

المسار almasar

The Official Monthly Magazine of Dubai's RTA

Issue No. 147 September 2020



**Bridges offer 5
shorter route to Deira**

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.

Bicycle-Friendly City



Dubai is a renewable city that seeks to improve lifestyle and bring happiness to people, be it citizens, residents or tourists. The declaration of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince and Chairman of the Executive Council, to transform Dubai into a bicycle-friendly city was thus befitting. To make this transformation a reality, the city has to have improved legislation and adopt global safety and security practices in support of this safe sportive mobility means.

This announcement is compatible with the 'Dubai Vision 2021' to turn Dubai into a pioneering city for living and business as well as the favourite and the safest destination for tourists. It is also compatible with the 'Dubai Traffic Strategy 2021' to reduce traffic accidents-related fatalities.

Since inception, RTA has been keen on realising the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, to improve the quality of urban life to bring happiness to people, and switch to a sustainable transport that has minimal impact on the environment. In this regard, RTA focused on developing infrastructure projects conforming to the highest global standards including dedicated cycling lanes fitted with advanced service facilities. Equally, RTA made every effort to implement the directives of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince & Chairman of the Dubai Executive Council to provide

suitable mobility alternatives that encourage people to practice sport, such as cycling.

RTA accordingly developed a master plan for the construction of dedicated lanes for jogging and cycling across Dubai making it environmentally friendly for sports and cycling enthusiasts. Over the past years, RTA has constructed cycling lanes extending 425 km in total and spanning across several communities such as Seih Assalam, Bab Al Shams, Al Qudra Road, Dubai Water Canal, Jumeirah Street, King Salman bin Abdul Aziz Al Saud Street, and Al Mankhool Street. It has plans to construct more cycling lanes that will bring the total length of cycling tracks to 647 km by 2025.

Cycling has multiple objectives such as boosting the sustainability of Dubai and encouraging inhabitants and tourists to benefit from healthy and active life patterns, thanks to the availability of mobility options across the city. It also supports RTA's efforts of fully integrating transit modes by offering flexible mobility journeys by not involving the use of vehicles and integrating them conveniently with the daily travel means. Such a practice will curb the use of private vehicles and encourage the migration to more sustainable transit means.

The benefits of cycling support the government efforts in cutting energy consumption, reduce pollution, and provide a healthier and happier environment. It will also serve the short journeys (first and last-mile), which enable public transit riders to reach their final destinations.

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

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Strategic Map For AlMasar Magazine Team

Vision

The Pioneer
Government
Magazine in Dubai

Mission

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

Core Values

Transparency &
Credibility
Corporate Reputation
Excellence
Spirit of Team
knowledge Sharing

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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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تطبيق المجلة متوفر على الأبل ستور وجوجل بلاي
باسم : almasar magazine



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Endorsing smart initiatives for roads maintenance, improved licensing of drivers and vehicles including the use of drones in bridge maintenance works and smarter licensing of vehicles and drivers

His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), endorsed a package of smart initiatives for improving and sustaining RTA's services. Initiatives unveiled contribute to sustaining the use of RTA assets, such as roads and bridges, and improve drivers and vehicles licensing services, which will improve the quality of customer services and enhance the training and qualification of drivers, and will translate into improved traffic safety levels.

To this effect, Al Tayer held two separate meetings with CEOs and Directors of Traffic and Roads Agency and the Licensing Agency of RTA. The first meeting reviewed an initiative for the deployment of drones in monitoring maintenance works, which was used in inspecting the structural components of pedestrian bridges crossing over the Dubai Water Canal and elevated structures. Drones inspection cuts short the time and cost of assessing constructional elements, and enables the inspection of hard-to-reach areas of installations, such as suspension cables, and bridge bearing.

Al Tayer reviewed the smart surveillance systems installed inside bridge bearing. The system consists of sensors inserted in bridge pillars to monitor and measure loads as well as the surrounding environmental conditions. The system facilitates the monitoring of bridge movement and the conditions to which it might be exposed throughout its lifecycle. Monitoring the movement of bridges gives an early notification to maintenance engineers who will be able to verify if the bridge is exceeding the designed loads and settlements to which pillars are vulnerable under different conditions. As such, the process contributes to





taking appropriate and timely maintenance measures and reducing associated costs.

Smart Licensing

In a meeting with the Directors of Licensing Agency, Al Tayer reviewed the performance indicators of the Agency over the first five months of 2020. It was reported that the number of active driving licenses in Dubai amounted to 2.5 million driver licenses, and the number of registered vehicles clocked 1.83 million vehicles. The Agency processed 2.447 million transactions comprising of 1.6 million vehicle-licensing transactions, 760 thousand driver-licensing transactions, and 4,300 non-objection transactions for commercial activities. The number of digital transactions processed increased from 59% in December 2019 to 69% in April this year. The proportion of using smart applications leapfrogged from 5.3% in March to nearly 30% in April this year.

Improved Testing

Al Tayer viewed a presentation about the driver-testing vehicle deployed as part of the smart route system; a futuristic project based on the use of information telecommunication technology (ITT) in vehicles. Such vehicles are fitted with smart sensors and GIS enabling them to monitor driver license trainees on-road tests. The project has the potential to improve traffic safety and the quality of drivers licensing service besides enhancing the implementation of governance and transparency in tests and automating the entire process.

The project employs numerous advanced technologies such as artificial intelligence, internet of things, advanced co-driver assisting systems, GIS, face-recognition

technology, and 3D panoramic imaging. The system was installed in 250 vehicles, which carried out 43,828 tests at 16 driving institutes during the first quarter of this year. The project reduced the time of retrieving records by as much as 75%, cut accident-reporting time by 75% as well, and saved the printing of 60,000 papers.

Digital Journey

Al Tayer was briefed about the system for booking dates for vehicle licensing and testing through Dubai Drive app. He was also acquainted with an update of vehicle safety service enabling subscribers to rate the performance of companies, drivers, geographic tracking and the vehicle information.

Al Tayer also listened to a briefing about the digital transformation of drivers licensing. The project re-engineers the driver licensing services and transforms them into digital journeys. It also boosts the governance, security and credibility of clients' data, and improves driver licensing services.

The project will reduce the average number of visits to drivers licensing centres from 14 to zero visit, cut the carbon footprint from 18,000 tons to zero, and increase the number of service delivery channels from three to six channels. It also supports the paperless government strategy by saving the printing of four million papers.

Future for Technology

Al Tayer stressed on the need to broaden the scope of smart transformation across RTA operations such that all customer transactions can be processed without seeking the support of employees of service centres. He called for the use of artificial intelligence, big data and blockchain technologies to improve services to customers and make them happier.

"We have to benefit from RTA's experience of providing customer services during the lockdown of Covid-19 pandemic, identify the points of strengths and develop solutions to issues encountered in the processing of certain transactions. We need to step up RTA's preparedness to emergencies and adopt advanced technology practices to meet the present needs and cope with future challenges.

The facility uses cutting-edge technologies, offers 11 services, and serves the area which has a population of 200 thousand

His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), inspected Bin Yaber Driving Institute at Al Rawiyya. This latest driving institutes spans an area of 320000 sq. feet and offers 11 services for driving learners. It has a smart area for testing trainee drivers that takes the Pass or Fail test decision in a completely automated process.

Mohammed Jaber Abdullah Al Harbi, Chairman of Bin Yaber Driving Institute, and Abdullah Yousef Al Ali, CEO of Licensing Agency, accompanied Al Tayer during a tour of the facility. Mansour Al Falasi, Director of Drivers Licensing, briefed Al Tayer about the Institute, which serves a residential area of more than 200000 people and caters to future expansions of Al Rawiyya.

Bin Yaber Institutes offers 11 services that include training, theoretical and practical tests for all types of driver licenses, eyesight test, and the printing of driver licenses. The Institute offers Tafadal service, a one-stop-shop for serving customers.

It has 4 lecture theatres that can accommodate up to 200 trainees, 85 training and testing vehicles, and an intake of about 80 thousand trainees per annum. It uses solar energy to power parking sheds, thanks to the installation of 2214 solar panels that generate 1.3 megawatts per annum. Al Tayer inspected the smart driver-testing yard where training vehicles are transformed into smart vehicles capable of detecting and reporting the testing manoeuvres. Through sophisticated cameras and sensors in use, the technology monitors the extent of the driver's response to each maneuver. Cameras and sensors are connected to a central processor that captures data, calculates errors, and

Al Tayer explores cooperation with French Keolis Group

His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), held a remote video meeting with Bernard Tabary, CEO International at Keolis Group; a leading French Firm and operator of passenger transport on various transit modes. The meeting discussed cooperation and exchange of expertise between RTA and Keolis. The two parties also reviewed mobility projects the RTA is considering to undertake in future.

determines the success or failure of the trainee in a fully automated testing environment.

