

المسار almasar

The Official Monthly Magazine of Dubai's RTA

Issue No. 153 March 2021

A day in history UAE Hovers Over Mars



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.

Dream of Zayed Comes True



February 9, 2021, will be marked in the history books as the day that saw a dream come true for the late founding father of the UAE Sheikh Zayed bin Sultan Al Nahyan with the UAE reaching the outer space.

On this day, the UAE's Hope Probe reached Mars, recording a global scientific achievement heralding the entry of the UAE in the international space league. The Probe will commission a first-of-its-kind comprehensive study about the Martian atmosphere and layers.

This historic achievement has been made possible thanks to the patronage and support of His Highness Sheikh Khalifa bin Zayed Al Nahyan – President of the UAE, His Highness Sheikh Mohammed bin Rashid Al Maktoum – Vice-President, Prime Minister of the UAE, Ruler of Dubai, His Highness Sheikh Mohammed bin Zayed Al Nahyan – Abu Dhabi Crown Prince, Deputy Supreme Commander of the Armed Forces, and Their Highnesses Members of the Supreme Council, Rulers of the Emirates.

What makes this achievement a source of eternal pride, is that the Hope Probe Scheme has been manufactured, planned and managed

by Emiratis, rendering it the first-ever Probe from an Arab or Muslim country to reach Mars. The arrival of the Hope Probe to the orbit of the Red Planet will enhance the competitiveness of the UAE across the board, especially in innovation, technology and advanced sciences. It will also contribute to building and supporting the knowledge-based economy in the UAE. Furthermore, the project will inspire Emirati and Arab youth and boost their confidence to make yet more glorious achievements. The UAE started space expeditions as early as the 1990s. It established Thuraya Communications Company, and AlYah Satellite Communications Company (Yahsat). Later, it launched Khalifa Sat and Dubai Sat 1 and 2, then established the Mohammed Bin Rashid Space Centre and the Emirates Space Agency.

Preparations for the Emirati-led Hope Probe Mission to Mars started six years ago. The project was supported by our leaders from scratch until the moment of insertion in Mars' Orbit. The achievement will set the UAE foot firmly in space science. Time and again, the UAE is proving the impossible is possible and is making giant strides to beat challenges and raise the profile of the nation worldwide.

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

Reciprocal Ads Initiative

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

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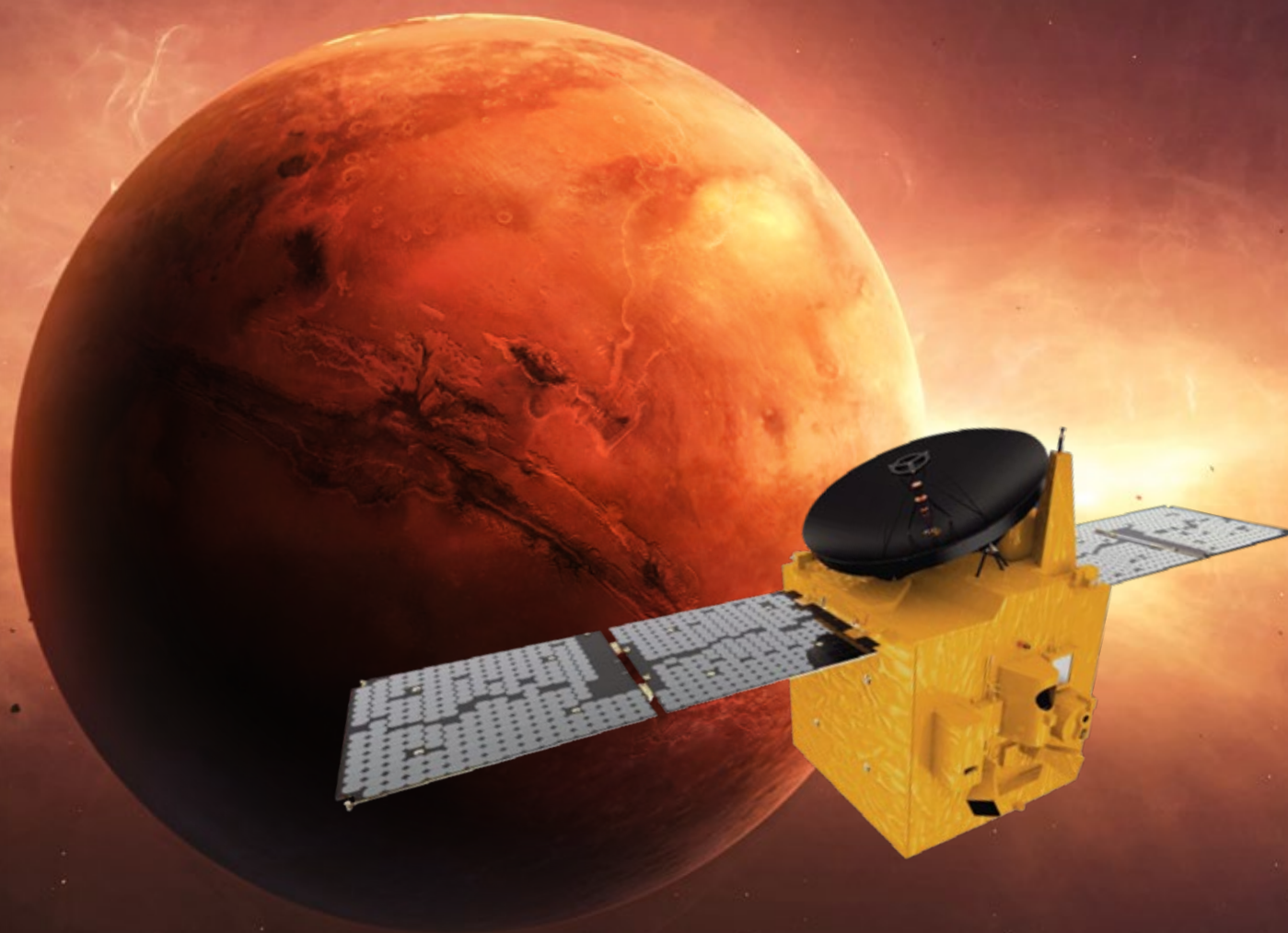
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UAE's Hope Probe arrival to Mars turns Zayed's dreams into reality

His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE, congratulated the people and residents of the UAE as well as Arab nations on the successful mission of the Hope Probe.

- The achievement is made under the reign of Khalifa, Mohammed and Mohammed
- Khalifa congratulates the people of the UAE on the success of the Mars Mission
- Mohammed bin Rashid and Mohammed bin Zayed follow-up the historical moment from the ground station





His Highness hailed the exceptional efforts of Emiratis, who turned the dream into reality and delivered a long-standing ambition of Arab generations to set a firm foot in a space race that was restricted to a limited number of countries.

His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE said: "This historic achievement would not have been possible without the persistence and determination to implement the idea that emerged at the end of 2013 by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, Prime Minister of UAE, Ruler of Dubai, who followed it up closely until its success."

His Highness Sheikh Khalifa also praised the efforts of His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, Deputy Supreme Commander of the UAE Armed Forces, in dedicating all kinds of support needed to make the dream come true. "Thanks to both leaders and the team of scientists and engineers behind the project for proving to the world that the UAE is capable of achieving the impossible."

His Highness Sheikh Khalifa bin Zayed hailed the space project, which was the outcome of solid institutional collaboration and a bold vision that aimed to serve mankind and the international science community and achieve the hopes of million Arabs to set a solid foot in the space exploration.

His Highness Sheikh Mohammed bin Rashid Al Maktoum, and His Highness Sheikh Mohammed bin Zayed Al Nahyan, congratulated the people of the UAE and the Arab nation on this historic achievement. Both leaders were keen to follow-up the historical moment from the Ground Control Station of the Hope Probe at Al Khawaneej, Dubai.

Hailing the success of the mission, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, Prime Minister of the UAE and Ruler of Dubai, said: "The Hope Probe's historic arrival to Mars is the greatest celebration of the 50th anniversary of our country. It sets the beginning of the next 50 years with boundless ambitions and dreams. His Highness added, "Our next accomplishments will be even bigger and greater."

His Highness Sheikh Mohammed bin Rashid Al Maktoum tweeted:



Mission Accomplished

We congratulate the people of the UAE as well as the Arab and Islamic nations and humanity, on the arrival of the first UAE's mission to Mars 2021. This day marks the beginning of a new era of Arab scientific history. An era marked by confidence in ourselves, youth and Arab nations that we can compete with other nations.

Hamdan bin Mohammed hails the Mission

His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince, Chairman of the Executive Council cum President of the Mohammed bin Rashid Centre for Space, praised the team of the Emirates Mars Mission of young Emirati engineers. His Highness hailed the relentless efforts of the team over more than six years towards turning the Mars dream into a reality we today celebrate.

“The arrival of the Mars Mission heralds the start of celebrations of the UAE’s Golden Jubilee. We are making different scientific and inspiring celebrations as we endeavour to build a development model that says to Arab youth: We are the people of civilisation. We will revive our civilisation with your hands and the support of Allah Almighty,” added His Highness.

His Highness Sheikh Mohammed bin Rashid noted that “Our biggest success is building national scientific experts who

will contribute to the international scientific community.”

“We dedicate our Mars achievement to the people of the UAE and the rest of the Arab world. Our success proves that Arabs are capable of reviving the region’s legacy and status in the scientific sphere.

“We mark our country’s 50th anniversary by our Mars stop, and invite Arab youth to join the UAE’s science movement that marched at high speed,” concluded His Highness Sheikh Mohammed.





Sustained Scientific Development

His Highness Sheikh Mohammed bin Zayed Al Nahyan said: “The Hope Probe’s successful arrival to Mars is an Arab and Islamic achievement that was made possible by the relentless efforts of our youth. The mission marks our entry in the global race to space.

“The probe’s arrival to the Red Planet celebrates our journey of 50 years in the best image that fits the UAE and captures its true story to the world,” added His Highness Sheikh Mohamed bin Zayed.

His Highness Sheikh Mohammed bin Zayed was proud of this historical Emirati and Arab achievement led by Emirati scientists and engineers. “Emirates Mars Mission paves the way for the next 50 years of sustainable scientific development in the UAE. The human capital is the true wealth of our nation. Investing in our people forms the main pillar of all our development strategies and policies. “The Emirati youth will be the ones leading our development

for the next 50 years with their acquired knowledge and skills. The Emirates Mars Mission contributed to building highly-qualified Emirati capabilities equipped to make more accomplishments in the space sector,” added His Highness Sheikh Mohamed bin Zayed.

Highness Sheikh Mohamed bin Zayed tweeted:



“It is the second national day. A huge transitional moment in our history and development drive. Congrats to the President of the UAE, brother Mohammed bin Rashid, Rulers and our loyal people. We dedicate this exceptional achievement to Zayed, who was dreaming of such a moment. The children of Zayed delivered on that wish, thanks to their determination and will.





“The arrival of the Hope Probe to Mars is a day for history. History will certainly write that the UAE’s will to advance has conquered all challenges. Counting on our educated youth has brought in the biggest Arab scientific achievement in the modern era. We can achieve all our ambitions, however difficult or impossible they appear.

“I’m proud of you my sons and daughters. This is the best start towards the next 50 years. This is just the beginning, and we look forward to you to achieve more space projects, God willing,” concluded His Highness Sheikh Mohamed bin Zayed.

