

المسار almasar

The Official Monthly Magazine of Dubai's RTA

Issue No. 150 December 2020



**Mohammed bin
Rashid opens
Intelligent Traffic
Systems Centre**

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.

An Intelligent Traffic Management



“Dubai is a precedent forerunner, will always remain in pole position”

In these words, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, Ruler of Dubai, summed up his impression following the opening of Dubai's Intelligent Traffic Systems Centre (ITS) at Al Barsha. The facility is one of the biggest and most sophisticated traffic control centres worldwide in terms of modern technologies in use. The centre forms a key pillar of the traffic safety strategy, supports the current and future transit means, and serves the huge urbanisation of Dubai including the needs of serving Expo 2020.

Situated at Al Barsha, this iconic centre is part of a master plan to upgrade and expand the use of the ITS. It fits well with the Government's drive to transform Dubai into the smart city in the world, and harness smart technologies in facilitating people's mobility across Dubai. It will expand the ITS coverage of the city's main roads from the current 11% to a staggering 60%. Furthermore, it will cut the time of monitoring incidents, predicting congestions, and making a quick response.

Dubai ITS Centre is an integrated technology and digital platform powered by cutting-edge technologies of artificial intelligence, big data, internet of things and telecommunication. It is fitted with an intelligent traffic system (iTraffic) supported by advanced analysis tools and technologies for predicting the traffic condition, which in turn, supports decision enabling more efficient management of traffic and incidents. Thanks to these advanced systems, the Centre is capable of monitoring and managing the existing roads network all over Dubai districts.

These systems establish a link between the traffic control system with devices at site, thus create an integrated technology platform for capturing and analysing big data. Accordingly, it will assist the taking of decisions about the management of traffic movement, incidents and mega-events such as Expo 2020.

In his book 'My Story,' His Highness Sheikh Mohammed's sixth commandment is: Innovate or Withdraw. Governments and organisations that do not innovate are doomed to be outdated. We, in RTA, are keen to be key players and leaders of technology and artificial intelligence. We endeavour to harness modern technology for the convenience of Dubai inhabitants.

We have a clear roadmap to the future of smart mobility up to 2071 involving digitisation and the use of the 4th industrial revolution technologies in the transport sector. It covers the self-driving transport strategy 2030, digital mobility strategy, artificial intelligence strategy 2025 and the 4th industrial revolution transportation lab. It calls for implementing future technologies such as the blockchain, paperless transactions, big data, artificial intelligence, self-driving transport and the internet of things.

Having the honour of His Highness Sheikh Mohammed opening the Dubai's ITS Centre constitutes a huge responsibility upon us to maximise the benefit of this phenomenal achievement in a way that translates into a smooth flow of traffic on Dubai roads. It prompts us to continue delivering other pioneering projects and maintain the high global standing of the RTA as a global reference in transportation, traffic and road systems.

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

المسار almasar

Strategic Map For AlMasar Magazine Team

Vision

The Pioneer
Government
Magazine in Dubai

Mission

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

Core Values

Transparency &
Credibility
Corporate Reputation
Excellence
Spirit of Team
knowledge Sharing

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RTA

مركز دبي للأنظمة المرورية الذكية DUBAI ITS CENTRE

**Mohammed
bin Rashid
inaugurates
AED590 million
Dubai Intelligent
Traffic Systems
Centre at Al
Barsha**



His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, inaugurated the Dubai Intelligent Traffic Systems Centre constructed by the Roads and Transport Authority (RTA). The facility is considered one of the biggest and most sophisticated traffic control centres worldwide in terms of smart technology use and the management of traffic systems.

Developed to meet the needs of Dubai's rapid urban growth and the infrastructure expansion required for Expo 2020, as well as support current and future transport systems, the Centre was built at a cost of AED590 million. His Highness was received at the Dubai Intelligent Traffic Systems Centre by His Excellency Mattar Mohammed Al Tayer, Director-General and Chairman of the Board of Executive Directors of RTA, and several officials of the Authority.

HH Sheikh Mohammed unveiled a memorial to mark the official opening of the Centre. Later, he watched a film on the improvement and expansion of intelligent traffic systems aimed at supporting the government's drive to transform Dubai into the smartest city in the world. The Centre, which employs smart technologies

and software to ease mobility across Dubai, expands the coverage of intelligent traffic systems from 11% to 60% of the roads network in the emirate. The new facility will improve the time for detection of road incidents and prediction of congestions, apart from facilitating a speedy response to them.

A hub for managing traffic movement across the emirate, the Dubai Intelligent Traffic Systems Centre is a state-of-the-art technology platform that uses artificial intelligence, big data, internet of things and technologies of advanced communication systems. It connects with numerous devices for monitoring traffic, capturing data and running other smart services. Through intelligent traffic systems, the Centre has the ability to monitor and manage current and future roads network all over Dubai.



The Centre's sophisticated hi-tech systems connect Dubai's traffic control system with field devices (iTraffic), providing an integrated technology platform for collecting and analysing big data, besides supporting instant decisions for the management of traffic movement and mega-events such as Expo 2020.

Project Components

His Highness attended a briefing by Al Tayer about the expansion and improvement of the intelligent traffic systems project, one of the deliverables of the Route 2020 Lab. The Centre is fitted with advanced traffic control systems (iTraffic) enhanced with artificial intelligence as well as big data analysis and decision-making support tools. It also facilitates the management of traffic movement and links the Dubai neighbourhood apart from integrating with the Enterprise Command and Control Centre. A total of 60 Emiratis have been qualified and deployed to manage and operate the system after completing specialist training courses in all systems, processes and technologies as well as maintenance and system support procedures.

The RTA Director General outlined the highlights of five key projects that include the revamping and installation of 112 dynamic message signs to display instant information to motorists about situations in road networks such as congestion and traffic incidents. The signs also transmit important messages and guidance relating to traffic safety to enhance the efficiency of traffic movement. They are

placed at selected areas of the network and in the vicinity of places where big events, such as Expo 2020, are held. Systems installed included 116 traffic monitoring cameras that raised the total number of such cameras to 245. In addition, 100 incident-monitoring and vehicle tracking devices were installed, increasing the total number of these devices to 235. The project works also included the installation of 115 devices for computing travel time and average speed, and 17 road weather information systems. Power lines and fibre optic communication network extending 660 km were added to link site devices with central systems. This brings the total length of the fibre optic network to 820 km. The project also included upgrading the software of the advanced central traffic system to support decision-making and generate automated response plans. The central system integrates with the field devices, analyses incoming information and activates appropriate plans.

Facilities

His Highness toured the facilities of the Dubai Intelligent Traffic Systems Centre, which boasts world-class design and equipment such as mega screens, and user-friendly control systems for operators and engineers of the intelligent traffic systems. The facility also includes a specialist centre for managing and monitoring traffic movement processes equipped with giant display monitors as well as specialist rooms for technology devices and



emergency traffic movements. It also has offices for the engineering teams concerned with the management, improvement and support of systems.

His Highness was briefed on the unique technologies used in the Centre such as artificial intelligence, internet of things, big data, information analysis, decision-making support tools, and a sophisticated asset management system. The centre is also fitted with technologies for predicting traffic congestion and traffic control systems

at intersections. The briefing also included the integration and linking of RTA's traffic surveillance cameras and Dubai Police traffic cameras, which will improve the effectiveness of traffic management in Dubai, specifically during large events or emergencies. His Highness and other attendees witnessed a live demonstration of a traffic incident management process to assess the speed of arrival of patrols at site, incident handling and vehicle clearance to restore normal traffic flow.



