

المسار almasar

The Official Monthly Magazine of Dubai's RTA

Issue No. 167 May 2022



Smooth Mobility Contributed to Expo Successes

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.

Seamless and Sustainable Mobility



Mobility takes centre stage when it comes to planning, organising, and hosting mega global events. From day one of naming the UAE as the host of Expo 2020, the mobility and road infrastructure's chapter in the bid file commanded the most attention. Upon announcing Dubai's win of hosting Expo 2020 in 2013, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, and Ruler of Dubai, promised that Expo 2020 Dubai will be unprecedentedly the most exceptional Expo ever. RTA was thus committed to realising the directives of our leadership to provide an integrated infrastructure of roads and transportation networks and ensure unique and seamless mobility services for participants and visitors of Expo, from the UAE and internationally.

With that in mind, RTA executed 15 projects related to Expo at a total cost of AED15 billion. These included the 15-km metro line (Route 2020), and a sprawling roads network comprising 138 lane kilometres and nine flyovers. Additionally, we procured over 200 state-of-the-art buses, constructed 18 bus stations across key hotspots in Dubai and the UAE, and deployed about 15,000 taxis and limousines. Moreover, RTA managed around 30,000 parking slots at the site of Expo, and used smart technologies, apps and artificial intelligence to ease the movement of visitors aboard the metro, buses and taxis.

Driven by the immense support of His Highness Sheikh Mohammed bin Rashid Al Maktoum, and the continuous follow-up of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, Chairman of the Executive Council, RTA successfully achieved smooth movement of the residents, visitors and participants from and to the Exhibition yard. The total ridership of public transport means (Dubai Metro, Dubai Buses), taxis and e-hail rides (Careem, Uber) amounted to 26.3 million riders, whereas the number of on-site parking users reached around 11,038,000 users. The exceptional experience of hosting Expo 2020 in Dubai has undoubtedly contributed to raising the city's competitiveness in hosting mega global events and achieving a milestone towards the sustainable development and growth of the Emirate.

Led by a comprehensive and futuristic vision, and integrated infrastructure including transportation, the site of Expo 2020 will be transformed into 'District 2020' making it a unique hub for investors, entrepreneurs, innovators, talented people and artists. District 2020 will be built on the seven principles of future cities highlighted by His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum. The district will also become a major entertainment destination that will raise Dubai's international status to new and unprecedented levels.

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
Maryam Al Blooshi

MANAGING DIRECTOR
Mohammed Al Munji

EDITING MANAGER
Nashwan Mahmood

PHOTOGRAPHY
Sahir Babu

DESIGN & MARKETING
SLA
Spotlight Advertising
بقعة ضوء للإعلان والإعلام
www.spotlightuae.net

ART DIRECTOR
Said Mansour

Printed by
Al Nisr Publishing LLC

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



Almasar Application is available on Apple store
& Google play by name: **almasar magazine**



News

- 06 Hamdan bin Mohammed issues resolution regulating use of e-scooters marking the start of operation of e-scooters in 10 districts across Dubai
- 14 Al Tayer receives American Consul in Dubai
- 14 5 Year Sustainability Plan endorsed

Projects

- 16 Saih Al-Dahal Road Improvement Project opens in May

Achievements

- 18 Al Rawiyah Bus Depot goes eco-friendly
- 18 Digital signature endorsed matching to the highest information security standards
- 20 3D printing enhances maintenance of roads, facilities
- 20 Sustained drop of taxi complaints

Expo

- 22 RTA key partner of Expo's success and excellence
37 million users of RTA services at Expo 2020 Dubai



Cover story

22 Smooth Mobility Contributed to Expo Successes

26 RTA's leaders participate in Ramadan volunteering activities

Nawafiz

30 RTA holds Mass Iftar for employees

32 'Noble Numbers' auction raises AED53m to support 1 Billion Meals

Activities

36 MoU signed with Enterprise Singapore

36 Loyalty Programme rewards outstanding drivers

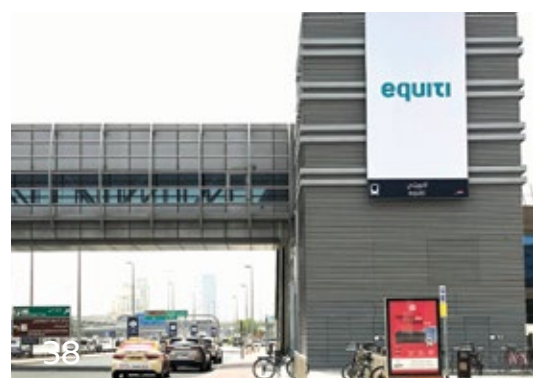
38 Umm Al Sheif metro station re-named as 'Equiti'