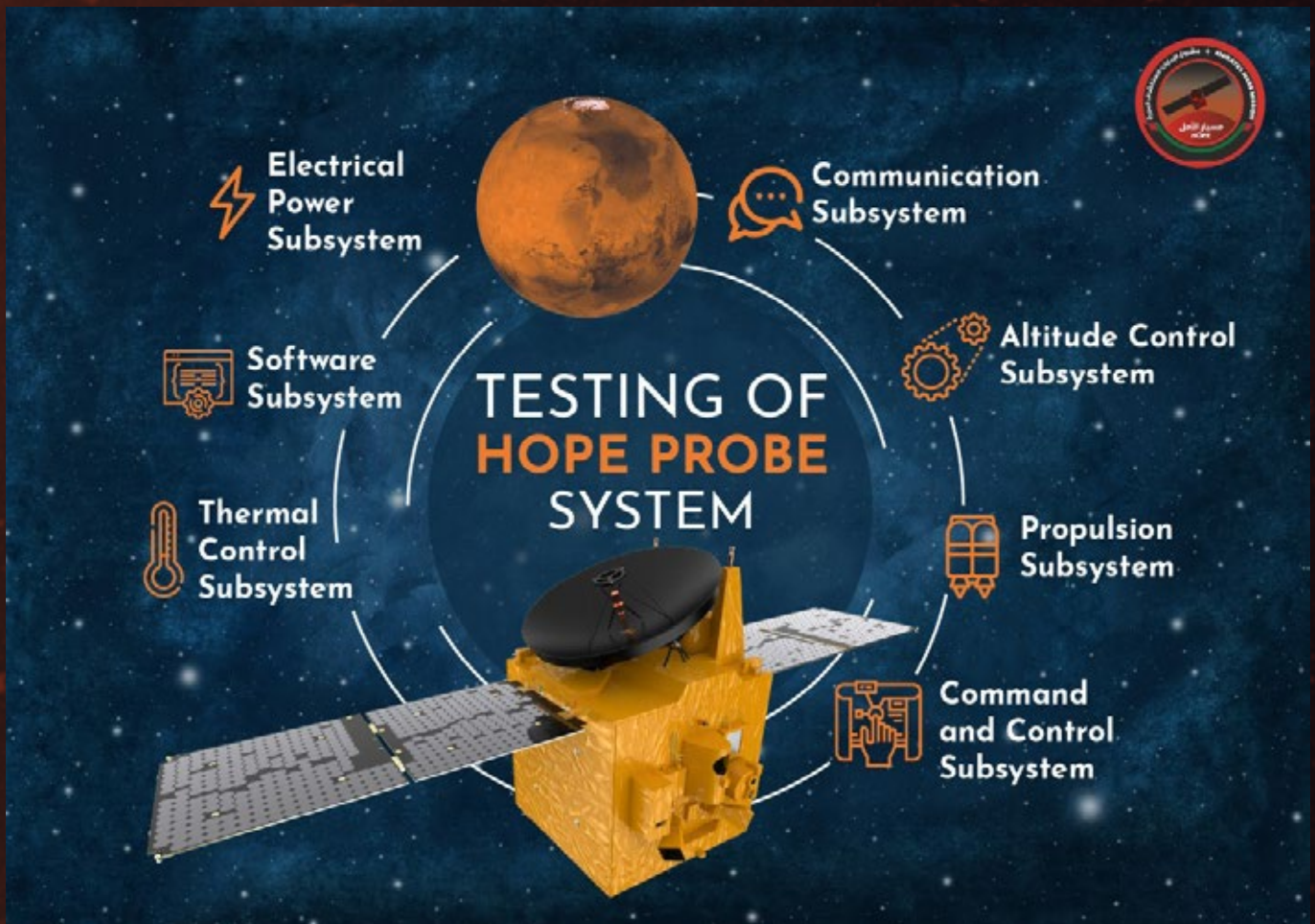
On February 9th, 2021, the UAE became the first Arab nation and the fifth in the world to reach Mars following the successful mission of the Hope Probe as part of the Emirates Mars Mission. The achievement culminates the 50th anniversary of establishing the UAE in 1971 by an unprecedented historical and scientific achievement.

Emirates Mars Mission aims to provide new scientific data about the Red Planet.

At 07:42 pm on February 9th, 2021, the Hope Probe succeeded in entering the orbit of the Red Planet, thus accomplishing the most difficult task of the space mission after a seven-month journey during which it travelled more than 493 million km. It sets the stage for embarking on a scientific mission for providing a wealth of scientific information for the scientific community worldwide. It is a milestone in the accelerated development of the UAE befitting the UAE’s golden jubilee celebrations. It sums up the inspiring story of the UAE, a country that fostered the culture of challenging the impossible and turned it into a philosophy, lifestyle and reality on the ground.

The UAE became the first country to arrive at the Red Planet this month ahead of other missions of the USA and China.





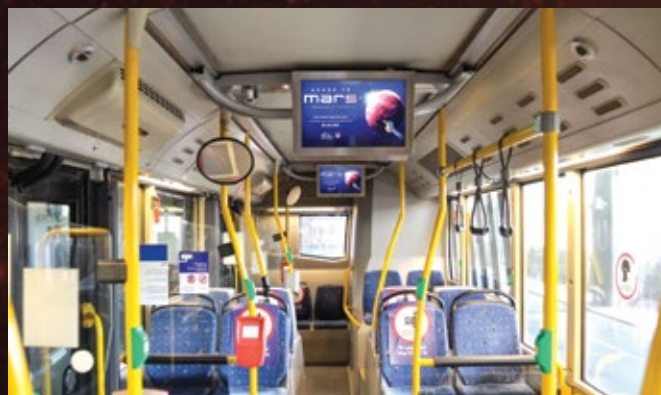
Al Tayer: Hope Probe entering Mars orbit marks UAE joining league of space nations

His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) congratulated His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE; His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, and Ruler of Dubai; His Highness Sheikh Mohammed bin Zayed Al Nahyan, Abu Dhabi Crown Prince, Deputy Supreme Commander of the Armed Forces; and Their Highnesses Members of the Federal Supreme Council and Rulers of the Emirates on the successful insertion of the Hope Probe into Mars orbit. This global achievement heralds the UAE joining the league of space nations and enables it to undertake a comprehensive study about the climate and atmosphere of the Red Planet.

Al Tayer expressed his delight with this historical achievement that had been made possible thanks to the patronage and follow-up of the UAE leaders. "It is a dream that has come true for the founder and builder of the UAE the late Sheikh Zayed bin Sultan Al

Nahyan to explore the space. It is double happiness for us as the Hope Probe is manufactured by fine Emiratis overseeing the planning, management and implementation of the Hope Probe. It is the first-ever interplanetary mission ever attempted by an Arab or Islamic country to reach Mars.

"This historical achievement raises the competitiveness of the UAE across the board, especially in the fields of innovations, technology and sciences. It will also contribute to fostering the knowledge economy of the UAE, inspire Emirati and Arab youths to excel, and boost their confidence to make glorious achievements," added Al Tayer.





Al Tayer launches electronic platform for railway engineering information

The platform includes 800k documents about Dubai Metro assets

His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) has launched the electronic platform for railway engineering information. The platform contains about 800 thousand documents relating to assets of the Red and Green Lines of the Dubai Metro. It also contains data about the Rail Agency, consultants, project contractors, rail operators and impacted bodies.

“The platform ensures the accuracy, speed and accessibility to information, documentation of engineering changes in assets, and provides multiple options for data management. RTA has completed the training of beneficiaries of the platform, published technical manuals consistent with top international practices, and linked the platform with the maintenance system. During the first quarter of this year, all processes relating to the management of engineering changes, operations and maintenance will be automated. Later on, documents related to the Dubai Tram and Route 2020 will be uploaded,” noted Al Tayer.

Green Buildings

“As part of its efforts to enhance the environmental safety, reduce power consumption and curb carbon emissions, RTA carried out the green buildings initiative in Dubai Tram to reduce power consumption at the Marina Towers Station and the Tram Depot. The initiative uses an evaporation system to reduce the temperature by installing cooling pads to reduce the temperature of the air entering the station. It contributed to reducing the outside air temperature by 8 to 10 degrees Celsius, and resulted in energy savings by 10 to 15%,” he explained.





“RTA also implemented an air-conditioning and air quality control system that analyses the weather condition and the air quality inside the stations by using algorithms that determine the operational times and mechanism of the air-conditioning system. The initiative contributed to reducing power consumption by 11%. RTA also implemented an initiative to recycle the condensed water generated by the cooling process in a special tank, and reuse this water in cooling, cleaning, maintenance and irrigation processes. The initiative has been implemented successfully at the Marina Towers Station,” elaborated Al Tayer.

74 Initiatives

Al Tayer reviewed the results of 17 improvement initiatives rolled out by the Rail Agency in 2020. The agency is set to introduce 74 other initiatives this year that cover a variety of fields namely innovation, future foresight, asset sustainability, digital transformation, 4th industrial revolution, customer happiness, and the well-being of

the community. Initiatives also relate to issues such as improving the operational efficiency as well as streamlining and integrating new transport sectors and means.

Future Developments

Al Tayer was also acquainted with the future developments of the Rail Agency. Options include improving the training Dubai Tram drivers through the use of simulative technology, smart field inspection, and availing of the manufacturer’s technical support in maintenance operations. He also inspected the remote train-condition monitoring system at the Engineering Systems Control Centre. The system monitors the condition of railway diversions, railway and trains. It also identifies faults with high accuracy in an automated process besides assisting in calculating the lifespan, better planning of maintenance operations and applying the variable maintenance concept.

Al Tayer reiterated RTA’s keenness to employ the digital revolution and artificial intelligence, and utilise the huge stock of RTA’s data in planning smart transportation, and improving the transport efficiency and customer experience.

The Tram’s Green buildings save 15% of power consumption



RTA completes 475m long pedestrians and cyclists bridge over Ras Al Khor Road

Dubai's Roads and Transport Authority (RTA) announced the completion of a bridge for pedestrians and cyclists crossing over Ras Al Khor Rd (Dubai-Hatta) extending 475 metres in length. The bridge, which has a width of 5 metres (3m for bikers and 2m for pedestrians), is fitted with rails between the lanes and on both sides.

The bridge links the International City and Al Warqaa and eases the mobility of pedestrians between the two sides of Ras Al Khor Rd. It also links the cycling tracks from Al Khawaneej, Mushrif and Al Warqaa with International City and Dragon Mart. "RTA constructed this bridge in response 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, which requires the provision of suitable alternatives that encourages people to practice cycling. It is also constructed in the context of RTA's efforts to improve the standard of living in the city, make residents happier and migrate to sustainable transit means with the least environmental

pollutants. It also echoes Dubai Traffic Safety Strategy envisioning zero fatalities to make Dubai the safest city in the world in 2021," said His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the RTA.

370 Tons of Steel

"The new bridge has a steel and concrete structure that required the transportation of 370 tons of structural steel to the site in four different pieces. A reinforced concrete layer was then placed on the upper deck of the bridge. The bridge spans 475 metres in length, which includes a steel structure part that extends 110 metres. The bridge is built on three concrete pillars and connects with ascending and descending slopes on both sides extending about 180 metres. The bridge extends five metres in width: three metres for cyclists and two meters for pedestrians. It is

■ **The bridge enhances traffic safety and urban wellbeing**





fitted with slip-resisting flooring and subdued decorative lighting. It has metal railings on both sides for the safety of pedestrians and cyclists,” explained Al Tayer.

