtained degrees in 2018 under RTA's Academic Achievement programme as well as graduates of Artificial Intelligence Programme at the University of Oxford sponsored by the Office of the Minister of State for Artificial Intelligence.

During the event, which took place at RTA's headquarters, Al Tayer was pleased to honour employees graduating from Academy programme including four graduates holding Master's degrees in engineering, and 19 graduates who benefited from the Academic Achievement and Study-break sponsorships programmes. The 19 graduates comprise a PhD graduate, six Master's degree graduates, 11 Bachelor's degree graduates and one Diploma graduate. Academy graduates also included two holders of Artificial Intelligence Programme at the reputed University of Oxford. It is the first programme of its kind to avail UAE government employees' qualification in Artificial Intelligence administered by the Office of the Minister of State for Artificial Intelligence.

Al Tayer acknowledged RTA's commitment to supporting the career development of employees and fostering a perfect environment to hone their skills. Such efforts will contribute to the career progression of promising Emiratis to take up key leadership posts and contribute

to the realisation of RTA's strategic objectives.

Academic Programmes

"RTA is seeking to realise the directives of leaders in nurturing an optimal environment for grooming potential young leaders and developing innovative skills for envisioning the future. RTA provides a host of academic programmes for employees such as Academy for completing their high studies in various disciplines namely Master's degree in Engineering, Master's degree in General Studies, Diploma in Business Administration, and Master's degree in rare and future studies," said Al Tayer.

These programmes aim to prepare qualified Emiratis to take up diverse job, enhance their retention and empowerment efforts, and assist with the Emiratization of jobs policy. RTA also offers scholarships to high-achievers so that they can pursue their university studies in fields compatible with RTA's current and future projects," he added.



RTA provides a host of academic scholarships and training programmes such as 'Qeyadi' launched in 2009 for grooming the first, second and third generation of RTA's leaders. In 2018, RTA revamped the 4th edition of the programme to target young engineers. It also developed the 'New Manager' programme offering inductees orientation during the first 90 days in jobs to help them comprehend RTA's culture and business process in an orderly fashion. RTA also offered 'Edaad' programme for fresh

graduates to instill in them practical skills and 'Role Model' programme for the transfer of experience from mentors to mentees in the second and third generation through individual training sessions to benefit from the leadership expertise in the RTA. It also developed 'Bedayati' programme for training young Emiratis recruits, offering them a hospitable environment, and integrating them in RTA's environment such that they can take up new positions as soon as possible.



A Cleaner rewarded for handing-over lost bag containing 15kg of gold

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), honoured Taher Ali Maqbool, a cleaner in the Multi-Level Parking Terminal at Sabkha, Dubai, in recognition of his honesty. Maqbool found a lost bag containing 15 kg of gold worth about two million dirhams while doing his job. He immediately reported the matter to the Security Officer of the building who contacted Dubai Police and the corps handled the case accordingly.



An invitation for participation from Hamdan bin Mohammed Award for Innovation in PM in its 3rd Edition

جائزة حمدان بن محمد
للابتكار 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 called on individuals and business community as well as academicians to take part in the third edition of the award as the deadline for submissions (31 August 2019) is edging closer.

The award whose purse value is AED 2million (about US\$550,000) aims to establish Dubai a reputable global hub for project management innovators across small, medium and large enterprises.

Submissions have been pouring in steadily as soon as the opening was declared thus exemplifying the interest of

individuals and corporate entities to showcase their projects, initiatives and achievements at this prominent platform. Submissions can be made through the website (<http://www.hbmaipm.com/>) before the deadline of 31 July 2019.

Winners will be announced during the 6th Dubai International Project Management Forum in December this year.

Launching national competencies qualification programme as per the leadership trends

Roads and Transport Authority announced the launch of the National Talents (HIPO) Development Programme for enhancing the competencies of High Potential national employees. This annual programme ,which runs for one year starting from this June ,is part of Dubai Government strategic drive of building a high-potentials talents government.



Categories

The award encompasses four categories: The first is the Individuals Category, which includes the 'Innovative Project Manager Award' and the 'Innovative PMO Manager Award' with a purse of \$50,000 each. It covers benefits-based management, cost, time and scope of work management, procurement management, quality management, risks and bottlenecks management, and change, culture and stakeholder requirements management. It also includes projects integration, strategy, portfolio governance, and project management office as well as the communication, resources and improvement of standards and processes of project management.

