

المسار almasar

The Official Monthly Magazine of Dubai's RTA

Issue No. 149 November 2020



Dubai Crown Prince opens Al Ghubaiba Bus Station

Vision

The world leader in seamless & sustainable mobility.

Mission

Develop & manage integrated and sustainable roads & transportation systems at a world-class level, and provide pioneered services to all stakeholders for their happiness, and support Dubai's vision through shaping the future, developing policies and legislations, adopting technologies, innovations & world-class practices and standards.

Revamping Mobility



The fast pace of technology and industrial advancements triggered by the 4th Industrial Revolution, and the spiral demographic growth of key metropolitan cities have brought on new challenges. Governments have to revise the basics of urban-planning and plans for roads and transport infrastructure to cope with future trends.

“Smooth mobility and connected communities have now become core standards of classifying future cities. We endeavour to deliver a global model by delivering state of the art advanced and sustainable infrastructure projects. The smooth mobility and connected communities have become key standards of classifying cities in the future. Our state-of-the-art projects are geared towards creating advanced & sustainable infrastructure,” said His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince, Chairman of the Executive Council, following the launch of the new generation of integrated public bus stations at Al Ghubaiba.

Embracing modern technologies and improved integration have become a main government principal and a key driver for leveraging improvements in all sectors including transport to diversify and ease the delivery of services to beneficiaries. To improve on the quality of urban living, bring happiness to people, ease mobility to final destinations (first and last-mile), and to make suburbs, projects and attraction points well

connected, RTA embarked on a master plan for shared and flexible transport. It covered non-conventional mobility means such as shared bikes, cars, scooters and buses on-demand. Other mobility means loom on the horizon such as autonomous and individual mobility means.

RTA currently offers Hala e-hailing service in partnership with Careem, and bike share (Careem Bike) service encompassing 780 bikes at 78 docking stations. It has just started the trial run of e-scooter at five areas, and deployed 13 buses on-demand at five different locations in Dubai. RTA is also committed to supporting youth and local start-ups and offer them suitable opportunities.

In compliance with the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, Ruler of Dubai, to migrate to sustainable transport with minimal environmental pollutions, and the instructions of His Highness Sheikh Hamdan bin Mohammed to make Dubai a bicycle-friendly city, RTA built cycling tracks stretching 425 km all over the Emirate. It intends to extend these tracks further to 688 km by 2025 to provide a smooth connection with Dubai neighbourhood.

Finally, shared and flexible mobility is shaping into a key element of people mobility over the next few years, especially in linking with development projects and city attraction hubs. It will also serve the first and last-mile needs and promote the use of public transport means.

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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Hamdan bin Mohammed inaugurates new generation of Bus Stations at Al-Ghubaiba

Dubai Crown Prince reviews initiatives to improve public transport service, E-scooter

His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince, Chairman of the Executive Council, inaugurated a new generation of public bus stations at Al-Ghubaiba Bus station, a masterpiece of modern engineering design. The station integrates with multi mass transit means namely the metro, marine transport and taxis. His Highness also reviewed the E-scooter as well as projects and initiatives of Dubai's Roads and Transport Authority (RTA) to improve public bus services, bus stations to serve Expo 2020 and initiatives in flexible mobility and shared transport.



“We inaugurated a set of next-generation bus stations at Al Ghubaiba in Dubai. They serve as an integral part of the flexible mobility required by cities of the future. Our state-of-the-art projects are geared towards creating advanced & sustainable infrastructure,” tweeted His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince, Chairman of the Executive Council.





“These next-generation bus stations are integrated with other transit systems including the metro, marine transport and taxis to enhance Dubai’s public transport. It is part of our strategy to ease the movement of citizens, residents and tourists. We also seek to create a unique environment for visitors of Dubai Expo 2020,” added Hamdan.

Upon arrival at Al-Ghubaiba Bus Station, His Highness was received by His Excellency Mattar Mohammed Al Tayar, Director-General, Chairman of the Board of Executive Directors of RTA. Sheikh Hamdan toured the facilities which

compose of six buildings featuring an iconic design that blends innovative solutions to engineering design and a state-of-the-art way of providing public transport services. The design of the station is environmentally sustainable and meets the needs of People of Determination. The station spans an area of 2452 square metres in total. It hosts office spaces, customers service areas, retail outlets and restaurants in addition to 50 slots for buses and 48 slots for vehicles. It has a stand for 34 taxis and a docking station for 60 bicycles. The station can handle up to 15,000 passengers per day whereas the current daily ridership is about 10,500 passengers.





Sheikh Hamdan attended a briefing by Al Tayer in which he pointed to Al-Ghubaiba Station's uniquely integrated multi-modal transport services connecting with the metro, public buses, marine transport and taxis. His Highness reviewed RTA's plan for upgrading a host of bus stations to better serve Expo 2020 visitors. It covers construction works at 17 stations/stops in places like Al-Ghubaiba, Al Jafiliya and the Union Stations and the bus station serving Etisalat Metro Station. The plan encompasses the deployment of 614 buses and the opening of 23 bus routes and six temporary stations/stops for

serving Expo. Two of the six temporary stations/stops are in Dubai Silicon Oasis and the International City. The other four are in the Dubai Maritime City, Palm Jumeirah, Business Bay 1, and Al-Meydan. These projects complement RTA's efforts to upgrade the infrastructure of public transport to encourage people to use them in their daily movements. Sheikh Hamdan made a stop at the corner for supporting youth projects where RTA will offer two free spaces to small enterprises managed by UAE nationals in collaboration with Mohammed bin Rashid Establishment for SMEs. His

**bus stations/ 17
stops, 614 buses
for serving expo
visitors
Al-Ghubaiba
Station
serves 15,000
passengers daily,
accommodates
132 buses,
vehicles**





Highness also reviewed the indicators and operational results of public buses across the network which comprises of 1758 buses, 21 stations, and 167 routes serving 157 million riders per annum.

Flexible Mobility

Sheikh Hamdan was familiarised with the Mobility Hub model that offers public transport, logistics, cyclists and vehicles support services. It encompasses a wide range of transit means that include shared bikes and vehicles, scooters, bus on-demand, autonomous transport and individual mobility means. His Highness was also briefed about RTA's initiatives for promoting transport pooling to ease the movement of riders to their final destinations (Last-Mile). Initiatives here included the establishment of Hala ride-hailing, a joint venture with Careem, where 5,500 vehicles are now registered in the app. Since launched in May 2019, Hala made about 8 million trips and slashed the vehicle arrival time to clients from 12 to just 3.5 minutes. Initiatives also included Careem Bike service covering about 780 bikes at 78 docking stations in the initial phase, and smart car rental initiative with registered 400 vehicles deployed by Udrive and Ekar companies.





E-Scooter

The Dubai Crown Prince was also briefed on the trial run of the E-scooter project, which will start as early as next week, engaging five operators; three international companies (Careem, Lime, and Tier) and two local companies (Arnab and Skurt) supported by Dubai SMEs. RTA will start the trial-run of scooters in five zones: Mohammed bin Rashid Boulevard, Dubai Internet City, 2nd of December St, Al-Rigga and Jumeirah Lake Towers. These zones have been selected according to specific criteria such as the population density, private developments, availability of public transport services, integrated infrastructure, and high traffic safety records.

Cycling Tracks

Sheikh Hamdan reviewed RTA's Cycling Tracks Plan 2021, which encompasses the construction of cycling lanes extending 88 km over 8 districts. Priority in construction is given to tracks extending 31 km in three districts. The first (16 km) extends from Jumeirah Beach, parallel to the existing pedestrian track, passes along Al-Safouh St before linking with the existing cycling track at the King Salman bin Abdul Aziz Al Saud St. The second (7 km) runs from the Mohammed bin Rashid Boulevard to the cycling track on the Jumeirah St at the DIFC district and the 2nd of Dec St. The third (8 km) links cycling tracks at Al-Khawaneej and Al-Warqaa through the Sheikh Zayed bin Hamdan Al Nahyan St and Tripoli St.



"We were also briefed on the E-Scooter pilot project, which was launched as a partnership between two local companies & three global counterparts. It is our goal to introduce new public services in Dubai as part of enriching the city's smart infrastructure," commented Hamdan.

"Until the commencement of 2020 RTA constructed cycling tracks extending 425 km and intends to extend them further to as much as 647 km by 2025. This massive infrastructure project is a sheer manifestation of the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, Ruler of Dubai, to bring happiness to people and switch to a sustainable transport model characterised by minimal pollution to the environment," said Al Tayer.

"The project also corresponds to the directives of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum to make Dubai a bicycle-friendly city providing suitable mobility options that encourage people to practice cycling sport. It also forms part of the Dubai Vision 2021, which aims to strengthen Dubai's position as the world's most preferred and safest place to live, work and visit.



km of cycling tracks in 88 districts set for completion in 2021
 The total length of cycling tracks set to increase from the current 425km to 647km in 2025
 local, international firms to operate the trial-run of E-scooters



In implementation of Hamdan Bin Mohammed Directives

RTA, Dubai Police step up coordination to boost safety of cycling and scooter track users

In implementation of the directives of His Highness Sheikh Hamdan Bin Mohammed Bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of The Executive Council of Dubai, His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) held a coordinative meeting with His Excellency Lieutenant General Abdullah Khalifa Al Marri, Commander-in-Chief of Dubai Police. The meeting discussed the cooperation between RTA and Dubai Police in operating the E-scooter and enacting legislation and laws to boost the safety of cycling tracks users. The meeting reviewed RTA's plans to build more cycling tracks. The two parties also discussed the Trucks Rest Stops project undertaken by RTA with the private sector and other projects relating to improving the quality of life in the city.

The meeting is part of the periodic meetings held by the two parties to promote their cooperation in common fields relating to the security and safety of roads and public transport systems in the Emirate. These meetings aim to live up to the set strategic performance indicators and fulfil the strategic targets of the Dubai Traffic Safety Strategy 2017- 2021.

Cycling Tracks

The delegation of the Dubai Police GHQ reviewed RTA's plan for constructing cycling tracks in implementation of the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, Ruler of Dubai, to improve the quality of life of the city, enhance

the happiness of residents, and assist the migration to sustainable transport. It also responds to the instructions of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince, Chairman of the Executive Council, to make Dubai bicycle-friendly city. Achieving these goals requires providing suitable options for residents to practice cycling in line with Dubai Vision 2021 of transforming the city into the favourite and safest destination for business, living and visiting. So far, cycling tracks constructed in Dubai extend 425 km and the plan is to extend them further to 647 km by 2025. Through constructing cycling tracks RTA aims to facilitate the link of Dubai's hotspots with various public transit means.