“RTA had previously completed cycling tracks in different parts of Dubai including Al Warqaa, Mushrif and Al Khawaneej. It also constructed two bridges shared by cyclists and pedestrians on Al Khawaneej and Sheikh Zayed bin Hamdan Al Nahyan Road,” he noted.

129 Footbridges

“The number of footbridges in Dubai has rocketed from 13 bridges in 2006 to 129 bridges in 2020. RTA intends to construct 31 additional footbridges between 2021 and 2026, which will bring the total number of footbridges in Dubai to 160 bridges. RTA’s efforts to improve pedestrians safety contributed to reducing pedestrian fatalities in Dubai by as much as 81% between 2007 and 2020,” commented Al Tayer.

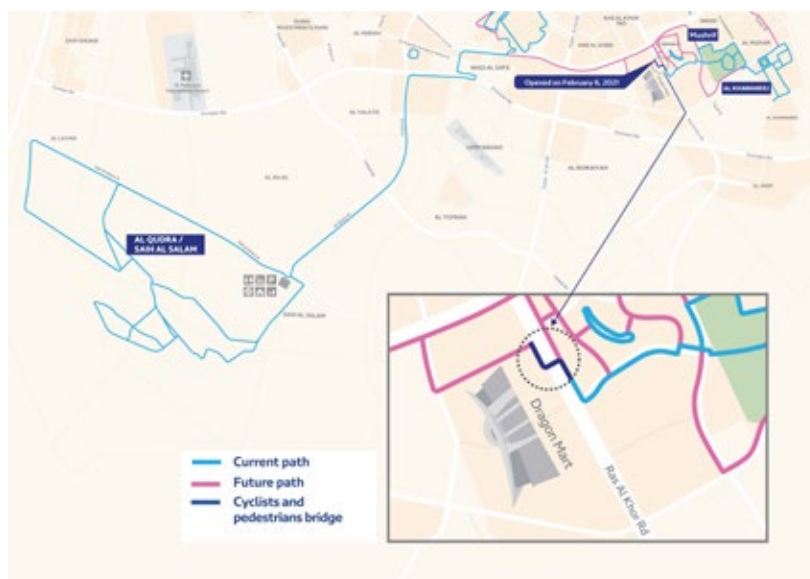
The total length of cycling tracks constructed in Dubai till the end of 2020 is 425 km. RTA plans to build more cycling tracks that will increase the length of cycling tracks

to 668 km by 2025. Through the construction of cycling tracks, RTA aims to link Dubai’s hotspots with stations of various mass transit means. It also adds to the efforts of making Dubai friendlier to cyclists. Such a drive contributes to Dubai 2021 vision that seeks to make the city the ideal place for living and business as well as the favourite and safest destination for visitors.

Cycling Speed Limit

RTA has set a speed limit of 30 km/h for bicycles on dedicated tracks, and 20 km/h for bicycles on tracks shared with pedestrians inside urban areas. Varying speeds were set for training tracks. Setting speed caps for bicycles stems from RTA’s keenness on the safety of both pedestrians and cyclists.

■ **Al Tayer: The new bridge links cycling tracks at the International City, Al Warqaa, Mushrif and Al Khawaneej**



Al Khawaneej Road Improvement Project reaches 60%

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 in Al Khawaneej Road Improvement Project had reached 60%. The project works include the construction of three intersections, service roads extending 23 km along Al Khawaneej and Al Amardi Roads.

“The completion rate reached 82% at the underpass intersection of Al Khawaneej Road and Sheikh Zayed bin Hamdan Al Nahyan Road. The contractor completed the construction works at the closed section of the tunnel and is currently working on the supporting walls of the open section of the tunnel. Works are expected to be completed and the tunnel to be opened for traffic this March,” said Al Tayer.

“Work progress rate also reached 60% on the bridge leading to Al Awir, following the installation of precast bridge parts across the Emirates Road in Abu Dhabi- Sharjah direction. Works are currently underway for the installation of other parts at Al Amardi , which are expected to be completed by the end of this month. Then the contractor will undertake the remaining construction works, such that the bridge will be ready for

opening by the end of March this year,” announced Al Tayer.

Improved Links

“The Improvement of Al Khawaneej Roads Project 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 the 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 Roundabout) from 330



seconds to 45 seconds. It will double up the capacity of the junction from 8,000 to 16,000 vehicles 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 includes the construction of a tunnel of three lanes in each direction extending 680 metres at the intersection of Al Khawaneej Road with Sheikh Zayed bin Hamdan Al Nahyan Road. Works also include the construction of a surface signalised junction to ensure free and safe traffic flow on Al Khawaneej Road, and upgrading the existing roundabout at the intersection with Al Amardi Road by a signalised junction. The intersection of Al Amardi-Emirates Roads 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 includes the construction of a footbridge near the Arabian Centre at Al Khawaneej Road, service roads extending 23 km along Al Khawaneej and Al Amardi Roads, and upgrading three junctions at Algeria Street to signalised junctions. Other works include streetlights, rainwater drainage system, directional signs, road markings, and protection works for road safety,” explained Al Tayer.

Opened Sections

Last November, RTA opened the surface signalised junction at the intersection of Al Khawaneej Road and Sheikh Zayed bin Hamdan Al Nahyan Road. The project contributed to reducing the traffic capacity and improving the service level by 40% when compared to the situation with the previous roundabout. Earlier, RTA opened the surface intersection of Al Khawaneej and Al Amaradi Roads as well as the improvements at the intersection of Algeria street at Al Warqaa, and nearby the site of Uptown Mirdif and Shorooq, Ghoroob at Mirdif.

Supporting Corridors

The construction of Al Khawaneej Road

■ **Completion rate reaches 82% in the tunnel, 60% on Al Awir-bound Bridge**

■ **Al Tayer: The project enhances the vertical road links between Dubai and Sharjah**

■ **The project covers the construction of three interchanges, service roads extending 23 km along Al Khawaneej and Al Amardi Roads**

■ **Project Benefits:**

■ **Improve the link with Airport Street as well as Al Awir and Al Khawaneej**

■ **Cut the travel time from Emirates Road to Sheikh Mohammed bin Zayed Rd from 25 minutes to 9 minutes**

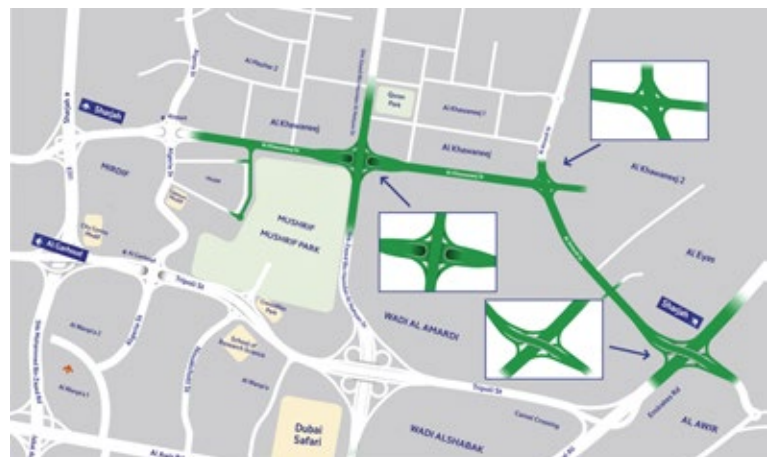
■ **Double up the capacity of Al Khawaneej intersection from 8,000 to 16,000 vehicles per hour**

■ **Reduce the waiting time at the intersection of Al Khawaneej-Sheikh Zayed bin Hamdan Roads from 330 seconds to 45 seconds**

■ **Cut the waiting time at Al Khawaneej-Al Amardi junction from 120 seconds to 60 seconds**

Improvement Project follows the completion and opening of all phases of improvements of the Airport Street Project involving upgrading four intersections: Al Rashidiya, Nadd 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.

It also follows the opening of Tripoli Street Improvement 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 Warqa and Mirdif along Tripoli Road and enhanced the safety along the corridor.



Artificial intelligence for better crowd management at metro stations

Simulators have eased congestion by 40 – 60%

Roads and Transport Authority (RTA) has embarked on a trial phase of using artificial intelligence and simulators to streamline the demand for the metro service. The technology should assist in crowd management during peak hours at some metro stations or public events witnessing increased demand proportions.

“The project aims to develop a smart and interactive system responsive to the needs of the metro riders. The project seeks to propose convenient transit timing for metro riders through understanding the demand pattern of the service and adjusting it to control overcrowding,” said

Ahmed Mahboub, Executive Director of Smart Services, Corporate Technology Support Services Sector, RTA.

“We had experimented the use of artificial intelligence and machine learning technologies to propose specific transit timings for riders in a bid to streamline the demand for the

Enterprise Control Centre wins Smart Project of the Year Award

The Enterprise Command and Control Centre (EC3) of Dubai’s Roads and Transport Authority (RTA) has won the Smart Project of the Year Award presented by CPI Trade Media, a multi-platform trade media company operating across print, digital and live event in the Gulf and MENA regions.

Nasir Bu Shehab, CEO of Strategy and Corporate Governance Sector, RTA was thrilled with the award as it reflected RTA’s efforts in undertaking huge technology-driven projects capable of supporting Dubai’s growth and development. “The Enterprise Command and Control Centre is not only characterised by its massive nature, but also by the sophisticated technologies and smart devices in use. The EC3 is also a key contributor to the corporate agility of transport strategy in Dubai, especially with Expo 2020 expected to kick-in next October,” he noted.

“The key objective of the EC3 is to establish a link between various public transit means (metro, tram, buses, taxis and marine transport means) together with a set of advanced traffic systems. It also links the control rooms of various RTA’s operational agencies with a fully integrated central control unit, and connects with external bodies related to RTA’s business as well. The EC3 has a pivotal role in managing crises, planning of giant events, compiling and analysing data, generating reports, and managing information security operations to name a few.



metro service and spread it over longer durations. The process requires the development of a model to simulate train journeys throughout the day. It uses nol cards data, metro demand algorithms, and a screen to display and understand detailed passenger journeys,” explained Mahboub. “Results of the pilot project indicate that trains serve about 4080%- of those at certain

stations during peak times and public events, which is reflected in crowds and more frequent journeys. The simulative model showed that passengers flow during peak hours will result in spells of congestions and longer



waiting time for riders before boarding the metro. The experimental use of artificial intelligence reduced the congestion from 40% to 60%, and the waiting time to 30 minutes.

“The EC3 is resilient enough to manage a network of roads spanning 5,000 km, 1700 public buses, 10,000 taxis, 129 trains with 645 carriages connecting 54 stations (including 7 stations of Route 2020), and 11 trams shuttling between 11 stations,” explained Bu Shehab.

