

المسار almasar

The Official Monthly Magazine of Dubai's RTA

Issue No. 144 June 2020

Dubai's Infrastructure works on the go



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.



Smart Transformation a reality, not an option

Life is gradually turning back to normal in the UAE with the recession of the coronavirus (Covid-19), and the success brought by the entities involved in the first defence line, that played a key role in helping cope with the pandemic that has hit hard most of the countries worldwide.

The crisis proved that migration into smart and e-services had become inevitable and mandatory rather than an option. Entities that took early actions in this regard had ensured their business continuity during crises. Others lagging, were knocked off and remained unable to serve customers.

RTA has long ago acknowledged this challenge and mobilised all resources to implement the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, to transform Dubai into the smartest city in the world. A city that delivers services via smart channels 24/7. RTA was among leading government entities that had transformed

all customer services into smart, innovative and user-friendly services. RTA has now four digital platforms and a website to serve customer's needs around the clock. Thanks to this transformation, RTA continued delivering services successfully during the crisis.

The scope of digital transactions during the Covid-19 crises grew by 40% compared to the same period last year, and the number of Chatbot transactions via Mahboub increased by 100%. The happiness indicator of digital services jumped by 90% and customer's responses to digital and smart channels tripled by 300% during the period of the national disinfection programme, compared to the same period last year.

RTA is making solid strides to realise the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum to transform Dubai into a smart city that uses sophisticated technologies to deliver quality services capable of bringing added happiness to residents.

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

GENERAL SUPERVISOR
Rowdah.AIMehrzi

EDITOR IN CHIEF
AlMoatasem Belah Mohammed

MANAGING DIRECTOR
Mohammed Al Munji

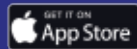
EDITING MANAGER
Nashwan Mahmood

PHOTOGRAPHY
Sahir Babu

DESIGN & MARKETING

SLA
Spotlight Advertising
بقعة ضوء للإعلان والترويج
www.spotlightuae.net

Art Director
Said Mansour



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



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Reciprocal Ads Initiative

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



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Activities

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Six lines spanning 176km comprising 85 stations





Hamdan bin Mohammed announces gradual reopening of business activities in Dubai from fourth day of Eid

RTA reopens customer happiness,
service provider centres from Thursday

Under the directives of Vice President and Prime Minister of the UAE and Ruler of Dubai His Highness Sheikh Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of The Executive Council His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum announced the gradual reopening of business activities in Dubai from the fourth day of Eid Al Fitr (Wednesday, 27 May). Once the announcement comes into effect, there will be no restrictions on movement between 6.00 am and 11.00 pm.

The announcement was made at a remote meeting of Dubai's Supreme Committee of Crisis and Disaster Management chaired by HH Sheikh Hamdan. The virtual meeting was also attended by Deputy Ruler of Dubai HH Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum; Chairman of the Committee HH Sheikh Mansour bin Mohammed bin Rashid Al Maktoum; and members of the Committee.

Sheikh Hamdan said the decision was made following a comprehensive assessment of the Committee's reports, various health and socio-economic aspects and a thorough review of the COVID-19 situation. International guidelines for co-existing with COVID-19 were also taken into consideration before making the decision. The new measures are aimed at adapting to the COVID-19 situation without disrupting activity in vital sectors while strictly observing precautionary measures including wearing of face masks, observing minimum physical distancing of two metres, use of sanitisers and regular handwashing with soap and water for 20 seconds.

Sheikh Hamdan stressed on the need for Dubai authorities to further raise community awareness about precautionary measures. Highlighting Sheikh Mohammed's statement "Everyone is responsible", His Highness said the community should understand the importance of strictly following preventive steps. Fully adhering to guidelines is key to restoring normal life, His Highness said.

"We are aware of the pressures many sectors are facing because of the repercussions of the COVID-19 pandemic. The UAE society has high levels of resilience to any crises and challenges. We have been following the severe impact of the COVID-19 outbreak on countries around the world. What makes us different is our ability to deal positively with changes and our agility. We have all the elements necessary to adapt to these challenging circumstances. I am confident that all members of the society will come together to overcome this crisis as soon as possible," Sheikh Hamdan said.

During the meeting, Sheikh Hamdan was briefed about the latest developments related to the crisis and the readiness of various sectors in Dubai, mainly the healthcare sector, to deal with any scenario in the upcoming period.

The virtual meeting was attended by HE Abdulla Al Basti, Secretary General of The Executive Council, Major General Abdullah Khalifa Al Marri, Commander-in-Chief of Dubai Police, Major General Talal Humaid Belhoul Al Falasi, HE Mattar Al Tayer, Director General and Chairman of the Board of Executive Directors of RTA, HE Humaid Mohammed Al Qatami, Director General of the Dubai Health Authority (DHA), HE Mona Ghanem Al Marri, Director General of the Government of Dubai Media Office (GDMO) and Dr. Amer Al Sharif, Vice Chancellor of Mohammed Bin Rashid University of Medicine and Health Sciences and Head of Dubai's COVID-19 Command and Control Centre.

Resuming Dubai's Economic Activities From Wednesday, May 27, 2020 from 6 a.m. to 11 p.m.

- Retail and wholesale
- Airport, operating for returning UAE residents and transit passengers after authorities approval
- Clinics, including ENT and dentistry, and expanding permitted elective surgeries to those with duration of 2.5 hours or less
- Educational and training institutes, and child learning and therapy centers
- Sports academies, indoor gyms, sports and fitness clubs
- Cinemas, with continued social distancing and regular disinfection in place
- Entertainment and leisure attractions, such as Dubai Ice Rink, Dolphinarium, etc
- Auctions, with online auctions preferred over physical when possible
- Outsourced government service centers

Life is gradually returning to Public Transport services and utilities in Dubai after controlling health status and community safety

Dubai Government has announced a unified directory of safety and etiquette signage in public transport and other public spaces aimed at raising awareness about essential health and safety procedures to combat the outbreak of COVID-19-

The signage directory is aligned with the highest global practices in indicative icons .Red indicates mandatory compliance to avoid violations and penalties .Yellow cautions against certain conducts and practices.

The directory ,which will be implemented on public transport, uses icons and colours to educate the public about the importance of preventive practices ,such as wearing masks and observing physical distancing .It also seeks to promote good practices such as wearing gloves ,using sterilisers and handwashing.

The directory identifies two types of guidelines to be displayed at all entry and exit points of metro and bus stations as well as public transit means ,taxi and public facilities .The first is obligatory and comprises four icons ,namely :No Sitting) on some seats of public transit means and facilities ,(Two Riders Only) in taxis and limos ,(Leave Safe Distance) in closed

areas ,(and Wear Mask) in all places .(The second is educative and includes three icons :Use Gloves ,Medical Santisers ,and Wash Hands.

This week ,RTA will start fixing 170,000 stickers bearing the new icons in various means and stations of public transport such as Dubai Metro ,public buses ,taxi ,limousines and customer happiness centres.

The directory will be distributed at all key Dubai Government facilities ,public transport means and stations .It will also be displayed on digital and advertising signs on roads and

Dubai announces unified signage on safe practices and etiquette to combat COVID 19-in public transport and other public spaces



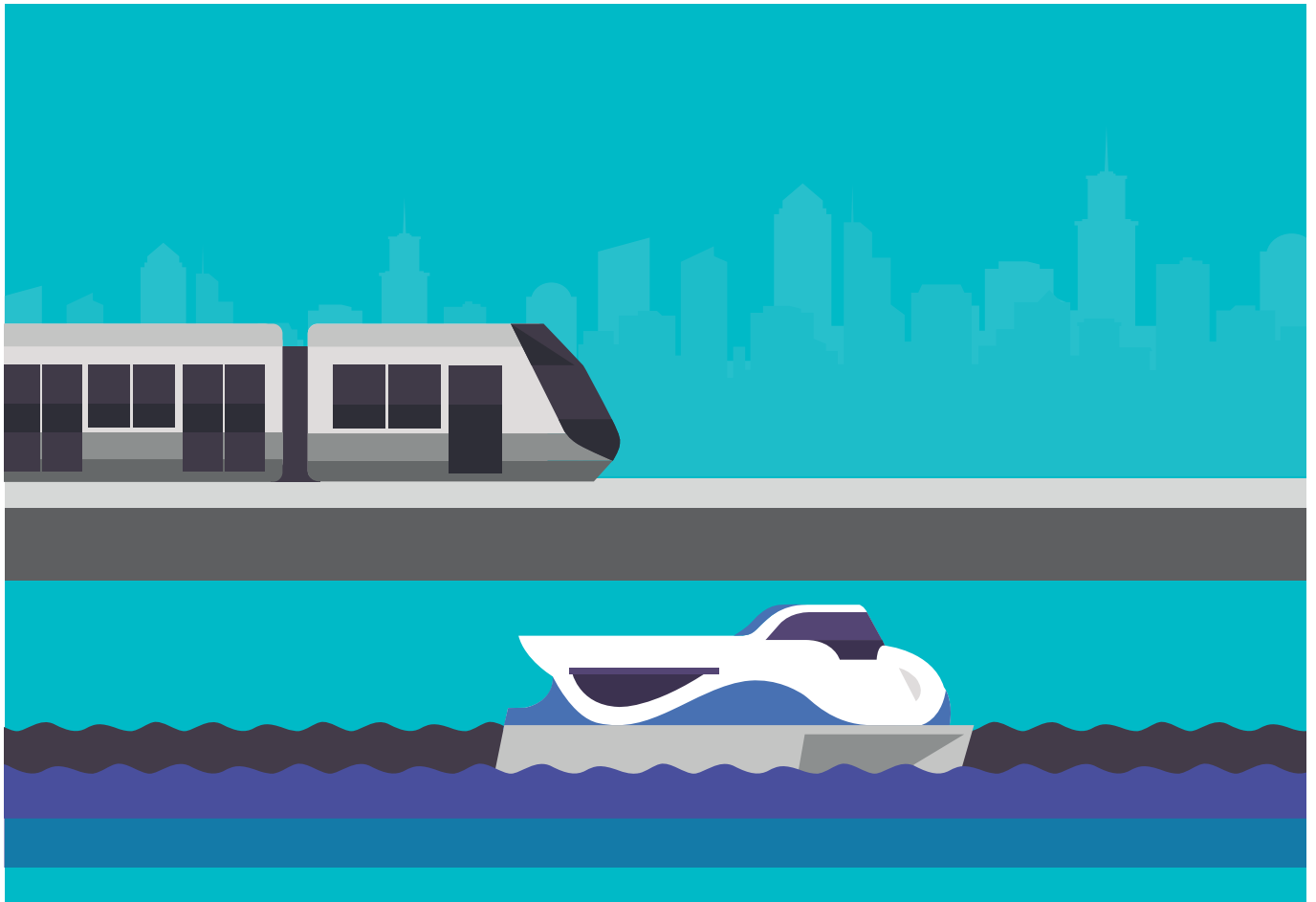
bridges ,shopping malls ,and social media platforms of various government departments.

Roads and Transport Authority) RTA (is reopening three customer happiness centres at Umm Al Ramoul ,Deira and Al Barsha ,as well as 19 service provider centres ,starting from Thursday 30 April.2020

Meanwhile ,RTA will maintain full preventive health measures including the installation of heat sensors at the entry of centres ,the mandatory wearing of masks ,and physical distancing to ensure the highest safety for both clients and

employees .Centres will be open from 09:00 am to 03:00 pm. Al Shirawi ,Cars Deira ,SpeedFit ,and Tasjeel) Discovery Gardens ,International City and Al Tawar (Centres ,as well as AutoPro) Satwa ,Mankhool (Centres will remain closed until further notice.

RTA calls on customers to continue using online and smart channels for the smooth processing of their transactions. Visitors of customer happiness centres and service providers are kindly requested to cooperate with staffs and comply with the health procedures in place.



