

# المسار almasar

The Official Monthly Magazine of Dubai's RTA

Issue No. 143 May 2020

## Public transport back to business, preventive measures enforced



# 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.



## Thank You

Honoring and praising working teams is one of the aspiring leadership skills, and His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, always express gratitude towards his team by thanking them, to motivate team members and praise those rendering valuable services to the community and the nation.

Throughout the current COVID-19 crises, His Highness praised the huge efforts of the first defense line team. "Despite the deferment of some football finals, and the postponement of some competitions, there is still one team that warrants full support and encouragement, it is the first defense line team," said His Highness Sheikh Mohammed.

Since the start of COVID-19 outbreak last March, RTA has taken all measures relating to risk assessment, and setting of proactive prevention measures to ensure the safety of employees, customers and about 1.3 million riders per day of public transport means.

RTA has set up a Covid-19 crisis management team and response cells, covering all processes and locations. Different teams made huge efforts

to cover various transit means during the daily sanitisation hours. Alternative operational plans were developed as part of RTA's Business Continuity Management System to ensure high-level operations and the delivery of uninterrupted services.

Tough times provide the ultimate test of true personalities and in this crisis, RTA team orchestrated exceptional skills in handling the Covid-19 fallout. I would like to thank all RTA employees for serving Dubai residents and visitors during this period. Special thanks to the Covid-19 Crisis Management Team, and response teams for their effective crisis management approach. Thanks to RTA's buses and taxis drivers for supporting the first defence line by lifting riders during these challenging circumstances experienced by the entire world.

The health and safety of RTA's staff, including drivers of public transport, is a top priority for RTA's leadership. Accordingly, it took all preventive and proactive measures to ensure the health and safety of all employees and clients. The coming days will require more efforts to combat this pandemic and we will overcome it only by working together for the safety of everyone.

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 &  
Goole 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 والتسويق  
[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)



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

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## Hamdan bin Mohammed launches 'Your City Needs You' campaign

Crown Prince of Dubai and Chairman of The Executive Council of Dubai His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum has launched the 'Your City Needs You' volunteering campaign through the 'Day for Dubai' app.

The campaign responds to the call of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to increase awareness of the importance of volunteering as part of our patriotic and humanitarian responsibilities. The campaign seeks to give people in Dubai the opportunity to participate in a variety of volunteering activities.





On this occasion, the Crown Prince of Dubai paid tribute to healthcare workers and other personnel on the frontlines of efforts to safeguard the health and wellbeing of the community. His Highness called on all members of the community to volunteer through the 'Day for Dubai' app.

Sheikh Hamdan said: "My message to everyone is to volunteer to join the dedicated teams that are working around-the-clock to protect our community. This is part of our social responsibility and our duty to help safeguard the welfare of society. Our aim is to ensure the highest levels of protection





## Hamdan bin Mohammed launches 'Your City Needs You' campaign

Crown Prince of Dubai and Chairman of The Executive Council of Dubai His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum said the UAE's fight against the COVID-19 pandemic is being implemented in Dubai according to a proactive strategy that takes into consideration all possible scenarios. The positive results of the emirate's measures reflect Dubai's exceptional preparedness for all possibilities.

His Highness further said that comprehensive preventive steps have been implemented to ensure the safety and wellbeing of people in Dubai in line with nationwide measures.

Sheikh Hamdan's remarks came as he visited the field hospital, set up in the Dubai World Trade Centre (DWTC). He was accompanied by Chairman of Dubai's Supreme Committee of Crisis and Disaster Management His Highness Sheikh Mansour bin Mohammed bin Rashid Al Maktoum. The visit is part of His Highness's keenness to ensure the readiness of task forces in charge of the fight against COVID-19. He reviewed their efforts to ensure the highest level of safety for the community by monitoring potential and confirmed cases and taking appropriate measures to contain the spread of the virus.

Sheikh Hamdan was briefed by the Head of Dubai's COVID-19 Command and Control Center Dr. Amer Al Sharif about the first phase of the field hospital set up in one of DWTC's halls with a capacity of 300 beds. The field hospital, which treats mild to moderate cases, can be expanded to reach a maximum capacity of 3000 beds. Critical cases are quickly transferred to mainline hospitals to receive intensive treatment.

Sheikh Hamdan was also updated by Chief Executive Officer of the Primary Health Care Services Sector of the Dubai Health Authority (DHA) Dr. Manal Taryam about the different aspects of the field hospital including equipment and operational strategy. His Highness was also briefed about the work of various task forces supporting the hospital's operations drawn from the DHA, Dubai Police and Dubai Ambulance, apart from DWTC. His Highness expressed his admiration for the integrated work plan developed to ensure the hospital operates at the highest level of efficiency.

against the global pandemic we are facing and support the government's efforts to combat it. This is a great opportunity to show our unity and our love for our city".

The 'Your City Needs You' volunteering campaign is organised in collaboration with Dubai Health Authority and Watani Al Emarat Foundation. The "Day for Dubai" app provides information about volunteering opportunities and ways to join any of the campaign's initiatives based on the volunteer's skills and experiences.

The campaign gives professional medical workers like doctors, pharmacists, para-medics and nurses the opportunity to serve the community. It also gives non-professionals a chance to provide social services for taking care of senior citizens and emergency response efforts.

The app enables each entity to manage its volunteers and follow up on their activities. The app also enables volunteers to join an entity's group and interact with the entity's officials and other volunteers. Furthermore, volunteers can calculate the hours they have contributed and apply for an achievement certificate.

The 'Day for Dubai' initiative was launched by His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum on 7 December 2017. Under the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, the initiative seeks to make use of the skills and experiences of members of society and promote a culture of volunteering and social responsibility.



# مدينتك تحتاجك .. تطوع لدبي

## Your City Needs You Volunteer for Dubai

Healthcare  
Support



دعم الخدمات  
الصحية

Community  
Support



دعم الخدمات  
المجتمعية

## تطوع الآن عبر تطبيق يوم لدبي

### Volunteer now through Day for Dubai App

#يوم\_لدبي  
#DayforDubai

دبي  
DAY FOR DUBAI



55  
مؤسسات حكومية وشاملة

8,300  
متطوع

950  
أكثر زيارة عدد المتطوعين إلى التطبيق

500  
أكثر زيارة للمتطوع

Sheikh Hamdan praised the preventive measures outlined by the Ministry of Health and Prevention, which have been praised globally, as well as the exceptional efforts of local health authorities. Appreciating DHA's efforts, he thanked all workers on the frontlines of the fight against COVID-19 including medical, nursing, paramedical and administrative staff, as well as fieldworkers.

Partial easing of restrictions on movement in Dubai with the start of Ramadan

## Restrictions on movement continue to be in place between 10.00 pm and 6.00 am RTA continues preventive measures, enhances smart services

In line with the decisions of the Ministry of Health and Prevention and the National Emergency Crisis and Disaster Management Authority (NCEMA), the Supreme Committee of Crisis and Disaster Management headed by His Highness Sheikh Mansour bin Mohammed bin Rashid Al Maktoum announced a partial reduction in the restrictions on movement in the emirate starting from Friday 24 April 2020.

The move, which coincides with the start of the Holy Month of Ramadan, allows increased freedom of movement while ensuring the continuation of strict precautionary and preventive measures. The Committee also outlined a new set of guidelines on movement and a list of exempted commercial activities and vital sectors to safeguard the health and safety of the community and avoid any unwanted developments in fighting Covid-19.

The Committee confirmed that the decision to ease the movement in Dubai was taken after a thorough assessment of the situation and study of reports submitted by executive and field bodies responsible for the prevention of Covid-19; which

proved effective in containing the situation. The strict measures taken over the past three weeks have had an immense impact on controlling the overall situation and avoiding the spread of the virus.





During the disinfection period announced by the Dubai's Supreme Committee of Crisis and Disaster Management in coordination with the Covid-19 Command and Control Centre, RTA provided public bus service free of charge to permitted personnel under strict preventive measures to fight the service. Taxi riders were offered a 50% discount on the applicable fares.

His Excellency Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of RTA said the free transport decision reflected RTA's commitment to the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to provide the greatest possible support to all members of the community during this sensitive period."

The free transport decision during the disinfection period was taken to alleviate the suffering of public transport riders and enable people to manage their urgent affairs. It also served those working in the permitted sectors that serve the city and community. The decision illustrated RTA's commitment to supporting Dubai and the UAE's efforts to fight Covid-19 and reduce the chances of infection spread to the minimum.

RTA has taken several preventive measures over the last few weeks to ensure the highest standards of safety and protection. Measures taken to safeguard the health and wellbeing of the community included continuous sterilisation and cleaning as well as enforcement of social distancing on public transport, among others.

## Al Tayer chairs Crises Team Meeting

His Excellency Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), chaired the meeting of the Coronavirus Crisis Management Team. The meeting reviewed the team's efforts in assessing the risks, setting plans and taking preventive measures to cope with the developments of the virus.