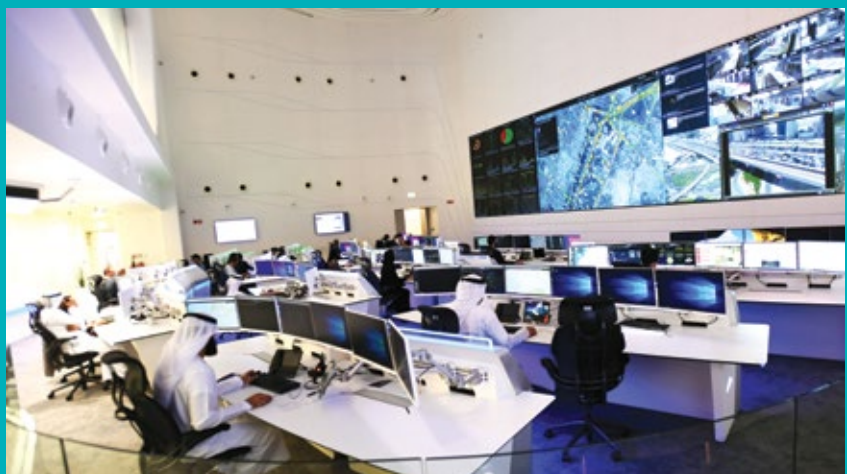
“The central control room has a giant screen covering 53 square metres in area, linking 34 RTA’s systems to ensure the display of real-time information. It accommodates and analyses the feed of about 10,000 surveillance cameras. The facility uses artificial intelligence technologies in managing events and crises, and mobile phone details and thermal indicators in to automatically assess crowds’ intensity and direct transit means to

serve them. It ensures RTA’s simulated presence in the heart of events through a 3D visual display, and the use of drones to monitor mobility in addition to other technical capabilities that render the EC3 a model control centre worldwide.

RTA always seeks to use cutting-edge technologies in all operational and digital projects. The underlying intention of this drive is to support the Smart City initiative. It also contributes to realising a host of RTA’s strategic goals namely Smart Dubai, People Happiness and Advance RTA.

Winning the award is credited to the Centre’s advanced technologies of mobility management

Bu Shehab: The achievement illustrates RTA’s efforts in adopting mega digital projects



RTA to start smart screening of paid public parking in Dubai

Dubai's Roads and Transport Authority (RTA) has started the official operation of the smart screening system of paid public parking in Dubai involving the use of digital cameras powered by artificial intelligence and machine learning technologies. The system is part of RTA's efforts to make use of modern and smart technologies in delivering better services to public parking users in Dubai. Currently, there are 190,000 paid parking slots in Dubai out of a total 550,000 parking.

"The smart screening system of paid public parking in Dubai complements Dubai Government's strategy to digitise the services of public entities in the Emirate. It is also in line with the UAE Strategy for Artificial Intelligence advocated by the UAE Government. The system streamlines and controls the use of public parking, and increases the frequency of using parking slots. It also steps up the efficiency of the monitoring and inspection of parking spaces and reduces the potential errors associated with violations," said Eng. Maitha bin Adai, CEO of Traffic and Roads Agency, RTA.

"The smart screening system has multiple smart features, that render RTA unique in offering such a service. The smart screening vehicle can monitor and read number plates of vehicles in all directions (360°) regardless of the type of the parking space, thanks to 24 digital cameras fitted on all sides of the vehicle. These cameras can read and analyse plates of vehicles at the public parking at a

speed of more than 80 km/h at accuracy of more than 99%.

"The implementation of the smart screening of public parking system forms part of the Traffic and Roads Agency's plans to ease the job of parking inspectors by using state-of-the-art technologies in monitoring the use of public parking in Dubai. The inspection of parking has become fully automated to ensure the safety of inspectors by avoiding distracting them while driving," she noted.



106 initiatives under RTA's Digitisation Plan 2020 - 2022

Dubai's Roads and Transport Authority (RTA) has embarked on a roadmap for the transformation of Smart Services to Digital Platforms 2020-2022-. The plan, which encompasses 106 initiatives, is part of the strategic plan to leverage digitisation and promote customers' happiness.

"The Digitisation Plan 2020-2022- aims to transform all services to digital platforms and improve the content of the existing digital services. The process involves holding virtual brainstorming sessions to screen the needs of RTA's agencies & sectors taking into consideration

public feedback. We aim to cascade these in a coordinated style that systematically meets the needs. The digitisation of RTA's services has exceeded 95% and contributed to boosting the customers' happiness index to as much as 96%, and reducing customers complaints to as low as 30%,"

RTA starts operating dedicated bus lane of Khalid bin Al Waleed St on Jan 21st

Dubai's Roads and Transport Authority (RTA) is all set to start operating the dedicated Bus & Taxi Lane of Khalid bin Al Waleed St on Thursday, Jan 21st. The inauguration of the lane follows the completion of a trial period of the lane which contributes to improving the bus journey time by as much as 24% and delivering better services to public transport riders.

"This lane, which constitutes Phase III of the Dedicated Bus & Taxi Lanes Project, extends 4.3 km on both directions of Khalid bin Al Waleed St from Al Mina St junction to a point just before Zabeel Street junction," said Ahmed Hashim Bahrozian, CEO of Public Transport Agency, RTA.

"About 19 bus routes use this lane, which tantamount to 60 buses passing through this lane every hour, be it regular, articulated, double-deck, or mini-buses. Bus drivers were familiarised with the use of this lane during a trial period that started on Jan 11 and ends of Jan 20th including daily use of the lane.

"To raise the awareness of road users, RTA installed directional signs at the entry of the lane explaining the types of vehicles allowed to pass through and cautioning motorists against accessing the lane, which constitutes an offence subject to AED600 fine.

To make it easy and avoid accidental use of the dedicated Bus & Taxi Lane on Khalid bin Al Waleed St, the lane was given a distinctive red-colour with pavement marking of buses. Signages

were installed at the start and middle of the lane along with light signals indicating the bus-only lane. The project includes the construction of pedestrian walkways, air-conditioned shelters for waiting bus and taxi riders, street lights, roadside parking and landscaping works," explained Bahrozian.

Earlier, RTA completed the construction of dedicated bus lanes stretching 7.3 km that included parts of Naif Street (1 km), parts of Al Ittihad Road (500m), Al Mina Street (1700m from Kuwait Street to the Falcon intersection), Al Mankhool Street (1800m from Al Satwa R/A to Sheikh Rashid Street), Al Khaleej Street



said Ahmed Mahboub, Executive Director of Smart Services, Corporate Technology Support Services Sector, RTA.

"The main digital projects delivered include notifications to parking users to renew their parking tickets via RTA's smart apps, and scanning driving licenses and vehicle registration cards to save entering details at the time of registration, which will also eliminate potential mistakes. Initiatives also include sending notifications about vehicle test results by establishing a link with RTA's website. Projects to be rolled out this February include Salik registration and activation for vehicles not fitted with UAE's number plates and the auto-renewal of parking tickets via smart apps to avoid violations. "The plan is set to bring about a quantum shift in the digitisation of RTA's services. It matches to our

Government's smart city initiative besides realising RTA's first strategic goal (Smart Dubai), third strategic goal (People Happiness), and the seventh strategic goal (Advance RTA)," added Mahboub.



RTA: Dubai's Commercial Transport Activities record 9% growth rate despite Covid-19 pandemic

69 activities listed under the commercial transport sectors in Dubai, run and regulated by the Roads and Transport Authority (RTA), have recorded healthy growth rates in 2020 albeit the economic woes that have hit the world hard as a result of the spread of Covid-19 pandemic.

“RTA succeeded in turning this crisis into an opportunity by improving the processes in this vital sector. The sector has seen consistency and strength under these exceptional circumstances thanks to the quick response and resilience of legislation and economic packages approved by the Government to leverage the economy during this global crisis. Such measures contributed effectively to the speedy recovery of the economy, and the transport sector played a prominent role in easing the movement of people and

goods during the lockdown period while complying with the precautionary measures and the instructions of both the Ministry of Health and Prevention and the Dubai Health Authority,” said the CEO of RTA’s Licensing Agency Abdulla Yousef Al Ali.

The key indicators have shown remarkable growth in the commercial transport activities to as much as 9% in the number of registered companies in the commercial transport sectors run by RTA’s Licensing Agency in 2020

RTA celebrates fresh graduates of Emiratis Qualification Programme (Edaad)

Dubai’s Roads and Transport Authority (RTA) has recently celebrated the graduation of a fresh batch of young Emirati recruits, who have completed RTA-sponsored scholarship programme. The programme is part of RTA’s commitment to invest in the development and progression of young Emiratis to enrich their knowledge and polish their skills. The Programme empowers affiliates to realise the objectives of both RTA and the Government and grooms them to contribute to the advancement of the nation.

A virtual celebration was made to mark the event. Attendees included the CEO of Corporate Administrative Support Services Sector Yousef Al Redha, Director of Human Resources and Development Sultan Al Akraf, and several other directors and employees of the RTA.

“The Programme takes inductees in a two-year learning journey to hone their technical knowledge and skills through tasking them with projects and practical assignments that keep them under sustained mentoring

and assessment programmes,” said Al Redha.

“We are keen to celebrate Edaad graduates to encourage them to apply their knowledge and skills to advance the RTA. We are proud of graduates who are competent to tackle current and future challenges. We are confident that they will measure up to the expectations of our senior management by showing high and efficient corporate performance towards achieving RTA’s 7th Strategic Goal (Advance RTA) and supporting the development drive,” concluded Al Redha.

compared to the preceding year. RTA registered more than 26,000 additional new vehicles of various types recording an 11% growth rate when matched to the same period of the preceding year.

The five fastest-growing sectors were: Delivery sector, which topped all commercial transport sectors recording a stunning 355% growth, followed by the commercial licensing services, be it in heavy truck transportation (47%), and the transportation of passengers in rented coaches (39%), and the light truck transportation (34%).

RTA always seeks to bring happiness to clients and employees through running initiatives to improve business using the latest technologies in various fields. It seeks to implement the best international standards, which enhances the sustainability of transport sectors and contribute to realising RTA's vision 'The world leader in seamless & sustainable mobility'



Al Ali: The Delivery Sector reported 355% growth rate last year

RTA holds online Bazar to promote employee projects

Dubai's Roads and Transport (RTA) has held an online bazaar for employees' projects by promoting them on digital platforms. The move stems from RTA's keenness to support and encourage employees' private enterprises.

RTA always holds fairs for employee projects and charts out annual plans for such activities. The current edition of the fair took place online, given the precautionary measures of Covid-19. Exhibits included women's fashions, perfumes, Dukhoon (incense), foods, beverages, abayas, jewellery and others. The event was extremely popular and several deals were concluded.

RTA supports these projects as they offer employees a practical exposure and polish their skills. Creating an environment conducive to

employee ambitions contributes to RTA's strategy of raising employees' satisfaction and making them happier; which reflects positively on their performance and loyalty.

Besides promoting staff engagement, these fairs generate extra income for exhibitors and encourage them to expand their activities. Moreover, promoting these projects responds to our leaders' call for supporting employees small and medium enterprises towards making them a key contributor to the national economy.

RTA's innovation lab ponders future trends of customer needs

Dubai's Roads and Transport Authority (RTA) held a virtual innovation lab under the headline: **Developing Customers Roadmap and future trends 2021-2040**-. The event lasted two days and attracted a host of RTA leaders. Discussions resulted in 25 ideas for delivering proactive services to match customers' needs and expectations in future.

"This lab took place in the context of RTA's strategic goals; 'People Happiness and Advance RTA'. It aimed at getting familiar with the latest global trends of customers service and developing proactive services that meet the expectations of customers who constitute a top priority in RTA business," said Yousef Al Redha, CEO of Corporate Administrative Support Services Sector, RTA.