The smart testing yard has a control tower that enables the tester to monitor more than one testing vehicle at a time. The institute keeps a log of all testing phases to ensure the integrity and governance of calculating test results and makes them available for review on request. Vehicles are fitted with tablets, a central processing unit, and five cameras that monitor the interior, front, back and sides of vehicles as well as facial recognition. Sensors are fitted in the steering wheel, brakes, engine and sides to monitor the extent of a potential collision.

The smart driver-testing yards system improves the transparency of the inspection process and reduces the margin of human errors thanks to the use of a smart

system free from examiners intervention. The automated process enhances the efficiency of the testing operation and improves the safety factors using technology that eliminates accident-related losses and integrates the human resources into a smart environment.

Bin Yaber Institute features a unique driving experience that increases the efficiency of trainees and accelerates the frequency of tests taken in the yard. The automated process increases the intake of trainees undertaking tests, saves the number of working personnel, increases the test rates by 72%, and reduces the operating costs.

At the end of the tour, Al Tayer hailed the potentials of Bin Yaber Institute and the use of modern technologies that upgrade the training standards and qualify trainees to improve traffic safety.



Discussions covered the experience of Dubai and France in dealing with Covid-19 in terms of the impact of the crisis on public transport, actions taken to protect riders and employees, and the continuity of services to clients.

The two parties discussed cooperation in the operation and maintenance of rail systems, public buses, and future mobility solutions. They also reviewed the investment prospects in projects the RTA is considering to roll out on the base of public-private partnership.

Attendees of the meeting included Abdul Mohsen Ibrahim Younes, CEO of Rail Agency, Ahmed Bahrozian, CEO of Public Transport

Agency, and Moaza Al Marri, Executive Director, Office of the Director-General and Chairman of the Board of Executive Directors, RTA.



RTA opens 5 bridges stretching 2571m leading to Deira Islands in coop with Nakheel

Roads and Transport Authority (RTA) opened today (Saturday, August 8) five bridges leading to Deira Islands constructed in cooperation with Nakheel. The new bridges link with the existing bridge crossing over the Navigation Canal. The bridges leading to Deira Islands Project is a key part of Al Shindagha Corridor Project currently undertaken by RTA stretching 13km along the Sheikh Rashid, Al Mina, Al Khaleej and Cairo Streets. The project is undertaken in implementation of the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, to complete road projects related to Al Shindagha Corridor.





“The newly constructed bridges and roads provide access points to and from Deira Islands at the intersection of Al Khaleej-Abu Baker Al Siddique Streets. The bridges span 2,571 metres in length and have a total capacity of 20,700 vehicles per hour,” said His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority.

“The intersection consists of several bridges starting with a 2-lane bridge that extends 472 metres and provides free traffic for motorists on Al Khaleej St. heading northwards to Deira Islands at a capacity of 3000 vehicles per hour. The second is a three-lane bridge that extends 503 metres and provides free traffic from Deira Islands in the direction of Al Shindagha Tunnel at a capacity of 4,500 vehicles per hour. The third is a two-lane bridge that extends 647 metres and provides free traffic from Deira Islands to Al Khaleej St. Northwards at a capacity of 3,000 vehicles per hour. The fourth is a six-lane bridge that extends 362 metres and links with the internal roads of Deira Island at a capacity of 7,200 vehicles per hour. The fifth is a two-lane bridge

The flyover intersection provides entry/exit points to Deira Islands at the intersection of Al Khaleej-Abu Baker Al Siddique Streets

The new bridges can handle 20.7k vehicles per hour

that had already been constructed extends 587 metres and provides free traffic from Al Khaleej St. Southwards to Deira Islands at a capacity of 3,000 vehicles per hour. The design of the flyover crossing over Al Khaleej St. allows for the construction of two more bridges in the direction of Abu Baker Al Siddique St.

“The project will raise the capacity of Al Khaleej St. along 1.8km stretch, and provide better traffic safety and services from the intersection of Abu Hail Northwards to Al Baraha



Hospital Southwards. Such improvements are attributed to the addition of two signalised junctions at the intersections with Abu Hail and Abu Baker Al Siddique Streets in place of the existing R/As. Street improvements also include rails, traffic signs, rainwater drainage works, utility shifting and street lighting,” explained Al Tayer.

Al Shindagha Corridor

The improvement of Al Shindagha Corridor is one of the biggest construction projects currently undertaken by RTA. Due to the massive scope of the project, it had been split into five phases, two have been completed. Works completed covered upgrading the junction of the Sheikh Rashid-Oud Metha Streets (Wafi Junction), and the intersection of the Sheikh Rashid-Sheikh Khalifa bin Zayed Streets.

Work is currently underway in Phase III, which includes six contracts, one of them has now been accomplished covering entry/exit points for Deira Islands at the intersection of Abu Baker Al Siddique St. Construction works are in progress in Al Shindagha (Infinity) Bridge featuring an iconic architectural design that promises to be a unique landmark for Dubai worldwide, together with a ramp in the direction of Bur Dubai and bridges linking with

The project will cut the transit time along Al Shindagha Corridor from 104 to 16 minutes upon completion in 2030

Al Shindagha Tunnel. Works also include improvements on the Corniche Street as well as the intersections with Al Khaleej and the Falcon Streets. Bridges under this

Deira Islands

Deira Island Project, which is developed by Nakheel, is Dubai’s new waterfront. It consists of four man-made islands reclaimed from the Arabian Gulf along the coast of Deira spanning 17 million square metres; rendering it the largest development project in Deira. The project comprises the construction of hundreds of hotels, furnished flats, mixed-use buildings and marinas. It is expected to attract about 250,000 residents.



phase extend 8.5 km, tunnels span 535 m, and surface roads extend 8 km in total. The project encompasses the construction of 10 surface junctions, and this phase will be completed by the end of 2022.

Future Plans

Phase IV of Al Shindagha Corridor Project covers improvements of Al Khaleej St. along with the intersection with Abu Hail St. as well as the intersection of Sheikh Rashid St. with Jumeirah, Al Mina and Al Mankhool Streets through the construction of bridges stretching 3.4 km, tunnels extending 2.25 km, six

surface junctions, and roads extending 5.1 km. This Phase is expected to be completed by the end of 2025. Phase V covers the construction of bridges leading to Deira Islands Southwards extending 1.5 km. This phase is set for completion in 2027.

Al Shindagha Corridor spans 13 km in length and covers the construction of 15 intersections. The project is surrounded by several mega-development projects such as Deira Islands, Dubai Waterfront, Dubai Maritime City and Mina Rashid. Upon completion in 2030, the transit time across Al Shindagha Corridor is expected to drop from 104 minutes to just 16 minutes.

Completion rate of model bus stations at Al Satwa, Oud Metha hits 77%

The stations boast of integrated facilities including retail outlets, restaurants and offices

His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), announced that construction of the two model public bus stations at Oud Metha and Al Satwa had reached 77%. He revealed that all construction works in both stations would be accomplished by the end of this year.

“The construction of stations for public bus riders complements RTA’s efforts to upgrade public transport infrastructure and encourage people to use public transit means in their daily movement. The new stations boast of a unique design that blends innovative engineering designs with new concepts of public transport,” he said.

“The state-of-the-art design caters to the needs of sustainability and people of determination, yet it is coherent with the identity and shape of RTA’s stations. The role of the new stations goes beyond the prevailing concept of commuting passengers to encompass the offering of integrated services for passengers such as retail outlets, service points, offices and others,” explained RTA Director-General and Chairman of the Board.

Al Tayer made these comments during a virtual inspection tour of the two stations where site engineers gave him a briefing about work progress in both stations.

Oud Metha Station

Works have been completed in the foundations and the concrete skeleton of Oud Metha Station, which spans a ground area of 9,640 square metres. The station is situated in a densely populated area neighbouring Oud Metha Metro Station, Schools, Community Clubs and business centres. The station serves several bus routes including the routes from Dubai Academic City and the International City.

Comprising of a ground floor, three levels and rooftop parking, the station features a design integrated with the public transport means in the area. It has parking areas for buses, taxis and private vehicles. The average number of riders using the station is expected to reach 10,000 riders.

Facilities include 10 operational parking slots for buses, 11 parking for out-of-service buses (waiting and standby buses), 316 parking for vehicles, pick-up and drop-off points, and



parking spaces for taxis, staffs, visitors and bike racks.

The station also has air-conditioned and non-air-conditioned shelters, public rest areas fitted with prayer rooms for men and women, staff offices, public toilets, child corner, self-service kiosks, nol card machines, bus information display panels, customers happiness' index, ATMs, and refreshment and snacks vending machines.

Al Satwa Station

The contractor of Al Satwa Station has completed works in the foundations, landfill, and the concrete skeleton. The station covers an area of 11,912 square metres and comprises of a ground floor, one floor and rooftop parking. The design of the station complements the use of public transit means in the area with parking spaces for buses, taxis and private vehicles. The station can accommodate 7800 passengers per day expandable to 15,000 passengers per day in future.