During the meeting that took place at the Enterprise Command and Control Centre, Al Tayer heard a briefing by Ahmed Bahrozian, CEO of Public Transport Agency and Head of the Coronavirus Crisis Management Team, about the plans set out during the daily disinfection of RTA transit means and facilities. The briefing also touched on alternative operational plans as part of RTA's business continuity management structure.





Al Tayer also reviewed plans for resuming the operation of public transit means and customer service centres. The discussion focused on developing proactive preventive health measures highlighted by physical distancing at public transport stations and means as well as service centres. It was stressed that riders have to wear masks and continue with

the procedure of limiting the number of taxi riders to two at the backseat. Isolators of taxi drivers will also remain in place to ensure a high level of safety for both riders and drivers. At the end of the meeting, Al Tayer stressed the importance of taking all necessary precautions for the safety of employees, drivers, clients and riders.





## Supporting Online Shopping and Delivery

RTA teamed up with Dubai-based companies that have on-line shopping platforms to deliver orders to the public through Dubai Taxi vehicles and franchised taxis. The initiative responded to the growing demand from UAE consumers for on-line shopping during the current period.

RTA said Union Coop Society and Emirates Post were among the first entities it had partnered with to offer this service. The initiative is in line with RTA's efforts to reduce the pressure on delivery services offered by online shopping platforms and ensures the public can receive their orders on time.

The service is aligned with the UAE leadership's directives to people to stay at home, practice social distancing and follow precautionary measures against the coronavirus (COVID-19). RTA is seeking to broaden the scope of the initiative to cover all online shopping companies. The Authority said the initiative reflected its drive to encourage the use of digital platforms and help improve the quality of life of the city's residents. The initiative addressed all health and safety standards for both drivers and customers through touchless delivery of orders.

RTA expressed its willingness to cooperate with online shopping companies through this initiative, which confirms its commitment to support e-shopping and use digital platforms. It serves RTA's strategic goal of digital transformation and improving the quality of life under all circumstances.

## PRECAUTIONARY MEASURES

IN ORDER TO PRESERVE THE HEALTH OF THE COMMUNITY



### All Public Transport and Taxis

Passengers with fever and flu symptoms are advised



### All Public Transport and Taxis

Passengers must wear a face mask







## RTA closes, adjusts business hours of customer centres

As part of the National Disinfection Programme run by the Ministry of Health and Prevention and the Ministry of Interior to cope with coronavirus (COVID-19) and to further enhance the smart service offering, RTA closed customers happiness centres. The closure also covered RTA-Dubai Municipality shared centres at Al Awir, Al Manara, Al Kafaf and Al Tawar. 12 other centres run by service providers were closed namely: Al Shirawi, Cars Al Mamzar, SpeedFit, Discovery Gardens, Arabian City, Al Tawar, Wasl Al Jaddaf, Al Arabi, Nadd Al Hamar, Al Mumayaz Al Barsha and Al Mizhar, and Shamil Al Muhais-

nah. It is noteworthy that on March 22, RTA closed Customers Happiness Centre and Umm Ramool.

RTA called on clients to use smart and e-services to process their transactions smoothly. It also urged visitors of customer happiness centres and service provider centres to cooperate with the staffs of those centres and keep a safe distance (physical distancing). Customers were also encouraged to use personal protective equipment during their visits to centres or being in public areas.

## Dubai Taxi installs isolators to avoid risks of COVID-19 infection

Dubai Taxi Corporation, a subsidiary of the Roads and Transport Authority (RTA), has launched an initiative to install isolators in its fleet of taxis as part of further preventive measures against the spread of the coronavirus (COVID-19).

The installation of these isolators, which will ensure a full separation between taxi drivers and passengers, provides greater levels of protection during journeys. The initiative is another step by RTA to safeguard the health and safety of the community. RTA restricted the use of taxis to two riders maximum at the backseat and provided sanitizers onboard for the use of driver and passengers.

The procedure is part of DTC's measures to safeguard the health of people at all times and circumstances. It also signals RTA and DTC's contribution to the efforts of fighting Covid-19 and protect residents, citizens and visitors.







- **Public buses free on charge during the disinfection period**
- **50% discount on taxi riders**

#### Public Transport

Public transport, including Dubai Metro, resumed services from Sunday 26 April. The normal tariff system was reintroduced. Precautionary measures continued to be followed along with specific guidelines for passengers.

Red and green metro lines resumed operation between 7.00 am and 11.00 pm while maintaining strict preventive measures including physical distancing and wearing of face masks.

Water Transport, Tram, limousine services and shared/rented cars remain out of service.

Physical distancing to be observed when boarding or alighting from any transit means. All employees and riders are obliged to wear masks and comply with preventive measures. Only two passengers are allowed in one taxi.



#### Taxis and limousine

Only 2 passengers per taxi (seated behind)





## Preventive Measures

DTC has taken permanent and immediate measures against the outbreak of Coronavirus, including subjecting taxis in Dubai to daily sanitisation. Drivers are obliged to wear masks and gloves, disinfect the vehicle after each use, and ensure hand sanitizers are always available onboard. Drivers are obliged to open and close the doors of the vehicle to reduce the contact and transmission of the infection. The compliance with these instructions reflects the efforts of leaders to take necessary measures to preserve the health and safety of society.

## Free Parking

RTA exempted users of public parking and multi-level parking terminals from parking fees for two weeks during the comprehensive disinfection period in line with the Stay Home policy.

The decision supports the public during the period of preventive measures against COVID-19 and the national

disinfection programme of the Ministry of Health and Prevention and the Ministry of Interior. It also supports the government's remote work initiative and its directives to citizens and residents to stay home.

## Temporary lifting of trucks movement

During the national disinfection programme period, RTA and Dubai Police announced temporarily lifting of the ban on the movement of empty trucks weighing 2.5 tons on roads in Dubai. The lifting of the ban excluded the Airport and Shindagha Tunnels as well as Al Maktoum and Floating Bridges. The previous ban on the movement of trucks transporting hazardous materials remained in force.

The lifting of the ban will remain in place throughout precautionary measures put in place by authorities against coronavirus (COVID-19). The decision aims to ease the movement of trucks and streamline the delivery of consumables to the market.

RTA and Dubai Police called on truck drivers to comply with traffic and driving rules, and use lanes dedicated for trucks on highways.

## Physical Distancing

During the National Disinfection hours, taxi services continued to be available via Careem and Uber apps and public buses operated on 13 routes namely: 8, 10, 12, A13, 17, 24, C01, C07, F18, F21, F34, F43 and X23 at a frequency of 30 minutes. These routes serve 19 public and private hospitals namely: Rashid Hospital in Oud Metha, Iranian Hospital in Al Wasl, Zulekha Hospital in Al Qusais, Dubai Hospital on Al Khaleej Road Deira, Baraha Hospital in Al Baraha Deira, Latifa Hospital in Al Jadaf NMC Hospital in Al Qusais, American Hospital in Oud Metha, Saudi German Hospital in Al Barsha, and several hospitals in Healthcare City including Emirates Speciality Hospital, Dubai Dental Hospital, BR Medical Suites, Sapphire Day Surgery Centre, American Heart Center, Dr Riyadh Hospital, Emirates Integra Medical & Surgery Centre, Medclinic City Hospital, and Dr Sulaiman Al Habib Hospital. During the National Disinfection Programme, the service will be provided to those working in vital sectors specified in the decisions of Health and Interior ministries as well as emergency medical conditions.

## 15 buses, 40 taxis to lift patients recovering COVID-19 and contact cases

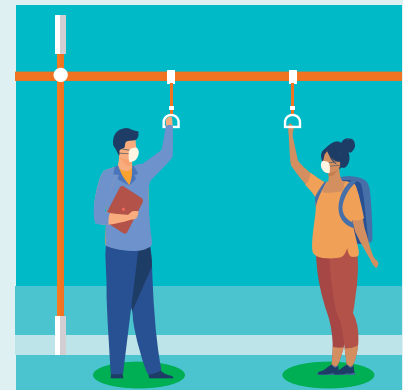
Dubai's Roads and Transport Authority (RTA) has allocated 15 buses and 40 taxis to lift individuals who have recovered from the COVID-19 and contact cases in coordination with the Dubai Health Authority. Those vehicles are designated for the exclusive use of those cases and are not engaged in other RTA's daily operations. The initiative is part of RTA efforts to support the first line of defence against coronavirus pandemic. A dedicated field team is tasked to oversee the management of these buses including the provision of all supplies to safeguard against the spread of viruses. RTA has also set a hotline for contacting Dubai's Supreme Committee of Crisis and Disaster Management to lift contacts to specific quarantine areas. Buses will also be used to lift recovering patients to their homes, and transfer passengers from and to the Dubai Airport while fully addressing prevention and safety stipulations.

