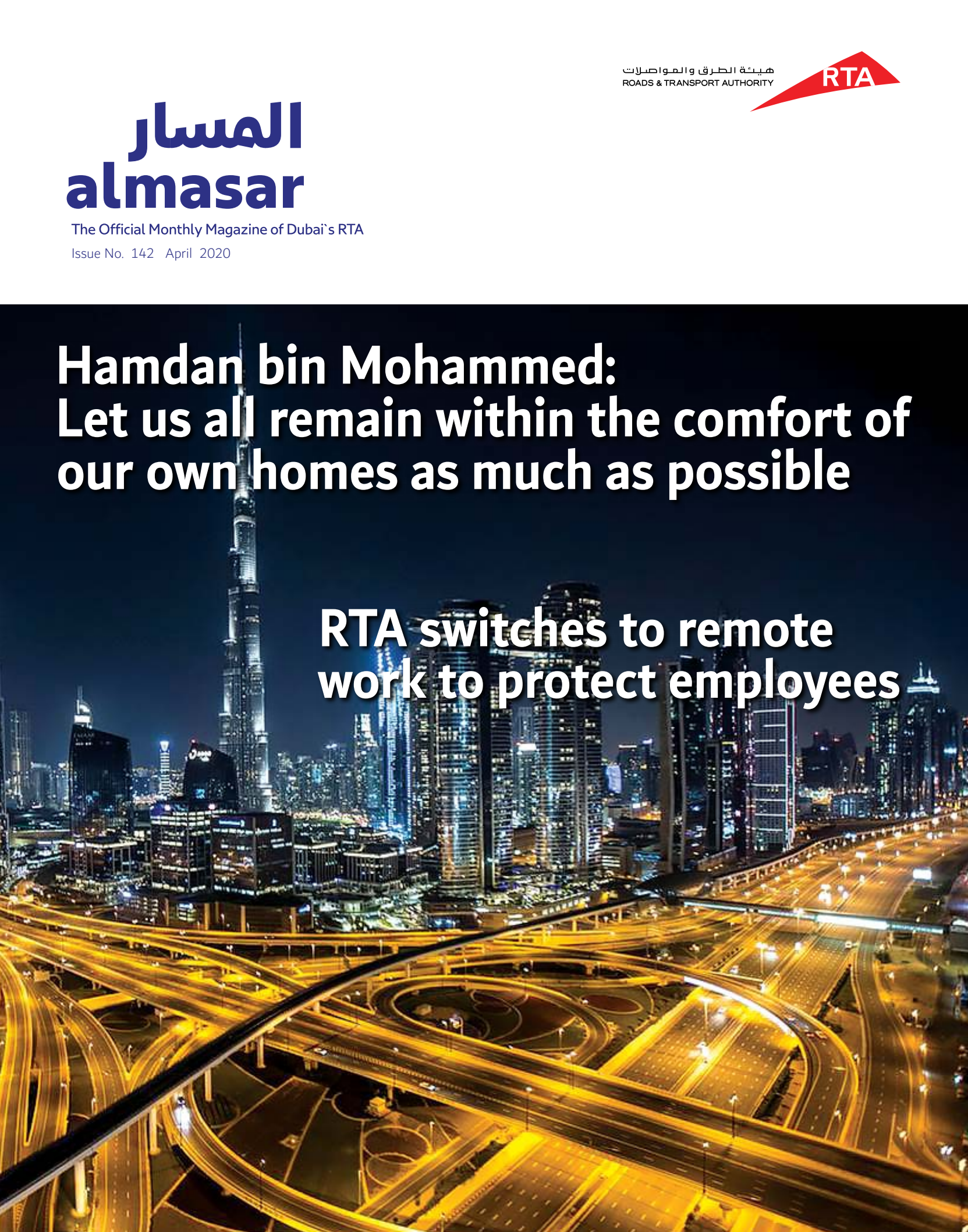


# المسار almasar

The Official Monthly Magazine of Dubai's RTA

Issue No. 142 April 2020



## Hamdan bin Mohammed: Let us all remain within the comfort of our own homes as much as possible

### RTA switches to remote work to protect employees

# Vision Mission



## Vision

Safe and Smooth Transport for All



## Mission

Develop and manage integrated and sustainable roads and transportation systems at 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.



## Together we are stronger against COVID-19

From the start of this year, the world has been witnessing an outbreak of novel coronavirus (COVID-19) that has hit almost every country in the world. Countries across the globe had to take stringent measures to curb the spread of this virus among inhabitants.

From the early days, the virus broke throughout the world scene, UAE government developed a comprehensive strategy to contain it and check its impacts across all sectors. The preventive measures taken proved effective in protecting the health, safety and security of the community.

In implementation of the directives of our leaders to provide high protection for Dubai community, RTA took a series of preventive and proactive health procedures in line with the directive of UAE and Dubai Governments. RTA geared the escalation of such measures to the developments of coronavirus.

It started by taking additional measures for the health and safety of public transport riders such as controlling the number of metro and bus riders to keep safe distances between passengers, leaving the control of bus doors with drivers, and restricting the number of taxi riders to two per taxi (in the rear seat). It also increased the number of journeys and

service frequency of public transit means to ensure a healthy and safe mobility service at par with the best global practices. RTA also urged mass transport riders to use personal protective equipment while riding public transit means.

In line with the National Disinfection Programme rolled out by the Ministry of Health and Prevention, and the Ministry of Interior on March 26th to sterilise all public transit means, RTA ceased the metro, tram and marine transport services during the disinfection period. It deployed 13 bus routes to serve 19 public and private hospitals and offered taxi service for emergency cases through Careem and Uber apps. During the period, RTA disinfected all stations, metro, tram, buses, marine transit means, taxis, limos and smart rental vehicles.

To ease the movement of trucks and expedite the delivery of rations, RTA coordinated with the Dubai Police General HQ to lifting of the ban on trucks with an empty weight exceeding 2.5 tons.

RTA is making its level best to ensure high safety and security for all uses of public transport and taxis in Dubai at the highest international standards.

Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority

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



# المسار almasar

## 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



Almasar Application is available on Apple store &  
Google play by name: **almasar magazine**

GENERAL SUPERVISOR  
Rowdah.ALMehrizi

EDITOR IN CHIEF  
AlMoatasem Belah Mohammed

MANAGING DIRECTOR  
Mohammed Al Munji

EDITING MANAGER  
Nashwan Mahmood

PHOTOGRAPHY  
Sahir Babu

DESIGN & MARKETING

**SLA**  
**Spotlight Advertising**  
بقعة ضوء للإعلان والترويج

[www.spotlightuae.net](http://www.spotlightuae.net)

Art Director  
Said Mansour

### CONTACT US

P.O.Box: 118899 Dubai,U.A.E  
Tel : +971 4 2902638  
Fax: +971 4 2903933  
[almasar@rta.ae](mailto:almasar@rta.ae)  
[www.rta.ae](http://www.rta.ae)



## Our News

- 12 Studies to develop Sky Pods
- 14 45 French firms in Emirati-French Business Summit
- 18 First and Last-Mile strategy approved

## Projects

- 20 450m dirham for Falcon Junction contract

## Services

- 22 Initiatives unveiled to improve licensing services
- 24 Roaming Buses On-Demand hit Dubai
- 25 Instant updates of public transport timings on Google
- 26 Online registration for Salik services
- 28 Parking services of senior citizens, people of determination go online
- 29 2.4 m driver licenses issued in Dubai

## 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.



## cover story

**06 Hamdan bin Mohammed:**

Let us all remain within the comfort of our own homes as much as possible

## Achievements

- 30 RTA leads Data First Challenge
- 32 Predictive Maintenance ups marine transport efficiency
- 32 16 employees awarded in innovation management
- 33 nol Plus wins Best Smart City initiative

## Activities

- 34 International Women Day honours 20 female employees
- 36 Quality initiatives for Innovation Month
- 40 MoU signed with American University in Dubai
- 41 14 Emirati students get engineering training
- 42 Customers Councils examines Right-Of-Way needs
- 43 RTA takes part in Middle East Rail Conference
- 44 Al Ahli Youth Club to host Football Championship
- 45 25 employees participate in RTA Run
- 45 Awareness campaign at Drivers Affairs Dep't

## Community Safety

- 46 Crackdown on outlawed selling of nol cards, fare evasion
- 47 7.8 m safety alerts made to Dubai Taxi Drivers





## Hamdan bin Mohammed: Let us all remain within the comfort of our own homes as much as possible

His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince and Chairman of the Executive Council, delivered an important message to employees of Dubai Government, including RTA employees. His Highness confirmed the ability of the UAE to come out of this stage with flying colours.

In the message His Highness said:

“Dear fellow Government of Dubai brothers and sisters, I hope this email finds you and your families well and safe.

The world is experiencing difficult and challenging times, affecting communities across the globe, including the UAE. Our deeply rooted faith and belief in God will help us overcome this phase and instil in us greater strength and power to tackle all difficulties.

We trust our God Almighty and our strong and powerful leadership who are committed to ensuring the health and wellbeing for all members of our community. As said by His Highness Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice President and Prime Minister and Ruler of Dubai:

“Sending a message to our people that their health is the most important matter to us and the country’s resources are all utilised to ensure their safety...everyone is responsible...the UAE is united in the face of challenges, united to overcome crises... united to safeguard achievements...May Allah bless our people and Emirati society, and sustain health, safety and wellness».

His Highness Sheikh Mohammed Bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces reaffirmed this message stating:

“Under the direction of our President Sheikh Khalifa, all resources were made available to ensure public safety. We are all partners in facing this challenge. Our officials in charge know pretty well that medications and food supplies are a red line in the UAE. I’d like to reassure every citizen and resident of the UAE that our country is infinitely able to supply everyone with all the food and medicine they could ever need. We are well prepared to face any challenge that arises.”

We are indeed blessed with exceptional leaders who provide

comfort, safety and peace of mind to UAE citizens and residents, who deserve the very best. However, every individual in society is responsible to make temporary changes to their lifestyle and ensure they are implementing precautionary health and safety measures during these critical times.

As employees of the Government of Dubai, it is our responsibility to support our nation’s leadership during these critical times by fully responding to the preventative and precautionary measures taken by local authorities as a national call to protect the health and wellbeing of our community.

