

المسار almasar

The Official Monthly Magazine of Dubai's RTA
Issue No. 156 June 2021

Mohammed bin Rashid honours contributors to 100 Million Meals

شكر وتقدير



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.

Route 2020



With the start of the countdown to host Expo 2020, a global showpiece which starts on October 1st 2021 until March 31st 2022 featuring the participation of 190 countries, Dubai's Roads and Transport Authority (RTA) commenced on June 1st the operations of Dubai Investment Park Station and Expo 2020 Station on Route 2020 that extends from Al Rashidiya Station on the Red Line to Expo 2020 Station. The opening of Jumeirah Golf Estates Station will coincide with the opening of Expo 2020.

The opening of the two stations is a vital step for Dubai Metro in providing public transport services to riders in general and Expo visitors in particular. Commuters can now travel directly from the Al Rashidiya Station on the Red Line to Expo 2020 Station, as Jebel Ali has become a transfer station for riders heading to the UAE Exchange Station and vice versa.

The new operator of Dubai Metro (The Consortium of Keolis, Mitsubishi Heavy Industries Engineering, and Mitsubishi Corporation) will be engaged in the operation of Dubai Metro processes in full coordination with the current operator (Serco) in preparation for the transition of operations and maintenance of the Dubai Metro, and the operation of the Dubai Tram, officially as of, September 8th, 2021.

Route 2020 is crucial for serving the demographic growth of districts on the route of the metro namely The Gardens, Discovery Gardens, Al Furjan, Jumeirah Golf Estates and the Dubai Investment Park. The route will serve to connect and integrate these communities (which will be populated by more than 270,000 people) with the rest of Dubai. The route also serves Expo 2020, which will attract millions of visitors during its 6-months duration.

The route spans 15 km and connects 7 stations (one interchange station with the Red Line, one iconic Station at the site of Expo 2020, three elevated stations and two underground stations). In the future, it will be extended to connect a host of Dubai localities with Al Maktoum International Airport to usher a new and important phase in the history of Dubai and stand out as a symbol of sustainability, advancement and innovation for current and future generations.

In conclusion, Route 2020 adds to an impressive series of achievements that bear reference to the pioneering role of Dubai and its high standing amongst top cosmopolitan cities in the transport sector.

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.

GENERAL SUPERVISOR
Rowdah.AlMehrizi

EDITOR IN CHIEF
AlMoatasem Belah
Mohammed

MANAGING DIRECTOR
Mohammed Al Munji

EDITING MANAGER
Nashwan Mahmood

ADMINISTRATIVE COORDINATION
Moza.Alawani

PHOTOGRAPHY
Sahir Babu

DESIGN & MARKETING

SLA
Spotlight Advertising
بقعة ضوء للإعلان والويب
www.spotlightuae.net

ART DIRECTOR
Said Mansour

CONTACT US
P.O.Box: 118899 Dubai,U.A.E
Tel: +971 4 2902638
Fax: +971 4 2903933
almasar@rta.ae
www.rta.ae



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News

- 16 Digitisation facilitates drivers and vehicles licensing services
- 18 Dubai's decisions accelerated the restoration of customers confidence
- 20 188% expansion in marine transport network by 2030

Projects

- 22 Route 2020 all set for Expo

Achievements

- 28 Transactions of customers happiness centres go paperless
- 28 Stevie's International recognises best Innovative Achievement in Growth
- 30 Support to UAE's efforts to reduce carbon emissions, global warming



Cover story

- 06 Mohammed bin Rashid honours contributors to 100 Million Meals
- 14 Noblest Number Auction provides 50 million meals
- 22 Route 2020 all set for Expo

Services

- 32 169 routes for public buses in Dubai
- 34 App Clips for smooth payment of parking fees
- 34 Services continue rolling during Eid Al Fitr holiday
- 35 Dubai Taxi to introduce logistics delivery services

Activities

- 36 Wide participation in 100 Million Meals
- 38 Fresh cohort of Qiyadi graduates
- 38 MoU with Visa explores digital payment of fares
- 40 Autism awareness campaign promoted
- 40 National Taxi decorated for contributing to customers happiness

Community Safety

- 42 Drivers urged to stop driving when feeling exhausted





Honored RTA for their contribution to speed up the '100 Meal' initiative

Mohammed bin Rashid: UAE is a civilization & human entity and a hope for the region

More than 83 million people in 82 countries benefited from Mohammed bin Rashid Al Maktoum Global Initiatives' (MBRGI) humanitarian and social projects in 2020, the foundation's annual report has revealed.

مبادرات محمد بن راشد آل مكتوم العالمية

Mohammed Bin Rashid Al Maktoum Global Initiatives



Amid the outbreak of COVID-19 in early 2020, MBRGI, the region's largest philanthropic foundation, carried out AED1.2 billion worth of humanitarian, social and developmental projects to aid the vulnerable and empower disadvantaged communities in the face of the biggest health crisis of the century.

Vice President and Prime Minister of the UAE and Ruler of Dubai His Highness Sheikh Mohammed bin Rashid Al Maktoum announced the Year in Review 2020 in a special event, held at The Union House in Dubai, to highlight the far-reaching influence of MBRGI's initiatives and activities during 2020.

His Highness Sheikh Mohammed bin Rashid Al Maktoum said, «the global COVID-19 pandemic demonstrated that strategic and sustainable humanitarian work is the best way to serve people in times of crisis.»

He added, «despite the obstacles caused by the COVID-19 pandemic, our projects and initiatives rose to the challenge and, in line with our expectations and ambitions, touched over 83 million lives in 82 countries.»

«Besides its influential economic and political role, the UAE is also a humanitarian entity and a beacon of hope in the region.»

Praising the team's efforts, Sheikh Mohammed bin Rashid Al Maktoum said, «Over 121,000 volunteers and personnel showed competence, courage and determination in the face of the pandemic.» He stressed that «we will continue creating hope across the world, regardless of any circumstances. We will heed the call of humanity wherever it takes us.»

He concluded, «As we continue our work every year, our determination to fulfil our vision grows stronger.



We attract more partners and serve more people, and our conviction that humanitarian work is essential to reigniting civilization burns brighter.»

During the event, Sheikh Mohammed bin Rashid Al Maktoum reviewed the key achievements of MBRGI’s 35 entities in 2020. He also reviewed the latest campaigns, programs and initiatives that were launched in response to the COVID-19 pandemic.

He praised the pivotal role played by the International Humanitarian City (IHC) in Dubai as a hub for transporting urgent aid, medical supplies and essential food items to various parts of the world in collaboration with UN agencies and non-governmental organizations. Through its efforts, the IHC helped place the UAE at the forefront of urgent relief work during the first waves of the COVID-19 pandemic.

Sheikh Mohammed bin Rashid Al Maktoum also reviewed The Digital School initiative – a first-of-its-kind educational technology (ed-tech) in the Arab world. The School was launched by MBRGI in November 2020 to provide millions of students around the world with access to world-class education, using smart technologies to address the global educational disruption caused by COVID-19.





On the sidelines, Sheikh Mohammed bin Rashid Al Maktoum chaired a meeting of MBRGI's Board of Trustees that included His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum,

Crown Prince of Dubai and Vice Chairman of the Board of Trustees of MBRGI; His Highness Sheikh Ahmed bin Mohammed bin Rashid Al Maktoum, Chairman of the Mohammed bin Rashid Al Maktoum





Knowledge Foundation and Member of the Board of Trustees of MBRGI; Her Highness Sheikha Maitha bint Mohammed bin Rashid Al Maktoum, Member of the Board of Trustees of MBRGI; His Highness

Sheikh Mansoor bin Mohammed bin Rashid Al Maktoum, Chairman of Dubai Sports Council, His Highness Sheikh Ahmed bin Saeed Al Maktoum, Chairman and Chief Executive of Emirates Group,







and His Mohammad Al Gergawi, Minister of Cabinet Affairs and Secretary-General of MBRGI, as well as a number of members of the Board of Trustees and executive directors of MBRGI.

During the event, Sheikh Mohammed bin Rashid Al Maktoum honored major contributors and donors to the '100 Million Meals' campaign, the region's biggest food drive, launched to provide food aid to disadvantaged communities in 30 countries across the four continents of the Middle East, Asia, Africa, Europe and South America during the holy month of Ramadan.

The key contributors, recognized for their pioneering role in supporting the campaign to achieve its goals of raising AED100 million in just 10 days from its launch, were Mohammed bin Rashid Al Maktoum Humanitarian and Charity Establishment (MBRCH), Dubai Electricity and Water Authority (DEWA), the Roads and Transport Authority in Dubai (RTA), Dar Al Bar Society, Al Rostamani Group, Emirates Islamic Bank, Etisalat, Emirates Auctions, and Dr. Abdulkader Al Sankari and his sons.

His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Vice Chairman of the Board of Trustees of MBRGI, said,

«the MBRGI extended a helping hand from the UAE to the rest of the world. Its ongoing efforts have affirmed that what others may see as a challenge, the Foundation sees as an opportunity to achieve more, improve people's lives and build stable societies.»

He added, «MBRGI played an effective humanitarian role globally in 2020. It dedicated its resources, expertise and capabilities to enable international organizations and agencies to deliver food and medical aid to the vulnerable, no matter where they are.»

Sheikh Hamdan bin Mohammed stressed that «MBRGI's programs and projects are key drivers to the broader humanitarian and relief work of the UAE on regional and international scales.»