The second category relates to 'The Innovative Project Team Award' with a purse of \$80,000. It covers four fields: communication, change, culture and stakeholder requirements management, in addition to risks &

bottlenecks and project integration management.

The third category is the 'Innovative Organisation in Project Management'. It has a purse of \$200,000 for the winner, \$150,000 for the runner-up, and \$100,000 for the third place.

The fourth is the Academic Category involving 'Research in Innovative Project Management Practises Award' with a purse of \$40,000 and honours researchers who contribute to the development of project management theories and principles. It also includes the 'Innovative Use of Project Management Practices' award with prize money of \$40,000. It encourages the adoption of project management principles in projects and academic activities opening new horizons for the award and attracting new innovative ideas in support of the award's objectives.

"The launch of this programme ,which will be run annually, is part of the Dubai Government strategic drive of building high-potentials talents government and empowering Emiratis in RTA .It contributes to charting a knowledge map that reflects the needs of RTA's divisions in future. The programme aims at grooming a generation of young leaders to fill the managerial posts ,besides identifying young talents .It also develops a professional ,scientific methodology for upgrading and retaining these talents", said Mansour Al Falasi ,Director of Human Resources and Development ,Corporate Administrative Support Services Sector ,RTA.

"The corporate scope of the programme covers young talents who fulfil the HIPO standards ,and the selection process is based on technical standards such as the procedural and professional knowledge ,employee continuous learning journey ,and the ability to adapt to the demanding job requirements .They also include leadership skills ,ability to impact teams in line with the job environment ,personal motivation and passion of the

individual ,and ability of the individual to improve and progress to leadership levels.

"The key drivers of the programme include the corporate ability in terms of strategy and corporate performance ,the culture of job environment ,leadership and management methodologies ,corporate success enablers ,and the business analyses procedures.

"The second driver is the success factors ,which covers the management of plans through key performance indicators, and personnel management through competencies. The third driver is the personal and professional skills of the individual ,performance pattern ,flexibility ,and continued progress .The last driver of the programme is the enhancement of specialised technical knowledge integrated into the training plan.

"RTA spares no efforts in adopting the top global standards in training and qualifying national human resources to step up their corporate readiness for driving the development process in line with the agenda charted by RTA.

RTA Charity Foundation donates 3,536 computer units

Roads and Transport Authority (RTA) has donated 3,536 computer units to Mohammed Bin Rashid Al Maktoum Humanitarian & Charity Establishment in the context of RTA's social responsibility and global contributions of RTA's Charity Foundation.

"RTA has donated 3,536 computer units to Mohammed Bin Rashid Al Maktoum Humanitarian & Charity Establishment in support of the noble objectives of the Establishment. The step is also in line with RTA's strategic direction of providing a helping hand to those less fortunate in the educational field from friendly countries," said Mohammed Obaid Al Mulla, RTA Board Member and Chairman of RTA's Charity Foundation.

Items donated include computers, printers, toners, keyboards, chargers, batteries, servers and screens. The Personal Computers Reconditioning Centre of Dubai

Municipality that has a MOU with the Mohammed Bin Rashid Al Maktoum Humanitarian & Charity Establishment rehabilitated the units.

"This donation is part of the global contributions of RTA's Charity Foundation aimed to support the development in needy countries. It reflects RTA's humanitarian efforts and support to the Mohammed Bin Rashid Establishment in helping educational programmes in needy countries," he added.

RTA is seeking to enhance its charitable activities inside the UAE and abroad. It has launched several

An invitation from DIPMF for participation in its in 6th session

The Organising Committee of Dubai International Project Management Forum (DIPMF) called on the local, regional and global business community to make submissions for the sixth edition of the forum, which will be held this year under the theme (Cultural Diversity) from 7th to 10th December 2019.

Abdul Mohsen Ibrahim Younes, CEO of RTA's Rail Agency and Chairman of the Organising Committee of DIPMF, confirmed that the forum will kick off on December 7th this year in collaboration with Dubai Electricity and Water Authority (DEWA), DP World, Emaar Properties, and Projects Management Institute (PMI). Registration opened on May 1st 2019, online through the website (www.dipmf.ae). "The selection of 'Cultural Diversity' as a theme for this edition of the forum concurs with our

government's directive to make the UAE a global model in the culture, policy, laws and practices of tolerance," said Younes.

"Organising the forum underscores Dubai's endeavours to play an active role in leading and accelerating the development drive in the region on sound and scientific bases. The event also serves as a platform for sharing expertise, ideas and visions between global leaders in various disciplines that fits well with the global profile of Dubai.