It is our collective duty to do everything we can to keep ourselves, our family members, and our wider community safe.

Let us all remain within the comfort of our own homes as much as possible for our safety and wellbeing, and in support of the many individuals who spend their days and nights to keep our nation safe and secure. Let us not underestimate the power of our own individual contributions, and remain committed to our collective safety and wellbeing, as life get back to normal.

My deepest gratitude and appreciation go to the individuals fighting in the front-line for our community’s safety and wellbeing through their relentless hard work in limiting the spread of the virus.

It is our national duty and responsibility to protect our individual and collective safety and wellbeing.

Given my trust in God Almighty and our strong and exceptional leadership, I am confident in our ability to overcome this situation. I am also confident in the Government of Dubai’s ability to navigate emergencies and crises and turn challenges into opportunities and learnings, strengthening our strength and determination.

I pray God Almighty protects and blesses you and your loved ones and keep you safe and sound.”



## Smart infrastructure, staff capable of high-skill performance

In implementation of the directives of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince and Chairman of the Executive Council, and in line with the precautionary measures taken to safeguard the health and safety of Dubai Government employees, the General Secretariat of Dubai Executive Council announced the activation of a remote work system. The experiment will be assessed to verify the readiness of government entities to cope with all potential scenarios.

The Secretary-General of The Executive Council Abdulla Al Basti issued a Circular to all local government departments in Dubai setting 11 key standards and classified government services and operations into three categories according to their importance during crises. It takes into consideration ceasing service for a day, week, month or more.

The first category of service relates to core services; that form the backbone of life in the Emirate and have to be continued at all times, such as health and security services. The second category is support services, which can be delivered at certain times and in different means such as NOCs, and building permits. The third category is services that can be temporary ceased; which have a limited impact on customers and the government such as events, parks and public realm services.

The circular detailed service delivered directly by government entities and those outsourced to the private sector.

Another standard is meant to assess the key requirements of remote work for instance portable devices, accessibility to the

intranet, call centre systems to divert calls, remote support, and audio-visual communication systems.

Another standard tackled implementation during successive or scattered weekdays. It stressed that the experiment has to cover 30-50% of those not working at site during the first week, and the rate to be escalated to the highest level during the second week at the discretion of the director and the exclusivity of the government entity.

The circular gave priority to pregnant women, seniors, people of determination and those suffering from chronic diseases related to the respiratory system or less immunity. It stressed the importance of including employees of different specialities and grades in the experiment.

RTA responded to the directives of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince and Chairman of the Executive Council, to adopt the remote work and protect employees and their families as well as the community from the potential harm of the global spreading of coronavirus. RTA is thus seeking to curb the spread of the epidemic in the UAE as part of procedures taken by the government to check the spread of the disease which came to the UAE from overseas.

The remote work mode went smooth, especially as RTA has an advanced smart infrastructure that can be optimally utilised. Moreover, RTA employees are very skilled in dealing with smart systems; which form a key part of their daily work routines.





## Daily sanitation of public transit means

Roads and Transport Authority (RTA) has taken a series of sanitary and preventive measures to ensure the intensive cleaning and sanitisation of various means of transportation to the highest international standards. The procedure will be carried on daily for the health and safety of riders. RTA has set up teams to follow-up the sanitisation processes and monitor the commitment of drivers to using the safety and preventive tools in all public transit means in Dubai.

### Inspection

"All public transit means are subjected to daily sanitisation following the routine cleaning operations. After sanitisation, mass transit means are inspected by special precision instruments to verify the elimination of pollutants," said Eng.

Nada Jasim, Director of Safety, Risk, Regulation and Planning at Strategy and Corporate Governance Sector, RTA.

"All taxis, including franchise taxis, are covered by the cleaning and disinfection processes at the start and end of each shift. It takes about 10 mins to clean and disinfect each taxi in a process that covers the entire fleet of about 10 thousand vehicles. RTA urged franchise taxi companies to provide sanitisers for use after each taxi trip," she noted.

### Precautions

"RTA urged all drivers to follow strict precautions regarding personal hygiene before and during sitting behind the wheel. In particular, drivers are required to wash hands and have portable sanitisers onboard for regular using. RTA directed officials of

Closure of air-conditioned  
bus shelters

Communication of new public  
transport and taxi timings

Closure of Customer  
Happiness Centres and  
Service providers







Dubai Taxi and franchise companies to avoid deploying drivers who have symptoms of any disease or seasonal flu, prohibit drivers' gatherings at their residential quarters and impose strict procedures in restaurants shared by drivers," explained Jasim.

"Instructions relayed to taxi drivers call for the driver to politely request any client he or she suspect to have flu symptoms to use the back seat and leave side-windows open to ventilate the vehicle. In such a case, the driver must also cover hands with the designated tissue papers, disinfect the vehicle using sanitisers onboard and communicate with the control centre for instructions after the journey," she added.

## Tools

"The same system applies to hourly smart car rental; which have to be sanitised at the start and end of each day. Operators are required to provide onboard sanitisers and provide guidelines

to clients as regards the disinfection of vehicles before the use of vehicle and upon arrival at the destination," stated Jasim.

"RTA also intensified the daily disinfection of water transit means and stations including deep and disinfectant fogging of medical grade. It will hold workshops to educate customer service agents and supervisors. Since the disinfection of marine transport means requires high accuracy and attention to safety standards, RTA contracted with specialist companies to carry out these tasks," she explained.

## 1500 Buses

"The sanitisation process covers about 1500 public buses at five bus depots. The duration of cleaning and sanitising each bus ranges between 5 to 7 minutes, depending on the size of the bus. About 210 workers are employed to undertake the intensive cleaning and sanitisation of buses in certain stages that include washing, external cleaning, drying, internal cleaning, and sanitisation," said Jasim.

"Bus cleaning operations of all sizes start daily from 9 pm until 6 am. All buses are subject to cleaning and sanitisation according to international standards approved by the competent authorities in the UAE. Disinfectant fogging is being carried out which includes medical-grade inside the buses. Sanitisers are installed across all public transport buses, and bus stations to ensure the elimination of all types of bacteria and viruses on board. Special attention is made to seats, handles and internal facilities of buses. A supervisory team is deployed at the site to ensure that cleaning is completed up to the required standards and buses are for use," explained Jasim.

Introduced safety measures  
when using Public Transport



Vehicle Renewal services  
and Driving License  
Renewal moved online



# Preventive measures for the safety of passengers



Roads and Transport Authority (RTA) has taken a series of sanitary and preventive measures to ensure the intensive cleaning and sanitisation of various means of transportation to the highest international standards. The procedure will be carried on daily for the health and safety of riders. RTA has set up teams to follow-up the sanitisation processes and monitor the commitment of drivers to using the safety and preventive tools in all public transit means in Dubai.



## Dubai Metro

Intensive cleaning and sanitisation of all stations and trains starting from 1 AM until 5 AM.

The specialised team organises and sterilises all 47 train stations daily, in addition to all 79 trains.

More than 700 workers are employed in the cleaning and sanitisation at stations and trains.

The internal cleaning sanitisation of each metro carriage requires about 45 workers.

A specialised team cleans the facilities of the stations 24 hours a day.

A professional team cleans the exterior floors, glass, escalators and other daily works from 1 am until 5 am.

The metro cleaning mechanism begins by washing external structures, then internal cleaning and sanitisation of the metro carriages by a professional team.

During working hours, trains are cleaned every time the train completes a full journey from Al Rashidiya station to the UAE Exchange station, before the return trip.

**47** train stations



**79** trains



**3** hours sanitisation for each metro carriage



**45** workers for each metro carriage



## Buses

1500 buses are cleaned and sterilised daily at 5 bus depots.

The duration of cleaning and sanitising each bus ranges between 5 to 7 minutes, depending on the size of the bus.

About 210 workers are employed to undertake the intensive cleaning and sanitisation of buses in certain stages that include washing, external cleaning, drying, internal cleaning, and sanitisation.

Bus cleaning operations of all sizes start daily from 9 pm until 6 am. All buses are subject to cleaning and sanitisation according to international standards approved by the competent authorities in the UAE. Disinfectant fogging is being carried out which includes medical-grade inside the buses.

Sanitisers are installed across all public transport buses, and bus stations. The latest sterile materials are used to ensure the elimination of all types of on board bacteria and viruses and ensure the highest levels of protection in bus seats, handles and internal facilities.

A supervisory team is deployed at the site to ensure that all stages of cleaning are completed with high accuracy and quality so that the bus is ready for use.

**1500** buses are sterilised daily



**5:7** minutes sanitisation each bus



**210** workers





## Smart Rental

All operators of smart rentals of transportation means are committed to carrying out cleaning and sanitation of vehicles along with internal exposed parts. They will also provide sanitation wipes on board to maintain customers hygiene.



## Taxis

The intensive cleaning and disinfection measures cover the entire fleet of 10 thousand taxis operated by Dubai Taxi and franchise companies. The process covers the personal hygiene and protection of taxi drivers. The sanitation of each taxi takes about 10 mins and there will be random hygiene tests to assess the contamination levels, step up inspections and monitoring.



## Marine Transport

RTA has stepped up the daily disinfection of marine transit means and stations, which includes deep cleaning and fogging using medical-grade products. Awareness workshops are conducted for customer service agents and supervisors.



## Drivers

All drivers are educated to follow strict measures set for personal hygiene before and during driving. It includes hand wash procedures, provision of portable sanitiser and using them regularly.



## Passengers

All our passengers are welcomed to use public transportation. We urge them to observe public safety precautions of health authorities as regards personal hygiene. RTA makes every effort to provide safe and healthy transport at all time.



# Signing cooperation agreement with BeemCar Ltd to develop Sky Pods

His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA); and His Excellency Chris Heaton-Harris, Minister of State at the Department for Transport, UK, witnessed the signing of a cooperation agreement between RTA and BeemCar Ltd; one of the biggest developers of sky pods in the world. The signing of this agreement would step up cooperation in developing futuristic mobility solutions through sky pods built on suspended transport technology. They are characterised by speed, safety and the efficient use of resources.

Abdul Mohsen Ibrahim Younes, CEO of Rail Agency, signed for RTA; and Robin Brownsell, CEO of BeemCar Ltd, signed on behalf of the company. Attendees of the signing included His Excellency Andrew Jackson, the British Consul-General in Dubai, and several directors of RTA.

