

# المسار almasar

The Official Monthly Magazine of Dubai's RTA

Issue No. 146 August 2020



**“We say what we do, and do what we say”  
Mohammed bin Rashid at the inauguration  
of Dubai Metro Route 2020**

## 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.

## We say what we do, and do what we say



During the inauguration of Route 2020 for the extension of the Dubai Metro Red Line, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, expressed in words of confidence and pride:

“47 months ago, we announced the extension of the Dubai Metro Red Line costing AED11 billion . Today we launch our project. 50 trains, 7 stations, 125,000 daily riders, 12,000 engineers & technicians, and 80 million working hours. We say what we do, and do what we say. This is Dubai.”

Yes, this is Dubai, which still dazzles the world in every respect. At a time where most countries opted to cancel or freeze projects construction due to Covid-19 fallouts, Dubai is marching ahead with its strategic projects delivered on time, adding to its global competitiveness and premier standing. Our determination to deliver Route 2020 is driven by the project’s support to the sustainable development of the Emirate as envisioned by His Highness Sheikh Mohammed bin Rashid Al Maktoum. It heralds the development of high-class infrastructure and services that meet the sustained growth of the future city. It also fulfils the strategic drive of the UAE in Preparation for The Next 50 Years.

Route 2020 is a vital ingredient of serving the

needs of demographic growth in areas served by the extended metro line namely: The Gardens, Discovery Gardens, Al Furjan, Jumeirah Golf Estates and the Dubai Investment Park, which are home to a population of 270 thousand. Moreover, it will serve the site of Expo 2020 that will attract millions of visitors during the six months of the global showpiece.

Route 2020 spans 15 km and connects 7 stations comprising of 2 interchange stations with the Red Line, 3 elevated stations, and 2 underground stations. In future, it will be further extended to link up with Al Maktoum International Airport. Thus, it bares reference to a new landmark achievement in the history of Dubai, and constitutes an icon of sustainability, advancement and innovation for the current and future generations.

Finally, Route 2020 is a new addition to Dubai’s record of excellence. We pledge to His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, to double our efforts and work as a team to deliver more. Pursuing this drive is the best way to maintain RTA’s brilliant standing as one of the top of metropolitan cities in the fields of roads and transport. Furthermore, we are endeavouring to make RTA a global benchmark when it comes to transport, traffic and roads systems.

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

## 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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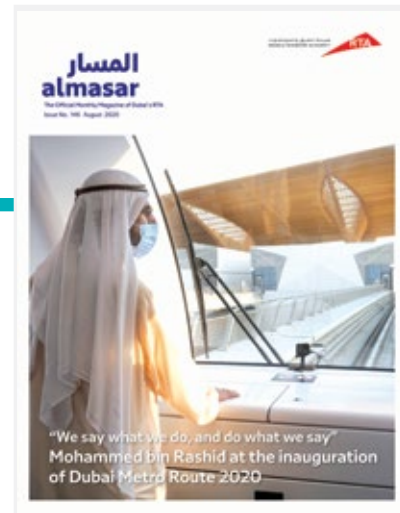
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تطبيق المجلة متوفر على الأبل ستور وجوجل بلاي  
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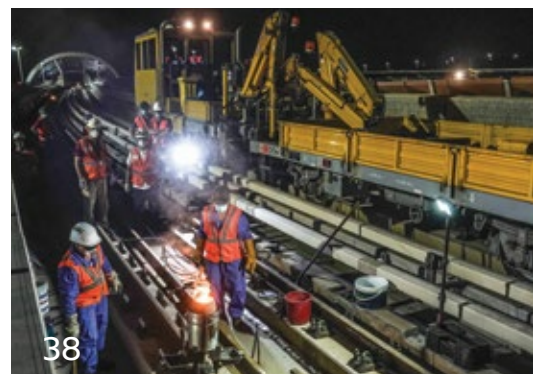
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## Mohammed bin Rashid launches official operations of Route 2020 Project of AED 11 Billion

His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, has officially inaugurated the Route 2020 Project.

Speaking on the occasion, His Highness said the UAE's journey towards sustainable development is backed by quality projects and an infrastructure that is globally acclaimed for its efficiency and reliability. Developed by Emirati talent with the support of international expertise, these projects meet the highest global standards as part of the objective of providing a superior quality of living and services for everyone.

The launch took place in the presence of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince and Chairman of The Executive Council of Dubai; His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler and First Vice Chairman of The Executive Council of Dubai; HH Sheikh Ahmed bin Saeed Al Maktoum, President of the Dubai Civil Aviation Authority and CEO and Chairman of the Emirates Group; and HH Sheikh Ahmed bin Mohammed bin Rashid Al Maktoum, Chairman of the Dubai Media Council. The project involves the 15 km extension of the Dubai Metro Red Line from Jebel Ali Station to Expo 2020 Station. The AED11 billion Route 2020 project, which links seven stations, will be open to the public in September this year.

**“The UAE has exceptional goals and ambitions. Today, we are moving with confidence, determination and a clear vision to attain the highest levels of excellence in various fields. Our objective is to provide people everything that ensures their wellbeing, stability and happiness and establish a prosperous future for the coming generations.**

**“The world is today entering a new phase which brings unprecedented challenges that some may not be prepared to deal with. However, we have a strategy designed to tide over unforeseen challenges and create a positive future.**

## Mohammed bin Rashid: “We say what we do, and do what we say. This is Dubai.”



**“47 months ago, we announced the extension of the Dubai Metro Red Line costing 11 billion dirhams. Today we launch our project. 50 trains, 7 stations, 125k daily riders, 12k engineers & technicians, and 80 million working hours. We deliver what we promised on time, as promised. This is Dubai,” tweeted His Highness Sheikh Mohammed.**

Our nation is equipped with the plans, competencies and expertise needed to navigate these challenging global circumstances. We have the ability to overcome all obstacles while sustaining our progress and generating new opportunities,” Sheikh Mohammed bin Rashid added.







Upon arrival at Jebel Ali Metro Station, His Highness Sheikh Mohammed was welcomed by His Excellency Mattar Mohammed Al Tayer, Director General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA). At the station, His Highness and his entourage watched a movie about the Route 2020 Project built as part of the leadership's vision to promote the sustainable development of the emirate. The project was focused on building globally benchmarked infrastructure and services that meet the UAE's aspirations themed 'Towards the Next 50 Years'.

The project is part of RTA's master plan to provide integrated multi-modal mass transit systems comprising of the metro, tram, buses and marine transport. The movie shed light on the communities served by Route 2020, such as The Gardens, Discovery Gardens, Al Furjan, Jumeirah Golf Estates, Dubai Investment Park and the Expo 2020 site; which have a combined population of about 270,000.

The track extends 15 km (11.8 km elevated track and 3.2 km underground track) and links seven stations (one Interchange station with the Red Line, one iconic station at EXPO 2020 site, three elevated stations and two underground stations). The project offers safe and smooth transport for Expo visitors and residents of Dubai communities. It is also viewed as a vital future link between several Dubai communities and Al Maktoum International Airport. The new project serves as a symbol of sustainability, progress, and innovation for present and future generations.

**It raises length of railways to 101 km**

**90 Km is the length of metro route, 11 Km is the length of tram route**







## Train Journey

His Highness Sheikh Mohammed and the entourage toured Jebel Ali Station, an interchange station that spans 8,800 square metres in area with total capacity of 320,000 riders per day. His Highness boarded the new metro train, which features some modifications to the interior design of the metro carriages.

## Expo 2020 Station

The train stopped at Expo 2020 Station, which boasts a unique design featuring the wings of an aircraft, signifying Dubai's future drive towards greater innovation. His Highness and his entourage toured the station which spans 18,800 square metres in area, with a total capacity of 522,000 riders per day in both directions at a rate of 29,000 riders per hour in both directions. The station has three passenger platforms and three routes. It is linked on the eastern side with the Expo exhibition and Expo COEX, and on the western side with the EXPO Mall and urban complex. The station design enables its integration with public transport means with spaces for buses and taxis stands.

## Guided by the Leadership

His Excellency Mattar Mohammed Al Tayer, Director General and Chairman of the Board of Executive Directors of RTA, stated that Dubai Metro as a whole and Route 2020, in particular, was a brainchild of His Highness Sheikh Mohammed bin Rashid Al Maktoum. He noted that His Highness was keen to ensure the project featured a superior infrastructure, which reflects his belief that a metro system serves as the backbone of transit systems connecting key areas of Dubai.

"Route 2020 was blessed by the support and direct follow-up of His Highness Sheikh Mohammed together with His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum and His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum. Their Highnesses were key drivers of the project from the time of its conception. They closely followed up on the progress of the design and construction phases and launched milestones of the project all the way to the official opening," said Al Tayer.

"Route 2020 has a capacity of 46,000 riders per hour in both directions (23,000 riders per hour per direction). RTA's studies expect the number of riders using Route 2020 to reach 125,000







per day in 2021, and 275,000 riders per day by 2030. Studies also reveal that Expo 2020 Station is expected to record about 35,000 daily Expo visitors during weekdays, and the number to increase to 47,000 daily visitors during weekends. This number accounts for 29% of the total expected number of daily visitors of Expo,” explained Al Tayer.