Dubai Tram ,Marine Transport resumed

Dubai's Roads and Transport Authority) RTA (announce that Dubai Tram ,marine transport) Ferry ,water taxi ,abras both traditional and air-conditioned ,(and shared transport will resume regular service as of Wednesday13 ,th May .2020Proactive and preventive health measures will remain enforced including physical distancing ,especially aboard public transport means and in stations .Commuters are

obliged to wear masks to ensure maximum protection of both riders and operators .

RTA has taken all precautionary measures to ensure the safety of drivers and riders including daily somatisation of the Tram and marine transit means .It has also directed operators of shared transport to comply with the precautionary measures, including continuous sanitisation ,and oblige riders to wear masks and observe physical distancing



RTA announces timings of public transport services ,customer happiness centres as of 20 May2020

Dubai's Roads and Transport Authority (RTA) (has updated the service hours of public transport means) metro ,tram buses ,marine transport ,taxis and shared transport (as well as customer happiness centres and centres of service providers, as of 20 May .2020 The new timings conform to the revised national sterilisation programme from 08:00 pm to 06:00 am)of the following day.(

RTA will apply all preventive and proactive health measures highlighted by observing physical distancing in transit means, stations ,and centres .Riders and customers are obliged to wear face masks for their safety and the safety of employees and operators.

Dubai Metro Red and Green Lines will start service at 07:00 am and end at 09:00 pm .The last journey on the Red Line from Al Rashidiya Station to UAE Exchange Station will start

at 07:54 pm .The last journey from UAE Exchange to Al Rashidiya Station will start at 07:53 pm .The last service on the Green Line will start from the Creek Station to Etisalat Station at 08:21 pm ,and the last journey from Etisalat Metro Station to the Creek Station will start at 08:20 pm.

RTA will operate 54 trains on the Red Line and 17 trains on the Green Line during peak hours to serve 46 stations .The service frequency during peak time will be 2:38 min on the Red Line and 5 min on the Green Line.

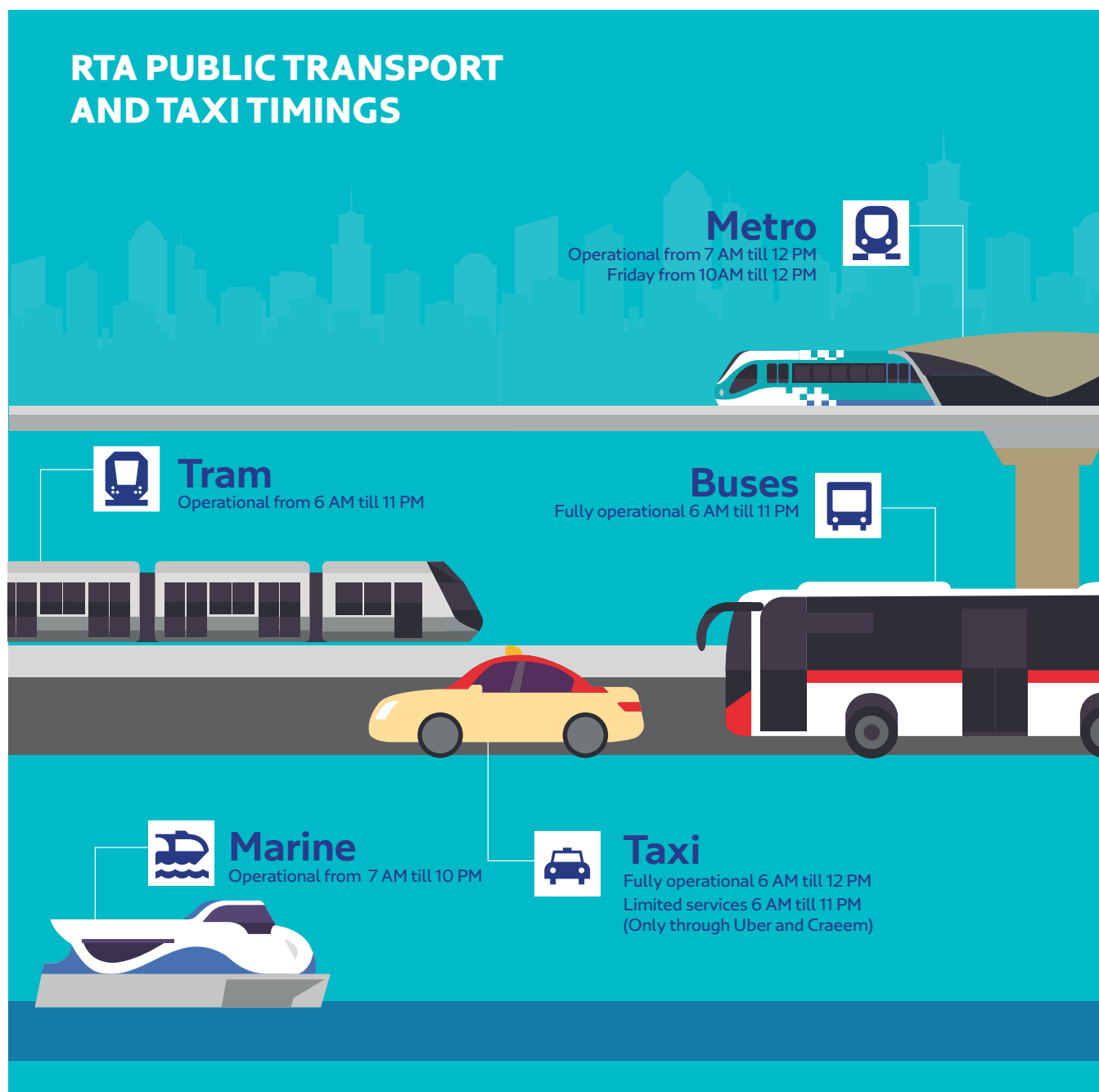
Dubai Tram service hours will start at 07:00 am and end at 09:00pm .RTA will deploy six tram-trains to serve 11 stations with a service frequency of 8 min between journeys.

As for the city bus 902 ,buses will start services at 06:00 am and continue up to 08:00 pm ,and buses will operate over 142 routes .During the national sterilisation programme 74 ,buses will be operating on 13 routes namely ,12 ,10 ,8 :A13 ,17 ,C01, C07 ,F18 ,F21 ,F34 ,F43 and X23 .These routes will serve 19 public and private hospitals.

Marine transport means will be operating on seven lines from 08:30am to 07:00 pm .Tourist lines on the Dubai Water Canal as well as Al Ghubaiba-Sharjah Aquarium Stations will remain closed. The taxi fleet ,comprising 10,936 vehicles and about7000 limos will be on regular service from 06:00 am to 08:00 pm. 2000taxis will be deployed during the national disinfection hours .Customers can book their taxi riders via Careem and Uber apps .Shared transport will be available through U drive and Ekar from 06:00 am to 08:00 pm. As for customers happiness centres and centres of service

providers ,Umm Al Ramool ,Deira and Al Barsha service centres will be open 20 .centres of service providers will be open for customers from 09:00 am to 03:00 pm .Centres will remain closed during the Eid holiday.

RTA has taken all precautionary measures for the safety of riders ,clients ,staffs and drivers .It has put in place a comprehensive disinfection system and sanitises trains, buses ,vehicles ,stations and centres as well as public facilities daily .RTA is making every effort to foster a safe and secure environment for all riders and customers.





RTA reactivates mobile customers 'happiness centres to deliver services via WhatsApp

Dubai's Roads and Transport Authority (RTA) announced the relaunch of the mobile customers 'happiness centre, adding another channel for delivering services to customers, especially senior citizens and people of determination. The mobile service channel is expected to boost customers satisfaction and happiness rating.

The mobile customers 'happiness centre delivers six key services related to vehicles namely: registration, renewal of registration of a vehicle that needs testing, ownership certificate, ownership transfer certificate, export, and transfer. The service is available via WhatsApp number (0564146777). The customer needs to drop down his or her name and location so that the bus can be despatched to the intended destination. All the bookings should be



done 3 days in advance.

The bus will deliver its services from 08:00 pm up to 12:00am during Ramadan ,receiving one client at a time. The client will be sanitised before boarding the bus ,and the bus will be sanitised by the end of each transaction, in line with the preventive measures of fighting the

spread of coronavirus.

The bus is fitted with self-service equipment and the client will normally not require staff intervention unless needed .However ,a staff member will be in place to assist people of determination ,and senior citizens/residents when needed.



Dubai Taxi launches self-sanitizing both for taxi drivers

RTA's Dubai Taxi Corporation (DTC) has launched a self-sanitizing booth for taxi drivers in their residence at Muhaisnah. The step is part of DTC's efforts to step up measures of protecting drivers against the COVID 19-by the end of their daily jobs, which will also enhance the safety of taxi drivers and riders. The launch of this self-sanitizing booth is in line with the government drive to protect the safety of the community as well as exposed individuals performing field duties. Since taxi drivers are in frequent contact with riders, we considered taking an extra measure to protect them against the virus. The process involves disinfecting the uniforms and shoes of drivers by the end of their daily shifts. The self-sanitizing booth installed at the entry of drivers accommodation at Muhaisnah, provides a 360 degree spray of sanitising materials around the body, said Nasir Al-Haj, Director of Assets, DTC. "DTC has also introduced other preventive measures such as a touchless system for registering the entry/exit of drivers through face-recognition cameras and subjecting drivers to frequent measuring of body temperature. Drivers are obliged to wear gloves and masks throughout their service hours and disinfect their vehicles after each use. Plastic barriers are installed in taxis to isolate drivers from riders onboard," he explained.

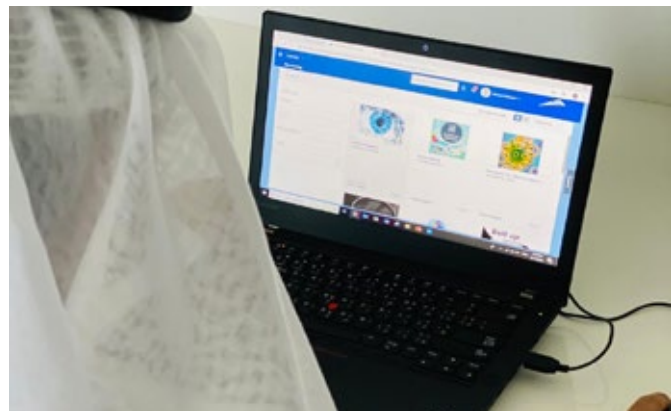


"These measures contribute to a safer working environment for taxi drivers and also boost the confidence of riders in the quality of DTC services and make them feel comfortable while using our service. It remains to be said that the introduction of this self-sterilising pass serves DTC's strategic goals of Excellent Operation and People Happiness", concluded Al-Haj.

An online employee training platform

Dubai's Roads and Transport Authority (RTA) has launched a remote online training platform for employees to cope with the challenges of COVID 19. Thanks to modern technologies, the delivery of such training content can now enrich employee skills and knowledge of sustaining business remotely during the current lockdown witnessed by the whole world including the UAE.

"RTA is always keen to capitalise on its technological resources to maintain the business process at high professional standards. It has taken extra preventive measures to safeguard against the spread of the COVID 19-such as physical distancing. It was thus imperative to embark on remote online training to impart employees with the skills and knowledge required to do their jobs remotely," said Sultan Al Akraf, Director of Human Resources and Development, Corporate Administrative Support Services Sector, RTA. The training platform encompasses a diverse range of specialist technical, administrative and leadership programmes that run in collaboration with leading local and global entities. The process is characterised by quality content and the use of the best remote learning and training techniques. The training centre of the HR and Development Dept has designed an



educational programme about remote working so that employees can carry on their jobs during these exceptional circumstances. It requires mustering the efforts of a dynamic team, using existing applications to facilitate processes, and using technology to keep pace with the global remote work trends," he noted.

Al Akraf reiterated RTA's ability to tackle all challenges and ensure the running of a seamless business process. He also stressed RTA's ability to nurture a training environment aligned with its strategic objectives, rendering it a leading entity capable of maintaining excellent performance under all conditions.