According to the agreement, the company will develop sky pods; a futuristic urban mobility system in Dubai. The operation of such units occupies land area several times less than conventional means of the same capacity. They are also power-efficient, small in size and light in weight, and mounted with steel wheels that run on suspended rails.

“The signing of the agreement is part of RTA’s efforts to deploy autonomous transit means in line with the Dubai Self-Driving Transport Strategy aimed at diverting 25% of total

mobility journeys in Dubai to autonomous transit means by 2030. The move corresponds to RTA’s efforts to enhance the integration of mass transit modes, and offer a solution to the first and last-mile challenge; which helps riders reach their final destinations,” said Al Tayer.

## Enhanced Cooperation

Al Tayer welcomed the British Minister of State at the Department for Transport His Excellency Chris Heaton-Harris and praised the partnership between RTA and the British companies and organisations in the field of transportation and transport systems.

Al Tayer and the British Minister discussed means of boosting relationships and sharing expertise between RTA and its





counterpart in the UK in the field of rail operation, self-driving transport and control systems. The Minister was also briefed about RTA plans in these fields.

He acquainted the British delegation with RTA's trials on the autonomous air taxi along with its operational requirements including rules and policies, coordination with federal and local aviation authorities as regards legislations governing air corridors, design and locations of take-off and landing points, and safety standards.

The visiting minister was also briefed about RTA's soft mobility project for developing an integrated and friendly environment using unconventional transit means like walking, cycling and e-scooter besides addressing the first and last-mile challenges. He also reviewed RTA's efforts in building cycling lanes extending 425 km; which are expected to rise to 674 km by 2023.

His Excellency Chris Heaton-Harris hailed the massive infrastructure of public transport in Dubai and the high operational efficiency of the Dubai Metro highlighted by punctual service timings. He was delighted to see several British entities engaged in RTA projects adding that he would be looking forward to more cooperation and



stepping up the exchange of expertise in the interest of both parties.

"I am very pleased to attend the signing of a Memorandum of Understanding between Dubai's Road and Transport Authority and BeemCar UK. This exciting collaboration will evaluate the feasibility of an aerial transit system based on BeemCar's unique expertise. This is another example of the UK's continued commitment to forging partnerships with the UAE across a broad range of innovation and technology, said Harris.



## Opening 3<sup>rd</sup> Emirati-French Business Summit engaging 45 French firms

RTA has plans for PPP projects worth AED23 billion up to 2025

His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), opened the 3rd Emirati-French Business Engagement Summit held under the theme: 'The Future of Mobility and Innovation,' staged by RTA in collaboration with the French Business Council in Dubai.

"It also cemented bilateral investments in various fields. French companies have undertaken projects for RTA amounting to AED14 billion. Such projects are highlighted by Dubai Tram, Enterprise Command Control Centre (EC3) and Route 2020 project for extending the Red Line of Dubai Metro to the site of Expo 2020 currently undertaken by Expolink consortium led by Alstom," commented Al Tayer.

Attendees included His Excellency Ludovic Pouille, Ambassador of the Republic of France to the UAE; Her Excellency Raja Rabia, Consul-General of France in Dubai; and His Excellency Geoffroy Bunetel, President of the French Business Council in Dubai and Northern Emirates. 45 public and private French firms from the UAE and France took part in the summit.

"The summit has been a catalyst for boosting the commercial and investment exchange between RTA and the French Business Council culminating in the signing of MoU with Leon city providing for sharing knowledge, expertise and top global practices of transport and infrastructure," said Al Tayer.







## AED23 billion

"In compliance with the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, to nurture a hospitable environment for private investors to undertake development projects in Dubai, RTA has developed a master investment strategy. The strategy encompasses projects open for partnership with the private sector to boost RTA's financial sustainability and open up new investments. Projects currently identified worth AED14 billion and RTA has plans for future projects in excess of AED23 billion in value up to 2025," explained Al Tayer.

"Top projects open for the private sector are highlighted by Union 71; a mix of multipurpose project that combine commercial, residential and retail units above the Dubai Metro Union Station. Other examples include Saahat Deira project, a rooftop entertainment plaza spanning 35,000 square metres of open urban areas for the happiness of families, resident of surrounding areas, and lovers of outdoor walking in addition to the Bus Shelters project," he added.

## Mobility and Innovation

"This 3rd edition of the Emirati-French Business Summit on Future of mobility and innovation is a great example of the strength of the bilateral partnership between RTA and the French Business Council. This event offers a fruitful way to pursue the French/ Emirati dialogue on Mobility, one of the pillars of Expo 2020. From Metro to Light Rail, from transport engineering to the first and last-mile solutions, French expertise in the urban mobility field is recognized worldwide," said His Excellency Ludovic Pouille, Ambassador of the Republic of France to the UAE.

Laurence Batlle, Chief Executive Officer of RATP Dev, says: "We are proud and honoured to be a long-term partner of the Emirati-French Business Summit held by the Roads and Transport Authority and organized by the French Business Council Dubai and Northern Emirates. At RATP Dev, we are true believers in Dubai's and RTA's unique vision and ambition to innovate and build the mobility of the future through a safe and smooth public transport for all in order to support the development of this amazing city and its residents' quality of life. This event is a remarkable opportunity to share ideas and be inspired".



“Transport is a sector of excellence and a key element of attractiveness for both France and the UAE. At the French Business Council in Dubai and the Northern Emirates, we are convinced that both of the UAE and France will deliver great synergies in addressing these projects together with innovative approaches and solutions,” said His Excellency Geoffroy Bunetel, President of the French Business Council in Dubai.

“We have today a unique momentum to strengthen business links between RTA and the French Community, build potential fields of cooperation, and create an ideal partnership to continuously innovate and drive the prosperity of our two countries,” he added.

## Summit Sessions

The Emirati-French Business Engagement Summit discussed an array of topics examining projects and initiatives relating to the first and last-mile solutions, sustainable mobility, and data management and analysis with the aim of applying artificial intelligence to future projects. It also examined digital transactions known as blockchain technology.

Captions:

Al Tayar delivering a speech at the opening of the summit

Al Tayar amid attendees in the opening ceremony

## RTA concludes 3<sup>rd</sup> Emirati-French Business Summit

Dubai’s Roads and Transport Authority (RTA) has wrapped up the third edition of the Emirati-French Business Engagement Summit held under the theme: Future of Mobility and Innovation. The summit, which was held in RTA Head Office, attracted about 220 senior executives and leaders of public and private entities in Dubai and France. About 45 firms, startups, multinational companies and financial institutions

took part in the summit together with representatives of several government entities.

“Through the Emirati-French Business Engagement Summit, RTA stressed the importance of maintaining the public-private cooperation. The summit opened new horizons for applying smart technologies and practices in support of the existing and future transit services. This course of action fits well with





RTA's strategy for transport systems and roads networks," said Ibrahim Al-Haddad, Director of Commercial & Development at RTA's Strategy and Corporate Governance Sector.

Four vital topics were debated during the summit. The first was related to projects and initiatives about the first and last-mile challenge. It examined Dubai's strategic objectives and Plan 2020. Discussions touched on the role of the private sector in promoting the first and last-mile strategy along with the challenges of integrating it with the mainstream public transport network.

The second topic was sustainable and environment-friendly transport. Discussions covered RTA's sustainable transport policy; which is built on sustainable structures, climate change, and the efficient use of resources. A discussion panel was held between RTA and representatives of French companies to examine sustainable transport issues and initiatives.

The third topic related to data analysis and how to apply artificial intelligence technologies to future projects. RTA identified potential mobility data fields such as traffic

movement, planning mobility demand, shared transport and smart carparking. RTA stressed the benefits of big data in improving resources, curbing environmental impact, enhancing customers experience, and boosting public safety.

The fourth topic highlighted the importance of digital transactions such as blockchain, and looked into RTA's blockchain projects and roadmap. A session was held to discuss initiatives and ideas contributed by French private firms about blockchain and smart mobility. RTA's representatives were engaged with the presentations made and asked for further clarifications of ideas put forward.

Overall, the summit was well received, especially from the French representatives who stated that ideas discussed this time around were unique and different. The interaction of French companies with RTA representatives was remarkable. The two parties exchanged knowledge about promoting the bilateral relations between RTA and the French Business Summit, knowledge transfer and best practices in the fields of transport and infrastructure.



## Endorsing first and last-mile strategy to link with public transport network

The Board of Executive Directors of Roads and Transport Authority (RTA) endorsed a 'First and Last-Mile' Strategy in a meeting chaired by His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of RTA. The strategy advocates a healthy and active lifestyle by offering multiple mobility options integrating with mainstream public transport network. It is based on top global practices that place Dubai amongst the pioneers in this regard worldwide.

'First and Last-Mile' journeys are defined as the first or last part of a journey leading, or nearest, to a public transport mean, be it public or individual transit means. Which include bus on-demand, taxi, limo, smart rental cars and shared public/private transport within the first and last-mile range. They also include individual transit means such as scooters and electric bikes in addition to non-mechanical transit means like walking, biking, and others.

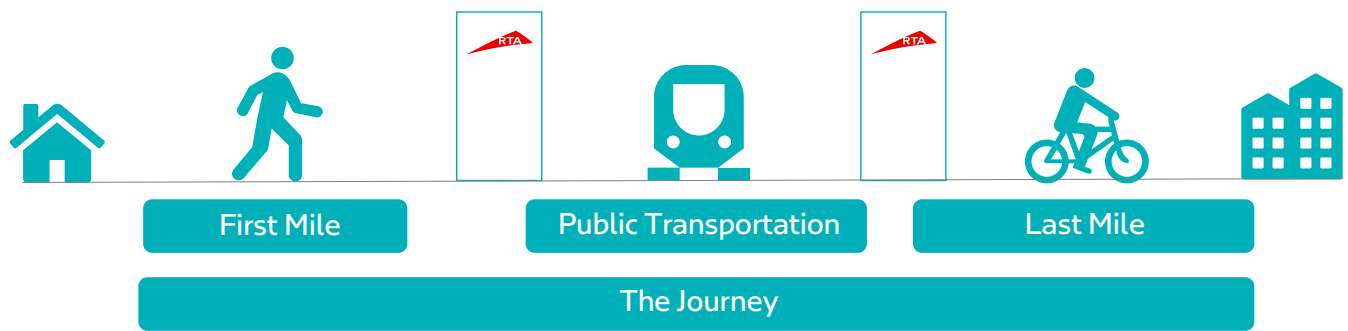
The 'First and Last-Mile' Strategy is based on three pillars: sustainability, shared mobility and safety of users. Thus, it fits well with RTA's objectives of making roads and transit means friendly to all. It also boosts the integration with public transport means, promotes shared and mass transport, and

contributes to developing effective policies and legislations for transport, roads and traffic.