He praised the efforts of MBRGI's teams and volunteers whose innovative ideas during the first weeks of the COVID-19 outbreak contributed to the Foundation's swift response to help millions in need across the world, despite the world lockdowns and field restrictions.

Mohammad Al Gergawi, Minister of Cabinet Affairs and Secretary-General of MBRGI, said, «The year 2020 was exceptional by all standards in the major challenges that emerged due to the COVID-19



pandemic. In return, it was met with a wave of innovation in creating hope, which is the only investment with guaranteed returns.»

He added, «despite the precautionary measures and the abrupt shifts in the nature of humanitarian work, MBRGI cemented its pioneering role in creating new bridges between nations, establishing solidarity, supporting vulnerable communities and aiding millions of people in need across the world.»

Al Gergawi noted that MBRGI is a major pillar of the UAE’s humanitarian, relief, social and humanitarian work, following the country’s vision to institutionalize philanthropy.

He said, «The UAE, under the direction and guidance of its leadership, will continue its pivotal role in charity and humanitarian work to help provide relief to the vulnerable, empower people in need and answer the call of humanity.»

Despite the logistical and technical obstacles posed globally by the COVID-19 pandemic in 2020, MBRGI reached more beneficiaries than in previous years.

MBRGI spent AED 1.2 billion on the projects, programs and campaigns under its umbrella, touching 83 million lives across 82 countries, compared to 71 million beneficiaries in 2019.

In 2020, 576 employees joined hands with 121,676 volunteers working in beneficiary countries with varying areas of expertise to carry out various humanitarian and developmental programs.





In presence of Mansour Bin Mohammed Bin Rashid The Most Noble Numbers Charity Auction Raises more than AED 50 million for 100 Million Meals

Mohammed bin Rashid Al Maktoum Global Initiatives (MBRGI) raised AED 50,450,000 for the '100 Million Meals' campaign through a numbers charity auction today. AED 48,500,000 was raised through auctioning single- and double-digit car plates and exclusive mobile numbers, and AED 1,950,000 through direct donations from the attendance.

Organized in partnership with the Roads and Transport Authority in Dubai, Etisalat, and Emirates Auction, 'The Most Noble Numbers' charity auction sold four special car plate numbers, including the prestigious AA9, and five exclusive mobile numbers. Proceeds will go towards providing food aid for disadvantaged individuals and families across 30 countries during the Holy Month of Ramadan.

The Most Noble Numbers charity auction coincides with Zayed Humanitarian Day, which falls on the 19th of Ramadan every year. It reminds us of the values of giving and humanitarian aid that the late Sheikh Zayed bin Sultan Al Nahyan instilled in the UAE's culture, making it an

exemplary nation in charity and humanitarian work without discrimination of race, religion, or geographic location.

Organized under the patronage and in the presence of His Highness Sheikh Mansour bin Mohammed bin Rashid Al Maktoum, Chairman of Dubai Sports Council, the auction saw the attendance of His Excellency Mattar Mohammed Al Tayer, Director General, Chairman of the Board of Executive Directors of the RTA and Abdullah Salem Al Mana, General Manager, Etisalat in addition to several philanthropists, high-profile personalities, and businessmen to support '100 Million Meals' campaign's aid efforts.

The Most Noble Numbers for a Noble Cause The auction



aims to support the ‘100 Million Meals’ campaign’s efforts to establish solidarity with those in need and help fight world hunger and malnutrition.

Up for bidding were single-digit car plates, such as AA9, and double-digit car plates including U31, T38, and E51.

Under the Hammer

After a fierce bidding competition among attendees, the special single-digit car plate number AA9 was sold off for AED 38,000,000.

The remaining two-digit special car plate numbers respectively raised – AED 2,600,000 from the sale of U31, AED 1,800,000 from the sale of T38, and AED 2,450,000 from the sale of E51.

Innovative Approach

The ‘Most Noble Numbers’ is the second charity auction that MBRGI holds to raise funds for the ‘100 Million Meals’ campaign. The charity art auction, which displayed rare and valuable masterpieces from world-renowned contemporary artists, raised AED36.6 million on Saturday April 24.

Although ‘100 Million Meals’ campaign reached its target, raising AED100 million from 185,000 donors in just 10 days, the mission of giving continues.

Swift Distribution

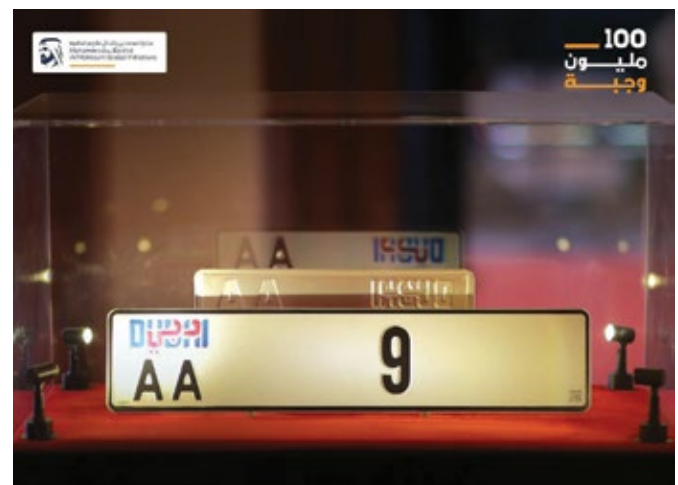
Distribution of food parcels to the target groups of low-income families, orphans, widows, refugees, displaced persons, and camp residents are underway in several

countries including Egypt, Pakistan, Jordan, Ghana, Angola and Uganda. MBRGI is collaborating with regional and local partners to ensure swift and efficient food distribution to people in need in beneficiary countries.

100 Million Meals Campaign

The ‘100 Million Meals’ campaign continues to accept donations to provide food parcels for disadvantaged communities in 30 counties across the world. It is an expansion of the locally-held ‘10 Million Meals’ campaign that was launched last Ramadan to provide food support to empower COVID-19-hit groups across the UAE.

The ‘100 Million Meals’ campaign falls under the Humanitarian Aid and Relief pillar, one of the five pillars that classifies MBRGI’s work, which is devoted to supporting and empowering vulnerable and disadvantaged communities around the world, regardless of race, religion, or geographical region.



Digitisation of drivers and vehicles services speed up response by 70%

His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA), reiterated RTA's commitment to uplift the calibre of drivers and vehicles services. He also stressed the importance of migrating to smart channels such that all RTA's transactions can be self-processed, and accordingly dispose of the need to visit service centres. Al Tayer underscored the importance of applying artificial intelligence, big data and Blockchain technologies to enhance the delivery of customers services.

“The digitisation of RTA's transactions contributes to realising the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, Ruler of Dubai, and the directives of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince, Chairman of the Executive Council, to transform Dubai into the smartest city in the world. Undoubtedly, it requires a raft of excellent services that surpass customers expectations to make them happier,” said Al Tayer.

Al Tayer made these remarks in a gathering with the

directors of the Licensing Agency in which he reviewed the progress in the digitisation of the licensing services, which covers 140 services (54 for drivers licensing, 53 for vehicles licensing, 32 for commercial transport, and 1 for licensing activities monitoring). The programme is based on four key pillars: paperless services, visit-less services, simplified procedures and sustainability. The implementation of the programme is characterised by agility, which accelerated the response to changes of requirements by 70%. It has also improved the delivery time by 25%, the product by 20%, and programmers' productivity by 15%.





Improved Services

Abdullah Yousef Al Ali, CEO of Licensing Agency, and directors at the Agency briefed Al Tayer about the digitisation of drivers licensing services, which will be up-and-running by the end of this May when 15 services will be added to the smart channels. Transactions covered by the improved services constitute 57% of driver licensing services. The digitised services will be available on RTA's smart channels, all the 9 driving institutes, 19 main branches, and more than 120 service delivery counters.

For instance, the improvement of opening a learning driver file will drop from 2 days and 4 visits to just 15 minutes and without visiting the centre. Simplifying the procedures of 15 main and subsidiary services will result in a uniform journey for obtaining a driver license. Improvements covered developing a unified central data system and automating the data entry through digital integration with other government systems.

Al Tayer also reviewed the latest developments of linking the commercial licensing with Invest in Dubai platform, which seeks to provide an environment conducive to investment in development projects in the Emirate. RTA's systems have been connected with the platform, and workshops were held to brief about 11,500 companies practising 69 commercial activities in the fields of transport and car rental. Following this improvement, the time of obtaining a commercial license has plunged from 15 working days to 15 minutes only. The number of conditions list has dropped from four to one list. Equally, the number of

required documents has fallen from 10 to 1 or 2 documents (depending on the transaction type), and the number of required visits has tumbled from five to zero.

Paperless Transformation

Al Tayer attended a presentation about initiatives to improve the technical testing of vehicles that included improving the Under-Process phase of the technical testing result, which improved the successful testing of vehicles from 86.2% to 88.7%.

Initiatives also included paperless technical testing certificates, which replaced the printing of technical testing certificates for customers. Customers now get an electronic copy via text messages and emails. The initiative saved the printing of 1.094 million certificates since the introduction of the system in September 2020. The compliance with the paperless transactions of the service clocked 98.3%.

The initiatives included the creation of a smart waiting panel at the technical inspection centres. The screens at customers waiting for lounges display updates about the status of testing customers vehicles and transmit vehicle's data instantly without requiring them to wait at the testing bays. The system provides information about the time of the customer's arrival at the centre, the expected time to start and complete the technical testing, service delivery time, and the number of vehicles in the testing bay.