منتدى دبي العالمي
لإدارة المشاريع
DUBAI INTERNATIONAL
PROJECT MANAGEMENT FORUM
6th EDITION
الطبعة السادسة
ديسمبر • 2019 • DECEMBER





initiatives in this regard in coordination with strategic partners such as running 'Meals on Wheels' initiative for the first time outside the UAE in a remote village

in Thailand. It provided 400 school bags and 50 bicycles for students in Uganda and Tanzania. It also provided several Tuk-Tuk (Rickshaw) to help some families cope with their living in Egypt, in addition to school supplies to 400 students.

"RTA's Charity Foundation is making big efforts to help needy individuals locally and overseas in a bid to cover the largest possible of needy people. This objective is becoming strategically important

for RTA's charitable activities, which are gathering momentum towards meeting various needs of local and regional communities," concluded Al Mulla.

"The forum has grown into a global platform for identifying top practices and innovative solutions of Project Management (PM). The engagement of international experts and the innovative ideas presented will be an immense contribution to mega projects," he added.

Key Topics

"The sixth edition of the forum will discuss a host of key topics relating to visionary leadership, economic diversity, future mobility, and (Dubai, A Land for Talents). It will also showcase the winning practices of the Hamdan bin Mohammed Award for Innovation in Project Management (PM), specifications of The Millennial Project Manager, Future Trends in PM, Design Thinking and Agile PM, Mega Event PM, Human Resources in PM, Hybrid PM, Remote and Collaborative PM, and Asset PM. On the side-lines of the forum an array of discussions will be held covering Master Classes in Agile PM, Benefits Management, Artificial Intelligence, Disruptive Technology PM and Governance of Organisational Project Management (OPM)," explained Younes.

Remarkable Success

Project Management is crucial for the realisation of visions and strategic plans. It facilitates achieving the organisational objectives of any organisation or company. Realising this achievement requires an OPM system, project portfolios and programmes, qualified PM personnel such as Programmes Manager, Project Manager and PMO Director. Such personnel must have the skills and leadership to make an effective contribution to building of an integrated PM environment that has to be agile and adaptable to local and international changes.

The past five editions of the forum had been hugely successful in terms of PM specialists and international speakers attracted, and topics discussed. The last edition saw the organisation of 42 sessions comprising 6 keynote speeches, 7 master classes, 3 discussion panels, 24 parallel sessions and 2 closed sessions. About 2000 intellects of PM in the region and the world over took part in the event.

Dubai Taxi returns 70% of lost items during first half of 2019

RTA's Dubai Taxi Corporation (DTC) revealed that it had returned 70% of lost items reported by Dubai taxi users, which amounted to 7,408 cases in the first half of 2019. Items lost included personal belongings such as electronic devices, documents, passports, gold bars, cheques, and cash.

"During the first six months of this year, DTC returned 5,220 lost items to clients whether reported by clients through DTC Call Centre or returned by taxi drivers. Items found were either returned to owners or referred to Dubai Police, Dubai Airports and other entities for handing over to owners in case reported," said Dr Yousef Al Ali, CEO of DTC.

DTC is making every effort to fast track the delivery of lost items to clients as it appreciates the importance of such items. It has therefore opened multiple channels enabling taxi riders to report their lost items through either visiting the Customers Happiness Centre at Muhaisina, contacting the Call Centre, (8009090) or sending e-mail to ask.rta.ae.

"Taxi riders are urged to be more attentive to their belongings and not hesitate to report lost items. DTC has a control centre fitted with

smart technologies for monitoring the taxi operations, the performance of drivers, service quality, emergency cases, and customers belongings. DTC always stresses the values of transparency and honesty among staff and places top priority to maintaining high professional ethics. Compliance with these principles contributes to realizing RTA's vision and making people happier," concluded Al Ali.



An open day for suppliers

Dubai's Roads and Transport Authority held an open day for registered suppliers as part of its efforts to enhance the communication in line with Dubai Government's vision to facilitate the delivery of government services to the business community. Such gatherings open the door for fruitful discussions about various elements of RTA's strategic plans for roads and transit systems in Dubai.

"RTA is keen on holding annual meetings with suppliers as they constitute a platform for sharing mass views and suggestions that lead the way to achieving significant results for RTA," said Saeed Al Marri, Director of Contracts and Procurement, Corporate Administrative Support Services Sector.