### Test-Run to continue till September

RTA will open Route 2020 for the public this September and will reveal details of operations later on. Through the metro operator, RTA will continue the operational tests and trials over the following months. The test-run comprises of four phases; the first is the Static Test, where a motionless metro carriage will be placed on the track for carrying out a series of tests. Tests include communication systems, automated operation systems, electrical systems, air-conditioning, onboard electronic devices, lighting systems as well as motoring and braking equipment and the integration between various subsystems and components.

Work is currently underway on the second phase of mobile testing, which consists of a series of tests on a train in motion without passengers. Tests on the rolling stock cover motors, brake systems, loading, electric current systems, electromagnetic compatibility, automated train systems, rail communications systems, and speed.

RTA will shortly embark on Phase 3 of operational tests to verify system reliability and stability. These tests are key phases of the project and start after the completion of tests and integration of the entire systems. During this phase, the system will be running continuously in a mode similar to the normal revenue operation, but without passengers, with the aim of achieving the targeted operational performance indicator (KPI).

Phase 4 features a trial run to be conducted by the operator aimed at verifying the readiness of the operator before the start of actual service operations. The trial includes 14 days of operations without riders to test the various components of the metro system in all modes including normal, degraded and emergency.







## Station Design Themes

The exterior designs of Route 2020 stations feature an enhanced version of the architectural design of existing metro stations along the Red and Green Lines. Such designs include four variations. The iconic Expo station features plane wings symbolising Dubai's future aspirations and its focus on innovation. The interchange station between Route 2020 and the Red Line at Jebel Ali Station has a design similar to that of current metro stations in order to maintain overall design identity. The other two patterns are for elevated and underground stations. The new designs allow for bigger capacities compared with the existing stations on the Red Line, besides design elements signifying simplicity, modernity and sustainability.

The areas of elevated stations range from 8,100 to 8,800 square metres, and the areas of the two underground stations range from 27,000 to 28,700 square metres. Expo 2020 Station spans 18,800 square metres.

The interior designs of the stations feature a contemporary

pattern and flow lines derived from the four elements of nature, namely: air (the pulse of life and the source of continuity), the earth (the constant element of nature), fire (the source of energy and strength), and water (the lifeline and source of inspiration), in addition to the design resembling future Dubai.

The design of the new stations enables integration with the public transportation system. Every station has bus and taxi laybys as well as stops for pick-up and drop-off.

## Link to Two Airports

There will be a key train service to link Terminal 1 Station and Terminal 3 Station of the Dubai International Airport with Expo 2020 Station. There will be a bus service for passengers departing from Expo Station to the Terminal at Al Maktoum International Airport to ease the movement of riders between the two airports. In the near future, Route 2020 will be extended 3.4 km from Expo 2020 Station to Al Maktoum International Airport to ensure a modern metro link between the two airports.





Jubail Ali Station

## Seven Stations on Route 2020

Route 2020 has seven stations including one interchange station with the Red Line, one Iconic Station at the site of Expo, three elevated stations and two underground stations, as follows:

### Jubail Ali Station

An interchange station connecting with the Red Line with a total area of 8,800 square metres and extending 150 metres in length, Jubail Ali Station can serve 17,000 riders per hour during peak times and 320,000 riders per day. The station has four platforms, four Bus laybys, 17 taxi drop off and seven parking slots designated for people of determination. It also offers eight retail units of 388 square metres for commercial investment.

### The Gardens Station

The Gardens Station is an elevated station spanning 8,100 square metres in area and extending 168 metres in length. It can serve 6,773 riders per hour during peak times and 125,000 riders per day. The station has two platforms, four Bus laybys, 20 taxi drop off slots and two designated parking slots for people of determination. It also offers five retail units of 161 square metres for commercial investment.

### Discovery Gardens Station

The Discovery Gardens Station is an elevated station spanning 8,600 square metres in area and extending 168 metres in length. It can serve 4,215 riders per hour during peak times and 125,000 riders per day. The station has two platforms, four Bus laybys, 20 taxi drop off slots and two parking slots for people of determination. It also offers four retail units of 149 square metres for commercial investment.



Jumeirah Golf Estates Station

## Al Furjan Station

An elevated station spanning 8,400 square metres in area and extending 168 metres in length Al Furjan Station can serve 4,746 riders per hour during peak times and 125,000 riders per day. The station has two platforms, four Bus laybys, 20 taxi drop off slots and two designated parking slots for people of determination. It also offers four retail units of 149 square metres for commercial investment.

## Jumeirah Golf Estates Station

It is the largest underground station in Dubai with a total area of 28,700 square metres and extending 232 metres in length. It can serve 11,555 riders per hour during peak times and 250,000 riders per day. The station has two platforms, four Bus laybys, 20 taxi drop off slots and two designated parking slots for people of determination. It also offers 14 retail units of 466 square metres for commercial investment. The station has four ticket vending machines for buying and topping-up nol cards.

## Dubai Investment Park Station

It is the second underground station of Route 2020. It spans 27,000 square metres in area and extends 226 metres in length. It can serve 13,899 riders per hour during peak times and 250,000 riders per day. The station has two platforms, four Bus laybys, 20 taxi drop off slots and two designated parking slots for people of determination. It also offers eight retail units of 315 square metres for commercial investment.

## Expo Station

It is the terminal station of Route 2020 that mainly serves visitors of Expo. The station spans 18,800 square metres in area and extends 119 metres in length. It can serve 29,000 riders per hour during peak times and 522,000 riders per day. The station has three platforms, six Bus laybys, 20 taxi drop off slots and four designated parking slots for people of determination. It also offers nine retail units of 264 square metres for commercial investment. The station has eight ticket vending machines for buying and topping-up Nol cards.





Dubai Investment Park Station



Al Furjan Station





Discovery Gardens Station

## Biggest Station

The Jumeirah Golf Estates Station is the biggest metro station in the entire Dubai Metro network. It serves highly populated communities such as the Jumeirah Golf Estates, Dubai Production City, and Dubai Sports City through metro bus link. In future, RTA will consider developing the surroundings of the station on the principles of a transit-oriented development model. The concept will significantly increase the capacity of the station and boost the number of users. The area to be built spans 360,000 square metres and buildings include residential flats and hotel apartments, commercial retail units and offices.

## 50 Trains with new interiors

The contract of Route 2020 covers the supply of 50 trains (15 trains for serving Expo and 35 trains to improve the level of Dubai Metro service). Several improvements have been introduced to the interior design of the new trains to avail more convenience to riders and increase the capacity of carriages. In the new trains,

the last cabin is designated for women and children and part of the first cabin is allotted as Gold Class and the rest are Silver Class. Seats are arranged in a transversal style in the gold cabin and longitudinal pattern in both the Silver Class and women and children cabin.

This distribution will increase the capacity of trains by 8% from 643 to 696 passengers. Improvements also include new designs for handles and lighting, using digital signage (VBSD). They also include an illuminated dynamic map for the metro route and stations, using LED power-saving lighting system, and modifying the design of the luggage compartment to make it usable by standing commuters. Improvements also cover the shape and the number of handles, the use of modern digital display systems, distribution of seats on two sides of the train and enhancement of the gangway connecting carriages. The new carriages ensure ease of use for People of Determination and the smooth boarding and alighting of riders.

The exterior design of trains will remain as it is to maintain the design and colour identity of the Dubai Metro.





Expo Station



Expo Station





The memorial, designed by the international artist El Seed, is decorated in blue to match the predominant colour of the station. The monument measures 1.5x3.5 metres and is placed on a 1x4 metre base. The selection of the colour blue symbolises stability, loyalty, trust, intelligence and peace. His Highness posed for a photo with the project team supervising the construction of Route 2020.

His Highness Sheikh Mohammed unveiled the memorial of Expo 2020 station, an artwork inspired by the phrase “I believe in God” written in Arabic and taken from His Highness’s poem “The Beginning of the Fifty”. The poem, which encapsulates faith in God and wisdom, motivates the youth to make achievements and raise the standing of the homeland.

## Project Benefits

The opening of Route 2020 Projects will bring a host of technical and economic benefits. From a technical perspective, the project will ease the traffic congestions in the areas it serves by 25%, and reduce 100,000 tonnes of carbon emissions by 2022; which will rise to a reduction of 170,000 tonnes by 2030.

Economically, the project will appreciate the rental and sales values of residential and commercial properties within 250 to 500 metres of the metro stations by 20–30%. Costs saved due to easing of traffic congestions is estimated to reach AED3.5 billion in 2022 and AED7 billion by 2030. It will also cut losses associated with traffic incidents by AED130 million in 2022, which is expected to rise to AED260 million by 2030. The project will enhance the competitiveness of Dubai in attracting global investors to the Emirate and in hosting international conventions and exhibitions. Such benefits are expected to bring a value of AED1.7 billion by 2022 and AED2.7 billion by 2030.