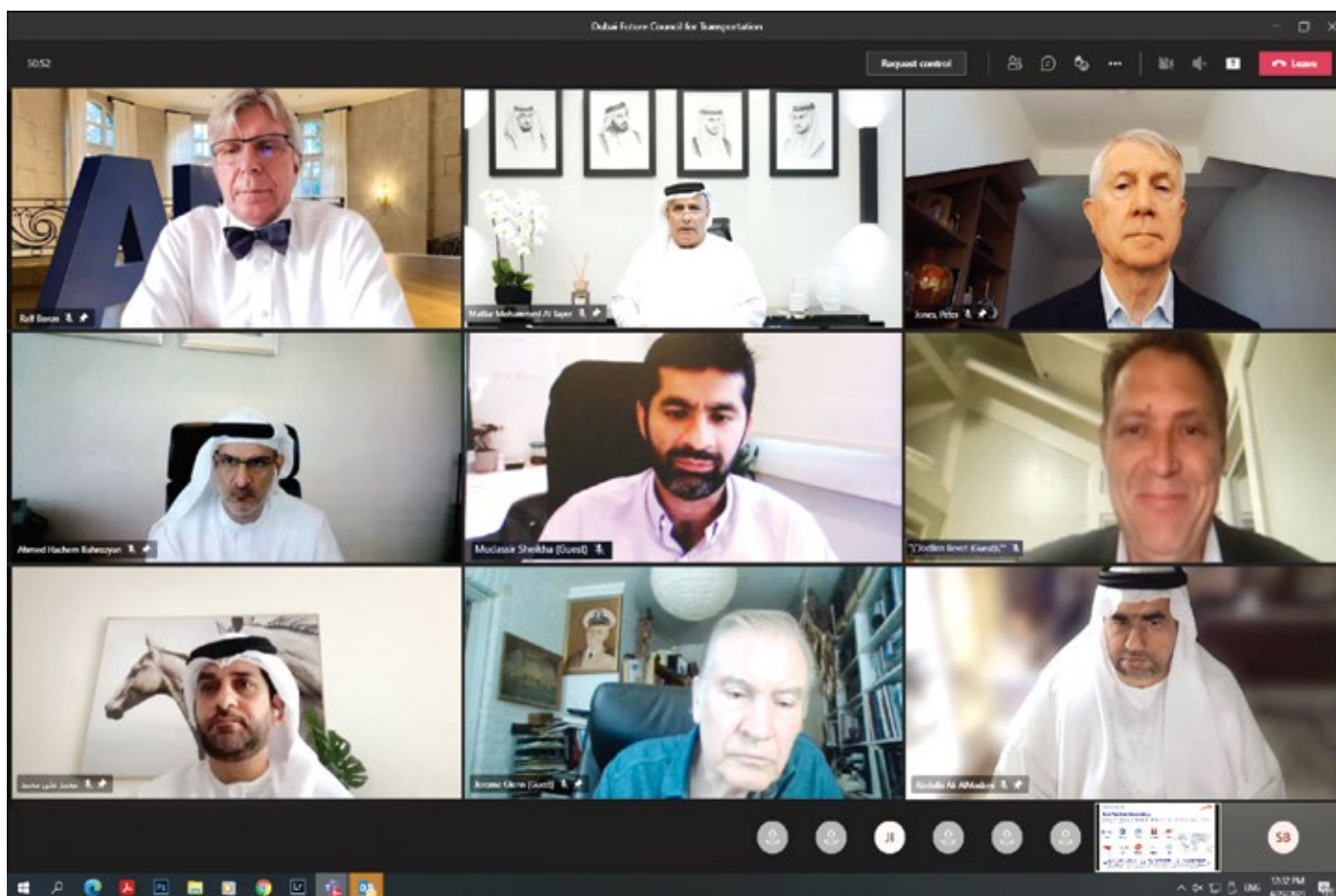
Al Tayer concluded by calling upon attendees to double their efforts and set customers happiness and matching with customers expectations as a priority.

Dubai is one of the fastest cities to regain public transport ridership to pre Covid-19 levels

His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) and Chairman of the Dubai Future Council for Transportation, stated that decisions taken by the Dubai Government since the outbreak of the Covid-19 pandemic last year contributed considerably to containing the impacts of the pandemic on vital sectors, especially the transportation sector.

“Such decisions also facilitated the speedy recovery and restoration of normal life in the city. Information released by the International Association for Public Transport (UITP) indicated that Dubai was among the world’s fastest cities in regaining public transport ridership to pre-Covid-19 levels,” commented Al Tayer.

“The positive indicators and precautionary measures that RTA had implemented reflect the restoration of riders confidence in the level of safety and security of public transport means. In fact, the safety of public transport riders is a top priority to Dubai and RTA. Our teams are continuously monitoring the pandemic developments



Al Tayer:
Dubai decisions
accelerated restoration
of public confidence in
using transport



and reviewing the protective measures periodically to ensure that measures are relevant and effective, besides coordinating with the concerned committees and parties in Dubai Government,” he added.

Al Tayer made these remarks while chairing the 6th meeting of the Dubai Future Council for Transportation held remotely in the presence of members including CEOs, academia and international transportation experts.

The meeting screened several topics that included the successful practices of tackling the Covid-19 and mitigating their impacts on transportation, a vital sector and key driver of economies. The council also reviewed the accelerators of quality living from a transportation perspective. Cities are currently upgrading their systems and core services, including transportation, to support the well-being and a fine living environment.

District Link

“The vision of the Dubai Urban Plan 2040, launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, Ruler of Dubai, last March, aims to rank Dubai the best city for living in the world. Such a drive requires sustained improvements of public transit means to make mobility easier across the city. Among the key pillars of the plan is to concentrate 55% of the population within 800 metres from the metro stations and enhancing district links by constructing cycling tracks. RTA intends to expand the total length of cycling lanes to 668 km by 2025 to match the directives of His Highness

Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince, Chairman of the Executive Council, to turn Dubai into a bicycle-friendly city. Among the pillars is to expand the greenery of the city as it will reduce the impact of urban heat islands and provide shaded tracks for pedestrians and cyclists,” explained Al Tayer.

The Council reviewed the progress in the improvement of infrastructure and futuristic transit means. RTA plans to develop flexible and shared mobility means to ease the first and last-mile challenge, besides examining global experiments for benefiting from the infrastructure in a better way depending on need and the traffic volumes. In this regard, the Council reviewed the trial run of the E-Scooter in five districts of Dubai in coordination with the Dubai Police.

The council looked into several new practices rolled out by some cities such as transforming the right-of-way from lanes serving vehicles only to lanes that also serve flexible and shared transport. Topics discussed also included the classification of roads according to their purpose, and partnership-based contracts.

It is noteworthy that the Dubai Future Council for Transportation is one of Dubai Future Councils unveiled by His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum for envisioning the future of vital sectors in Dubai. The councils also look into developing effective solutions to various challenges and design national initiatives and strategies to shape the existing and future opportunities.

188% surge in marine transport network by 2030

His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) revealed that RTA's marine transport network would expand by 188% to span 158 km, and the number of scheduled passenger lines would see a 400% upswing to 35 lines under a master plan running up to 2030. Under the plan, the marine transit fleet would be beefed up by 32% to reach 258 means, and the number of marine transport stations would see a 65% rise to encompass 79 stations by 2030.

“Marine transport is an integral part of the public transport network in Dubai. It ferries about 14 million riders every year and the sector is witnessing a sustained growth in the number of means, stations and riders. The marine sector is expected to expand considerably with the completion of construction works in urban and tourist facilities on

both sides of the Dubai Water Canal and other waterfront development projects. Marine transport will be the favourite mobility means for citizens, residents and tourists visiting Dubai relishing the scenic structures and facilities on the shores of both the Canal and the Arabian Sea,” said His Excellency Mattar Al Tayer.





“In 2020, the marine transport network increased 24 km to reach 79 km. Moreover, 5 abras from the new generation of wooden traditional abras were deployed to bring the total number of RTA’s marine transport means to 55 vessels. The sector managed to overcome the challenges of the Covid-19 pandemic by implementing the corporate agility principles and practices and optimising the use of resources, which ensured the continuity of marine transport services,” he noted. “Despite the undergoing challenges, the ridership of marine transport means last year clocked 8.049 million riders. RTA also started the trial run of five traditional abras powered by Biodiesel 5, which is officially approved in the UAE. The initiative, which was run in collaboration with ENOC, yielded extremely positive results. Biodiesel 5 is efficient in recycling waste, reducing gas emissions and conserving

the environment; thus, it contributes to Dubai’s Clean Energy Strategy. RTA had also launched a new generation of wooden traditional abras replicating the same design of the existing abras with high security and safety standards,” explained His Excellency Mattar Al Tayer. “This year, RTA is intending to open 4 water transport lines extending 10 km, which will extend the total length of the marine transport network to 89 km. The new lines will link Deira Night Market with Al Ghubaiba Station and the Waterfront Market Station. The other three lines will link Dubai Creek Project with Dubai Festival City Station, Blue Water Station with the marine transport network at the Dubai Marina, and the Heritage Village with Jaddaf Station and Dubai Festival City Station,” concluded RTA’s Director-General and Chairman of the Board of Executive Directors.

Al Tayer: Dubai Investment Park, Expo Stations on Route 2020 to open on June 1st

His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of Dubai's Roads and Transport Authority (RTA), announced that the Dubai Investment Park Station and Expo 2020 Station on Route 2020 of the Dubai Metro, which runs from Al Rashidiya Station on the Red Line to Expo 2020 Station, would be opened on June 1st, 2021. The opening of the two new stations comes six months after the opening of Route 2020, which launched its maiden journey on Jan 1st, 2021 with four stations namely Jebel Ali (a transfer station on the Red Line), The Gardens, The Discovery Gardens, and Al Furjan.