The meeting discussed the current and future projects of RTA along with the role of suppliers in providing logistical support

to these projects at excellent standards. It also reviewed Al Harees initiative; a safe channel for RTA staff and external parties enabling them to report any violations of rights of employees and suppliers in a bid to foster a transparent working environment. Discussions also covered the smart invoices for contracts enabling invoices uploading through RTA's website) eTenders.

'AJYAL' give hand to students for work

Roads and Transport Authority (RTA), has started the summer internship programme (Ajyal) whereby the Human Resources and Development Department is undertaking a training programme for a group of Emirati secondary school and university students. This annual event stems from RTA's keenness to instil the value of work and practical skills in Emirati youth. The programme duration runs from July 8 to August 8, 2019.

"Our summer training programme, Ajyal, aims at instilling in Emirati secondary schools and universities students the value of work. It also fills their free time with useful activities that develop their personalities and skills that will help them in future," said Mansour Al Falasi, Director of RTA's Human Resources and Development.

The programme started on July 8 and continues up to August 8, 2019. For the first time this year, we opened registration through 'Dubai Careers' website.

The programme offers students access to diverse experiences by being trained in various RTA's agencies and sectors.

The programme inculcates in students the sense of responsibility and familiarizes them with work ethics. Moreover, it fits well with the vision of our government that considers youth the driving force of building the future of the nation.

"The programme is open for Emirati students in secondary schools and universities, provided they are on a continuous education path. Interns will attend training courses and tour key projects recently accomplished by RTA. They will also be introduced to the use of public transport to familiarise them with RTA's achievements and services; which will raise the profile of RTA in the community," concluded Al Falasi.



The gathering discussed RTA's code of ethics for suppliers and investors advocating the principles of legal practices ,fairness, transparency ,excellence ,credibility ,accountability ,health and safety ,environment ,sustainability and green purchasing ,social responsibility ,recruitment practices in the context of human rights ,conflict of interests etc.

Discussions also touched on the initiative of honouring large companies that recorded the highest number of transactions with SMEs ,such as subcontractors under an initiative endorsed by RTA Director General and Chairman of the Board of Executive Directors.

At the end of the gathering ,the two parties engaged in questions ,suggestions and ideas which enriched the session for the benefit of all parties.



DTC unveils initiative to bring happiness to UAE senior citizens

The initiative offers 20% discount on limo services

Mohammed Obaid Al Mulla, Board Member of Roads and Transport Authority (RTA) and Chairman of Customers Council reaffirmed RTA's commitment of increasing happiness of the community by offering UAE senior citizens a 20% discount on limousine services.

Al Mulla made this statement during the launch of an initiative sponsored by the Community Development Authority (CDA) during the session held at Al Rashidiya Majlis. Attendees included Huraiz Al Mur Bin Huraiz- Executive Director of CDA Social Planning and Development Sector, Dr Yousef Al Ali-CEO of Dubai Taxi Corporation (DTC), council members, UAE senior citizens and several employees of RTA, DTC and CDA.

"This session marked the launch of DTC's initiative targeting 8000 UAE registered senior citizens holding 'Thukhur' Card of CDA. The initiative offers citizens a Special 20% Discount when using limo services across the entire UAE throughout the year," said Al Mulla.