## Train Braking Energy (HESOP)

As part of efforts to save power consumption and increase the environmental sustainability of transit means, RTA has applied the HESOP ( Harmonic Energy Saver Optimizer) technology which recovers the electrical Energy generated by the trains during braking. This energy is re-used to feed various loads in the Dubai metro facilities such as the ventilation and lighting systems as well as lifts. There are eight HESOPs installed in the new line of the Route 2020 Project and seven HESOPs installed in the existing Red and Green Lines. The implementation of HESOP will reduce operational costs by AED3 million per annum, cut about 3 million kg of carbon emissions per annum, and reduce power consumption by 6.6 million kilowatts per annum.

## 101 km of railways

With the opening of Route 2020, the total length of the Dubai Metro Red and Green Lines will increase to 90 km. At the same time, the total length of rail networks in Dubai will rise to 101 km (90km for the metro and 11km for the tram).



# Dubai Future Council for Transportation reviews post-COVID-19 transportation challenges

**His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), Chairman of the Dubai Future Council for Transportation, chaired a remote meeting of the Council. Attendees included RTA board members as well as a host of local and global future fore-sighting experts.**

The meeting reviewed the global practices reflected in fighting Covid-19 on public transport to protect riders and employees. It also pondered the future of transportation post-COVID-19.

The meeting also discussed procedures RTA had adopted in tackling the pandemic, which were typical to the top practices charted by the UITP to ensure a safe and secure environment for all. RTA focused on three aspects: disinfection, protection of users and employees, and physical distancing in transit means and stations. RTA succeeded in maintaining the continuity of customer services, thanks to the transformation of all services into smart services deliverable via digital channels and a website run 24/7.

Transportation experts in attendance were unanimous in rating the preparedness of the global transportation sector during the Covid-19 pandemic at 4 out of 10. They also noted that the response of Dubai's transportation sector to the pandemic was comparable to the response of developed countries such as Taiwan and Singapore, although Dubai was not previously exposed to SARS outbreak as were those countries.

The meeting went further to discuss challenges the pandemic had brought on the transportation sector, and how to overcome them. It also reviewed prospects and potential changes in the field of

transportation during the post-COVID-19. Studies anticipate an upsurge in the number of journeys via flexible mobility means and autonomous vehicles. Based on such deliverables, RTA will tailor future scenarios to cope with the current situation.

At the end of the meeting, Al Tayer praised ideas and initiatives proposed by members of the Dubai Future Council for Transportation. He stated that ideas echoed the directives of leaders to envision the future, identify challenges, and keep pace with the evolution of the transportation industry.

Attendees included John Roth, President and Managing Director of GM Africa and the Middle East; Laurence Battle, President of RATP Dev Executive Board; Mr. Ralph Barron, ADL Partner; Mr. Jerome Glenn, Futurist and CEO of the Millennium Project; Prof. Peter Jones, Professor of Transport and Sustainable Development, University College London (UCL); Colonel Mohammed Ali Karam, Director of Traffic Technologies Dubai Police; and Abdulla Al Madani. Attendees from RTA included Ahmed Bahrozian, CEO of Public Transport Agency; Amair Saleem, Director of Knowledge and Innovation; and Rashid Al-Sheikh, Decision-Support Manager. Dubai Future Council of Transportation is one of 13 councils that form the Dubai Future Councils overseen by Dubai Future Foundation.



# Zayed dream comes true with Hope Probe as UAE ambitions reaches new heights

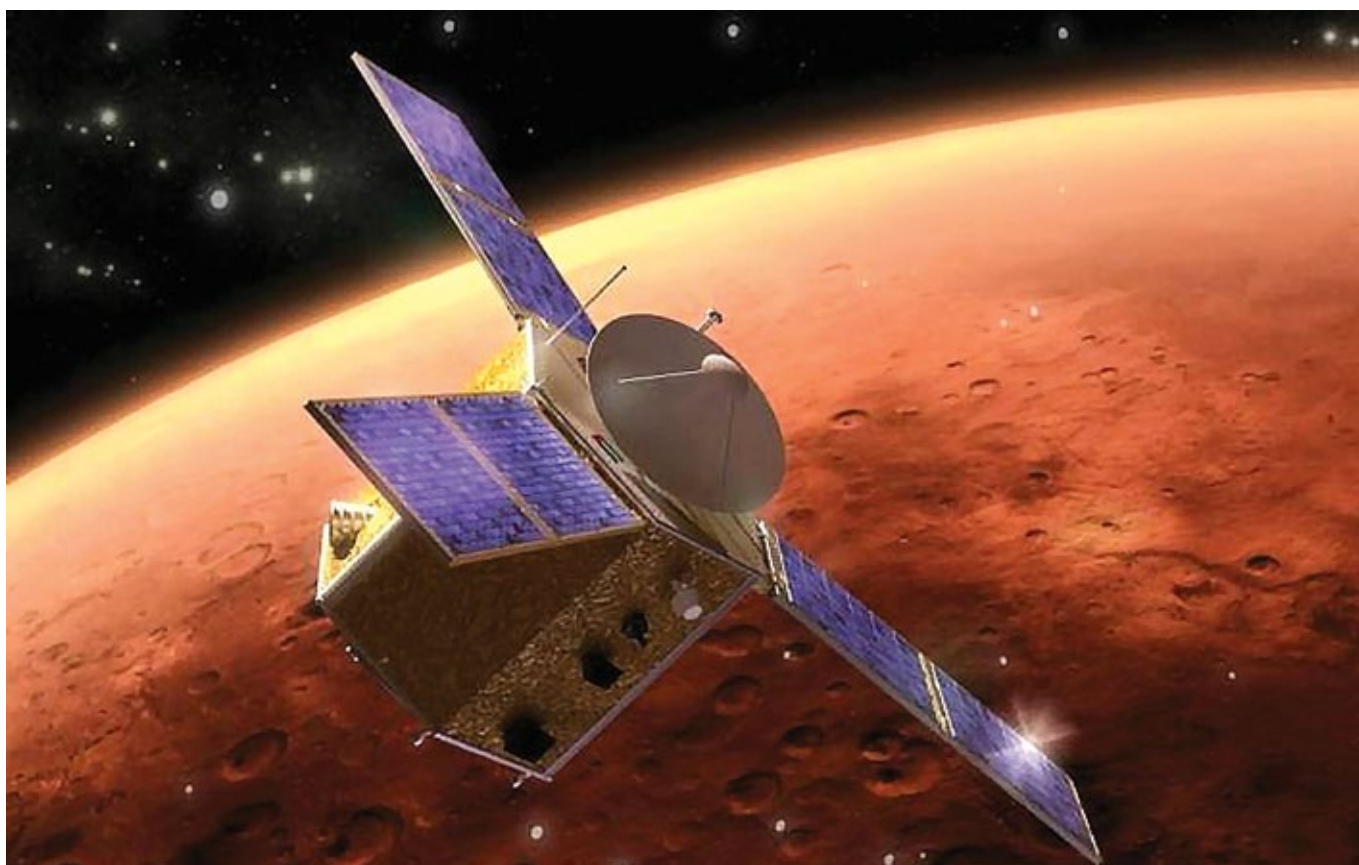
**His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), congratulated His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE; His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai; His Highness Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the Armed Forces; as well as their highnesses Members of the Supreme Council of the Federation and Rulers of the Emirates, marking the launch of the UAE Hope Probe; the first Arab probe to explore Mars. The UAE Mission seeks to compile a first all-inclusive study about the Martian climate and atmosphere.**

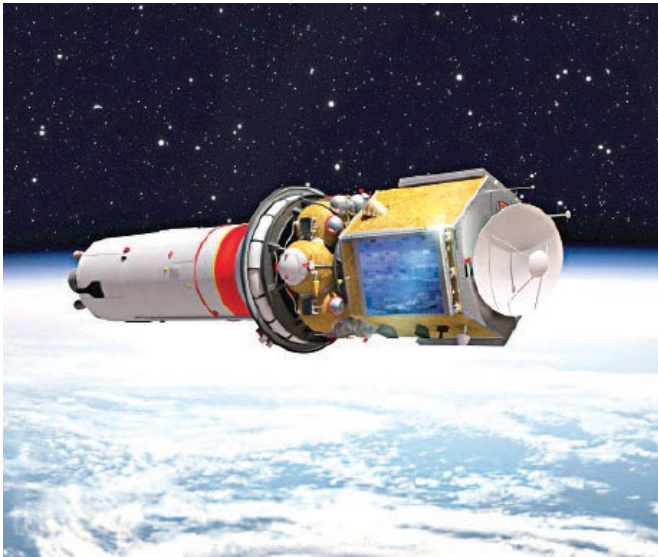
“Launching the Hope Probe is a long-standing dream of the UAE Founding Father the late Sheikh Zayed bin Sultan Al Nahyan to reach the space. Our leaders have made that dream come true by qualifying Emiratis to oversee the planning, management and implementation of the Hope Probe Project; which has become the first Arab and Islamic Probe to the Mars,” said Al Tayer.