"From June 1st, journeys of Dubai Metro's Red Line will shuttle directly between Al Rashidiya Station and Expo 2020 Station. Jebel Ali Station will be an interchange station for those heading to or coming from UAE Exchange Station. As of June 1st, the Metro service to Expo 2020 Station will be available only to those entitled to access the site of Expo until its official public opening on October 1st. By that time, the public can use the metro service to Expo. The opening of the Jumeirah Golf Estates Station will coincide with the opening of Expo," announced Al Tayer.

"The opening of the two stations on Route 2020 concurs with the start of the countdown of Dubai's hosting of Expo 2020. This mega global showpiece, which runs from October 1st 2021 to March 31st, 2022, features the participation of 190 countries. It follows the successful completion of all tests relating to the performance efficiency and safety of the rail systems, and the test runs by the network operator to verify its readiness before the start of the public service. 31 successful trial tests were conducted spanning the operations control centre, stations





operations, rolling stock crews, engineering & maintenance teams, and emergency services. RTA also completed the training of 152 staff in preparation for Phase II of Route 2020 operation,” explained Al Tayer.

Journey Schedules

“From Saturday to Wednesday, the first journey from Al Rashidiya Station to Expo 2020 Station and vice-versa will start at 05:00 am, and the last journey will start at 12:00 (midnight). On Thursday, the first journey will start at 05:00 am and the last journey will start at 01:30 am (of the following day). On Friday, the first journey will start at 10:00 am and the last journey will start at 01:00 am (of the following day),” remarked Al Tayer.

“The travel time between Al Rashidiya and Expo Stations will be 1 hour and 14 minutes. The service frequency will be 2 minutes and 38 seconds during peak time at a rate of 24 trains per hour per direction, and a capacity of 16,000 riders per hour per direction.

“The travel time between Jebel Ali Station and the UAE Exchange Station will be 11 minutes and 42 seconds, with a constant service frequency of 7 minutes and 30 seconds. The start of the Green Line service will be advanced to

The metro service to Expo 2020 will be available to those entitled to access the site of Expo only until its official public opening on Oct 1st

05:00 am, and the service frequency on the line will be 5 minutes during peak times.

“The new operator of the Dubai Metro (The Consortium of Keolis, Mitsubishi Heavy Industries Engineering, and Mitsubishi Corporation) will shortly be engaged in the operation of Dubai Metro processes in full coordination with the current operator (Serco). The step will pave the way for the smooth transfer of the metro operation and maintenance processes, and the Dubai Tram operation to the new operator as of September 8th, 2021.

“RTA has designated 35 buses to serve Route 2020 stations to commute riders from and to the metro stations. Two bus routes will serve The Gardens Station, two routes will call at The Discovery Gardens Station and two routes will pass through Al Farjan Station, in addition to five bus routes moving through the Dubai Investment Park Station. The taxi service will be available at the operated stations,” commented Al Tayer.



Two Stations

One underground station and one elevated station will be opened this June. The underground station is the Dubai Investment Park Station. It spans 27000 square metres in area and extends 226 metres in length. It can serve 13,899 riders per hour during peak times and 250,000 riders per day. The station has 2 boarding platforms, 4 bus stands, 20 taxi stands and 2 parking slots for people of determination. It also offers 8 outlets of 315 square metres for commercial investment.

The elevated station is the iconic Expo 2020 Station. It is the terminal station of Route 2020 that mainly serves visitors of Expo. It has a unique plane-wing design symbolising Dubai's future drive towards innovation. The station spans 18,800 square metres in area and extends 119 metres in length. It can serve 29,000 riders per hour during peak times and 522,000 riders per day. The station has 3 boarding platforms and 3 routes. It is linked from the Eastern side with Expo and Expo COEX, and from the Western side with the Mall and the urban complex. The station design serves the integration with public transit means with spaces for buses and taxis stands comprising 6 bus stands, 20 taxi stands and 4 parking slots for people of determination. It also offers 9 outlets of 264 square metres for commercial investment in addition to 4 spaces as points of sale.

■ **The Red Line will offer direct journeys between Al Rashidiya and Expo 2020 Stations this June. Jebel Ali Station will be a transfer station for riders from and to the UAE Exchange Station**

■ **The new consortium is engaged in operations in preparation for the official taking over in September**

Operational Results

Since the start of the operation on January 1st this year, Route 2020 of Dubai Metro has carried out 27,043 journeys: 6,938 journeys in January, 6,287 journeys in February, 6,986 journeys in March, and 6,832 journeys in April.

The initial phase of operation witnessed the opening of 4 elevated stations. The first is Jebel Ali Station, an interchange station with the Red Line. The station spans 8,800 square metres in area and extends 150 metres in length. It can serve 17,000 riders per hour during peak times and 320,000 riders per day. The station has 4 train boarding platforms, 4 bus stands, 17 taxi stands and 7 parking slots for people of determination. It also offers 8 outlets spanning an area of 388 square metres for commercial investment.

The second station on Route 2020 is The Gardens Station covering 8,100 square metres in area and extending 168





metres in length. It can serve 6,773 riders per hour during peak times and 125,000 riders per day. The station has 2 train boarding platforms, 4 bus stands, 20 taxi stands and 2 parking slots for people of determination. It also offers 5 outlets of 161 square metres for commercial investment.

The third is the Discovery Gardens Station, which spans an area of 8,600 square metres and extends 168 metres in length. It can serve 4,215 riders per hour during peak times and 125,000 riders per day. The station has 2 train boarding platforms, 4 bus stands, 20 taxi stands and 2 parking slots for people of determination. It also offers 4 outlets of 149 square metres for commercial investment.

The fourth is Al Furjan Station spanning 8,400 square metres in area and extending 168 metres in length. It can serve 4,746 riders per hour during peak times and 125,000 riders per day. The station has 2 train boarding platforms, 4 bus stands, 20 taxi stands and 2 parking slots for people of determination. It has 4 outlets spanning 149 square metres for commercial investment.

Biggest Station

The Jumeirah Golf Estates Station, which will start operation with the opening of Expo 2020, is the biggest underground metro station in the entire Dubai Metro network. It spans 28,700 square metres in area and extends 232 metres in length. It has a capacity of 11,555 riders per hour during peak time and about 250,000 riders per day. The station has 2 train boarding platforms, 4 bus stands, 20 taxi stands and 2 parking slots for people of determination in addition to 14 outlets for commercial investment and an area of 466 square metres for 4 trading outlets.

Capacity

Route 2020 has a capacity of 46,000 riders per hour in both directions (23,000 riders per hour per direction). RTA's studies anticipate the number of riders using Route 2020 to reach 125,000 riders per day in 2021, and increase to 275,000 riders per day by 2030. Studies also reveal that Expo Station is expected to record about 35,000 daily visitors of Expo during weekdays, and the number is expected to increase to 47,000 thousand daily visitors



during weekends. This number accounts for 29% of the total expected number of daily visitors to Expo.

New Operator

A French-Japanese Consortium of Keolis, Mitsubishi Heavy Industries Engineering, and Mitsubishi Corporation, will

officially take over the operation and maintenance of the Dubai Metro and the operation of the Dubai Tram as of 8 September 2021 for 15 years (9 basic years renewable to further six years). During the current preparatory period, the consortium will engage in full coordination with the current operator in carrying out tasks to ensure a high level of safety for network users. The process warrants seamless monitoring of the safety of the metro and tram systems, improving the process and ensuring full integration between the metro and tram as well as other transit means. It will also cater to the smooth transfer of employees of the current operator to the new operator.

■ **The route serves districts populated by 270k persons**

■ **The service frequency will be 2 minutes and 38 seconds during peak time on the main line between Al Rashidiya and Expo 2020 Stations**

■ **The starting time of the Green Line is advanced to 05:00 am**

■ **The transit time between Al Rashidiya and Expo 2020 Stations is 1 hour and 14 minutes**

■ **The transit time between Jebel Ali and the UAE Exchange Station is 11 minutes and 42 seconds**



RTA wins Stevie International Award for innovative PPP Venture



Paper receipts give way to e-receipts at customers' happiness centres

In keeping with Dubai's Paperless Government initiative, and the commitment to provide convenient digital transactions to all community members, Dubai's Roads and Transport Authority (RTA) has ceased the issuance of printed paper transactions at all affiliated customers happiness centres in Dubai. The switch to paperless transactions covers bills, receipts and tickets issued in respect of various violations.

RTA confirmed that customers happiness centres have already started sending receipts via e-mails and text messages. All transaction details, invoices and receipts are now issued in a digital, rather than printed, format and

transmitted to clients electronically. RTA urges customers to update their phone numbers and e-mail identities in their traffic files through communicating with RTA's dial-free number (8009090).

Dubai's Roads and Transport Authority (RTA) has been announced the winner of Stevie's (International's Innovative Achievement in Growth) Award, a prestigious global award in recognising excellent achievements and services worldwide. It highlights RTA's superb efforts in the fields of relevance to the scope of the Award.

"RTA has won the Silver Stevie Award in the category of Innovative Achievement in Growth, thanks to Hala joint venture with Careem," said Ibrahim Al Haddad, Director of Commercial and Investment, Strategy and Corporate Governance Sector, RTA.