40 Two inspection campaigns on passenger transport and fare evasion

42 'We Help You' initiative proves a hit with taxi drivers

Community Safety

44 RTA, Dubai Police launch awareness campaign targeting delivery sector





Hamdan bin Mohammed issues Resolution regulating the use of bicycles and electric bikes and scooters

Dubai Crown Prince and Chairman of The Executive Council of Dubai His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum issued Executive Council Resolution No. (13) of 2022 regulating the use of bicycles and electric bikes and scooters in Dubai. The Resolution supports Dubai's efforts to transform itself into a bicycle-friendly city and promote environmentally friendly modes of transport. It also contributes to reducing road traffic congestion by encouraging the use of alternative means of transport, and promoting the public health of the community.

His Excellency Mattar Al Tayer, Director General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA), said; "The Resolution is aligned with the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice

President and Prime Minister of the UAE and Ruler of Dubai, to raise living standards and promote sustainability in the emirate. The Resolution is also part of the Dubai Crown Prince's directives to introduce laws and regulations as well as strong safety and

security measures to ensure bikers travelling across the city can ride without a worry.”

“RTA has a comprehensive development plan for creating a large network of cycling tracks that links all key areas of Dubai. The tracks, designed according to international best practices, seek to encourage people to use bicycles, electric-bikes and e-scooters as an eco-friendly form of transportation,” Al Tayer said.

RTA’s responsibilities and functions

As per the Resolution, RTA is in charge of the development, supervision and maintenance of cycling tracks. It is also tasked with developing the guidelines that riders of bicycles, electric bikes and scooters, and any other type of micro-mobility vehicles specified by RTA need to follow to ensure safety. The RTA will also issue licenses for electric-scooters or any other form of bikes in accordance with the decisions issued by RTA’s Director-General, Chairman of the Board of Executive Directors.

Furthermore, the Authority is tasked with developing specifications regarding the use of bikes in Dubai and outlining the requirements for training on bikes in groups, in coordination with Dubai Police and relevant government entities including free zones and special development zones including the Dubai International Financial Centre.

Technical requirements

The Resolution also stipulates that bikes should be fitted with a white head lamp in front and a red lamp and red reflector in the rear. They should also have a bell fitted on the steering wheel and brakes on the front and rear tyres. The tyres should be proportional to the size of the bike and fit for use on the roads and cycling tracks designated by RTA. The size of the bike used should also be proportional to the size of its rider. According to the Resolution, cyclists (or bikers) should respect traffic regulations and ride their bikes only on RTA’s designated tracks. They should not ride electric scooters, or any other type of bikes as specified by

the Authority (RTA) without receiving a permit (driving license permit). Electric scooters provided for rentals by companies or individuals should only be used in the areas and tracks designated for them by RTA. Riders of electric bikes and electric scooters should respect the speed limits set by the Authority.

Safety guidelines

Cyclists should not use their bicycles on roads with a speed limit of more than 60km per hour, and cyclists and bikers should not use their bikes and e-scooters on jogging or walking tracks. They should refrain from cycling carelessly and abide by public safety requirements. Reckless practices that can endanger others’ lives and safety like hooking to a vehicle while biking are stringently not permitted. One-handed cycling and biking should be strictly avoided except when riders need to use their hands for signalling. Reflective vests and helmets are a must for cyclists and bikers. Pillion (Carrying) riders are not permitted on bicycles and electric bikes unless the bikes have separate seats for them.

Pillion riders or anything that causes an imbalance on an e-scooter is prohibited. Pillion (carry) riders should also respect the safety requirements set by RTA. Bikers should ensure they maintain a safe distance from other vehicles and pedestrians. They should also ensure that the bikes are parked in designated parking spaces (if any). Parking in non-designated areas and causing obstructions to vehicles, pedestrians and users of public space is strictly prohibited.