“The UAE has thus become one of only nine countries seeking to explore this planet. In fact, the UAE has embarked on invading the space for quite some time. In the 1990s, it established the Thuraya Communications Company, followed by Yah Satellite Communications Company «Yah Sat», and launched a host of satellites such as «Khalifa

Sat» and «Dubai Sat 1 and 2». It also established the Mohammed Bin Rashid Space Centre, and the Emirates Space Agency,” he explained.

“We have learned from the UAE leaders that there is nothing is impossible for the ambitions of the nation which has the resolution and ability to overcome challenges in the path of its global prosperity. The plan for sending the first Mars Probe from an Arab and Moslem nation started more than six years ago. The project was blessed by the support of our leaders throughout all stages up to the successful launch. The UAE is entitled to savour this breakthrough achievement, which ranks it amongst the advanced countries in space sciences,” concluded Al Tayer.

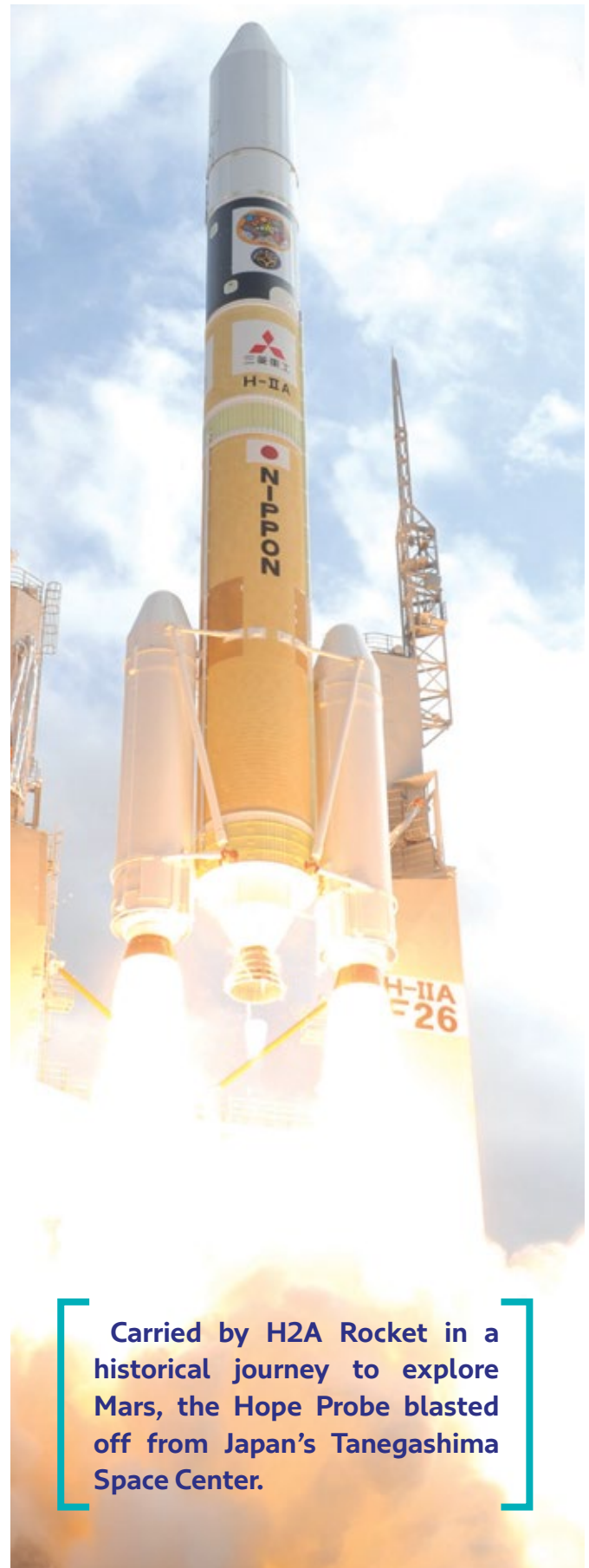




■ The probe separated from the rocket an hour after the launch, and minutes later solar panels began operating. 15 to 20 minutes later, the first contact was made with the ground control center at the Mohammed bin Rashid Space Centre. The technical team at the Centre undertakes the analysis of the data received from the probe.

■ 28 days after the launch, the propulsion and orientation system of the probe will direct it to the orbit of Mars. The high-precision propulsion system was designed with an Emirati contribution.

■ The Hope Probe, the first Arab and Islamic mission to explore the red planet, will reach the orbit of Mars in the first quarter of 2021. The event coincides with the celebrations of the 50th anniversary of the UAE's federation, in a journey expected to take seven months, during which the probe will travel 493 million km.



Carried by H2A Rocket in a historical journey to explore Mars, the Hope Probe blasted off from Japan's Tanegashima Space Center.



# Holding 36k remote meetings, handles 122k audio-video calls during Covid-19 crisis

## Statistics endorse the successes of RTA's plans and technologies during emergencies

**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's efforts to upgrade the technological infrastructure and transformation of all customer services to smart services enabled it to continue business normally during the Covid-19 crisis. He added that RTA was able to perform thanks to comprehensive remote work systems in place.**

Al Tayer made this statement during a visit to RTA's Corporate Technology Support Services Sector in the presence of CEO and Directors of the Sector. He heard a briefing about the plans for coping with Covid-19 pandemic, deliverables achieved and tools used to support the technological infrastructure and the remote work environment initiative. The initiative involved providing 1063 additional computers to employees, activating 850 devices within two weeks, supplying 314 devices to the Call Centre, opening 2500 VPNs, and providing 50 routers to establish an alternative communication for top executives.

The briefing also explained the deliverables of the Microsoft Team interactive system. From March 20 to June 6, the system

enabled the holding of 35,611 formal meetings, handling 121,709 audio and video calls, and exchanging 11,370 instant messages.

Al Tayer was also briefed about the features of employee attendance system (myRTA) including auto-response to inquiries, intro screen displaying symptoms of Covid-19, an interactive geographic dashboard in support of coronavirus management team, and tracking employee whereabouts along with their bios. The briefing revealed that 267,468 smart transactions and services were completed between Jan to May this year. It also touched on Tasreeh digital platform for crowds management and seeking permits along with relevant features such as health records in addition to retail outlets and public transport.







## Decision Support Centre

The briefing also covered the services of the Smart Decision Taking Support Centre, which has 42 dashboards, 970 smart screens and 47 integrated systems. The centre improves the efficiency of RTA projects portfolio management, evaluates the earned value of projects performance and spending rates, and automates the reports of Commercial and Investment Dep't that saves hundreds of work hours every month. The Centre supports Human Resources and Development Dep't in measuring the Emiratisation indicators, tracking the signing-off of internal audit comments, and verifying the compliance with directives given, and boosting the risk management and governance practices.

Al Tayer reviewed the use of artificial intelligence in combating Coronavirus in taxis including detecting passengers adherence to precautionary measures in place.

Al Tayer was pleased with the upsurge in the technological performance of RTA, which demonstrated high preparedness for emergencies. He stressed RTA's persistent efforts to raise the standing of Dubai amongst top metropolitan cities in terms of adopting hi-tech in services and operations. He concluded that such a drive would address contemporary needs and cater to future challenges as well.

**Tasreeh smart platform is launched to manage crowds during the crisis**

**970 smart screens, 42 dashboards, and 37 integrated systems**



# 76% drop in pedestrian fatality in Dubai in 2007-2019-: RTA

## The number of footbridges jumped from 13 in 2006 to 116 in 2020

His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), highlighted the importance of RTA's efforts to improve traffic safety in general and pedestrian safety in particular. He reflected on the impact of constructing footbridges on reducing pedestrian fatalities by 76.5% between 2007 and 2019. Al Tayer revealed that pedestrian fatalities in Dubai dropped from 9.5 cases per 100,000 of population (145 cases in total) in 2007, to 0.59 cases per 100,000 of population (34 cases in total) in 2019.

"The number of footbridges constructed in Dubai soared from 13 bridges in 2006 to 116 bridges in 2020. RTA plans to build other 34 footbridges during the period 2021-2026-, which will bring the total number of pedestrian bridges to 150 bridges," he noted.

"In 2018 and 2019, RTA completed the construction of three pedestrian bridges on Sheikh Zayed bin Hamdan Al Nahyan, Al Khawaneej and Al Marabi' streets. In 2020 and 2021, RTA will construct 7 other pedestrian bridges at King Salman bin Abdul Aziz Al Saud Street, Latifa bin Hamdan Street, Khalid bin Al Waleed Street, Al Asayel Street (two bridges), Al Awir Street,

Baniyas Street and Al Khawaneej Street," announced Al Tayer.