"The lab looked into customers roadmap and the future trends over three terms: short term 2021-2025-, medium-term 2025-2030-, and long term 2030-2040. The lab examined 7 global trends through

The event developed 25 ideas for 34 initiatives, projects

Al Redha: We aim to provide proactive services that meet the expectations of beneficiaries

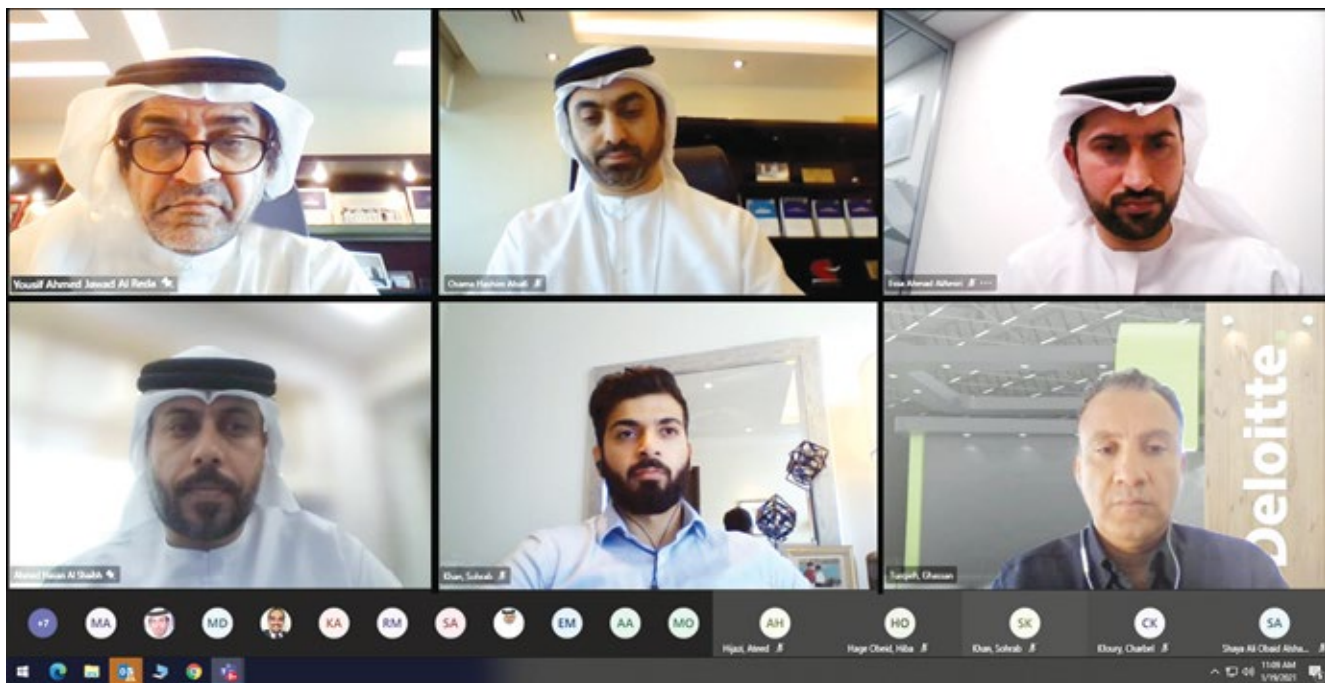
specialist international firms including self-driving transport, the use of virtual and augmented reality, future jobs among other trends related to customers services. The lab developed 25 ideas that resulted in 35 initiatives and projects," he noted.

RTA holds 3rd virtual gathering of students on Scholarship Programme

Dubai's Roads and Transport Authority (RTA) held its third virtual gathering of students on scholarships from RTA in various UAE universities. The gathering, which took place via Microsoft Teams, was aimed to follow up on the academic progress of students, and to screen any difficulties students might be encountering to give them advice on how to overcome them and pursue their ambitions.

"The Annual Gathering of students on RTA's scholarships programme is to follow up on the academic progress of students and guide them through their academic journey that contributes to RTA's 7th strategic goal (Advance RTA).

The underlying objective of the programme is to attract and retain talents at RTA," said Sultan Al Akraf, Director of Human Resources and Development, Corporate Administrative Support Services Sector, RTA.



“The Customers Happiness Department will continue to exhaust all avenues towards meeting current and future customer needs in line with the policy of our government. It was quite fitting and gratifying that RTA

finished second in the Customers Happiness Index across the Dubai Government, which underscores our efforts to deliver best-in-class services to all beneficiaries from RTA’s services,” concluded Al Redha.

“This year gathering hosted Yousef Ahmed Al Ali, from the Rail Right-of-Way Department, who completed the study of mechanical engineering through RTA. Yousef reviewed his academic journey and lessons learnt along with the role of the RTA in supporting the scholarships programme. The meeting congratulated the graduates of the Scholarships Programme 2020,” continued Al Akraf. “45 students were enrolled in the latest batch of students to pursue Bachelors in Public Transport Engineering, Civil Engineering, Electrical, Engineering, Computer Engineering, Mechanics, Electronic Mechanics, and Sustainable Environmental Sciences. RTA’s scholarship programme is catered to Emirati high school

graduates to support their university studies in specialisations befitting RTA’s scope of work such that they will be recruited after the completion of their studies. It is part of our endeavours to qualify Emiratis to meet future needs of Emiratisation as per RTA’s strategic plan.

“The High-School Scholarships Programme extends full sponsorship to affiliated students including a fixed monthly subsidy to support their studies and motivate them to continue their academic qualification. RTA is making huge efforts to attract and qualify Emiratis in line with the directives of our leaders to empower citizens to contribute to the development drive underway,” continued Al Akraf.

RTA employs creative skills of People of Determination to support Clothes for Good initiative

The Roads and Transport Authority (RTA) has broadened the scope of participation in Clothes for Good (Kiswat Khair) initiative by designating the forthcoming edition of the campaign (in the first quarter of 2021) to engaging People of Determination. The intention is to capitalise on their creative skills in reconditioning pre-used uniforms donated by public and private entities and turning them into wearable attire .

“As we are aware of the creativity of the People of Determination, we are coordinating with the concerned centres of People of Determination across the nation to benefit from the potentials of this category in supporting Clothes for Good initiative. We are confident that the craftsmanship of these individuals can be employed in recycling and retrofitting the donated uniforms and turning them into wearable attire for underprivileged individuals

in different countries,” said Rowdah Al Mehrizi, Director of Marketing and Corporate Communication, Corporate Administrative Support Services Sector, RTA

“Events this year will take place individually inside the centres of People of Determination rather than staging group activities, as was the case in the past years. We aim to protect the People of Determination from the risks of Covid-19 and maintain the physical distancing measures.

RTA selects 4 start-ups for Phase II of Dubai Future Accelerators

Roads and Transport Authority (RTA) has selected four start-ups as part of Phase II of the Dubai Future Accelerators (DFA) that runs from 17 Jan to 25 Feb 2021. The step is part of RTA’s participation in the eighth edition of the DFA in collaboration with the Dubai Future Foundation.

“The 8th round of Dubai Future Accelerators includes two key challenges. The first is about how to provide new soft and shared mobility services during the post-Covid-19 stage. The second challenge is about how to make an interactive and community-based transport planning,” said Mohammed Al Mudharreb, Chair of the Executive Committee for Anticipating the Future cum CEO of Corporate Technology Support Services Sector, RTA.

“4 start-ups qualified for Phase II of the DFA from 6 shortlisted start-ups in the initial phase. The selection was made via virtual meetings that took place from 1st to 25th November last year. Submissions were received from 93 local and global start-ups; 45 firms in Challenge 1, and 48 other firms in Challenge 2,” explained Al Mudharreb.

“The selection process was made by judges panel consisting of RTA specialists. The selection criteria focused on the novelty of proposed solutions, compatibility with future trends, workability, effectivity, anticipated impact and value-added. Solutions selected through Phase II qualifiers will be subject to research, development and trial such that they will be ready for practical implementation.

“The First Challenge, which is about new shared mobility services during the post-Covid-19 stage, underscores our perception of the change in mobility behaviours due to the impacts of the pandemic. It warrants innovative solutions to cope with potential emergencies and crises that might be encountered by transport systems in future.

Designating this round of Clothes for Good initiative stems from our commitment to engage People of Determination in our initiatives and integrate them in our community events, which will also boost their morale. Centres will be given one month to redesign the uniforms and any other reusable products. A specialized company will be tasked to disinfect the clothing pre and after the redesigning process, then forward them to RTA for onward despatch to Dar Al Ber Society, which will distribute them to the needy categories abroad,” explained Al Mehrizi.

“An online platform (rta.ae/clothesforgood) has been set up for interested donors to register for donating their pre-used uniforms. These entities need to sign up through the platform and state the date on which their donations will be ready for collection by the concerned company, which will fit them in RTA’s programme. The platform has a section for FAQs, a brief account about the initiative since launched in March 2018 showing the number of clothes recycled,



overseas beneficiaries, volunteers supporting the initiative, and the public and private entities that took part in the initiative,” concluded Al Mehrizi.

clothesforgood/ae.rta



MENA Centre for Transport Excellence holds several training courses, webinars in 2020

The MENA Centre for Transport Excellence held 5 specialist training courses in 2020 in conjunction with Dubai’s Roads and Transport Authority (RTA). These events, which took place remotely via video communication, attracted 48 industry specialists from all over the world in addition to 40 employees from agencies and sectors of RTA.

Mohammed Obaid Al Mulla, Chairperson of the Coordinative Committee of the MENA Centre for Transport Excellence, expressed deep satisfaction with the activities undertaken by the Centre despite the exceptional circumstances impacting the whole world as a result of the Covid-19 pandemic.

“From inception, the Mena Centre for Transport Excellence has been keen on cooperating with RTA in delivering training courses and workshops that match the trends of the public transport industry worldwide. The satisfaction rating of training courses and webinars

held by the Centre last year reached 88%. It franks the success of strategies and plans developed by the Centre towards delivering the best public transport solutions to cities across the region and the world over,” he added.

“Topics discussed were related to the future and trends of public transport, digitisation and the use of artificial intelligence in taxis, on-demand bus service, and the shared public transport services. The training courses and webinars spanned 74 training hours delivered by 32 public transport experts from all over the world,” concluded Al Mulla.

RTA holds open day to boost vendor relations and services

Roads and Transport Authority (RTA) has opened a virtual Open Day for vendors to ensure effective communication with this important business segment. The event aimed to screen the needs of clients in line with the vision of Dubai Government to facilitate the delivery of government services for the business sector in Dubai. Moreover, such gatherings offer a chance to present RTA's strategic plans and projects in the field of roads and transport in Dubai.

"The Contracts and Procurement Department is keen on holding these vendor gatherings each year as they contribute effectively to making extra achievements which can only be made through concerted efforts of all parties. They offer a chance to listen to a host of diverse views,

proposals and challenges facing vendors, a key contributor to RTA's development drive," said Saeed Al Marri, Director of Contracts and Procurement, Corporate Administrative Support Services Sector, RTA.

"The gathering started with a review of RTA's Strategic Plan

RTA educates Abra drivers about best practices of marine transport

Roads and Transport Authority (RTA) has held a workshop to educate drivers of Abras operating at Sabkha and Baniyas marine stations about the precautionary measures against the Covid-19 and the best marine transport practices in this regard. Drivers were also briefed on offences to which violators are liable.

"This field workshop had taken place at Sabkha and Baniyas marine stations which benefitted about 35 Abra drivers by giving them a practical demonstration of the intended practices. The workshop stressed the importance of taking preventive measures against the coronavirus for the safety of both drivers and riders," said Saeed Al Balushi, Director of Passengers Transport Activities Monitoring, Public Transport Agency, RTA.