Al Tayer discusses cooperation, implications of Covid-19 with British Minister for Transport

His Excellency Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), held a meeting via video conference technology with Chris Heaton-Harris, Minister of State at the Department for Transport, UK. The meeting discussed means of boosting cooperation between RTA and its British counterpart as well as RTA's forthcoming projects, especially those related to future transport solutions.

Discussions also touched on the latest developments of Covid-19 pandemic and its impact on the public transport sector, along with the means of coping with the situation to protect riders and staff.

Al Tayer stressed that RTA had implemented the top global standards stated in UITP's reports focused on sanitisation, protection of riders and staff, and physical distancing at stations and onboard transit means.

They also reviewed the joint efforts of RTA and British firms, such as Serco, Dubai Metro and Tram operator and BeemCar Holdings Ltd,

to provide future mobility solutions highlighted by the development of Sky Pods on suspended rail technology; a futuristic transit system for Dubai. Al Tayer praised the partnership between RTA and British companies operating in the field of transport.

Attendees of the meeting were Andrew Jackson, British Consul General to Dubai; Abdul Mohsen Ibrahim Younes, CEO of Rail Agency; Ahmed Bahrozian, CEO of Public Transport Agency; Ms. Moaza Al Marri, Executive Director, Office of the Director-General and Chairman of the Board of Executive Directors, and several Directors at RTA.



Al Tayer: RTA leads the way of digitisation drive

We stick to standards while handling crises

His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), confirmed that RTA was among the leading government entities in the smart and digitization drive, and was, therefore, able to deliver services during the outbreak of the coronavirus pandemic (Covid-19).



He indicated the global practices reflected in the reports of the International Association of Public Transport (UITP) focused on three pillars i.e. disinfection, protection of users and employees, and physical distancing. He noted that Dubai had implemented all these measures. Practices adopted in the taxi and limo sector provided for protecting drivers and maintaining continuous sanitization.

He reported that the international practices call for maintaining the public transport service while reducing the operation hours and capacity by varying rates. He stated that countries continued to invest in infrastructure, even during crises, as it would help stimulate the economy.

Al Tayer made these statements during a conference with representatives of the local media through a closed TV circuit. Here is a transcript:

Khaleej Times: You have ceased the metro service

between 5-25 April and recently resumed the metro service at a capacity not exceeding 22%. What are the preventive measures you have taken to curb the outbreak of Covid-19 with the resumption of the service?

The global practices reflected in the reports of the International Association of Public Transport (UITP) focused on three pillars i.e. disinfection, protection of users and employees, and physical distancing. Dubai has implemented all these measures. We have embarked on full-scale sanitation including the disinfection of all trains and stations

Each train is sanitized at the end of each journey

The entire fleet of 79 trains is sanitized at the end of operation hours every day

All the 47 stations are being disinfected every day

About 700 workers take part in the cleaning and the disinfection

All preventive measures have been taken for the safety of all, including physical distancing, and the mandatory wearing of face masks for riders and staffs

The number of riders of each train was reduced from 673 riders to 138 riders

Accordingly, the number of Dubai Metro riders dropped from 600 thousand riders per day to 130 thousand riders per day International experts stated that public transport in Dubai during the crisis adopted a similar approach to what advanced countries had done like Taiwan and Singapore, though Dubai hadn't experienced a crisis before like SARS which those countries had witnessed

Emarat Alyoum: What are the preventive measures taken onboard Dubai Taxi and buses?

According to reports of the UITP, the key practices relating to taxis and limos are focused on the prevention of drivers and continuous sanitization. In Dubai, we have been keen to:

Provide personal protective equipment to all drivers such as

Investment in infrastructure drives the economy during crises

face masks, gloves and sanitizers

Carry thermal scanning to measure the temperature of all drivers and operators before and after the end of duties

Implement a strict regime for cleaning and sterilizing buses and taxis operated during the national sterilization program, which covered 800 buses and 5,000 taxis.

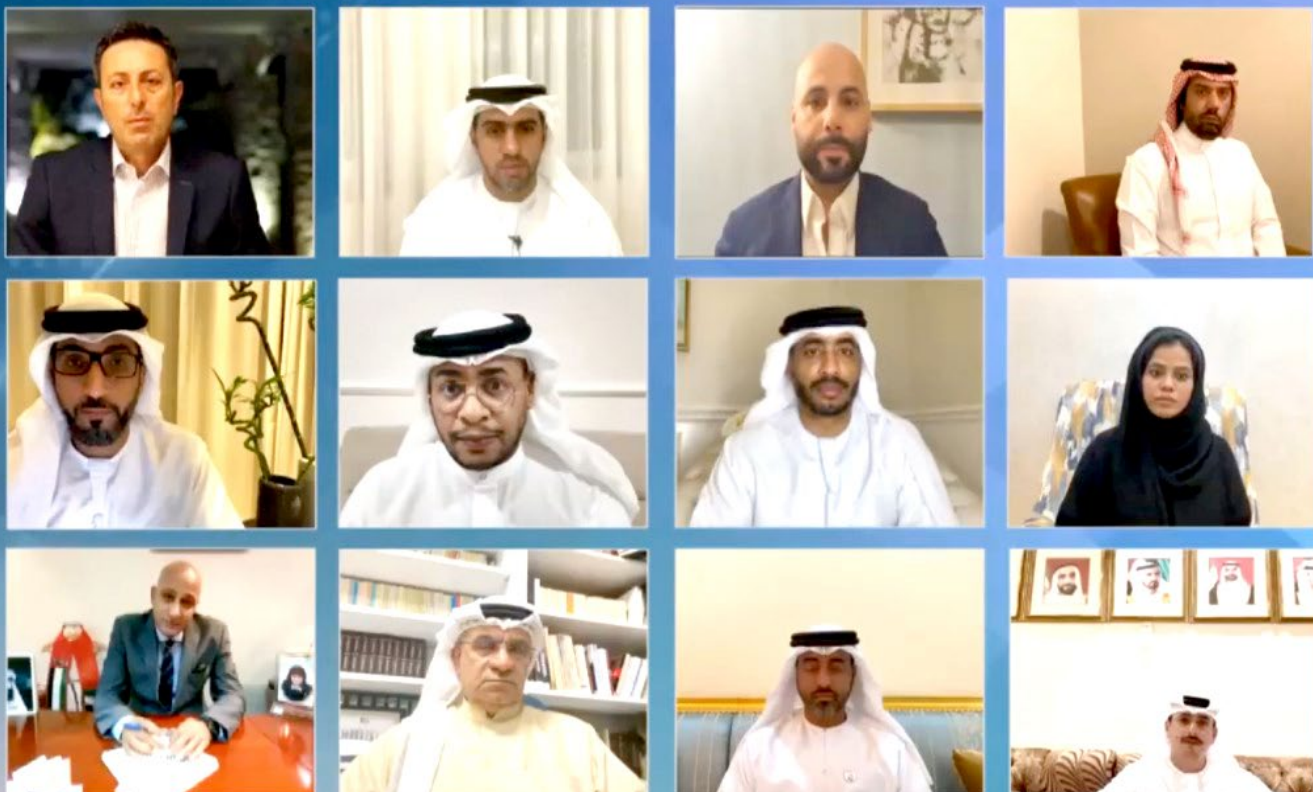
Reduce the number of riders of regular buses from 70 to 30 riders Limit the number of taxi passengers to 3 passengers, including the driver.

install plastic isolators between passengers and the taxi driver.

Oblige all passengers to wear face masks.

Educate the public through informative posters in all facilities and media, and digital platforms.

WAM: Is Dubai Taxi service still restricted to





booking? Have you taken initiatives to ensure the operation of vehicles to provide services other than passenger transport?

Dubai Taxi service is now back to normal. Taxis are accessible via smart apps, malls, hotels and hotspots

RTA signed agreements with 10 online shopping and delivery companies such as Aramex, Emirates Post, Cooperative Societies like the Union and Malls like Carrefour and Lulu for using taxis in delivering customer's online orders to their homes in a safe and contactless manner

120 taxis were deployed to support the healthcare sector

Al-Ittihad: What's the capacity of Dubai buses and taxis?

International practices stressed on the importance of continuing the public transport services while reducing the working hours and capacity by varying rates (30% in Brussels, 50% in New Jersey, and 30-50% in Paris).

Public transport is essential for lifting staffs running key services in the city such as health, emergency, catering, food supplies, logistics and delivery services

In Dubai, we provided bus services free of charge during the disinfection hours on 13 routes. 74 buses were deployed on these routes to serve 19 public and private hospitals

We deployed 1000 taxis to support emergency journeys during the disinfection hours, and reduced fares by 50%

To ensure physical distancing outside the disinfection hours, we:

Limited the number of riders of regular buses to 30 riders from 70

Limited the number of taxi riders to 3 including the driver

The number of bus riders dropped from 380 thousand riders



per day before the crisis to 115 thousand riders per day nowadays

RTA used buses and taxis to lift more than 10 thousand healthcare workers, volunteers, contacts of Covid-19 cases and recoverees from Covid-19.

RTA provides logistical support to the first defence line through using the Enterprise Command and Control Centre as an integrated crises management facility that uses artificial intelligence and big data technologies to support decision-making

AI Khaleej: How could you manage to beat the challenge and open new road projects under these circumstances? And what are the projects you have postponed until the post-COVID-19 phase?

International practices indicate that countries continue investment in infrastructure during crises to stimulate the economy (Saudi Arabia, USA, Germany)

We have taken into consideration the statement of the American Public Transportation Association (APTA) that each Dollar spent on public transport has a return of four Dollars on the community

RTA, therefore, adopts a strict policy to projects management including developing project risk response plans to beat the odds and ensure the continuity of projects according to the timelines set

RTA policy has succeeded in ensuring the business continuity of roads and services projects during this period without disruption

As for strategic projects, we have completed roads network serving the site of Expo

We have accomplished two road projects at new developments to serve more than 20 thousand persons in future

We have completed and opened two internal road projects at Sama Jadaf and Oud Mateena serving more than 15 thousand persons

We have opened two pedestrian bridges on Khalid bin Al Waleed Street and Al Marabi Street serving business and industrial areas, and at the same time ensuring the integration between land uses, and improving the safety levels in the area

Gulf News: After closing customers happiness centres, how do you rate your success in delivering smart and online services to the public?

RTA is amongst the leading government entities in the improvement of services and the digital and smart transformation. Thus, it had made great successes in delivering services during the crisis

RTA has four digital channels and a website to meet the needs of clients 24/7 hours

There is a 40% increase in digital transactions compared to the same period last year

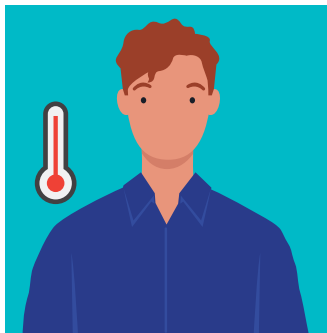
There is a 100% increase in the number of transactions made through the online chatbot Mahboub

RTA's digital services have achieved a happiness rating of 91% All RTA's services are available on digital and smart platforms except for services that legally warrant the physical presence of the person such as the registration of a new vehicle and vehicle ownership

Customers response and use of digital and smart channels has soared by 300% during the national disinfection period compared to the same period in 2019

We have activated the Mobile Customers Happiness Centre to deliver services to people of determination and seniors

The mobile centre delivered 220 transactions in 51 districts across Dubai



All Public Transport and Taxis

Passengers with fever and flu symptoms are advised not to ride



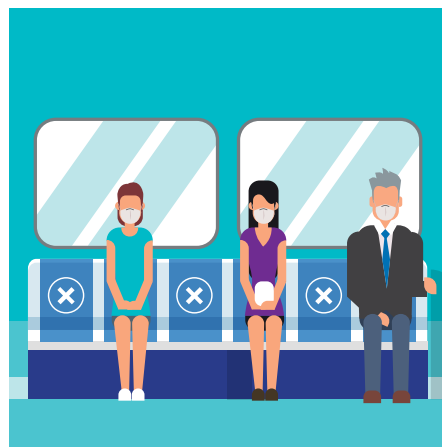
All Public Transport and Taxis

Passengers must wear a face mask



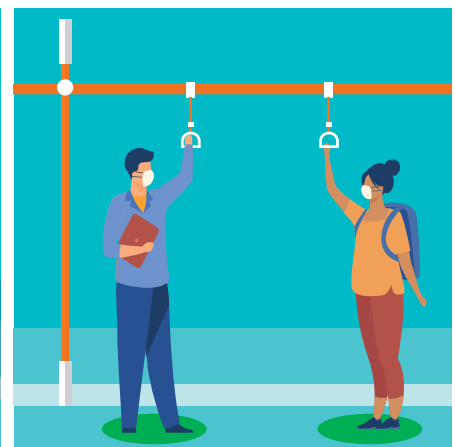
Taxis and limousine

Only 2 passengers per taxi (seated behind)



Metro | Tram | Bus

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



Metro | Tram | Bus

Stand within demarcated floor stickers

Al Tayer 37% :of Khawaneej Roads improvements completed

His Excellency Mattar Mohammed Al Tayer ,Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority) RTA ,(announced that completion rate at Khawaneej Roads Improvement Project reached .37% The project comprises the construction of three main interchanges as well as service roads extending 23 km along Khawaneej and Al Amardi Streets.