The new Al Satwa station has 15 operational parking for buses, 14 parking slots for out-of-service buses, and 227 parking for vehicles. The station has a pick-up and drop-off point, parking for waiting and standby buses, parking for taxis, staffs and visitors as well as bike racks. It also has public rest areas fitted with prayer rooms for men and women, staff offices, public toilets and investment areas.

Al Tayer: The new stations encourage people to use mass transport in their daily mobility

The station will also host self-service kiosks, nol card machines, bus information display panels, customers happiness' index, ATMs, refreshment and snacks vending machines.

Stations 17

RTA is currently undertaking the construction of 17 public bus stations to serve the visitors of Expo. They include seven permanent stations at Al Jafiliya, Al Ghubaiba, Etisalat Station at Al Qusais, Union Station at Deira, Business Bay 2, Al Baraha, and Ibn Battuta. Four temporary stations will be constructed at Dubai Silicon Oasis, International City, Business Bay 1 and Jumeirah Palm. Additionally, RTA will construct six bus stops at Meydan, Dubai International Airport, Al Maktoum International Airport, Al Jaddaf, Dubai Maritime City and Dubai Mall. After Expo, the stations will be integrated into the Dubai public bus network.

The design of bus stations serves the current and future operational needs of public bus services in terms of riders, journeys and parking. The design is also compatible with the Dubai Universal Design Code for People of Determination.

The architectural design is inspired by natural elements of the UAE environment. It is characterised by an integrated modern pattern featuring a practical interior and superior exterior. The construction elements have been used to serve and form part of the architectural design while taking into consideration the use of an architectural theme befitting the shapes of buildings in the surrounds. RTA intends to construct 1550 bus shelters over 34-years in partnership with the private sector.



Employing AI to monitor on-road conduct of taxi drivers including sudden stopping and unjustified use of brakes

Dubai's Roads and Transport Authority (RTA) has started the implementation of Artificial Intelligence (AI) technologies to monitor the behaviour of taxi drivers on the road. The step aims to identify weaknesses in the professional performance of taxi drivers while sitting behind the wheel.



"RTA started to use artificial intelligence technologies to monitor the conduct of taxi drivers in collaboration with Acacus Technologies, the developer of the smart cameras installed on-board Dubai taxis. This project aims to verify the compliance of taxi drivers with the applicable rules and regulations as regards the safety of both the driver and passengers," said Khaled Al-Awadhi, Director of Transportation Systems at RTA's Public Transport Agency. "Unlike surveillance cameras fitted to taxis to verify complaints

Launching index to measure entrepreneurial maturity of corporate performance in the global competitive map

Dubai's Roads and Transport Authority (RTA) announced the launch of an index to measure the entrepreneurial maturity level of corporate performance of all affiliated sectors and agencies. The step aims to verify RTA's competitiveness and ranking in the global reports of competitiveness indicators.

"This initiative aims to achieve sustainable entrepreneurial performance in global competitiveness reports. It requires measuring the maturity level of corporate performance and the integrated roles of affiliated sectors and agencies. It also measures the preparedness to achieve higher rankings in the global competitiveness index of roads, infrastructure and transportation sectors," said Nasser Abu Shehab, CEO of Strategy and Corporate Governance Sector, RTA.

"The indicator corresponds to the matrix for achieving leading roles in four key levels that start with ranking RTA as Initiator and Implementor Entity i.e. an entity that initiates, improves and achieve competitiveness indicators. The entity should continually endeavour

to improve ranking and corporate capabilities until reaching the fourth level; World's Leading Entity. Achieving such a status would also improve the overall global ranking of the United Arab Emirates and Dubai," added Abu Shehab.

"RTA has launched an experimental phase to identify its current status. The process requires listing, analysing and studying relevant competitiveness indicators from 2016 to 2019 besides implementing the entrepreneurial maturity of competitiveness indicators. A plan will be set out to improve RTA's performance to advanced levels over the next few years. Several standards and criteria will be developed to enhance our leading role in global competitiveness," he concluded.

from passengers, this technology is a proactive measure to know the driver's on-road behaviour on the spot. Through this technology, we can figure out the performance of the driver on the road in a continuous manner. It helps us to send alerts to drivers or subject them to rehabilitation courses in case of repeated violations such as speeding, sudden stopping or unnecessary use of brakes,” he added.

“AI technologies also enable us to know the underpinning factors that prompt drivers to make unacceptable practices. We take into consideration the road condition or other circumstances triggering such conducts. The technology enables us to be fully transparent and objective in taking appropriate action against the driver,” added Al-Awadhi.

“The quality of images about driver's on-road behaviour captured by the AI systems and transmitted to the monitoring centre for analysis is as high as 99.92%. We are working with Acacus to raise this quality of such images to 99.98%. We will also improve the notification system and carry out a comprehensive assessment of drivers' performance assisted by AI technologies,” he further added.

“We pride ourselves in cooperating with RTA, one of the biggest government entities in Dubai and the UAE and places much emphasis on the comfort and happiness of taxi riders. Taxis are a means of transport that have to maintain privacy and deliver high-level safety and quality services in line with RTA's vision of “Safe and Smooth Transport for All,” said Talal Ben Halim, Founder & CEO of Acacus Technologies.

“This technology will also help us in monitoring the conduct of drivers and riders as regards to the compliance with the precautionary measures in place to fight the Coronavirus such as the physical distancing and the wearing of face masks,” concluded Ben Halim.

RTA has previously used Artificial Intelligence (AI) technologies, such as computer vision and machine learning algorithms, in detecting and reporting violations of preventive measures undertaken to fight the Coronavirus (Covid-19). Such monitoring covers physical distancing and wearing of face masks onboard taxis, whether for passengers or drivers.

3m riders during Eid Al Adha holiday

Roads and Transport Authority (RTA) announced that Dubai's public transit means and taxis lifted 2,853,710 riders during the holiday of Eid Al Adha 1441H (30 July to 2 August 2020).

Meanwhile, RTA made every effort to ensure the compliance with the health and preventive measures in all public transport means for the safety of both riders and staff.

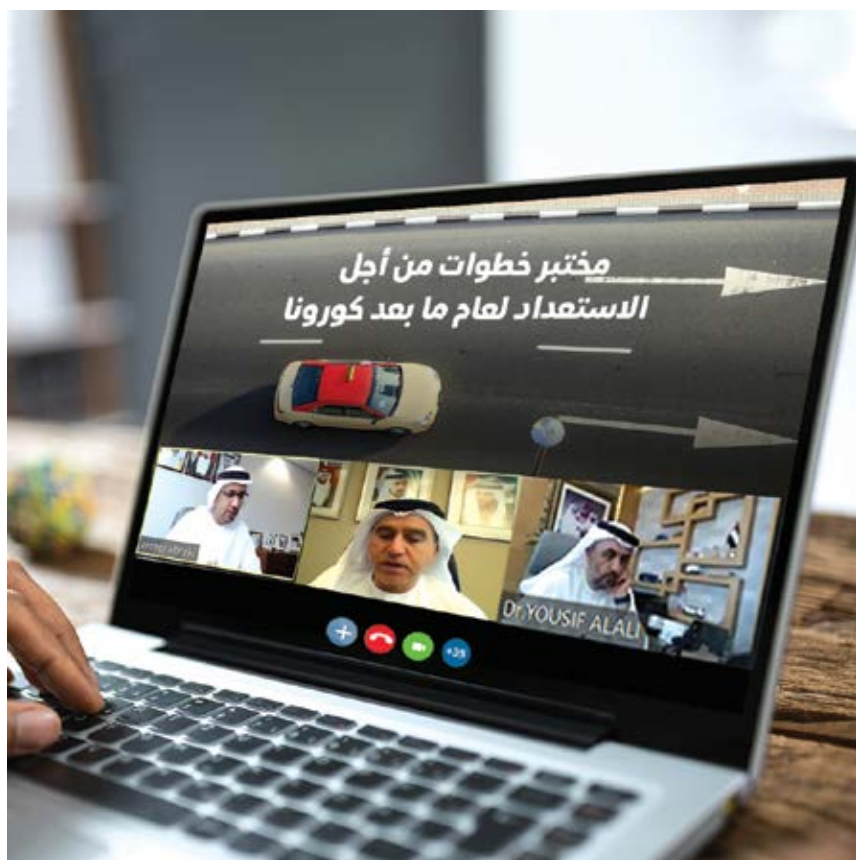
During the holiday, the metro red and green lines lifted 909,106 riders, the tram lifted 42,608 riders, public buses served 715,802 commuters, marine



transport ferried 97,131 passengers, taxis lifted 972,868 passengers and shared mobility vehicles served 116,195 individuals.