E-Scooter

The two parties reviewed the trial-run of the E-Scooter, an individual means of transport that is increasingly being used worldwide as a solution to the first and last-mile challenge. RTA plans to operate the e-scooter at five zones in Dubai early next week, namely the Mohammed bin Rashid Boulevard, Dubai Internet City, 2nd of December St, Al-Rigga and Jumeirah Lake Towers. These zones have been selected according to specific criteria such as the population density, private developments, availability of public transport services, integrated infrastructure, and high traffic safety records.

Trucks Rest Stops

The meeting discussed the movement of trucks which make more than 145 thousand trips lifting about 3 million tonnes of cargo around Dubai every day. They also discussed the projected traffic of trucks in future. RTA reviewed the Integrated Trucks Rest Stop at Dubailand, nearby the Emirates Road, constructed in partnership with the private sector. It is the first integrated trucks rest stop that meets the basic daily needs of heavy vehicles in Dubai. Construction works have exceeded 60% in the project which spans an area of 5 hectares and provides 100 parking slots for trucks and several other facilities and services for both trucks and drivers including a specialist heavy vehicle testing centre. RTA constructed 18 temporary truck rest areas on the right-of-way with a total capacity of 538 parking slots. These rest areas spread all over Dubai's key roads to provide a safe and convenient parking area for trucks during the movement ban. The two parties discussed challenges facing car rental companies and how

The two parties review initiatives about quality of living and movement of trucks

to support the sector through the Covid-19 pandemic.

Coordinative Meetings

The two parties reviewed the common 13 traffic projects during the period 2017-2021- highlighted by the Dubai Traffic Safety Strategy 2017-2021-. The implementation of this strategy contributed to reducing traffic fatalities from 2.5 cases per 100,000 of the population in 2017 to 2.3 cases in 2019. Discussions also covered updating the enforcement of speed control systems, crossing the red signal, Oyoon project, and the joint camp for testing trucks and promoting traffic awareness.

Al Tayer praised the deliverables of periodic meetings held with the Dubai Police and their role in cementing the partnerships between the two parties and stepping up cooperation in various fields, especially those relating to the road traffic safety. He noted that such coordination would be of benefit to citizens and residents of the Emirate. His Excellency General Lieutenant Abdullah Khalifa Al Marri paid tribute to the cooperation between Dubai Police General HQ and RTA in improving their joint business. He noted that such a cooperative spirit would contribute to the public safety and security and spread tranquillity and happiness amongst citizens, residents and tourists in UAE. He commended the efforts of the joint teams that contributed to making such coordination a reality in improved traffic safety and transport security in Dubai.



His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority, and His Excellency Lieutenant General Abdullah Khalifa Al Marri, Commander-in-Chief of Dubai Police, inspected the e-Scooter Stations Model at the Mohammed bin Rashid Boulevard and the Jumeirah Lakes Towers. The test run will also take place at the Dubai Internet City, 2nd of December Street, and Al-Rigga.

Attendees of the meeting from RTA included Eng. Maitha bin Adai, CEO of Traffic and Roads Agency, Abdul Mohsen Ibrahim Younes, CEO of Rail Agency, Ahmed Bahrozian, CEO of Public Transport Agency, and Abdullah Yousef, CEO of Licensing Agency. From Dubai Police General HQ attended Colonel Juma Salem Bin Suwaidan, Deputy Director of Traffic Department, and Colonel Harib Al Shamsi, from the Criminal Investigations Department, in addition to directors from both parties.

Al Tayer and Al Marri heard a briefing about the mechanism of the trial operation and locations of the service, which is one of the individual mobility elements as well as the first and last-mile mobility solutions.



Al Tayer explores cooperation with German Ambassador

His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) held a video meeting with His Excellency Ernst Peter Fischer, Ambassador of the Federal Republic of Germany to the UAE. The meeting discussed means of boosting cooperation and exchanging experiences between RTA and its counterpart in Germany in the field of transportation and mobility systems.

The two parties discussed the latest developments of the Covid-19 and the impact of the pandemic on the public transport sector along with the measures of protecting riders and employees from the virus. Discussions also touched on the cooperation between German firms and RTA in the operation and maintenance of rail and transportation systems. Al Tayer hailed the partnership and the spirit of cooperation between RTA and German entities. Ambassador Fischer expressed his delight with the participation of several German companies in delivering a host of RTA's projects. He looked forward to more cooperation and exchange of expertise in the interest of both parties.

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



Transport Agency, Moaza Al Marri, Executive Director, Office of RTA Director-General, Chairman of the Board of Executive Directors, and Rowdah Al Mehrizi, Director of Marketing and Corporate Communication, RTA.

And he virtually meets with Japanese ambassador

His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA), held a video meeting with His Excellency Akihiko Nakajima, the Ambassador of Japan to the UAE. The remote meeting discussed means of boosting cooperation and sharing expertise between the RTA and the transportation entities in Japan.

The two parties reviewed the latest developments of the Covid-19 crisis and its impact on the public transport sector. They also touched on how mass transit means and shared transport are coping with the pandemic to protect riders and staffs along with actions taken in this regard. Discussions also covered the impact of the virus on the future trends and mobility options, such as the likely increase of flexible transportation models tailored to offer personalised mobility. The meeting also explored joint efforts in self-driving transport and RTA's trials on transit modes such as the autonomous air taxi, autonomous vehicles and the smart mobility pods.

Al Tayer hailed the partnership and cooperation between the RTA and Japanese entities and firms in the field of transportation systems. The Japanese diplomat expressed his delight with the participation of Japanese entities and firms in



RTA's projects and transit systems. He expressed his hope for more cooperation and exchange of expertise in the interest of both parties.

Attendees of the meeting included the CEO of Rail Agency Abdul Mohsen Ibrahim Younes, the CEO of Public Transport Agency Ahmed Bahrozian, and several directors at RTA.

RTA completes 80% of Al Khawaneej 2 Internal Roads Project extending 77km

His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA), announced that 80% of project work on Al Khawaneej 2 Internal Roads Project extending 77 km is completed. The project is being undertaken under the 5-Year Plan endorsed by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, Ruler of Dubai, for building internal roads in several Dubai residential districts. The internal roads network supports the demographic expansion and urbanisation in the emirate and adds to the happiness and welfare of residents.

“The project covers the construction of an internal roads network stretching 77 km comprising of 68 km of single carriageways and 9 km of collector dual carriageways. Works include road construction and infrastructure works such as rainwater drainage inspection chambers along with improvements in electricity, water and streetlight

networks,” said Al Tayer.

“The contractor completed 86% of asphalt works extending 67 km, including improvements of electricity, water and telecommunication networks. The company also completed 60% of streetlight installation works, and 85% of rainwater drainage inspection chambers works and





“Oud Al Mateena 1 Internal Roads Project covered the construction of internal roads for the Mohammed bin Rashid Housing Establishment project and linking them with the surrounding roads network. The project ensures a smooth and safe entry and exit of roads users to nearby areas. Works also included streetlights, roadside parking and pedestrian pavements,” noted Al Tayer.

Over the past two years, RTA completed internal road projects at Nad Al Sheba 4 and Hatta including 56 km of roads (50 km of roads at

linked them with the main network,” explained Al Tayer. “Earlier this year, RTA opened Sama Al Jadaf and Oud Mateena 1 Internal Road Projects. Sama Al Jadaf Project covered constructing roads extending 12 km and linking them with the main roads in the surrounds such as Al Khail Road southwards, and Sheikh Rashid Street northwards. RTA also constructed two signalised junctions and streetlight works.

District 282 of Nad Al Sheba 4, and 6 km of roads at District 618 of Nad Al Sheba 1). The project covered utility works such as street-lighting, and rainwater drainage systems.

The internal roads project at Makan Community, Hatta constitutes of 346 houses built by the Mohammed bin Rashid Housing Est, included the construction of 8 km internal roads, car parks, pavements and street-lighting.



Global certification for RTA's Covid-19 prevention measures

RTA's safety measures boosted the confidence of public transport riders

Preventive measures taken by Dubai's Roads and Transport Authority (RTA) to combat the outbreak of the Covid-19 have gained international recognition from the Norwegian DNV.GL; a reputed international entity in the infection prevention and the management of associated risks. The award follows a field survey and a comprehensive assessment undertaken by the company to examine RTA's health and preventive measures taken to protect public transport riders and service beneficiaries as well as employees.

Such an acknowledgement culminates the Dubai Government efforts to combat the pandemic and start the gradual return of trade and tourism in the Emirate. It cements the standing of Dubai as a safe global destination compliant with the advanced preventive measures of coping with the virus.

His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of RTA, received the DNV.GL's Maturity Statement from the team of RTA's Strategy and Corporate Governance Sector. The event took place in the presence of His Excellency Helal

Saeed Al Marri, Director-General of Dubai's Department of Tourism and Commerce Marketing (Dubai Tourism).

Best Practices

Al Tayer expressed his delight with the obtaining of the certificate from a reputed international specialist entity; which reflected the effectiveness of RTA's preventive measures since the outbreak of Covid-19 in various transit means and affiliated facilities.

"In implementation of the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, Ruler of Dubai, and follow-

up of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince, Chairman of the Executive Council, RTA adopted top global practices in coping with the virus. Our ultimate aim was to nurture a safe and healthy environment for all," said Al Tayer.

"RTA measures were focused on three elements: protecting the health of all employees through the provision of a safe working environment, ensuring the safety of all facilities and





The achievement
coincides with the
World Tourism Day

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CARE™



INFECTION
PREVENTION
ADVANCED
VERIFIED BY
DNV-GL



transit means to ensure the continuity of services, and supporting the Dubai Government efforts in tackling the outbreak of Covid-19. For instance, during the National Disinfection Programme, RTA sanitised each metro train at the terminal station and sanitised the entire fleet of trains (79 trains) by the end of the working day. The 47 stations witnessed daily sanitisation as well,” he noted.