### Integrated Journeys

"The strategy sets a framework for the first and last-mile journeys and supports RTA's efforts to broaden the scope of shared and soft mobility concepts. It entails the introduction of new mobility means, develops an infrastructure friendly to all, and encourages non-conventional transit means such as walking, biking, e-scooter, on-demand buses and shared mobility means. It provides the components of integrated transport and serves the needs of people of determination as well. It requires the provision of cycling lanes, pedestrian





### The strategy is based on

- sustainability
- shared transport
- safety

crossings/rest areas, shaded areas/routes, landscaping, private rented car parking, bike racks, and pick-up/drop-off points,” said Al Tayer.

“Through the strategy, RTA aims to integrate the first and last-mile journeys with public transport network, encourage the accessibility of first and last-mile transit means, and meet the market and community needs. It also includes processes for assessing new transit means to encourage the deployment of new transit means in Dubai and keep pace with the latest industry trends, within an organized framework and studied criteria” he added.

### Roadmap

RTA set a roadmap for the implementation of the first and last-mile strategy. It encompasses initiatives over the next five years involving studies and plans for new transit means. RTA started the implementation of initiatives that serve its

objectives such as the launch of on-demand buses, shared bikes, and soft mobility improvements.

### Soft Mobility

In March 2020, RTA will complete the initial phase of a master plan for soft mobility covering three residential areas namely Karama, Mankhool, and Al Qusais 1. The plan envisages the development of a friendly and integrated environment through enhancing the link between development projects and attractive areas and the use of non-conventional mobility means.

It caters to the integration of transit means that meet the needs of people of determination as well as other related elements like raised pedestrian crossings, and speed-calming devices. Soft mobility elements also include the installation of cautionary directional signs/marks, building routes shared by vehicles and non-conventional transit means, rest areas with greens and amenities, and shaded paths to encourage people to practice soft mobility.

RTA will expand the scope of soft mobility over this year to cover districts like Barsha 1 and 2. Next year, it will cover Al Bateen A, Baraha, Al Ras, Al Qusais 2 and 3 and Qusais Industrial Area 1. By 2024, the number of districts covered by soft mobility in Dubai will reach 27 districts.

# RTA awards contract to upgrade Falcon Junction Project costing AED450 million

In implementation of the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, to improve Al Shandagha Roads Corridor to cope with the sustained urbanisation of the locality, RTA awarded a contract for upgrading the Falcon Junction. The project, which is bordered by Al Khaleej, Khaled bin Al Waleed and Al Ghubaiba Streets, will cost about AED450 million. Upon completion, it will be linked to Shandagha Bridge (Infinity) Northwards.

“The Falcon Junction Improvement Project is part of Al Shandagha Roads Corridor Improvement Project undertaken over five phases extending 13 km along the Sheikh Rashid, Al Mina, Al Khaleej and Cairo Streets. Upgrading the Falcon Junction will ensure free traffic movement across Al Shandagha Corridor (Al Khaleej and Al Mina Streets), and steps up the intake of both streets. It will also enhance traffic safety, provides entry and exit points for Rashid Port, and provides more parking spaces under the new bridge to serve the area,” said Al Tayer.

“The project includes the construction of two bridges along Al Khaleej Street. The first bridge extends 750 m Northwards, and the second stretches 1075 m Southwards; comprising of

6 lanes in each direction with a capacity of 12,000 vehicles per hour per direction.

“It also covers the construction of a one-lane 250 m bridge for right-turns from Khaled bin Al Waleed Street to Al Khaleej Street with a capacity of 1600 vehicles per hour. And the construction of a two-lane 500m tunnel for left turns from Khaled bin Al Waleed St to Al Mina St capable of handling 3200 vehicles per hour, in addition to a surface signalised junction linking Al Khaleej with Al Ghubaiba and Khaled bin Al Waleed Streets. The project includes other works like pavements, lighting, traffic systems, rainwater drainage network and irrigation systems,” explained Al Tayer.

Due to the massive scope of Al Shandagha Corridor Project,







which has a cost tag of AED 5.35 billion, it had been split into five phases, two had so far been completed. Works completed covered upgrading the junction of Sheikh Rashid-Oud Metha Streets junction (Wafi Junction), and the intersection of the Sheikh Rashid-Sheikh Khalifa bin Zayed Streets; which included the construction of two bridges on the Sheikh Khalifa bin Zayed Street comprising of two lanes in each direction. It also included the construction of a one-lane bridge from Zabeel Street in the direction of Sheikh Rashid Street and a tunnel on the Sheikh Rashid Street in the direction of Al Mankhool Junction comprising four lanes in each direction. Work is currently underway in Phase III; which includes six contracts covering the construction of Al Shandagha (Infinity) Bridge featuring an iconic architectural design that will be a unique landmark for Dubai together with a slip road at Bur Dubai and bridges linking with Al Shandagha Tunnel. Works include improvements on the Corniche Street, junctions of Al Khaleej Street, the Falcon Junction as well as entry/exit points of Deira Islands at Abu Baker Al Siddique Street. Bridges extend 8.5 km, tunnels span 500 m, and surface roads extend 8 km in total. The project, which involves the construction of 10 surface junctions, will be completed by the end of 2022. Phase IV of the Project covers improvements of Al Khaleej Street along with its intersection with Abu Hail Street, and the

improvement of the junction of Sheikh Rashid with Jumeirah, Al Mina and Al Mankhool Streets. Works require the construction of bridges stretching 3.4 km, tunnels extending 2.25 km, six surface junctions, and roads extending 5.1 km. This phase is expected to be completed by 2025. Phase five covers the construction of Southwards bridges leading to Deira extending 1.5 km, which are set for completion by 2027.



## A package of initiatives to improve drivers and vehicles licensing services

The package includes using drones, robots, smart medical testing and centralised training

His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), has endorsed a package of improvements of drivers licensing and training as well as vehicle testing services. Improvements aim to uplift the level of services offered to clients and upgrade drivers training to enhance traffic safety.

Initiatives approved include using drones and robots in carrying out site inspections, launching a centralised drivers training system, improving commercial licensing service, digitising drivers licensing, and introducing smart medical testing of drivers.

Al Tayer stressed on the importance of digitising the licensing services to enable clients to switch to the self-processing of all transactions without human intervention through customer service centres. It is imperative to use artificial intelligence, big data and blockchain technologies to realise the smart transformation vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai. This drive also conforms to the directives of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince and Chairman of the Executive Council, and His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai and Vice Chairman of the Executive Council, to rank Dubai the

smartest city in the world. Al Tayer noted that measuring up to this level would require the delivering of services exceeding customers expectations and making them happier.

### Performance Indicators

Al Tayer made those comments during a meeting with the directors of the Licensing Agency where he reviewed the performance indicators of the Agency. Till the end of 2019, RTA processed 2.42 million driver licenses and has registered 1.79 million vehicles. The breakdown of transactions processed included 1.2 million transactions related to drivers licensing, 2.5 million transactions of vehicles licensing, and 11,280 transactions of No Objection Certificates to commercial activities. The Licensing Agency delivers 140 services out of 316 services offered by RTA, and customers satisfaction with the licensing services amounted to 94.7%.

Al Tayer reviewed a host of monitoring and enforcement







initiatives that include the use of drones in monitoring trucks avoiding inspection, capturing images of plates of trailers to identify protruding load, load distribution and body safety. Initiatives involved using robots to stop vehicles and direct them to checkpoints, which protects the security and safety of both policemen and inspectors.

He also reviewed the new generation of monitoring and enforcement system that supports digitisation and improves governance, operational processes and quality control of all licensing services. The system uses smart technologies in inspection and monitoring, provides e-linking of inspections systems, and generates reports as well as instant KPIs.

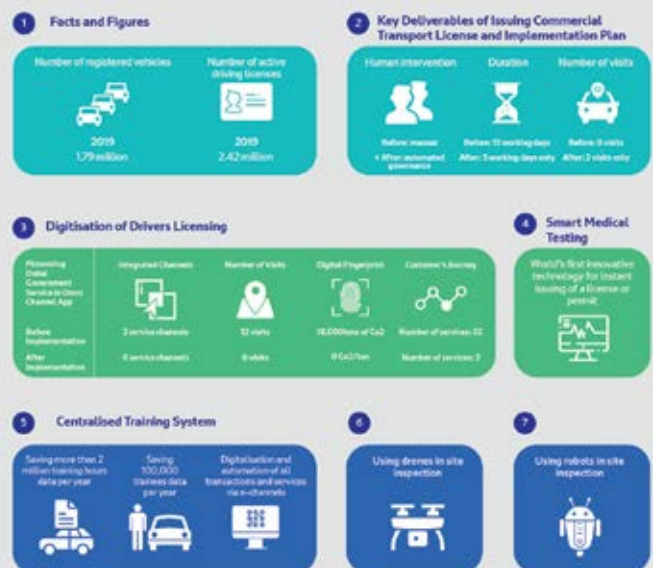
Al Tayar reviewed an initiative to automate 65 activities relating to commercial licensing, which will improve customers journey towards issuing commercial transport permit. It reduces the number of visits and time needed, provides a platform built on blockchain technology where various Dubai entities can be part of the issuance of commercial licensing processes such as Dubai Municipality, Department of Economic Development, and the Directorate General of Civil Defense. The initiative slashes visits from nine to two, papers from 13 to 3 and duration from 15 to 5 working days.

## Service Engineering

Initiatives developed also included the digitisation of drivers licensing. It involved the re-engineering of drivers licensing services to make them digital and more accessible. It also included enhancing the governance, security and credibility of customer's details, and improving drivers licensing services across smart and paperless channels.

The initiative contributes to the processing of transactions without visiting customer service centres and reducing carbon footprint by cutting carbon dioxide equivalent emissions from 18,000 tons to zero. It also supports Dubai's paperless transactions strategy, raises digitisation from 56% to 90%, and increases the number of service delivery channels from three to six.