"Traffic safety performance indicators and targets reflect a drop in pedestrian fatalities on streets that used to have high run-over accidents. The number of traffic-related fatalities on the Sheikh Zayed Road dropped from 5 cases in 2018 to one case in 2019. The number of pedestrian fatalities dropped from four cases to one case on Emirates Road, and from three cases to zero case at Al Quoz Industrial Area during the same period.

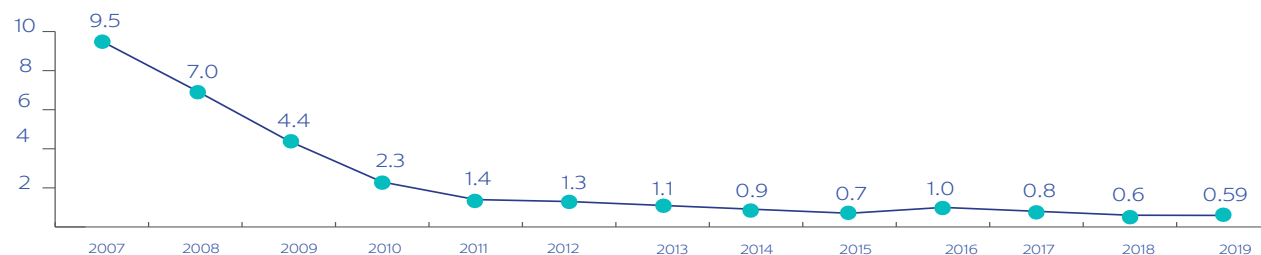
"The assessment of the impact of pedestrian bridges constructed on eight key streets of Dubai during three years before and three



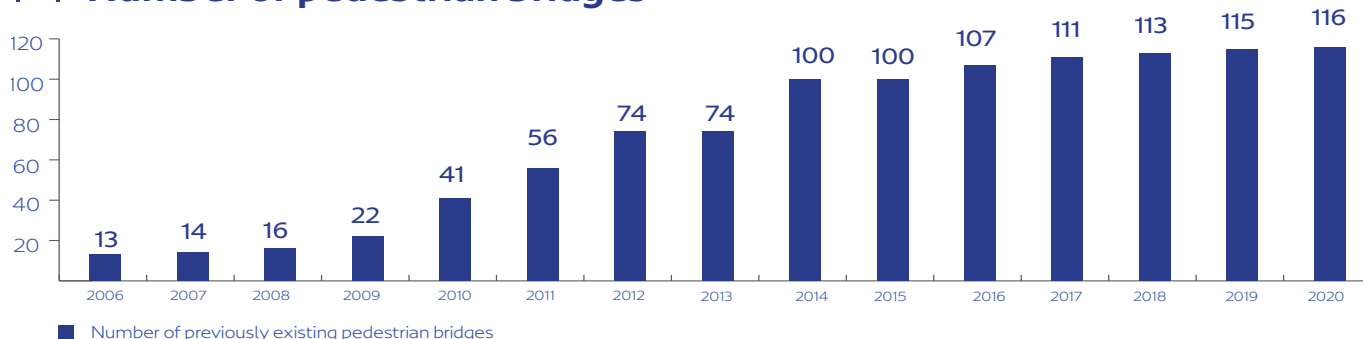




## Pedestrian fatality per 100,000 people



## Number of pedestrian bridges



years after the construction of such bridges showed a drop in the number of pedestrian fatalities in the vicinity of those bridges from four cases to zero case. The number of run-over accidents also dropped from twenty to one accident only.

“RTA adopts specific standards in determining the locations of pedestrian bridges in Dubai. Traffic studies conducted addressed the intensity of traffic, number of pedestrian accidents and fatalities, speed limit, number of lanes, people movement between the two sides of the road, and the nearest pedestrian crossing and bus stops consideration is also given to areas where entities and retailers are abundant, and areas witnessing frequent run-over accidents (black points). Depending on the findings of such studies, traffic solutions are taken, be it pedestrian bridges, pedestrian crossing fitted with signals or speed-calming devices among others,” added Al Tayer.

“Studies and procedures related to run-over accidents constitute an integral part of RTA’s traffic safety strategy, which targets a zero-fatality rate to rank Dubai amongst the world’s safest cities in traffic safety by 2021. The traffic safety strategy is based on four pillars, namely roads engineering and vehicles, law enforcement, public awareness, and systems and management. The strategy comprises of 20 strategic priorities and 60 specialist initiatives/ programmes based on technical specifications, manuals and studies supported by modern technologies at par with the best global practices,” he noted.

Al Tayer called on Dubai citizens, residents and visitors to use pedestrian bridges and subways designated for crossing streets. He also called on motorists to observe the speed limits, and slow down when approaching pedestrian areas for their safety and the safety of road users.



# RTA opens 740-metre bridge leading to Dubai Creek Harbour

The project is part of improvements of Sheikh Rashid bin Saeed Crossing

**Dubai's Roads and Transport Authority (RTA) opens today (Saturday) a flyover leading to the Western entrance of the Dubai Creek – Dubai Creek Harbour; an important phase of the Sheikh Rashid bin Saeed Crossing Improvement Project. The project encompasses the improvement of Nadd Al Hamar Street – Ras Al Khor Road intersection, along with extensive improvements of Ras Al Khor Road.**

“The project, which includes the construction of a new bridge of 3 lanes and 740-metre length, links the traffic inbound from Dubai–Al Ain Road and Al Khail Road heading Eastwards to Dubai Creek – Dubai Creek Harbour. The bridge has a capacity of 7500 vehicles per hour in the entry direction, and 3000 vehicles per hour in the exit direction,” said His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of RTA.

“The project includes the construction of a new street of 4 lanes in each direction extending 1.5 km in addition to entry/exit

points from and to the newly constructed buildings, to ease the movement of traffic inbound from Nadd Al Hamar Street–Ras Al Khor Road junction. The new network ensures free traffic flow to the newly constructed residential units at Dubai Creek area by linking with surrounding streets. Works completed included a modern lighting network of 108 light poles,” added Al Tayer.

## Contracts 3

The Sheikh Rashid bin Saeed Crossing Improvement Project is one of the biggest projects RTA is seeking to complete over the





**Al Tayer: The bridge has an entry capacity of 7500 vehicles per hour and exit capacity of 3000 vehicles per hour**

**Work is progressing in two contracts under the Sheikh Rashid bin Saeed Crossing Improvement Project and will be completed End of 2022**

**The completion of the 3 contracts cuts transit time between Sheikh Mohammed bin Zayed Rd and Dubai-Al Ain Rd from 22 to 8 minutes**



next few years. It includes the construction of a flyover crossing over the Dubai Creek to link Jaddaf area with the street separating Dubai Creek and Dubai Festival City.

The project is split into several contracts. The first contract, which has been accomplished, covered the construction of a bridge leading to the initial Western access of Dubai Creek – Dubai Creek Harbour.

Work is progressing on the other two contracts. The first contract covers improvement of Ras Al Khor Road from Nadd Al Hamar junction to Sheikh Mohammed bin Zayed junction to ease the traffic flow on Ras Al Khor Road. It includes the construction of a 2-lane bridge with a capacity of 3000 vehicles per hour to ease the traffic from Nadd Al Hamar Northwards to Ras Al Khor Eastwards. It also includes the construction of a 2-lane tunnel with a capacity of 3000 vehicles per hour to ensure smooth traffic flow for motorists coming from Ras Al Khor Road Westwards heading to Nadd Al Hamar Street Northwards. Besides, works include the construction of collector roads along Ras Al Khor Road extending 2.5 km. Works include improvements on a sector of 1.2 km on Nadd Al Hamar Street to accommodate the anticipated traffic volumes.

The second contract covers the construction of two flyovers. The first is a 2-lane flyover to ease the exit from the Dubai Creek Harbour to Ras Al Khor Road in the direction of the junction of Sheikh Mohammed bin Zayed Road. The second flyover, which is situated near Bu Kadra junction, serves the traffic coming from the

junction heading to Ras Al Khor Industrial Area, which eliminates the overlapping traffic at the junction. The contract includes improvements on Ras Al Khor Street between Dubai-Al Ain Road and Nadd Al Hamar Street together with service roads extending 4.2 km along Ras Al Khor Street. Works in these two contracts are expected to be completed by the fourth quarter of 2022.

The completion of the three contracts of the Sheikh Rashid bin Saeed Crossing Improvement Project will reduce the journey time between the Sheikh Mohammed bin Zayed Rd and Dubai-Al Ain Rd from 22 to 8 minutes. It will also serve mega development projects in the area such as Al Kheeran, Dubai Creek, and Meydan Horizons. Overall, it will serve more than 650 thousand residents.

## Creek Harbour

**Dubai Creek project (Dubai Creek Harbour) reflects Dubai's new vision. It forms a blend of creativity and excellence in the surrounds of the glittering Dubai Creek Tower taking the centre stage and posing as a global icon for the 21st century. It constitutes a unique addition to the skyline of Dubai and raises the city's profile among top metropolis along with a galaxy of mixed-use residential and commercial towers.**

# Piloting biodiesel-powered traditional 'Abrams in partnership with ENOC

**RTA's Public Transport Agency, in collaboration with ENOC Group, embarked on a pilot to power its traditional Abrams using Biodiesel5.**

Explaining the initiative, the CEO of RTA's Public Transport Agency, Ahmed Hashim Bahrozian stated that the initiative of using biodiesel to fuel traditional Abrams was part of RTA's endeavours to conserve the environment and safeguard the public health by curbing harmful emissions.