“RTA managed to keep all services on the go, thanks to the migration to smart services provided through four digital channels and a website 24/7. Meanwhile, construction works continued in strategic projects as planned thanks to the implementation of a project management policy responsive to risks and challenges,” added Al Tayer.

Beating the Virus

“Dubai has successfully survived the challenges of Covid-19 thanks to the leadership of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, Ruler of Dubai, and the follow-up of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince, Chairman of the Executive Council. The achievement is also credited to the cooperation of various entities of the Dubai Government. Dubai has now reopened tourist and trading activities under a specific preventive measure and is moving ahead towards the full recovery,” said Al Marri.

“Various public and private entities were keen to implement preventive measures against the Covid-19. This compliance boosted the confidence of travellers and the public in Dubai as a safe and favourite city for visiting.

Things are moving steadily towards a normal life and full recovery,” he continued.

Al Marri commended RTA’s preventive measures during the lockdown period; which merited RTA to obtain Covid-19 Preventive Measures Verification Certificate. “The achievement couldn’t have come at a better time as it coincides with World Tourism Day. It enhances the readiness of Dubai to receive tourists from all destinations to explore a memorable experience in a safe environment,” he further added.

Logo Posters

“RTA will fix posters bearing the logo of the Infection Prevention of Covid-19 certificate on all mass transit means (metro, tram, buses, marine transport means) and their stations in addition to customers happiness centres. RTA has fulfilled the Infection Risk Management Maturity Assessment along with other health and preventive measures needed for obtaining this certificate by the end of last August,” said. Nada Jasim, Director of Safety, Risk, Regulation and Planning at Strategy and Corporate Governance Sector

“This certificate will raise the security and satisfaction level of public transport riders. It will also enhance Dubai rallying to attract more visitors and tourists from all over the world shortly,” she further noted.

It is noteworthy that the logo posters bear the confidence brand (My Care-Infection Prevention Trust Mark). It also has a QR Code enabling any person to download information about RTA’s health and prevention measures taken to protect against Covid-19.

Al Tayer receives certification of compliance with British Standards in bus maintenance

Dubai's Roads and Transport Authority has obtained a certificate of compliance with the British Standard (BS EN 15341:2019) relating to bus maintenance performance indicators. The achievement is the context of RTA's relentless efforts to standardise the sustainability of assets, safety and the environment at maintenance workshops.

"Obtaining this certificate reflects RTA's determination to realise its 8th Strategic Goal (Asset Maintenance). The upgrading of the bus maintenance operation is the backbone of the process of keeping buses in full operation to ease the mobility of community members," said His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the RTA. "The sustainability of public transit means features high in RTA's strategy. It also constitutes a commitment to

our vision: 'The world leader in seamless and sustainable mobility'. Achieving this prestigious certificate dictates on us to sustain the improvements of maintenance systems to keep RTA's global standing in this field.

Al Tayer made these remarks upon accepting the compliance certificate from Ahmed Hashim Bahrozian, CEO of Public Transport Agency. The presentation was made in the presence of Nasir Abu Shehab, CEO of Strategy and Corporate Governance Sector, and Abdullah

RTA scoops 7 categories of Stevie International Business Awards 2020

Accolades won include 2 Gold, 2 Silver and 3 Bronze awards in the fields of rail, licensing and media response to Covid-19

Dubai's Roads and Transport Authority (RTA) has picked up seven of Stevie International Business Awards 2020; top awards in recognising achievements and services of the business sector across the world. Awards won by RTA comprise of 2 Gold, 2 Silver and 3 Bronze in the fields of rail, licensing and media response to Covid-19. The winning of such prestigious awards adds value, weight and credibility to the superior efforts of RTA in various fields of business. Four of these awards went to the Rail Agency; two of them were Gold and the other two were Bronze. The first of Stevie Gold Awards won was in the category of "Health, Safety & Environment Program of the Year" for the Rail Agency Quality, Health, Safety & Environment Office. The other Stevie

Gold Award was in the category of the "Company of the Year – Transportation" for the Dubai Metro, Dubai Tram, and Route 2020. The first of the two Bronze Awards won by the Rail Agency was in the category of "Customer Service Team of the Year" for the Rail Operation Team. The second was the category of "Health, Safety & Environment Program of the Year" for the CM-CIS Framework. The Licensing Agency was named the winner of Stevie Silver Awards. The first was in the "Achievement in Product Innovation" category for the Digital Transformation of drivers licensing aimed at making a quantum shift in the service through re-engineering and streamlining processes via smart platforms. The second Silver award was in the category of "Governance, Risk & Compliance Solution" for the Road Test Automation (Smart Track)

Al Mazami, Director of Maintenance and Services.

Bahrozyan narrated the process of obtaining this certificate and said: “RTA has taken several measures that made this achievement possible. In the initial phase, we focused on analysing gaps in maintenance and services practices.

“In Phase II, we held an induction workshop for 29 employees at the Maintenance and Services Department to brief them about the standard and how to implement it. We also trained and qualified 20 managers, specialists and engineers as internal auditors of the standard and certified them after passing the applicable tests.

“In Phase III, we closed all gaps and met all requirements



to ensure full compliance with this standard. The process required improving work procedures and carrying out internal audits,” he noted.

“In Phase IV, an RTA-approved external assessor conducted a final audit, which cleared the way for obtaining the (BS EN 15341:2019) by the British Standards Institution,” concluded Bahrozyan.

for automating the driver testing process. The practice, which is the first of its kind worldwide, cements the smart practices that contribute to making Dubai the smartest city in the world.

The seventh award was Stevie Bronze Award, which was won by the Marketing and Corporate Communication Department at the Corporate Administrative Support Services Sector, RTA. It came in the category of the “Best Use of Social Media – COVID-19-related Information. It recognised RTA’s social media response during the crisis and the best use of social media –COVID-19-related Information. RTA’s social media teams mustered intensive customer-oriented campaigns during the remote working period of the National Disinfection Programme. Contents broadcasted related to updates of public transport schedules, and precautionary measures at customers happiness and testing centres. The campaigns also promoted smart apps as an alternative solution to physical distancing, sensitised the public about preventive means to halt the spread of the virus, and maintained the business continuity across the Emirate. Consequently, RTA reported an upsurge in the number of visitors to social media platforms clocking 115% in the Facebook, 108% in the website, 50% in Twitter, and 27% in the Instagram.



Winning this collection of the renowned Stevie International Business Awards speaks volumes of RTA’s efforts to keep pace with the relentless efforts of our leaders to develop a business model responsive to sustainable health, safety and environment. It also reflects the huge steps taken to automate customer services and employ technology to ensure road security besides the high-level media response to emergencies such as Covid-19. All-in-all, the awards are a hallmark of the extensive improvements credited to corporate agility that maintains a seamless flow of business and services.

Introducing remote electronic asset audit programme

Dubai's Roads and Transport Authority (RTA) has launched a remote programme for auditing its Asset Management System (AMS) known as eAudit. The programme aims to maximise the benefits of RTA's technological systems by capitalising on the existing resources of RTA's Information Technology Department.

"The introduction of the eAudit programme is part of RTA's efforts to migrate from the conventional asset audit methodology based on field visits and meetings to an electronic format that enables carrying out all the required tasks in a virtual environment," said Saeed Al Ramsi, Director of Asset, Strategy and Corporate Governance Sector, RTA.

"Among the key features of the remote audit

programme is the effective management of time and resources. It doesn't involve tasking any number of employees at a time to meet the audit needs for a specific period. It rather relies on preparing checklists for elements of AMS as required in the ISO 55001, RTA's AMS, and the job nature of each concerned department across our operational agencies and support sectors. The process allows ample time much

3D printing in cooperation with Serco and specialist firm is seemingly progressing

Dubai's Roads and Transport Authority (RTA) has made significant progress in the manufacturing of metro spare parts using 3D printing technology during the exceptional circumstances forced by the outbreak of the global pandemic Covid-19.

"RTA is always keen on applying the latest technology in various processes including 3D printing. The drive is compatible with Dubai's 3D printing strategy," said Mohammed Al Amiri, Director of Maintenance, Rail Agency, RTA.

"RTA's maintenance teams provided every support to the frontline personnel during the lockdown of the National Disinfection Programme for tackling Covid-19 by manufacturing 'Mask Strap Clips' and 'Button Pushers'.

The technology succeeded in providing some metro spare parts in a record time that saved 90% of the time of sourcing those parts through conventional means. It also saved 50% of the original cost," said Amiri.

"The use of 3D printing in several projects and applications helps developing new techniques and creative means capable of contributing effectively to making Dubai the smartest city in the world. 3D printing is progressing at an increasing rate all over the world. RTA intends to play a

more than the timeline used to be allowed under the conventional system,” explained Al Ramsi.

“The programme enables users to download manuals, and engage in discussions and e-meetings in an electronic virtual environment simulating real-life audit. The eAudit carries full authentication of audit as well as inputs of all users. The programme is characterised by technological agility, smooth use and a streamlined audit management process.

“The programme also enables users to generate various types of reports enabling the tracking of all phases of the audit journey from planning to signing-off recommendations. Reports, for instance, give an account of non-compliance cases, the status of each case, corrective measures taken, signing-off date and the final audit report to name a few,” added Al Ramsi.

The programme can compute the maturity level of the AMS, be it department/agency-wise or across the RTA,



thanks to the rating scale of asset deliverables matrix. Consequently, the eAudit programme contributes to RTA’s paperless transactions strategy, and cuts short the approval path such that it is restricted to the annual plan. The endorsement of other activities is coordinated between the auditor and coordinators of the respective departments.

leading role in the development and optimal use of these technologies as part of its efforts to use the best global practices of the public transport industry and the required infrastructure,” he remarked.

“RTA would wish to praise the ongoing cooperation with Serco, the Dubai Metro maintenance contractor, in the manufacturing of materials and spare parts required for the metro and associated systems using 3D printing. Serco has therefore developed several models considered the first of their kind in the region for use in several areas such as trains, communication systems and ticket vending machines,” he added.

“RTA and Serco are cooperating with a specialist firm under an MoU designating that firm as a technology partner in this field. The firm has been instrumental in lending support to the manufacturing of the required parts using 3D printing,



thanks to its extensive experience in this field. Through using cutting-edge technology of 3D printing, RTA aims to support the maintenance teams and extend the life cycle of assets as well,” concluded Amiri.