In case of accidents that result in injuries or material damages, riders should report the incident to police and (or) RTA or ambulance services depending on the nature of the incident (unless they provide evidence for not being able to report). Cyclists and bikers should always ride on the right side of the road. Before changing their lane, they should give hand signals and ensure they can make their move safely. It is the responsibility of all riders to ensure brakes and tyres

of the bikes are in good condition, Flashing and steady lighting should be used as per RTA's requirements. Bikes should not be towed by any vehicle and the bikes themselves should not be used to tow other objects. Making major modifications to the bike is also not permitted.

Entities conducting group cycling training (for more than four cyclists) should ensure they have received RTA approval. They should also ensure that they have notified Dubai Police, Dubai Sports Council, UAE Cycling Federation, and Dubai Corporation for Ambulance Services about the vehicles used to accompany cyclists to ensure their safety. Riders of these vehicles should be trained in accordance with RTA's approved training programmes developed in coordination with the UAE Cycling Federation. The safety vehicle should maintain a safe distance of 15 metres from the cyclists in case the cyclists ride at a speed of less (not more) than 30 km per hour. The training exercises should be recorded with front and rear video cameras.

Minimum age for bikers

According to the Resolution, cyclists below 12 years should be accompanied by an adult cyclist who is 18 years or older. Riders below 16 years are not permitted to ride an electric bike or electric scooter or any other type of bike specified by RTA. A driving license is essential to ride electric scooters.

Riding bikes or bicycles without receiving RTA's approval, either for group training (more than four cyclists/bikers), or individual training (less than four), is strictly prohibited. Riders should always make sure they do not obstruct movement on cycling tracks

Failure to adhere to laws and regulations governing cycling and biking or endangering the safety of other cyclists, vehicles and pedestrians can bring penalties and fines. These can include confiscation of the bike for 30 days in case of repeat violations within a year of the

first violation and bans on riding the bike for specific periods. In case the violation is committed by someone under the age of 18, his or her parent or legal guardian will be responsible for paying any fine. Failure to pay the fine will lead to confiscation of the bike (similar to the regulation for confiscation of the vehicle).

Fines and penalties

The Resolution gives the police the power to control acts in violation of the law, in addition to RTA after coordinating with the police. RTA's employees, who are granted judicial control by the Director General, Chairman of the Board of the Executive Directors of RTA, are also given the power to control acts committed in violation of the Resolution and decisions issued under it.

Violators can dispute fines or penalties within 30 days of the date of notification through a written grievance addressed to the Director General, Chairman of the Board of Executive Directors of the Roads and Transport Authority. The grievance will be reviewed by a committee formed by the Director General, Chairman of the Board of Executive Directors of RTA, and a decision will be issued within 30 days. The decision issued by the committee is final.

The Director General, Chairman of the Board of Executive Directors of RTA will issue the decisions necessary to implement this Resolution, which will be published in the Official Gazette.

Resolution No. (13) of 2022 annuls resolution No. (10) of 2015 on regulating the use of bikes in Dubai, or any other decision that may contradict the new Resolution. The administrative Decision No. (468) of 2019 on the technical requirements for bikes and cyclists will remain in place as far as it does not contradict the new Resolution and until a new decision replacing it is issued.

The Resolution is effective from the date of its publication in the Official Gazette.