"We have embarked on this project in collaboration with ENOC Group and drafted an agreement whereby ENOC would supply biodiesel to five traditional Abrams run by private operators. Abrams would be refuelled at a specific point on the Dubai Creek where all safety precautions had been taken. We had agreed on a three-month pilot period, which would be followed by a result assessment and consider next steps," said Bahrozian.

"We had also agreed on a specific grade of biofuel, Biodiesel5, which is an advanced alternative fuel product approved in the UAE. It is manufactured from vegetable oils as well as residues of cooking and animal oils. Since it is extracted from renewable sources, it reduces carbon dioxide emissions in the city and promotes the provision of clean and sustainable services to the

community," he added.

HE Saif Humaid Al Falasi, CEO of ENOC Group, praised the continued cooperation with RTA and the signing of the latest agreement, which would add to the Group's efforts to provide clean fuel and reduce harmful gas emissions.

"At ENOC, we continue to build on our successful partnerships with various government entities; and our agreement with RTA is a testament to our commitment to offer our stakeholders alternative clean energy solutions that will curb carbon footprint," said Al Falasi. "Biodiesel5' is an alternative fuel that has enabled us to promote sustainable best practices, enhance operational efficiency and reduce harmful emissions.

As a leading energy player, it is our responsibility to support, advance and positively impact the communities we operate in. Our agreement with RTA would undoubtedly enable us to contribute to achieving the goals set by the UAE's Energy Strategy 2050," he added.

"Research papers indicate that the use of biofuel reduces the

## Obtaining membership of European transportation authority (ERTICO)



**Dubai's Roads and Transport Authority (RTA) has been endorsed as a member of the European Road Transport Telematics Implementation Coordination Organisation (ERTICO). The move is part of efforts to sustain RTA's excellence drive and envision the future of transportation and Intelligent Transportation Systems (ITS). It serves RTA's overall strategy of providing safe and smooth transportation for all.**





scale of unburned hydrocarbons and cuts the emission of carbon monoxide and sulphate gas as well PAH gases that cause cancer,” said Mohammed Abu Bakr Al Hashmi, Director of Marine Transport, at RTA’s Public Transport Agency.

“During the trial, we would be measuring the carbon emissions of biofuel-powered Abras in comparison with regular diesel-powered Abras. Should the experiment prove successful, it would be generalized to the entire fleet of 148 Abras operating on Dubai Creek. Such a step contributes to RTA’s strategic goal (Safety

and Environmental Sustainability). It reduces carbon emission on Dubai Creek by 125 tons of CO<sub>2</sub> per annum that is equivalent to growing 2000 trees for 10 years,” explained Al Hashmi.

It is worth noting that there are 148 traditional Abras operated by the private sector in Dubai Creek on two lines. Abras carry about 13 million riders per annum, which constitutes about 90% to the total marine transport ridership in Dubai. Traditional Abras are currently fitted with diesel engines of 30 hp that consume about 1.1 million litres of fuels per annum.

Maitha Bin Adai, CEO of RTA’s Traffic and Roads Agency has recently signed membership subscription to ERTICO to step up the focus on ITS by commissioning research, using open technology and sharing expertise and knowledge.

“Under the membership, RTA will engage in a variety of initiatives, deliverables and performance indicators. Examples include participation in R&D related to ITS using artificial intelligence, and hosting RTA’s young engineers at the premises of ERTICO in Brussels for a one-month training ITS fields and projects,” said Maitha

“The membership package enables RTA to take part in preparing and updating technical specifications and international standards of ITS and review initial results of practical initiatives funded by ERTICO.

RTA will also have the chance to make visits to experiment sites and have access to a restricted advisory for review and comments, and obtain supporting data about ITS future projects”.

“The membership enables RTA to showcase its profile as a key player in the field of Smart Mobility through meeting with other stakeholders and delegates of ERTICO attending conferences in Europe, America, China and Japan. RTA will also obtain an insight into various markets, receive feedback, and have access to tools, technologies and international standards of the industry. Such inputs are of particular importance and relevance as smart mobility is integrated into RTA’s current and future projects,” she confirmed.

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## Achieving 97% customer satisfaction amid Covid-19 challenges

### IVR-calls jump by 111%

Roads and Transport Authority (RTA) has successfully implemented a comprehensive plan to upgrade its Call Centre (8009090) to cope with the Coronavirus pandemic. It provided extra devices and upgraded the systems in a way that enabled the centre to make a perfect operation, which resulted in achieving an overall customer satisfaction rating as much as 97%.

"The call centre proved an important tool of communicating with RTA's customers at a time the Coronavirus has taken its toll on the usual working style. It dictated on us an immediate challenge to adopt alternative methods to maintain the continuity of our services and meet the public needs," said Mehailah Al Zahmi, Director of Customers Happiness at RTA's Corporate

Administrative Support Services Sector.

"In cooperation with the Information Technology Department and strategic partners, we charted out a plan to up the readiness of remote working and communication systems. We also raised the capability of RTA's information network to engage about 250 employees operating through VPN networks. Additionally, we issued 250 laptops



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to Call Centre employees to work remotely, which enabled the Centre to operate at a rate of 87%. Furthermore, we have reconfigured the Interactive Voice Response (IVR) system to respond to customer inquiries 24/7 hours during the national sterilization period. Accordingly, the rate of IVR-calls hiked by 111% and in the process boosted customer's satisfaction rating to 97%.

**"The technological infrastructure of RTA proved capable of tackling all challenges and emergency conditions, especially the fallouts of the Coronavirus. Moreover, we have turned this challenge into a real opportunity to improve our approach to the current conditions," she concluded.**

**"The plan yielded several important deliverables. Foremost, the performance of key performance indicators of the call centre was not affected. The Centre handled about 220 thousand calls during the national sterilization period at an average waiting time of 13 seconds. There was a 97% drop in the absence of remote working employees. It also eliminated the "Invalidity of Premises" criterion, which mitigated the risk of spreading Covid-19. Results achieved justified the merit of the call centre, which had been ranked among the Top 3 Call Centres in Dubai government under the Hamdan Bin Mohammed Program for Smart Government 2018/2019-," confirmed Alzehmi.**

# RTA's Customers Council provides instant responses to customer via #chatwithRTA

**Roads and Transport Authority (RTA) held a remote session via Twitter under #chatwithRTA initiative. The session witnessed considerable interaction with a broad spectrum of community members.**

Mohammed Obaid Al Mulla, RTA Board Member and Chairperson of Customers Council chaired the meeting. Attendees included the Director of Marketing and Corporate Communication, Director of Customers Happiness, Director of Vehicle Licensing, Director of Commercial Transport Activities, Director of Monitoring and Enforcement, Director of Vehicles Licensing as well as several managers at the Licensing Agency.

During the session the customers raised queries and requests to Customers Council members via Twitter to which Customers Council Chairman and members provided instant replies.

Customers tweets focused on the technical testing of vehicles and a variety of other RTA services via Twitter. 73 interactions were witnessed during the session and 12 tweets relating to a host of RTA services.

Al Mulla praised the huge interaction of the public with the session and their commitment to participate in the improvement of RTA's services and support its initiatives that are launched to serve an entire spectrum of community members including residents, visitors and tourists coming to Dubai from different parts of the world.

"RTA is always keen to bring happiness to clients and service

## Honouring 1000 drivers under Dubai Taxi Excellence Awards

**Dubai's Roads and Transport Authority (RTA) has honoured 1000 taxi drivers compared to 100 at its annual Dubai Taxi Awards in 2020. The steep increase in the number of honourees reflects the brave and heroic role of taxi drivers under exceptional circumstances during Covid-19 pandemic. The step is a gesture of appreciation of the sacrifices of taxi drivers in performing their daily jobs and serving various community segments. It is also a way of thanking them for adhering to preventive measures against the potential transmission of the virus between riders and drivers.**

This year's edition of the Dubai Taxi Excellence Awards is marked by a wider number of drivers felicitated while sticking to the regulations of the award and the policy of Taxi excellence approved

by RTA. This year's cycle also coincides with the advent of Eid al Fitr; a happy occasion that makes it double happiness to those drivers who make phenomenal and outstanding efforts in serving Dubai taxi riders.