Offering yacht and boat docking service to the public

Dubai's Roads and Transport Authority (RTA) has recently launched yacht and boat docking services to the public at its Al Garhoud Marine Workshop.

"The docking/undocking services at Al Garhoud Marine Workshop include lifting of boats and outdoor maintenance yards fitted with water and electricity services. These services are now available to boats and yachts measuring up to 20 metres," said Mohammed Abu Bakr Al Hashmi, Director of Marine Transport at RTA's Public Transport Agency.

"The workshop offers maintenance services from 08:00 am to 05:00 pm, and boat docking/undocking services from 09:00 am to 04:00 pm, from Saturday to Thursday. The service is available to individual owners of boats and yachts as well as tourist companies seeking to keep their boats and yachts ready to offer top services to clients," said Al Hashmi. "It has to be noted that RTA offers boat docking/undocking services and the usage of outdoor yards only, and does not carry out maintenance service. Boat and yacht owners have to bring in their selected maintenance firms to undertake maintenance services, which offers them further service flexibility," stressed Al Hashmi.

"RTA always seeks to run premium initiatives for the happiness of all community segments, be it individuals or companies. The strategic location of RTA's Marine Workshop at Al Garhoud in the middle of Dubai Creek renders it accessible for the majority of boat and yacht owners whether from the Water Canal or the Creek to benefit from service at competitive rates," concluded Al Hashmi.



Exempting Dubai-licensed electric vehicles from parking fees

Dubai's Roads and Transport Authority (RTA) unveiled an initiative for exempting electric vehicles licensed in Dubai from public parking fees for two years starting from July 1st 2020. The step supports Dubai's Green Mobility Strategy by encouraging the use of this type of vehicles.

"This initiative complements a previous initiative launched in 2018 designating parking slots in various parts of Dubai to electric vehicles exclusively. It contributes to improving the air quality, curbing carbon emissions and enhancing

sustainability besides encouraging the public to own this type of vehicles. About 1803 electric vehicles licensed in Dubai will benefit from this initiative. However, this exemption does not apply to any electric vehicle licensed in

A food truck to serve bus drivers at Al Awir Depot

Dubai's Roads and Transport Authority (RTA) has launched a food truck at Al Awir Bus Depot to offer meals to bus drivers and employees. The step aims to make staff happier through addressing their basic needs at the workplace, which will save them the time and hassles of searching for food outside their premises. Thus, it helps them to do their jobs in the best possible manner.

"As RTA is keen on selecting the best food vehicles, it set a string of technical standards conforming to the top global practices. Such stipulations are also compatible with the stipulations of the Dubai Municipality and the Dubai Health Authority (DHA) for the safety of both drivers and staff. We gave due consideration to the quality and variety of meals to suit various taste and purchase preferences. The service will be available 24/7 on three shifts to fit the nature of work," said Abdullah Ibrahim Al Meer, Director of Drivers Affairs, Public Transport Agency, RTA.

"Offering the food vehicle service at Al Awir Bus depot is the first stage of an idea that will cover other stations as long as the experiment proves successful in serving drivers and employees at various stations. The service will enable

drivers and staff to deliver their tasks perfectly and bring happiness to them as part of RTA's vision of "The world leader in seamless & sustainable mobility."



other Emirates or not registered in Dubai," commented Eng. Maitha bin Adai, CEO of Traffic and Roads Agency, RTA.

"Targeted vehicles can be automatically detected. Upon entering the number plate of the vehicle, the parking inspector will verify if the vehicle is electric or otherwise, and accordingly subject to parking fees or exempted, thanks to the online link between RTA's parking and licensing systems. The exemption started from the first of July 2020. Motorists have to comply with all public parking regulations and avoid misusing parking slots reserved or designated for specific categories," she noted.

"In line with Dubai's Smart Strategy, owners of electric vehicles need not approach RTA to obtain the said exemption. Vehicles listed as electric vehicles will be



automatically exempted from parking fees and the smart systems in place will ease the monitoring of public parking," concluded Bin Adai.

84k journeys via Bus On-Demand service as satisfaction rating scores 4.7 out of 5

The Roads and Transport Authority (RTA) announced that its Bus On-Demand service had made 84,009 journeys from the start of the service last February up to September 2020. The service, which is coordinated with the operator United Trans, covers Al Barsha 1 and the Dubai Internet City. The service proved to be a hit with customers receiving a satisfaction rating as high as 4.7 out of 5 points. The second phase of the service will be launched this September following the success of the initial phase, despite Covid-19 challenges.

“The Bus On-Demand service is meant to support the first and last-mile strategy and involves operating on-demand minibuses within specific zones. The service is accessible via the Bus On-Demand App and is operated in districts where the demand for public transport is high. Operating 84,009 journeys by five Mercedes Sprinter buses from February to this September is a testament to the importance of the service albeit the challenges of the Coronavirus,” said Adel Shakeri, Director of Planning and Business Development,

RTA’s Public Transport Agency.

“The Bus On-Demand service has multiple advantages highlighted by route flexibility that provides better services to certain customer categories. Moreover, it cuts the operational costs, riders waiting time, wasted kilometres, and the movement of private vehicles within those areas. Thus, it curbs carbon emissions, enhances the integration of mass transit modes, and addresses the first and last-mile mobility challenge via high-end buses.” he added.

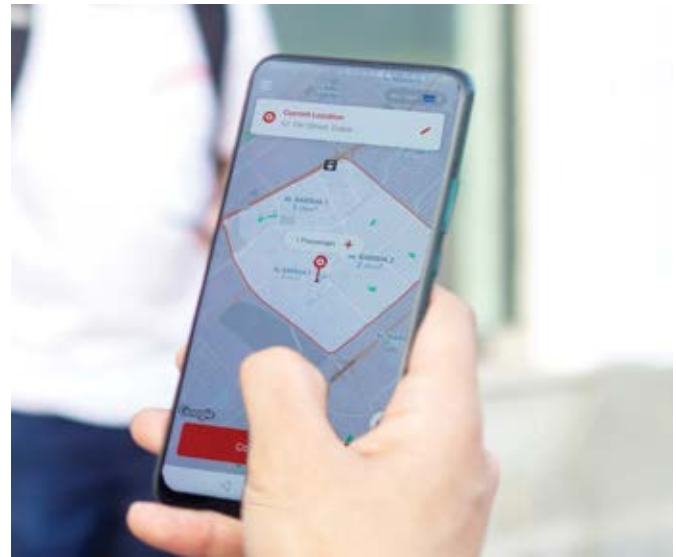
Adding nol card top-up service to S’hail offerings

The new feature is set to enrich customers’ mobility experience

S’hail app provides now nol cards top-up feature, thanks to the latest update introduced by the Roads and Transport Authority’ (RTA) to the app. The step is part of RTA’s efforts to harness technology to deliver handy services that make public transport riding an increasingly enjoyable experience.

“Recharging nol cards service is already available at RTA Dubai app and RTA’s website. Supporting S’hail app with nol top-up service, which has been launched of late, aims to broaden the range of services in the app that turn it into a comprehensive one-stop smart platform capable of improving customers mobility experience,” said Ahmed Mahboub, Executive Director of Smart Services, Corporate Technology Support Services Sector, RTA.

“S’hail app already boasts of several services such as live traffic map, locating nearby landmarks, public buses movement tracker, and feedback linking with RTA’s Twitter and Facebook accounts to get the latest news of RTA. The app has a happiness index that measures the customer’s experience of the user, and a screen displaying the departure timings of buses nearby the location of the client to name a few,” he commented.



“The average service rating clocked through the app clocked 4.7 out of 5 points, and more than 4,000 accounts were opened on the app. During the trial phase of the service, RTA entered the geospatial data of Al Barsha 1 and Dubai Internet City such that residents and riders at those communities can figure out their locations and track the movement of the bus until it reaches them via the app.

“A plan is being drawn up for the launch of Phase II of the service this September to cover more areas like the International City, The Greens, and Dubai Silicon Oasis, while giving due consideration to the exceptional prevailing circumstances. During this phase, RTA will deploy smaller buses capable of negotiating narrow streets and reaching to clients at any place,” concluded Shakeri.

“Since launched in March 2017, the app has completed 2,608,592 journey plans aboard public transit means and clocked 625,404 downloads. The app is intended to meet the mobility needs of public transport riders in Dubai as it combines all information about mobility in the Emirate, which contributes to raising customers satisfaction rating of the app,” he noted.

“For instance, the app displays information about transport journeys, cost options and notifications of departures. It also displays the existing balance in nol and Salik accounts of the user along with traffic updates and the best routes to destinations. Additionally, it has a live chatroom for fielding general inquiries, reporting complaints and lost & found cases, and proposals. The app saves details of frequent trips and as such obviates the need for planning recurrent journeys, among other features that render the app the best tool in the daily travels of public transport riders in Dubai,” concluded Mahboub.



The app made 2.608 m journey plans since launched

Resuming bus routes between Dubai and Sharjah

Dubai's Roads and Transport Authority, in collaboration with Sharjah's Roads and Transport Authority, has resumed the operation of three intercity bus service for riders shuttling between the two Emirates. Two of these routes are starting operation on Sunday, September 27th, and the third one will start operation two weeks later

"The first of the three routes, E303, starts from the Union Metro Station in Dubai and heads to Al Jubail Bus Station in Sharjah. The second route, E307A, starts from Abu Hail Metro Station in Dubai and heads to Al Jubail Bus Station in Sharjah as well. These two routes start operation on Sunday, September 27th. The third route, E315, will start from Etisalat Metro Station in Dubai and head to Muwaileh Bus Station and will start after two weeks, Sharjah," said Adel Sharkri, Director of Planning and Business Development, Public Transport Agency, RTA.

"The three routes are vital for the integration of public transport networks between Dubai and Sharjah. These routes are transitional to riders returning to Sharjah starting their journey off three metro stations in Dubai (Union, Abu Hail and Etisalat). They will ease the mobility of commuters between the two

Emirates, especially those living in Sharjah and working in Dubai. "RTA is keen on implementing the precautionary measures against the spread of Covid-19. It urges bus riders in Dubai and intercity bus riders to comply with the precautionary measures in place such as physical distancing, and the wearing of face masks to prevent the spread of the virus and safeguard the



Installation of 151 smart screens displaying real-time updates of bus timings starting with 9 bus stops this year

Roads and Transport Authority (RTA) is about to complete the initial stage of installing a new generation of smart screens at public bus stations/stops to display real-time updates of bus timings. The step, which contributes to RTA's strategic goal (Smart Dubai), will also add to the happiness of public bus riders.