Incident Management

His Highness reviewed the results of the trial operation of the RTA–Dubai Police joint traffic incident management project, which was implemented in September 2018. The project was trialled on the Sheikh Mohammed bin Zayed Road and Expo Road over a sector extending 72

km. It featured the rapid deployment of 11 clearance vehicles and six vehicles to speedily manage traffic movement and vehicle clearance following light or medium traffic incidents or vehicle breakdowns on roads. The project contributes to improving traffic safety and vehicular flow and reducing the overall time



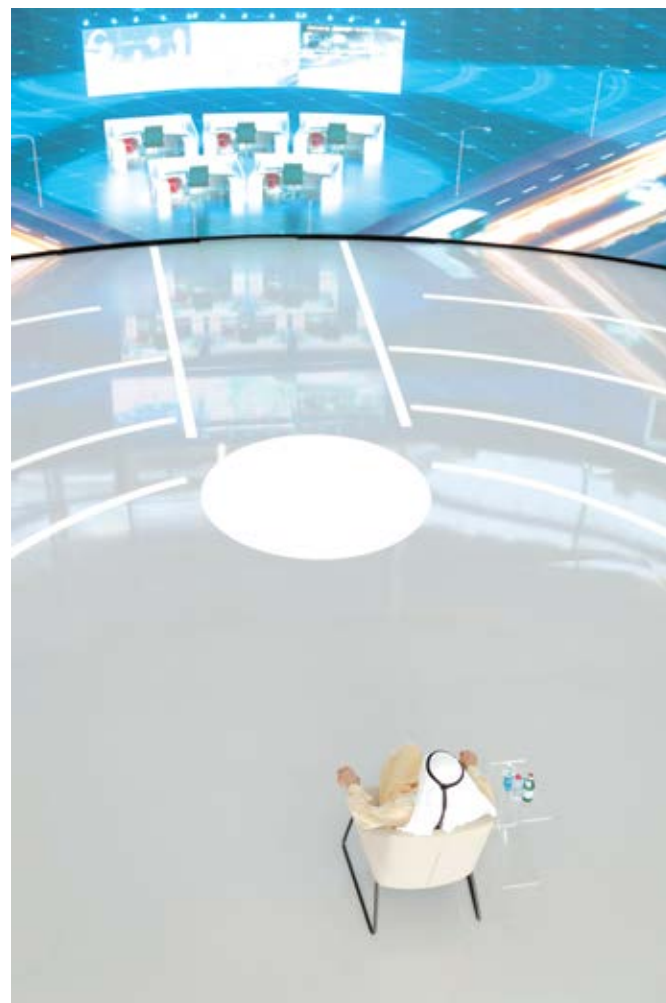
required to manage and safeguard incident sites.

In his briefing, Al Tayer stated that the project contributed to reducing traffic fatalities by 42%, increasing the traffic flow on the Sheikh Mohammed bin Zayed Road by 5.5%, and achieving a public satisfaction rating of 99%. He also noted that over eight months, the project handled 12,906 traffic cases including 5,071 traffic incidents at a rate of 633 incidents per month. The project also achieved high scores on performance indicators for incident response time and incident clearance rate.

Jebel Ali Roads

His Highness also reviewed the road and bridge projects RTA has accomplished at Jebel Ali extending 119 km, built at a cost of AED4.6 billion. These projects are intended to serve Expo 2020, Jebel Ali Industrial Area, Jebel Ali Free Zone Authority, Dubai Investment Park, International Media Production Zone, and Al Maktoum International Airport.

The projects also included transforming Al Houdh Roundabout on Sheikh Mohammed bin Zayed Road into a flyover enabling free traffic movement in all directions. The project works included improvements of roads extending 26.6 km, which will enhance the capacity of the junction to 57,000 vehicles per hour. Improvements conducted for the 7th interchange on Sheikh Zayed Road, Al Yalayer Road as well as the extension of First Al Khail and Al Asayel Roads saw the construction of roads and bridges extending 18.5 km that facilitate an increase in



intake to 29,000 vehicles per hour. Works also included upgrading JAFZA bridge on Sheikh Zayed Road through the construction of flyovers extending 2.5 km with a capacity of 6,000 vehicles per hour.









The project, featuring improvement of the roads network in the areas surrounding the Expo site over a sector spanning 71 km, involved the construction of bridges extending 13.4 km and tunnels stretching 450 metres. The overall capacity of the flyover has increased from 10,000 to 69,000 vehicles per hour.

The improvement of the roads network leading to the Expo site included upgrading several intersections such as Sheikh Mohammed bin Zayed-Expo Roads along with entry points to the site of Expo from Sheikh Mohammed bin

Zayed Road. Works covered the intersections of Expo and Sheikh Zayed bin Hamdan Al Nahyan Roads; the Sheikh Zayed bin Hamdan Al Nahyan Road at DIP with Al Yalayer and Expo Roads, and the Emirates and Expo Roads, apart from the construction of new roads and improvement of existing ones.

Future Mobility

His Highness reviewed the Digital Transformation and 4th Industrial Revolution Roadmap of Dubai Transport





outlined in the Self-Driving Transport Strategy 2030, Digital Transportation Strategy, Artificial Intelligence Strategy 2025, and the Improvement of the 4th Industrial Revolution Transportation Lab.

Al Tayer stressed that RTA will continue to pursue the application of future technologies such as blockchain, paperless transactions, big data, artificial intelligence, self-driving transport, and the internet of things. The briefing also touched on key future projects set to enhance the role of the Emirate in the transportation industry such as the 'Smarter Vehicle ... Quicker Response' project, preparation of the infrastructure of autonomous and connected

vehicles, and future smart mobility projects up to 2071.

His Excellency Mattar Al Tayer concluded by pointing out that the projects accomplished by RTA contributed to the UAE's No. 1 global ranking in the satisfaction index for roads and highways in 2020, and its first position regionally and eighth globally in the Self-Driving Transport Readiness Index 2020. They also contributed to reducing the traffic congestions index in Dubai to 1.21 in 2019, placing it ahead of cities like Paris, London and Singapore. Meanwhile, road fatalities in the Emirate plummeted to 2.3 cases per 100,000 of the population in 2019, which ranked Dubai amongst the world's best cities in traffic safety.



Hamdan bin Mohammed inspects progress of Shindagha Bridge Project

Dubai Crown Prince and Chairman of The Executive Council of Dubai His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum said that Dubai implements projects as part of an ambitious development strategy that places the interests of citizens and the comfort and happiness of residents and visitors at the top of its priorities. This is evident in the large investments the emirate allocates to infrastructure projects that serve the needs of society members and the business community, while also enabling establishments to grow and prosper, he added, noting that the emirate's infrastructure sector accounts for 46% of the total government spending in the emirate's 2020 budget.





His Highness's remarks came during an inspection tour of the Shindagha Corridor Project, one of the biggest road projects currently undertaken by the Roads and Transport Authority (RTA). Sheikh Hamdan was following up on the progress of work of the AED5 billion project, which extends 13km from the Sheikh Rashid Street through Al Mina Street and Al Khaleej Street up to Cairo Street. During his tour, His Highness inspected the construction work of the Shindagha Bridge project, a unique architectural structure developed as part of the third phase of the Shindagha Corridor Project. The bridge serves as an addition to Dubai's iconic landmarks and meets the needs of mega development projects in the surrounding areas such as Deira Islands, Dubai Waterfront, Port Rashid and the Dubai Maritime City.

On his arrival, His Highness Sheikh Hamdan was welcomed by His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of RTA. His Highness and his entourage boarded a ferry to review the work in progress at the bridge, which has reached a completion rate of 75%.

Extending 295 metres in length, the bridge rises 15.5m above the Dubai Creek, which allows the passage of boats of all sizes, and consists of six lanes in each direction in addition to a three-metre lane for pedestrians and cyclists. It features an iconic architectural arch shaped design in the



form of infinity symbol. The top of the infinity arch rises 42m, and approximately 2,400 tonnes of steel will be used in the construction of the bridge. The bridge can accommodate 12,000 vehicles per hour per direction.

The Shindagha Bridge project combines all elements of integrated transport. It includes two large lifts at both ends of the bridge and three shared bridges for pedestrians and cyclists. One bridge is currently under construction on Al Khaleej Street, while the other two will be constructed on the Sheikh Rashid and Al Mina Streets at a later stage. The project is part of RTA's efforts to enhance sustainable mobility and provide a unique environment for pedestrians and cyclists in an area bustling with trading and tourist activities that has to be well connected with routes linking Deira and Bur Dubai.

Asset Sustainability

"RTA has incorporated unique constructional elements and systems in the construction of the Shindagha Bridge in order to make it well protected and more sustainable.

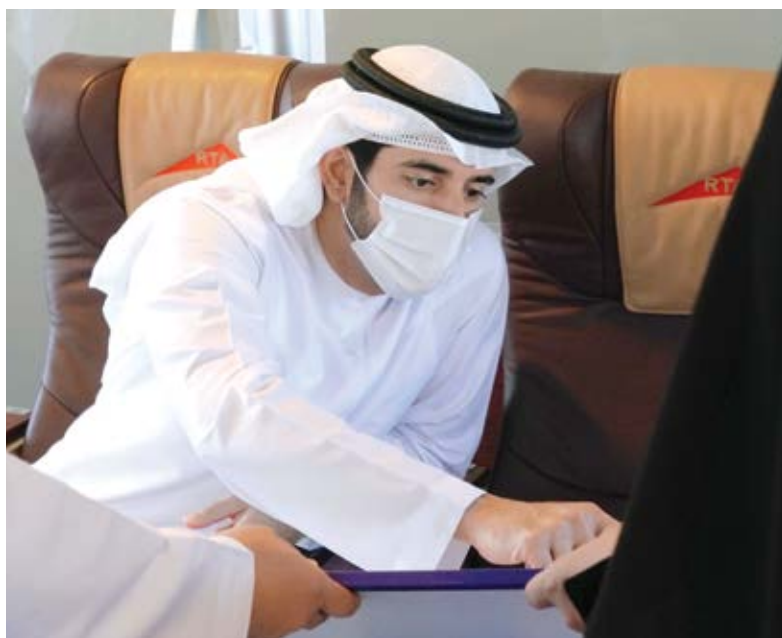
These include building foundations at a depth of 40 metres below the waterbed of the Creek. High-density polyethylene insulation was used (HDPE Liner) for the base and for part of the columns immersed in the Creek. It also protected the bridge columns from the maritime traffic in the Creek by using insulation materials and an anti-corrosion system called Cathodic Protection that works efficiently for 20 years," said Al Tayer.