RTA has taken all measures to ensure the safety of drivers and riders. Buses are being sanitized after each journey and the sanitization team is also operating at pick-up points. Due consideration is given to ensure the physical distancing onboard, and an intensive disinfection process is carried out after the end of the day's journeys.



### Metro | Tram | Bus

Observe alternate seating policy.  
(Don't sit on the X sign)



### Metro | Tram | Bus

Stand within demarcated floor stickers







## Remote training for taxi drivers

RTA's Dubai Taxi Corporation (DTC) embarked on remote training of taxi drivers using sophisticated technologies. The step ensures the continuity of training and the delivery of services par excellence, given the prevailing health conditions. "DTC has enhanced the remote training system by introducing the Tamkeen (empowerment) system to deliver a variety of training programmes to drivers. Training materials provided include traffic safety guidelines, time and workload management, customer service and educating riders about key internal policies in place," said Dr Yousef Al Ali, CEO of DTC.

"Qualified instructors are tasked to deliver training programmes

at DTC's training centre. Full remotely managed training workshops and discussion panels were held using online audio-visual telecommunication systems engaging more than 45 drivers per day. DTC has high operational readiness to cope with emergencies," he added.

"Introducing an advanced training initiative, such as the remote training of drivers, is part of our efforts to support the nationwide call for taking preventive health and safety measures to safeguard against the spread of coronavirus pandemic. DTC will continue exerting endeavours to realise its strategic goals of the excellent operation, people happiness and financial sustainability," concluded Al Ali.





RTA called on public transit riders to cooperate with supervisors deployed at stations, metro and tram carriages and drivers of public buses and taxis. Passengers were also urged to use personal protective equipment while riding public buses or moving around public areas. Community members were also recommended to observe safe distances from each other as per the prevention guidelines and instructions issued.



(COVID-19)

## How to prevent yourself



**Wash your hands**  
with soap and water



**Cover your mouth and nose**  
when coughing and sneezing



**Avoid close contact**  
who have symptoms of  
a respiratory infection such  
as coughing or sneezing

## Sneezing etiquette to reduce infection



Use **tissue paper** when  
sneezing



cover your  
**mouth** and  
**nose** with  
your **elbow**



Wash your hands  
with **soap** and  
**water** for **40 sec**



**Throw it in**  
the trash

## Launching Smart Track for testing drivers after demo success

Dubai's Roads and Transport Authority (RTA) has launched the Smart Track for testing driver license applicants in Dubai following the success of the trial phase in several driving testing centres across Dubai. The trial run, which witnessed 38,000 tests, yielded several positive deliverables and 10 improvements in quality and governance, which are in line with the national innovation strategy.

Through the smart track, RTA aims to support the government's drive to transform Dubai into the smartest city in the world. It involves the use of the fourth industrial revolution technologies for the first time in this field worldwide in the form of smart sensors, differential GIS, and sensors mounted to autonomous vehicles.

"RTA launched the smart track initiative at all driving centres following the successes of the trial run phase; which resulted in record achievements in delivering smart and integrated solutions at all testing vehicles. Thus, it contributed to the fruition of the UAE Artificial Intelligence Strategy and the UAE 4th Industrial Revolution Strategy," said Abdullah Yousef Al Ali, CEO of Licensing Agency, RTA.

"The smart track contributed to the automation of 32% of road-test reading standards such as the artificial intelligence, internet of things, advanced co-driver assisting systems, information telecommunication technologies, GIS, face-recognition technology, and 3D panoramic imaging among

other smart technologies," he noted.

"During the trial phase, the smart track contributed to slashing the time of retrieving the test video and the time of reporting incidents as well as vehicle faults by as much as 75%. It reveals the efficiency and speed of the system in delivering instant information; which is compatible with Dubai Data Strategy.

"The smart track was also a key contributor to the launch of the digital road test certificate, which also minimized the scope of paper transactions. Accordingly, RTA reaffirms its efforts to unleash new services aligned with the smart city initiative as well as Dubai Paperless Strategy.

"All the 150 supervisors and examiners have been qualified to cover testing centres. 250 light and heavy vehicles/buses have been fitted with the smart track system, which is compatible with the 5G internet network. Thus, it is fully aligned with the internet of things and the digital revolution strategy," he added.

It is noteworthy that ultra-sophisticated technologies of the

## e-licensing jumps by 28% in March compared to last year

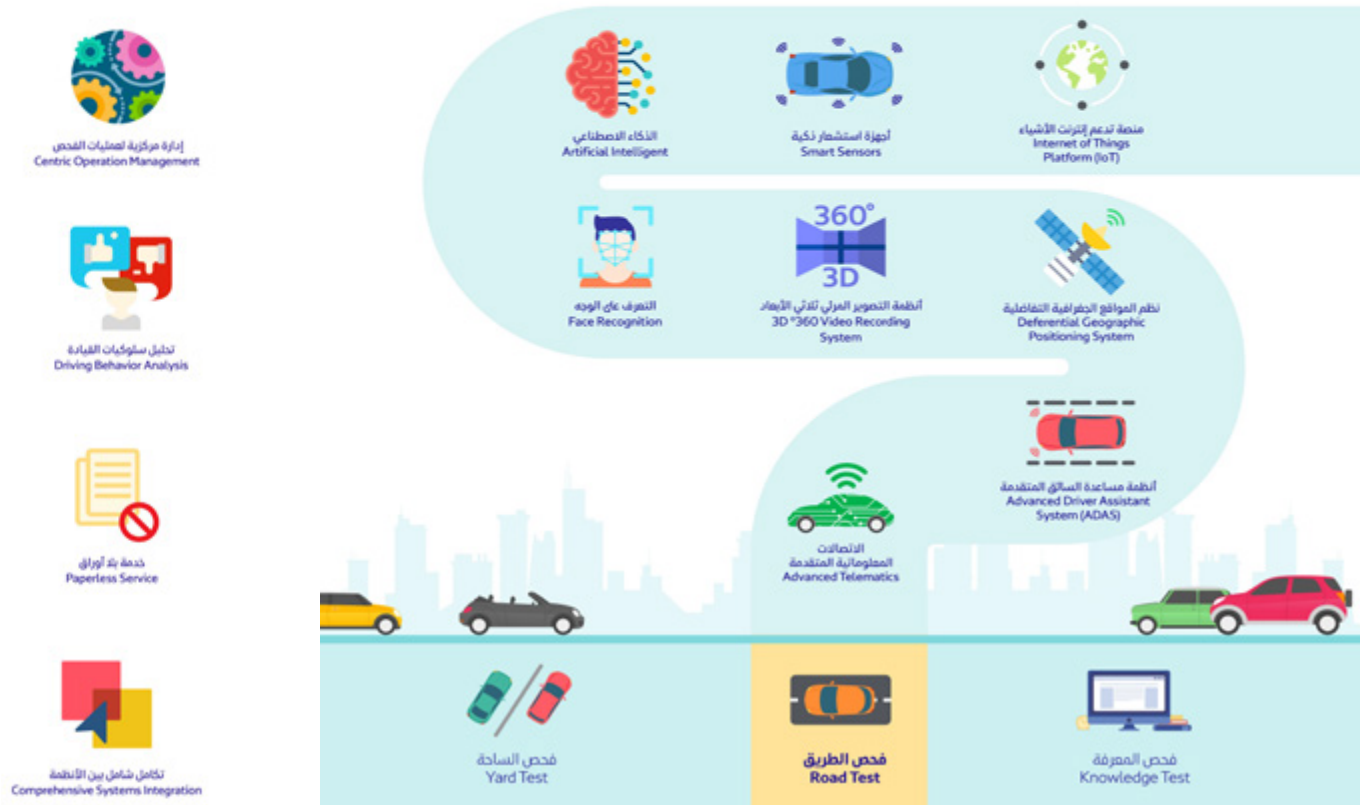
Licensing transactions made through Roads and Transport Authority (RTA) clocked at 254,203 in March 2020 compared to 198,895 transactions last March, reflecting a 28% increase

The surge of online transactions reported in March, be it through the website ([www.rta.ae](http://www.rta.ae)), Dubai Drive and RTA apps, is mainly attributed to customers response to RTA's preventive measures rolled out at the start of March to

cope with the outbreak of the COVID-19.

The total number transactions made in March 254,203 comprised of 103,236 vehicle licensing transactions and 150,967 driver licensing transactions. In March last year,





smart testing system, such as the face-recognition, are not only used for clients but also for examiners. Thus, it contributes to 100% accurate identification of the examiner and customer, which in turn improves the integrity and transparency of the testing results, and at the same time enables Drivers Testing Department to follow-up the sustained improvement of testing quality.

The smart track system can integrate with other systems such as the smart yard testing, centralized training. It can also transmit data to an artificial intelligence-based driver, which contributes to analyzing customers attitudes during the test.

the breakdown of e-transactions was 198,895 comprised of 63,021 vehicle licensing transactions and 135,874 driver licensing transactions reflecting an increase of about 28 per cent.