"We had started the installation of 151 smart screens at public bus stops, and 9 of them will be fully installed before the end of this year. The screens will offer public

bus riders instant updated bus timings. As such, they will save the waiting time of passengers and enable them to revise their journey plans in the event of any emergency

A project to accommodate 3000 public bus drivers to make them happy

Dubai's Roads and Transport Authority (RTA) has endorsed a project to provide accommodation for 3000 eligible public bus drivers in Dubai, according to RTA's accommodation procedures. The project aims to provide a sustainable and healthy living environment for bus drivers and at the same time contribute to the operational efficiency of public buses in the Emirate. The residential project will be constructed under the direct supervision of the RTA, and according to the approved standards applicable in Dubai.

"RTA attaches utmost importance to providing a convenient and integrated environment for bus drivers through the provision of suitable accommodation fitted with social amenities. These residential quarters will be nearby the

workplace of bus drivers, which will give them more free time to rest, practise sports and go about their personal lives. It will also add to their happiness and professional performance and accordingly enhance their operational

Covid-19 challenges boost heading for the 'In Safe Hands' for its comfort, privacy and effective rates

RTA's Dubai Taxi Corporation (DTC) revealed that passenger demand for its 'In Safe Hands' service continued unabated despite the challenges of the Covid-19. The public uptake of the service is credited to its privacy, comfort and safety on the go for a wide spectrum of riders, especially children, students, ladies and senior citizens and residents.

"The 'In Safe Hands' taxi service was launched in 2011 to provide additional privacy and convenience to certain segments of riders for their daily commute. The features of the service make it quite popular amongst users despite the outbreak of Covid-19 as the precautionary measures in place include the sanitisation of both the vehicle and the driver to ensure the safety of riders. Measures taken

generated a great response and confidence in the service amongst riders," said Marwan Al Zarooni, Director of Operation and Commercial Affairs, Dubai Taxi Corporation, RTA.

"In 2019, the DTC signed up 400 contracts for lifting women, children, students, senior citizens, residents and people of determination. The contracts were of a weekly,

efficiency,” said Abdullah Ibrahim Al Meer, Director of Drivers Affairs, Public Transport Agency, RTA.

“RTA seeks to meet the residential needs of drivers by offering them more convenience, and a better social environment. The project will adopt the best possible solutions to the required facilities, healthcare and others. These facilities will be located at strategic sites nearby bus depots at Al Qusais, Al Khawaneej, Al Awir, and Al Rawiyya to ease drivers’ mobility between their accommodation and workplace,” he added.

“Out of its keenness to select the best residential buildings for drivers, RTA set several technical standards at par with the top global practices. Due consideration was given to providing the essential social facilities, playgrounds and sports equipment to encourage them to practice sport and maintain their medical fitness and add to their happiness.



All-in-all, the provision of such a residential environment will encourage drivers to do better and contribution in providing safe and smooth transport for All,” concluded Al Meer.

monthly or annual basis, and allow the booking of the favourite driver, be it male or female. It also enables using the services of the same selected driver during the contract period,” he continued.

“The service is available on regular Dubai Taxi vehicles, in addition to classy modern vehicles like Tesla, Infiniti and Lexus, within competitive service rates of 25 dirhams cost of opening the counter for all categories plus 1.86 dirham per kilometre, with discounts available based on contract

period. The service can be booked through DTC’s Call Centre (Tel: 80088088) or website (www.dubaitaxi.ae). The service is also available 24/7 hours at the Dubai airports. The DTC seeks to develop creative solutions that render the service both enjoyable and convenient while complying with the applicable rules in this regard. Such efforts contribute to realising DTC’s vision aiming at being pioneers in safe, reliable and smart transport services;” concluded Al Zarooni.



RTA keeps sterilization drive on the go

Various concerned department of the Roads and Transport Authority (RTA) are continuing with the precautionary measures initiated during the national sterilization period in the Emirate of Dubai. The move is in line with the directives of the government to provide the highest standards for maintaining the health and safety of employees as well as customers, and community members.

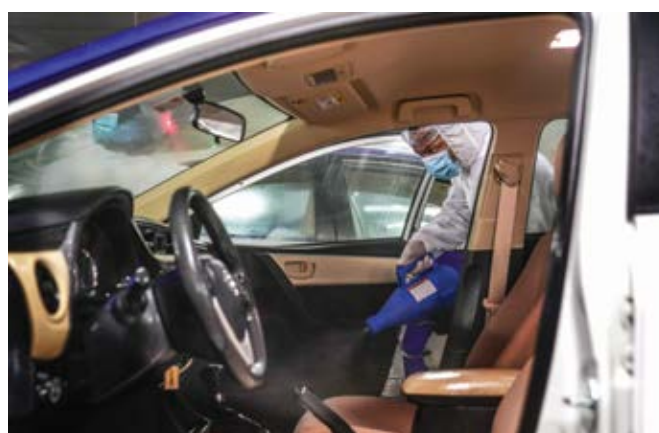
“The safety and health of employees remain our top priority. We keep carrying out periodic sterilization and disinfection processes, as required, covering RTA’s vehicles shared by employees. The disinfection process is undertaken in stages, starting from preparing and refilling hygienically approved sanitizers and disinfecting the body of the vehicle and frequently touched spots such as door handles. The next stage is the internal sterilization, which focuses on sanitizing the steering wheel and seat handles using disinfectants and detergents. RTA uses the best sterilization techniques and environmentally-friendly and safe sanitization materials,” said Nabeel Al Ali, Director of Administrative Services, Corporate Administrative Support Services Sector, RTA.

“The Administrative Services Department has taken a series of health and preventive measures to ensure intensive sterilization of RTA-owned or rented vehicles shared by more than one of our employees. The process is

The Administrative Services Department coordinates and supervises the sterilization operations carried out by the service provider company. After each report, the company undertakes comprehensive sterilization and deep cleaning with special materials, tools, and methods compatible with the international standards and the recommendations of health authorities in a way that contributes to achieving the highest standards of public health and safety.

aimed to protect against any kind of viruses and pollutants on an almost daily basis. The campaign will keep running until further notice, in coordination with Al-Futtaim Sons





Company “Hertz” for vehicle rental services,” added Al Ali. This periodic sterilization processes of RTA-owned or rented vehicles include 200 vehicles shared by employees. The processes are carried out in several locations, including Al Mohaisnah, Al Rashidiya, Head Office, Al Marmoum building, Seif al-Arab, Lihbab, and Al Khawaneej. RTA carried out 6 campaigns and the daily sterilization covered all vehicles after each use daily, at a rate of 14 hours per week.

Samples and swabs are taken randomly from sterilized vehicles every 10 days, especially from places witnessing most frequent hand contact, such as vehicle door handle, steering wheel, and seat handles, to verify the effectiveness of the sterilization process and eliminate contaminants.

■ To protect the public health of field teams including users of RTA-owned or rented vehicles, the Department carries out sterilization of all frequently touched surfaces daily. The process includes vehicles used by more than one employee, which are susceptible to transmitting the infection to their colleagues using such vehicles.

■ In line with its concern for the safety of employees using shared vehicles, RTA contracted with the best specialized sterilization firms adopting high-level practices and procedures to carry out sanitization of those vehicles in the best possible manner.



RTA resumes Global Village bus & Abra services, upholds precautionary measures

Dubai's Roads and Transport Authority (RTA) decided to resume the operation of the four bus routes that serve the Global Village from the start of its new season 2020/2021-. RTA will also resume the electric Abra tourist services inside the Village as of October 25th, the date coincides with the silver jubilee of this premier tourist and family destination.

"We will ensure the implementation of preventive health measures onboard public buses and at stations to safeguard against the spread of Covid-19 amongst riders, drivers and staffs at stations. The four routes are: Route 102 from Rashidiya Metro Station, Route 103 from Union Metro Station, Route 104 from Al Ghubaiba Bus Station, and Route 106 from Mall of Emirates Metro Station," said Ahmed Hashim Bahrozian, CEO of Public Transport Agency, RTA.

"This time we will be using deluxe Volvo coaches for lifting riders heading to the Global Village. The service feature high comfort and safety levels that will add more pleasure to the journey to and from the Global Village during the new tourist season," he commented.

"We have also approved a plan to operate three electric Abbras to serve guests of the Global Village this season. The service proved extremely popular amongst visitors over the past 10 seasons. RTA is keen on launching the





Abra service with the re-opening of the Global Village, especially as it adds to the tourist attractions of the Global Village. The thrilling experience of riding Abras powered by renewable energy is clearly reflected on riders and visitors using the service,” commented Bahrozian.

The CEO of Public Transport Agency congratulated the management and staff of the Global Village on the Silver Jubilee of this prominent tourist destination. At the same time, he hailed RTA’s partnership with the Global Village towards serving guests during the tourist season of Dubai.

“The Global Village is a tourist hotspot in the Dubai tourist map as it appeals considerable numbers of residents, visitors and tourists descending on the UAE from all corners of the globe. It offers them an enjoyable time in exciting events, games and entertainments in the company of families and friends,” concluded Bahrozian.

“We are now putting the final touches towards the launch of the Silver Jubilee season of the Global Village. The comfort and safety of our guests and employees remain our top priority. We look forward to offering everyone an exceptional season by all standards,” said Bader Annohi, Chief Executive Officer, Global Village.

“We are proud of our strategic partnership with RTA which continued throughout our seasons. Our association with the RTA focuses on one of the most important points of interaction with guests by bringing them to their desired destination. We are confident in the efficiency of services RTA provides to our guests towards ensuring smooth mobility during their arrival and departure from the Global Village,” added Annohi.



Corporate Agility Week proliferates this culture and modern management

His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), stated that the fast-paced global changes, especially those related to the Covid-19 crisis, had created new situations. He noted that such realities forced governments and organisations worldwide to adopt new administrative approaches to continue business and achieve their targets. He noted the corporate agility approach had emerged as a new model poised to have increasing importance in future.