"As for the metal arch, RTA used a system for insulation and protection against rust and adhesion to aquatic life that could come in contact with the water surface. This system allows the cleaning and maintenance of the metal parts of the arch touching the water surface, which extends the shelf life of the arch. The upper part of the metal arch is fitted with an anti-corrosion coating and protection system as well," concluded Al Tayer.

Five Phases

The first two phases of the project have already been completed and included upgrading the junction of





His Highness was also briefed by Al Tayer about the Shindagha Corridor Project. The construction work for the project has been split into five phases that support several development projects in the areas such as Deira Islands, Dubai Waterfront, Dubai Maritime City and Port Rashid. Once completed, the Shindagha Corridor Project will be capable to accommodate larger traffic volumes and slash the journey time on the Corridor from 104 minutes to 16 minutes.

Sheikh Rashid-Oud Metha Streets (Wafi Junction), and the intersection of the Sheikh Rashid-Sheikh Khalifa bin Zayed Streets. Work is currently underway on phase three of the project, which covers the construction of Shindagha Bridge, improvements of the Corniche Street as well as improvements of the intersections of Al-Khaleej and Falcon Streets. Last August, RTA opened bridges leading to entry and exit points of Deira Islands

at Abu Baker Al-Siddique Street.

Phase four covers improvements of Al Khaleej Street, the intersection of Al Khaleej-Abu Hail Streets as well as the intersection of Sheikh Rashid Street with Jumeirah Street, Al Mina Street and Al Mankhool Street. This phase is expected to be completed by the end of 2025. Phase five covers the construction of bridges extending 1.5km southwards to Deira Islands and is scheduled for completion in 2027.





RTA dresses up Dubai's landmarks with the national flag in celebration of Flag Day

Dubai's Roads and Transport Authority (RTA) took part in the nation-wide celebrations of the Flag Day in response to the initiative of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, Ruler of Dubai, to celebrate the event in 2012. His Highness directed then to hoist the national flag on all public facilities, entities and homes across the UAE to mark the accession as President of His Highness Sheikh Khalifa bin Zayed Al Nahyan. Flags now flutter in various public facilities across Dubai as part of RTA's celebrations of the event.

His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of RTA, raised the national flag at RTA's Head Office in the presence of a few CEOs and Executive Directors. The



Al Tayer holds virtual meeting with American Ambassador to UAE

His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA), held a virtual meeting with His Excellency John Rakolta Jr., Ambassador of the USA to the UAE. The meeting, which was attended by the American Consul General in Dubai His Excellency Philip Frayne, discussed means of boosting cooperation and sharing expertise between RTA and transportation firms in the USA.

Al Tayer started the meeting by praising the efforts of the American Embassy and Consulate in cementing the relationships between the RTA and its American counterparts in the fields of trains, roads and transportation. He expressed hope to boost the

investments and commercial exchange between the two parties, especially in the fields of public transportation, self-driving transport, future of mobility, innovative funding of projects and big data.

"The RTA had charted out an investment strategy that



event fully observed the health precautions in place to protect against the spread of Covid-19.

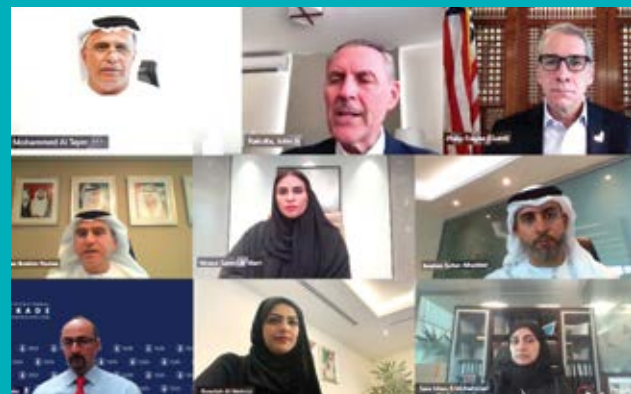
Al Tayer expressed his pride on the event commemorating the day of His Highness Sheikh Khalifa bin Zayed Al Nahyan taking office as President of the UAE. Hoisting the national flag on all public entities, establishments and homes underscores the spirit of cohesion, patriotism and loyalty of Emiratis to their leaders, who laid the foundations of a modern state that has become a global model in prosperity, union and development,” said Al Tayer.

Events included raising the national flag in a variety of Dubai landmarks such the Sheikh Zayed Road, Business Bay Crossing, Zabeel area, Water Canal, Al Garhoud Bridge, and Tripoli Street. The Tolerance Bridge and the Canal’s waterfalls were illuminated with dazzling lights resembling the colours of the state flag. RTA’s Head Office and several other vital facilities were also dressed up in the national flag. Moreover, replicas of the state flag were designed for display on all internal digital screens of the RTA.

includes specialist investment programmes, such as alternative funding, to enhance the role of the private sector in funding transport infrastructure projects. RTA had also developed a policy for partnership with the private sector along with a mechanism of studying and undertaking such projects to act as a reference in preparing and implementing partnership projects with the private sector,” said Al Tayer.

His Excellency John Rakolta thanked His Excellency Mattar Al Tayer and the RTA for the strategic cooperation between RTA and specialist American firms and factories in the fields of roads and transportation. He expressed hope to see the two parties engage in more projects in the foreseeable future.

Attendees of the meeting also included Abdul Mohsen



Ibrahim Younes, CEO of RTA’s Rail Agency, Moaza Al Marri, Executive Director, Office of RTA Director-General, Chairman of the Board of Executive Directors, and several other directors.

72% of works completed in the intersection of Al Khawaneej-Sheikh Zayed bin Hamdan Roads, opening in March 2021

His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) announced that the completion rate of construction works in the intersection of Al Khawaneej-Sheikh Zayed bin Hamdan Al Nahyan Roads had reached 72%. Al Tayer expected all works in the intersection to be completed and the tunnel opened in March 2021.

He also reported that the completion rate of the entire Al Khawaneej Road Improvement Project had clocked

52%. The project encompassed improving three main intersections on Al Khawaneej and Al Amardi Streets, and the construction of service roads extending 23 km along Al Khawaneej and Al Amardi Streets.

Al Tayer made these remarks during a site tour of the project accompanied by engineers to inspect the progress of the project at the site. Recently RTA opened the surface signalised junction of Al Khawaneej-Sheikh Zayed bin Hamdan Al Nahyan Roads, which eased the

Completion rate in the whole project reaches 52%

Al Tayer: The project covers the construction of 3 intersections, and service roads extending 23 km along Al Khawaneej and Al Amardi Streets





traffic congestion by 40% compared to the situation with the previous Roundabout. Completion rates reached 73% in the underpass of Al Khawaneej Road, and 45% in the bridge leading to Al Awir. Recently, RTA completed the surface junction of Al Khawaneej-Al Amardi Streets as well as the improvements of junctions of Algeria Street at Al Warqaa nearby Uptown Mirdif and Shorooq and Ghorroob Mirdif.

Improved Links

“The improvement of Al Khawaneej Corridor is one of the key strategic projects for improving the links between Dubai and Sharjah through the improvement of vertical roads linking with the Emirates Road and Sheikh Mohammed bin Zayed Road up to the Airport Street. The project will also accommodate the current and projected growth of traffic. Upon completion, it will slash the travel time between Emirates Road and the Sheikh Mohammed bin Zayed Road from 25 minutes to 9 minutes, and the waiting time at the junction of Al Khawaneej-Sheikh Zayed bin Hamdan Al Nahyan Roads (Al Khawaneej R/A) from 330 seconds to 45 seconds. It will double the capacity of the junction from 8,000 vehicles per hour to 16,000 vehicles

**The projects improves the vertical links between Dubai and Sharjah
The project improves the link of Al Awir and Al Khawaneej, serves the traffic condition on the Airport St.**

per hour. Replacing the roundabout at the intersection of Al Khawaneej-Al Amardi Roads by a surface junction will halve the waiting time from 120 seconds to 60 seconds,” explained Al Tayer.