Al Tayar also examined the centralised e-training system for managing, automating and the governance of drivers training processes and services. It controls operations at driving centres and provides detailed training materials to instructors and trainees. The system contributes to the digitisation of all transactions and services, saves details of more than two million training hours per annum, and more than 100 thousand trainees per annum. It saves the printing of 20 million papers and 2,500 plastic cards annually.





## Bus On-Demand in several Dubai areas

Dubai's Roads and Transport Authority (RTA) has recently started the formal operation of the Bus On-Demand service at several Dubai localities including Al Barsha 1, Dubai Internet City, International City, The Greens, and the Dubai Silicon Oasis. The formal running of services followed a successful period of trials that went according to the plan.

"The Bus On-Demand service is a mobility mode that contributes to easing the first and last-mile challenge. It involves deploying on-demand minibuses via a smart app in

specific areas of Dubai. Following successful trials on this vital service, RTA decided to officially launch the service in certain communities. Selected areas have their own hotspots attractive



## RTA runs real-time updates of bus timetables on Google Maps

Dubai becomes the first Arab city to use open data in public transport

Dubai's Roads and Transport Authority (RTA) has started to run real-time updates of bus timetables on Google Maps in collaboration with Google Inc. As such, Dubai has become the first city in the Middle East to use open data in public transport at par with 100 smart cities across the globe.

"Linking and providing instant updates of bus schedules on Google Platform will help public transport riders and keep them informed of bus timetables, especially in the event of an anticipated early departure or late arrival. Such

updates will enable them to better plan their journeys and minimise potential complaints from changes in timetables for unavoidable reasons," said Khaled Al Awadi, Director of Transportation Systems at RTA's Public Transport Agency.

to various community segments,” said Ahmed Bahrozian, CEO of Public Transport Agency, RTA.

Bahrozian expected the service to be quite popular amongst public transport riders, especially as it is smooth, accessible and have flexible routes that can be tailored to the needs of certain categories. “The initiative provides service to areas of low-demand public transport, reduces operational costs in view of the fixed service times, integrates with public transport means, and reduces riders waiting time,” he added.

“The initiative has other benefits that relate to clients, operation and the environment. It reduces the walking distance and waiting time of passengers, and improves their transit experience through the use of high-quality buses.

“As for operation, the bus is smaller and consumes less fuel, and the smart scheduling system reduces wasted kilometres. As for the environment, the initiative reduces carbon emissions and private vehicle journeys within service coverage points.

“To run the service, RTA entered the geospatial data of Al Barsha 1, Dubai Internet City, International City, The Greens, and the Dubai Silicon Oasis. The data entry enables riders in covered areas to locate themselves and track the movement of the bus until it arrives at their sites.

The smart system for responding to the demand of riders is based on the concept of connecting some areas by mini public buses from selected points through a smart app that enables riders to identify their routes from the start to the destination and pay the fare. The service provides an innovative solution

to the first and last-mile journeys in those areas and connects with the nearest public transport station.

“During the trial operation phase, RTA verified the service efficiency parameters namely accessibility to riders, response time, and the transit time. A survey was carried out at metro stations to screen the needs, ideas and views of residents about the service before the full operation so that the service can measure up to their expectations of safe and smooth transport,” added Bahrozian.

The parameters of the survey also included residential segments that use the service, car ownership, mobility options, nearest public transport stop/station, preferred mobility option (walking distance, waiting time, ... etc), convenience, punctuality, on-demand service, proximity to homes and destinations, and the affordability of fare. In doing so, RTA adopted top global practices prevailing in countries like Spain, Germany, USA and Finland.

The initiative was also based on other aspects such as the optimal use of land, type of commercial activities, average individual incomes, age groups, population density, avoiding competition with current public transit means and requests received from the public.

“Previously, Google Maps used to display fixed RTA bus timetables without any updates, which might disrupt the journeys of bus riders. The new initiative aims to overcome delays or early arrival of buses for emergency factors thanks to instant updates now provided. Accordingly, riders will be aware of their revised journey times. Real-time updates are run using GTFS-RT system (General Transit Feed Specification - Realtime).

“Google Maps are commonly used and are extremely popular worldwide. The initiative is in line with our leaders’ efforts to cater to the needs of Dubai residents, especially riders of public transport; the backbone of people mobility in Dubai. It serves many other strategic goals of RTA such as ‘Smart Dubai,’ ‘People Happiness’ and ‘Advance RTA,’ he concluded.



## Salik registration now becomes paperless

Dubai's Roads and Transport Authority (RTA) has discontinued Salik forms at the time of buying Salik tags. Alternatively, clients are urged to register and activate Salik tags either through Salik portal ([www.salik.gov.ae](http://www.salik.gov.ae)) or Smart Salik App.

The call is in line with Dubai Government's strategic drive to boost the use of e-services and supports the paperless strategy launched by His Highness Sheikh Hamdan bin Mohammed Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council, to use advanced technology to foster a paperless working environment.

RTA is committed to the digitisation of services and realisation of Dubai Governments Smart Transformation by offering quality and smooth services that save the time and effort of clients. So, clients are urged to use e-services, especially those relating to Salik.

Once clients buy a Salik Tag through authorised dealers, or

Salik website/app, simple details need to be entered such as the number of Salik Tag number, traffic file, mobile phone and others. The client will then be informed about the successful completion of the registration process.

The digital registration of Salik Tag is part of RTA's e-service offering that includes: buying Salik Tag online, recharging Salik account, adding a new vehicle to Salik account via website/smart app, updating Salik details, applying for the exemption from Salik toll via e-mail, objection to Salik violations, requesting monthly Salik statement, and removing a vehicle from Salik account among others.

## Launching Phase II of Naqel service

Dubai's Roads and Transport Authority (RTA) has launched Phase II of the 'Naqel' service branded as Naqel 2 online via ([www.rta.ae](http://www.rta.ae)). The system fully automates all processes starting from the registration of limo and buses, along with drivers, for the use of passenger transportation companies licensed in other Emirates, enabling them to transport riders from Dubai international airports. It covers all processes up to the payment of fees and obtaining e-permits without obliging clients to visit RTA.

The screenshot shows the Naqel Service dashboard. At the top is a red navigation bar with links: About RTA, Media Center, Open Data, Services, Careers, and Contact us, along with a search icon. Below the navigation bar is a breadcrumb trail: Home / Business and Corporate / Naqel Service. The main content area has a left sidebar with 'Dashboard' and '+ Permits' options. The central area features a large header with a blue icon of a car and the word 'Naqel'. Below this is a welcome message: 'Welcome, companyadmintestuser!' followed by a description of the Naqel Service. At the bottom, there are three main action buttons: 'Request a Permit' (with a sub-link 'Create New Permit'), 'Permits Status' (with a sub-link 'View Status for every permits'), and 'Current Permits' (showing '0'). Each button has a red 'View' link at the bottom.

**About RTA** **Media Center** **Open Data** **Services** **Careers** **Contact us**

Home / Business and Corporate / Naqel Service

**Dashboard**

**+ Permits**

**Naqel**

**Welcome, companyadmintestuser!**  
Naqel Service provide permits to corporate transport companies for passenger transportation between Other Emirates and Dubai. The service provides permits to Mini Buses, Midi Buses, Buses, Limousines and drivers.

**Request a Permit**  
Create New Permit  
[Request a permit now ▶](#)

**Permits Status**  
View Status for every permits  
[View Status ▶](#)

**0**  
Current Permits  
[View Permits ▶](#)



GOVERNMENT OF DUBAI

RTA

العربية | dubai.ae | More RTA +

Salik

Sign in Menu

## Activate a Tag

2/6 Registration details

### 2. Registration details

**\* Mandatory fields**

**Mobile Number \***

+971

**Tag number \***

**T.C.No \***

**Country \***

United Arab Emirates

**Emirate \***

Select

**Category \***

Select

**Plate Code and Number \***

Select Number

**Next**

“This initiative is aligned with Dubai’s strategic drive and RTA’s efforts to automate and facilitate the delivery of services and at the same time increase the base of service beneficiaries. The ultimate objective is to maximise the satisfaction of clients and realise RTA’s third strategic goal: People Happiness,” said Abdullah Ibrahim Al Meer, Director of Drivers’ Affairs, Public Transport Agency, RTA.

“Improvements introduced in Phase II included slashing the service delivery period from three days to one day, and the issuance of a permit from 20 to 3 minutes. Clients need not come in person to avail the service or obtain the vehicle/driver’s permit, or even to pay the permit fees. All these transactions can now be completed online, which cuts short the customers’ journey and adds to their happiness,” he explained.

“The number of permits issued has grown significantly by as much as 35% from 4,087 permits in 2018 to 5,523 permits in

About RTA Media Center Open Data Services Careers Contact us

Home / Business and Corporate / Naqel Service

Dashboard

+ Permits

## Naqel

**Emirate \***

Ajman

**Company Name \***

admin

**Type of Company \***

School

**Contact Number \***

97900879928

**Expiry Date of Trade License \***

13/09/2019

**Company Name in Arabic \***

for test

**Company Address \***

Dubai

**Trade License Number \***

054

**Enter Traffic File Number \***

Enter Traffic File Number

You should have a valid Vehicle Registration card and a valid Trade License throughout the period of Naqel Permit.

**Select Permit Type \***

☐ Vehicle Permit ☐ Driver Permit

**Terms and Conditions**

By proceeding to payment, I/We agree to the Terms and Conditions

2019, and the number is anticipated to grow further in 2020 with the hosting of Expo 2020,” added Al Meer.

## Parking services for senior citizens, people of determination are fully automated

Dubai's Roads and Transport Authority (RTA) has fully automated several public parking services relating to senior citizens and people of determination and started offering them online via ([www.rta.ae](http://www.rta.ae)) in March 2020. The step is part of RTA's continuous endeavours to deliver best-in-class services to beneficiaries in line with the transformation to smart services. The move is in line with the directives of the leadership to cut on the number of visits to customer happiness centres.

"The free parking services currently provided via RTA website include: issuance/renewal of parking permits for senior citizens, issuance/renewal of parking permits for people determination (temporary/permanent), issuance/renewal of parking permits for people of determination (tourist), issuance/renewal of parking permits for rehabilitation centres of people of determination, and issuance/renewal of parking permits for special medical cases," explained Eng. Maitha bin Adai, CEO of Traffic and Roads Agency, RTA.