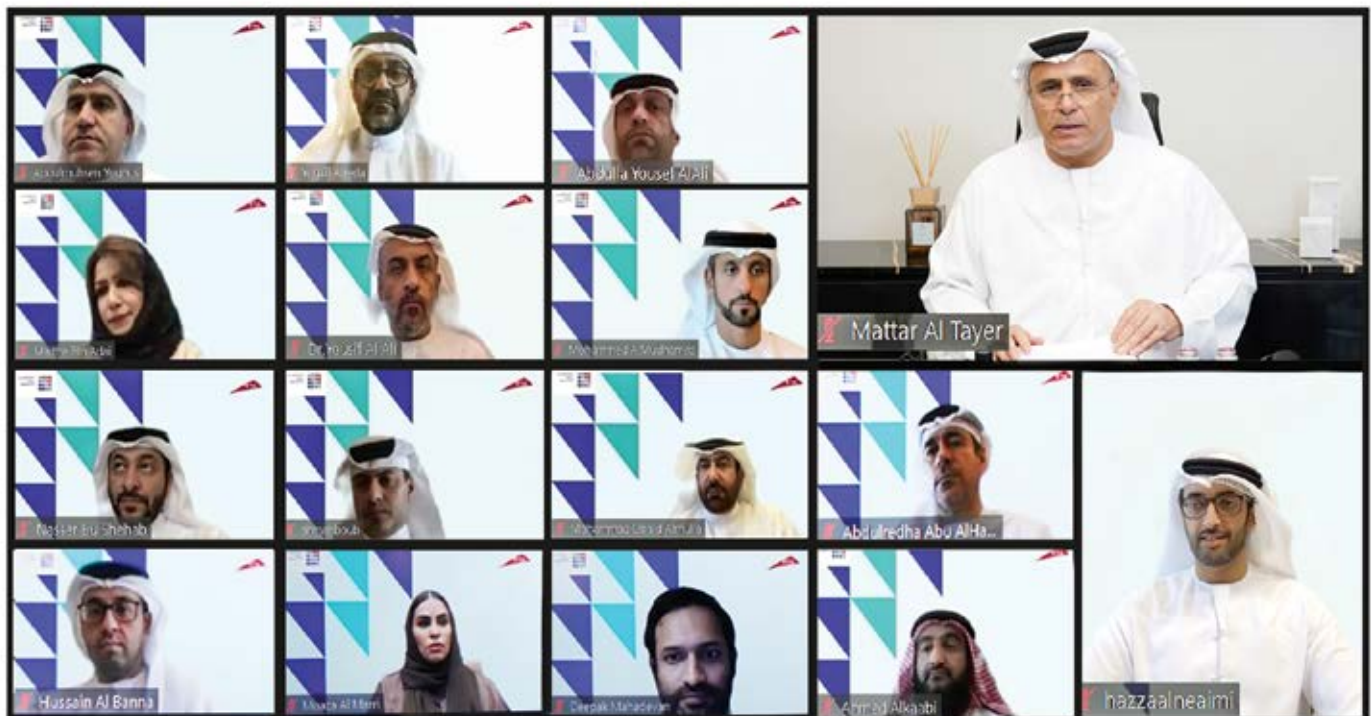
Al Tayer made these remarks during the Corporate Agility Week's Virtual Forum hosted by RTA in the presence of Dr Hazza Al Nuaimi, Coordinator-General of the Dubai Executive Council's Government Excellence Programme. Attendees also included several CEOs and directors of RTA.

Holding the Corporate Agility Week stems from RTA's keenness to nurture the culture of excellence and leadership and continue with the learning drive. It also reflects RTA's determination to adopt the most efficient

administrative practices such that it will be in a better position to adapt to changes in relevant fields and ensure business sustainability.

Fast Adaptation

"From inception, RTA adopted modern management and a resilient operational framework in doing business. Such an approach is reflected in RTA's organisational chart, which separated legislative and executive authorities and enhanced the corporate governance model. RTA also



mapped out a strategic plan for roads and transport, set out a model for predicting future trends and developed a methodology for managing risks and opportunities. It also kept pace with changes over the past years and matched the government call for migrating to smart city, achieving smart mobility, developing fast adaptation to challenges, resetting priorities, and maximising the existing resources,” said Al Tayer.

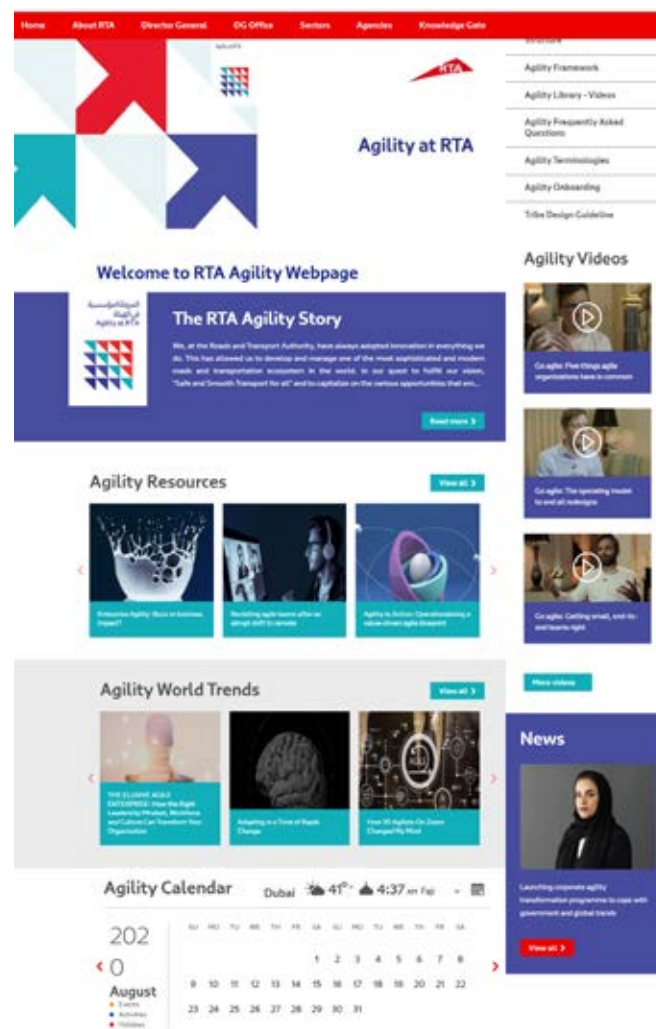
“RTA accomplished the Dubai Metro project on time despite the global economic crisis prevailing at that time and went on to deliver highly sophisticated projects such as the Dubai Water Canal that negotiated a wonderful path across busy Dubai streets such as the Sheikh Zayed Road, Al Khail Road, Jumeirah Street and Al Wasl Street.

“RTA managed to adapt quickly to the National Sterilisation Programme and made a smooth shift to a remote-work model, thanks to its preparedness and technological infrastructure. As a result, RTA continued business as usual during the crisis. RTA contracted with Points of Sale and malls and deployed taxis to deliver orders made by individuals during the lockdown period. RTA also continued the delivery of projects according to the approved timelines such as roads leading to Expo 2020, Route 2020 of Dubai Metro and some roads and footbridges projects at residential areas,” explained Al Tayer.

“RTA’s commitment to the timely delivery of projects at high-quality standards was praised by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, Ruler of Dubai, who said after the inauguration of Route 2020: “We say what we do, and do what we say. This is Dubai.” RTA is implementing the best global practices in both services and operations. It is also keen on adopting innovative solutions and the delivery of services and projects that meet the current and future needs, and enhance RTA’s regional and global leadership,” he added.

Corporate Agility

“Adding to our previous achievements, in 2019 we initiated the corporate agility concept in all our business. In the last quarter of last year, we started the implementation of corporate agility practices at the top global standards in collaboration with reputed firms of the industry. Recently,



we established a Corporate Agility Transformation Office (CATO), and agility teams will be formed in all sectors and agencies. As such, RTA has become the first government entity in the region to initiate a change of structures embedding agility in concept and practice.

“CATO will oversee the full transformation and seek to improve RTA’s corporate maturity through five key pillars namely strategy, structures, processes, people and technology. RTA held 33 training workshops that attracted 700 employees and qualified 24 agility coaches. It launched the corporate agility page in RTA’s intranet and embarked on a trial-run of agile contracts and procurement in the field of information technology, which resulted in 60% procedural improvements. It also implemented full scale-up of agile corporate transformation across the Licensing and Public Transport Agencies as well as the Corporate Technology and Administrative Support Sectors,” concluded Al Tayer.

Corporate Agility

Dr Al Nuaimi gave a full explanation of Corporate Agility and its relationship with corporate excellence. He also cited the definition of the term in scientific references and international practices as well as the Dubai Government Excellence Programme. He reviewed the Dubai Government excellence, standards and model from a corporate agility perspective and applications which included risk and emergency management plans, digital government, future foresight, innovation management and the strategic plan.

Al Nuaimi reflected on the role of the Dubai Government Excellence Programme in empowering public entities to up their preparedness to cope with crises and disasters, which was evident in the tackling of Covid-19. It demonstrated the ability of government bodies to continue business and services and tackle the crisis quite efficiently. Dr Al Nuaimi concluded by praising RTA's initiative in staging the Corporate Agility Week to promote the knowledge and practice of corporate agility and its immense impact on leveraging the business and the competitiveness of the Dubai Government.

The Corporate Agility Week, which continued for three days, held several discussion panels that covered an array of corporate agility experiments locally and abroad. Moaza Al Marri, Executive Director, Office of RTA's Director-General and Chairman of the Board of Executive Directors, took part in the virtual European Enterprise Agility forum, where she narrated RTA's achievements in this regard.

Deepak Mahadevan – Partner at McKinsey & Company, spoke about the journey to becoming an agile enterprise. Christian Stoyer – Senior Expert at McKinsey & Company, made a presentation about the scientific approach of implementing enterprise agility. Presentations were made during the Week about RTA's best agility practices, and agility coaches put forward proposals for implementing agility in their respective departments.

Dubai's Roads and Transport Authority (RTA) announced the holding of a virtual Corporate Agility Week for three days (23, 24 and 27 September 2020). The step follows the launch of RTA's Corporate Agility Transformation Programme aimed at launching a comprehensive

implementation of agility concepts and practices and sustaining them in various fields of RTA's business.