Training courses for its operators to make abra more sustainable, safer and happier

Dubai's Roads and Transport Authority (RTA), in cooperation with Dubai Maritime City Authority (DMCA) have recently held training courses to polish the skills of traditional Abra operators, shuttling riders daily between the two sides of the Dubai Creek.



“Topics of the training courses covered improving the etiquette of dealing with customers and caring for their service and assistance. Items discussed also included the operational aspects of maritime safety and security, improving the responsiveness and handling of emergencies, the importance of periodical checks and maintenance of motors, besides catering to the appearance and cleanliness of both the Abra operators and driver,” said Mohammed Abu Bakr Al Hashemi, Director of Marine Transport at RTA’s

Public Transport Agency.

“The courses that attracted about 200 operators of traditional Abras, proved effective and yielded favourable results such as a remarkable drop in complaints from the safety and service level of traditional Abras, which in turn raised customers satisfaction rating of the service. They also improved the technical capabilities of operators as well as the maintenance of traditional Abras,” added Al Hashmi.

The Director of Marine Transport concluded by paying tribute to the participation of the Dubai Maritime City Authority in these courses by sending specialists to assess the required training for RTA’s operators.

“As part of its ongoing efforts to improve the maritime safety standards of Dubai waters, the Dubai Maritime City Authority took part in the assessment of training courses held by RTA’s Marine Transport Department about the safety measures for traditional Abra operators. The course covered safety kits and precautions, safe sailing procedures, and the effective response to emergency cases,” said Abdullah Bin Touq, Director of Maritime Inspection, Dubai Maritime City Authority.



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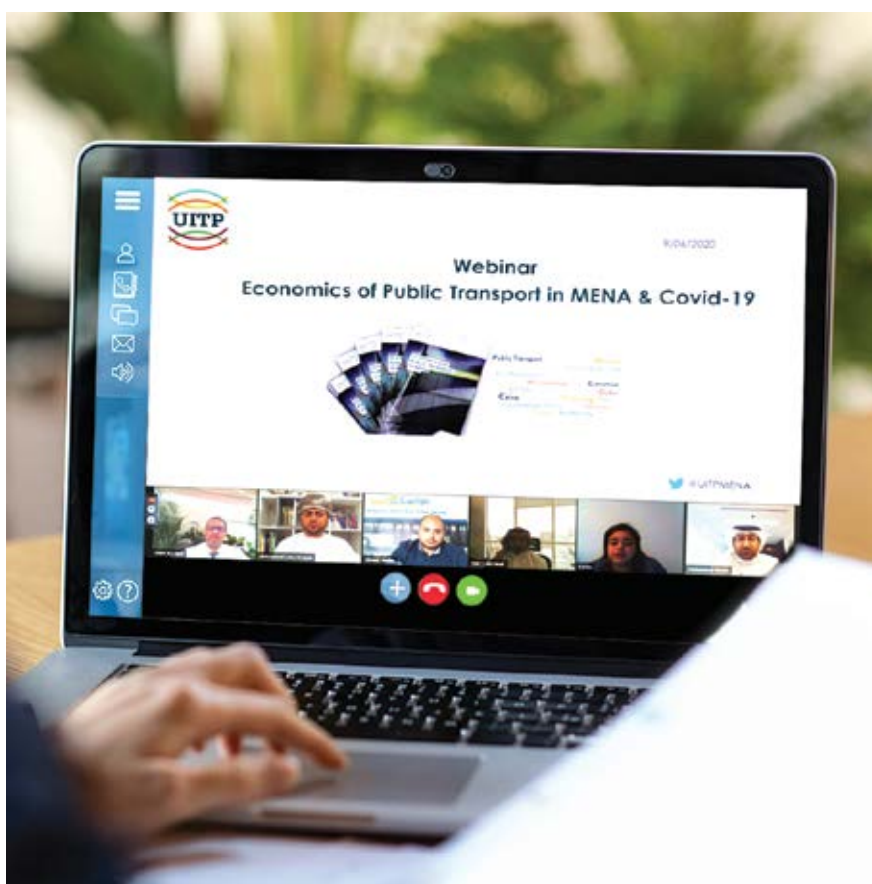
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Viewing measures to tackle COVID-19 highlighted in UITP Webinar

Dubai's Roads and Transport Authority (RTA) has taken part in a remote video webinar held recently by the International Federation of Public Transport (UITP) – MENA. RTA's participation entitled: The Economic and Financial Impacts of Covid-19 and Precautionary Measures. During the event, the UITP MENA Centre for Transport Excellence, in collaboration with RTA, released a report entitled: The Economics of Public Transport in MENA region.

During the UITP webinar, RTA reviewed its unprecedented precautionary measures to tackle Covid-19 as part of the National Disinfection Programme introduced by the UAE from March to mid-May this year, to cope with this global pandemic. The webinar attracted a considerable number of participants from UITP members.

Commenting on UITP MENA report, Mohammad Obaid Al Mulla, RTA Board Member and Chairman of the Coordinative Committee of the business of MENA Centre for Transport Excellence with RTA, who represented RTA, said, "MENA report focused on the business of public transport in the MENA region by identifying the legislative, operational, funding, tariff, revenues and partnership practices in four MENA cities namely Cairo, Casablanca, Dubai and Muscat. The report detailed different types of business models adopted in the delivery of public transport service in the said four cities." Reflecting on the exceptional precautionary measures RTA had taken to tackle Covid-19, Al Mulla said, "Our focus has been on customer's happiness and satisfaction. Accordingly, the Government of Dubai, employers, and private organizations launched several online media engagement and awareness initiatives to



keep customers and employees engaged.

"RTA's current focus is on the awareness of employees and customers during these times as it is very important to guide customers properly. RTA's leadership and management relayed communication messages to employees about their safety and work at home tips to keep them engaged. Such messages aimed to maintain the business continuity and deliver services via smart apps 24/7 hours," he added.

“RTA was extremely concerned and focused on the compliance of both public transport riders and operators with the rules of physical distancing and the compliance with the precautionary measures enforced aboard public transport means and in stations. Commuters were obliged to wear protective face masks and public transit means underwent daily disinfection,” noted Al Mulla.

“RTA managed to transform the crisis into a challenge, and the challenge into a promising opportunity to further

improve services under such exceptional conditions, thanks to the solid cooperation with strategic partners such as government and semi-government entities as well as private companies and community members. RTA’s first defence line heroes worked day and night to support the national efforts and maintain the health of people. We attach much weight to the need for uniform policies and precautionary measures to fight Covid-19 and at the same time endeavour to improve on the level of services on offer,” concluded Al Mulla.

Entitling car rental companies to add digital platforms, smart apps activity

Roads and Transport Authority (RTA) has entitled car rental firms in Dubai to add the use of digital platforms and smart application activity to their business. The step aims to empower those companies to expand the scope of their services in line with Dubai Government’s drive to make Dubai the smartest and happiest city in the world.

“The addition of this activity applies to entities licensed by RTA to practice car-rental services in Dubai. It entitles them to practice car-rental through digital platforms and smart apps. The activity is exclusive to vehicles registered with companies licensed for vehicle rental activity only. The scope of this activity covers streamlining the booking, online payment, inquiries and support services to customers,” said Sultan Al Marzouqi, Director of Commercial Transportation Activities, RTA’s Licensing Agency

“Companies interested in practicing this activity must obtain necessary permits from the concerned government department in the emirate. In the event of any change in the commercial license, the company must seek necessary approvals from the RTA’s Licensing Agency. Moreover, they have to fulfil the security and safety requirements stipulated by the concerned parties

in Dubai. They should also comply with additional requirements that might be issued by the Licensing Agency in future,” explained Al Marzouqi.

“The company must also comply with RTA’s regulations and instructions, and cooperate with RTA’s authorised personnel. It must provide the Licensing agency with all information and documents it may require, and link with the systems specified by RTA, or the concerned bodies, depending on the nature of the activity,” he added.

RTA is always keen to use the latest technologies and seeks to play a leading role in this regard, not only locally, but also worldwide. It is also committed to avail every opportunity to all members of Dubai’s business community, and help them to benefit from the 4th Industrial Revolution deliverables available via electronic channels, smart apps, and others.

RTA inspects 6500 taxis to ensure compliance with Covid-19 preventive measures

Dubai's Roads and Transport Authority (RTA) had launched an extensive inspection campaign that covered 6,510 taxis of 7 franchise companies, including Dubai Taxi, and inspected premises of their operators in Dubai during the second half of this year. Campaigns focused on the compliance of local taxis with the precautionary measures of fighting of Covid-19.

Commenting on the campaign, Saeed Al Baluchi, Director of Passenger Transport Monitoring Activities, said: "RTA is keen to intensify inspection campaigns on all public transport services in Dubai, especially during the current emergency health conditions.



As part of such efforts, we carried out an expansive inspection process that covered 6,510 taxis out of 11,000 taxis operating in Dubai. The inspection, which focused on compliance with the physical distancing of passengers, resulted in 643 violations."