"Priority is given to automating the services to people of determination and senior citizens to streamline procedures and make services more accessible. It benefits all segments of people of determinations, including residents, visitors or

tourists, thanks to the smart service on offer that does not require visiting customers happiness centres," she noted.

"Any first-degree relative of senior citizens can apply on behalf of the applicant online. Obtaining the permit has been made easier, with an option of making a print-out copy or issuing a smart permit.

"RTA is always seeking to improve the parking services and transform them fully (100%) to electronic and smart channels before the end of the first quarter of this year. Such a drive is in line with the directives of our government under the leadership of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai," concluded bin Adai.

## Over 2.4m driver licenses issued in Dubai

Statistics released by Licensing Agency of Roads and Transport Authority (RTA) revealed that about 2.4 million driver licenses had been issued by the end of 2019.

In 2019, RTA issued 95,943 driver licenses. It also issued last year 17,995 driver licenses in replacement of driver licenses from nationals of countries exempted from driving tests, under agreements made with those countries.

Studies proved that the higher educational level of applicants contributes to more benefit from training and gaining skills required to pass the driving test. It is also a

factor contributing to balanced and safe driving.

RTA adopts top global technological practices that minimise human error margin and expedites the testing frequency before obtaining the license; which brings in more accuracy, transparency and neutrality. RTA will broaden the scope of these global practices as they contribute to RTA's strategic goals of Smart Dubai, People Happiness and Advance RTA.

# 10 online services for vendors, investors

Dubai's Roads and Transport Authority (RTA) has recently launched a unified screen for customers and investors relations management, offering 10 online services via RTA website ([www.rta.ae](http://www.rta.ae)) on a trial base. The vendor and investor can benefit from these services through entering into the Vendor Investor Management System (VIMS). The step is part of efforts to bring happiness to the business community and save the hassles of visiting RTA offices.

"Providing unified vendors and investors screen via RTA official website aims to facilitate transaction processing for these categories. Services offered via this screen include invoices, contract management, tenders, registration and qualification of suppliers, suggestions and complaints, dashboard, contracting templates, purchase orders, auction plans and news," said Saeed Al Marri, Director of Procurement, Corporate Administrative Support Services Sector, RTA.

"Among the key characteristics of the scheme is the improved communication channels with suppliers and investors, who can upload their invoices without visiting RTA. They will be provided access to data proportionate to the scope of their

contracts with RTA," he noted.

"This service is in line with several RTA strategic goals, such as Smart Dubai, People Happiness and Advance RTA. We will endeavour to continue the delivery of best-in-class services to the business community and keep pace with the directives of our leaders calling for nurturing an attractive working environment for our partners who are making a remarkable contribution to realising RTA's strategic goals," concluded Al Marri.





## RTA leads the way in Data First Challenge

# Hamdan bin Mohammed: We count on data to make Dubai the smartest and happiest

**His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince and Chairman of the Executive Council, congratulated the winners of the Data First, The City's Data Challenge; where RTA won the Data Team Award (Large Entities).**

Through his Twitter account, Sheikh Hamdan called on all government entities to achieve the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, to make Dubai a regional digital capital, by completing their smart transformation & feeding data on the Dubai Pulse platform.

"Results achieved so far are encouraging, and we anticipate further achievements that qualify us for a new, transformative phase - one that will prepare for the next 50 years, by adopting 4th Industrial Revolution tools to propel the UAE into becoming a global digital leader."

"Data is a key pillar in the strategy to realise the vision of the Vice-President and Prime Minister of the UAE and Ruler of Dubai His Highness Sheikh Mohammed bin Rashid Al Maktoum to transform Dubai into one of the world's smartest cities. The city's ability to enhance the efficiency of its services and facilities through smart solutions is a key indicator of its readiness in executing His Highness's vision for preparing the country for greater successes over the next 50 years," said Sheikh Hamdan. "With the technology and digital revolution sweeping the world, data management has become a key driver of the new

economy. Being a pioneer in implementing advanced data management is a key element in our strategy of leading the new economy taking shape across the world. Investing in data management is critical for Dubai to achieve its vision of becoming the happiest city in the world and enhancing the UAE's global competitiveness. It also has a big role in increasing the decision-making capabilities of government entities and developing policy and strategic initiatives to achieve the highest levels of efficiency."

Sheikh Hamdan made those statements marking the Smart Dubai's announcement of winners of Data First, The City's Data Challenge held for feeding government and semi-government data on the Dubai Pulse platform; the backbone of the smart transformation in Dubai. It will also boost the profile of Dubai as the digital capital of the MENA region.

## Winners of Data First Challenge

In the awards ceremony organised by Smart Dubai, RTA won the Leading Entity in Data Award - Large Entity. Knowledge and Human Development Authority won the Leading Entity in Data Award - Medium and Central Entity.





Winners of the Data Team Awards included Dubai Municipality for Achieving the Highest Percentage as per KPIs, Knowledge and Human Development Authority for Data Compliance, and the Dubai Health Authority for Performance Development. Winners of the Data Champion Awards included Dr Mohammed Al Redha from DHA, who was named Best Data Leader; Khoula Al Haddad from DEWA who was named Best Data Administrator; and Tammam Ali from DLD who was named Best Data Specialist.

Sheikh Hamdan also said, "Data First, The City's Data Challenge is a strategic step in Dubai's journey towards the future, which requires the city to implement new 'fourth industrial revolution' tools and solutions. The initiative gauges the real contribution of each entity in Dubai's digital transformation." The Crown Prince called on the Smart Dubai team to further enhance the Dubai Pulse platform to meet the requirements of the next 50 years.

## Smart Transformation

Her Excellency Dr Aisha bint Butti bin Bishr, Director General, Smart Dubai, said: "Today, we reap the fruits of our close cooperation with leading government entities across the Emirate of Dubai, who have worked diligently with us to ensure they are in full compliance with the Dubai Data Policies. Our wise leadership has placed a high priority on the sector, calling for the establishment and administration of data platforms, populated with data from government and private entities to support the city's smart-city transformation."

## ■ Al Tayer: We apply big data in plans to improve Dubai transport efficiency

His Excellency Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of RTA was delighted with RTA's winning RTA won the Leading Entity in Data First, The City's Data Challenge - Large Entity. "Obtaining this award culminates RTA's massive efforts to boost digital transactions (blockchain) in line with Dubai Blockchain Strategy; the first of its kind worldwide," he noted. "RTA is keen to apply the digital revolution and artificial intelligence to benefit from the huge stock of data in hand in developing various plans and programs. For example, through the Enterprise Command and Control Centre, RTA analyses 75 million mobility data logs daily. This technology helps RTA in planning smart mobility, raising transportation efficiency, and improving customer experience. RTA also counts on advanced analysis of transport data to prepare reports that contribute to easing mobility in Dubai.

## Predictive maintenance uplifts marine transit modes efficiency

Dubai's Roads and Transport Authority has embarked on an initiative for carrying out predictive maintenance of marine transit means on a trial base. The step is part of RTA's commitment to delivering premium and reliable services to marine transport riders and conforms to RTA's vision of providing safe and smooth transport for all.

"Marine Transport Department is making relentless efforts to improve maintenance techniques and strategies of marine transport fleet to keep it at par with the top global practices," said Mohammed Abu Baker Al Hashmi, Director of Marine Transport, Public Transport Agency, RTA.

"The Department had charted out a roadmap for upgrading the maintenance system covering the period 2018-2021. The plan focused on benefiting from the 4th Industrial Revolution technologies like artificial intelligence and big data in designing and running predictive maintenance process for marine transit means," reported Al Hashmi.

"Trials of the new system will start on the Dubai Ferry and Water Taxi. They involve analyses of the functionality of onboard tools and systems to detect the likely faults, given the operational condition of the boat. Accordingly, vibration analysis will be conducted and measured periodically along with thermography scanning test of electric systems of the boat. Measurement results will then be analysed through mathematical algorithms to predict faults that may occur during operation along with the approximate date of occurrence," he explained.

It is noteworthy that RTA's Public Transport Agency had signed a Memorandum of Understanding with RITEC ARABIA DWC to undertake the predictive maintenance on marine transit modes. The step is part of RTA's policy to forge partnerships with the private sector to benefit from the expertise of specialist companies in uplifting the class of services delivered to community members.



## 16 RTA leading employees obtain certification in innovation management

16 employees of Roads and Transport Authority (RTA) have been certified as Chief Innovation Officers – Level 3, by the Global Innovation Management Institute (GIMI). The certification follows their completion of a two-day training course conducted as part of RTA's efforts to boost innovation drive and realise strategic objectives.

"This achievement fits well with the events of the UAE Innovation Month kicked off on February 23. It is part of RTA's efforts to promote the culture of innovation and nurture a

hospitable environment for this concept. It also reflects RTA's efforts to enrich the talents of employees through exposure to year-round training opportunities," said Nasir Bu Shehab, CEO



# nol Plus obtains global award in Smart City category

**‘nol Plus’ initiative of Dubai’s Roads and Transport Authority (RTA) has won the Smart City category in the coveted Transport Ticketing Global Awards, UK.**

The achievement was announced during a gala dinner for the awards distribution held recently by the Transport Ticketing Global Company in London, UK. Scores of representatives of various government, semi-government and private companies attended together with prominent experts and speakers from all over the world.

On behalf of RTA, Mohammed Al Khayat, Director of Automated Fare Collection, Corporate Technology Support Services Sector, RTA received the award. “Winning this award is a testament to RTA’s efforts to use edge-cutting digitisation technologies and smart city apps to bring happiness to all community segments,” said Al Khayat.

“RTA is always keen to use the latest technologies in all fields including the automated fare collection, which has undergone remarkable improvements since the launch of nol card as a means of paying public transport fare and parking fees in Dubai. Such improvements have been carried on to include the payment for purchases at several commercial outlets across the UAE in addition to the entry fees of public parks in Dubai using smart gates,” he explained.