Al Tayer made this statement following a virtual tour during which he watched visuals showing work progress at various sites .Works completed included improvements of the surface intersection between Al Khawaneej and Al Amardi Street and intersections of Algeria Street at Al Warqaa nearby Uptown Mirdif and Shorooq and Ghoroob Mirdif .Completion rate reached 39% in the tunnel of Al Khawaneej street ,and15% in the bridge leading to Al Aweer area.

"The project aims to accommodate the current and projected growth in traffic volumes over the next years .It provides a direct link between Aweer and Khawaneej to ease the movement of residents in both directions .It will enhance the

link of the Airport Road with Sheikh Zayed bin Hamdan Al Nahyan and Emirates Roads ,besides enhancing the traffic flow on Al Khawaneej and Sheikh Zayed bin Hamdan Al Nahyan streets ,by cutting the transit time by 45 seconds .It will also cut the transit time on Al Khawaneej and Al Amardi Street by 120to 60 seconds.

"The project covers the construction of a 680 meter underpass of three lanes in each direction at the intersection of Al Khawaneej Street and Sheikh Zayed bin Hamdan Al Nahyan Street ,and a surface signalized junction to streamline the traffic flow on Al Khawaneej Street The existing Roundabout at the intersection of Al Khawaneej-Amardi Streets will be



upgraded to a signalized junction. It also included improvements of the intersection of Al Amardi and Emirates Roads through the construction of a 201 meter flyover of 2 lanes in each direction crossing over Emirates Road in the direction of Al Aweer. "Additionally, a footbridge will be constructed on Al Khawaneej Street, near Arabian Centre, to ease pedestrians' movement. Service roads extending 23 km will be constructed along Al Khawaneej and Al Amardi Streets,



and three intersections with Algeria Street will be upgraded to signalized junctions. The project includes associated works such as streetlights, rainwater drainage, traffic signs, road marking, and road safety works", elaborated Al Tayer.

"The improvement of Al Khawaneej Street follows the opening of all phases of the Airport Road Improvement Project encompassing four junctions at Rashidiya, Nad Al Hamar, Marrakech, and Casablanca streets. The project had

significantly improved the traffic flow, saved transit time, and eased traffic congestion generated by overlapping vehicular traffic.

"It also follows the opening of Tripoli Street Improvement Project extending 12 km linking Sheikh Mohammed bin Zayed Road and Emirates Roads. It also eased tailbacks, improved access to Al Warqaa and Mirdif via Tripoli Street, and enhance the safety level of the entire corridor.



Opening two internal roads at Sama Al Jaddaf ,Oud Al Muteena1

Khawaneej Roads completion rate hits47%

Dubai's Roads and Transport Authority) RTA (opened today) Saturday (the internal roads project at Sama Al Jaddaf .It connects with other main roads in the vicinity such Al Khail Road to the South, and Sheikh Rashid Road to the North ,thus enabling smooth mobility in the area .RTA also opened the internal roads project for Mohammed bin Rashid Housing Establishment at Oud Al Muteena.1

"The construction of internal roads at Sama Al Jaddaf is part of our efforts to improve the infrastructure of roads, lighting ,and rainwater drainage systems in residential areas to cope with the demographic and urban expansion in the Emirate and bring happiness to people .The project included the construction of roads extending 12 km ,two signalised junctions and street-lighting works " ,said His Excellency Mattar Al Tayer ,Director-General and Chairman of the Board of Executive Directors of RTA.

"RTA has also accomplished the construction of internal roads

for the Mohammed bin Rashid Housing Establishment at Oud Al Muteena 1 extending 7 kilometres .The project is linked with the surrounding roads network to ensure smooth mobility of road users from and to surrounding areas .Works included street-lighting ,roadside parking and pedestrian pavements.

"RTA has completed 47% of construction works in internal roads at Al Khawaneej .2 The network spans 77 kilometres including single-lane roads 68) km (and dual collector roads9) km .(The project works included rainwater drainage ,electricity and water ,and street-lighting " ,added Al Tayer.





Opening footbridges at Khalid bin Al Waleed ,Al Marabea ‘Streets

Dubai’s Roads and Transport Authority) RTA (has opened a pedestrian bridge at Khalid bin Al Waleed Street ,Bur Dubai ,and another one at Al Marabea ‘Street ,Al Quoz .RTA built these bridges to enhance pedestrian safety and streamline the link between residential communities and business outlets.

Engineer Maitha bin Adai ,CEO of RTA’s Traffic and Roads Agency confirmed the opening of these two bridges for the public and detailed their profiles” .The first bridge crosses over Khalid bin Al Waleed Street at Bur Dubai nearby Ascot Hotel. It links the two sides of a very busy street buzzing with year-round trading activities .The bridge is fitted with lifts to ease the movement of people between the two sides of the street“, she explained.

”The second bridge is built on Al Marabea ‘Street at Al Quoz. It mainly serves residents of the neighbourhood ,and labours community .The bridge is fitted with ramps to streamline the movement of users .The construction of this bridge is expected to fend off the casual crossing of the street ,which translates

into fewer runover accidents.

”Work is currently underway in building a pedestrian bridge over King Salman bin Abdulaziz Al Saud Street at JBR .The bridge is so unique as it has stairs linking the four directions of the junction .It also boasts of an iconic design replicating the nature of buildings and coastal line of the area .All stairs will be covered for the convenience of users and the bridge will be fitted with lifts in the four directions “,she added.

Eng .Maitha called on residents and visitors to use pedestrian bridges and subways when crossing streets .She urged motorists to observe the speed limits and slow down when approaching pedestrian crossings for the safety of all road users.





Seasonal network improves number marine transit modes and reduces their operational costs

Dubai's Roads and Transport Authority (RTA) is preparing for the debut of the seasonal operation network of marine transit means later this year following the completion of a project for the full automation of ticketing of marine transport modes. The step utilises big data feed of marine transport services, such as ridership, revenues, operational rates and others. The initiative will pave the way for uplifting marine transport services and improving network efficiency quite considerably.

"The automation of marine transport fares initiative coupled with the use of big data have given us the flexibility to work on an initiative for launching a seasonal operation network of the marine transport to achieve more efficiency and punctuality. Such operation will be matched by sound plans and accurate timetables comparable with the best in the industry worldwide", said Mohammed Abu Bakr Al Hashmi, Director of Marine Transport, Public Transport Agency, RTA.

"The study methodology of this project used the predictive analysis technique in analysing marine transport data. It is

anticipated that changes and flexibility of the network would impact the operational time, service frequency, number of riders, occupancy rates, and revenues of marine transit modes. The scope of the project study included an internal algorithm for analysing and treating big data from multiple sources. It also involved mapping out a flexible operational plan for a marine transit network that can also be used in analysing future data of this sector", he explained.

Recapping the project deliverables, Al Hashmi said, "We have developed a seasonal network for marine transit services

Processing 882 k digital transactions in Q1 2020

As much as 882,428 transactions were processed through smart apps of the Roads and Transport Authority (RTA) during the first quarter of this year. The figure reflects a sizable increase of almost 38% from the corresponding figure recorded during the same period last year, which amounted to 638,709 transactions.

The increase in customers uptake of digital channels is a clear indication of the success of RTA's digitisation strategy and efforts to keep pace with the fourth industrial revolution. It also reflects RTA's commitment to deliver services that save customers time and effort and also increase their happiness rating.

During Q1 of 2020, the number of RTA's transactions processed through smart channels clocked 882,428 transactions with a breakdown as follows: 164,756 transactions through RTA App, 8,891 transactions through Dubai Drive, 1,478 transactions through Public Transport

App, 96,762 transactions through self-service machines, and 609,541 transactions through the website.

In comparison to that, smart transactions processed during the same period last year were as follows: 638,709 transactions with a breakdown as follows: 114,380 transactions via RTA App, 9,064 transactions via Dubai Drive, 9,625 transactions via Public Transport App, 87,392 transactions via self-service machines, and 418,248 transactions via the website. The overall increase in the number of digital transactions processes has touched 38%.

The remarkable response by the public to use RTA's Chatbot,



covering the summer ,winter ,Ramadan ,Eids and other events in Dubai ,which can be activated for each season separately. When developing the initiative ,due consideration has been given to avoid impacting the number of riders ,increase the occupancy rates ,and reduce the operational expenses of

marine transit means“.

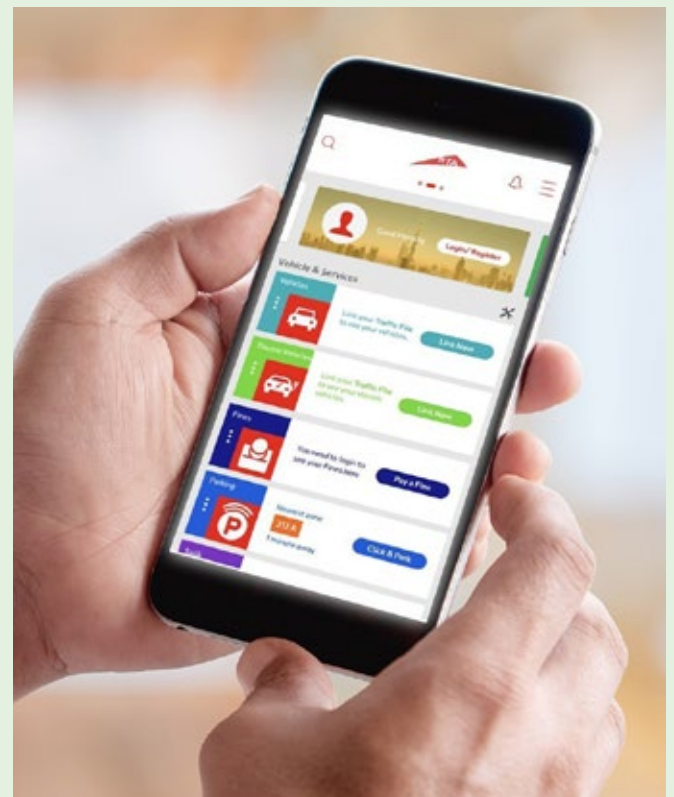
Al Hashmi anticipated that the flexible seasonal network initiative would cut the number of infeasible journeys ,reduce the direct operational costs and increase the occupancy of RTA's marine transit modes.

branded as Mahboub ,via RTA website ,RTA Dubai App and the WhatsApp eased the pressure on RTA's Call Centre. About 102,177 chats were made during Q1 2020 ;which is more than double (101%) of the number recorded in Q1 2019.

Equally ,the number of procedural transactions jumped by 192%compared to last year's statistics ;which is attributed to the increase in the number of interactive services140) services (provided this year through Mahboub.