List of violations and fines

No.	Violation	Fine
1	Failure to cycle or use your (the) bike in RTA's designated cycling paths	200
2	Cycling or using an electric bike on a road where the speed limit sign is more than 60 km/hour	300
3	Cycling in a reckless way that may endanger the life of the cyclist or others.	300
4	Riding or leaving the bicycle on paths designated for walking or jogging.	200
5	Using an electric scooter or any other type of bike specified by RTA without receiving a driving license	200
6	Pillion riding (rider) on an unfitted bicycle or electric bike, or in case the cyclist and pillion rider doesn't wear a jacket and helmet	200
7	Failure to respect RTA's specified speed limits on cycling paths	100
8	Pillion riding (rider) on electric scooter	300
9	Cycling without adhering to safety and security requirements specified in this resolution and its bylaws	200
10	Failure to meeting the technical requirements for bikes stipulated in this resolution and the decisions issued pursuant to it.	300
11	Parking the bike in non-designated areas, or in a way that may interrupt traffic or pedestrian movement, or in a dangerous way for road users	200
12	Non-compliance with the instructions on the directional signs specified on the road and tracks.	200
13	Solo cycling of kids below 12 years without adult supervision (older than 18 years)	200
14	Not dismounting from the bike while crossing on pedestrian crossings	200
15	Failure to notify RTA, Police or Ambulance Services, without a valid reason, about incidents the cyclist caused or was a victim of, and resulted in injuries or material damages	300
16	Using the left side of the road while cycling or using the electric bike, and changing lane without ensuring its free	200
17	Cycling opposite to the direction of the traffic	200
18	Parking or driving a vehicle on cycle paths or attempting to disable the use of the cycle path	300
19	Towing the bike with a vehicle, or towing things with the bike	300
20	Failure to obtain group training license from RTA before training	200 per person
21	Training individually	100 per person

Starting the operation of e-scooters in 10 districts on Wednesday

These areas add to 167 km-long dedicated cycling tracks

Dubai's Roads and Transport Authority (RTA) and the General HQ of Dubai Police announced the start of operation of electric scooters on permitted cycling tracks in 10 districts across Dubai started from Wednesday, April 13, 2022.

The step is taken in line with Resolution Number 13 for 2022 endorsed by His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, Chairman of the Executive Council, regulating the use of scooters in Dubai. It supports the efforts to make Dubai a bicycle-friendly city and culminates the huge success of the trial operation of the e-scooter that started in October 2020.

His Excellency Mattar Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA), said, "The initial phase covers the Sheikh Mohammed bin Rashid Boulevard,

Jumeirah Lakes Towers, Dubai Internet City, Al Rigga, 2nd of December Street, The Palm Jumeirah, and City Walk. It also covers safe roads and tracks within specific zones at Al Qusais, Al Mankhool, and Al Karama, in addition to 167-km long tracks designated for bicycles and scooters across Dubai, excluding the cycling tracks at Saih Assalam, Al Qudra and Meydan," said Al Tayer.

"The selection of these districts was guided by specific criteria, such as high population density, special development areas, areas served by public transport and metro stations, the availability of integrated infrastructure,





Al Tayer: Four companies to jointly operate 2000 e-scooters in specific districts



Al Marri: We are keen on controlling roads, ensuring compliance of users of scooters with safety stipulations for their protection

and areas with a high level of traffic safety.

“The joint operation of e-scooters on the specified districts is restricted to four companies; two international (Tier and Lime) and two local (Arnaab and Skurtt), which will deploy at least 2000 e-scooters. The selection of the four operators follows their success in the trial phase and the achievement of a customer satisfaction rating as high as 82%. The results of the trial operation proved the suitability of e-scooters as individual mobility means for short journeys as well as first and last-mile journeys.

“About 500,000 journeys were made until the end of 2021. By the end of this month, RTA will launch through its website (www.rta.ae) a link enabling interested individuals to apply for free to obtain permits for riding e-scooters on safe roads identified by RTA. The process involves attending training courses and passing an online test,” explained Al Tayer.

Compliance with Safety Stipulations

Al His Excellency Lieutenant General Abdullah Khalifa Al Marri, Commander-in-Chief of Dubai Police, praised the issuance of the Executive Council’s Resolution No. 13 for 2022 by His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, Chairman of the Executive Council, regulating the use of bicycles and electric bikes and scooters in Dubai. “The Resolution will encourage the use of electric bikes and scooters in mobility.

It cements the government drive to rank Dubai as a bicycle-friendly city, considering bikes safe and eco-friendly mobility means over short distances,” said Al Marri. He confirmed that they were working with RTA and strategic partners to realise the strategies of the Dubai Government. He praised the efforts of the concerned departments at the Dubai Police to enforce the implementation of safety and security stipulations, and ensure compliance with the relevant laws and regulations.