The success of RTA's electronic and digitisation drive over the past years is reflected in the response to the challenges of COVID-19. It supported the precautionary measures of the National Sterilisation Programme highlighted by the call to stay home. These means also reflect RTA's care for the safety of clients spanning across the community.



## Our Services at your Disposal



### Payment of fares and other services

- Silver and Gold nol card
- Red ticket (to transport using the metro, tram and buses only)
- nol blue card.

### Approved Sales Agents

S pinneys, Ridha Al Ansari, Lulu, Gloria Jeanes, Aswaq, Carrefour, Burger King, Zoom, Aster Pharmacies, Costa, cinemas ... etc.

### Service Centres

Customer happiness centres at Jafiliya (Al Kafaf), Al Twar, Al Barsha, Umm Ramool, and Al Manara

### Validity

Gold, silver and personalised nol cards are valid for 5 years. They are also usable for further two years after expiry and the

existing balance can be used, but are not rechargeable.

nol red ticket is valid for 90 days or 10 journeys.

### Terms and conditions

Minimum usable balance of nol card is: 7.5 dirhams

### Uses

#### • Public transport means:

- metro, tram, buses, ferry, taxis, parking metres

#### • Petrol stations:

- ENOC

#### • Parks and Museums:

- Creek, Mamzar, Zabeel, Mushrif and Quranic Park, Etihad Museum and Shindagha Museum



### Retail Outlets



- For recharging nol card balance.

#### • Website:

- nol website

#### • Smart App:

- Public Transport
- RTA

#### • Service Centres:

- kiosks, smart kiosks (at bus stops)
- ticket sales offices/machines at all metro stations

#### • Approved Top-up Agents

- Abu Dhabi Commercial Bank
- Emirates NBD

### - Transaction Procedures:

- Can be processed through nol website or smart app as follows:

- The customer enters personal/card details
- The customer tops-up amount through credit or debit card
- The customer waits for 48 hours
- The customer can use the card at metro gates or parking machines

- Kiosks, Offices, Ticket Selling Machines and Banks

- The customer submits the card
- Customer pay the top-up amount through credit or cash
- The card will be recharged instantly



## Transaction Processing Time

Instantly through NFC technology fitted to all compatible mobile phones, Public Transport App, or Ticket Vending Machines at metro stations

From 4 to 48 hours when recharging the card through the Public Transport app on phones using NFC technology, or website. The card needs to be tapped on metro gates or inserted in a parking machine connected with the internet.

Instantly through centres, kiosks and banks

## Terms and Conditions

- Non-personalised nol blue card can be recharged by up to 1000 dirhams maximum. Personalised cards can be topped up by up to 5000 dirhams maximum.
- Minimum usable balance of nol card is: 7.5 dirhams
- The card will be recharged instantly when using smart services or the smart app



## Refund of nol card balance

This service enables customers to refund balances remaining in their personalised nol cards

### Required Documents

- nol card number
- Alternative nol card, if any
- Phone number
- Refund form completed

#### • Service Fees

5 dirhams or 2.5% of the card balance

#### • Refund Places

- All metro stations

## Transaction Processing

(in case the customer doesn't wish to use a proper and valid card)

- Card to be handed over at the tickets selling office
- An application for the balance refund to be submitted
- The refund fee of 5 dirhams or 2.5% of card balance shall be collected

The remaining balance is refunded in cash

#### • Refunding balance from a faulty card:

- Card to be handed over at the tickets selling office



- An application to be made for returning nol card
- An application for the balance refund
- The remaining balance shall be refunded
- It is possible to replace a defective card by another and add 20 dirhams to the balance if the customer wishes so.

Note: in case of misuse or lack of using the card, the service fees will be charged and the remaining will be refunded.

## Terms and Conditions

- The customer can submit nol card number for transferring the balance from the old to the new card
- The balance of a lost card can be refunded
- There are no fees for refunding the balance of an expired card
- Officials at Tickets Selling Offices at metro stations decide whether the card is faulty and the refund cannot be made
- The customer can refund the remaining balance in the card through ticket selling offices after receiving a text message that the balance is refundable from the approved stations
- The nol card price cannot be refunded
- Should the client fail to visit the service point to collect the amount in a specific period (one month maximum), a fresh application has to be made.





## Asset remote system to align with metro predictive maintenance phase

RTA's Rail Agency in has recently introduced the Remote Asset Condition Monitoring System to capture data relating to the condition of railway switches without human intervention. By using a special algorithm, the system can predict potential faults of these vital switches before they develop, and accordingly enables taking proactive measures to avoid any major fault that might disrupt the Dubai Metro service.





“The implementation of the Remote Asset Condition Monitoring System is a landmark development in shifting from conventional management methods to a highly sophisticated predictive maintenance method, based on the anticipation of faults before they occur,” said Mohammed Al Amiri, Director of Maintenance, Rail Agency.

“The system contributed to cutting railway faults drastically, which reflected on the performance of the Dubai Metro network and reducing the costs of the service outage.

“The implementation of the system is part of RTA’s relentless endeavours to use cutting-edge and innovative technologies of the metro industry. It reflects on the delivery of high-class, safe and convenient services to the public and the metro riders in line with its vision of safe and smooth transport for all.

“The implementation of the Remote Condition Monitoring System will pave the way for introducing the predictive maintenance system in future, and



the analysis of asset data as well as the performance pattern, preplanning and efficiency. It will reduce the proportion of faults, conserve the metro assets and enable the optimal utilization of assets,” he explained. “The system will considerably reduce costs that would otherwise be spent on conventional maintenance of the metro. Accordingly, it will increase revenues and help achieve high-performance indicators in operation and maintenance. The system will also support RTA’s efforts to transform Dubai into the smartest and happiest metro in the world,” concluded Al Amiri.



## Five of RTA leading practices get UITP acclaim

### Initiatives applauded include Air Taxi, Raaqeeb and nol Plus

In the context of developing and managing leading practices, Roads and Transport Authority (RTA) has delivered an array of global practices that have been acclaimed by the International Association of Public Transport (UITP).

“RTA has charted out clear structures for leading practices at the local, regional and international levels to ensure that they are on a par with the international competitive indicators. These practices have actually surpassed the international standards of mobility as assessed in field visit and reports compiled by UITP experts,” said Fawziyah Al Watany, Director of Excellence and Leadership, Strategy and Corporate Governance Sector, RTA.

“Experts have listed and examined 164 practices and identified 5 top practices, which were exclusively run by RTA in line with UITP’s approved standards. 15 experts have benchmarked those practices with practices in 20 countries and they came on top. They are: Air Taxi, S’hail

a pp, Enterprise Command and Control Centre, Raaqeeb system and nol Plus programme,” she noted.

The Air Taxi is part of Dubai Smart Mobility Strategy to ensure the integration of mass transit means and residents happier. The Enterprise Command and Control Centre (EC3) links RTA’s control centres and operational agencies with a central control unit connected with all RTA agencies. The centre supports control centres, crises management, incidence management, transport integration, data analysis, compilation of reports and information security management. The central control unit is linked with 34 RTA systems; which are instantly integrated. It has the potential to link with other





systems outside RTA and can handle the feed of 10,000 surveillance cameras. It uses artificial intelligence in the management of incidents, crises and crowds.

Raqeeb is a sophisticated device installed in front of the bus driver. It detects signs of fatigue and exhaustion developed by the driver through indicators that are transmitted to the control room for the immediate action on the case. Another smart system monitors the attitude of the driver in the event of exceeding the speed limit or failing to observe safe driving, reckless use of brakes, sudden swerving, or distracted attention by using the mobile phone while driving among others. Based on the analysis of such information, the RTA central control unit takes immediate actions to ensure the safety of public bus riders.

S'hail is an app for assisting clients to move around Dubai quickly and easily. It enables the riders to manage their nol

accounts, book RTA taxi or limo, book a vehicle on-demand, and plan an intercity journey. Passengers can also review all public transport information and the system automatically saves recurrent search, among other features.

nol Plus is a programme for the collection of loyalty points by public transport riders. Commuters can make use of points collected in recharging their nol cards for riding various public transport means. They can earn more points whenever they ride public transport means and these points can be turned into a balance they can make use of in their rides or payment for their bills.

RTA is always keen to ensure that its projects are aligned with its vision of Safe and Smooth Transport for All as well as its strategic goals: Smart Dubai, People Happiness and Advance RTA. In the process, it sticks to the highest global standards in its operational processes to measure up with Dubai's standing and the government's drive.



## RTA runs Ramadan initiatives in support senior Emiratis, '10 Million Meals' campaign

**10  
MILLION  
MEALS**

In keeping with the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, RTA is lending support to the national campaign '10 Million Meals' rolled out by Her Highness Shaikha Hind bint Maktoum bin Juma Al Maktoum, wife of His Highness Sheikh Mohammed bin Rashid Al Maktoum and Chairperson of the UAE Food Bank, in support of needy families.