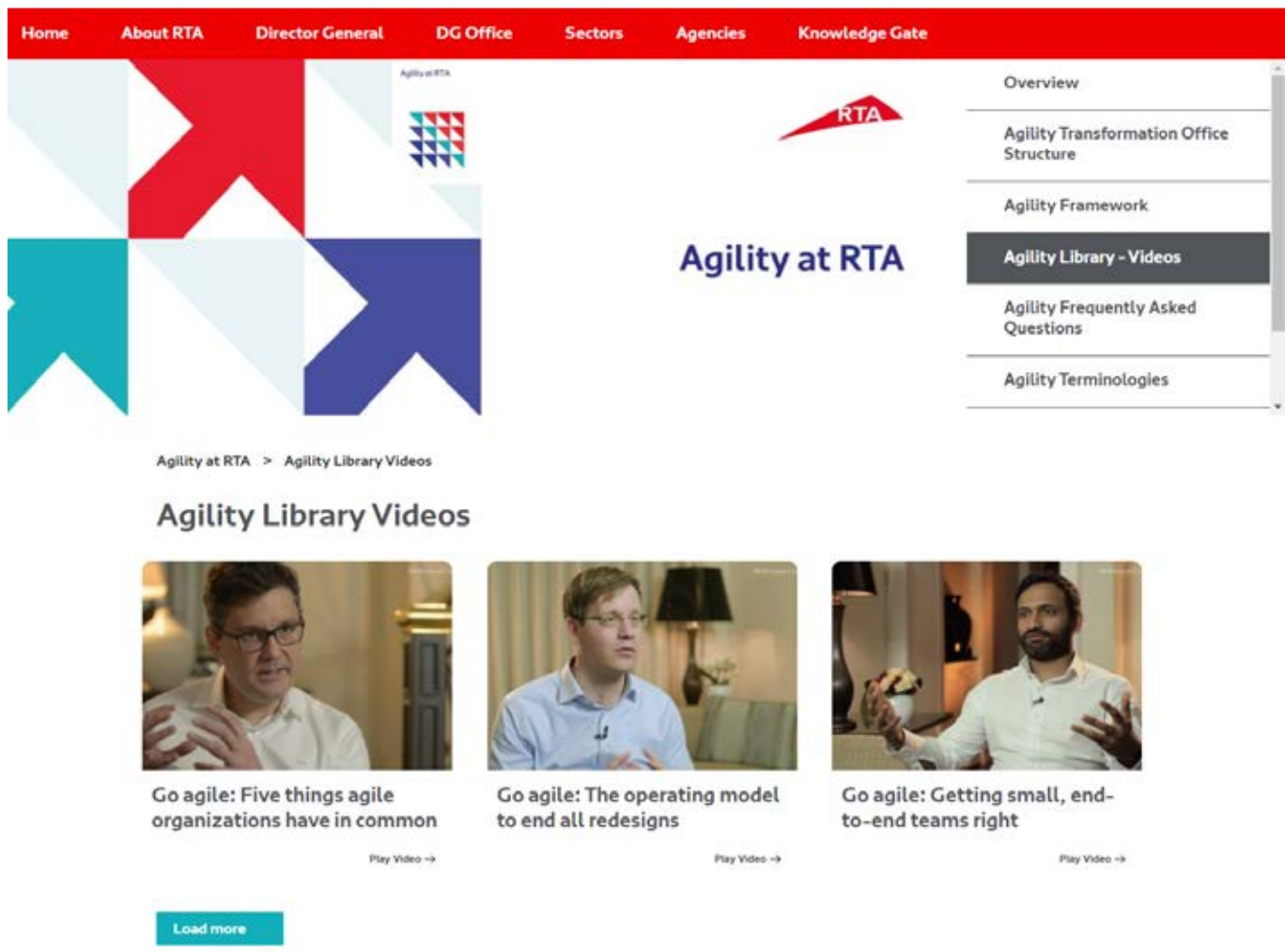
Through staging this event, RTA is seeking to promote the culture of corporate agility and improve performance in various business domains. It signals RTA's tireless efforts to keep abreast of government and global trends as well as modern business models, besides responding to customer expectations.

Commenting on the event, Moaza Al Marri, Executive Director, Office of RTA's Director-General, Chairman of the Board of Executive Directors, said, "The launch of the Corporate Agility Week is part of RTA's plans to spread the culture of modern management and corporate agility concepts amongst employees. Such a drive is encapsulated in RTA's organisational chart, strategic plan and innovative approach to various challenges. We believe the week will contribute to the transfer of in-house expertise and chart out a smooth and agile roadmap.

"Over three days of the Corporate Agility Week, RTA will deliver an experience par excellence through which we hope to create an interactive platform for debating a variety of concepts. We aim to put forward a wealth of knowledge that will certainly shore up the agility transformation of RTA's sectors and agencies. Accordingly, it will bring about a quantum shift in the nature of targeted deliverables and cement RTA's standing at the regional and global levels," noted Al Marri.

"RTA certified 24 employees to act initially as 'Agility Coaches' after passing the internationally recognised standards and criteria. The Corporate Agility Week is part of the second phase aimed at proliferating and supporting the corporate agility concepts and mechanisms," she further added.

The agenda of the Corporate Agility Week encompasses a series of events, dialogues on issues and experiences at the local and global levels. Moaza Al Marri will be the keynote speaker in the virtual European Agile days. She will touch on the importance of corporate agility in the public sector with a special focus on RTA's corporate agility achievements.



On Day 2, events will be kicked off by a keynote speech of His Excellency Mattar Mohammed Al Tayer, RTA Director-General, Chairman of the Board of Executive Directors, featuring RTA's corporate agility journey. Dr. Hazza Al Nuaimi, Coordinator General of the Government Excellence Program in the Dubai Executive Council, will explain the role of excellence in boosting corporate agility. The day will be wrapped up by a lecture delivered, on the journey to becoming an agile enterprise.

Day 3 of the Corporate Agility Week will feature a seminar, on how to achieve agility. The event concludes with presentations about the best practices of corporate agility at RTA. Agility coaches will put forward proposals about the implementation of corporate agility concept in their respective departments.

RTA established the Corporate Agility Transformation Office and affiliated it to the Office of His Excellency the Director-General and Chairman of the Board of Executive Directors. It attends to developing a structure for broadening the scope of successful practices and steering the agile transformation drive across RTA's sectors and agencies. It aims to enhance RTA's ability to anticipate, expect and adapt to various circumstances. RTA's corporate agility model is built on five key pillars namely strategy, structures, processes, people and technology in addition to 20 sub-pillars.

Overseeing the full scale-up of corporate agility and upraise RTA Agility maturity by providing a structured methodology and a novel framework across various sectors and agencies, towards pioneering among Government / Transportation Sector.

Honouring bus driver for returning AED250k

His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Dubai's Roads and Transport Authority (RTA), honoured Mr Noor Khan, a bus driver at the Public Transport Agency, RTA, for his honesty and loyalty. The driver found a bag left on the bus after his tour of duty, and it was revealed that it contained AED250,000. The employee took immediate action by communicating with the Buses Supervisor, who in turn received the bag and took action towards returning the bag to its legitimate owner.

In the presence of Ahmed Bahrozian, CEO of Public Transport Agency, Al Tayer thanked the employee for his job dedication and handing over the bag without any hesitation. He noted the professional ethics and high manners of the

exemplary employee would reflect positively on the workplace and make the employee stand out as a model to emulate.

"We pride ourselves on having employees with such great disciplines and fidelity at the RTA. This bus driver took

Pink October spreads awareness against breast cancer

Events included a medical lecture and a free screening week

The Women Committee at Dubai's Roads and Transport Authority (RTA) organised a virtual workshop to mark the 'Pink October'; the month for raising global awareness of breast cancer. The workshop reflected RTA's care to educate female employees on the signs and preventive measures of breast cancer through a host of medical awareness events and accompanying promotions.

"The workshop forms part of RTA's Women Committee annual plan of events aimed at running year-round educative events for female employees on health, social, educational and family matters as well as entertainment activities," said the Chairperson of Women Committee Moaza Al Marri, Executive Director, Office of the Director-

General, Chairman of the Board of Executive Directors, RTA.

"The workshop also hosted Dr. Nouf Ali Al Noon, family medicine specialist at the Dubai Health Authority, who shed light on the early symptoms of breast cancer and the importance of early screening. She rectified certain

the proper action by handing over the bag to the Buses Supervisor. This attitude fully reflects the confidence in the loyalty and honesty of the employees of our public transit means that commute hundreds of thousands of riders every day. This behaviour boosts the public confidence when using public transport means in Dubai,” noted Al Tayer.

Employee Noor Khan was grateful for the special recognition he received from His Excellency Mattar Al Tayer. “Honouring me is a source of pride not only for me but also for all employees in public buses. It is an incentive for all of us to redouble



our efforts and exhibit more dedication and loyalty in doing our jobs and bring happiness to bus riders. What I have done is part of my core duties.”

misconceptions prevalent in the community about the disease. She also reviewed the preventive measures as well as the causes of the illness.

“The event included a presentation delivered by the Prime Medical Centre in cooperation with the Women Committee. It included a full week for free breast cancer screening of all female employees or availing them medical consultations in the field at the premises of the Centre in RTA’s Head Office. Awareness footage entitled ‘Simple Steps to Help You Prevent Breast Cancer’ was broadcasted to all RTA female employees.

“The Committee is always keen on maintaining the health condition of female employees and providing all resources to meet this objective. We aim to nurture a healthy working environment that motivates our female employees to make excellent performance and contribute to RTA’s strategic goals. The civic body also seeks to maximise the satisfaction of female staffs to whom our leaders look forward in making an effective contribution to supporting the growth of Dubai,” commented she noted.



Al Marri reported that Dr Nouf and the officials of the Prime Medical Centre were honoured for enriching this event and making it a success as demonstrated by the remarkable presence of female employees.

Benchmarking of project management practices with Dubai Municipality

Dubai's Roads and Transport Authority (RTA) has briefed officials from the Dubai Municipality on the practices and processes of the Building and Facilities Department as well as the central and specialist indicators adopted by the Department in project planning, designing and implementing. The briefing is part of RTA's strategy of sharing knowledge and expertise and carrying out benchmarks with strategic partners and stakeholders.