“Dubai Police is keen to ensure the compliance of road users with the applicable rules in line with the policy aimed to make Dubai the ideal place for living and doing business, the favourite and safest destination of visitors, and the city with the least carbon footprint worldwide. The step also contributes to realising the UAE Energy Strategy 2050. It is our duty in Dubai Police to control the road, and ensure that cyclists, e-scooter riders and users of all other mobility means comply with the safety conditions to protect them as well as others against the risks of roads,” added Al Marri.

Technical Specifications of e-scooter

The Resolution No. 13 for 2022 of the Executive Council stated the technical specifications applicable to the e-scooter and bike, which include a white headlight, red and reflective light on the rear, horn fixed on the steering arm (T-bar), brakes on the front and back tyres, tyre size must be proportional to the size of the scooter, roadworthy

■ **High-quality e-scooters are selected to avoid battery burning incidents**
 ■ **200 dirhams fine for parking scooters in a way that poses risks to road users**



tyres for the tracks specified by RTA, and the size of the scooter must be proportional to the size of its rider. In this regard, RTA calls on the public to select high-quality e-scooters to avoid battery burn accidents and frequent technical malfunctions.

The Resolution has set several obligations on the part of the e-scooter/bike highlighted by the compliance with the traffic regulations and riding the e-scooter owned by individuals and companies or rented for personal purposes only within the permitted areas and tracks declared by RTA. They must not ride scooters on tracks designated for walking or running. They have not to exceed the speed specified limits fixed by RTA for those tracks, and avoid riding any other type of scooters specified by RTA on safe roads without obtaining a driving permit.

Driving Permit

RTA will launch an awareness campaign to educate scooter riders about the regulations, and designated locations for use as well as the importance of obtaining driving permit for e-scooter through RTA's online platform. Obtaining this permit shall be a prerequisite for permitting the riding of scooters on safe roads in the announced areas. However, holders of vehicle driving licenses, international driving licenses or motorcycle driving licenses are excluded from obtaining such a permit.

The Resolution specified the obligations of the e-scooter rider to ensure full compliance with RTA's security and safety requirements. They include wearing reflective

vests and helmets, avoiding carrying riders on bicycles and electric bikes unless the bikes have separate seats for them, avoiding pillion riders or anything that causes an imbalance of the e-scooter, and maintaining a safe distance from other vehicles and pedestrians.

It also states that cyclists should not use their e-bikes on roads with a speed limit of more than 60km per hour, and stick to safe driving and public safety conditions. They have to be cautious and refrain from actions that pose risks to the life and safety of the cyclist or others, such as hooking to a vehicle while biking, zigzag or one-handed cycling, unless for hand signalling.

Reporting Incidents

The Resolution called for reporting any incident sustained or caused by the rider that results in injuries or material damage through the specific phone numbers of the Police, Ambulance or RTA unless evidence is provided for the inability to report. Cyclists and bikers should always ride on the right side of the road. Before changing their lane, they should give hand signals and ensure they can make their move safely. They should always ride in direction of traffic rather than in the opposite direction. They should ensure the soundness of speed gears, brakes and tyres. Flashing and steady lighting should be used as per RTA's requirements. Bikes should not be towed by any vehicle and the bikes themselves should not be used to tow other objects. Making major modifications to the bike is also not permitted.



Prohibited

According to the Resolution, cyclists below 12 years should be accompanied by an adult cyclist who is 18 years or older. Riders below 16 years are not permitted to ride an electric bike or electric scooter or any other type of bike specified by RTA. A driving permit is essential to ride electric scooters.

Top International Practices

RTA applies top international practices in developing the infrastructure to match the use of sustainable and flexible mobility means while sticking to the highest standards of safety and security. It provided signs along the cycling tracks and areas that include instructions and guidance for riding electric scooters. The smart apps developed by operators include permitted lanes, and safety rules to be adhered to.

Parking of scooters of operators

RTA has provided parking spaces for shared electric scooters along the designated tracks and permitted areas. They are mainly in key tourist attractions, and around public transport stations. The aim is to encourage residents and visitors to use electric scooters on first and last-mile trips, meanwhile maintaining the gorgeous outlook of the emirate.