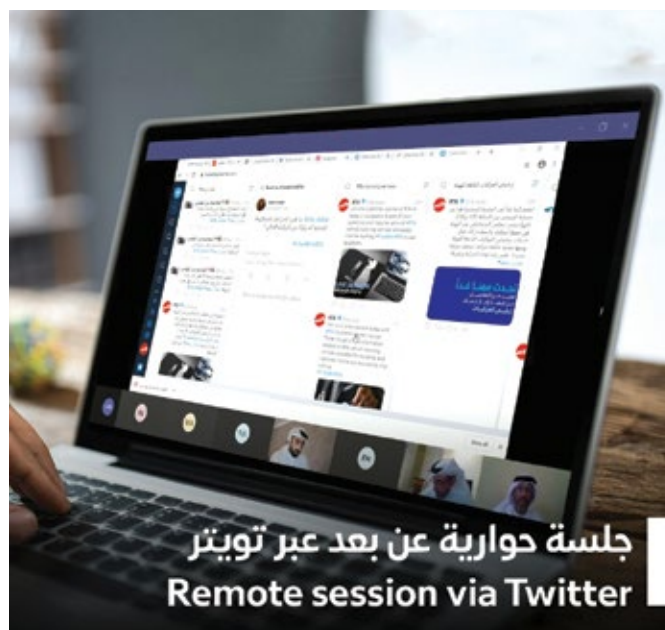


beneficiaries. It equally cares for their safety and health, especially during these exceptional circumstances engulfing the whole world. RTA spares no effort to raise customers satisfaction through heeding to their views and expectations,” he noted.

Al Mulla indicated that given the remarkable interaction with diverse community members of different nationalities, RTA would continue to hold similar sessions for the Customers Council according to a timetable that would be announced via Twitter. He noted that most participants hailed the session describing it as a unique and transparent experience and commended the clear responses of Council members to queries raised in various fields. He added RTA would hold sessions to discuss a raft of services via Twitter, likewise regular physical sessions of the Customers Council.

“Through the Customers Council and other interactive channels, RTA engages with the public to capture views of public transport riders and service beneficiaries. RTA perceives its profile as a leading service provider across the UAE,” he commented.

At the end of the session, Al Mulla thanked all attendees and praised their interactive participation and constructive views.



He reiterated that such inputs would enrich the level of services offered by various sectors and agencies of RTA around the clock to attain the targeted objectives including customers happiness and uplift their satisfaction.

The decision to increase the number of drivers honoured, illustrates the high regards of RTA's top management to the heroes of safe journeys and transport ambassadors. It signals an appreciation of drivers' duties under extremely challenging health conditions that warrant the compliance with equally exceptional preventive measures set by the Ministry of Health and Prevention, and the Dubai Health Authority. The concerted efforts of all parties and compliance with the applicable measures contributed to the success of the national disinfection programme.

The award fosters the sense of social solidarity, praises the efforts of taxi drivers, and motivates them to continue with their services under the prevailing conditions that impact the transport sector and customer needs. While the selection criteria of the Award were adhered to, the scope of beneficiaries increased 10 times, compared to the previous editions.

RTA attaches paramount attention to passenger transport

drivers, especially taxi drivers, whose job scope requires the service availability 24/7. The Department also appreciates the challenges currently faced by drivers while doing their duties, and the required preventive health measures. The compliance of all parties would materialise RTA's vision of Safe and Smooth Transport for All.”



# ‘Invest in Knowledge’ initiative of Mohammed bin Rashid Knowledge Foundation

The initiative aims to hone the intellectual and cultural skills of employees



**Dubai’s Roads and Transport Authority (RTA) has joined the ‘Invest in Knowledge’ initiative rolled out by the Mohammed bin Rashid Knowledge Foundation. The step is part of efforts to nurture a digital infrastructure that enables knowledge-sharing during these exceptional circumstances forced by the Covid-19 pandemic all over the world.**

RTA’s participation in ‘Invest in Knowledge’ initiative is part of its support to the Mohammed bin Rashid Knowledge Foundation (MBRKF), which provides an educational and knowledge platform

for various community members, especially government employees. The concept of an educational foundation has always been part of RTA’s core business. We are endeavouring to make it

## Taxi’s lab generates 188 ideas for service improvement

**RTA’s Dubai Taxi Corporation (DTC) has recently organised a Government Innovation Lab 2020 via remote communication technology in compliance with the preventive health measures in place. The step is part of DTC’s ongoing efforts to develop creative ideas and suggestions to improve on the current and future services of Dubai Taxi. The move is in line with the call of the UAE leaders to prepare for the next 50 years.**

“This lab was held in response to the directives of our leaders to continue business albeit the prevailing global and local health challenges associated with the outbreak of the Coronavirus,” said Dr Yousef Al Ali, CEO of Dubai Taxi Corporation, RTA.

The lab addressed several topics related to the improvement of our current services, using artificial intelligence, creating unprecedented quality services, and enhancing customer’s centricity concept.

“The lab generated 188 diverse, excellent, creative

a reality through grooming knowledgeable and skilled employees RTA will be uploading several books, reports, magazines, manuals and other specialist knowledge resources for the benefit of employees and others to the initiative digital platform link. The association with this initiative will further nurture the knowledge of beneficiaries from RTA, thanks to the rich contents of the MBRKF platform, which boasts of 300,000 addresses and 3.5 million digital materials. RTA views this initiative as a great opportunity for employees to benefit from such a brilliant knowledge exposure away from office routines and Covid-19.

RTA has a comprehensive plan to enhance the foundation which supports the community to broaden their knowledge and education. RTA had launched Read with RTA application with 150 free books in both Arabic and English available for Android and iOS users. It fits with the national agenda for the next decade aimed at making reading part of the duties of government offices.

RTA also launched Dubai Audio Library, in collaboration with Bookshare online library, which includes 400 thousand books in Arabic language. The library relies on volunteers and publishers to help us make a difference in the lives of people in the region and have 820 international publishers and volunteers in Dubai who contribute to enriching the library by donating their digital files.

The library is available in several formats including audio, Braille and embossed writing to help those with visual impairment (blindness, poor eyesight, dyslexia, and other challenges). RTA lends support annually to the Emirates Airline Festival of Literature by transporting festival's guests and introducing them to the cultural and urban landmarks of Dubai.

The initiative of the MBRKF is considered a valuable addition to its knowledge and intellectual achievements. RTA would spare no effort in supporting Dubai Government initiatives for the sake of community members.

and broad-based ideas. Contributors included leaders and employees of the DTC, representatives of external companies including Dell Technologies, specialists as well as students from the University of Sharjah, and the Dubai Modern Education School," added Al Ali.

"Holding this lab is under the theme: (Towards the Next 50 Years). Ideas put forward will be examined, and viable ones will be implemented to improve the business process and enrich services provided to the public and taxi riders. We were thrilled by the wide participation, which enriched the lab with so many ideas and proposals," added Al Ali.





# Intensive rail maintenance

**RTA's Rail Agency capitalised on the recent lockdown period of the National Disinfection Programme by carrying out intensive maintenance works on the Dubai Metro network.**

“We have succeeded in turning the lockdown of the metro network forced by Covid-19 pandemic into an intensive maintenance period for the Dubai Metro infrastructure, thanks to the additional working hours available to carry out essential/planned maintenance activities,” said Mohammed Al Amiri,

Director of Maintenance, Rail Agency, RTA.

“RTA teams managed to carry out key maintenance activities of some parts of the metro railways in a record time equal to 50% shorter than the planned period. Teams also accomplished preventive maintenance works in 9 railway curves vis-à-vis planned 5 curves,





thus recording a completion rate of 180%.

“During the national disinfection period, we completed the preventive maintenance of rail pads at an achievement rate of about 175% compared to the planned period. RTA also expedited the periodic inspection of rail tracks on the Red and Green lines at a completion rate of 170%.

“We have also completed 50% of metro tunnel preventive maintenance works against 30% of the targeted period, thus recording a completion rate of

170%. We also advanced the tunnel cleaning works and carried it out in April instead of the scheduled time in June, which saved about 25% of the time allocated.

“RTA will continue the efforts to sustain its assets and carry out optimal periodic and preventive maintenance activities at the highest standards. It seeks to capitalise on the current challenges constructively for the safety of metro users in line with its vision of Safe and Smooth Transport for All.”



# New Health and Safety Report released

**The Roads and Transport Authority (RTA) issued the health and safety report for the years: (2017, 2018, and 2019). The report showcases RTA's sustained efforts to enhance health and occupational safety standards and practices.**

The report highlights several topics, most notably: The best practices of occupational health and safety in the work environment, and the principles for nurturing a comfortable work environment that serves the needs of employees and customers alike. It also lists the benefits of applying health and safety standards to the work environment such as mitigating potential risks and reducing injuries and accidents at the workplace; which would enhance employees' job satisfaction and improve their performance.

RTA's higher management is very keen on maintaining the health and safety of employees and customers. It seeks to consolidate efforts of employees and concerned parties, promote cooperation between all parties, and set up an integrated structure to ensure the health and safety of

employees and clients protect them from any potential risks within the workplace.

Nasser Bu Shehab CEO of Strategy and Corporate Governance, Strategy and Corporate Governance Sector emphasizes that Roads and Transport Authority (RTA) has always shown tremendous efforts towards achieving the highest levels of safety, RTA worked to develop its capabilities, systems ,absorbing and managing the existing challenges and potential opportunities in line with the RTA's vision.