“The project works include the construction of a tunnel of three lanes in each direction extending 680 metres at the intersection of Al Khawaneej-Sheikh Zayed bin Hamdan Al Nahyan Roads. Works also include the construction of a surface signalised junction to ensure free and safe traffic flow on Al Khawaneej Road, and replacing the existing roundabout at the intersection of Al Khawaneej-Al Amardi Streets by a signalised junction. Al Amardi-Emirates Roads junction will be upgraded to a flyover of two lanes in each direction extending 201 metres above the Emirates Road in the direction of Al Awir.

“The project components include the construction of a footbridge near the Arabian Centre at Al Khawaneej Road,

Travel time from Emirates Rd to Sh Mohammed bin Zayed Rd is cut from 25 minutes to 9 minutes

Waiting time at the intersection of Al Khawneej-Sh Zayed bin Hamdan Roads is cut from 330 seconds to 45 seconds



service roads extending 23 km along Al Khawanej and Al Amardi Roads, and upgrading three junctions at Algiers Street to signalised junctions. Other works include street lights, rainwater drainage system, directional signs, road markings, and protection works for road safety,” explained Al Tayer.

The Improvement of Al Khawanej Road Project follows the completion and opening of all phases of Improvements of the Airport Street Project involving upgrading four intersections: Rashidiya, Nad Al Hamar, Marrakech, and

Casablanca. The project had immensely improved the traffic flow, reduced the waiting time and sorted out congestions caused by overlapping traffic.

The opening of the Improvements of the Airport Street Project came after the completion and opening of the Improvement of Tripoli Road Project providing a link between Sheikh Mohammed bin Zayed Road and Emirates Road. The opening of this 12-km road eased the traffic flow, improved the entry points of Al Warqaa and Mirdif along Tripoli Road and enhanced the safety along the corridor.



RTA opens improvements of Sheikh Mohammed bin Zayed-Al Rebat Roads intersection

Dubai's Roads and Transport Authority (RTA) will open tomorrow (Friday, November 20th) the widening of roads and bridges at the intersection of Al Rebat and Sheikh Mohammed bin Zayed Roads, near Mirdif City Centre. The completed works included the addition of one lane to Al Rebat and Tripoli Streets and the widening of the existing bridges. The improvements will enhance the link between Dubai and Sharjah emirates, ease the traffic flow, and improve the safety along the corridor.

RTA had already improved all intersections along Tripoli Street including the flyover linking with Sheikh Zayed bin Hamdan Al Nahyan Road, bridges linking with Emirates Road and Nouakchott Street, and a tunnel at the intersection of with Algeria St (Mirdif-Al Warqaa).

RTA also completed the construction of a new road extending along the wild area extending from the intersection of Tripoli street and Sheikh Zayed bin Hamdan Al Nahyan Road up to the Emirates Road. The road, which extends 5.3 km, consists of three lanes in each direction, thus will serve the urbanization of Wadi Al Shabak area.



RTA's smart apps achieve 91% rating in customers satisfaction index

Mahboub: The achievement matches the standards and assessment of the Smart Dubai Dep't 2020

Dubai's Roads and Transport Authority (RTA) has gone far and wide in improving its smart and digital services and bringing them at par with the top international standards and technologies as evidenced in RTAs smart apps achieving 91% rating in customer's satisfaction index of the Smart Dubai Dep't for 2020. This high score, which demonstrates the success of RTA's digital products in brining happiness to users, couldn't have come at a better time as it coincides with RTA's celebrations of its 15th anniversary on November 1st.

"We had a significant 8% jump in the rating of our smart apps to 91% this year in the Smart Dubai Index, which illustrates RTA's continuous efforts to screen customer's needs and expectations and deliver solutions using cutting-edge technologies. It also signals the amount of improvements made in our smart app and the additional digital services

made such as self-service kiosks and Mahboub chatbot, which has the biggest number of services in comparison to similar chatbots in the Middle East. RTA's digital offering is also accessible via the WhatsApp for senior Emiratis and people of determination to enable them handy processing of transactions," said Ahmed Mahboub, Executive Director

Updating the Artificial Intelligence Strategy with 140 Development Projects

Benchmarking studies conducted with five cosmopolitan cities

Dubai's Roads and Transport Authority (RTA) has concluded a study assessing the current situation of its artificial intelligence study, which paved the way for embarking on an updated strategy guided by the UAE Artificial Intelligence Strategy 2031 as well as the latest trends and benchmarks of the industry worldwide. The study concluded to identify 140 projects to improve the technological performance of all operational, service and administrative processes as well as employee productivity.

"The assessment responds to the needs of the upcoming digitisation era, the 4th Industrial Revolution and the broadening of the artificial intelligence (AI) scope within the RTA. It covers three elements: the first is the

current strategy and the AI roadmap at RTA. The second is regulation and governance, which assess the extent of the compliance of sectors and agencies with the AI policies and ethics judged by the Smart Dubai standards. The third

of Smart Services, Corporate Technology Support Services, RTA.

“RTA’s apps proved effective during the National Disinfection Programme for tackling the outbreak of Covid-19. The validity and value of our apps have been tested and verified and found competent and deserving of such a high rating. Customers added happiness with RTA services was graphically reflected in enabling them seamless processing of transactions during the lockdown period,” he noted.

“Several factors contributed to achieving this score including a process for daily tracking and analysing of customers feedbacks. Improvements made were in the shape of periodic updates of apps to enhance the

customer’s journey and the efficiency of the smart apps. We have also tasked specific committees and teams to follow-up and present the scores of the happiness index to ensure that improvement plans were implemented.

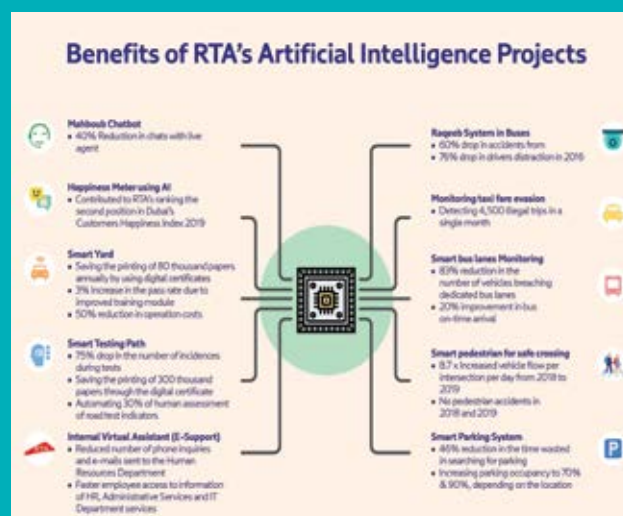
“We also carried out quality tests before the launch of services via all digital platforms to ensure the efficiency of updates made, which included automation tests, and stress tests to assess the response of platforms to updates made. We also ran performance tests to measure and analyse the system indicators in terms of stability and response in addition to security penetration tests which assess and analyse the systems security, gaps, and vulnerabilities. Functional and non-functional tests were also performed manually by quality engineers,” added Mahboub.



covers the infrastructure that includes the readiness of information, technology tools and operational systems,” said Mohammed Al Mudharreb, CEO of Corporate Technology Support Services Sector, RTA.

“The assessment revealed that 32 projects related to the use of AI technologies had been accomplished, and 31 projects are currently underway. These projects encompass a variety of focus areas such as the automation of operations and administrative process, traffic management and smart roads, improved customer’s personal experience, safety, security and crises management in addition to building capacities, knowledge management, and the improved employee productivity,” he explained.

As for the future vision, Al Mudharreb stated that RTA had set an all-inclusive roadmap for the next five years. “Departments across the RTA held 51 workshops that have identified 140 projects and use of AI technology



in data analysis, process automation, decisions and service improvements,” he commented.

“These projects are aligned with the requirements of future technologies. In this regard, we have carried benchmarking studies with five metropolitan cities:

Arrival of all new 50 Dubai Metro trains

His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) announced the arrival of all the 50 new Dubai Metro trains. 15 of these trains are designated for serving Expo 2020, and the remaining 35 trains are meant to improve the level of service of the existing Dubai Metro.

“RTA has introduced extensive improvements to the interior design of the new trains to make them more spacious and comfortable for riders. The last carriage is designated for women and children, and part of the first carriage remained as Gold Cabin. The rest are Silver Cabins,” said Al Tayer.

“Seats in the new trains are transversal in the Gold Cabin and longitudinal in both the Silver and the Women & Children Cabins. This redistribution of seats enables the increase of each metro train capacity by 8% from 643 riders to 696 riders. Improvements include new designs for grab handles and lighting, and the use of new digital advertisement displays. Illuminated dynamic line map will be used to indicate the metro route & stations, and the lighting will be using LED power-saving technology. In addition, the design of the luggage compartment has been revamped to make the space usable by standing commuters.

The new carriages are configured to suit the use of people of determination and the smooth entry and exit of riders. Seats were redistributed at the two sides of the train and the gangway connecting between carriages has been widened.