RTA called on cyclists to park the shared electric scooters of operators in the designated parking spaces only. Parked scooters should not block the movement

of traffic and pedestrians or the use of public parking. It urged them to avoid violating the conditions and regulations provided for in the Resolution and decisions issued thereby. The Resolution states that the parking of the bike or electric scooter in other than the designated parking spaces in a way that may obstruct the movement of vehicles or pedestrians, or pose risk to road users, will result in a fine of 200 dirhams.



Al Tayer receives American Consul in Dubai

His Excellency Mattar Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) has received Her Excellency Meghan Gregonis, United States Consul General in Dubai. The two parties discussed ways to enhance cooperation and exchange experiences between RTA and transportation entities in the USA.

Al Tayer praised the efforts of the US Consulate in strengthening cooperation and exchanging experiences between RTA and its American counterparts operating in the fields of railways, roads and transportation. He expressed

his aspiration to boost the trading and investment links with the concerned American bodies to further enhance the bilateral investments in public transportation, roads, and the future of self-driving transportation.

RTA endorses 5-Year Sustainability Plan 2021 - 2025

The plan covers 20 projects relating to the environment, community and economy

Dubai's Roads and Transport Authority (RTA) has endorsed a five-year sustainability plan 2021-2025 aligned with its rejuvenated strategic goals and objectives aimed at supporting sustainability. Such projects are based on the environmental, societal and economic drivers of sustainability. The step is taken as part of RTA's efforts to improve maturity levels of sustainability and become one of the most sustainable government entities in the field of roads and transport worldwide.

His Excellency Mattar Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority, said, "RTA's integrated sustainability plan is an important step towards assuming a leading global role in the smooth and sustainable mobility. The plan is aligned with several UAE strategies such as the UAE Green Development Strategy 2030, and the UAE Centennial 2071. It is also compatible with Dubai's local policies highlighted by Dubai Plan 2030 and Dubai Urban Plan 2040 as well as global policies like the Sustainable Development Goals of the United Nations 2030 Agenda."

Impact measurement

"The sustainability plan considers the assessment of all RTA's projects and initiatives. It measures the environmental, societal and economic impact of RTA's sustainability projects, and the extent to which such projects are linked with the

important topics disclosed in RTA's annual sustainability report. The plan encompasses 20 projects: 9 for the environmental leadership, 6 for community leadership, and 5 for economic prosperity in the context of RTA's sustainability framework," explained Al Tayer.

"The plan is set to have a significant environmental impact on reducing carbon dioxide emissions, enhancing the resilience of public transport infrastructure and its impact on climate change, and achieving RTA's strategic objective of enhancing safety and environmental sustainability," he added.

The plan includes several innovative public transportation projects and supports the Dubai Smart Mobility Strategy that aims to convert 25% of total transportation trips in Dubai into self-driving trips on various transportation means by 2030. It also supports the integration of mass transit means in Dubai.

Circular Economy

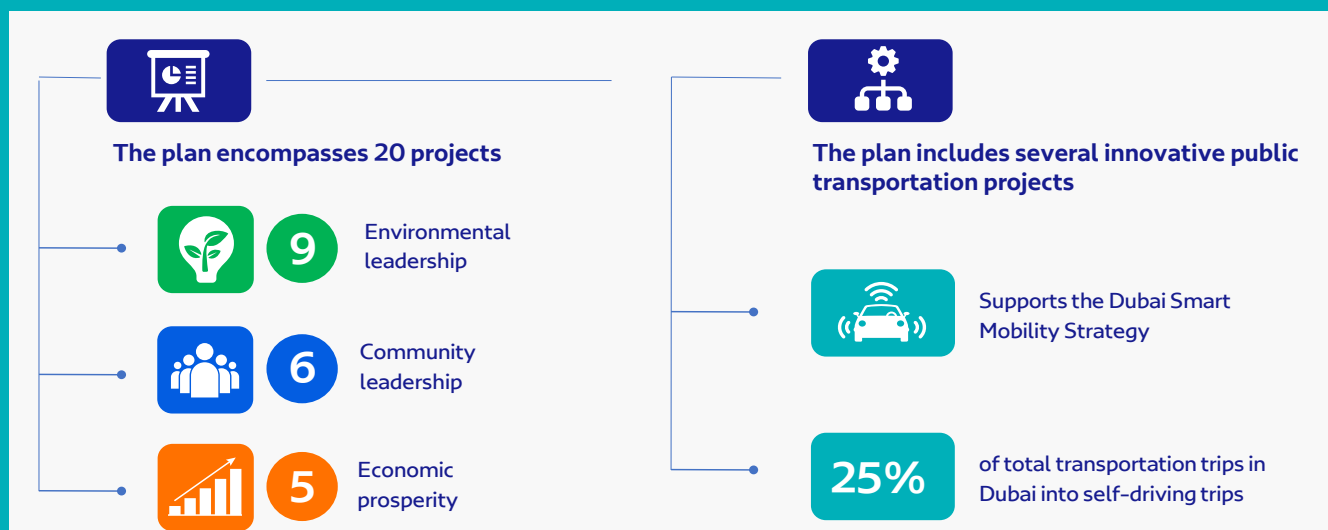
In line with RTA's strategic objective of asset sustainability, the