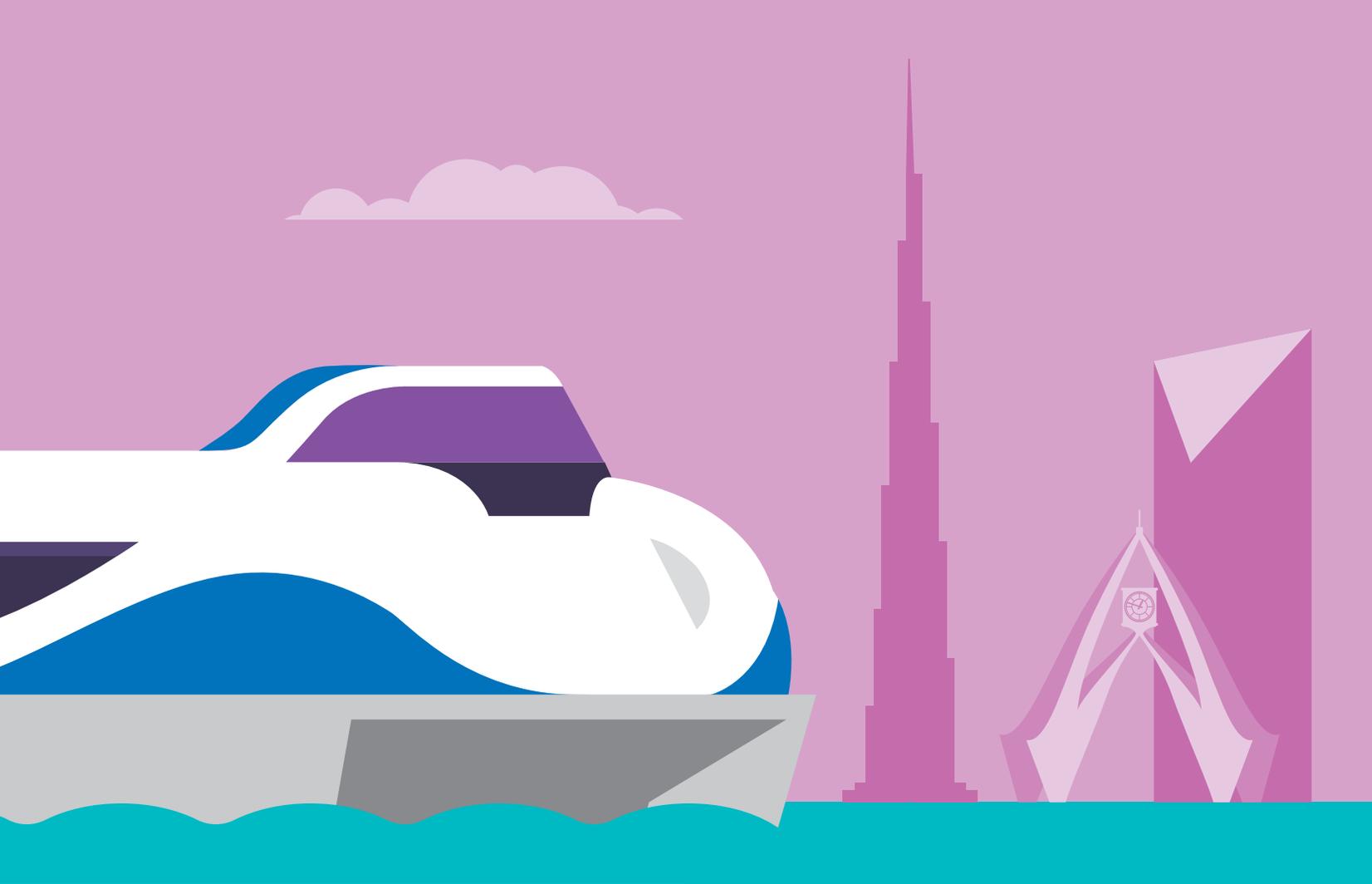
"We are thrilled with this initiative, which reflects the joint

efforts of various stakeholders on offering innovative services that meet the expectations and improve the livelihood of senior citizens," said Bin Huraiz.

"We pay tribute to DTC's initiative targeting senior citizens registered with CDA by easing their mobility and offering them services at discounted rates. The step illustrates CDA's responsibility towards the community, especially senior citizens who are worthy of priority services," he added.

Al Mulla and other Customer's Council members heard a host of views, feedbacks and proposals from the audience calling for enhanced cooperation and improved level of RTA's services to maximise the satisfaction and happiness of service recipients.