The exterior shape of the new Dubai Metro trains was left unchanged to maintain the design identity of the Dubai Metro and its familiar colours to the public,” explained Al Tayer.

The new trains are deployed at the Dubai Metro Depots at Al Rashidiya and Jebel Ali. RTA is currently conducting operational tests of trains on Route 2020 of the Dubai Metro Red Line. Tests consist of four phases. Phase 1 is a Static Test, where a motionless metro carriage is placed on the track for carrying out a series of tests including communication systems, automated train control systems, electrical Power supply system, air-





conditioning, onboard electronic equipment, lighting systems and the full integration and interface between various subsystems and components.

Phase 2 is the 'Dynamic Tests', which covers a series of onboard tests on a train in motion. Tests on the rolling stock cover electrical motors, brake systems, Operational performance tests during normal and emergency cases, power systems, electromagnetic compatibility, automated train control systems, and communications systems.

Phase 3 relates to 'Operational Tests' to verify the system's reliability and stability. These tests are key phases of the

project and start after the completion of tests and the integration of the entire systems. During this phase, the system will be running continuously in a fashion similar to the regular operation, but without passengers, to achieve the targeted operational performance indicator.

Phase 4 constitutes 'Operational Trials' conducted by the metro operator. It aims at verifying the readiness of the operator before the start of the actual operation of the service. It involves about 14 days of operation without riders to test the operation of the metro system under all scenarios including normal, degraded and emergency modes.



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

Facilities on offer include 40 trading
Retail outlets, 5 Kiosks Space

Dubai's Roads and Transport Authority (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.

RTA called on the business community and investors all over the UAE to benefit from this new business prospect generated by the 15-km Route 2020, which serves densely populated areas inhabited by more than 270 thousand individuals.

"These stations offer 40 retail outlets spanning an area of 15,860 square feet in addition to 5 sales kiosks. Metro stations of Route 2020 offer a brilliant investment opportunity for entrepreneurs as they are considered high-attraction spots for shoppers and tourists on the move," said Abdul Mohsen Ibrahim Younes, CEO of Rail Agency, RTA.

"Route 2020 can handle 46,000 riders per hour in both directions (23,000 riders per direction per hour). According to RTA's studies, the number of Route 2020 is projected to be used by 125,000 riders per day in 2021 and shoot to about 275,000 riders

per day by 2030. Studies also revealed that Expo Station is expected to witness 35,000 visitors per day during weekdays, and 47,000 visitors per day during weekends. This number accounts for about 29% of the total expected daily visitors of Expo," he continued.

"The elevated stations of Route 2020 cover an area from 8,100 to 8,800 square metres. The area of the two underground stations ranges from 27,000 to 28,700 square metres, and Expo station covers 18,800 square metres. Route 2020 includes the biggest station in the entire Dubai Metro network vis-à-vis the Jumeirah Golf Estates Station. It has an area of 27,000 square metres, extends 226 metres in length, and can handle up to 250,000 riders per day. The station serves surrounding areas such as the Jumeirah Golf Estates, Dubai Production City and





Dubai Sports City,” explained Younes.

The retail outlets at the metro stations are attractive to metro riders and motivate them to make their journeys more enjoyable, besides uplifting the level of service offered to the public in the surrounding communities. These outlets create unique investment opportunities for the retail sector as they offer businesses direct access to metro riders. Since the launch of the metro project in 2009, metro stations contributed to fulfilling RTA’s strategic objectives of reaching to new urban and economic zones, such as Expo, which will be up-and-running in October 2021. “Offering retail outlets in Route 2020 is in line with RTA’s endeavours to stimulate the domestic trade and inject fresh growth prospects. The success that marked retail outlets of the Dubai Metro stations on both the Red and Green Lines stems from the



success and excellence of the Dubai Metro project. It demonstrates the confidence reposed by the public in this pioneering project that has generated a positive impact on the daily life of people,” concluded the CEO of Rail Agency.



‘Dubai Drive’ app update adds 22 Salik services

Dubai’s Roads and Transport Authority (RTA) has added 22 new services all relating to the toll gates system, Salik, in a recent update to Dubai Drive app. The step is part of RTA’s efforts to improve its services and make them more accessible to customers by saving their time and effort. It also supports the Dubai Government digitisation and improving customers experience strategies.

“The new batch of services added to Dubai Drive app encompasses 9 main services and 13 subsidiary ones. The package includes a dashboard recapping the latest activities of the account such as the existing balance, top-up of Salik account, offence management, and the removal/addition of vehicles without visiting service centres or contacting Salik Call Centre,” said Eng. Maitha

bin Adai, CEO of Traffic and Roads Agency, RTA.

“This update displays details of journeys passing under Salik toll gates and registered vehicles. It enables customers to inquire about their accounts and PINs, update their phone numbers and obtain general information about the system.

“The addition of these new services to Dubai Drive is part of RTA’s commitment to the Smart City initiative of the Dubai

Receiving 31 thousand reports of items lost in taxis, cases resolution rate hits 99.9%

The Roads and Transport Authority (RTA) revealed that the Lost & Found Unit at its Call Centre, Customers Happiness Dep’t received 31,073 reports of items lost in Dubai Taxis during the period from January to September 2020. The resolution rate of these reports within the specified time was as high as 99.9%.

“RTA considers customers and service recipients a top priority in line with its third strategic goal ‘People Happiness’. From January to September this year, we found and returned a diverse cast of lost items including AED618,700 in cash, 836 mobile phones, 1,201 electronic devices, 453 passports, 254 laptops, 53 jewellery items, and 41 iPads/tablets. Overall, we have received 31,073 reports of

lost items and the signing-off rate amounted to 99.9%,” said Mehailah Al Zahmi, Director of Customers Happiness Department, Corporate Administrative Support Services Sector, RTA.

“We return the lost items to their respective owners once we receive reports from them. This achievement is credited to the cooperation of our taxi drivers who display high levels of integrity and honesty in line with RTA’s professional ethics in this vital field,” she noted.



Government. We are keen to support the initiative and make it a reality. We have screened all customer needs and expectations in several workshops to improve on the existing

Salik e-services to make them more accessible and user-friendly. Such efforts contribute to RTA's rejuvenated vision of 'The world leader in seamless & sustainable mobility'.

"Our taxi drivers may sometimes experience certain conditions, such as exhaustion, that preclude them from reporting items left behind by riders. Here comes the role of the Lost & Found Units in making a quick response to incoming reports. It can identify the vehicle thanks to the details supplied by the rider. The handing back of found items depends on the fast reporting of the case and the full provision of details," she continued.

"It is a common practice of the Customers Happiness Department to hand back lost and found items within three working days if full details are provided, and might take up to seven days in the event of supplying incomplete information. However, in most cases, a response is made to the customer within one day only. There are some urgent cases where the action is taken within a few working hours," noted Al Zahmi.

"Taxi drivers who report items left by customers in their vehicles are honoured and motivated to encourage them to continue with this moral and civilised conduct. It will also have a positive bearing on their careers, and contribute to attracting more riders to this service, which offers privacy and comfort to customers in line with RTA's vision as 'The world leader in seamless & sustainable mobility'," concluded Mehailah Al Zahmi, Director of Customers Happiness, Corporate Administrative Support Services Sector, RTA.

At the same time, Al Zahmi called on taxi riders to pay attention to their belongings at the time of leaving the vehicle. They are also encouraged to keep a record of the vehicle's number and the place at which the trip is terminated as a backup in case of any emergency.

Launching new bus route between Dubai and Sharjah on Oct 25th

On October 25th, Dubai's Roads and Transport Authority (RTA) launched Bus Route (F81), a new metro link service. It will also open a dedicated bus lane on Al Khan & Mamzar links for Route (E303) to lift commuters between Dubai and Sharjah and introduce other route improvements on the same date.

“The new Route (F81), a metro link service, will be opened on October 25th from Al Qusais Industrial Area to Al Nahda Metro Station. The service frequency will be 15 minutes during peak hours,” said Adel Shakri, Director of Planning and Business Development, Public Transport Agency, RTA. “RTA will also open a dedicated bus lane on Al Khan & Mamzar links for Route (E303) to shuttle riders between the Union Metro Station in Dubai and Al Jubail Station in Sharjah, which will reduce around 15 minutes of the bus transit time between the two Emirates at peak times. The

service will use a bus-dedicated connecting lane, thus will render riders commuting experience between Dubai and Sharjah smooth and convenient. RTA will deploy ten double-deck buses on this route,” he noted.

“On the same date, RTA will improve several other bus routes including Route 77, which will be extended to RTA's Head Office via the Emirates Metro Station. Route C19 will be abolished, and changes will be made to the service timing of Routes X94, X02, DPR1, 367, 97, 64A and 7,” explained Shakri.