“RTA is always keen to broaden the scope of service and improve the means of delivering them to citizens, residents, tourists and visitors descending on Dubai from all over the

globe. We endeavour to make these services as innovative and diverse as possible in line with the Smart City drive charted to make Dubai the smartest and happiest city in the world,” added Al Khayat.

nol Plus entitles RTA’s clients to earn points when using their nol cards in travelling aboard public transport means, retail outlets, public parks, Etihad Museum and certain smart services of RTA. Points are amassed and burnt in services decided by RTA such as nol balance, travel permits, or some products purchased from retails outlets like Carrefour and Lulu.



of Strategy and Corporate Governance, RTA.

“It is the first approved training for senior staff on innovation management – level 3 by GIMI. The course focused on boosting the tools and techniques of innovation management needed by the innovation manager to cope with future challenges and develop

innovative solutions.

“During the course, participants were divided into multi-disciplinary teams tasked to analyse the external environment

and major forces impacting the RTA. Teams examined the prospects of future expansion through launching and developing new services. RTA has an unprecedented innovation culture and caters to uplifting employees’ innovative skills through this type of qualifications,” added Bu Shehab.

## Honouring 20 RTA female employees to mark International Women's Day

Tamayyaz Fund launched to reward excellent-performing female staffs

His Excellency Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), stated that Women in the UAE were privileged by the immense patronage of His Highness Sheikh Khalifa bin Zayed Al Nahyan President of the UAE; His Highness Sheikh Mohammed bin Rashid Al Maktoum Vice-President and Prime Minister of the UAE and Ruler of Dubai; His Highness Sheikh Mohammed bin Zayed Al Nahyan Crown Prince of Abu Dhabi and Deputy Supreme Commander the Armed Forces; and Members of the Supreme Council Rulers of the Emirates. He noted that the state had attached every attention to the empowerment of women and allocated all resources to enable them to play an active role in building the country and the community, besides seeking to raise women profile in local and international events.

Al Tayer made these remarks in a speech at the ceremony held by RTA Women Committee marking the International Women's Day (8 March). On the event, Al Tayer congratulated Her Highness Sheikha Fatima bint Mubarak, Chairwoman of the General Women's Union, Supreme Chairwoman of the Family Development Foundation, and the President of the Supreme Council for Motherhood and Childhood (Mother of the UAE) as well as RTA female employees. He added that celebrating the International Women's Day (IWD) offered a chance to shed light on the achievements of women in various social, political and economic fields.

### Felicitation

During the ceremony, Al Tayer honoured 20 distinguished female employees in recognition of their hard work and tireless efforts to raise the image of RTA. He also announced the launch of Tamayyaz Fund with multiple rewards for Women Committee to honour excellent-performing female employees in various capacities.

Tamayyaz Fund aims to showcase the skills and talents of female employees and hone their competence and job performance to leverage their productivity and excellence. The Fund directly engages with female employees and





assists them to make prominent contributions and participate in various events of RTA, especially those related to Women committee.

“RTA is keen to encourage working women and nurture a suitable environment for them to take up leading positions and contribute to the betterment of RTA. Currently, we have about 821 females working at RTA constituting 22% of our total employees. It is noteworthy that 82 of our female employees are posted in leadership positions, thus constituting 25% of RTA’s leadership positions,” revealed Al Tayer.

## Unlimited Support

Ms Moaza Al Marri, Executive Director, Office of the Director-General and Chairman of the Board of Executive Directors cum Chairperson of Women Committee, RTA stated in a speech at the event: “We are proud of the distinguished achievements of Emirati women, thanks to the unlimited support of our government and the resolute determination of women to beat the odds and realise ambitions. Such a spirit is a testament to their unwavering commitment, dedication and love of the nation,” she noted.

Al Marri hailed the support of HE Mattar Al Tayer to female employees through nurturing a suitable working environment for women and grooming them to take senior positions within RTA. The establishment of Women Committee also raised the role of RTA working women and enhanced the cooperative spirit amongst female employees. Such a positive environment supported the efforts of developing female leaders to realise

RTA’s objectives, leveraging female activities and raising RTA’s profile in the community. Establishing a nursery for the children of working mothers and a Mother & Child Corner are further deliverables of such a drive,” added Al Marri.

## Diverse Events

RTA Women Committee had held a host of events marking the International Women’s Day. It hosted the Emirati Dr Suad Lutfi who delivered a lecture about ‘Women Achievements during Zayed Era’ and reflected on her successful experience in the medical field.

Dr Suad held a discussion panel with RTA female employees and leaders where she recapped her pioneering professional career and impressive personal experience. She reviewed the highlights of her academic career along with the challenges and achievements she made in the medical practice. Such achievements merited her to be an inspiring model for UAE females and motivator to prove their mettle.

Attendees of the session with Dr Lutfi raised inquiries on several aspects and topics relating the role of Emirati women in the community. Discussions focused on women’s determination to achieve self-realisation in professional and all walks of life. Matters discussed also included the excellent efforts of women to innovate and strike a balance between family and work.

Other events held on the IWD hosting a female specialist in skin health to offer free consultations, and holding a raffle draw together with freebies distributed to women on this occasion.



## Premium initiatives rolled out to mark 'UAE Innovation Month'

Dubai's Roads and Transport Authority (RTA) has unveiled a plethora of innovative initiatives to mark the UAE Innovation Month, which ended on February 29th. Events of the month are held across the seven Emirates under the theme 'The 50-Year Challenge'. The overriding objective is to engage all community segments in applying innovation as a tool for shaping the future of the UAE.

RTA's galaxy of projects for this event includes the RTA Startup Challenge; a contest for start-ups enabling them to present creative ideas to a judges panel at RTA Head Office. The best three will be honoured.

Another initiative is the TEDxRTA, featuring inspirational speakers from RTA and beyond. The event aims to instill the culture of innovation in RTA employees and inspire them to innovate new ideas. Employees and visitors will be welcomed to a platform to acquaint them with design thinking concepts and introduce them to four core challenges in a bid to come up with cracking solutions using such concepts.

Projects on-show also include the Tech Taxi event at the Dubai World Centre for coaxing the smart transformation of the Dubai Taxi services. It involves the provision of digital services to riders such as WiFi; which will also enable them to communicate with drivers in their languages, thanks to the instant interpretation feature provided.

During the UAE Innovation Month, RTA is also rolling out the AR-enabled digital signage at Emirates Towers Boulevard. These signs display instant information to pedestrians, road users and motorists about the least congested zones. Signs are managed automatically by RTA's Enterprise Command and Control Centre.









RTA portfolio of innovative projects for the event includes the SmartNav designed to guide visually-challenged individuals. They will be guided via their mobile phones to

the path designated for people of determination that starts right from the entrance of the station/nol kiosk to the ticket validation gates and all the way to the station platform and





the door of the metro cabin.

RTA's will also host a Transport Art where several artists will exhibit murals depicting their perception for the future of transport in Dubai.

These projects epitomise RTA's efforts to measure up to 'The 50-Year Challenge' and determination to play a significant role in the transport sector. These efforts fit well with the aspirations of our leaders to rank the UAE amongst the most innovative countries worldwide. This sustained drive is bound to transform innovation from just a concept into a culture of the present time as well as the future.



## RTA launches Innovation Accelerators Programme for employees

Dubai's Roads and Transport Authority (RTA) has launched its Innovation Accelerators programme for the employees in collaboration with the Global Innovation Management Institute (GIMI). The step is part of RTA's endeavours to drive innovation among employees in various capacities.

"The Innovation Accelerators is an intensive, practical and enjoyable programme that uses a world-class methodology to shape ideas and transform them into business concepts for testing in a very short amount of time," said Nasser Bushehab, CEO of Strategy and Corporate Governance, RTA.

"The programme, which is aimed to produce an Innovative Concept for RTA, will have 7 teams from all agencies and sectors at RTA. Comprising of 34- employees, each team will identify a key challenge influencing its respective agency or sector.

"Over a period of 7 weeks, the accelerators teams will identify key challenges, ideate in groups to identify solutions and detail the business concepts. The programme will follow the innovation approach of Global Innovation Management Institute (GIMI)," revealed Bushehab.

The CEO of Strategy and Corporate Governance praised this significant step in RTA's Innovation journey. He revealed RTA's ambitions to be a leader in innovation through undertaking a host of innovative projects and initiatives.

He stated that the Innovation Accelerators programme would act as a key platform to ensure a good flow of Innovative business concepts, and stressed the significance of the programme in realising RTA's goals. "The Innovation Accelerators programme will not only contribute to more Innovative projects, but will also widen the scope of innovation maturity. This step is important in diffusing and driving the culture of Innovation across the RTA," concluded Bushehab.

An award ceremony will be conducted at the end of the programme, where teams will pitch their innovative concepts to RTA's management team. If the concepts are approved, the relevant agency or sector will then take the concept to the next stage for implementation.



## MoU with American University in Dubai to boost academic research

Roads and Transport Authority (RTA) has signed a Memorandum of Understanding (MoU) with the American University in Dubai (AUD) to enhance academic cooperation. It covers academic and practical training, scientific consultations, employee-enrichment programmes, and training of university students in relevant fields.

Yousef Al-Rida, CEO of RTA's Corporate Administrative Support Services Sector and David Andrew Schmidt, President at AUD, signed the agreement at the premises of RTA.

"The signing of the MoU with the AUD is part of RTA's efforts to cooperate with universities to realise its vision, especially as academic programmes RTA offers to employees are related to those run by local universities," he said.

"This MoU provides for RTA to refer to the AUD as an accomplished academic institution in its website, internal offers and matters related to academic, training and post-graduate studies for employees. It calls for mentioning the AUD as a provider of such programmes through a link to the university's website," he noted.

"Cooperation between the two parties covers forums,



## Training 14 Emirati students on engineering fields

Roads and Transport Authority (RTA) has completed the training of 14 Emirati students majoring in electromechanical fields at the Abu Dhabi Centre for Technical and Vocational Education and Training. The training was conducted as part of RTA's practical training programme launched in 2008 to offer Emirati students exposure to practical skills in fields relevant to RTA.



conferences and research related to RTA's business in fields like artificial intelligence, envisioning the future, big data, sustainability, innovation, customers happiness, and investment prospects among others," added Al-Rida.

David A. Schmidt, president of AUD expressed his delight at the timely signing of this MoU, with RTA being one of the biggest entities at the local, regional and international levels. "RTA's high profile in the field of roads and transportation

makes us proud to forge such a comprehensive and mutually beneficial cooperation. Its impressive record in infrastructure development has contributed to elevating the standing of Dubai on a global scale.