RTA is supporting this campaign through two charitable initiatives marking the imminent advent of the holy month of Ramadan. The move is in line with the

humanitarian initiatives of the Dubai Government as well as RTA's typical Ramadan initiatives such as the Ramadan Rations and Meals on Wheels. RTA's attention is focused



## AL MEHREZI: RTA LENDS SUPPORT TO RESIDENT FAMILIES OF TAXI DRIVERS

## RTA & SERCO IN COLLABORATION WITH TALABAT TO DISTRIBUTE IFTAR MEALS

on senior Emiratis and marginalised communities saddled with extraordinary fallouts of the coronavirus pandemic. “The two initiatives are in line with the ‘10 Million Meals’ campaign as well as RTA’s social responsibility spanning the whole year, especially during the blessed month of Ramadan. One of the initiatives is specifically focused on the welfare of senior Emiratis, given the precautionary measures to cope with the outbreak of the COVID-19 in the UAE and the entire world,” said Ms Rowdah Al Mehrezi, Director of Marketing and Corporate Communication, RTA. “RTA’s taxis are directed to senior citizens to offer them nol cards with credits to help them with their Ramadan needs. The step was coordinated with the Community Development Authority, which identified the beneficiaries. The delivery of nol cards is performed under strict precautionary measures to avoid people assembly and contact. Cards are also distributed securely to resident

families of taxi drivers,” she added.

“The second initiative is introduced with Serco, Dubai Metro and Tram Operator, in collaboration with Talabat the online food and household delivery platform, to distribute Iftar meals to cleaners, and security personnel at Latifa Hospital, Rashid Hospital and the Dubai Corporation for Ambulance Services who work quietly under tough conditions dictated by the coronavirus. The initiative RTA volunteers, fully equipped with protective equipment, oversee the distribution of these supplies at medical facilities. Coordinators will safely receive and distribute those items to targeted personnel.

“RTA is always keen to rise to challenges and extreme circumstances the nation might encounter. It seeks to run services and initiatives under a vision compatible with leaders’ efforts to maintain the business drive while addressing the health concerns,” concluded Al Mehrezi.





## Autonomous vehicle runs at Expo 2020 site

Dubai's Roads and Transport Authority (RTA) has started the trial run of an autonomous vehicle at the site of Expo 2020 Dubai. The vehicle is used to commute individuals on a dedicated path from the main entrance to staff offices.

The step is part of RTA's efforts to broaden the scope of Dubai Self-Driving Transport Strategy, aimed at transforming 25% of total mobility journeys in Dubai into self-driving modes by 2030. The strategy contributes to the integration of mass transit as well as safe and sustainable transport solutions.

"The Self-Driving Transport Strategy is part of initiatives aimed to support the green economy drive. Trialling an autonomous vehicle at the site of Expo complements is an achievement and addition to our efforts to spread autonomous vehicles at var-

ious Dubai hotspots," said Ahmed Bahrozian, CEO of Public Transport Agency, RTA.

"The trial run, which will last for three months, includes testing autonomous technologies, ensuring high safety of individuals, and protecting surrounding properties. It illustrates RTA's keenness to adopting highly efficient, safe and reliable technologies in delivering smart services," he added.

"We are proud that the site of Expo 2020 has become a venue for the implementation of the Dubai Self-Driving Transport Strategy, with the deployment of a test run of an autonomous vehicle at

## Dubai Taxi, Landmark provides Shukran points through DTC app

RTA's Dubai Taxi Corporation (DTC) has signed an agreement with the Landmark Group, a leading retail and hospitality provider in the MENA region, to link DTC app with their 'Shukran Loyalty Points Programme.' Accordingly, customers can book limos through DTC app and have a chance to earn Shukran points on all rides booked through the app.

"Shukran Loyalty Programme, the biggest in the retail sector in the MENA region, encompasses more than 50 trademarks open for customers to earn and burn points on their purchases. The agreement entitles users of limo operated by DTC to benefit from the loyalty points when tapping Shukran card after the end of the trip. They can also avail of the discount on the trip through burning their accumulated points on Shukran card, or else using them in shopping at retail outlets affiliated to Landmark Group

in the UAE, so long as they book their limo rides via DTC's app," said Marwan Al Zarouni, Director of Operations and Commercial Affairs, DTC.

"The signing of this agreement stems from the commitment of DTC to find ways and means for improving the quality of services to clients. It also reflects our commitment to delivering best-in-class services to clients and realise the strategic goals of the DTC, namely smart operation and people happiness," he added.

the site. This strategy is compatible with our sustainability vision to enhance the use of environmentally-friendly vehicles with low-carbon emissions,” said Mohamed Al Ansaari, Vice-President - Communications, Expo 2020 Dubai.

“Teaming up with RTA is an integral part of our practice to work closely with government entities across the UAE. Our ultimate goal is to raise the profile of the UAE as a leading country in sustainability and environmental conservation,” he added.

The vehicle uses green technologies and is powered by electricity to operate up to 16 hours. It accommodates 15 riders (10 seated, 5 standing) and travels at a speed of 25 km/h. The vehicle is designed to travel in closed and internal public roads within the entertainment and residential communities. It features high safety and security standards to monitor the path using advanced



sensors and high accuracy positioning systems. It can monitor any obstructing object, and will automatically slow down when an object emerges. The vehicle will come to a complete stop when an object comes close to the vehicle.

Rahul Jagtiani, Group Director – Digital Landmark Group, said: “We are pleased to announce our association with Dubai Taxi Corporation (DTC). DTC’s luxury limousines can now be used by Shukran members for their commuting needs, easily and conveniently by booking through their DTC App. With a digital-first approach, we at Landmark Group are constantly optimising and improving our customers’ journey with us, through loyalty experiences and benefits. With DTC on board now, we are enhancing that journey. Points earned through DTC can be used at more than 50 of our Group’s much-loved brands – online or in-store. We will continue to look at ways to integrate digital and mobile-first initiatives to reward our customers and make their shopping experience more rewarding.”





## Al Masar holds four remote training workshops

The editorial team of Al Masar magazine, issued by Dubai's Roads and Transport Authority (RTA), held four remote training workshops for employees of the Marketing and Corporate Communication Department, Al Masar ambassadors and a host of RTA employees. Workshops focused on improving the skills of employees in a variety of professional, cultural and linguistic fields.

The editorial family of Al Masar smoothly coordinated those remote intensive workshops. That could be possible thanks to the optimal utilisation of RTA's advanced infrastructure

and its highly skilled employees capable of dealing with such smart systems that have become an integral part of their daily routines just before the outbreak of coronavirus pandemic.

## Customers Council discussed improvement of digital services

Customers Council of Dubai's Roads and Transport Authority (RTA) discussed ways and means of improving the smart services delivered to both the public and business community in Dubai. Main discussion points included improving the customer journey on all smart service channels and enhancing digital payments channels.



The first workshop, which was presented by the Editor-in-Chief of Al Masar magazine, tackled the skills of media personnel in coping with emergencies and how mass media can get out of this crisis stronger. It also touched on how to assist the economy to handle emergencies professionally to mitigate their negative impacts and learn lessons that assist with similar scenarios in future.

He also presented a workshop about the use of terminologies in the crises press releases. "Going through a crisis is often accompanied by the emergence of new terminologies that make their way to journalism. Crises management supervisors have the competence to introduce new terminologies that will have a positive and assuring impact in a worrying situation. Through such a practice they can control the tension and maintain the safety of the community," he noted.

The editorial family presented a workshop about the art of writing a piece of press news. It covered the idea, preparation, stages, endorsement, publishing and feedback of the press news along with the skills of reporters. The moderator reviewed a serial presentation with a time interval; which focused on employing creativity at work.

The editorial team gave way to amateurs and talents of Al Masar Ambassadors to show their skills to their colleagues. One of Al Masar ambassadors presented a workshop about astronomy and space. He shed light on the greatness of the universe and the greatness of the creator. He noted that amateur photographers presented great services to global space agencies by discovering great celestial bodies by chance.