RTA always seeks to encourage clients to use smart channels as they have multiple benefits highlighted by reducing the number of visitors to customer happiness centres ,cutting carbon emission associated with the use of private vehicles and supporting the Dubai's Paperless Strategy.

Obviously ,smart channels are very effective in the implementation of the UAE and Dubai's preventive measures to tackle the spread of coronavirus in the UAE and the world over .It contributed to the success of the social and physical distancing and stay home policies.



Our Accessible Services

Smart nol card

is valid for payment of fares and other services (2-2)



nol Card Management

This service enables you to use your nol card at any place and time to view your past transactions and control your file.

Should you lose your nol card, you can report the issue online by registering in the nol service. The service enables you to reset your password, either by calling Customers Service Centre or sending an e-mail.

Required Documents

- nol card
- Correct and operational mobile phone number
- Active e-mail address for receiving notifications.



Buying Non-Personalised nol Card

This service enables you to buy red nol ticket, silver nol card or gold nol card. It is a smart card usable in all transit means and has an e-purse.

Service Fees

- Personalised nol card: 25 dirhams including 19 dirhams balance
- Red nol ticket: 2 dirhams



Service Centres

- Ticket selling offices at all metro and tram stations
- Ticket selling machines
- Approved selling dealers

Transaction Process

Through ticket selling offices at metro and tram stations, ticketing machines and approved selling dealers.

- The customer heads to purchase points
- Pay in cash
- Receive the card

Validity

- 5 years for non-personalised cards
- 90 days or 3 months for red tickets

Terms and Conditions

- Fare is automatically calculated and deducted from the e-purse of the customer
- The card is usable in all transit means
- Cardholders can use gold cabin seats of the metro, tram



Personalised nol Card

- This service enables you to obtain the (blue) personalised nol card. It is a silver or gold category personalised card with stylish designs bearing details and photo of the customer

Required Documents

- Photocopy of both sides of Emirates ID
- Personal photograph with white background. If the transaction is processed online, the image must be in JPEG or PNG format and less than 50kb in size
- People of Determination: Photocopy of People of Determination Card or Sanad Card issued from Community Development Authority
- Students: Letter signed and stamped by an academic institution confirming the holder is currently enrolled.
- Social Security Beneficiaries: Current letter from the Community Development Authority stating the social security entitled to the holder



Service Fees

- The cost of the (blue) silver personalised nol card is 70 dirhams, comprising 20 dirhams for e-purse and 50 dirhams application fee
- The cost of the (blue) gold personalised nol card is 80 dirhams, comprising 20 dirhams for e-purse, 50 dirhams application fee, and 10 dirhams for card design
- The cost of the (blue) personalised nol card with stylish design is 100 dirhams, comprising of 50 dirhams as fees, 30 dirhams for design, and 20 dirhams for e-purse
- Students and seniors (60 years and above) from all nationalities are entitled to 50% discount on public transport fare on the metro, buses and tram.
- The service is free for people of determination and social security beneficiaries

Service Delivery Points

- Website (nol website)
- Smart app (Public Transport, RTA)
- Service Centres:
- Zoom outlets in all metro stations – regular category, adults
- Ticket selling offices at metro and bus stations

Online Service Processing

- The client completes the form online or in the smart app (card type, category, personal details, ID details, contact details and delivery address)
- Upload scanned documents
- Pay fees through debit or credit card
- Receive text message containing the card number, and the delivery reference number
- Receive the card from the delivery company along with the confidential identification code that enables controlling the card file on the website or smart app
- Through Zoom Outlets at Metro Stations (Adults Only): nol Express Service
- The customer heads to Zoom Outlet at the metro station
- Submit ID
- Pay fees in cash
- Receive the card



Through Ticket Selling Offices at Metro, Tram and Bus Stations

- The customer heads to Ticket Selling Offices at Metro, Tram and Bus Stations (Senior Emiratis, People of Determination)
- Complete the form
- Submit the required documents
- Pay fees in cash (only for senior Emiratis)
- Transaction Process Time: 4 working days
- Validity: 5 Years

Terms and Conditions

- Student Card: Must be aged between 5 and 24 years
- Senior Emiratis Card: Customers aged 60 and above
- Personalised and Registered Cards: Provide the confidential identification code of the card
- In the event of delay in receiving the card, the customer can contact RTA's Call Centre (8009090), and can also track procedures through the website or smart app
- For transactions processed online, the attachments must be in JPEG or PNG format and less than 2MB in size



Working remotely ensures its objectives with a societal responsibility thanks to a solid infrastructure and distinguished competencies

Dubai's Roads and Transport Authority) RTA (has launched a remote innovation lab .The session discussed ways and means of applying smart technologies in serving clients .The event is held in the context of Dubai's preventive measures to curb the global outbreak of the COVID.19-

RTA Women Committee distributes Ramadan rations to 210 female taxi drivers

Dubai's Roads and Transport Authority's Women's Committee has distributed Ramadan supplies to 210 female taxi drivers in collaboration with the Dubai Taxi Corporation .The distribution was done under strict compliance with the applicable preventive measures against the spread of novel coronavirus including physical distancing.

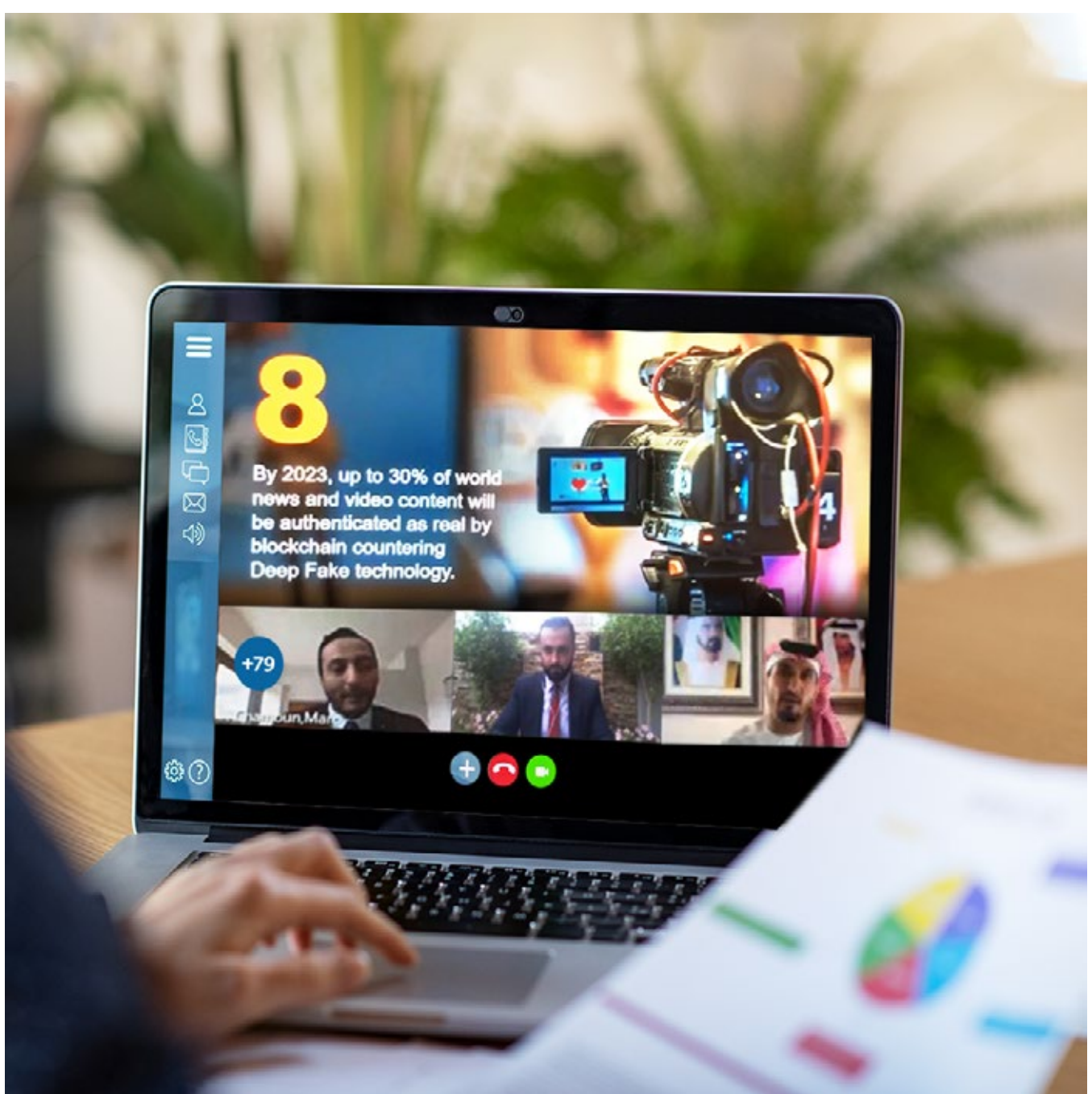
"As a part of our Ramadan initiatives ,and our social responsibility towards RTA's female staff ,we are always keen to add a touch of charitable and humanitarian dimension to our activities .This year's Ramadan rations are in the form of nol cards ,that could be used in buying food supplies from several retail outlets in Dubai and other Emirates .The cards can also be used for paying the fare of public transport means and public parking in Dubai .The distribution took place at the premises of the Dubai Taxi Corporation at Muhaisnah" said Ms .Moaza Al Marri ,Executive Director ,Office of the Director-General and Chairman of the Board of Executive Directors cum Chairperson of Women's Committee ,RTA.

"The distribution of Ramadan supplies to female taxi drivers stems out of the RTA Women's Committee's appreciation of women working under challenging conditions dictated by the outbreak of the Covid .19-The Dubai Taxi Corporation's initiative to offer a full paid leave to female taxi drivers aimed to ensure their safety and recognise their role in striking a balance between family and work needs .It also assisted them to support their children to cope with remote learning system currently in place across the UAE.

"RTA Women's Committee has also run a series of other initiatives and events via video conference technology under the prevailing health protective measures .Events held included cooking lessons ,religious awareness lectures and Ramadan supplies initiative for female taxi drivers.

"RTA stands ready to cope with various challenges and circumstances and ensure the continuity of business at all levels .It stands ready to tackle the fallouts of Covid 19-and keep up delivering cultural ,recreational and humanitarian events as planned ",concluded Al Marri.





"The staging of this innovation lab reflects RTA's response to government's remote work policy given the prevailing health concerns witnessed by the UAE and the world over 80 of RTA's leaders and staff of prominent global businesses ,such as the Gartner Consulting ,and the customer's experience advisor RBBi ,as well as several developers of smart apps participated ",said Ahmed Mahboub ,Executive Director of Smart Services ,Corporate Technology Support Services Sector ,RTA.

"The lab discussed two key topics ,the first was streamlining the customer's experience through the use of technologies and simplified procedures .The second was innovation in smart services including the use of artificial intelligence and

identifying user's behaviour .The lab yielded more than 131 ideas highlighted by consolidating RTA's apps in one app, streamlining payment procedures ,unifying e-purses ,using artificial intelligence and completing the service application. Ideas proposed have been listed for studying and assessing viability.

"RTA has a plan to hold another lab to focus on the customer's experience with services and other labs for virtual quality testing .RTA used edge-cutting technologies in the lab to enable participants to share ideas and vote on them .Thanks to advanced technologies ,the session was interactive and saw rich discussions marked by a wealth of knowledge in a variety of fields ",concluded Mahboub.

RTA provides remote learning aid for students of low-income families

Dubai's Roads and Transport Authority (RTA) has kicked-off the Learning Environment for Low-Income Families initiative comprising of two layers and coordinated between RTA Foundation and partners. The move is part of RTA's efforts to support the remote learning of students of those families and address their requirements during the current exceptional health circumstances engulfing the world.

"The initiative supports the government's drive to complete the remainder of the current school year through remote learning, which requires providing a home learning environment for all students, including those from fixed-income families. The objective is to relieve the burden of those families by providing them with educational logistics to enable their children to catch up with their classmates in a successful home learning process," said Dr Yousef Al Ali, CEO of Dubai Taxi Corporation cum Chairman of the Higher Committee of RTA Charity Foundation.