"Such inspection campaigns also included site visits to the premises of franchise companies to verify their compliance with the disinfection and precautionary health measures taken at their offices to ensure a safe and healthy working environment. RTA Inspectors covered the entire facilities of taxi operators and reported full compliance with health measures in place," confirmed Al Baluchi.

"Such inspection efforts are also part of a periodic plan enforced throughout the year. The Passengers Transport Monitoring Activities Department is keen to mobilise all efforts to combat the outbreak of Covid-19. The importance of such campaigns is heightened with the resumption of normal business in Dubai; which requires continued monitoring of passenger transport activities," concluded Al Baluchi.

Big data monitor physical distancing in buses and assisted in taking a decision to deploy 18 buses to ease congestion

Roads and Transport Authority (RTA) has set up a digital platform using Big Data, to detect any lack of compliance with the physical distancing between riders of public buses in Dubai and take enforcement measures accordingly. The move is part of RTA's continued efforts to enhance the implementation of precautionary measures taken to curb the spread of Covid-19.

40 additional buses deployed to ensure physical distancing

The Public Transport Agency at Roads and Transport Authority had deployed 40 additional buses at busy stations to support the crowded routes and ensure physical distancing of riders during official working days.

“Buses are operated and directed through the Bus Control Centre, the main bus centre for bus operation and monitoring in Dubai. The Centre ensures compliance with the scheduled bus times, thanks to the specialist bus operation systems in place to achieve the targeted results. It also supports drivers in cases of bus breakdown/accidents in coordination with the concerned bodies, and provides alternative buses and field support for inspectors to ensure the implementation of precautionary measures currently applied,” said Mohammed Al Ali, Director of Buses, Public Transport Agency.

“The restoration of the bus service was associated with several challenges, and RTA managed to overcome them in record time. It managed to reach high compliance rates amongst riders and didn’t report violations against them shortly afterwards. Challenges included the crowding of riders on board buses; which was sorted out by deploying standby buses on the congested routes. There was also the crowding of riders at bus stops, which we tackled by placing distancing posters at all bus stops in Dubai. Some

riders were not fully aware of the importance of the distancing and the permitted numbers onboard, and we fixed some guidance posters onboard buses to promote the compliance with the physical distancing policy,” explained Al Ali.

Measures

“Covid-19 pandemic impacted many countries in a variety of fields and officials took instant measures to halt the spread of the virus. Locally, the UAE and Dubai Governments took a host of precautionary measures highlighted by the decision of The Supreme Committee for Crisis and Disaster Management in Dubai announcing a 24-hour disinfection programme across the Emirate, in coordination with the Covid-19 Command and Control Centre. It resulted in restricting the movement of public transport means in the Emirate, including buses, and allowing the operation of 13 buses around-the-clock for hospitals and paramedics. With the easing of movement restrictions in Dubai, precautionary measures were applied,” he added.

“This platform is linked electronically with the Control Centres of Public Transport Agency. It assists the concerned personnel to take appropriate decisions whenever a breach of physical distancing instructions between onboard passengers is detected. The platform relays details of non-compliant buses including the route number, percentage of non-compliance detected, date and time of the journey, driver details in addition to the extent and frequency of non-compliance on the part of the involved bus,” said Khaled Al Awadhi, Director of Transportation Systems, Public

Transport Agency, RTA.

“The introduction of this technology is made as part of RTA’s plans to benefit from the applications of big data in improving services and operational processes of public transport means, especially under the prevailing challenges of Covid-19. Thanks to this platform, RTA decided to deploy 18 buses to ease the congestion and assist with the compliance of physical distancing; which contributed effectively to reducing such violations,” he noted.

Honouring employees contributing to the delivery of Route 2020 Project

His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), honoured employees that have made big efforts towards the achievement of Route 2020 Project for extending the Red Line of the Dubai Metro to the site of Expo. He also honoured a host of outstanding employees and the team that organised the launch of Route 2020 ceremony.



Al Tayer conveyed to employees the greetings and thanks of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince and Chairman of the Executive Council, and His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai and 1st Vice-Chairman of the Executive Council, for

the efforts they put into the project.

“The Dubai Metro Project, including Route 2020, is a brainchild of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, envisioning the provision of world-class infrastructure. His Highness has a firm belief that the metro system is the backbone of a public transit system that links vital areas in the Emirate, and serves the needs of future





urbanisation of the Emirate. During a metro ride from Jebel Ali Metro Station to Expo 2020 Station, His Highness said, “This had been a dream that has come true,” said Al Tayer. “The accomplishment of Route 2020 on the prescribed timeline was possible thanks to the directives and follow-up of His Highness Sheikh Mohammed bin Rashid Al Maktoum, His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, and His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum. Such follow-up was maintained since the project’s idea was conceived, through the design phase, during the construction period and up to the project inauguration. Their highnesses were on hand to launch the project’s milestones. The achievement is also credited to the efforts of RTA’s team, consultants and contractors as well as the support of RTA’s strategic partners,” he commented.

Al Tayer reiterated RTA’s determination to put more efforts and act in a team spirit for more achievements. He added that such a drive would maintain the standing of Dubai at the top of cosmopolitan cities in the fields of roads and transport, and render RTA a global reference in the fields of transport, traffic and roads.









Calling for listing lessons learned from Covid-19

His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA) praised the efforts of the Safety, Risk, Regulation and Planning Department in coping with the challenges of Covid-19, maintaining the corporate safety, and protecting against the associated risks of the pandemic.

Al Tayer made these remarks during a gathering with the staffs of the Safety, Risk, Regulation and Planning Department in the presence of Nasir Bu Shehab, CEO of Strategy and Corporate Governance Sector, and several other directors.

Al Tayer called for identifying the lessons learned from Covid-19 and updating them regularly. He also stressed the importance of improving the policies and procedures of corporate safety and risks to bring them in line with the

developments related to the existing and potential risks as well as the guidance of the concerned bodies in the UAE. He also called for checking the top global safety and risk practices such that RTA can consider adopting them, and the continuous upgrading of business continuity plans to ensure the continuity of RTA services to customers during emergencies. Achieving such a goal will bring about more happiness to people and maintain the corporate standing of the RTA.



Future trends of strategic planning

His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), stressed the importance of integrated public transport and improved quality of life in Dubai. He also called for migrating from conventional planning of mobility to planning based on modern mobility means such as autonomous and air vehicles. He also called for carrying out a comprehensive review of policies and priorities of infrastructural projects and initiatives.

Al Tayer made these comments marking the completion of 85% of works in Dubai's roads and transport infrastructure where he met with the officials of the Strategic Planning Department in the presence of Nasir Bu Shehab, CEO of Strategy and Corporate Governance

Sector, and several directors of RTA.

RTA Director-General and Chairman called for utilising big data, enhancing the role of the Enterprise Command and Control Centre and proposing initiatives capable of increasing the ridership of public transit means and

And calling for using hi-tech in maintenance of roads and facilities

His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA) met with the staffs of Roads and Facilities Maintenance Department in the presence of Eng. Maitha bin Adai, CEO of Traffic and Roads Agency, and several other directors.

During the meeting, Al Tayer called for the use of modern technologies in the maintenance of roads and facilities such as artificial technologies, big data, drones and robots.

He also urged attendees to make extra efforts in the preventive maintenance of roads and chart out a master plan for the maintenance of highways.



shared mobility. He highlighted the need for integrated transit means through focusing on the first and last-mile challenges, encouraging the use of bikes, and providing

infrastructure for future (autonomous) transit means. Al Tayer also called for forging partnerships with the top transportation entities to play a leading role in this regard.



Corporate Agility keeps in pace with global trends

Dubai's Roads and Transport Authority (RTA) announced the launch of a Corporate Agility Transformation Programme to foster a comprehensive implementation of agility concepts & practices and sustain them across RTA business areas. The step reasserts RTA's leading role in adopting modern business models, keep pace with government and global trends, and fulfil the needs and expectations of customers.

"Corporate agility and modern management have always been part of RTA's DNA from day one as reflected in its organisational chart, strategic plan and innovative approach to various challenges. The implementation of corporate agility practices was instrumental in achieving the targeted performance indicators and ensuring the business continuity during emergencies," said Moaza Al Marri, Executive Director, Office of the Director-General

and Chairman of the Board of Executive Directors, RTA.

"Probably, this drive is best illustrated in the continuous building of strategic projects and the delivery of services regularly during the recent Covid-19 pandemic. RTA completed several projects on schedule and maintained the delivery of unabated services to customers during that period via electronic and smart channels at high-quality standards. It is no wonder that a 40% upsurge in digital

Broadening the Dubai World Self-Driving Transport Challenge to cover Self-driving Logistics Services

Dubai's Roads and Transport Authority (RTA) has fixed August 31st 2020 as a deadline for receiving submissions to the second edition of the Dubai World Self-Driving Transport Challenge 2021, which has generous prize money of AED6.3 million in total. It called on leading companies, start-ups and local academia to register their submissions through the website (www.sdchallenge.com) before the deadline sets in.