"Abra drivers had been briefed on violations such as the use of an expired driving permit, disregard to Abra

queuing at the station's platform, reckless driving, lack of cleaning and maintenance of the interior and body of Abra, disregard to the maximum number of riders, collection of excess fare, overnight staying onboard the Abra, failure to wear the uniform, poor personal hygiene, and failure to comply with the safety and security measures in place," added Al Balushi.

"The importance of this workshop is highlighted by the increased public use of Abras during these cooler days tempting more riders, especially tourists and residents, to entertain the pleasures of riding traditional Abras. The

2020-2024, current and future projects, the role of vendors in providing logistical support to these projects, and RTA's precautionary measures during the Covid-19 pandemic. The meeting then featured Al Haris programme, a safe channel for RTA's staffs and external parties for reporting any violations that undermine the rights of customers or vendors to ensure a fair and transparent working environment. Discussions also covered the key points of relevance to vendors in Law No 12 for 2020 regarding Contracts and Warehouse Management in Dubai Government," explained Al Marri.

"The gathering also reviewed the recently released vendors and investors system initiative, which enables them to use the contracts and procurement services on RTA's website," he added.

At the end of the Open Day, attendees engaged in



questions and answers as well as the exchange of ideas and proposals. The rich discussions proved a huge benefit in the interest of all parties.



Passengers Transport Activities Monitoring Department is keen to make these efforts in the context of realising

RTA's vision: The world leader in seamless & sustainable mobility," he added.

RTA sets 30 km/h speed limits for cyclists on dedicated tracks

Dubai's Roads and Transport Authority (RTA) has set speed limits for cyclists in Dubai ranging from 30km/h on dedicated lanes for amateurs to 20 km/h on lanes shared with pedestrians in urban areas. The step stems from RTA's keenness to ensure the safety of cyclists in collaboration with the Dubai Police General HQ.

"Setting speed limits for bikers on permissible zones and tracks is part of RTA's responsibility under the Resolution of the Executive Council No (10) for 2015 and RTA's standards for designing cycling tracks in Dubai," said Eng. Maitha bin Adai, CEO of Traffic and Roads Agency, RTA.

"The objective of setting a speed cap for cycles on dedicated tracks is to ensure that legislation relating to cycling are aligned with the government's policies aimed to make cycling a lifestyle in Dubai. It also responds to the fast growth in the use of cycles as a modern sportive mobility means compatible with the environmental standard to promote sound health and sports practices," said Bin Adai. "RTA conducted intensive research to fix the maximum cycling speed in different parts of Dubai. The studies were based on some technical criteria, such as the land usage around cycling tracks, the number of entry/exit points, and the nature of the track in terms of width, design and the classification of nearby roads.

"Accordingly, RTA decided to set a maximum speed limit of 30 km/h on lanes dedicated to the use of amateurs, such as the cycling tracks at Nad El Sheba and Meydan as well as the joint tracks at Al Qusais, Al Karama and Al Mankhool. The speed was set as 20 km/h on lanes within urban areas. There is no speed limit for cyclists on external tracks such as Seih Assalam and Al Qudra. Cyclists are urged to comply with the safety stipulations and observe the users of these tracks. RTA will review these speed limits as part of the general review and update the integrated cyclists and pedestrians manual 2021," said Bin Adai.

"RTA is keen to make Dubai one of the best cycle-friendly cities in the world. The realisation of this objective warrants developing and improving the infrastructure of cycling as well as the legislations that encourage people to use cycles as safe and sportive means of mobility around the city. The construction of cycling tracks and encouraging the use of cycling is part of RTA's strategic plans such as

RTA reports 3300 violations in passenger transport activities in 100 spots

Dubai's Roads and Transport Authority (RTA) has recently launched a wide-scale inspection campaign covering passenger transport activities in more than 100 spots across Dubai. The campaign is part of RTA's keenness to verify the compliance of riders, drivers and public transport means with the governing rules and regulations, and bring it in line with the top global standards.

"The campaign covered more than 100 spots in Dubai and resulted in 3303 offences. The list was topped by 1459 offences against bus riders most of which were

due to not paying the fare, followed by 1412 offences against taxi drivers most of which were due to carrying extra passengers more than allowed. Additionally,

■ **Maitha bin Adai: We conducted technical and field studies to make cycling a lifestyle**

■ **Saif Al Mazroui: Enforcement measures will be intensified**

the traffic safety strategy, infrastructure plans, flexible mobility and the integration of mobility means. We value the cooperation of Dubai Police in running joint awareness and enforcement campaigns in accordance with the federal traffic law to protect road users against traffic accidents and boost the traffic safety levels in Dubai.

Until the end of 2020, the cycling lanes in Dubai extend 425 km in total. According to RTA's plans, the total length of cycling tracks in Dubai is expected to reach 668 km by 2025. Brigadier Saif Muhair Al Mazroui, Director of the General Directorate of Traffic at Dubai Police stressed the importance of compliance of cyclists and users of e-scooters in Dubai with the applicable safety and use procedures set out by RTA. He noted that RTA would intensify enforcement measures on violators flouting the rules and speeds of using the dedicated cycling tracks as well as the traffic safety procedures.

He called for taking the required safety measures when riding these mobility means, which include observing the

Cycling tracks in Dubai



traffic law, wearing a standard helmet and reflective jacket, comply with the light signalling and other road markings/ signs, installing a bright, white and reflective light at the front, and a bright, red and reflective light at the rear. The cycle must be fitted with proper brakes.

105 offences were reported against rented buses, 100 offences were filed for illegal transporting of passengers, and 96 offences were made against limo drivers. The remaining offences were related to school buses, Abras and the use of nol cards,” said Saeed Al Baluchi, Director of Passenger Transport Activities Monitoring, Public Transport Agency, RTA.

“These campaigns are part of year-round plans to uphold the compliance with mobility rules, monitor the conduct of passengers and drivers as well as the compliance of transit means with the set standards. The overall objective is to maintain the established civilised practices for which Dubai



is famed, and realise RTA’s vision to become The World Leader in Seamless & Sustainable Mobility,” he added.

RTA rolls out ‘Smart Safety License’ Programme for Workforce Safety

As part of its commitment to continually improve the health, safety and environmental (HSE) performance, and develop innovative concepts that turn ambitions into reality, Dubai’s Roads and Transport Authority (RTA) launched e-certified safety training programme. The first batch of this programme was launched at the Rail Agency on 16th March 2019 under the name the ‘Smart Safety License’ programme, S2L in short.

Focused on the most common hazards at workplaces, the training modules of the programme seek to familiarise RTA employees as well as those working in RTA’s projects and facilities with the standard work practices, realise RTA’s expectations and apply the Health, Safety and Environment protocols at all workplaces. The programme also aims to boost the morale of RTA’s workforce by

providing a safe workspace while attaching full attention to Health, Safety and Environmental Sustainability issues. This innovative programme is unique in several ways as it sets ‘many firsts’ of the industry in how a resourceful HSE training can be implemented in terms of criteria for qualification, validity, and competency levels. Furthermore, it provides electronic-verification.

Dubai Taxi introduces precautionary measures for school transport service from Term 2

350 trained drivers and 117 qualified assistants are deployed

The Dubai Taxi Corporation (DTC) at the Roads and Transport Authority (RTA), has introduced a series of precautionary measures in support of the school transport service from the start of the new academic term. The move aims to protect students against the spread of the Covid-19 pandemic.

“The Dubai Taxi Corporation is making exceptional efforts to keep pace with the local and global trends of protection against the coronavirus. These measures stem from our keenness to ensure the safety of students commuting between homes and schools and make their travel an enjoyable experience. Measures will also re-boost the confidence of parents in the school transport service provided to their children,” said Marwan Al Zarooni, Director of Operation and Commercial Affairs, DTC, RTA.

“We have taken several preventive measures for the

safety of students including maintaining regular bus disinfection programmes before and after students use them, and limiting the bus capacity to only 50% of the total number of students on board. Moreover, bus assistants will measure students’ temperature before boarding the bus. “About three thousand students are registered in the school transport service where more than 175 dedicated buses are deployed. 22 contracted schools in Dubai are privileged by DTC’s premium school transport service. The success of the service is attributed to the fine selection and training of 350 drivers of our smart buses. They are

The programme targets three levels of employees (L1, L2, and L3) of employees: Workmen (L1), Middle Management (L2) and Top Management (L3). The training varies according to job responsibilities, titles and disciplines of participants. Therefore, the training pieces are tailored to the needs of each target groups and are not generic. Once a participant achieves the minimum competency requirements set by RTA in the form of a three-hour training session, and passes a written exam, he or she will be enrolled into the Smart Safety License (S2L) e-certification system – Salamati – a mobile application developed for this programme that available on both Android and iOS phones platforms.

“In the initial phase, the programme completed the training of 3343 participants among contractor employees of different nationalities, languages and demographics. The programme will now shift to Phase II that covers employees of RTA,” said Eng. Nada Jasim, Director of Safety, Risk, Regulation and Planning at RTA’s Strategy



and Corporate Governance Sector.

“The Smart Safety Licensing (S2L) programme will work in tandem with the legal requirements of Health, Safety and Environmental regulations of the UAE and the Emirate of Dubai. It will contribute to realising several RTA’s Strategic goals namely; Advance RTA, Safety & Environmental Sustainability, People’s Happiness and a Smart Dubai,” concluded Nada.

supported by 117 trained assistants to deal with students of different age groups. They are also trained on the handling of emergencies and certified in the delivery of First Aid assistance by the Dubai Corporation for Ambulance Services. They are also trained on other fields to ensure the delivery of exceptional services to students,” he added.

“Our buses are fitted with smart technologies to ensure higher levels of safety and security. These systems include surveillance cameras, sensors to ensure buses are free from students, an emergency button for communicating with the control centre, and GIS-powered tracking system of both students and buses as well as Vehicle Identification Pass (ViP) through Radio-Frequency Identification (RFID) technology. Buses are also fitted engine self-extinguishing system. All these features have been selected to conform to the highest global safety standards,” continued Al Zarooni.

“To request the service or obtain updates, parents are welcomed to their platform on the website of the Dubai Taxi Corporation under the link (<https://schoolbus.dubaitaxi.ae/parentportal>); which will also assist them with the online payment. Through this portal, parents can track the movement of the bus and students, and figure out the



pick-up and drop-off points. It also contains an indicator to measure the happiness and satisfaction of parents. The service supports DTC School Bus app available at Google Play and iOS Stores, thus enabling the tracking of the movement of students by using smartphones.

“DTC always seeks to be trustworthy and the first choice in the smart school transport sector for the largest number of schools and universities in Dubai. These objectives are aligned with the strategic goals of the DTC, namely People Happiness and Excellent Operation,” he concluded.

RTA's social initiatives benefit 2.2 m people in 2020

Beneficiaries range from RTA employees to people in the UAE and others abroad

Roads and Transport Authority (RTA) announced that 2,152,214 persons abroad, in the UAE or within RTA itself, had benefited from 28 RTA's corporate social responsibility (CSR) initiatives in 2020. The number reflects RTA's commitment to shoulder its social, humanitarian and charitable commitments to community members in need everywhere.

Rowdah Al Mehrizi, Director of Marketing and Corporate Communication, Corporate Administrative Support Services Sector, RTA reiterated that RTA's humanitarian efforts were driven by inherent ethical values that, projects and corporate practices. "RTA is keen to make an effective response to our government's directives to lend support and aid to persons in need, regardless of race, belief or geographical locations," she noted.