"We are certain that this will be a fruitful partnership between RTA and AUD, as we offer our research services, faculty expertise and student talent in a joint effort to grow RTA's prominence and help to achieve their bold vision. Our Cooperation and research with the RTA is open to all disciplines offered at AUD, giving both parties the chance to undertake groundbreaking and disruptive research and projects for the advancement of both institutions. Under the MoU, the AUD will welcome RTA scholarship students at the Undergraduate, Postgraduate and E-MBA levels. It will also give RTA's staff access to university labs to undertake research projects, and engage with the academic and research board in developing solutions for industry and innovation challenges encountered by the RTA across all disciplines," concluded David Schmidt.

The American University in Dubai is a private, independent institution of Higher Learning that is fully accredited in the US & the UAE. AUD is consecutively ranked among the top 150 universities worldwide. AUD was ranked in 2018 & 2019 #1 university in the region to deliver work ready graduates, and the Master of Business Administration offered was ranked by THE as the #1 MBA Program in the UAE.

We have inducted 14 Emirati students from the Abu Dhabi Centre for Technical and Vocational Education and Training as part of RTA's practical training programme. The programme aims to hone the skills of affiliates studying in various universities and specialist centres and instil them with practical skills.

Enrolled students were trained at the Rail Agency, Traffic and Roads Agency and Public Transport Agency, and were awarded certificates from RTA. These certificates give them an edge when RTA is considering recruiting Emiratis.

The programme also includes school graduates intending to pursue their academic studies. It is noteworthy that the programme only admits Emiratis specialised in fields relevant to RTA business such as engineering, technology and administration.

RTA is always keen to offer an attractive environment for Emiratis and enrich them with knowledge and skills in line with the 7th principle of Dubai Governing Charter (A Land for Talent) aimed to transform Emiratis into a key player of the UAE prosperity



## Customers Council reviews need of right-of-way permit users, NOCs

The Customers Council of Roads and Transport Authority (RTA) discussed with customers or RTA issues related to right-of-way permits system (ROWPS) and no-objection certificates (NOCs). The gathering was held as part of RTA's strategy to screen the needs, ideas and suggestions of customers in line with RTA's strategic goal: People Happiness.



## Public Transport Agency delegation visits Middle East Rail

Mr. Abdulla Ibrahim Almeer, Director of Driver Affairs, visited Middle East Rail as part of a delegation to deliver a speech titled “Harnessing VR technology to ensure a safe, smooth journey.”

Middle East Rail was held in conjunction with Middle East Smart Mobility, a dedicated conference that explores technology and innovation for urban mobility and emerging smart transport infrastructure models held on the 25th and 26th of February 2020. During the visit, Almeer discussed future partnership opportunities with international companies to strengthen RTA's position as a leader in innovating transport technology in the Emirates. His speech highlighted the role of Virtual Reality in training Public Bus

Drivers that has garnered international certifications from the Canadian Urban Transit Association (CUTA), Royal Society for the Prevention of Accidents (RoSPA), National Confederation of Driving Schools (CNAE), the Knowledge and Human Development Authority (KHDA) and the ISO 21001:2018 certification. In his conclusion, he stated that the RTA plays a critical role in safe transportation of users and is ready to cater to the needs of visitors arriving for Expo 2020.

Attendees of the session included Mohammed Obaid Al Mulla, Board Member and Chairman of the Customers Council; Adel Al Marzooqi, Director of Right of Way; Muhailah Al Zahmi, Director of Customers Happiness and Deputy Chairman of Customers Council, in addition to several managers of RTA Right-of-Way Department. About 228 representatives of contractors, developers, consultants and strategic partners attended the gathering. At the start, Al Mulla welcomed attendees and stressed RTA's keenness to hold discussions with various segments of customers to identify their needs and expectations as well as their proposals and ideas. He noted that such a gathering would contribute to realising the public interest as well as RTA's objectives of bringing happiness to people through the delivery of quality services.

The event started by a visual presentation about RTA ROWPS, and ENOC. Attendees engaged in elaborate discussions that yielded 10 ideas of relevance to RTA services. Suggestions made were related to the ROWPS such as generating and printing the fees payment receipts via the new electronic systems. Among proposals made was to refund deposits online rather than manually,

standardise procedures under one roof, such as those relating to Etisalat and du, and slashing the period for obtaining permits from 3 days to 1 day at most.

A suggestion was made to link the use of the parking system with the ROWPS, and change the technical conditions/specifications of barriers used in diversions. It was also suggested to add more than one e-mail in the new system such that all notifications would be delivered to companies and authorised personnel for update and follow-up.

Attendees also proposed associating the ROWPS with the RTA HQ, and enabling companies to pay parking fees through RTA ROWPS when applying for ROW permits instead of entering the parking system or visiting customers happiness centres. A suggestion was made to send an e-mail notification when the transaction is referred from one department to another.

The Customers Council recommended to refer those suggestions to the Customers Relations Management System for studying and implementing the viable ones. Attendees hailed the transparency and attention to making suggestions during the gathering.



## Al Ahli Youth Club hosts RTA's Football Championship

The curtain was brought down on RTA's Football Championship for RTA staffs aged 37 years and above held at Al Ahli Youth Club, Al Awir. The event aimed to enhance the diversity of sports events open for RTA employees of all ages.

The final match ended in a 21/ win for the Bus Team, which beat the Dubai Taxi team. 8 teams from different agencies and departments of RTA took part in the championship.

The championship management team comprised of Ahmed Obaid (Manager) and the assisting team of Mohammed Al Karji, Abdul Rahman Al Ali and Ahmed Dad.

After the final match, Musa Al Raeesi, Director of Monitoring and Enforcement, Licensing Agency and Deputy Director of RTA Sports Team accompanied by Ishaq Al Hashmi, Manager of Personnel Training at Parking Department and General Coordinator of RTA Sports Team presented the trophy and medals to the Bus Department Team. The silver trophy was presented to Dubai Taxi team. Officials also honoured the Judges

Committee comprising of referee Ahmed Al Naqbi along with assistants Abdul Rahman Al Amri and Kazim Al Zaari. They also honoured the Organising Committee.

Abbas Raheemi, from the Bus Department Team won the best player title, and Abdullah Musa was named the best goalkeeper in the championship.



## 25 Male and Female Employees in the Running Competition

15 male and 10 female employees of Roads and Transport Authority (RTA) took part in RTA 3km Run at the Quranic Park, Khawaneej. The event was part of the sports team events aimed to cement social links between employees.



# Driver Affairs Department conducts Coronavirus Awareness Campaign

With the recent spread of the 2019 – nCoV Coronavirus, the events team conducted a Coronavirus Awareness Campaign to share awareness and preventative methods for drivers to protect themselves.

Held in conjunction with Zulekha Hospitals, Dr. Rasheeda Parveen joined the events team to speak about the dangers of the Coronavirus and ways to prevent its spread. The campaign was held to dispel misinformation that may have been spread online and

provide drivers with the guide issued from the World Health Organization. The campaign was held at Al Awir and Al Qusais depots respectively on 24th of February 2020, and displayed on the information screens at all depots and drivers accommodations.



The event also seeks to promote the concept of running sport and forge the sense of fraternity amongst employees, besides easing workload pressures.

The challenge management comprised of Ahmed Obaid (Manager), and the assisting team of Abdul Hameed Mohammed and Raghad Abu Zahra.

Noor Uddin Farouq was the winner, followed by the runner-up Eisa Abu Al Asal and the third-place finisher Altaf-Alrahman.





## 7.8 million alerts made to Dubai taxi drivers in 2019

‘Aman’ system; which automatically monitors the driving speed of Dubai taxis using artificial intelligence, issued 7,895,367 over-speeding alerts to Dubai taxi drivers in 2019. Once the driver exceeds the prescribed speed limit, the system triggers a cautionary message on the taximetre. An offence will be reported against the driver if he or she fails to comply with the instructions given.

### Cautionary Messages

“Dubai taximetres have been upgraded and fitted with ‘Aman’ monitoring system to curb over-speeding for the safety of riders and road users,” said Adel Shakri, Director of Planning and Business Development, Public Transport Agency, RTA.

“Once a driver exceeds the road speed limit by 10km/h, the system transmits a cautionary message on the taximetre. The driver is given 60 seconds to respond, and if no response is materialised, the system sends a voice alert. If a response is still not made, an over-speeding violation shall be reported.

The entire fleet of Dubai taxis (10,911 vehicles) is fitted with the new system,” explained Shakri.

### Review

“The driver caught in an offence will be summoned within three days from the date of making the over-speeding offence for investigation and taking appropriate measures in accordance with RTA rules. Since inception, the system has curbed the recklessness on the part of some drivers and reduced the number of offences reported. Drivers’ compliance with road speed limits

# Cracking down on outlawed selling of nol cards, fare evasion

The campaign resulted in 146 offences including unlicensed passenger transport activities

Dubai Roads and Transport Authority (RTA) has carried an inspection campaign on activities relating to public transport services in collaboration with Jebel Ali Industrial Area Police Station and Dubai Investment Park. The crackdown covered the selling of nol cards, unlicensed passenger transport activities and shared transport practices.

The campaign, which is part of an annual plan carried out at specific times, resulted in the issuance of 146 offence tickets to violators. 6 offences were related to unauthorised selling of nol cards, 116 offences for evading the fares of public transport means, 17 offences for outlawed passenger transport, and 7 offences for sharing taxis.

The underlying objective of these campaigns is to raise public awareness about the unacceptable practices and

promote compliance with the applicable rules and regulations to ensure the delivery of high-quality services. The reporting of offences prompts violators to abide by rules in place, especially as Dubai has a lofty profile as a city of happiness for residents, visitors and tourists. The ultimate goal of crackdowns on public transport means is to realise RTA's vision of Safe and Smooth Transport for All.

in 2019 has picked up by 2.4% compared with 2018," he noted.

"Aman system also contributes to establishing a database for taxi drivers through monitoring their compliance with traffic rules and safe driving. Thus, it enables a credible assessment of drivers' performance and attitudes on roads. It also paves the way for selecting excellent drivers and tasking them to improve the skills of fellow drivers. They will be showcased in lectures and awareness programmes as role models to motivate others to follow suit and step up compliance.