"We are thrilled to win this reputed international silver award as it recognises RTA's efforts in improving its innovative commercial, investment and development projects. It also reflects the efforts made in marrying creative technology and market experience in the e-hail and mobility field," he added.

"The partnership between RTA and Hala is the first of its kind between a government entity and a private firm specialised in the electronic booking of rides. It sets a model for brilliant and fruitful cooperation between public and private sectors in leveraging public and shared transport. E-hail has become the most effective tool for matching supply and demand.

"Winning this award reveals RTA's efforts in rolling out

innovative transport projects and its ability to develop effective business models capable of generating high returns on investments and cost-saving. It also illustrates RTA's role in forging solid and sustainable partnerships with the private sector," noted Al Haddad.

"Winning the award required a considerable deal of communication with the organiser of the Award and Hala. In particular, it required analysing the innovative aspects and showcasing the huge improvement in the service quality and customers' experience along with the transformational impact on the local community," he added.

It is noteworthy that the Commercial and Investment Department had made several achievements in driving growth and delivering innovative projects for the RTA. "Efforts of the department contribute to realising a host of RTA's strategic goals such as Advance RTA, Smart Dubai and People Happiness," concluded RTA's Director of Commercial and Investment.

The initiative is in line with the precautionary measures taken to curb the outbreak of Covid-19 while eliminating the touching of paper. Additionally, the initiative contributes to financial sustainability by saving the need for massive printouts. It also contributes to operational efficiency by bypassing the printing of offence tickets, which also abolishes the procedures and costs of maintaining printers. Issuing digital offence tickets for vehicles supports Dubai's efforts to become the world's smartest city, and improving the payment of parking fines service serves the government efforts in this respect.

The initiative conforms to RTA's strategy and commitment of delivering smart services and



contributes to the realisation of its strategic goal (Smart Dubai). It also matches the UAE Strategy for the 4th Industrial Revolution launched in 2017.

Supporting UAE's efforts to reduce carbon emissions, global warming to transform to a low carbon world

Dubai's Roads and Transport Authority (RTA) reiterated its commitment to supporting the efforts of the UAE towards reducing carbon footprint and global warming worldwide. RTA corporate practices in this regard are aligned with the Dubai Government's drive to reduce carbon emissions across all operational and infrastructure projects, which contributes to environmental sustainability in alignment with global practices.

In practice, RTA adheres to the quality standards of fuel used in vehicles and encourages the shift to electric, hydrogen and autonomous vehicles. It made further efforts to provide an infrastructure for recharging electric vehicles, besides encouraging the use of public transport services like buses and railways.

"RTA fully supports the long-term national initiative launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, Ruler of Dubai, in 2012 fostering a green economy in the UAE under the theme Green Economy for Sustainable Development. RTA is among major government entities that share the responsibility for environmental sustainability in Dubai in particular, and the UAE in general, through constant updating of its strategic plans in this field," Nasir Bu Shehab, CEO of Strategy and Corporate Governance Sector, RTA.

"RTA has made significant achievements in reducing its carbon footprint. It has developed a specialist green economy strategy aligned with the relevant local and global policies. It has also charted a roadmap for trials of powering public buses with alternative fuels in 2015-2026-. It mapped out plans for converting 50% of taxis to hybrid vehicles by 2021, and 90%



of limousine fleet to electric and hybrid vehicles by 2026. It embarked on sourcing electric vehicles and abras run by alternative fuel. RTA has set a roadmap for installing energy-saving smart streetlights until 2033 and besides installing solar photovoltaic systems at RTA's premises. RTA is supportive of the Dubai Paperless Strategy 2021 by developing smart applications for processing customer transactions and undertaking pilot projects for self-driving transport and green buildings.

"RTA made considerable energy savings and emission reduction in 2014-2020- by saving 205-gigawatt hours of electricity consumption, 187 million water



gallons, and 49 million litres of fuel in addition to cutting emissions by 212 thousand tons of carbon dioxide equivalent. RTA is also actively engaged in monitoring its greenhouse gas emissions through a strategic indicator and key indicators at sectors and agencies,” added Bu Shehab.

Awards and Certificates

“RTA has made remarkable achievements and developed pioneering corporate plans. It ranked the first in the Middle East and North Africa to obtain the Global Accreditation for Energy Management System in 2013 and was the first to launch a Green

Economy Award in 2014. It was also the first in the region to run an integrated Green Economy Framework in 2016. RTA obtained a 5-star rating in the maturity stage in the application of inhouse green economy and environmental sustainability concept, which reached 92.2% in 2018 according to the assessment of the British Safety Council. RTA was the recipient of more than 15 global and regional awards in 2014-2020- and obtained the membership of the UN Global Compact in 2020. It developed strategies and plans to raise the profile of Dubai among other metropolitan cities in driving the green economy practices,” concluded Bu Shehab.

169 routes for public buses in Dubai

Following the launch of two new routes, the total number of public bus routes in Dubai touched 169 routes serving passengers across the Emirate. The service frequency of some vital routes is just 4 minutes. Some routes have specific timetables tailored to fit the scale of demand and the number of riders.

“Any change in bus schedules is communicated to the public via RTA’s official and social media channels. The proportion of deviation in the bus routes amounted to 1 per cent of the total operational kilometres. Bus on-time arrivals clocked 79 per cent, which is excellent according to the global standards,” said Adel Shakri, Director of Planning and Business Development, Public Transport Agency, RTA. “Since the outbreak of the Covid-19 pandemic, the mass transit network has undergone several changes and restrictions to ensure the safety of passengers. Among the procedures taken were the continuous sterilisation, and campaigns to raise drivers’ awareness about the importance of implementing the safety and prevention procedures. Measures included reviewing bus service frequency, adjusting service times as needed, deploying additional

buses to support crowded stations, and changing bus route to avoid closed areas without prior coordination, which undermines the timely arrival of buses at destinations, and reducing the taxi fare by 50% to avoid the use of other means during the pandemic,” explained Shakri.

“Among the key changes forced by the Covid-19 is the physical distancing on board, wearing a mask before stepping into the bus, and deploying additional buses to provide more journeys on routes to serve riders. To verify the compliance with such measures, RTA took smart measures to cope with challenges encountered including the activation of a live camera feed to monitor the number of riders on board and ensure the required distancing. It also launched awareness and inspection campaigns to urge riders to observe physical distancing and remain masked,” added Shakri.





App Clips for smooth payment of parking fees

Dubai's Roads and Transport Authority (RTA) has recently launched the App Clips smart initiative to ease the payment of public parking fees in the Emirate, specifically for iPhone users. Motorists can now scan the QR Code stickers affixed to parking machines and directional signs across Dubai city to have their parking requests processed.

The initiative constitutes a quality addition to other options for the payment of parking fees in the Emirate. Besides saving 30 fils when the motorist opts for the mParking service involving sending an SMS, this new initiative offers a smooth option to the payment of parking fees via nol card or coins, especially when there isn't enough balance or coins to make full payment.

RTA is always keen on developing the best strategies and means of bringing more happiness to all community members and enhancing their satisfaction with RTA's smart services by counting on cutting-edge and smart technologies. The initiative is also compatible with Dubai Paperless Strategy in which RTA is playing a key role to make it a reality. It also fits with the UAE 4th Industrial Revolution Strategy launched in 2017.

App Clips is not an application that users must download on their iPhones, but rather it is a feature of RTA Dubai App. It pops up once the QR code is scanned, and enables



the user to smoothly pay the parking fee through the Apple Pay feature of their bank card stored in their iPhone devices. Equally, users do not have to download RTA Dubai App to access this App Clips feature to pay parking fees. This feature will be available in both Arabic and English languages. We have affixed QR code stickers to parking machines and signboards in more than 70% of public parking lots in the Emirate of Dubai. The process is gathering pace to cover all parking spaces shortly.

With precautionary measure services during of Eid Al Fitr holidays continued

Dubai's Roads and Transport Authority (RTA) announced the timings of its services during the holiday of Eid Al Fitr 1442H (2021). The revised service timing applies to customer happiness centres, paid parking zones, public buses, metro, tram, marine transport, and service provider centres (technical testing of vehicles). At the same time, the civic body calls on community members to comply with the precautionary measures.

The service provider centres (technical testing of vehicles) and customer happiness centres will be closed from 29 Ramadan to 3 Shawaal and will resume duty on 4 Shawaal 1442H. The smart customers happiness centre at Umm Ramool, Deira, Al Barsha, Al Manara and

RTA Head Office will continue to work 24/7 as usual. Except for the multi-level parking terminal, the public parking in Dubai will be free from 29 Ramadan up to 3 Shawaal and the fare will be reactivated on 4 Shawaal 1442H.

DTC introduces Logistics Delivery Services

RTA's Dubai Taxi Corporation (DTC) had signed a Memorandum of Understanding (MoU) with ZeMaas Inc. offering a raft of advanced technology solutions in the logistics delivery sector. The MoU seeks to revolutionise the logistics delivery services in Dubai and enable the DTC to play a pivotal role in this vital field. It will also enable DTC to expand its brand and utilise its fleets to improve the logistics delivery services in Dubai. This new initiative aims to provide smart, convenient, and affordable logistics delivery services to serve all individuals and entities operating in the emirate.

Mansour Rahma Al Falasi, CEO of DTC signed the MoU for the Corporation, while it was signed for ZeMaas by Fadi Shawar, the company's Regional Director of Sales.

According to the MoU, the DTC will work with ZeMaas to test several different operating models in the field of logistics delivery services to launch an affordable model that allows direct communication with customers and helps companies to thrive during and post-Covid-19 pandemic period. The model is compatible with the main objectives of the DTC to provide excellent services to all customers in the emirate and respond to the urgent needs of businesses, restaurants, and retail outlets for affordable, quality, efficient, and excellent delivery services.