It is noteworthy that His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority inaugurated the second edition of the Challenge in the closing session of the Dubai World Congress and Challenge for Self-Driving Transport in October 2019 in a ceremony held at the Dubai World Trade Centre.

"The theme of the second round of the Self-Driving Transport

Challenge will be (Self-driving Logistics Services) that covers ground transport means and drones among others. The aim is to broaden the scope and fields of application for participating firms. RTA started to receive submissions since last March, and the 31st of August 2020 is the final date for receiving submissions. We urge leading firms, start-ups and academia to make their submissions as early as possible through the website (www.sdchallenge.com)," said Ahmed Bahrozryan,

transactions is reported during the crises period compared to the same period last year,” she commented.

To build on its recent achievements, RTA established Corporate Agility Transformation Office (CATO) attached to the Office of His Excellency the Director-General and Chairman of the Board of RTA. CATO will provide a structured methodology and a novel framework to expand and sustain successful agility practices and lead an agile transformation drive across various sectors and agencies. Such a process will enhance RTA’s ability to forecast and anticipate events and adapt to various circumstances. RTA embarked on building capacities of human resources through qualifying 24 individuals to act as Agile Coaches in the first stage, after fulfilling a set of internationally accredited standards. It also trained 700 staff members on the systems and requirements of corporate agility.

During the initial phase, the principles of the Corporate Agility Transformation Programme were applied to some internal office routines. The result showed an improvement of more than 50% in the total processing time, thanks to the

implementation of agile concepts and practices.

“Through the establishment of CATO, RTA seeks to boost its operational competency, to ensure instant and proactive responses to various needs. It envisions the development of innovative solutions that pave the way for developing quality services and projects that will reinforce RTA’s pioneering efforts regionally and internationally. RTA will focus on transforming challenges resulting from the continuous local and global change into opportunities through establishing micro multi-disciplinary teams to cope instantly and efficiently with those challenges encountered by various sectors and agencies.

RTA’s corporate agility transformation process is based on five main pillars: strategy, structures, processes, people and technology, and 20 sub topics. RTA always seeks to make a substantial contribution to raising the profile of Dubai amongst cosmopolitan cities and adopting top technological practices in service and operational fields to address contemporary needs and tackle future challenges,” concluded Al Marri.

CEO of Public Transport Agency and Chair of the Organising Committee of Dubai World Congress and Challenge for Self-Driving Transport.

“The success of the inaugural edition was a great impetus for us to continue with this Challenge, the first of its kind worldwide. It illustrates the pioneering drive of our government to transform 25% of total mobility journeys in Dubai into self-driving transit means by 2030. The second edition promises to be highly competitive and fits well with Dubai’s pioneering efforts to embrace autonomous mobility technology at all levels, which in turn will support Dubai’s sustainable growth,” he added.

“All local and global firms can make submissions under the Leading Companies category provided that they have to be registered locally or in the country of origin, and engaged in the development or operation of autonomous vehicles designated for ground logistical services (cargo transport). The ‘Local Academia’ category is open for all UAE-based universities, institutes and research centres that have research interests



in autonomous technology and engaged in developing autonomous prototypes capable of transporting goods, be it ground or aerial transport,” he explained.

“Following the end of the registration stage, submissions will be assessed by an international jury, and finalists will be announced in the final quarter of 2020. Those qualified will move on to the Practical Test stage, which is planned to start in June 2021,” concluded Bahrozian.

600 books, articles added to ‘Read with RTA’ app including cover business, science, personal development and arts

Dubai’s Roads and Transport Authority (RTA) has added about 600 knowledge and educational items to the ‘Read with RTA’ app. Stuff added include written or audio-visual books, selected articles in the fields of business, languages, arts, sciences, community and personal development as well as children books and a link to newspapers and magazines.

The ‘Read with RTA’ app is in line with the national reading policy charted for the next ten years. The latest addition to the app aims to boost the reading content in both Arabic and English languages to broaden the knowledge and culture of all community members, especially public transport riders and visitors of happiness centres.

The app is downloadable free of charge, for public transport users, from Apple Store or Google Play. The reader can then scan the QR Code, available in public transit modes and

stations, and select the favourite books to which a specific reading time is allocated. Engaging riders and clients aim to offer them an enjoyable time while waiting or processing RTA services. Providing books for children aims to instil in them the passion of reading at an early age.

RTA advocates reading as a lifestyle and a practice to enrich the intellects and knowledge of individuals and promote their awareness of contemporary issues and other fields. Thus, it protects community members and customers

Launching operational stage of Software Asset Management

Dubai’s Roads and Transport Authority (RTA) has embarked on the Operational Phase of the Software Asset Management Project; a key tool for leveraging asset management structures. It caters to the development of a specialist software encompassing all financial and contractual details of RTA assets as well as the development of competent personnel to manage the system.

“Embarking on this operational phase culminates RTA’s endeavours to raise the maturity level of its software asset management. The process began two years ago by identifying gaps of the system and setting a roadmap for improvement,” said Saeed Al Ramsi, Director of Asset Management, Strategy and Corporate Governance Sector, RTA.

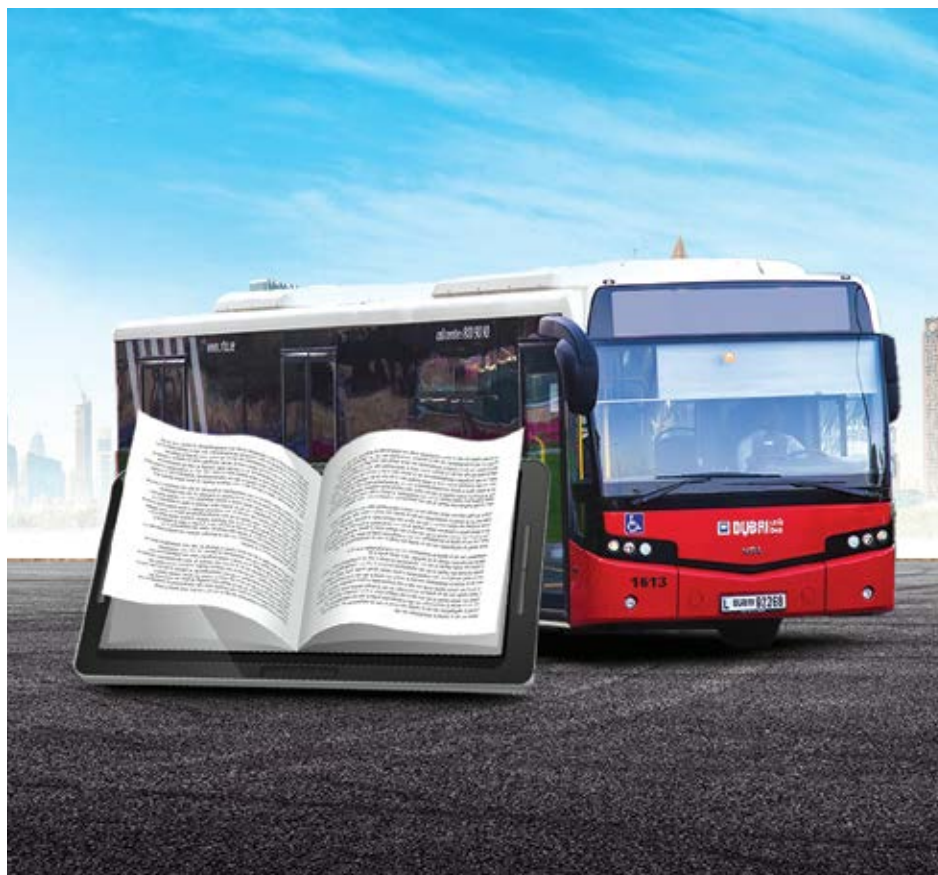
“This process has so far yielded multiple benefits such as

governance and enhanced control over RTA’s purchases of software asset and technological licenses. It also addressed bring asset utilisation in line with the top international practices like ISO 19770-IT Asset Management. It also focused on achieving sustainable financial savings in RTA’s expenditures on software asset,” he noted.

“Since the start of 2020, RTA had achieved a clear

from abusive and alien contents contradicting with the noble values and morals of the UAE community.

Examples of RTA's contributions in this regard include sponsoring the Emirates Airline Festival of Literature, launching the Knowledge Chair at metro stations, and introducing the Audio Booth that provides audio recordings of selected books contributed by volunteers from RTA for people of determination, to name a few. Such initiatives illustrate the government directives to raise the profile of reading as a tool for the development of society and nurture educated generations.



distinction in this field. Fittingly, RTA was among a list of stellar global entities nominated in ITAM (IT Asset Management) Review 2020 for the Best Project/Team Award. We will continue our endeavours to improve our global ranking and competitiveness among other candidates for this award over the coming years, especially after the implementation of the operational phase of this project.