Dubai Tram lifts 32m riders in 6 years of operation

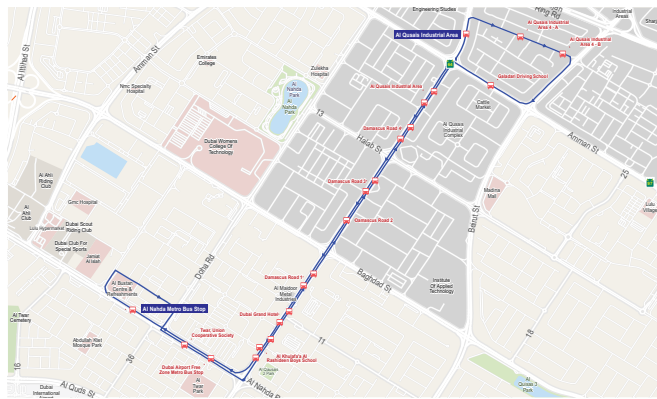
The Dubai Tram has lifted 31,720,472 riders from the launch date on 11 Nov. 2014 up to the end of September 2020. It connects 11 stations namely JBR 1, JBR 2, JLT, Dubai Marina Mall, Dubai Marina, Marina Towers, Mina Seyahi, Media City, Palm Jumeirah, Knowledge Village and Al Sufouh. Stretching 10.6 km, the tram has become a valuable addition to the public transport systems in the Emirate. This new mass transit means turned into safe and convenient commuting serving in popular areas for tourists, visitors and residents.

The Tram has enhanced the integration of public transit means and reduced traffic congestion in the Emirate, especially in areas covered by this vital service. It offered an advanced transit service that promotes the profile of Dubai as a tourist and entertainment destination. It links with Dubai Metro at two stations on Sheikh Zayed Road (DAMAC Properties Station and

JLT Station). The integration of the tram with the metro and public buses contributed to the overall growth of public transport ridership. The tram operation resulted in zero fatalities and reduced the carbon footprint by 81% since launched in 2014.

For the convenience and smooth movement of riders, RTA fitted some tram stations with four covered/air-conditioned

The Director of Planning and Business Development reiterated RTA's keenness to expand the public bus network and improve its integration with other mass transit means like the metro, tram and water transport. He stressed that a well-connected and convenient public transport network would make it the optimal mobility option in the Emirate.



Union Square Bus Station

- Salah Al Din Metro Station 1
- Reef Mall 1
- The Center 1
- Abu Hail, Clinic 1
- Mahlab School 1
- Sharjah, Mamzar 9 1
- Sharjah, Al Qasba 1
- Al Khan Street, Al Khaleej Times 1
- Al Wahda Rd, Subway 1 1
- Al Wahda Rd, Al Wahda Center 2 1
- Al Wahda Road , City Center 1
- King Faisl Rd, Jumbo (Sony) 1
- King Faisl Rd, Adnoc Petrol Stn 1
- King Faisl Rd, Gold Souq (Old)

Sharjah, Al Jubail Bus Station

pedestrian bridges to serve riders and residents on both sides of the road. Two footbridges were constructed on Al Sufouh Street, and the other two connect opposite sides of TECOM and Dubai Marina Mall to ensure safe crossing. These bridges were fitted with air-conditions, lifts and stairs. Their design matches the urban pattern of the neighbourhood along with the aesthetic shape of tram stations. The stations have convenient facilities for riders such as lifts and sloping lanes for seniors and people of determination. Works included landscaping, irrigation, pedestrian crossing, bike racks, and benches at stations and along the tramway.

The Dubai Tram is the first tramway project outside Europe powered by a ground-based electric supply system extending along the entire track, thus obviating the need for catenary cables. It is also the world's first tramway that uses Platform Screen Doors in passenger stations fully aligned with the Tram's doors opening and shutting mechanism, providing maximum convenience, safety and security for passengers, and at the same time protecting

The tram operation resulted in zero fatalities, reduced carbon footprint by 81%

the quality of the air-conditioning in the interior of both stations and carriages from external climatic conditions. The Tram won the Hamdan Bin Mohammed Smart Government Award as the best new service in 2015.



RTA celebrates 15th anniversary

This Sunday, November 1st, Dubai's Roads and Transport Authority (RTA) will celebrate its 15th anniversary, which also marks the 11th Public Transport Day. RTA's era is marked by huge successes and achievements that render it at par with the most prominent entities in Dubai and the world over. It has implemented strategic plans for upgrading the infrastructure of roads, mass transit systems, pedestrian facilities and traffic safety. It has also constructed and operated a host of strategic projects for increasing road networks and public transport services.

RTA's drive has been characterised by focusing on sustainability and bringing about a paradigm shift in public transit services as evident by the construction of the Dubai Metro, Dubai Tram, new bus stations and improved bus and marine transport services. It is also reflected in the construction of roads, bridges and flyovers, the introduction of smart technologies and apps, and the implementation of transport policies to achieve an integrated and sustainable transport system.

His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of RTA expressed thanks and appreciation to His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, Ruler of Dubai; His

Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince, Chairman of the Executive Council; and His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, Vice Chairman of the Executive Council, for their invaluable support and sustained patronage of RTA's projects. He noted that such support was critical for the successes of the RTA over the past years.

"RTA is forging ahead with projects and initiatives to improve public transport infrastructure and services, roads and the standard of living in the city to bring happiness to inhabitants, be it citizens, residents or visitors. RTA is also endeavouring to drive the smart transformation of customer services and improve its business model. For this

يوم المواصلات
العامة
Public Transport
Day





sake, it focuses on adopting corporate agility practices such that it will be capable to keep pace with the successive changes and the global trends and at the same maintain its leading role in the industry,” commented Al Tayer.

Indicators and Achievements

“Dubai boasts of high-class roads and transport infrastructure characterised by top quality and wide geographical coverage of the entire Emirate. By the end of 2019, the total length of roads network increased to about 18,000 lane-kilometre compared to 8,715 lane-kilometre in 2006. Similarly, the number of pedestrian bridges and underpasses increased sharply from 13 bridges in 2006 to 119 pedestrian bridges and underpasses in 2019. RTA’s efforts to improve traffic safety has improved road accident-related fatalities from 22 cases per 100,000 of the population in 2006 to only 2.3 cases per 100,000 of the population in 2019. Equally, the total length of cycling tracks increased from just 10 km in 2006 to as much as 425 km in 2019,” said Al Tayer.

“These improvements are responsible for placing the UAE as the first country in the quality of roads worldwide throughout the years 2013-2017- and ranked first in the satisfaction index of roads and highways system 2020. The improvements in Dubai’s public transit networks contributed to increasing the share of public transport in people’s mobility from 6% in 2006 to 18% in 2019. This has boosted the competitiveness of the Emirate in hosting global events such as Expo 2020. RTA has set a goal to push the share of public transport means in people’s

mobility to 26% by 2030.

“Dubai Metro, which has completed 11 years, lifted about 1.6 billion riders and achieved exceptional performance indicators in the punctuality of journeys clocking a dazzling 99.7% rate. The Metro has achieved a high assessment rate over 80% in the safety and security systems by the UK’s Office of Rail & Road.

Customers Happiness

“RTA prioritises customers and is keen on keeping their experience improving all the time to make them happier. RTA offers 317 services via a wide spectrum of channels including the website (www.rta.ae), smart apps, call centre, 7 customers happiness centres and smart kiosks. It has recently developed a package of services that rendered services more accessible such as Hala e-hailing taxis,





which slashed the waiting time for taxis from 12 minutes to 3.5 minutes. It also launched the Ferry service between Dubai and Sharjah, the smart taxi (Tech Taxi) offering unique technologies, and the chatbot Mahboub through the website and the WhatsApp,” said Al Tayer.

Fast Adaptation

“From inception, RTA adopted an innovative way of management. This was readily reflected on RTA’s organisational chart that separated the legislative and executive bodies and enhanced the corporate governance methodology. It has also charted an integrated strategic plan for roads and transport and developed a model for predicting future movement, and an approach to risk and opportunities management. Over the past years, RTA succeeded in adapting to government changes and directions such as the migration to the smart city, smart mobility based on autonomous vehicles, the fast adaptation to challenges and changes, resetting of priorities and benefiting from the existing resources.

“RTA has accomplished the Dubai Metro project on time despite the economic crises that hit the world at that time. It also completed sophisticated projects such as the Dubai Water Canal, the course of which intersected several vital roads and localities such as the Sheikh Zayed Road, Al Khail Road, Jumeirah and Al Wasl.

“RTA quickly adapted to the National Sterilisation

Programme during the Covid-19 lockdown and switched smoothly to a remote working mode, which is credited to the high operational readiness of RTA’s technological infrastructure. Thus, RTA was able to maintain its business continuity as usual and went about the completion of its projects on schedule,” explained Al Tayer.