"RTA's role in supporting the community was clearly illustrated during the Covid-19 pandemic where about 2,010,350 riders benefited from its initiatives. Supported by 22 volunteers from the RTA, volunteers distributed 180,000 posters about precautionary measures to all public transport means. 10,000 face masks were provided to the Dubai Health Authority (DHA) for distribution to medical personnel in the first defence line in recognition of their heroic efforts in tackling the virus.

"200 students benefited from the Home Education Environment initiative. RTA supported fixed-income groups by providing desks, seats and shelves for school books as well as writing boards, sports equipment, drawing tools and educative posters as part of efforts to emulate the school environment in the home-learning process. It also retrofitted 150 computers and electronics for handing over to Dubai Cares Foundation for distribution to students in need overseas," explained Al Mehrizi.

Relentless Community Efforts

RTA's CSR efforts were in full gear last year. It donated six million dirhams to the iconic humanitarian facility, Dr. Magdi Yaqoob Hospital, as part of celebrations of 'Hope Makers' last February. This new facility will treat thousands of cardio patients from Egypt and other countries. RTA celebrated the International Workers Day by distributing 150 nol cards



- **Al Mehrizi: RTA is guided by a code of ethics in running projects and corporate practices**
- **Prominent CSR activities in tackling Covid-19 challenges**
- **120k beneficiaries from Ramadan initiatives last year**
- **RTA Charity Foundation delivers aid to Egypt, Tanzania, Uganda and Thailand**

to workers in RTA's projects to assist them with their needs during Ramadan in appreciation of their immense efforts under Covid-19 circumstances. It also distributed goodies to 500 orphan children of fixed income families during Eid Al-Adha, thanks to the efforts of the UAE Red Crescent Authority, Serco (Dubai Metro and Tram operator), Emaar Properties, Talabat and Dar Al Hai Tailoring. Distributed Items included free nol cards, national dress and Eid supplies.

The past edition of 'Meals on Wheels' initiative was instrumental in supporting the first defence-liners in collaboration with Serco and Talabat. 13,500 Ramadan Iftars were distributed to cleaning and security staffs at Latifa Hospital, Rashid Hospital and Dubai Corporation for Ambulance Services who made dedicated efforts under precarious health conditions. RTA coordinated with the Dubai Taxi Corporation (DTC) in distributing Ramadan supplies to 200 taxi drivers who have families in the UAE. Likewise, the RTA Women Committee distributed Ramadan supplies along with prepaid nol cards to 210 female taxi drivers to alleviate their financial burden and show appreciation of their valued efforts during the pandemic. Dubai Taxi Corporation (DTC) also distributed 4,800 daily iftars at worker quarters of Muhaisna, Al Quoz and Jebel Ali," explained Al Mehrizi.

National Initiatives

"RTA always seeks to play an active role in initiatives and events held in Dubai or the UAE. It supported the initiative of Her Highness Shaikha Hind bint Maktoum bin Juma Al Maktoum, wife of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of



the UAE, Ruler of Dubai, Chairwoman of the Food Bank, to provide 10 Million Meals campaign. RTA deployed 30 taxis to deliver 20,000 Ramadan supplies to individuals in collaboration with the International Charity Organization and Al Futtaim Company. It also took part in celebrations of Zayed Humanitarian Day by distributing 200 nol cards to senior citizens at Hatta to help them with their needs during Ramadan in collaboration with the Community Development Authority (CDA) and the Dubai Taxi Corporation (DTC)," noted Al Mehrizi.

"RTA's extensive support also covered cultural and knowledge activities through supporting Emirates Airline Festival of Literature by lifting guests and visitors of the Festival. About 3,500 participants benefited from this initiative. It also supported 'Read with RTA' app by providing 600 online audiobooks and articles to promote the culture of reading among public transport riders, who just need to





scan QR codes in their transit means. RTA also assisted in the field of licensing by granting free driving licenses to 25 unprivileged persons in conjunction with the Emirates Driving Institute and the support of Bait Al Khair Society, which nominated beneficiaries,” she elaborated.

RTA Charity Foundation

“RTA’s Charity Foundation, which was established to mark the UAE’s initiative dedicating 2017 as The Year of Giving, continued its humanitarian mission by giving at all fronts. It helped 100 employees through the ‘Charity Bridge’

- 4.8k Ramadan Iftars distributed to male taxi drivers, 210 iftars to female taxi drivers
- Read with RTA App supported by 600 electronic, audiobooks and articles
- One million dirhams donated to 100 insolvent employees through Charity Bridge initiative
- 500 nol cards distributed to senior citizens, 200 students supported with their online learning

initiative designed to assist those experiencing tough living conditions in collaboration with Bait Al Khair Society, which sets the criteria of merit. An amount of AED1000,000 (One Million UAE dirhams) was donated, including AED150,000 (One Hundred & Fifty Thousand UAE Dirhams) contributed by employees.

Internationally, RTA’s Charity Foundation supported several friendly and sister countries. In Egypt, nine tuk-tuks, a popular mobility means, were provided to nine families supporting 60 persons. It built two school classes for benefiting 80 students every month. In Tanzania, the Foundation provided a school bus and 25 bikes for use by 178 persons per month. In Uganda, the Foundation provided a school bus and 25 bikes for use by 1475 persons every month. Thailand received two buses to serve 1585 students and teachers. RTA provided full support to the Water Hope initiative rolled out by His Highness Sheikh Mohammed bin Rashid Al Maktoum to provide clean water to communities experiencing water shortage by drilling 10 wells in 10 countries for benefiting 10,000 persons,” she added.

“RTA is always keen to take part in national and international events out of its corporate social responsibility. In this regard, it celebrates the UAE Flag Day and Commemoration Day every year with the participation of the Director-General, Chairman of the Board of Executive Directors as well as CEOs and Directors of RTA. It runs an internal digital campaign through the intranet and extranet to use the state flag in decorating key roads and infrastructures such as the Shaikh Zayed Road, Dubai Water Canal, Al Garhoud Bridge, Business Bay Crossing, Tripoli Street, World Trade





Centre R/A, Zabeel St, and the Tolerance Bridge. RTA made congratulatory messages through smart screens across Dubai marking the UAE 49th National Day. RTA celebrated the World Arabic Language Day with the participation of His Excellency the Director-General and His Excellency Mohammed Al Mur. It also supported the International Day for Tolerance in coordination with the Ministry of Tolerance. In this regard, it sent messages via smart screens fostering the spirit of coexistence, reciprocal respect and sending good wishes to employees of different nationalities on their national events.

“RTA also celebrated the International Volunteer Day where it hosted individuals who contributed to community work such as Khalifa Baqir, Senior Advisor, General Secretariat of the Dubai Executive Council, Chairperson of Command and Control Centre for Combating Covid-19, and Ahmed Nazr Al Falasi, winner of Arab Hope Makers Award 2020 and Founder of Ahmed Al Falasi Foundation for Humanitarian and Charitable Initiatives. The event witnessed the launch of RTA’s rejuvenated internal volunteers’ platform, which offers numerous benefits to volunteers such as registering their achievements and careers and briefing them on the latest developments of RTA’s volunteering activities. RTA also paid tribute to its volunteers who contributed 559

- **AED 6 million contributed to building Magdi Yaqoob Humanitarian Hospital**
- **Water Hope drills 10 wells in 10 countries to benefit 10k persons per month**
- **10k face masks distributed to front-liners, 13.5k Ramadan Iftars distributed to three medical entities**

volunteering hours that assisted in the success of our volunteering activities and initiatives.

“RTA made several CSR successes such as winning the Dubai Chamber of Commerce CSR Label for the third year in a row, thus becoming the first government entity to make this achievement. It also won ISO 26000 for compliance with Social Responsibility Standards. RTA’s new corporate identity clinched three gold awards and one bronze award. RTA is keen on making partnerships with various entities to promote their social role. It has a comprehensive CSR strategy that covers all community segments including students, people of determination, senior citizens and others driven by its conception of humanitarian works,” concluded the Director of Marketing and Corporate Communication.

Exotic Means of Transport in the World

There is an unlimited number of what we can call the strangest means of transportation in the world. People travel from one place to another using the bullet train, hyperloop, the suspended means of transportation, and the transparent ball. Here are examples of bizarre transport means in use worldwide:

The Elevated Bus

A group of Chinese engineers has innovated a bus that can travel over vehicles to avoid congestion and provide public transportation. As such, it is not affected by road condition and traffic. The bus is 22 meters long, 7.8 meters wide, and 4.8 meters high, and can carry around 300 passengers at a time.



The Seaplane

A Chinese and a Russian company created a new plane that looks like a mixture between a car and an airplane. The engineers spent exorbitant money amounting to 500 million sterling pounds to make the plane able to fly 62 miles with 28 litres of fuel, and the plane could also reach a maximum speed of 155 miles, and fly at an altitude of 35- meters.



The Bamboo Train

In Cambodia, the steel train has turned into a wooden one, as the train railroad cars are made of bamboo sheets, connected to a small steel wheel. The train is powered by an engine of a light boat or motorcycle and can travel at a speed not exceeding 50 kilometers per hour.



The Floating bus “Hippo”

It is an amphibious bus whose name is derived from the name of the Hippopotamus, as it sets off on road and river tours in the Canadian city of Toronto. The journey takes around 90 minutes and passes the famous landmarks of the city including Lake Ontario. The floating bus, which can carry 40 passengers, is popular among families and tourists, especially during summer.



The Dragon Steel Train

This train, which is in Germany, is suspended and does not run on a railway. It travels 13.3 km at an altitude of 12 meters.



The Transparent Ball “Zorb”

Australia and New Zealand use the so-called “Zorb” to enable citizens to get to work in less than 4 minutes. The Zorb is a large ball of transparent plastic consisting of two layers. Riders enter inside and get strapped where they go on a journey of rolling over hills and grassy slopes.



The Rickshaw or Tuk-Tuk

The Rickshaw or Tuk-Tuk does not seem very strange to some of us. As it's well spread widely in Arab countries such as Egypt, Sudan, the Gaza Strip, and Iraq from. The tuk-tuk in Thailand, Egypt, or India has other names, but it is the same motorcycle that consists of three wheels. It can accommodate 2 or 3 passengers in the back seat, in addition to the driver at the front. Tuk-Tuks are more common in developing countries with high population, especially in Asia, Africa, South America, and Europe.



The Street Sledding Run in Madeira Islands

The Madeira Islands in Portugal are famous for a mid-nineteenth century ancient toboggan used by the locals to transport tourists. It consists of a two-seater wooden sleds that two men drive quickly through narrow streets down to the centre of the capital Funchal in a very quick way.



The Ice Skates “Dog Sleg”

In Norway, Alaska, and the snowy regions, we can see dogs not used as pets or guard duties, but as a means of transportation, as residents and tourists use sleds drawn by snow dogs to move on the ice in extremely difficult weather.



The Venice Gondola

Gondolas are a hallmark of the city of streams Venice. It began to be used 1000 years ago. It is a black wooden rowing boat, in which the driver uses a single paddle to operate it. Despite the ancient history of the gondola, its numbers began to decline vis-vis the motorized boats.



Thai water taxi

In eastern Venice, as the Thai capital is called, Bangkok, with an abundant network of canals, traditional boats and water taxis or “Canal Taxis” are still the primary means of transportation. They can travel faster than a car on a busy road.