economic dimension of the plan provides for the optimal utilisation of all RTA's assets while maintaining the quality of service offered to residents of the emirate. The economic projects aim to achieve a circular economy and support RTA's plan for recycling 100% of the waste of RTA's operations and projects by 2030.

RTA has made significant achievements as far as sustainability is concerned. In 2018, RTA became the first public transport entity worldwide to publish a sustainability report compatible with the standards of the Global Reporting Initiative (GRI), and the International Standard on Assurance Engagements (ISAE) 3000. In 2020, RTA signed the United Nations Global Framework for Sustainable Development after aligning its sustainability report with the United Nations goals of tackling global challenges such as poverty, inequality, climate, environmental degradation, peace,

justice, human rights and anti-corruption. Such achievements underscore RTA's commitment to the ten principles of the Charter related to these areas.



Opening Saih Al-Dahal Road Improvement Project in May

The project spans 11 km and involves widening the road to two lanes in each direction

Dubai's Roads and Transport Authority (RTA) announced that it would open this May Saih Al-Dahal Road Improvement Project which links Saih Al-Salam Road with the Mohammed bin Rashid Al Maktoum Solar Park. The old single-lane road is being removed and replaced by a dual carriageway extending 11 km comprising two lanes in each direction, along with a median and three roundabouts to ease the movement in all directions. The new road will link with the entry points of Al Qudra Lakes.

"The project aims to increase the road intake from an existing 1800 vehicles to 4000 vehicles in each direction to accommodate the continued growth in traffic volumes and ease the mobility of residents and visitors to the oasis on both sides of the road, desert areas and the Mohammed bin Rashid Al Maktoum Solar Park," said His Excellency Mattar Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority.

"The project starts from the R/A at the junction of Saih

Al-Dahal Road with Saih Al-Salam Road in the North, immediately after Al Qudra Cycling Station, and heads to the Mohammed bin Rashid Al Maktoum Solar Park in the South. It encompasses the construction of a new road of two lanes in each direction together with three R/As along the road to ease the accessibility of road users to the oases on both sides of the road, Al Qudra Lakes, desert areas as well as U-turns," explained Al Tayer.

"The project complements a series of projects completed by RTA in the area, such as the 23 km long Dubai Cycling





Track, which links with the existing cycling track at Saih Al-Salam running alongside Al Qudra Road at the Gateway of the Dubai Cycling Track in the direction of the Emirates Road. From there it links with the Latifa bint Hamdan Road, Sheikh Mohammed bin Zayed Road, Al Barari district and up to Nad Al Sheba community. The cycling track at Saih Al-Salam, which extends about 115 km, is fitted with several amenities including outlets for renting bikes and accessories, a fully-equipped clinic, and 10 rest areas along the cycling path fitted with seats and bike racks,” added Al Tayer.

RTA has accomplished several development projects in the area including the widening of Saih Al-Salam Road over a 21 km stretch from Al Qudra R/A, nearby the

Improvements will increase the capacity of the road from 1800 vehicles to 4000 vehicles per direction.

cycling rest area, up to the intersection with the Dubai-Al Ain Road via Al Lisaili and Al Marmoom. Nine R/As are being constructed at junctions to ease the traffic flow and enhance the traffic safety of the neighbourhood. Projects also included the construction of four camel and horse crossings, a cycling track, service roads, parking spaces, and widening of the existing parking area at the Dubai International Endurance Village in addition to street lighting and rainwater drainage networks.