Shared and Flexible Transport

“To improve 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 micro-mobility means loom on the horizon such as autonomous and individual mobility means.

“RTA currently provides Hala e-hailing service in partnership with Careem, where about 5,500 vehicles are registered in the app. Since launched in May 2019, Hala carried out about 8 million trips. RTA also offered 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 buses on-demand at five different areas in Dubai: Mohammed bin Rashid Boulevard, Dubai Internet City, 2nd of December St, Al-Rigga and Jumeirah Lake Towers. The service is operated by three overseas companies and two local firms supported by the Dubai SMEs,” reported Al Tayer.

Cycling Tracks

“The construction of cycling tracks comes in implementation of the directives 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, bring happiness to people and switch to a sustainable transport model characterised by minimal pollution to the environment. It also responds to the directives of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince, Chairman of the Executive Council, to make Dubai a bicycle-friendly city that provides suitable mobility options and encourages people to practice cycling sport. It is also part of the Dubai Vision 2021, which aims to enhance the profile of Dubai as the world’s most preferred and safest place to live, work and visit. Accordingly, RTA embarked on the construction of cycling tracks in several areas of the Emirate. The total length of tracks constructed so far amount to 425 km. RTA intends to extend them further to as much as 688 km by 2025. These tracks will contribute to linking Dubai areas and ease the mobility across them,” commented Al Tayer.

Expo 2020 readiness

Al Tayer confirmed that RTA had accomplished most roads and transport construction projects listed under the master plan for hosting Dubai Expo 2020. “Last July, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime

Minister of the UAE, Ruler of Dubai, officially inaugurated Route 2020 for extending the Red Line of Dubai Metro 15 km from the Jebel Ali Station to the site of Expo 2020.

“In the first quarter of this year, RTA completed all phases of Roads Leading to Expo Project, which included the construction of intersections on Expo Street, improving the intersection of the Sheikh Mohammed bin Zayed Road and Expo Street, besides constructing entry points for Expo area from the Sheikh Mohammed bin Zayed Road, and intersections of Expo Street with the Sheikh Zayed bin Hamdan Al Nahyan Street. It also completed the construction of the intersection of the Sheikh Zayed bin Hamdan Al Nahyan Street with Al Yalayer Street at Dubai Investment Park as well as the intersection of the Emirates Road with Expo Street. Earlier, RTA completed the improvement of the Airport Road to accommodate the anticipated growth in the number of passengers using the Dubai International Airport. “RTA is currently working on the construction of permanent bus stations/stops to serve Expo 2020. It covers 17 stations/stops including the recently opened Ghubaiba Station, Jaffiliya and Union Stations and the bus station connected to Etisalat Metro Station. The plan encompasses the procurement of 614 buses and six temporary stations/stops for serving Expo. Two of them are in Dubai Silicon Oasis and the International City, and the other four are in the Dubai Maritime City, Palm Jumeirah, Business Bay 1, and Al-Meydan.



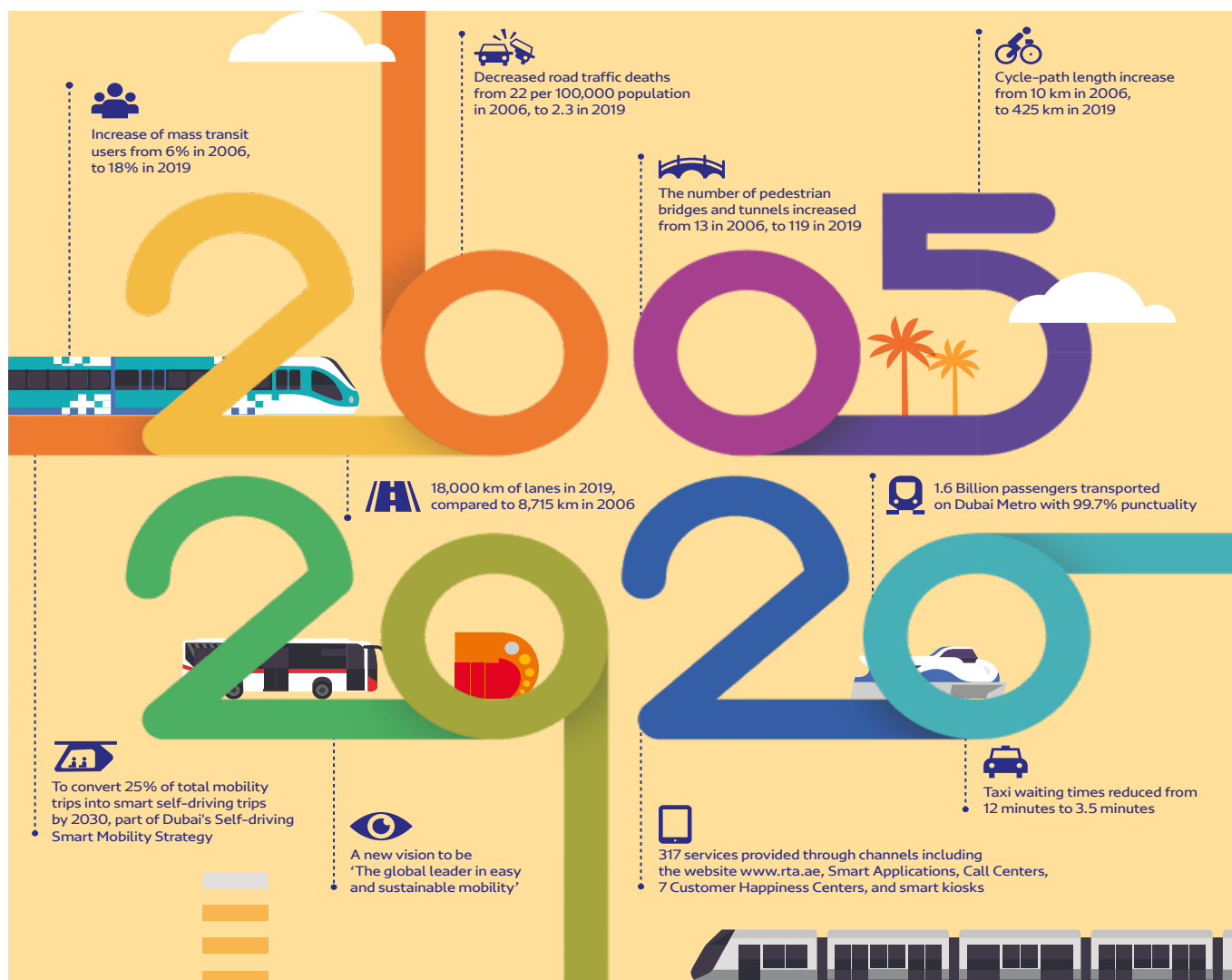
Future Mobility

RTA is making every effort to keep abreast of the Government's future directions of transforming Dubai into a smart, innovative and sustainable city that uses the cutting-edge telecommunication and digital technologies. In this regard, RTA is streaming ahead with the Dubai Self-Driving Transport Strategy aimed at converting 25% of total mobility journeys in Dubai to smart self-driving journeys by 2030. As such, enhancing smart mobility is based on three elements: customer's centricity integrated and connected transport and motivating innovation and partnership between the public and private sectors.

RTA is also cooperating with leading technology firms worldwide in carrying out tests on various types of vehicles, autonomous mobility means, and future mobility means. It started the trial run of an autonomous electric 10-seater vehicle, and the first air taxi capable of carrying two persons. Post which RTA started trials

on connected automated mobility pods operative according to the need and size of demand. It also made a pilot operation of the first autonomous taxi in the region in addition to several other initiatives to boost the leading role of Dubai in self-driving transport. RTA held the first edition of Dubai World Congress and Challenge for Self-Driving Transport bringing together senior officials, researchers, experts, specialists, scholars, policymakers and developers of autonomous transport technologies.

RTA also carried out trials on other future modes of transport such as the wireless charging of buses, electric buses, and environmentally-friendly Abras. RTA is commissioning studies on shared transit future modes such as individual mobility means, and micro-electric vehicles. RTA constructed the Enterprise Command and Control Centre, the most sophisticated in the use of smart technologies and the ability to control and integrate the existing and future multi-modal means. The Centre, which handles 75 million information per



day, assists with the sound journey planning to cope with various mobility challenges in the Emirate,” explained Al Tayer.

New Vision

To build on its successes over the past 15 years, RTA has updated its vision and strategic drive to align them with the UAE Centennial 2071, UAE National Agenda, Eight Principles of Dubai, 50-Year Charter, Dubai Plan 2021, and the deliverables of RTA’s innovation lab: RTA Future 2040. Accordingly, the rejuvenated vision has become: ‘The world leader in seamless & sustainable mobility’.