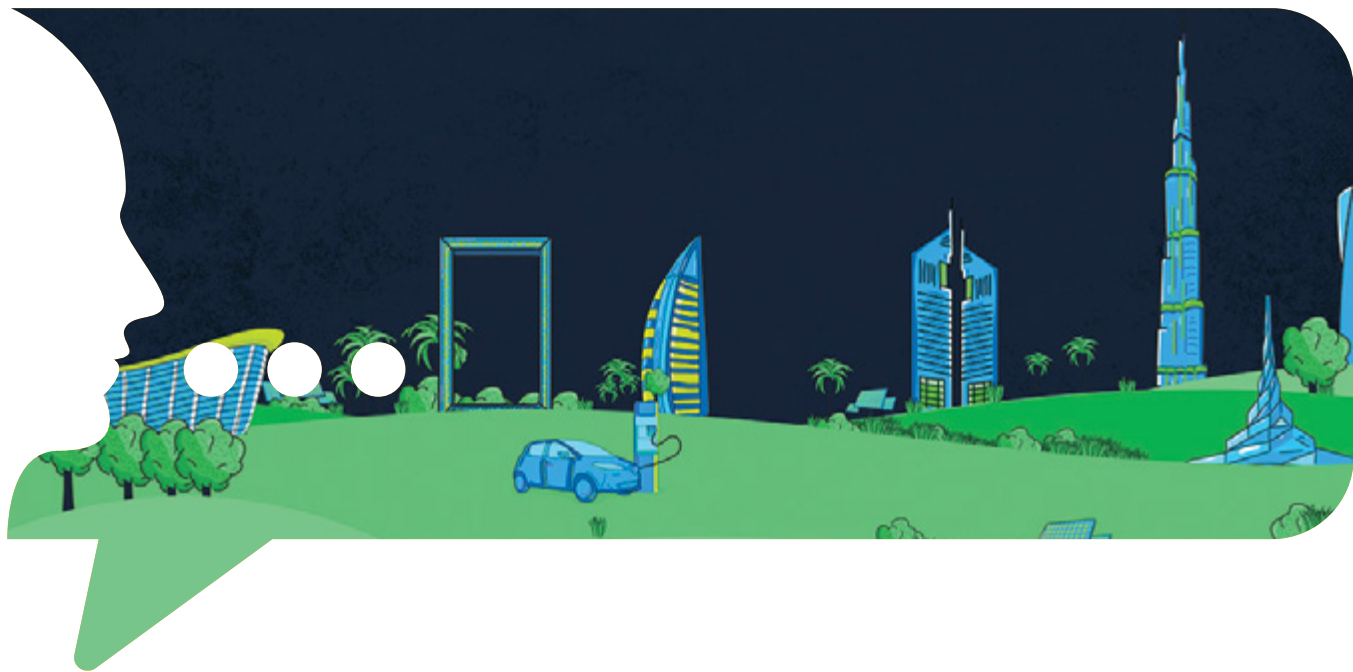
During the workshops, instructors used advanced technologies in consideration in line with the emergency conditions witnessed by remote participants due to coronavirus restrictions.

Participants reacted with the workshop and made comments and feedbacks and instructors reacted positively



"RTA is keen to maintain close communication with clients and cares for their views, suggestions and feedback about our services. We are aware of the significant role of our smart services in shaping the future of mobility in the UAE, especially Dubai. We have therefore got to explore the best means of improving and delivering such services to the highest satisfaction of our customers," said Mohammed Obaid Al Mulla, RTA

Board Member and Chairman of Customers Council. The Customers Council directed the Smart Services Department at RTA's Corporate Technology Support Services Sector to give every attention to proposals and ideas contributed by the floor. The Department was also requested to assess the feasibility of such suggestions and communicate with initiators towards ensuring the improvement of service offering.



## RTA supports Earth Hour efforts 2020 under the theme “Raise Your Voice”

Roads and Transport Authority (RTA) joined hands with public and private entities in marking the annual Earth Hour event through switching off lights across RTA premises. It also urges employees to switch off unnecessary lights and air-conditioners for one hour from 08:30 pm to 09:30 pm on the last Saturday of March each year.

Dubai was the first Arab city to mark the Earth Hour event in 2008; which reflects its pioneering role in supporting initiatives and events that promote the public awareness of environmental issues.

The aim of Earth Hour is not just to turn off non-essential electric lights and appliances for an hour but also aims to promote environmental responsibility and encourage a sustainable lifestyle. RTA perceives its role, together with public and private entities, in raising the awareness of environmental conservation through staging the Earth Hour event.

Thanks to the vision of its leaders, Dubai has become a global model to emulate in caring for environmental issues and supporting efforts to curb global warming.

Earth Hour started in Sydney, Australia 2007. Since then, it has grown into a solidarity movement engaging millions of peoples worldwide.

Earth Hour is one of the biggest environmental initiatives in which hundreds of cosmopolitan cities take part to highlight the importance of taking decisive measures to curb the challenges facing the planet earth such as the climate change, global warming and the unprecedented drop in ecological diversity.

# China breathes clean air in post-COVID-19

NASA and the European Space Agency have released satellite imagery showing the positive environmental impact of the spread of the Coronavirus on China.

The closure of laboratories and the restriction of movement in Hubei Province, China, to prevent the outbreak of the Coronavirus, has reduced pollution, according to a CNN website report.

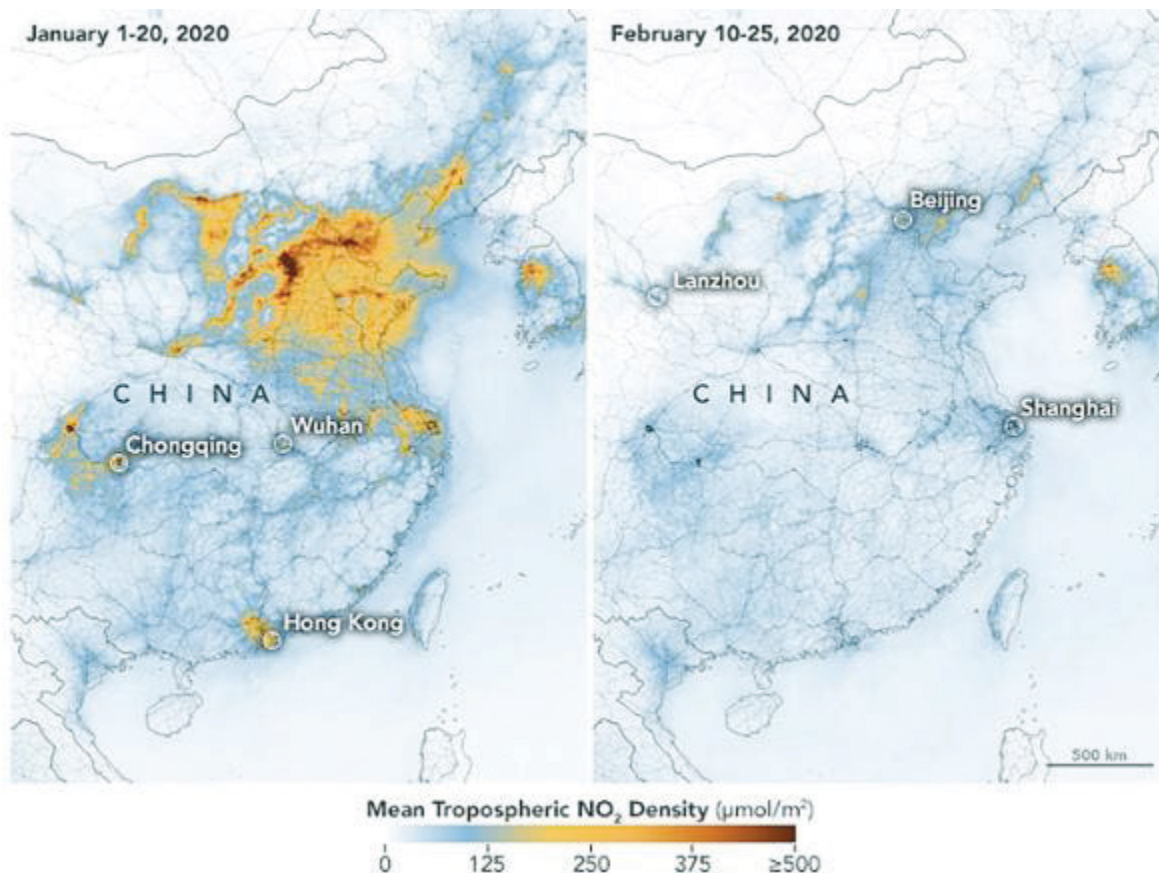
Consequently, the number of pollution-clear sky days increased last February by 21.5% compared to the same month last year, according to the Chinese Minister of the Environment.

The improvement was not only visible in Hubei, as satellite imagery showed a sharp decline in nitrogen oxide emitted by cars, power plants and factories in large Chinese cities in January and February. The toxic pollution cloud and smog hovering over China's industrial areas have disappeared. A researcher of air quality in NASA considered it the largest drop in a large area of the earth due to a single factor.

China is one of the most polluted countries in the world as is responsible for 30% of carbon dioxide emissions. The low pollution in China is attributed to the cessation of the use of coal, the closure of oil and iron facilities, and the suspension of domestic flights.

China is the largest producer and user of coal, and it constitutes 59% of its energy. Coal is used in power plants, factories, and rural homes for heating. The use of coal decreased by 36% between February 3 and March 1 compared to the same period last year.