New York Aerial Tram

The aerial lift or tram of Roosevelt Island in New York connects Roosevelt Island and Manhattan. It provides passengers with a great opportunity to cross the East River and see the city's bridges and buildings from an ultra-height. The New York aerial lift began operation in 1976.



Thyroid, an alternative treatment under doctor's advice

The thyroid gland is located in the anterior region of the neck in front of the trachea. It is responsible for the secretion of the thyroxine hormone, which is responsible for the basic metabolic activity of the body. The thyroid gland is similar in shape to a butterfly with expanded wings. It has a reddish-brown colour and consists of cyst cells which secrete the thyroxine and the thyroxine triiodide, endocrine glands that secrete hormones directly into the blood.



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Symptoms of thyroid disorder

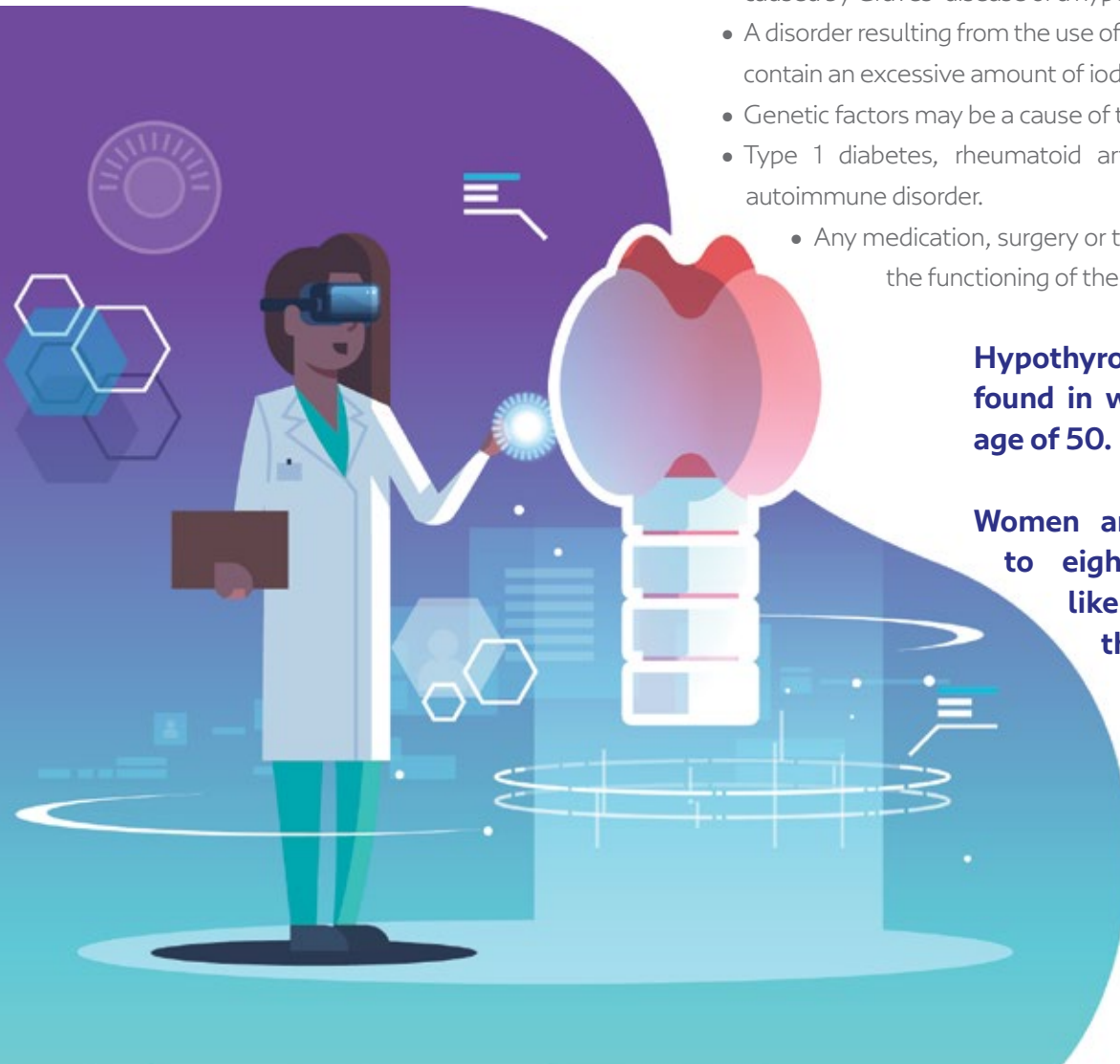
1. Excessive production of the hormone, which causes the body to use energy faster than it should (hyperthyroidism).
2. Lack of sufficient hormone, which leads to the body's use of energy slower than it should: (hypothyroidism or an underactive thyroid gland).

Causes of thyroid disorder

- Hypothyroidism is a condition in which the thyroid gland produces fewer hormones, which may occur due to iodine deficiency or Hashimoto's disease, an autoimmune disorder of the thyroid gland.
- Thyroid disorder is a hyperactive thyroid gland, in which the production of hormones is very high. It may be caused by Graves' disease or a hyperactive thyroid gland.
- A disorder resulting from the use of some medicines that contain an excessive amount of iodine.
- Genetic factors may be a cause of thyroid dysfunction.
- Type 1 diabetes, rheumatoid arthritis, or any other autoimmune disorder.
- Any medication, surgery or treatment that affects the functioning of the thyroid gland.

Hypothyroidism is mainly found in women over the age of 50.

Women are usually five to eight times more likely to have thyroid disorders compared to men.





Signs and symptoms of thyroid disease

- Overweight
- Fatigue
- Increased sensitivity to cold
- Constipation
- Dry skin.
- Face fullness
- Hoarseness
- Muscle weakness
- High level of cholesterol in the blood
- Muscles pain
- Joints pain
- Irregular menstruation
- Hair loss
- Slow heart rate
- Depression
- Poor memory

Symptoms of Goiter

- Abnormal weight loss.
- Rapid heartbeat (Palpitations): more than 100 beats per minute
- Increased appetite
- Nervousness, anxiety and irritability
- Tremors in the hand and fingers
- Sweating
- Changes in menstrual patterns
- Increased sensitivity to heat
- Fatigue, muscle weakness
- Sleeping difficulties
- Thin complexion
- Soft and brittle hair

Types of thyroid treatment

- Increased thyroid hormone production.
- Slowing down an overactive thyroid gland

Natural ways to treat thyroid gland



Garlic is a very effective treatment for the thyroid gland.

Herbs and foods that are rich in iodine.

Seaweed

Cod

Dairy products.

Black walnut.

Plums

Herbs or oils rich in fatty acids

Fish oil

Coconut Oil.

Flaxseed oil

Primrose oil

Ginseng

Ginger

Wild oats

Apple cider vinegar

Herbs and foods that are rich in B vitamins.

Despite the possibility of treating hypothyroidism with herbs, you should consult your doctor first before using these herbs and natural foods. Medicines prescribed by the doctor to treat hypothyroidism should not be stopped and replaced by herbs and natural foods as they are usually considered an assisting treatment used in conjunction with drug treatments.



Mission
Accomplished



Do you have a trip with your kids on #PublicTransport? Enjoy your time with them via the «Read with RTA» app and read their favourite book from the list, for two weeks for free, by scanning the QR CODE available on the #DubaiTaxi, #DubaiTram and #DubaiMetro.





#RTA has recently celebrated the graduation of a fresh batch of young Emirati recruits, who have completed RTA-sponsored scholarship programme. The programme is part of RTA's commitment to invest in the development and progression of young Emiratis to enrich their knowledge and polish their skills. The Programme empowers affiliates to realise the objectives of both RTA and the Government and grooms them to contribute to the advancement of the nation. To read full news, visit the "Latest News" Tab in our biography.



#RTA brings you closer to more destinations via the Tarabut initiative, to make your trips more comfortable & seamless. Suggest a new public bus route via the RTA Dubai app. For more information about the Tarabut initiative, watch the video by visiting the "Tarabut initiative" tab in our biography.



Low visibility in case of fog reduces your sense of vehicle speed. We advise you to lower speed and use fog lights for your safety and that of others on the road. For more guidelines, visit "Safety tips» Tab in our biography.



RTA completes preventive rail grinding of Dubai Metro

Roads and Transport Authority, in collaboration with Serco, operator of Dubai Metro and Tram, has recently completed preventive maintenance works for grinding Dubai Metro rail tracks that extend about 300 km.

Dubai Metro uses highly advanced preventive maintenance system that uses a sophisticated rail grinder fitted with advanced camera and laser technologies enabling high-precision scanning of rail tracks. The technology determines the appropriate maintenance system, which ensures the smooth movement of the rolling stock and the optimal utilisation of asset lifespan.

RTA's Rail Maintenance Department uses a preventive maintenance system customised to the design of the Dubai Metro network that takes into consideration the climatic conditions of the Emirate. By completing the Dubai Metro preventive maintenance works in December 2020, the Rail Maintenance Department also completed a full migration from the previous

RTA offers concessions to Awnak service for lifting non-emergency cases

The package includes cancellation of monthly fees, reduction of the minimum number of the fleet

Dubai's Roads and Transport Authority (RTA) has unveiled several concessions in support of Awnak service designated for lifting non-emergency patients that do not require ambulance service to take them to hospitals or medical facilities. The service also covers carrying people of determination as well as senior citizens and residents. The offering of these concessions is meant to make the service easier and more accessible and bring happiness to the targeted segments.

"This service, which is the first of its kind in the region, is designated for patients who had undergone procedures at hospitals, and their treatment requires staying at home. It also applies to patients assessed by doctors and recommended to go to hospitals for further treatment. The scope of the service also covers patients who need to be shifted between hospitals based on medical advice, patients shuttling between hospitals/clinics and

their residences, people of determination, as well as senior citizens and residents of Dubai. The service is offered against a fee payable by beneficiaries to the concerned service provider," said Adel Shakeri, Director of Planning and Business Development, Public Transport Agency, RTA. "Companies interested in practising this activity are offered several concessions compared with the stipulations set when the service was launched in 2014. They can now

traditional maintenance system. It means a shift from the correctional maintenance to preventive maintenance system, which contributes to asset sustainability; a strategic objective of RTA.

The preventive maintenance system also enabled RTA's rail maintenance team to acquire specialized experiences in the rail maintenance in a way that this team will implement similar works nationally and internationally, which will enhance RTA's vision: 'The world leader in seamless & sustainable mobility.'



apply for the service without incurring monthly fees per vehicle, which was the case before. Moreover, the minimum number of vehicles in the fleet required to run the service is reduced from 10 to 2 only. Companies can now apply for permits (instead of concession contracts) through the email address: (murasalat@rta.ae), and supply the required details. The applicant can then proceed to RTA's Commercial Transport Activities Department to get the required permit, and head to Dubai Economic Development Department to obtain the license," he added.

"Vehicles used in the service must have wheelchairs fitted with belts to ensure the stability of the patient in transit and ramps to ease the boarding and alighting of individuals. The difference between taxis and Awnak services is that taxi may not have wheelchairs and ramps. Offering this service underscores RTA's attention to serving all the members of the community, especially those categories who are fully entitled to such customised services. The service can be requested through RTA's

Shakeri: Service vehicles need to be fitted with wheelchairs and ramps

website or Call Centre (8009090), which will provide all information related to companies approved to run this activity," concluded Shakri.