By utilising its current resources and a massive fleet of taxis, and as part of its continuous endeavours to improve the quality of services to the public and make them happier, the DTC is now seeking to expand its brand further through this innovative model for logistics delivery services for both individual and corporate clients (Business-to-Individual and Individual-to-Individual). The introduction of these technology-driven logistics delivery services will assist the realisation of DTC's goals and targets of its strategic plan, including the delivery of creative and sustainable services, and setting a benchmarking model for the top practices and technologies of the taxi transport industry.

The MoU signed between DTC and ZeMaas will contribute to strengthening the standing of the DTC as a leading logistics delivery services provider in Dubai. It will also enhance the direct communication between businesses and their customers through the adoption of innovative solutions for logistics delivery services upon request.

"The DTC is keen on attracting and recruiting talented and skilled human resources and adopting high-tech to deliver best-in-class services that make people happier. In line with its confident and

insightful steps, DTC has launched a new business line to serve all beneficiaries of delivery and logistic services in Dubai," said Mansoor Rahma Al Falasi, CEO of Dubai Taxi Corporation, RTA.

"To manage the delivery and logistic services efficiently, DTC is now moving forward to setting a comprehensive and solid platform to manage all logistics delivery services by adopting ZeMaas innovative solutions. We have identified that 'ZeMass' model is ideally suited to the vision and strategic objectives of the DTC" he added.

The MoU will enable DTC to broaden the scope of its taxi operations by adopting this innovative solution for managing the logistics delivery services model on-demand, over and above the smart transportation services provided by the taxi fleet. This initiative responds to the increasing demand for logistics delivery services at a scale unprecedented before, and the need to provide smart and dynamic support to businesses and the people of Dubai.

"Again, DTC made it real and has established a benchmark in the taxi industry by transforming their business model, showcasing advancement, resilience, and prompt responsiveness to the post-pandemic realism. The adoption of such a model reflects the essence of DTC and stands as an international industry exemplar of how to smartly respond to a global pandemic by transforming from a taxi company to a mobility and logistics service provider," said Fadi Shawar, ZeMaas Technologies' Regional Director of Sales.

"Dubai's market has a huge demand for a trusted delivery service provider and is looking to be enabled with the proper technology. With consideration to the current pandemic situation, there cannot be a better time to serve businesses and the people of Dubai," added Shawar.

ZeMaas Inc. specialises in providing technology solutions for delivery and logistic services. Headquartered in Canada, the company has developed an innovative business model and various ready-to-use technology solutions for delivery and logistic services management.

Zayed Day shapes into iconic event for furthering charitable activities

Zayed Humanitarian Day has greater significance this year (Year of the 50), in which we recall the stellar achievements of the founding fathers of the past 50 years. It is also an occasion to reflect on the noble values instilled by the late founding father Sheikh Zayed bin Sultan Al Nahyan in the UAE community. From such ethos, we derive the values of solidarity and cooperation and continue with the giving drive, which has become a love mission from the UAE to the world over. The overall aim is to alleviate the sufferings of humans, wherever they might be, under the exceptional circumstances engulfing the globe as a result of the Covid-19 pandemic.



- **Wide-ranging participation in 100 Million Meals Campaign**
- **Ramadan Rations distributed to taxi and bus drivers through nol cards**

The UAE has demonstrated leadership in charitable and humanitarian efforts across the world by providing medical supplies and development aid to dozens of countries to help them with the Covid-19 pandemic. His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA), stated that Zayed Humanitarian Day, celebrated on the 19th of Ramadan, had become an iconic date in the UAE for embedding charity, benevolence and tolerance values. “Nurtured by the late Sheikh Zayed bin Sultan Al Nahyan, such values are privileged by the custody of the UAE President His Highness Sheikh Khalifa bin Zayed Al Nahyan, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, Ruler of Dubai, and His Highness Sheikh Mohammed bin Zayed Al Nahyan, Abu Dhabi Crown

Prince, Deputy Supreme Commander of the Armed Forces, along with Their Highnesses the Sheikhs Members of the Supreme Federation and Rulers of the Emirates,” said Al Tayer.

“Zayed Humanitarian Day coincides this year with the biggest campaign in the region for providing 100 Million Meals to the needy in 30 countries across Africa, Asia, Europe and South America unleashed by His Highness Sheikh Mohammed bin Rashid Al Maktoum. The campaign had achieved its target just 10 days from the launch date, signalling a strong endorsement from citizens and residents of the UAE and their keenness to lend a helping hand to disadvantaged people worldwide,” he noted.

“The late Sheikh Zayed bin Sultan Al Nahyan stands out as a model of wisdom, benevolence and giving in the Arab world and the world at large. His stances and initiatives still bear reference to his legacy of contributing to the good of humanity. Thanks to such initiatives, the name of the UAE has become synonymous with donation, charity and relief to the needy. As such, charitable activities have become an institutional

methodology in the UAE. The country features high among the world's top donor countries in providing humanitarian aid overseas regardless of geographical, languages, religious and ethnic backgrounds," concluded Al Tayer.

Supporting Initiatives

Initiatives of The Mohammed Bin Rashid Al Maktoum Global Initiatives (Community with Us) to motivate sports, artistic and cultural groups, individuals, communities, and celebrities to actively participate in supporting the 100 Million Meals campaign to feed food the needy during the holy month of Ramadan in 30 countries around the world.

The initiative supports the 100 Million Meals campaign organised by the Mohammed bin Rashid Al Maktoum Global Initiatives in cooperation with the World Food Programme, the Mohammed bin Rashid Al Maktoum Humanitarian and Charity Establishment, regional food banks, and the relevant humanitarian and charitable institutions in the UAE and 30 countries covered by the campaign.

Partners in Charity

His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority, said: "RTA's participation in the "Community with Us" initiative in



support of the 100 Million Meals campaign from the UAE to the world, launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, Ruler of Dubai, stems from RTA's keenness to encourage employees and strategic partners to donate through this electronic platform. It also enables employees to offer assistance to the needy, especially in this holy month, which is one of the good seasons in which the solidarity of society increases where social solidarity is at its best. The RTA takes pride in supporting this initiative, which we view as a duty and social responsibility," added Al Tayer.



A new batch of ‘Qiyadi’ to qualify national competencies

His Excellency Mattar Mohammed Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) has honoured the fourth cohort of Qiyadi graduates. The programme enrolled male and female Emirati engineers in 2018 and continued for two years. The programme aims to enrich the knowledge and skills of those enrolled in different areas to support the development drive of the RTA.



MoU with Visa collaborate to study futuristic digital payment in transport and enable cashless economy

In an MOU signing ceremony held today, Dubai’s Roads and Transport Authority (RTA) and Visa, the world’s leader in digital payments, have agreed to collaborate on identifying solutions to improve nol customer experience and move towards realizing Dubai’s cashless economy ambitions. As part of the collaboration, both parties will share best practices and mutually beneficial experiences as well as conduct joint studies to identify customer pain points and design optimal solutions.

The studies will be conducted in two phases – first to identify futuristic digital payment opportunities in the transport space that can enable a cashless economy. In the second phase, RTA will also participate in workshops and programs conducted by Visa, as part of their global initiative to improve payment experience in transport.

Mohammed Yousuf Al Mudharreb, CEO of RTA’s Corporate Technology Support Services Sector, signed the MoU

on behalf of RTA. Al Mudharreb praised the MoU signing considering it an important step towards building up strategic partnerships between regionally reputed entities, like RTA and Visa. This step would indisputably enhance RTA’s tireless efforts to deliver top-notch services at an affordable rate to make people happy, including residents, visitors and tourists flocking to Dubai from all over the world.

“RTA always seeks to bring more value to customers and

Al Tayer expressed his delight with RTA's employees graduating from Qiyadi Programme. "This edition of Qiyadi programme had been designated to young male and female Emirati engineers as part of our aim to scale up their scientific abilities and empower them to make a substantial contribution to RTA's development drive. Such an objective is aligned with our strategy to empower Emiratis, the bedrock of our future, especially engineers whose role is critical to the construction and operation of infrastructure projects." "RTA is making relentless efforts to be the first career choice for qualified human resources, which requires designing finest training programmes geared to the highest professional standards. The contents of such programmes have to be appealing to young Emirati employees and catered to the development of their scientific and practical skills. Qiyadi programme demonstrates RTA's commitment to carrying out the directives of our leaders to invest in national human resources and refine their talents to be competent enough to steer the development drive of the RTA and the nation," explained Al Tayer.

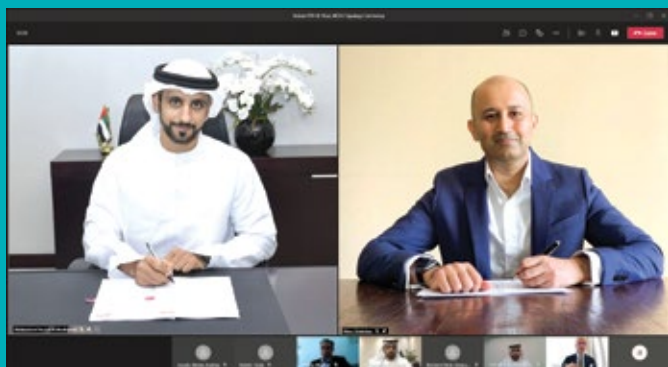
Sultan Al Akraf, Director of Human Resources and Development,

Corporate Administrative Support Services Sector, RTA, explained that the fourth edition of Qiyadi programme focused on qualifying 19 Emirati engineers towards affiliating them successfully to the British Institution of Civil Engineers (ICE).