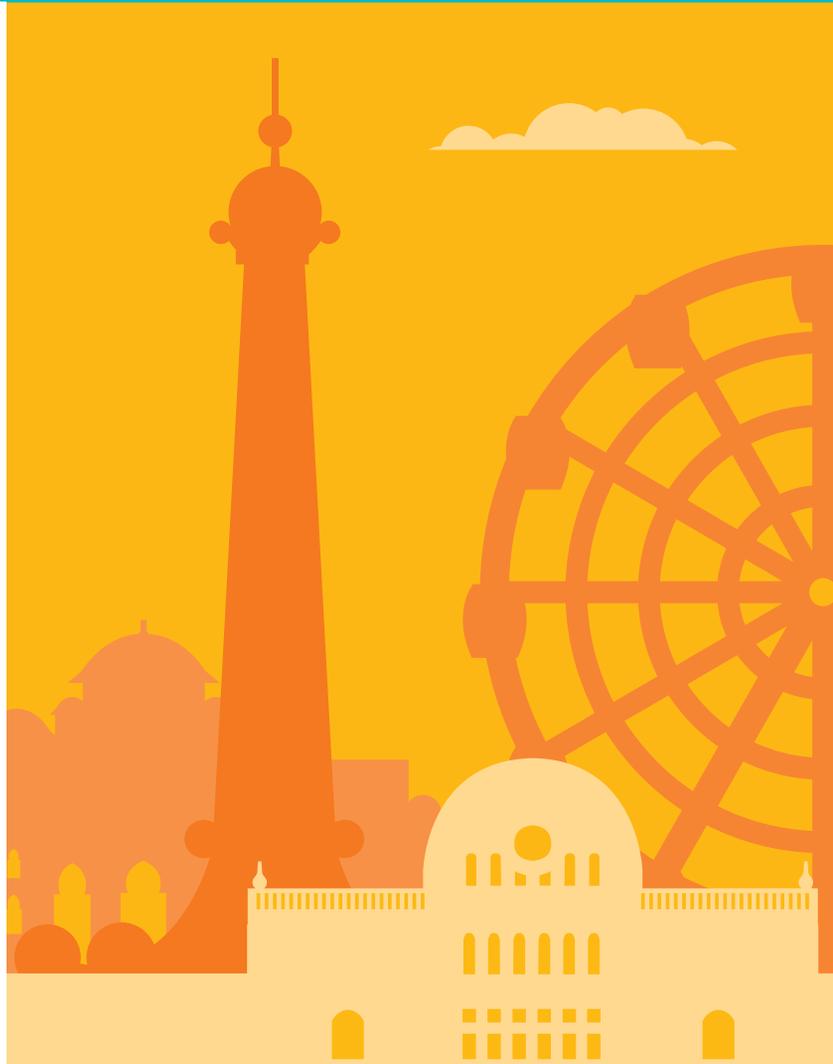


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The Journey of Technology Governance in RTA

The Government of Dubai is considered one of the most forward thinking governments regionally and globally .This is evident from a series of innovative initiatives such as Smart Government ,Smart City ,Dubai Plan ,2021Dubai Data Law ,Digital Transformation ,Dubai Blockchain Strategy, Digital Wealth ,Internet of Things ,and Dubai Paperless Strategy ,to name a few .The UAE Strategy for Artificial Intelligence 2031 calls for adoption of AI technologies and tools to enhance UAE government performance and efficiency .Emirates Blockchain Strategy 2021 aims to transform 50 percent of the government transactions over Blockchain by 2021



Almasar - Shahid Tanvir:

One thing worth noting is the focal role of Information and Communication Technologies) referred to as ICT ,IT or simply Technology and used interchangeably in this article (to drive knowledge based future growth ,diversify the economy and deliver strategic government objectives .The desired goals consist of improving operational efficiency ,reducing the cost of ownership ,enhancing return on investment ,optimizing cost and risks to the public sector organizations .Roads and Transport Authority) RTA (is among the leading government of Dubai entities as the key contributor in many of these initiatives .RTA is recognized for pioneering innovation and shaping the future of Dubai through a plethora of successfully delivered projects since its inception in .2005 Some noteworthy examples of cutting-edge technologies deployed by RTA include Driverless Dubai Metro ,Salik ,Smart NOL Card ,Dubai Tram ,EC3 ,Smart Parking ,Vehicle Registration and Licensing ,Smart Yard, Smart Bus Shelters ,(Automated Fare Collection) across Rail, Parking ,Bus ,Taxis ,(Smart Gate ,Smart Pedestrian Crossing, Autonomous Vehicles ,Drone ,S'hail ,and numerous others.

Corporate governance became a buzzword during the economic downturn caused by the financial crisis that hit the world like a giant tsunami starting in .2008 Dubai and the Gulf region also felt its shock and the world needed a rethink to develop guidelines and best practices to avoid such man-made disasters in the future. According to governance experts ,while corporate governance has primarily been driven by the need for the transparency of enterprise risks and the protection of shareholder value ,the pervasive use of technology has created a critical dependency on IT that calls for a specific focus on IT governance.

As per ISACA IT Governance Institute) ITGI ,USA" ,(IT governance is an integral part of enterprise governance and consists of the

leadership and organisational structures and processes that ensure that the organisation's IT sustains and extends the organisation's strategies and objectives". According to National Computing Center (UK), "IT Governance covers the culture, organisation, policies and practices that provide this kind of oversight and transparency of IT". ITGI defines the governance framework as "a set of concepts, assumptions and practices that define how something can be approached or understood, the relationships among the entities involved, the roles of those involved, and the boundaries".