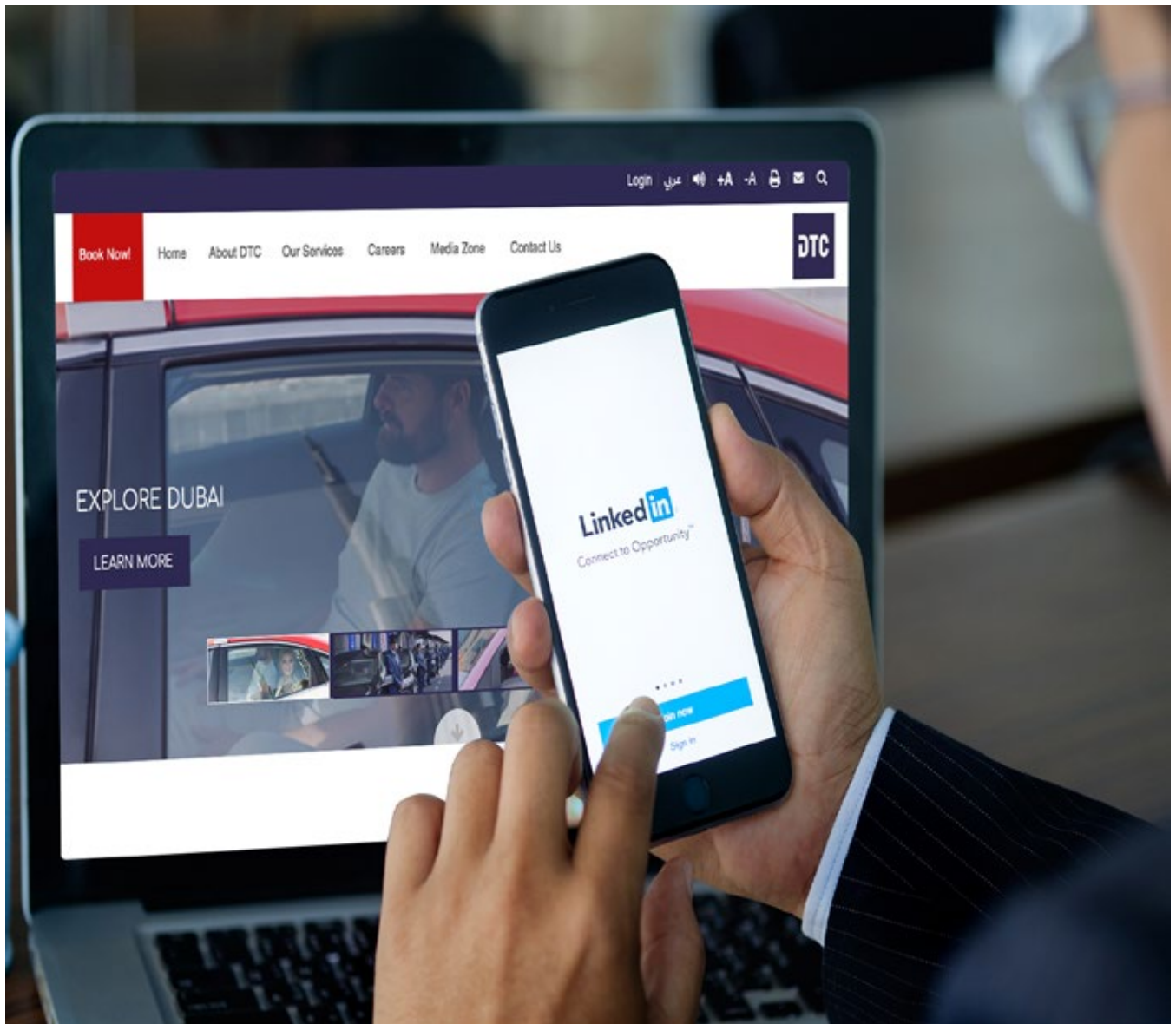
"The first part of the initiative covers the provision of desks, chairs, bookshelves, writing boards, sports equipment, drawings, posters and others to create a home-learning atmosphere simulating the school-learning environment. It

will also encourage them to pursue their learning in a handy and safe environment while schools remain closed as part of preventive measures taken for the safety of students. RTA Charity Foundation coordinated with several charitable societies to identify beneficiary families and arranged with furniture and stationery traders through SERCO, Dubai Metro & Tram Operator, to supply logistics compatible with the standard specific in this regard," stated Al Ali.

"The second part of the initiative is in response to the directives of the Director-General and Chairman of the Board to donate scrapped RTA assets, namely computers and electronics, after reconditioning and configuring them to fit the purpose. The process is undertaken in coordination with Al Hayat Digital Equipment Rehabilitation Company; an SME listed by the Mohammed Bin Rashid Al Maktoum Humanitarian & Charity Est. Needy families will be identified by relevant charitable organisations.

"The initiative illustrates RTA's commitment to its social responsibility, which has a provision for supporting learning overseas. The circumstances witnessed by the UAE, warrant making concerted efforts to support our leaders' efforts to alleviate the impact and fallouts of COVID-19," concluded Al Ali.





Dubai Taxi teams with LinkedIn in remote training of human resources

RTA's Dubai Taxi Corporation (DTC) has engaged in a remote employee-training model via the smart application 'LinkedIn Learning'. 120 employees have benefited from the online training programmes in the platform, which has about 15,000 learning and training courses updated weekly and delivered by an array of industry experts. The step is part of the deliverables of the strong partnership between RTA and LinkedIn MENA.

"Through our partnerships with LinkedIn, we seek to identify and implement best practices and solutions benefiting the current health conditions to maintain qualitative investment in human resources. The content, which has benefited more than 120 employees, covered academic visuals and specialist

courses. Fields covered include data analysis, innovation, leadership skills, project management, technical skills, digital marketing, and positive thinking among others. Affiliated employees who complete the course, can obtain a certificate to add to their LinkedIn profiles," said Ammar Al Buraiki, Director of Joint Services, Dubai Taxi Corporation, RTA.

"Dubai Taxi Corporation is keen to run creative initiatives to leverage employee productivity and performance. We have charted out a learning and training plan covering respective specialties of employees to ease their affiliation to online courses on offer. The step aims to utilise digital technologies to ensure the delivery of services remotely and cope with all conditions, such as the current COVID-19 pandemic. The process illustrates DTC's preparedness to cope with challenges that might impact the business process," he added.

Virtual Agile Teams program for Managers & Work Team Leaders

Remote working model ,to which RTA switched during the lockdown period caused by the coronavirus ,didn't make it impossible to pursue important activities ,be it related to RTA business or associated with cultural and scientific activities.

In continuation of the training and development process for RTA employees and in response to the current emerging work conditions and requirements ,Department of Human Resources and Development ,in cooperation with International Institute for Learning in New York is launching" Virtual Agile Teams "program ,which aims providing managers & team leaders with essential knowledge ,tools ,and strategies of remote working environment.

Al Masar magazine's editorial family held a remote training

workshop in Ramadan .Attendees included employees from the Marketing and Corporate Communication Department, Al Masar Ambassadors ,and other employees of RTA departments .The workshop initially started before Ramadan, and then continue daily during the holy month such that it will last by the end of Ramadan.

Thanks to modern technology ,the lecturer remotely connected with attendees who interacted with the workshop and made comments which were the lecturer responded to.

The linguistic workshop focused on the principles of syntax and grammar of the Arabic language ,and how the proper understanding of linguistic grammar leads to a clear understanding of texts ,especially religious texts .Each day, participants were sent one verse) Ayah (of Surat Al-Mulk, which has 30 verses ,along with its interpretation and syntax to understand and memorize it.

Delivering the workshop was made easier thanks to the advanced technological infrastructure the RTA has ,and highly skilled employees capable of working on smart systems ,which were part of their daily tasks just before the onset of the coronavirus.

RTA's departments continued regular and irregular meetings through closed TV circuits that contributed to the continuity of remote working. Some departments held remote training workshops attended by many.





Dubai Taxi delivers Iftar to 4800 drivers

RTA's Dubai Taxi Corporation (DTC) launched two Ramadan initiatives targeting taxi drivers. This initiative reflects DTC's appreciation of its taxi drivers working under exceptional circumstances caused by the outbreak of the coronavirus (Covid-19). The first initiative included distributing daily iftar meals to taxi drivers accommodated in Al Muhasinah, Jebel Ali and Al Quoz compounds, and the other involved distributing food baskets to families of resident taxi drivers. "Dubai Taxi drivers are offered special welfare initiatives during the holy month of Ramadan each year. This time around, we have doubled the initiatives by offering to alleviate the challenging conditions witnessed by taxi drivers during the outbreak of Covid-19," said Dr Yousef Al Ali, CEO of Dubai Taxi Corporation.

The package included the distribution of 4800 iftar meals every day to taxi drivers resident in Al Muhaisnah,

Jebel Ali and Al Quoz. We have also provided 200 food baskets to resident families of taxi drivers. The move was coordinated with a host of external parties such as Dar Al Ber Society, Islamic Affairs and Charitable Activities Department, Dubai Fishermen Association, Al Dobowi Tyres Company LLC.

"While delivering these two initiatives, DTC adopted stringent preventive measures to ensure a contactless delivery and safe physical distancing of individuals. DTC is keen to chart out proactive plans to tackle challenging conditions and keep up the level of services.

"DTC, therefore, rolls out such initiatives supporting the call of our leaders to maintain a high-performance level, and bring happiness to employees and clients. Such efforts are part of a strategy to promote the health prevention of community and realise DTC's goal of making people happier," concluded Al Ali.

41k people including families benefit from RTA's Ramadan initiatives

Dubai's Roads and Transport Authority (RTA) announced that 41,210 individuals and families (20,810 individuals and 20,400 families) amongst categories operating in the first defence line against the coronavirus (Covid-19) had benefitted from RTA's charitable initiatives in Ramadan. Beneficiaries included senior Emiratis, senior residents, drivers, female drivers and families of employees. This initiative, which had been on the go for several years, translates RTA's commitment to boosting its social responsibility.

"RTA's Meals on Wheel's initiative that was carried out for nine years in a row was designated this year to the first defence line against the coronavirus. The initiative distributed Iftar meals to 13,500 cleaners and security personnel at Latifa and Rashid Hospitals and the Dubai Corporation for Ambulance Services. The initiative was run in collaboration with Serco, Dubai Metro and Tram Operator, in collaboration with Talabat the online food and household delivery platform," said Ms. Rowdah Al Mehrizi, Director of Marketing and Corporate Communication, Corporate Administrative Support Services Sector, RTA.

"RTA also supported the national '10m Meals Campaign' by allocating 30 taxis to deliver food baskets to 20 thousand fixed-income families in collaboration with the International Humanitarian and Charity Organization. Meanwhile, RTA Women's Committee teamed with Dubai Taxi Corporation (DTC) in distributing Ramadan Rations

to 210 female taxi drivers, which were offered in the form of topped up nol cards that that could be used for purchases," added Al Mehrizi.

"In the meantime, DTC delivered 4,800 daily iftar meals to the accommodation of taxi drivers at Al Muhaisnah, Al Quoz and Jabal Ali. They also distributed food baskets to 200 resident families of drivers. About 500 of senior Emiratis in Dubai and Hatta benefited from the support provided on Zayed Humanitarian Day through credits in nol cards distributed to them in coordination with the Community Development Authority," she continued.