"The programme consisted of three main disciplines: leadership, health and technical specialists. The Leadership discipline contained a set of high-class programmes to boost the knowledge of inductees and groom them for realising the strategic objectives of RTA," stated Al Akraf.

"The Health discipline involved a year-round programme encompassing health tests for participants by a specialist, along with a comprehensive health programme tailored to the needs of each participant and monthly follow-up visits.

"The Technical discipline included a two-year programme designed to build the knowledge and practical skills of participants in nine core engineering fields. It adopted several scientific techniques and modules such as scientific research, practical training, oversight, guidance, and distant learning in collaboration with the ICE," concluded Al Akraf.



users of public transport. We are proud of this partnership with Visa, which we consider another milestone in RTA's efforts to establish customer happiness," said Al Mudharreb.

"RTA had established the 'nol Strategy 2020-2023-' to make nol the leading digital ticketing payment and access platform enabling seamless mobility, to achieve the vision of cashless city" he added. In this regard, RTA introduced nol Pay application early this year, which enables customers to store nol cards digitally in their mobile phones. nol card can also be used for payment in more than 13,000 retail outlets in UAE, in addition to public parks, museums, Dubai Ladies Club, and more, to

align with RTA's ambitious plans to extend nol payment to other areas in the coming years.

Commenting on the MoU with RTA, Shahebaz Khan, Visa's General Manager for UAE, said: "We are delighted to partner with RTA on identifying strategies and solutions to bring commuters more payment options, including using their contactless-enabled Visa card to pay for transport. We have seen a significant increase in consumer preference for digital payments, especially contactless, amid COVID-19 and contactless ticketing solutions will help transform passenger experience and make Dubai more connected. The consumer study will be useful in identifying consumer needs that will help us develop the right digital payment products for commuters.

Khan added, "Visa has successfully supported governments, transport operators, and technical partners all over the world in enabling seamless, secure digital payment solutions across transportation systems and we hope to bring our expertise to play in our partnership with RTA to co-create the future of seamless transportation in Dubai."

‘Accept Me As I Am’ Autism awareness campaign promoted

The Roads and Transport Authority (RTA) took part in the 15th edition of the annual Autism Awareness Campaign launched by the Dubai Autism Centre under the patronage of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince, Chairman of the Executive Council.

Together with other public and private entities, RTA participation took shape in the display of awareness materials via 5300 screens across Dubai hotspots, such as metro stations, public buses, petrol stations, malls, highways and key squares. RTA used its indoor and outdoor digital signage to sensitise community members about the importance of accepting and empowering autists and integrating them into society.

“RTA is keen to support humanitarian initiatives and forge closer links and compassion between community members in cooperation with its strategic partners,” said Rowdah Al Mehrizi, Director of Marketing and Corporate Communication, Corporate Administrative Support Services Sector, RTA.

“The concerted efforts of the 15th campaign to raise the public awareness of autism launched under the theme (Accept me as I am) indicates that government and private agencies are moving in the same track of the UAE, a leader of humanitarian efforts regionally and internationally.

“RTA takes pride in contributing to the success of the initiative, by broadcasting awareness messages via smart screens in various facilities and transportation means as well as internal screens of RTA’s building. RTA also lighted the Tolerance Bridge, Dubai Canal Waterfall and the two pedestrian bridges on Al Wasl Street and Safa Park in blue, in a show of solidarity with the awareness campaign.

Honouring National Taxi for outstanding contribution to customers happiness

Dubai’s Roads and Transport Authority (RTA) has recently awarded National Taxi, one of the taxi franchise companies operating under the umbrella of the RTA.

“Felicitating the National Taxi signals RTA’s appreciation of the effective role of the company in addressing complaints from taxi riders in 2020. It also recognises the efforts of the company in maximising the satisfaction and happiness of the clients and uplifting the business of the taxi sector in

the Emirate,” said Ahmed Hashim Bahrozian, CEO of Public Transport Agency, RTA.

“This recognition is part of RTA’s endeavours to leverage the conduct of the taxi sector and nurture the culture of excellence in serving customers across the sector. It fosters the adoption of high-class etiquettes



تحت رعاية سمو الشيخ حمدان بن محمد بن راشد آل مكتوم ولي عهد دبي
Under the patronage of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai

تقبلني كما أنا

أنا طفل مصاب بالتوحد

ACCEPT ME THE WAY I AM
I AM A CHILD WITH AUTISM

مركز دبي للتوحد
Dubai Autism Center

in dealing with taxi riders and reflects the civilised face of the UAE and Dubai in particular.

“The underlying objective of this awarding is to nurture a competitive environment amongst taxi companies and uplift the calibre of services delivered in the Emirate overall,” he added.



Calling on drivers to avoid driving while feeling sleepy or exhausted

Dubai's Roads and Transport Authority (RTA) called on motorists to avoid driving while feeling exhausted or drowsy, especially during the holy month of Ramadan, where the attentiveness of some motorists drops due to the change of eating and sleeping habits.

Eng. Maitha bin Adai, CEO of Traffic and Roads Agency, RTA, said, "The Traffic and Roads Agency is acting in accordance with the Dubai Traffic Safety Strategy in collaboration with partners to educate drivers about the risks of driving while under fatigue and exhaustion. The noble values of the holy month need to be reflected on the attitudes of individuals, such as the compliance with the traffic rules and avoiding offensive driving at the expense of other road users."

She stated that the Traffic and Roads Agency would wish to praise the efforts of partners who were keen to deliver a host of educative messages to the largest possible number of motorists to ensure the success of the campaign named (Enjoy Your Fasting, Remain Focused on the Road). She thanked the Investment

Corporation Dubai and Michelin Company for their contribution to broadcasting awareness messages to Dubai Taxi drivers through leaflets distributed with Iftar meals during Ramadan. Awareness messages were also delivered via Iftar coupons distributed to novice drivers at the Emirates Driving Institute, Emirates Transport Institute, Dubai Driving Center, and Bin Yaber Driving Institute.

"RTA will send awareness messages via social media channels, sites, and messaging signs to raise the public awareness about safe driving during Ramadan. The variation of sleeping and duty timings during Ramadan tends to impact the attention of fasting motorists; which is visible at the time of driving from the workplace to home where the driver's concentration drops to the minimum; which impacts the ability of the driver to take the proper decision at the right time. Therefore, extra caution & attention is required when driving from the workplace back to home to avoid accidents," warned Maitha.

"Most traffic accidents that take place in Ramadan are attributed to the lack of leaving a safe distance between vehicles. Drivers are therefore encouraged to leave enough distance between vehicles. They are advised to switch on air-conditioners while driving as the hot conditions give rise to the feeling of exhaustion. The driver has to maintain an upright position while seated and keep the head raised while driving," she noted.



Drivers are recommended to take enough rest before sitting behind the wheel and cease driving once feeling very tired, drowsy or yawning. Relaxing and resting for a short period may help the driver to complete the journey safely. Once drivers hear the call for Maghreb prayer while driving, they must stop to take a light Iftar, even if a glass of water and few dates, before resuming the journey,” she added.

Trucks Prohibited Timings

Earlier with the beginning of the holy month, RTA restricted trucks movement timings on E11 Road in the sector from Sharjah border to the 7th interchange of the Sheikh Zayed Road (via Ittihad Road, Sheikh Rashid Road and Sheikh Zayed Road). Trucks movement is prohibited in the downtown areas of Deira and Bur Dubai from 7:00 am to 11:00 pm instead of 6:00 am to 10:00 pm. The prohibited movement timings are in the morning period in roads subject to three prohibited timings per day. Accordingly, the prohibited timing are from 07:30 am to 09:30 am, instead of the timing during other months of the year (06:30 to 08:30). The movement of trucks is prohibited throughout the year through Al Shindagha Bridge, Al Maktoum Bridge, Floating Bridge, Al Garhoud Bridge, Business Bay Bridge and the Airport Tunnel.



Tips for drivers:

Avoid driving after taking a heavy meal, especially after fasting

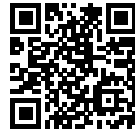
Be patient when driving during Ramadan, and leave a safe distance from the vehicle to the front. Expect congestion and make more time to reach your destination to avoid tension while driving.

Avoid engaging in intense disputes with some motorists flouting traffic rules and keep in-lane.

Do you know that sleeping inside a vehicle while keeping all windows closed and the A/C switched on in closed areas can cause suffocation and death within less than an hour?

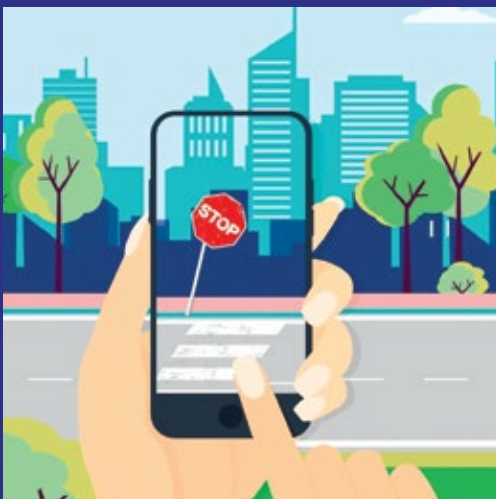
If you are a kind of person who is remarkably tense while fasting, better leave your vehicle and use public transport to reach safely to your destination.