In today's increasingly globalized and dynamic market, maintaining and retaining competitive edge requires the CXO's and the Board to respond swiftly to competition and changing market conditions. IT is essential to manage the transactions, information and knowledge necessary to initiate and sustain economic and social activities. Technology has become an integral part of Dubai's aspiration to shape the future through innovative and disruptive technologies. RTA business performance relies heavily upon IT/ICT, therefore it is fundamental to support, sustain and grow the business by governing IT. Successful enterprises understand and manage the risks and constraints of IT. The governance of IT highlights strategic importance of IT and takes the IT agenda to the Boardroom.

According to Professor Robert Roussey (University of Southern California),

"IT governance is the term used to describe how those persons entrusted with governance of an entity will consider IT in their supervision, monitoring, control and direction of the entity. How IT is applied within the entity will have an immense impact on whether the entity will attain its vision, mission or strategic goals".

Journey of Technology Governance in RTA



In order to contribute to Dubai's economic development plan, RTA had to move at a very fast pace to meet many of the deadlines and deliver projects within extremely aggressive timelines. IT has been a strategic asset in supporting the critical business needs of RTA through innovative business solutions, cutting-edge technologies, intelligent mobility solutions, and state of the art products and services. Financial Audit Department has recognized RTA's efforts toward adoption of IT Governance practices based on Control Objectives for Information and related Technology (COBIT). RTA won the IT Governance Application Standards Award in 2009.

The next logical step for RTA was to govern the technology investments. As the pace of development slowed down during 2009-2011, it was the right opportunity to review, check, monitor and control the technology investments. This was necessary to ensure accountability, reliability, security, continuity, availability, and longevity of the business. Equally important was to justify the return on investment (ROI), reduce total cost of ownership (TCO), optimize operations and innovate. This led to the development of Application Governance Framework in RTA. Governance of business applications provides better control and insight to RTA Executive Management over more than 100 information systems deployed. This was followed by formation of a Higher Governance Committee in 2012 with the aim of rolling out AGF across the organization, ensuring availability and business continuity and developing a Technology Governance Framework that encompasses Information Technology, Intelligent Traffic Systems and Intelligent Transport Systems across different agencies and sectors. COBIT 5 (ISACA) is an international and generally accepted IT control framework that provides metrics and critical success factors for enabling and implementing IT governance structure throughout the enterprise. RTA adopted COBIT 5 framework for Governance of Enterprise Technologies to assess the current state, analyze the gaps and develop the to-be state with respect to top-level governance and management processes.

Since restructuring of Corporate Technology Support Services (CTSS) sector, the role of managing technology governance is entrusted with Technology Strategy & Governance Department in CTSS. However, it is important to highlight that Technology governance is the responsibility of everyone – RTA board, management, employees and our large network of technology partners / suppliers. The key objectives of RTA technology governance practice are highlighted below:

Ensure technology investments are aligned with various strategies (RTA corporate strategy, local / federal government strategies, RTA digital strategy, NOL strategy, etc.)

Optimize value by delivering business benefits and contribute to operational efficiency / effectiveness

Ensure cost reduction in technology operating expenses and cost optimization by reusing existing technology assets / avoiding redundant information systems

Optimize technology related risks (Security threats, Data Quality, Performance, business continuity)

Improve compliance to laws / regulations / policies and (System deliver business needs, Increase customer reach and satisfaction)

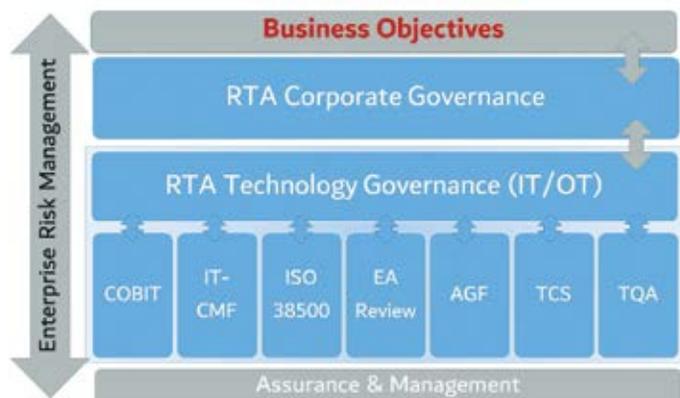
The various Agencies and Sectors deserve appreciation for their constant support to CTSS by adopting technology related governance frameworks and practices in RTA introduced from time to time. The achievements in technology governance has been a key differentiator for RTA. RTA has won a number of regional awards in recognition of the organization's achievements in IT/Technology Governance.