“RTA Asset Management always seeks to make use of technology in developing the best solutions for asset management and achieving the targeted financial savings. This process is coordinated with key internal partners such as IT Dep’t and Technology Strategy and Governance Dep’t at the Corporate Technology Support Services Sector. We have already achieved a high level in planning, governance and implementation.

“We work towards expanding the scope of Software Asset Management Project by capitalising on cutting-edge technology and software. The process requires integrated administrative, technological and human resources that work in tandem to realise RTA’s strategic goals: Financial Sustainability, Asset Sustainability and Advance RTA,” added Al Ramsi.

RTA had made a breakthrough achievement at the regional and international level in the implementation of the Software Asset Management System, which in turn acted as a driving force for other fields of excellence across RTA. It is noteworthy that in 2018, RTA had been certified by the International Association of Information Technology Asset Managers (IAITAM) for assuming a leading role in upgrading competencies, skills and operations in this regard.

MENA CTE for Transport Excellence holds 4 remote workshops on global trends and digitization

The MENA Centre for Transport Excellence (CTE), in conjunction with the Roads and Transport Authority (RTA), held four remote specialized training programmes during the first half of 2020. About 36 trainees from various transport entities worldwide delivered courses. 28 RTA employees from various affiliated agencies and sectors took part in these courses as well. Workshops discussed an array of topics related to the future and trends of public transport, digitisation of the industry, the use of artificial intelligence in taxis, bus on-demand and shared transport services.

Given the exceptional global circumstances resulting from the outbreak of Covid-19 pandemic, the MENA Centre for Transport Excellence, in collaboration with RTA, provided alternative solutions to continue with its activities. Accordingly, it rescheduled and adjusted the training programmes to enable the transfer of knowledge and experiences worldwide through remote communication technology.

“As the MENA Centre for Transport Excellence is keen on maintaining knowledge transfer, we opted to hold a series of

training programmes and workshops via remote communication technology. We have tailored the training programmes to the local and international circumstances. Courses covered a host of topics such as the global transport trends and their impact on urban mobility, local and global transport challenges and opportunities, and how taxi and shared transport could cope with Covid-19,” said Mohammed Obaid Al Mulla, RTA Board Member, Chairman of the MENA CTE Supervisory Committee.

“28 transport experts from all over the globe delivered remote

Explores with customers full digital vehicle registration journey in a remote session

A remote session recently held with customers of the Licensing Agency, Roads and Transport Authority (RTA) discussed an initiative for a full digital vehicle registration customer journey; the first of its kind ever. A cohort of RTA customers attended the session in the presence of several officials of the Licensing Agency.

“RTA is keen on rolling out strategic initiatives for improved and creative solutions that bring more satisfaction to clients, be it individuals or members of the business community in Dubai,” said Mousa Al Raeisy, Director of Vehicle Licensing Systems, RTA Licensing Agency.

“This interactive session yielded innovative ideas that

generated four creative lines of thinking, which contributed to developing a model for a full digital vehicle licensing experience. The service will be introduced as part of the ongoing digital transformation drive at the agency that continues up to 2021,” reported the Director of Licensing Systems.

“This new initiative will be instrumental in rendering

training sessions. Lectures focused on key pillars of sustainable urban mobility including integrating public transport, planning the land use, benefiting from the integration of new mobility services and improving alternative mobility services. Lecturers also led a series of panel discussions about the use of artificial intelligence in self-driving transport, latest trends of autonomous transport technology and the future of mobility under the current circumstances,” he explained.

“The satisfaction with the training programs delivered by the Centre hit 88% in the first half of 2020, which indicates the quality of programs offered and the extent of benefit to participants. RTA engaged 16 employees in those training programs to enrich their capabilities and offer them an advanced scientific exposure,” he added.

Al Mulla stated that the Centre would continue to work with RTA in developing a series of courses and training workshops capable of responding to the ambitions and the market needs. For this purpose, both parties would commission a study to analyse the latest developments of public transport as well as the modern strategies of public transport entities and operators in cosmopolitan cities.

“A training program was organised for the RTA Youth Council to enhance the research capabilities of the 10 members of the Council and enable them to benefit from the expertise of the research team of the International Association of Public Transport (UITP).



The program was split into two parts; the first gave participants an introduction to the basics of research methods and sources. In the second part, participants undertook individual research on specialist transport topics,” concluded Al Mulla

RTA established the MENA Centre for Transport Excellence in cooperation with the UITP to act as a reference for professional research, and the exchange of field knowledge. It has groups of channels for streamlining transportation and preparing reports on mobility policies in the MENA region. The centre acts as a hub for sharing knowledge and expertise and organising training courses to assist public transport personnel.

vehicle registration exercise much easier, after performing the technical testing of vehicles to ensure safety, thanks to digital technologies that save customer’s time and effort under the existing regular procedures,” he noted.

“The initiative supports the Dubai Government drive to make Dubai the smartest and happiest city in the world. It also complements the drive to benefit from the 4th Industrial Revolution technologies and fits well with Dubai’s preventive measures to halt the outbreak of the global pandemic Covid-19,” concluded Al Raeisy.

It is noteworthy that the session featured a variety of advanced technologies enabling a smooth exchange of ideas and taking votes on proposals. In general, the event was engaging, interactive, enjoyable and demonstrated the rich knowledge and broad horizons of attendees.



Introducing VR-based Training for Tram Drivers in partnership with SERCO

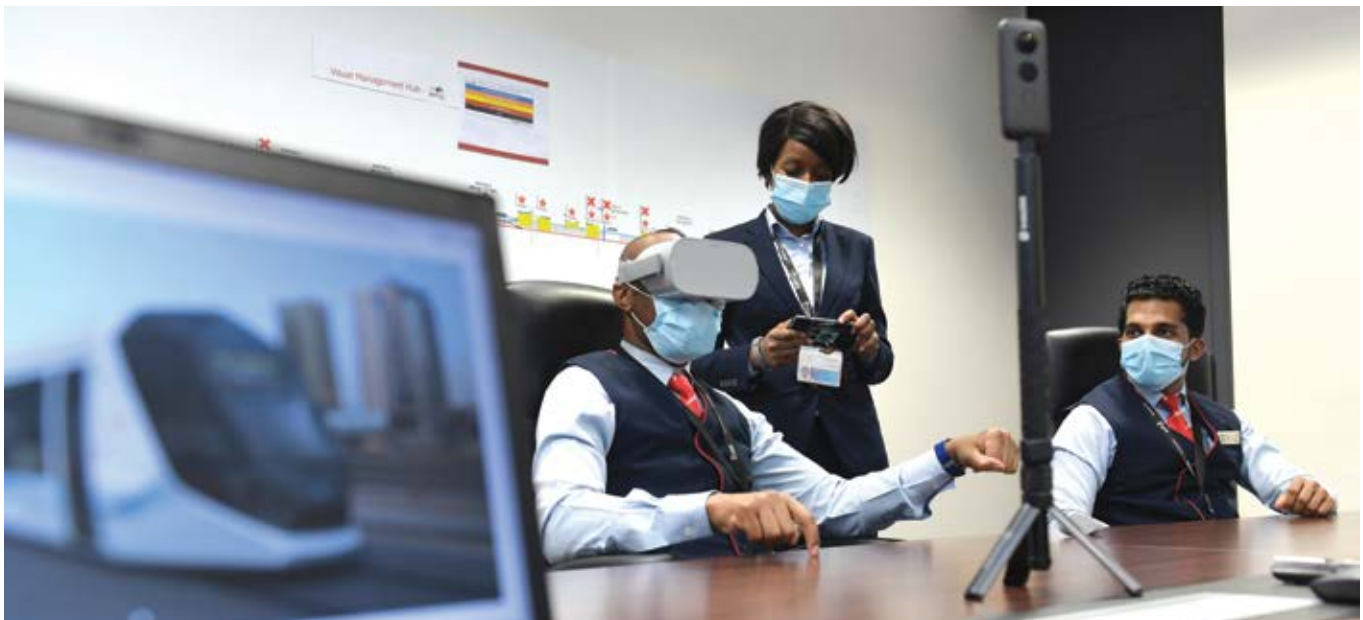
Dubai's Roads and Transport Authority (RTA) and SERCO, the Dubai Metro & Tram Operator, have recently launched a joint initiative of conducting Virtual Reality (VR) based training dedicated for Tram Drivers. RTA's Rail Agency launched the initial phase of VR technologies as a smart tool to enrich the training of tram drivers, improve their performance and reduce related accidents.