But scientists warn that the return to life in China after the elimination of the Corona pandemic may lead to pollution rates even higher than before due to Beijing's expected bid to offset the accumulated losses of the closure.





## Adding Virtual Reality, smart services to Salama App

Dubai's Roads and Transport Authority (RTA) has added an array of smart services to Salama App including a host of interactive programmes such as the Virtual Reality (VR) technology, and games bearing traffic awareness messages. The step is part of RTA's efforts to provide an educative and oriented smart content for children aged 4-14 years.

Since the launch of Phase I of Salama App in mid-2018, the Smart Services Department at Corporate Technology Support Services Sector, and the Traffic Department at Traffic and Roads Agency joined hands to develop a totally new app. The novel app features cutting-edge technologies and designs with engaging content, cool smart games with embedded traffic awareness messages. The app has a section dedicated to audio stories in English and Arabic together with a documentary film

and a new e-bay enabling children to write and draw make-believe stories. Kids can also have their stories uploaded on to the app once edited and approved by RTA specialists. These features are the first of their kind in government apps.

The VR technology establishes a link between the smart app and traffic elements drawn in books or at streets. After running the app, and turning the camera of the mobile phone to the traffic sign, a cartoon character pops





up to give traffic safety-related tips.

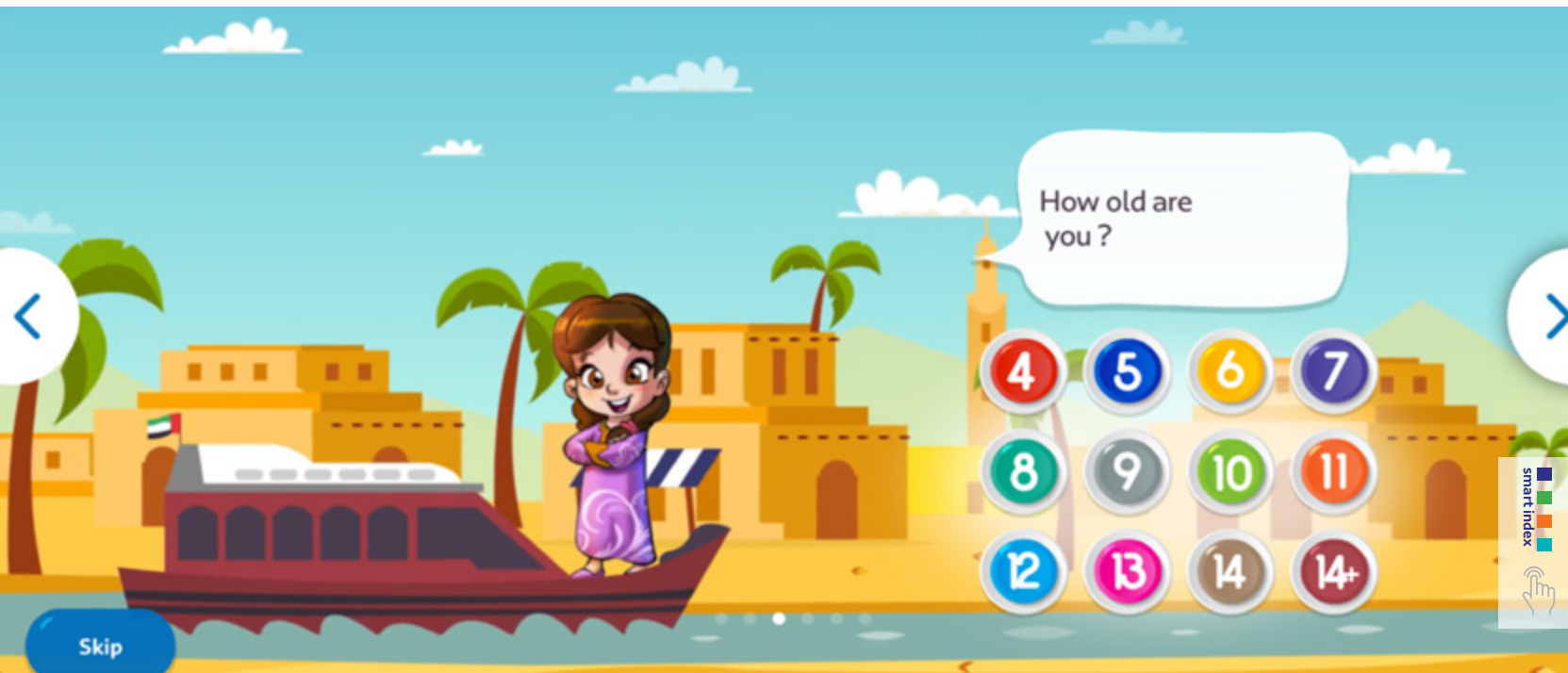
This innovative style aims to implant the culture of traffic awareness in an appealing style that generates an atmosphere of edutainment to the targeted audience. Children aged 4-14 years can be inspired and impressed by this style much more than traditional means can do. The deliverables of the project include redesigned and added features to Salama magazine which are uploadable onto smart apps, tablets and laptops. They include digital Salama magazine; an attractive display of magazines in a book folder and an interactive programme for reading and surfing through magazines to create an enjoyable reading experience for children. "Stories" is another e-bay



enabling children to write and draw fantasy stories which can be uploaded once revised and approved.

Contents also include Kids Games; a cocktail of child-oriented stories that include puzzles, colour with me comics, missing words, spotting the five differences, and audio cartoons; which converts a simple page of a magazine into an audio story with pictures, either in Arabic or English. This feature provides an oriented content for children of determination.

RTA has a clear strategy compatible with the directives of the leadership to rank Dubai amongst metropolitan cities that turns smart services from ambitions into a reality that adds to people's welfare and quality living.





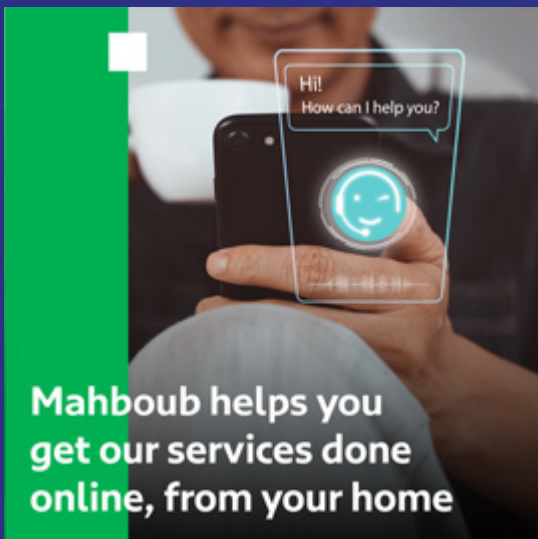


**Let's connect together**



**Greetings from RTA  
to all committed people  
to preventive measures physical  
distancing and home isolation**

For the very first time the vibrant city of life is asleep, to keep you all safe. Bring #Dubai back to life and commit to staying home for everyone's health and safety. #StayHome and let Dubai be strong and full of life once again.



**Mahboub helps you  
get our services done  
online, from your home**

Download the #RTA Dubai app to benefit from all of our available smart services, and chat with #Mahboub to help obtain details or access services. Download now: <https://bit.ly/2wafbAY>



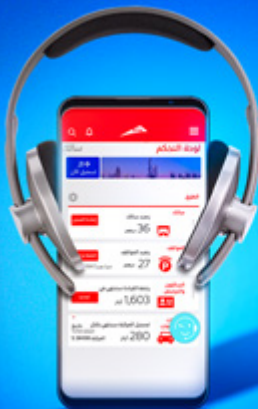


**Prevention  
is essential**



Keep track of our preventive measures during the past week and discover the most important news in less than a minute with this video.

For people exempted from restrictions during this period, plan your trip well onboard #DubaiBus and follow the guidelines of the stations' instructors for your safety.



Download the RTA Dubai and  
Dubai Drive apps

#StayHome and benefit from a number of services on the #RTA Dubai app and the #DubaiDrive app. Get your transactions done without effort and in less time. To know more, download now:

RTA Dubai: <https://bit.ly/2QZfaqH>

Dubai Drive: <https://bit.ly/2JuB29h>



**Precautionary measures  
taken by RTA**

**Providing** online  
services for  
vehicles and drivers

**Full suspension** of Dubai Metro  
and Tram services

**Closing** Customer Happiness  
Centres and Service Providers

Setting **new dates** for public  
transport and taxis

#RTA's precautionary measures aspire to keep you and the society safe by committing to physical distancing and adopting the highest standards of safety and prevention in #PublicTransport.



# How to welcome Ramadan?



The Prophet (PBUH), said, "Islam is built on five pillars: Declaring that there is no God but Allah and that Muhammad is the Messenger of Allah, prayers, Zakat, Hajj, and the fasting of Ramadan). From Sahih Bukhari.