IT Governance Application Standards Award – Financial Audit Department (2009)

Middle East Strategic Information Security Award (2011)

GISEC Security Award - Best Information Security and Governance Program Implementation (2014)

Information Security and Information Systems Governance – The International Business Excellence Awards (2015)



RTA's Command Centre attracts dozens of visiting VIP delegations ,firms and international media

Dubai's Roads and Transport Authority (RTA) reported that the Enterprise Command and Control Centre (EC³), had become a popular destination for visiting VIPs, diplomats, local and federal government delegations, leading firms as well as local, Arab and international media since launched in May 2017.

Visitors were keen to know more about the sophisticated technologies and processes in use at the facility, which is considered one of the biggest and latest control centres in the world in terms of using advanced technologies in controlling and integrating various transit means of RTA, and enabling sound planning for mobility challenges in the Emirate.

These high-profile visits illustrate Dubai standing in the region and beyond, and the advanced technologies it uses in roads and transport projects. The Centre delivers a clear message reflecting Dubai ability to surpass the international standards in coping with roads and transport challenges and reveals the solid will behind such projects. It enables the link with all mass transit systems (metro, tram, buses, taxis and water transport) as well as traffic systems.

It also has ample office space, press centre, and four utility buildings. The facility is compatible with the specifications of green buildings.

Facilities

The EC3 links the control centres of RTA operational agencies with a central and integrated control unit. It's also being connected with other entities related to RTA business. Roles of the Centre include supporting control centres of RTA agencies and sectors, managing crises and events, integrating transit means, managing and analysing information, compiling data and generating strategic reports, and managing the information security.

The main control room of the centre spans an area of 430 square metres and has a capacity to accommodate 18 persons. It is linked with 34 fully integrated RTA systems. It can also link with systems outside RTA, and receive and manage the feed about 10,000 surveillance cameras.



People Movement

The centre makes use of data of mobile phones in planning and managing the movement of crowds through automated identification of population density and directing transit modes to serve them. As such, it enables maximum benefit from transport systems by matching the movement of people with the movement of transport means, and simulating the virtual presence on the ground using a 3D presentation, and monitoring people movement using drones.

The centre also uses the relative population density programme which specifies the population density for using transit means between starting and terminal points of the journey, thus enabling the teams to figure out people movement during a specific time. It also has a Mobility Planning Room (The Cave) that displays a 3D map on the main screen enabling the analyst or planner to use modern technologies in events planning.

Heatmap Technology

The centre uses the massive flow of information in managing crowds thanks to the population density detection feature. The feature uses GSM technology to read and analyse the movement of people through mobile phones GSM technology provided in collaboration with telecommunication service providers. The output is reflected on the main display screen at the operation platform. The human density points appear as Heatmaps through which it will be possible to quantify the density and spread of people at a specific point.

AI Technology

The centre uses artificial intelligence (AI) in managing accidents and emergencies, thus acts as a sophisticated platform for communication between emergency teams. Thanks to AI technology, it is possible to receive voice commands and instantly

integrating them in the system instead of the traditional printing of commands. The system is fitted with a machine-learning feature and has the potential to engage in various scenarios for tackling emergencies to ensure quick response and a minimal human error.

Strategic Roles

The EC3 aims to be a world leader and model of excellence in the control of roads and transport systems as it is a unique and smart centre capable of propelling the ability of Dubai to host global events, supporting central decision-making of all transit means, assisting the strategic transport planning tasks and integrating with RTA's main systems and control centres. The Centre supports RTA's efforts in transforming Dubai into the world's smartest city in the field of transport. It will contribute to easing snarls, reducing mobility time and cost, cutting traffic accidents, and limiting environmental pollution through smart planning for coping with the transport challenges in the Emirate. The Centre aims to enhance the experience and happiness of customers through providing instant information about the movement of transport systems in the Emirate, integrating with social media channels and raising the people happiness through the smooth use of mass transit means.

Mobility Planning

The EC3 will also step up the coordination with various control centres by using simulators and the smart forecasting of transit services. It can improve coordination in planning and managing crises, events, and organise mobility during mega-events and exhibitions in Dubai. Accordingly, it will play a key role in serving mobility from and to Expo 2020, managing information in support of decision-making and monitoring information security for protecting RTA's operational technology systems against security threats.





from the present

Baniyas Street and Dubai lifeline

Dubai Creek is the lifeline of Dubai residents; bustling with activities for shippers, retailers and travelers.

Baniyas Street was always closely linked with Dubai Creek. However, it is now revamped in a style befitting the all-new Dubai outlook.

Fahad Abdullah Al Noahi



from the past





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