Over the past years, RTA had won many prestigious international accolades in this field. It received a five-star rating in occupational health, safety and environment. It also won the Sword of Honor Award in Health and Safety, as well as the Global Honor Award in Environmental Systems Management in the field of public

## Trucks movement ban on Dubai roads back to normal as of Saturday

**Roads and Transport Authority (RTA) and Dubai Police General HQ announced that the ban on the movement of trucks with a tare weight more than 2.5 tons would revert to the normal status, starting on Saturday 4 July.**

The ban applies to Al Ittihad and the Sheikh Zayed Roads and the sector connecting them from the Sheikh Rashid Street as well as Downtown Deira/Bur Dubai from 06:00 AM to 10:00 PM.

A partial ban also applies to the rest of Dubai roads at three peak times i.e.

from 06:30 AM to 08:30 AM,  
from 01:00 PM to 03:00 PM,  
and from 05:30 PM to 08:00 pm.

A permanent ban applies to the Airport and Shindagha Tunnels, Al Maktoum and Floating Bridges as well as the Business Bay Crossing.





transportation from the British Safety Council (United Kingdom). The award endorses the profile of the RTA as a leading entity in the safety of transportation. It adds to RTA's approach of making continuous challenges to capabilities to reach new heights and keep pace with the latest management systems and the global standards of safety and environmental sustainability.

To achieve the vision of His Highness Sheikh Mohammed bin Rashid Al-Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to rank Dubai the Number One in the world, RTA works in conjunction with Dubai Government departments to achieve this goal.

Dubai's Roads and Transport Authority (RTA) has won the International Safety Award with Distinction 2019 from the British

**The award recognises RTA's excellent efforts to improve its occupational health and safety (H&S) management through protecting employees from injuries and occupational health risks and nurturing a safe and healthy working environment.**

**Nasser Abu Shehab, CEO of RTA's Strategy and Corporate Governance Sector was pleased on winning this award, which adds to RTA's vision of Safe and Smooth Transport for All. "It reflects our commitment to ensuring sustainable transit systems that support the progression of Dubai to the highest global standards."**

Safety Council, UK. RTA was named the best local government entity under the Local Government, Defence and Public Services Organisations Category.

**RTA and Dubai Police GHQ call on truck drivers to observe the timings governing the movement of trucks on Dubai roads, adhere to traffic and driving rules, and use truck-dedicated lanes on highways.**



# Quiet

## The Power of Introverts in a World That Can't Stop Talking

**Book Author: Susan Cain**



Summarized by: Ahmed Abdulqader  
Ahmed.Abdulqader@rta.ae

Wherever you are on the personality spectrum, Susan Cain's *Quiet* is an excellently studied collection of data and observations related to the two ends, extroversion and introversion, and aims to deliver empathy building tools for the seemingly less desirable classification, introversion. From the roots of the Culture of Personality to the practical exploration of the Free Trait Theory, the author cracks the temperament discussion wide open and equips readers with a firm understanding of how to thrive as an introvert or embrace and collaborate effectively with the introvert in your life.

The Extrovert Ideal emerged in the western culture only in the early 1900s and furthermore into the Industrial Age when our outward selves, and the impression we had on others, became front and centre. During this time people were switching from working amongst family and neighbours to looking for employment with individuals whom they had no relationships with—sociability and likability became what we based success on. Subsequently, our culture has put an undisputable importance on how we interact with others, and in what social circumstances we thrive.

With the myth of charismatic leadership, Cain debunks the idea that all leaders need to be bold and boisterous. When evaluating public perception, she reveals that we may judge talkers as smarter, and those who talk fast as opposed to slow as more proficient, however, research, grade-point averages, and SAT scores say differently. There are many examples of quiet leaders, and introverts can have a big and significant impact. In fact, Professor Mills, a thought leader quoted in the book, reminds readers that “most leading in a corporation is done in small meetings and it's done at a distance, through written and video communications.” A leader is not necessarily someone who finds fuel in large social settings, but rather someone who is intuitive to the company, the mission and the power of quiet, productive space. “We don't need giant personalities to transform companies. We need leaders who build not their own egos but institutions they run.”

Cain also explores the dangers of GroupThink and the consistent push for collaboration, both as adults and as children within the school system. Because our introverted co-workers, teammates and peers recharge their batteries through quiet solitude, it is important to note the high energy, demanding group activities are draining, not invigorating, for this group. Work environments that rely on the Extroverted Ideal and the principles of GroupThink may not be getting the best out of their employees, rather it is “a new phenomenon that has the potential to stifle productivity at work and to deprive schoolchildren of the skills they'll need to achieve excellence in an increasingly competitive world.”



# Female bus drivers make public transport more elegant

**Dubai's Roads and Transport Authority (RTA) has recently recruited the first batch of three female bus drivers for deployment on the internal bus network, thus becoming the first entity in the Middle East region to take this initiative. The three female bus drivers started operation on 3rd July.**

"This initiative goes with the best global practices of employing female drivers likewise their male counterparts. The step creates job opportunities for women in a field dominated by men and promotes the culture of using public transport in the community thus contributing to the delivery of better services to clients," said Ahmed Hashim Bahrozyan, CEO of RTA's Public Transport Agency.

"RTA is always keen to continue its pioneering efforts, and this initiative of employing female bus drivers is unprecedented in the Middle East region and is a great addition to this record. The step is also compatible with RTA's principle of empowering women and achieving gender balance across various jobs.

"RTA has kicked off the initial stage of this project by selecting and employing three female drivers at world-class standards. They were deployed on three routes; the first is the Circular Route 77 linking Baniyas, Deira City Centre, T1, and T3. The second is Route F36; a metro link service that commutes between Mall of the Emirates, Dubai Science Park and Al Barsha South. The third is Route F70, which is also a metro link service, shuttles between Burjuman, Bur Dubai, Al Fahidi and Burjuman.

"Besides improving and diversifying services, this initiative also enhances the profile of female drivers employed by RTA. Currently, RTA has 165 female taxi drivers, 41 female limo chauffeurs, and one female school bus driver. Such efforts also contribute to RTA's vision of Safe and Smooth Transport for All," concluded Bahrozyan.





# Summer fruits are fresh, cool and soft

Allah has made a season that suits each type of fruits and the prevailing conditions. The conditions of stored fruit change between winter and summer or vice versa, depending on the need of humans and the requirements of the season.



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## Fresh Dates

Produced in summer, the fresh date is soft, cools the body, and replaces lost fluids. In winter it turns dry, and becomes a warm agent that gives desperately needed energy. Both fresh and dry dates give a lot of energy that reduces the need to take other foods and give the body a feeling of fullness and strength.

Winter fruits, such as oranges and tangerines, are rich in vitamin C, and boost the immunity against colds. Summer fruits, are moisturising and compensate for the water we lose due to the heat and humidity of the season. Below are some of the important summer fruits, other than dates.



## Watermelon

Watermelon has indisputably a special appeal in the summer. Besides being cheap and delicious, it contains a large proportion of water and fibre, and a high percentage of vitamin A and B, salts and potassium; which are necessary for human health.



## Mangoes

Who doesn't like Mango? Whether as a juice, eaten wholly as fruit, or added to other desserts, it is loved by everyone and enjoyed by millions of people around the world. No one can resist its wonderful sweet taste and it forms part of hundreds of recipes, and is served in dozens of ways. It has multiple benefits as it contains a large percentage of carotene up to 6%, a substance that gives it a distinct orange colour, in addition to a large group of vitamins such as C and B.



## Peach ■

Peach is very rich in vitamins and minerals, such as iron and mineral salts. The proportion of sugar in a single peach is 122%, in addition to the therapeutic uses, peaches flush the intestinal worms, acts as a diuretic element, and prevents constipation.



## ■ Apricot

Apricot belong to the same species of Peach and is one of the most important sources of vitamin A. Taking apricots gives the body half of its need for this vitamin. It is also rich in other vitamins and minerals such as vitamin B.



## Cherry ■

There are many different types of cherries, all of them are healthy and have a moderate sugar rate of only 6%, which makes it great for diabetics, or anyone who follows a diet to lose weight. Cherries are rich in minerals, salts and vitamins, and also used as diuretic.



## ■ Pineapple

Pineapple is a healthy low-sugar fruit, as its sugar content is only 3%. It contains vitamins C and B; which makes it suitable for treating gums and pimples.



## Figs ■

Figs are important fruits that supply the body with energy due to its high sugar content. Therefore, it is preferable to eat figs whether fresh or dried, as it provides the body with minerals, phosphorous, manganese, potassium, and other minerals that the body needs.



## ■ Grapes

It is one of the most famous and very popular summer fruits. It comes in various kinds and colours. It benefits our bodies as it contains calcium, vitamin A, B and C. it is rich in sugar, as every 100 grams of grapes contain about 13 grams of sugar, and is, therefore, a prohibited fruit for diabetics, who should take minimal amounts of grapes.