## Fasting Niyaa

There is no specific wording for fasting Niyaa (intention). It is just an intention and determination to observe fasting.

## Make the Quran the Spring of your Heart

The following website takes the visitor to the best friend in Ramadan. The Quran. Whenever you are connected to the internet, even if not on ablution, you can select the preferred format of the holy book. The reciter can save the page number upon exit, which makes it easy to continue recitation.

<http://www.quranflash.com/home?ar>



## Quran Interpretation

This is an academic link to the interpretation of the Holy Quran.

[http://quran.ksu.edu.sa/index.php#aya=1\\_1&m=hafs&qar ee=husary&trans=ar\\_mu](http://quran.ksu.edu.sa/index.php#aya=1_1&m=hafs&qar ee=husary&trans=ar_mu)

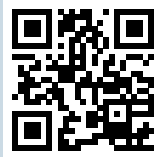


## To verify the correctness of a Hadith, please visit the website:

This website complements the two guiding sources brought by the Prophet Muhammed (PBUH).

The explorer can search any Prophet Hadith to verify the authenticity of the Hadith text and line of narrators. If Hadith scholars agreed, it should be adopted, otherwise, the researcher needs to consult scholars to figure out the predominant opinion or consult the views of contemporary scholars, such as Al Albani or Ahmed Shakir.

<http://www.dorar.net>

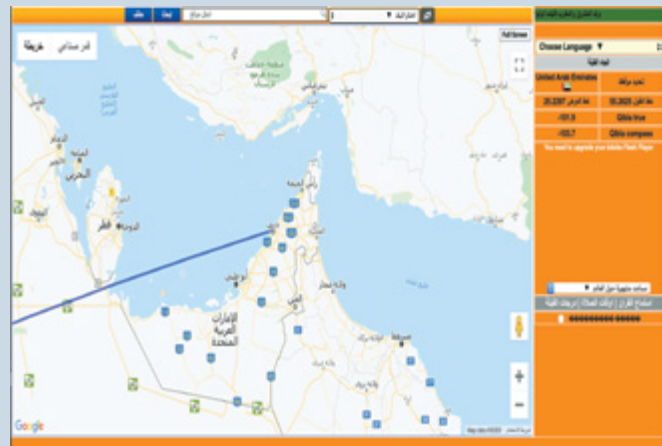


## Qibla Finder

Select Satellite to view physical locations such as Google Earth. Locate your location

You will find a + sign in the middle of the page. Place your home in the middle of the sign. A red line will extend from the + sign to Al Kaaba. The direction of this line is the direction of Qibla.

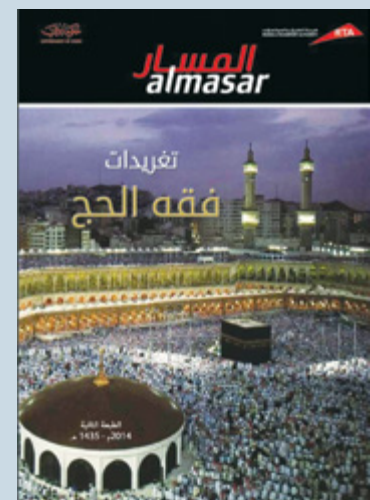
<http://www.elahmad.com/maps/qibla.htm>



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2nd e-version of Fiqh Al-Hajj Book. For those intending to perform Hajj and visit Al Madina

[https://www.rta.ae/links/magazine/masar/Hajj\\_2014.pdf](https://www.rta.ae/links/magazine/masar/Hajj_2014.pdf)





# Events that Happened in Ramadan

Events are highlighted by the revelation of the Quran, conquest of Mecca, and the Greater Battle of Badr

Key historic events took place in Ramadan

The holy month of Ramadan has always been marked by great events, which had an immense impact on the Arab and Islamic nations and the world over. Here we run them in a chronological order of happening during the month of Ramadan, regardless of their historical timeline or importance. We will also mention the years in which they took place, where possible. There may be some variations between historians on the days of some events, but most of them agree that they took place in Ramadan.

1

First Ramadan observed by Muslims was on Sunday 1st of Ramadan, Year 02 AH, corresponding to 26 February 624.

2

Central Maghreb was conquered by the Muslim leader, Al Hassan bin Numan, Year 82 AH.

3

Start of the Greater Battle of Badr, Year 02 AH

4

Muslims conquered Belgrade, a key to Central Europe, and has the strongest castle on the Ottoman-Hungarian border- Year 927 AH.

5

Led by Baybars, Muslims army recaptured Antioch from Crusaders in Year 666 AH.

6

The first victory of Muslims led by Imad al-Din Zangi over Crusaders at Aleppo to the north of the Levant in Year 532 AH.

7

The opening of Al-Azhar Mosque in Year 971 AD/ Year 361 AH.

8

Battle of Tabuk, Year 9 AH.

9

The battle of Harem where the Muslims army, led by Nur ad-Din Zanki, defeated the Crusaders, captured their leader and recaptured the city of Harem in the Levant in the year 559 AH.

10

Conquering of Mecca, Year 8 AH.

11

The victory of the Ottomans over the Safavids in the Battle of (Shamahi) - Year 986 AH.

12

Antioch, a city of southern Turkey, was opened by Zahir Baybars - Year 666 AH.

13

Omar bin al-Khattab, may God be pleased with him, arrived in Palestine and conquered Jerusalem. Year 15 AH.

14

Thaqeef tribe converted to Islam after the conquest of Mecca. Year 9 AH.



<div>Ramadan رمضان</div> <div>15</div>	Ottoman Empire beat Russia - Year 1224 AH.
<div>Ramadan رمضان</div> <div>16</div>	Napoleon defeated Acre - Year 1213 AH.
<div>Ramadan رمضان</div> <div>17</div>	Beginning of revelation of the Holy Quran
<div>Ramadan رمضان</div> <div>18</div>	The death of the Muslim top fighter Khaled bin Al-Walid. Year 21 AH.
<div>Ramadan رمضان</div> <div>19</div>	A navy battle between Omanis and the Portuguese where the Islamic fleet retreated - Year 1121 AH.
<div>Ramadan رمضان</div> <div>20</div>	Conquest of Mecca - Year 8 AH.
<div>Ramadan رمضان</div> <div>21</div>	The start of drilling in the Suez Canal - Year 1275 AH
<div>Ramadan رمضان</div> <div>22</div>	Battle of Taif - Year 8 AH.
<div>Ramadan رمضان</div> <div>23</div>	Muhammad bin al-Akhsheed takes the reign as Ruler of Egypt - Year 327 AH.
<div>Ramadan رمضان</div> <div>24</div>	Japan's surrender in World War II - Year 1364 AH.
<div>Ramadan رمضان</div> <div>25</div>	Ottomans beat the Russian army - Year 1294 AH.
<div>Ramadan رمضان</div> <div>26</div>	The Messenger, may God bless him and grant him peace, returned from the Battle of Tabuk - Year 9 AH.
<div>Ramadan رمضان</div> <div>27</div>	The birth of the Republic of Pakistan - Year 1366 AH.
<div>Ramadan رمضان</div> <div>28</div>	Muslims beat Persians at the Battle of Al-Buwaib - Year 13 AH.
<div>Ramadan رمضان</div> <div>29</div>	Imposing of Zakat al-Fitr.
<div>Ramadan رمضان</div> <div>30</div>	The death of Imam Al-Bukhari who compiled the most authentic hadith books ever.

#### Miscellaneous Events

Several other events took place in different days of Ramadan, including:

Jesus, peace be upon him, was raised to heaven.

Khadija Bint Khuwaylid embraced Islam before Hijrah.

The revelation of Surat Al-Nur, in which God absolved the mother of the believers, Aisha.

The death of Roqaya, daughter of the Messenger of God, peace and blessings be upon him, in the year 2 AH.

The birth of Hassan bin Ali, may God be pleased with them. Year 3 AH.

The Messenger of Himyar tribe came to the Messenger of Islam. Year 9 AH.

The Messenger, may God bless him and grant him peace, married Zeinab bint Khuzaimah, 28 AH.

The death of the mother of believers, Aisha, may God be

pleased with her, in the year 58 AH.

Al-Mu'tasim Billah entered Baghdad after assuming the caliphate, in the year 218 AH.

Babak at Khorasan was conquered during the caliphate of Al-Mu'tasim Billah, Year 222 AH.

The Battle of Al-Zallaqah in Andalusia, in which Al-Mu'tamid bin Abbad, King of Seville, Andalusia, defeated the Spanish forces in Year 479 AH.

Karak, Safed and Kanta fell in the hands of the Crusaders, in the year 584 AH.

The Franks took Acre, Year 587 AH.

The Battle of Ain Jalut (corresponding to September 6, 1260), in which Muslims, led by Sultan Qutuz, defeated the Tatars, led by Hulagu, in the year 658 AH.

Muslims of Morocco beat the Crusader Franks, in the year 663 AH