The event took place during a virtual video meeting between officials from both parties. Attendees included Abdulrahman Al Janahi, Director of Building and Facilities, Corporate Administrative Support Services Sector, RTA, and Omar Al Bishr, Director of General Projects, Dubai Municipality in addition to several other officials from both parties.

“The meeting with the delegation of Dubai Municipality was held in the context of our endeavours to share experiences with our strategic partners to develop the best practices and modern techniques of managing infrastructure projects. It also fits with the policy of boosting cooperation between public entities in the interest of serving the Dubai

Government objectives,” said Al Janahi.

“At the start of the gathering, Dubai Municipality officials reviewed the organisational structure of the Corporate Administrative Support Services Sector. They also reviewed the structures of the Building and Facilities Department as well as the roles and responsibilities of each section. They also took note of the achievements, awards and certificates that the Department had facilitated the way for the RTA to obtain, such as LEED (Leadership in Energy and Environmental Design) Certificate – Gold Category for the Enterprise Command and Control Centre, ISO 41001:2018 certificate in Facility Management, which was the first time such a certificate was awarded to an entity in the region,

Launching Communities of Practice initiative to boost employee's knowledge maturity via sharing experiences and improving corporate performance

Dubai's Roads and Transport Authority (RTA) has introduced the Communities of Practice initiative to encourage the exchange of knowledge, experience and best practices amongst employees. The ultimate aim of the initiative is to promote the corporate business, enhance the performance and raise the cognitive maturity of RTA's human resources.

“This initiative is part of RTA's ongoing efforts to invest in employees cognitive and innovate skills

and their professional experiences in various relevant aspects. Targeted fields include risk management,

and Etihad Museum winning the ‘Best New Museum in the MENA region to name a few.

“The meeting also touched on RTA’s methodology of linking the initiatives and projects of the Building and Facilities Department with RTA’s strategic goals and objectives. It also shed light on the performance indicators of the Department in the fields of project planning and designing as well as corporate knowledge. Discussions also included nonconformity cases along with the corrective actions taken in this regard,” added Al Janahi.

“These meetings offer a chance to review the processes and methodologies of the General Projects Department and how to measure their indicators and link them with the local and global benchmarks for the benefit of all. We have reviewed the organisation chart of the General Projects Department along with its processes in planning, designing, implementing and closing projects through an electronic system based on the best practices of the industry,” said Omar Al Bishr, Director of General Projects, Dubai Municipality.

“The system enables the tracking of work progress in all project phases and provides a platform for all users. We also discussed the delegation of authorities to contractors and consultants such that they can submit



transactions through electronically reviewed and approved flow paths. The system provides a database for all projects managed by the Department and catalogues all project-related documents. We also focused on linking the system with the relevant electronic systems to expedite the processes and fully automate the project management business, which will contribute to supporting Dubai’s paperless initiative as well,” he concluded.

corporate excellence, mobility, financial affairs, future fore-sighting, innovation, sustainability, corporate excellence, artificial intelligence, and reading among others,” said Naser Abu Shehab, CEO of Strategy and Corporate Governance Sector, RTA.

“The Communities of Practice initiative is managed and operated via Microsoft Teams platform. All employees are entitled to the membership of this initiative by simply logging-in the Knowledge Gate on RTA’s website. The Communities of Practice is not a personal meeting point, rather a professional hub in a common professional field shared by a group where members seek more knowledge and skill in their respective field,” said Abu Shehab.

“The initiative has multiple benefits such as increasing cognitive maturity, obtaining assistance in coping with professional challenges and developing problem-solving knowledge. The overall objective of the initiative is to leverage employee performance and realise strategic objectives of the RTA,” he noted.

“RTA makes every effort to nurture a business environment that assists employees to deliver their best and improve the way of doing business. It also seeks to broaden the scope of their accumulated experience, enhance their loyalty and boost the sense of their belonging to the RTA,” added the CEO of Strategy and Corporate Governance Sector.

Building Information Modelling

Dubai's Roads and Transport Authority (RTA) has initiated a Building Information Modelling (BIM) system for projects. The BIM is a set of consistent computer-aided processes that add value to project operations through creating, managing, and sharing data and properties of assets throughout their lifecycle. The system is used in modelling asset information of construction projects, in a virtual reality environment.

System Bios

2014: Forming a team to supervise the implementation of the BIM.

2015: Developing a strategic plan for implementing BIM to achieve a comprehensive implementation in all projects within 5 years, based on the results of the pilot implementation.

Endorsing the first edition of the suppliers and employees' manuals evolved into approved policies in 2019, based on the international standards: (ISO 19650 & PAS 1192).

2016: Starting the actual implementation of the system in several strategic projects, namely:

Route 2020 project.

Metro stations improvements project.

Dubai Tram Project - Phase 2.

Metro Green and Red lines Extension project.

Public bus stations development project at Al Qusais, Al Ghubaiba, Union, Al Kafaf, Silicon Oasis and Business Bay 2.

Design and development of Oud Metha public bus station project.

Improving Satwa public bus station project.

Starting with the purchase and supply of the system platform: "Shared Data Environment" such that it will become the only source of project information.



Carrying field inspection of vehicle tyres in Dubai

Dubai's Roads and Transport Authority (RTA) has recently launched a one-month field campaign to inspect the soundness of vehicles' tyres travelling on Dubai roads and streets. The aim was to create awareness among motorists about the stipulations set for tyres and their importance to the public safety. The campaign is aligned with RTA's pioneering efforts to increase Dubai roads safety and security. Field teams of RTA's Licensing Activities Monitoring Department at the Licensing Agency carried out the campaign.

Purchasing the system software licenses from Autodesk and Bentley to follow up on projects and provide the required training.

Revising the standard contracts in cooperation with the Contracts and Procurement Department to include the system requirements, and applying them to selected RTA projects.

2017: Drawing up plans to ensure the integration of BIM information and other institutional systems, and following up implementation in various projects.

Establishing the UAE's first centre specialized in building BIM using a platform to coordinate with project stakeholders such as consultants and contractors, and providing specialized training programs for employees. (About 300 trainees have been trained).

2018: Holding an educative seminar for contractors, consultants and representatives of government bodies entitled: "Adopting BIM in the UAE" at Al Wasl Auditorium in cooperation with the British Standards Institution (BSI).

Submitting a proposal to make the BIM a federal standard by seeking a letter from His Excellency the Director-General to the Emirates Authority for Standardization and Metrology, within the needs of the partners, from the Emirates Authority for Standardization and Metrology in 2019.

2019: The BIM supervisory team was named the best RTA committee

RTA was accredited as the first government entity in the world to obtain ISO certificate (ISO 19650) from the British Standards Institution, which is a global reference for BIM.

RTA's experience was showcased in many events highlighted by the Dubai International Project Management Forum in December 2019.

■ Since May 2017, RTA has been a world leader in implementing the BIM. It was the first government agency in the world accredited with the BSI certificates (PAS 1192& ,2,3-5). It participated in the launch of the British standards (PAS 11925 & 3-) in cooperation with the BSI.

■ Since 2017, RTA has become a regional benchmarking centre. It received several government entities and shared with them its advanced BIM application, including: (Dubai Municipality, DEWA, Musanada, Etihad Rail, Dubai Aviation Engineering Projects, TRANSCO and several delegations from GCC countries (Saudi Arabia, Kuwait and Oman).

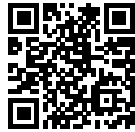
"During the field campaign, our teams inspected 7,353 vehicles (3,724 of them were heavy trucks) and issued 128 offence tickets. They also inspected 55 vehicles belonging to driving institutes and found that all their tyres were in a good condition. The teams re-inspected 3,574 vehicles at the testing centres to verify their compliance with the vehicles licensing conditions



in general and the soundness of their tyres in particular," said Mohammed Waleed Nabhan, Director of Licensing Activities Monitoring, Licensing Agency, RTA.

"The vehicle will not pass the technical test if the tyres are expired i.e. their lifespan exceeded 5 years from the date of manufacturing. The same applies to tyres that are seriously worn out or have cuts. Certain types of tyres are not fit for use on public roads such as mountain and snow tyres.

"These campaigns aim to raise public awareness about the compliance with sound technical specifications of vehicles rather than issuing offences and collecting fines. Tyres are critically important for the safety of motorists and other road users," concluded Nabhan.



RTA scoops 7 categories of Stevie International Business Awards



RTA has picked up seven of Stevie International Business Awards 2020; top awards in recognising achievements and services of the business sector across the world. Awards won by RTA comprise of 2 Gold, 2 Silver and 3 Bronze in the fields of rail, licensing and media response to Covid-19.



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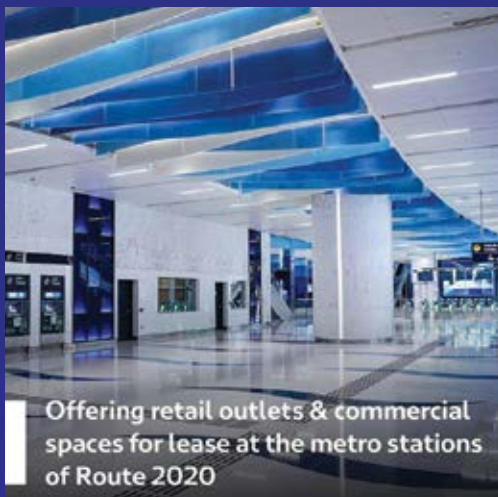
الهيئة تنال شهادة مواصفات بريطانية عالمية في مجال
صيانة الحافلات

RTA obtains certification of compliance with
British Standards in bus maintenance

#RTA has obtained a certificate of compliance with the British Standard (BS EN 15341:2019) relating to bus maintenance performance indicators. The achievement is the context of RTA's relentless efforts to standardise the sustainability of assets, safety and the environment at maintenance workshops.



#Dubai's government developed roads and transportation infrastructure by more than AED 130 billion between 2006-2019 to meet the overall urban and economic renaissance requirements and attain Dubai's residents and visitors' happiness and well-being. Thank you @salman_sidheek for this iconic road's shot.



Offering retail outlets & commercial
spaces for lease at the metro stations
of Route 2020

#RTA is offering investment opportunities for renting retail outlets at the metro stations of Route 2020, namely Jebel Ali, The Gardens, Discovery Gardens, Al Furjan, Jumeirah Golf Estates, Dubai Investment Park and Expo 2020 stations.