"RTA is making relentless efforts to enhance the synergy between technological advancements and training techniques. We pride ourselves on working with our partners in the use of innovative technologies, such as VR, to enhance the impact of our learning & development programmes. Such a drive underlines our commitment to adopting top international practices to improve the quality of training deliverables. The process warrants sustained efforts and improvements towards realising RTA's vision of Safe and Smooth Transport for All," said Hassan Mohammad Al Mutawa, Director of Operations, RTA's Rail Agency.

"Introducing cutting-edge technologies avails trainee drivers of interactive experiences and opportunities. They will be subjected to various case scenarios to hone their skills of controlling trains and avoiding incidents. Such exposure will also boost the safety of passengers and develop drivers' reactions towards anticipating and avoiding the mistakes of others.

"Empirical VR learning has enormous potentials for developing quick solutions to keep pace with Dubai future advancements. VR technologies are easy to understand as they are built on creating a perception of reality simulating the real world. They contribute to monitoring and assessing drivers' performance as well as identifying areas of improvement. It will be possible to gauge the impact of training and the drivers understanding of the training content, which will also enhance the overall performance," he explained.

"Through detailed data collection and analysis since the commencement of Dubai Tram Operations in 2014, RTA opted to provide suitable training tools to promote Tram Drivers Risk-Based Commentary and increase their awareness of network hazards. We have given due consideration to the intersections of tram network with surrounding streets, which have the highest incident reporting rates, and accordingly, we have compiled detailed data of intersection hazards," explained Al Mutawa.



“Several mounting points were trialled to ensure that the camera did not impact on the Tram Drivers line of sight as well as not being too much of a distraction to the driver as well. The VR Headset has been trialled for feedback by numerous Tram Drivers and other front-line staff, all of whom have been supportive of the use of the new technology and can see its value in improving training.

“The next phase will be to work with the Tram Training Team and develop VR content, which compliments the in-classroom training, and encourage the use Virtual Reality-Based Training (VRBT) in all future training courses for Tram Drivers as well as expand the use of the technology to other areas of the Transport sector. We believe that the interactive nature of VR training transforms skills development into an impactful, risk-free training experience” he added.

“RTA would work with SERCO to expand the plans of VR-based training in the future. The Scope of the technology will expand beyond tram and can be used in Rail Maintenance, Risk Assessments, Incident Investigations, Metro Sweep Train, Safe Work Instructions and other training etc,” concluded Al Mutawa. Wallace Weatherill, Managing Director Serco Middle East for the Dubai Metro and Tram contract stated “As a service company that is known for delivering world-class service, we thrive in delivering innovation and technological developments in what we do. In today’s age, we explore methods to make training more effective and interesting, especially with a critical role such as that of a Tram Driver, better-prepared Trainee Drivers will also be less likely to be involved in an incident



during training. Working closely with the RTA to introduce the VR based training, supplements traditional training method and helps trainees’ transition between classroom-based theoretical training and in-cab practical training.

Wallace continues: “We are very fortunate to partner with the Roads and Transport Authority on this technological advancement. Their trust in our capabilities to deliver an instrumental project into fruition is a true testament of our long-lasting corporation. As part of the SPAD Management Working Group, RTA have been supportive of the use of VR technology to improve the training experience of Tram Drivers and provide innovative, immersive and simulative training methods to provide Tram Drivers with the best training possible. RTA has been consulted and updated throughout the process and has also been able to view the VR technology and have been very positive with their feedback on the Tram Trial.”

Your Health Matters

The Investigation Office at Passengers Transport Activities Monitoring Department, Public Transport Agency has launched ‘Your Health is Our Priority’ initiative to promote the health awareness culture among drivers. The initiative also cements the social responsibility and raise the compliance of public transport drivers with the health and safety standards. The initiative covered measures of fighting Covid-19 and the distribution of face masks to drivers for their own safety and the safety of customers.



RTA, Dubai Municipality sign geospatial infrastructure service level agreement

Roads and Transport Authority (RTA) and Dubai Municipality have signed Service Level Agreement providing for enhanced cooperation in the geospatial infrastructure of Dubai. The step is part of efforts to speed up cooperation between government departments to realise Dubai Plan 2021, which envisions an integrated development model that spans all aspects, especially infrastructure, roads and public transport fields.

Mohammed Ali Al Awadhi, Director of Information Technology at Corporate Technology Support Services Sector signed for RTA; and Ms. Mariam Obaid Al Muhairi, Director of GIS Centre signed for the Municipality.

The agreement calls for exchanging experiences, information and resources to develop a comprehensive, unified and updated base map for Dubai. Such a map will serve as an effective tool for planning, designing and managing development projects.

Al Awadhi hailed the signing of the agreement with Dubai Municipality; a strategic partner and key contributor to the advancement and future of the Emirate. He also commended the municipal services provided to government entities, including RTA, and support of the Municipality to the business community in Dubai. "We are excited to sign this agreement, which consolidates our efforts in a variety of fields including the provision of geospatial infrastructure services capable of bringing happiness to Dubai's citizens, residents, tourists and visitors. The agreement paves the way for an integrated corporate effort to step-up cooperation without overlapping of the respective roles and responsibilities. It will translate into better services, and bigger roles in serving the public interest," he added.

"Geospatial data and maps are crucial for decision making and achieving business related to urban planning, infrastructure, roads, transportation, quality of life, security, and health. Overall, it contributes to offering smart services, enhancing economic growth, envisioning the future, besides boosting the international competitiveness and leadership," said Mariam Al Muhairi.

According to its establishing Law (6) for the year 2001, the Geographic Information Systems Centre at Dubai Municipality is a single official source for basic and detailed geographic data and information, including urban planning, building legislation, addressing, road network, services, the 3D digital model, and aerial photos.

The centre aims to provide a Digital Twin for Dubai; a digital replica

of Dubai in the form of 2D and 3D maps of all assets, landmarks and facilities ranging from master plans to interior details of buildings. It also covers other landmarks such as roads, trees, bridges, green spaces and utility lines as well as details of residential units.

This digital version provides information necessary for planning and managing the city and supports the effective delivery of smart services, especially when enhanced with the Internet of Things and linked with real-time information. She praised the strategic partnership with RTA and its valuable cooperation with the Centre in various projects and initiatives.

Under the agreement, each party will identify the type of services to be provided to the other, the level and conditions of the service and the respective responsibilities of each, as described in the terms of the agreement. The range of services includes providing and exchanging maps and geographic data, integrating geospatial systems, developing smart applications, providing technical support and advisory services, enabling capacity-building, and establishing electronic connectivity.



Supporting 500 orphans, disadvantaged families on Eid Al-Adha

Roads and Transport Authority (RTA) launched an array of initiatives in support of 500 orphan children from less fortunate families marking the advent of Eid Al-Adha. The move is part of RTA's social responsibility towards these community segments in coordination with the Emirates Red Crescent Authority, Serco – the operator of Dubai Metro and Tram, Emaar Properties, and “Talabat Mart” of “Talabat.”

“RTA always endeavours to bring happiness to people, especially from disadvantaged families and orphans, which have high priority in RTA's social responsibility structures. RTA availed of Eid Al-Adha occasion to make these segments happier through forging cooperation with a host of partners who made dedicated efforts to attract support for this humanitarian objective. The Emirates Red Crescent Authority kindly provided us with a list of entitled families and children,” said Ms. Rowdah Al Mehrizi, Director of Marketing and Corporate Communication, Corporate Administrative Support Services Sector, RTA.

“RTA distributed free nol cards with credits for buying Eid supplies to 500 children. SERCO, the operator of Dubai Metro and Tram, coordinated with several donors to support RTA's initiative where Dar Al Hay Fashion contributed national dresses to 20 children, IKEA provided gifts for 500 children, Emaar offered “At the Top-Burj Khalifa” tour for 15 children together with giveaways, and “Talabat Mart” of “Talabat” provided Eid supplies to 50 children from low-income families,” she noted.

“Volunteers from RTA and Serco distributed gifts and nol cards to beneficiaries while complying with the health precautionary measures

to curb the outbreak of Covid-19. The initiative reflects RTA's keenness to support the needy in every occasion, provide a humanitarian platform for effective social work, and improve the lifestyle of people, which had become an integral value of RTA's corporate performance,” added the Director of Marketing and Corporate Communication, RTA. “The joy of Eid is all about giving, it is a time when individuals, families and organisations show care to neighbours, friends and the less fortunate. At Serco, care is one of our core values and this year we are working with Roads and Transport Authority and the Red Crescent, to bring the Eid celebration to orphans around the UAE,” said Adel Al Awadi, Director of Marketing and Communications, Serco – Dubai Metro and Tram.

“Today's children are tomorrow's leaders, and making sure they are nurtured to experience all the joys of a fruitful environment ensures we develop a successful and sustained future for the UAE. In line with our MoU and with the support of our partners, we can deliver on our promises and create that future. This wouldn't have been possible without the support of the partners who came together to celebrate Eid with the children,” concluded Al Awadi.



Archival photo



Archival photo