RTA started to introduce the implementation of the corporate agility practices at the top global standards in collaboration with reputed firms of the industry. RTA has become the first government entity in the region to initiate a change of structures embedding agility in concept and practice. It established a Corporate Agility Transformation Office to oversee the transition

and raise the maturity of RTA’s corporate agility. The process covers five aspects: strategy, organisational structure, processes, human resources, and technology.

RTA is proceeding ahead with the implementation of the best global practices and standards and adopting creative solutions that lead to the introduction of quality services and projects that match to the current needs and future challenges and at the same time sustain RTA’s regional and global leadership. “Such a drive requires fulfilling the needs of the Dubai Government, identifying the priorities of infrastructure projects ensuing from these plans and implementing transport policies and legislation for encouraging mass transit means. It also warrants sustained efforts towards migrating to smart technologies and services in collaboration with the concerned local and federal entities, besides broadening the scope of implementing traffic and modern transport technologies and systems,” concluded Al Tayer.

RTA announces winners of ‘Hunt for Virtual Treasure’ contest on Public Transport Day

The Dubai Roads and Transport Authority (RTA) has announced the winners of the ‘Hunt for Treasure’ contest launched to mark the 11th Public Transport Day celebrations 2020. It is an online game via RTA’s website, where participants competed in hunting and collecting virtual money distributed in 15 places at metro, tram, bus and marine transport stations. Seven participants who collected the largest amount of virtual money were declared the winners out of 494 participants in total.

“In fact, the virtual money under this contest was nol Plus points credited to nol card balances of participants. Winners can use points collected in commuting aboard public transport means or pay for purchases at 11,000 stores approved under the nol Plus system. They can also use their credited points to enter Etihad Museum or public parks in Dubai,” said Rowdah Al Mehrizi, Director of Marketing and Corporate Communication, Corporate Administrative Support Services Sector, RTA.

Rowdah pointed out that the contest offered two million

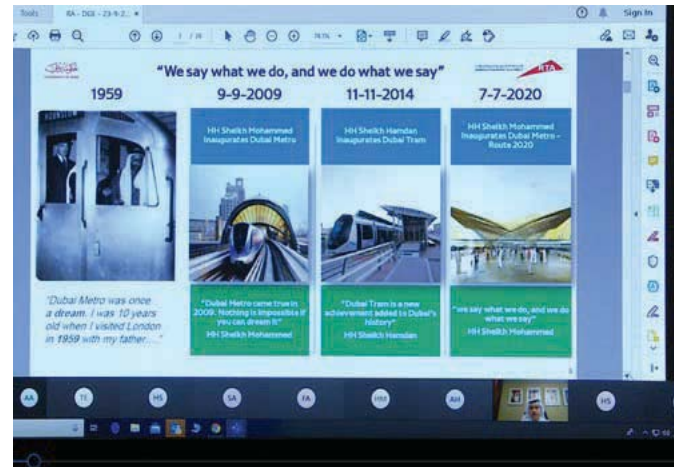
nol Plus points, which were won by 7 winners out of 494 participants in total. The seven winners amassed the largest amounts of virtual money. They are: The first winner is Amr Samy who got one million nol Plus loyalty points, the runner-up is M. Feshawy who got half a million points, and Ahmed Farid who won the third-place got a quarter of a million points credited to his nol card. The fourth winner Sana Malik got 100k points, and the remaining three winners Salma Elgazzar, Mohammed Siddique and rey John Paults, got 50k points each. Thus, a total of 2 million points were rewarded to the seven winners

“The underlying objective of the contest was to test the knowledge of participants of public transport means and enhance their association by engaging them in a thrilling contest. The ultimate aim is to encourage people to use public transport means in Dubai,” she added.

Remote Simulation Sessions

Pioneering and Excellence Dep't held a first of remote simulation sessions relating to the Dubai Government Excellence Programme using Microsoft Teams. The step is part of the remote work and business continuity plan approved by RTA. It is in line with the UAE's efforts to curb the spread of Covid-19.

Sessions continued over two weeks with the participation of CEOs, Directors as well as Quality, Health, Safety and Environment Offices. Participants also included officials, employees from various departments and assessors from our excellence partner, the UITP. These remote sessions aimed to ensure the preparedness of agencies and excellence committees for RTA's participation in the Elites category of the Dubai Government Excellence Programme.



Mobile Command Vehicle proves successful in crises and emergency management: RTA

Dubai's Roads and Transport Authority (RTA) announced that the Mobile Command Vehicle had undertaken several specialist jobs since launched in March 2019. These successes were highlighted by carrying out six mock drills that demonstrated its effective role in crises and emergency management.

"The Mobile Command Vehicle was deployed to assist with challenges encountered by Crises Management Team. It provides field coverage of incidents through CCTVs along with real-time updates of crises, which enables taking appropriate decisions in coordination with the Enterprise Command and Control Centre (EC3)," said Nada Jasim, Director of Safety, Risk, Regulation and Planning, Strategy and Corporate

Governance Sector, RTA.

"The Mobile Command Vehicle was extremely successful and effective in providing a strong response to emergencies and crises triggered by rainstorms last January. It monitored the latest developments of impacted areas and provided instant information to RTA's EC3 to take further measures to control the situation as appropriate," she noted.

"The vehicle was also highly successful during the



2019 New Year's event as it served as a command and control centre for coordinating the efforts of the concerned operation teams. Specifically, it provided live streaming of events from and to its base at Burj Khalifa area to the EC3 to support the decisions of the senior management and crises and emergency team to ensure safe and smooth conduct of the event. The vehicle was also used in conducting six mock drills across Dubai involving different scenarios relating to RTA's operations and services. Moreover, it provided support to other government entities," added the Director of Safety, Risk, Regulation and Planning.

The vehicle has a command room with a fantastic design for monitoring, planning and managing the continuity of RTA's business and services. It has satellite link with the EC3 and is fitted with multi-channels for internal and external communications such that the EC3 remains connected and updated with instant audio-visual information from and to the site. Besides that, the vehicle provides support to emergency and crises management.



Taking citrus, avoiding cool breeze the best recipe for autumn

Arabs a long time ago were aware of the risks of exposure to the lovely autumn breeze. People love the autumn breeze though it is harmful. An Arab poet likened his friend to the autumn breeze, saying: I like him though harmful. Let's know more about autumn.



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Autumn comes after the hot summer. People are eager for the cold breezes, but expose themselves without taking any health or protective precautions, as we usually do in the cold winter. As such, the cool autumn breeze turns into a pleasure tinted with harm.

The autumn season is marked by a noticeable and rapid drop in temperatures. The sky becomes very cloudy and rainy, with strong winds. Nevertheless, the weather is usually clear for several days, especially in the early autumn, which tempts people to get exposed to this weather, without any precautions.

Autumn breeze, a curse in disguise

There is a link between some seasonal diseases and autumn. Doctors say that autumn air causes a disturbance in the body's energy, which disrupts the immune system

and the internal balance. Therefore, it is noticeable that the autumn is marked by frequent bouts of cold, flu, allergic rhinitis, influenza, and bronchial allergy.

Bad habits

The drop in temperatures in the autumn is often accompanied by a gradual change in human mood. People fall victim to many wrong habits, which hurts health. Here are some examples.

Lack of movement

In cold countries, with the beginning of the fall, physical activities and movement begin to decrease. Most people sit for long hours, in front of a computer or television, which causes weight gain. It is, therefore, recommended to make a daily exercise for half an hour.





Too much food

With lower temperatures, the appetite to eat more food increases, especially warm sugary drinks and baked foods. More food intake translates into weight gain along with an increased risk of obesity-related diseases.

Low fruit intake

Most people do not eat fruits during autumn, which is also due to the lack of fruits this season. So the intake of fruits and vegetables decreases, and people tend to consume sweets and hot drinks instead.

Laziness

The human body needs sunlight to obtain vitamin D, an important vitamin for bone health. The body needs fresh air to balance the mood and get rid of depression and mood changes. Therefore, it is recommended to go out in the day during autumn. The movement of people in cold countries decreases and they become less exposed to movement.

No exercises

The constant thinking about the cold weather pushes the person to return to bed at the expense of practicing usual sports activities.

Fatty foods

Sitting at home for long hours increases a person's desire to eat fatty foods and sweets.

Sadness and depression

As a result of vitamin D deficiency during autumn, due to the prolonged lack of sunshine, many people develop depression and sadness.

Tips

Doctors offer the following tips for people to follow with the onset of the fall:

- Don't sleep while the room windows are open
- Don't sleep outdoors
- Don't leave opposite car windows open while driving
- Don't sleep near open windows

Note:

Much of the harm resulting from people retreating in their homes in the fall is reversed in the UAE. People become more mobile and relaxed in the autumn. But the exposure to cold air, without precautions, remains a sensitive issue.