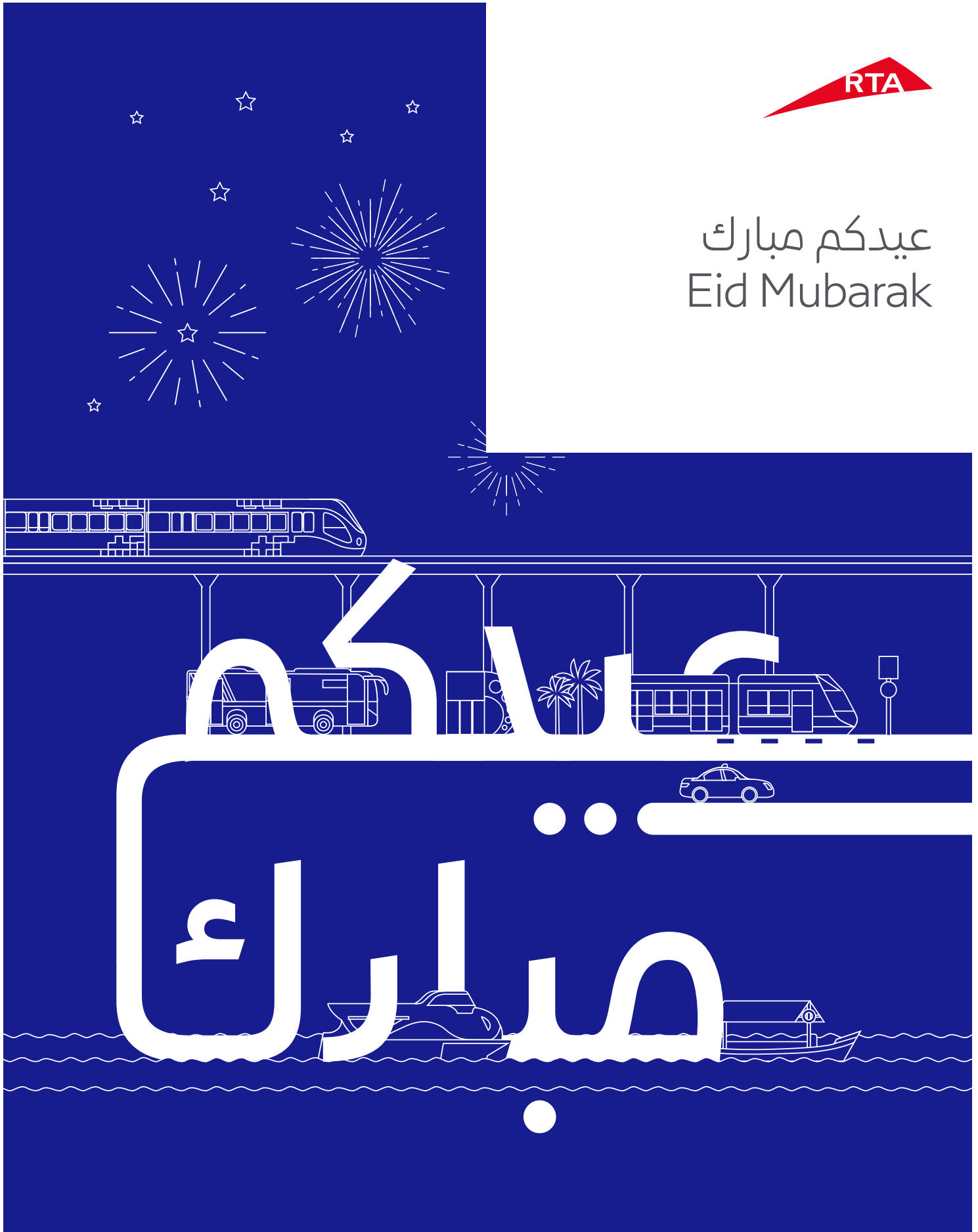
Al Mehrizi praised the efforts of RTA volunteers in delivering these initiatives. "Our volunteers supervised the distribution of meals to those in the first defence line, and nol cards to senior Emiratis in several areas despite the fasting and the outbreak of the virus. They were driven by humanitarian duties and an inherent perception of the importance of charitable activities. They were educated about the need to observe physical distancing and avoid contacting, and were supplied with all preventive equipment while doing their duties for their safety and the safety of beneficiaries," she noted.

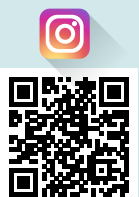
"RTA is always keen to boost its social responsibility through year-round activities, especially in Ramadan. At the same time, it seeks to make an effective response to the directives of leaders to make Dubai a charitable and humanitarian hub for all citizens and residents as well as the needy in the community," concluded Al Mehrizi.





عيدكم مبارك
Eid Mubarak





**Let's connect
together**



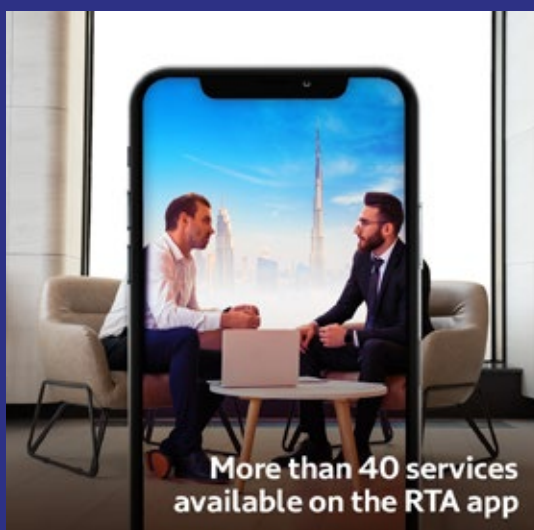
Check your #nol card balance before embarking on your trip to buy your essentials and in case of top up, visit our website rta.ae

**How to
pay safely?**

كيف تدفع
بطريقة آمنة؟



In line with the strategy to transform #Dubai into a Smart City, more than 40 services are available for you on the #RTA app to ease completing your transactions, saving you time and effort, including renewing driving licenses, vehicle registration and more. Download it now:
<https://bit.ly/2XTIODd>





Three Customer Happiness Service Centres are now welcoming you to finish transactions. And to ensure ease of completing transactions for #peopleofdetermination, senior citizens and residents, the Mobile Customer Happiness Service Centre resumes operations by calling 9564146777 to apply for the service 3-days prior.

أوقات عمل مركز
إسعاد المتعاملين المتنقل
**Mobile Customer
Happiness**
Centre operation hours

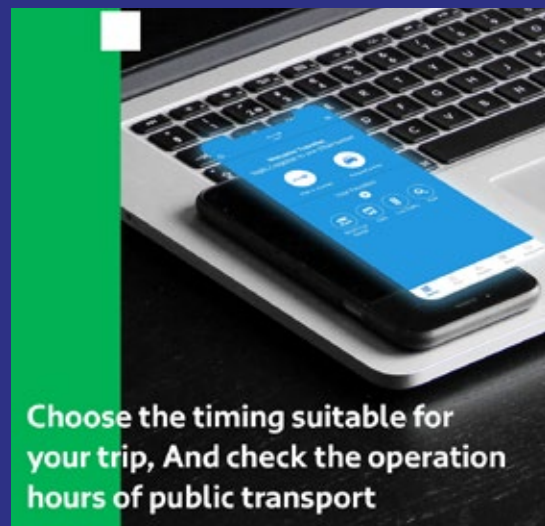


For information or help in finalising transactions, you can contact us through various online smart channels. Communicate with us through the #RTA app or our Social Media channels. For more information visit:
<https://bit.ly/3d2ig6N>

التطبيقات الذكية
Smart apps



Do you want to commute on board the #DubaiMetro or #DubaiBus? Visit our website and check the operation hours and latest news on the service, and plan your trip through S'hail:
<https://bit.ly/3caBg22>



Choose the timing suitable for
your trip, And check the operation
hours of public transport

CORONA, a paradigm of fate and destiny

Theory of Force Majeure in the law and its comparison with reality

Written by: Mohammed Rashid Khamis Al-Moghezwi

Contracts and Agreements Manager - Legal Affairs Department

Force Majeure: It's an exceptional, unusual circumstance beyond one's expectations that could not be remedied, and could not be pushed away at all, forbidding the supplier (contractor) to fulfil his obligations, it includes cases/situations that are outside the contractor's will and power, not a result of negligence or default, and could not possibly be predicted. It constitutes a form of the foreign cause, which negates the causal relationship between the defendant's act and the damage caused to the claimant, where the implementation of the obligations and the contract becomes impossible for one or both of the contractors.

Announcement and Report issued:

Its announcement is often in the form of an order, regulation, or directive from a sovereign authority in the state in the form of a decree, law, or any other form of what makes it fate and destiny, beyond the will of the contractors.

The government authority does not bear any liability in the face of the contracting party for any damages, restrictions or loss that are the actual result of a case of force majeure in respect of which a decision, order, regulation, or directive by a sovereign authority in the state has been issued.

In the law:

In the contracts binding on both sides, if a case of force majeure occurs and makes the fulfillment of the obligation impossible, the corresponding obligation with it is terminated, and the contract is annulled on its own.

However, if the effect of force majeure is partial and the impossibility is partial in the implementation of the obligations arising, the impossible part of the execution is terminated and the rest of it is executed, and if the impossibility is temporary in the continuous contracts, the creditor may revoke the contract on the condition of the debtor's knowledge. Ref (273) Civil Transactions.

As for as the emergency circumstances are concerned, which do not constitute a case of force majeure, it is in the event that exceptional general incidents occur that could not be expected and its occurrence makes the implementation of the contractual obligation - even if it didn't become impossible - exhausting for the debtor, threatening him with a heavy loss, the judge may, depending on the circumstances and after the balance between the interest of the two parties, revert the exhausted obligation to a reasonable extent, if the justice requires so, and any agreement to the contrary is null and void. ref (249) Civil Transactions.

General Theory of Force Majeure:

It is applicable in BOT and FIDIC contracts (global construction contracts), the force majeure is all or any non-political event, indirect political event or direct political event that is actually from or due to the actions of the government.

The pandemic of the Corona Virus Covid-19 outbreak is one of the non-political events that have nothing to do with the state or the government, as it is classified as a fate that was neither predictable nor preventable nor foreseeable.

The impact of Force Majeure on the contracts and projects:

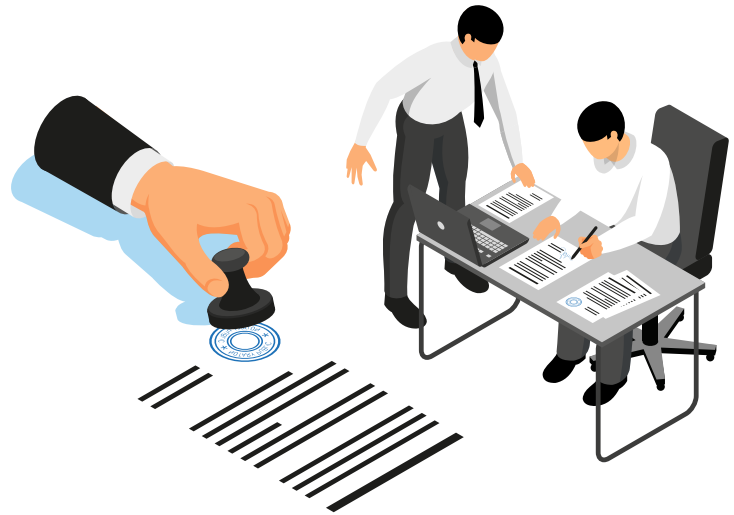
1- If any force majeure event occurred during the early stages of the project while tender procedures were on and the project was yet to be awarded to a winner, the best procedure for the government authority to follow is



Corona Virus Covid-19 pandemic, is it classified as a Force Majeure or an Emergency?

The right answer is, if the implementation of the obligations arising from the contract is impossible, then it's classified as a Force Majeure, and if it's classified as taxing/ exhausting and it threatens the contractor with a heavy loss, then it is an Emergency.

In all cases, the burden of proof rests with the claimant.



to stop the award and cancel the tender until further notice, and all guarantees shall be returned to the bidders without holding The government authority liable for any losses incurred upon the contractor (the bidder).

2- If any force majeure event occurs prior to the date of commencement of operation and execution of the contract with its obligations, it may be agreed to extend the contract and the dates specified in the project completion schedule and the concession/ franchise period by the same amount of time the force majeure event continues.