Paper receipts give way to e-receipts at RTA's customers' happiness centres

In keeping with Dubai's Paperless Government initiative, and the commitment to provide convenient digital transactions to all community members, #RTA has ceased the issuance of printed paper transactions at all affiliated customers happiness centres in #Dubai. The switch to paperless transactions covers bills, receipts and tickets issued in respect of various violations. To read full news, visit the "Latest News" Tab in our biography.

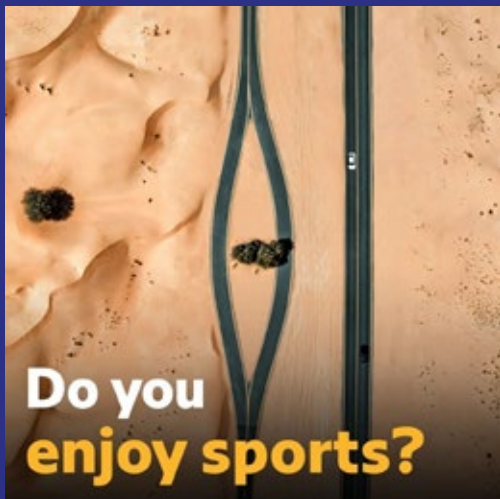


Let's make our city flawless. If you observe any damage or malfunction concerning public transport property - including public transport vehicles, roads and footpaths, signage, traffic lights, stations etc - kindly report it using the 247/ Madinati service on the #RTA Dubai app. And we will address the issue within the next 24 hours.

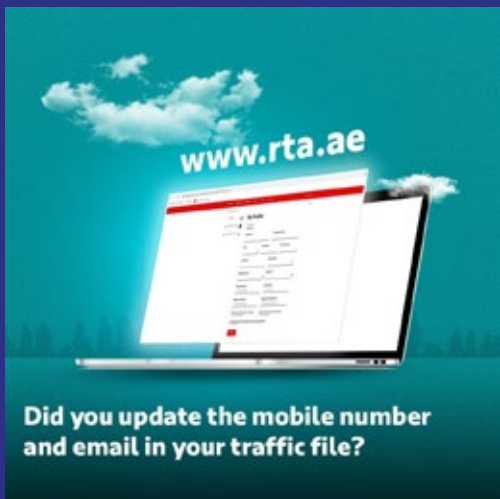




#Route2020 stations are ready to serve you with upgraded trains, dedicated parking spots, smarter fare gates, and ticket vending machines; Route 2020 also connects you to four new areas in #Dubai.



Al Qudra cycling track is an ideal destination for professional athletes and beginners to cycle in a distinctive desert environment from Al Barari area, along Al Qudra Rd., to Bab Al Shams. Learn more about the cycling tracks in #Dubai via rta.ae



Update your data to benefit from our digital services. If you already have an account on our website, log in and update your mobile phone number and email in your traffic file. If you're a new user, create an account and then submit your updated data. For more information, visit our website rta.ae



Dietary Fibres: Food and Prevention of Diseases

It is essential to maintain a balance between the elements that make up our foodstuffs. Achieving this balance requires choosing consistent nutrients to avoid indigestion or malnutrition. Dietary fibres are of great importance, especially as they prevent the onset of several diseases.

Botanic dietary fibres are the wall that envelops plants, fresh fruits, vegetables and legumes. They consist of chemically complex carbohydrates for the digestive system, which are associated with food indigestion as they resist the digestive enzymes, and do not contain calories. Due to their strong need for water, they play a vital role in maintaining the balance of food in the body.

Fibres are substances that are not digested or absorbed. They remain in the lumen of the colon and intestine, forming a mass of waste with food residues. They are very useful as they stimulate the digestive system, help the movement of food, and ease the excretion process.

What are the benefits of dietary fibre?

Water-soluble dietary fibres, such as fruits and oats, help lower blood cholesterol.

Insoluble fibres, such as bran, help regulate bowel movements and reduce the risk of developing some cancerous tumours.

Foods that are high in fibre are rich in vitamins and minerals and have low amounts of fats and saturated fats.

When you eat breakfast of low-fat milk, with breakfast cereals, a piece of fruit, low-fat yoghurt or cheese, with a piece of bread, you get a sufficient amount of fibre, minerals and vitamins.

Reducing blood sugar. The idea is simple and important. One of the harms of eating sugars in an easily absorbable form is the sharp and instant rise in blood sugar, and the damage to the pancreas, which is required to secrete more insulin and in big quantities, to reduce the rapid rise in blood sugar level. The continued exhaustion of the pancreas will lead to the emergence of diabetes later. Therefore, any

method that prevents the rapid rise in blood sugar level is useful for the functioning of the pancreas. One of the means to prevent the easy absorption of sugar is to mix them with fibre as they slow down the supply of sugars.

If a person becomes accustomed to eating a healthy diet, low in fat and rich in fibre from a young age, it will prevent the developing of diseases and some types of cancer in the future. Dietary fibre gives a feeling of satiety and stomach fullness, so it indirectly helps to get rid of excess weight and increase the water intake, which leads to softening the consistency of stool, and intestinal contents as it fights constipation, protects against carcinogens and prevents it from contacting the wall of the colon.

Helping to get rid of constipation, as fibre is an essential component for the proper functioning of the intestine as it is not digestible, which adds to leftovers, helps the passage of stool through the intestine, and reduce the incidence of constipation. Wheat bran is one of the best fibres that help with bowel movement. Next comes fibres found in



Tameem Tameem

tameem@tameem.ae
instagram : tameemi81



oranges and apples.

Studies have shown that eating fibre reduces the incidence of colon cancer, because it speeds up the elimination of the products of digesting food, so it does not allow the body to absorb some of the carcinogens, which are present from these products.

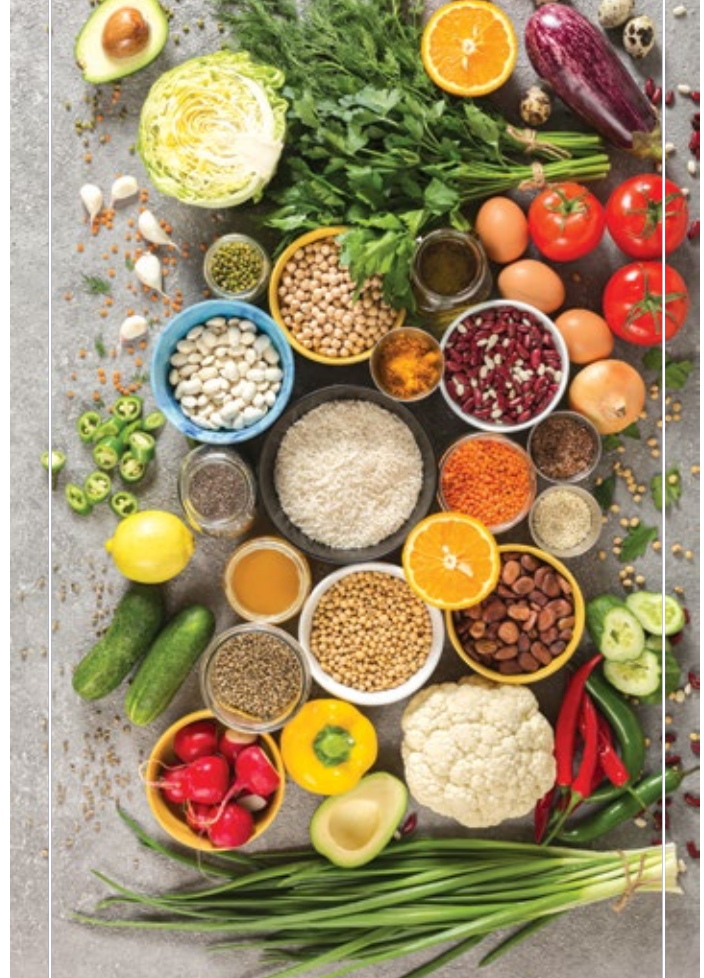
Studies have shown that eating fibre reduces the incidence of colon cancer as it speeds up the elimination of the digestion residuals and does not allow the body a chance to digest carcinogens, which are present in those products.

What is the recommended amount of dietary fibre?

The World Health Organization recommends consuming a portion of dietary fibre with food permanently in the range of 30 grams per day. Most experts recommend that each person has to eat one gram of fibre for every hundred calories. For example, if a person needs 2500 calories, he or she should take 25 grams of fibre as a minimum, according to the calories prescribed for each person. For children, it is different. A 2-year-old child need not take more than 7 grams of fibre, and a 10-year-old child needs 15 grams of fibre per day.

The daily amount of fibre the child needs is equal to (the child's age + 5).

For example, a child who at the age of six needs (6 + 5 = 11 g) of fibre daily, and this amount increases as the child's age grows.



Sources of Dietary Fibre

- The daily food should contain brown bread, oats, chickpeas and legumes.
- Keep eating a salad consisting of tomatoes, cucumbers, lettuce, parsley, broccoli, watercress, carrots and onions.
- Eating more fresh fruits without peeling, especially apples, berries, pears and strawberries, and at least five fruits per day.
- Do not have a lot of juices and replace them with fresh, whole fruits.
- Avoid high-fat, fast-food foods and meats, and reduce the use of preserved foods.
- Instead of fat desserts take fresh or dried fruit salad.
- Try to replace meat at least three times a week with legumes and grains (such as beans, lentils, beans, and peas).
- In snacks, make sure to replace regular biscuits with bran biscuits that are high in fibre or brown rusk.