3- If the force majeure event occurs post the date of executing the contract, during the operation phase, the contractor (the concessionaire) shall, along with the government authority, continue to make reasonable efforts to execute and operate the project, and in the event that the two parties are unable to do so or there is a barrier preventing it, the two parties may agree to suspend the execution, postpone it for a reasonable period after the force majeure event, extend the project's duration and defer the payments and amounts due to the contractor to a reasonable period of time equal to the disappearance of the force majeure event. It may also be agreed that the government authority bears the consequences of the project's extension and the contractor bears any losses resulting from the extension while exempting the contractor from any other penalties or sanctions for delaying completion of the project.

4- In the contracts and projects that are in its final stages and nearing its completion, the two parties, the government and the contractor (the concessionaire), may agree to complete the progress of the project, execute the contract and make the necessary and reasonable efforts, and if it is proven impossible to implement, be outside the will of the parties, becomes impossible to continue and incurs damage -

even if it is not a fact but certain to happen - the two parties may postpone the implementation and the obligations incurred, or decide between them, to terminate the contract or continue to do it in accordance with modified provisions agreed upon between them.

If the parties are unable to reach an agreement in this regard, the aggrieved party has the right, after the expiration of the legally specified or agreed period in the contract, to revoke this contract according to the notice of annulment.

Liability for the losses and other damages:

Except as expressly stipulated in the contract, neither party shall be liable to the other in any way for any damage, loss, cost, expenses, requirements, requests, or actions arising out of or related to the occurrence or existence of any force majeure event.

Duty to report / notify:

It is incumbent on the aggrieved party to notify the other party about his exposure to an event of force majeure, as well as the burden of proving that he was harmed by the occurrence of the force majeure. The aggrieved party must notify the other party of this within an agreed period (15 days) - of the Government Contracts Law - from the date of the occurrence of the force majeure and its impact on the force majeure event with sufficient evidence and reports confirming the validity of his claim, In the event, the aggrieved party affected by a case of force majeure fails to report/ notify its impact on a force majeure event or fails to provide evidence confirming its claim and its damage with sufficient reports and evidence, it may not invoke and adhere to the force majeure as a pretext for eschewing its liability and it has no right to object.

The Perfect Day Formula

How to Own the Day and Control Your Life

Name of the Book: **The Perfect Day Formula**

Author: **Craig Ballantyne**

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Read and summarized by:

Ahmed Abdulqader

Ahmed.Abdulqader@rta.ae

Take a moment and imagine your perfect day.

For most of us, a perfect day is one where we accomplish tasks with purpose. On a perfect day, work comes effortlessly and smoothly. Then, you get to have the entire night free to do whatever you want. Now imagine having that every day. You can. It's exactly what Craig Ballantyne - the editor of the popular website Early To Rise - shows us how to do in his book The Perfect Day Formula.

The formula for the perfect day is built on Three Cs: Control, Conquer, and Concentrate: Learn to control what you can and cope with what you can't.

Learn to conquer the chaos in your life to win your days.

Learn to concentrate on what really matters to you.

For the perfect day, apply this to each part of your day: control your mornings, conquer the chaos of your afternoons, and concentrate on what matters in the evenings.

An underlying principle to the formula is "structure = freedom." It may seem counterintuitive, but in order to gain freedom, you must first have structure so you can achieve the basics. Structure is the key to becoming more productive and less stressed.

Part One: Control the Morning

Habits are powerful. We must harness them and use them to control our mornings. The right routines make the right actions automatic. You cannot control the external world, but you can control your thoughts, words and actions. You control your behaviour. And you can control your success.

The most important ritual in your life is what time you choose to get out of bed. The best decision you can make is to start getting up fifteen minutes earlier.

Tackle your biggest priority first thing in the morning, even if you don't feel like it. It may be difficult at first, but this is how you make BIG progress in your life.

Your morning victories start with preparing properly the night before. You must have a plan for the next morning. The earlier you wake up, the easier it will be to overcome procrastination.

Most people can accomplish three times as much work when they do it in the morning. Research shows that beginning your day with a victory puts you in a positive mood. The morning momentum will lead to success throughout the day.

Commit to this daily practice. Nothing comes easy at first, but anything important is worth fighting for. You must be willing to match your level of desire with a level of action.

Creating your rules for living and sticking to them will guide you to a life of success and wisdom.

Follow your rules as if they were law.

A to-do list will help you be successful.

Break down your to-do list goals into smaller goals that will help you realistically set your schedule.

This will help you accomplish what you want.

Schedule specific tasks with a beginning and end time, and attack your biggest task immediately in the morning.

To get more done and have a perfect day, you must begin the night before by creating your to-do list.

You need a daily schedule.

If you know your priorities, you can build a routine and script out tomorrow in order to maximise the outcome.

Part Two: Conquer the Afternoon

There are five pillars of success that will guide you to achieve your number one priority in life.

**You need all five of them to succeed.
And you must take responsibility for
who, what and where you are in life.**

The First Pillar: Planning and Preparation

Everything you do either sets you up for success, or puts another obstacle in your way.

If you are prepared, you will make the right decisions and do the right things. It will help to remove temptation as much as possible. Plan to avoid them and you will stay on track.

The Second Pillar: Professional Accountability

We all need a coach. In addition to mentoring us, they will hold us accountable.

It is also beneficial to become a mentor, if you can. This will help you understand the importance of what you are teaching.

Through teaching, you will learn.

The Third Pillar: Social Supports

The positive power of the people around you can lead to your best days ever.

Create personal and professional networks that are filled with positive and supportive people.

Surround yourself with people who inspire you, who make you better, and who you respect.

The Fourth Pillar: An Incentive

Delayed gratification may be difficult, but it is well worth it.

Studies show that those that can delay gratification are more dependable and have better success in life.

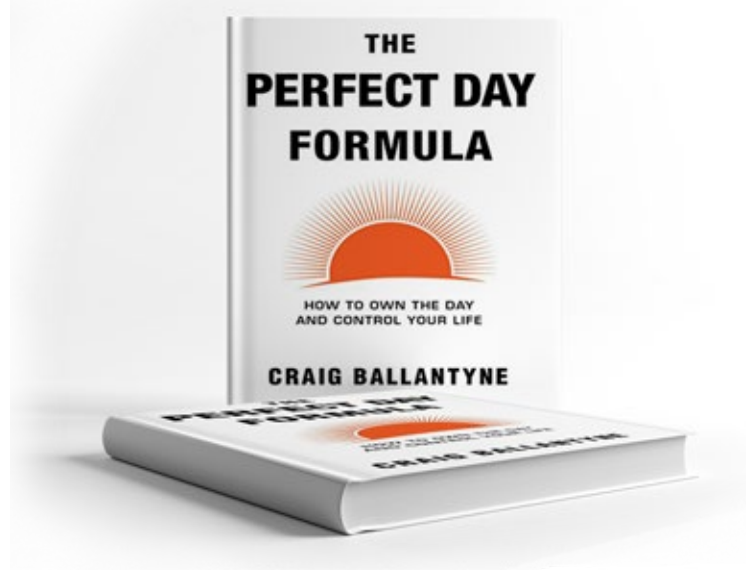
You can practice to build up your delayed gratification muscle and earn the rewards.

The Fifth Pillar: The Big Deadline

We all have a natural “Big Deadline” in our lives, and understanding that we are all running out of time should be enough to inspire us to take action today.

Harness the power of deadlines. The deadline puts urgency into our actions and keeps us going through the tough times.

If you have all five pillars in place, then you will have the foundation to guarantee that you will achieve your number one priority in life. With these pillars, you can conquer the chaos of the afternoon.



Part Three: Concentrate on What Counts

With your success foundation firmly in place, you need to create a vision for your life.

Decide what matters to you and concentrate on that. Take actions that align with this vision.

You may feel like you aren't where you want to be in life. That's because you don't have a clear vision. Without this, your hard work gets misdirected. Having a vision will keep you focused and help you avoid temptations.

Take an hour to write about where you want your life to be three to five years from now. Then, share your first draft with those that can help you achieve it. Make sure they are trusted and supportive.

Now, set specific goals to achieve that vision.

To avoid getting too ambitious, limit yourself to four goals. Make one for health, wealth, social self and personal enrichment.

Once you have made goals, create several smaller goals within each one that will move you toward them. Determine what actions are needed to achieve the end result.

**Stay strong. Continuously move closer to
your goals. Accept that your life is your
personal responsibility. It is up to YOU to
capture your perfect day.**

**Your success starts in the morning. Plan
your day. Wake up early. Work on your
biggest priority before anything else. Add
more structure to your day.**

Control what you can, cope with what you

Riyadh Metro

Six lines, 85 stations spanning 176 km

The time of operating the Riyadh Metro and Public Transport Network in the Saudi capital Riyadh is edging closer as contractors are putting the final touches to the project. Arriyadh Development Authority (ADA) started tests on carriages and trial journeys will be conducted for the six metro routes to verify the readiness of trains and stations.

Riyadh Metro is part of King Abdul Aziz Riyadh Public Transport Improvement Project. The project covers six main routes running across Riyadh from all directions. The metro will travel at a speed of 80 km per hour and can lift 1.16 riders per day. It has 85 stations and the project cost is about 22.5 billion dollars.

The project comprises the construction of six rail tracks extending 176 km on which electric driverless trains will be running. 40% of rail tracks are underground; which will ensure the normal movement of public transport. It is the biggest public transport network in the world with a capacity to handle 3.6 million riders per day after ten years from a starting capacity of 1.16 million riders per day.

The project will cut about 250 thousand journeys by vehicles every day; which saves about 400 thousand litres of fuel per day, besides reducing air pollution levels.

Electric trains will be operating from 85 locations including main stations where several routes intersect. The project features multi-level stations of stylish architectural designs encompassing retail outlets and car parks. It has four main

stations at the intersection of metro and bus routes. The metro designs conform to the requirements of security and safety of riders and facilities. Carriages and stations are fitted with advanced monitoring systems such as cameras and early warning systems. It also has firefighting systems, tunnel-safety systems and telecommunication systems to provide instant communication with the control and operation centre as well as the concerned security bodies.

Locations of stations have been meticulously selected at the intersection of several rail tracks connecting with different levels of the building. All stations are air-conditioned and have convenient amenities for riders including passenger information systems. Main stations have retail outlets and car parks, such as the main centre at the intersection of King Abdul Aziz Street and Olaya Street. This three-level building serves as a connecting hub serving Olaya-Bathaa Street and King Abdul Aziz Street in addition to car parks, ticket selling and passenger facilities, restaurants and cafes. The design allows for the use of solar power in operating the air-conditioners, lifts, escalators and others.



Olaya Station

The station is built at the intersection of Olaya-Bathaa Street and King Abdul Aziz Street spanning an area of 28 thousand square metres. It has a design of an open concourse with an undulating roof topped by a green plaza rendering it a stylish urban landmark in the city. It also features high attraction elements such as commercial, service and administrative components and parking lots over and above the primary role of providing a variety of public transport services in the city (train and buses). Its design capacity can serve about 400 thousand passengers daily.

Power Feed

Arriyadh Development Authority has made an agreement with the Saudi Electricity Company to power the project with an estimated at 468 MVA, through 12 main stations in the city, including four main transfer stations specifically for the project, and the expansion of eight existing stations.



Maintenance Facilities

The project has several maintenance stations including workshops, warehouses, depots for trains fleet as well as offices and facilities for administrative and technical staffs.

Operation and Control Centre

The project has an advanced control and operation centre for managing the movement of the train and monitoring the system including stations, tracks, facilities and systems. The centre is fitted with sophisticated control, operation and monitoring systems.



Driverless

Riyadh metro boasts of high-tech and design specifications highlighted by an automated (driverless) train system. It has best-in-class specifications and electric trains technology worldwide, enabling the partitioning of the train's interior, and designating areas for families. It is also fitted with telecommunication services and passenger information systems.