100% of waste water recycled

Al Rawiyya Bus Depot becomes environmentally friendly

Dubai's Roads and Transport Authority (RTA) has stepped up the transformation of its Bus Depots into environmentally-friendly stations through recycling the waste water. The step resulted in 100% recycling of waste water at Al Rawiyya Bus Depot. The step is taken as part of RTA's efforts to realise its 5th Strategic Goal (Safety and Environmental Sustainability), which calls for enhancing the environmental sustainability of the transport and infrastructure. It is also a manifestation of the second item of RTA's future directions i.e: (sustainable means of transport and the circular economy).



«The recycling rate of waste water at Al Rawiyya Bus Depot has reached 100%, which is massive considering the amount of water consumed by the station annually amounting to 12 million gallons in 2020. The depot saved 90% of its monthly water consumption bill dropping from one million to 100,000 gallons per month,” said Marwan Al Zarooni, Director of Maintenance and Services, Public Transport Agency, RTA.

“The plant treated about 5.8 million gallons of water and used it to irrigate the landscaped area of the depot, which has become a model of biodiversity and the protection of the environment from emissions. It has also significantly

Endorsing digital signature system based on top information security standards

Dubai's Roads and Transport Authority (RTA) has endorsed a digital signature system for contracts and transactions in a safe and secure environment based on a digital signature certificate linked to the digital identity system. The digital signature system has been designed at the highest information security standards approved by Dubai's Telecommunications and Digital Government Regulatory Authority (TDRA).

Mohammed Al Mudharreb, CEO of Corporate Technology Support Services Sector, RTA, said, “The digital signature system was launched last

year to process and follow-up transactions in a speedy and highly efficient manner. It aims to facilitate the procedures of signing contracts with companies and

reduced the costs of purchasing and transporting water, which led to the recovery of the project costs in the first year of operation. It also contributed to reducing carbon emissions by more than 160 tons during the first 6 months of the trial operation of the station.

«Wastewater and its disposal are one of the key challenges facing the industrial and housing sectors. This water contains many pollutants, which can often be dangerous, such as heavy metals and harmful bacteria, salts that contribute significantly to salinizing the soil and increasing its alkalinity, rendering it unsuitable for agriculture. The success of the plant in recycling water has automatically addressed the challenge of the lack of green places in the plant caused by the lack of water and tree planting in the area, by providing surplus treated water to irrigate the landscaped areas,” Al Zarouni added.

It is worth noting that within the environmental sustainability and green economy drive, the Public Transport Agency is implementing more than 32 initiatives in conserving energy, reducing water consumption, and curbing harmful carbon emissions. As such, it has set an example in sustainable work, and contributed to realising RTA’s vision to become ‘The world leader in seamless & sustainable mobility’.

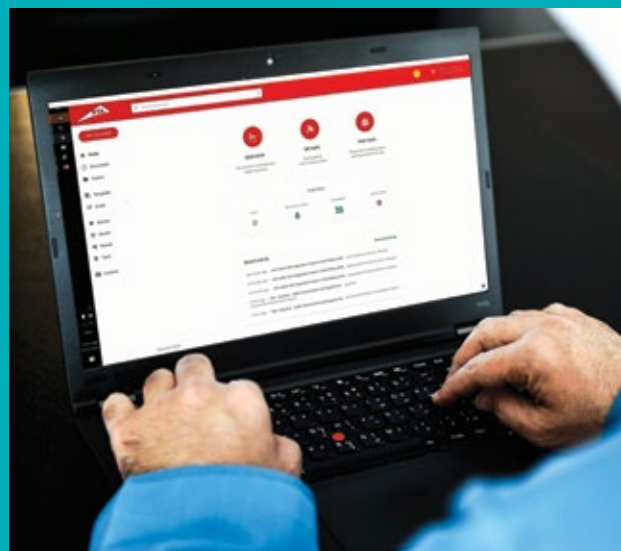
■ **The accomplishment enhanced the transformation of bus depots to be environmentally friendly .**

■ **Al Rawiyya Bus Depot leads other depots in saving 90% of water consumption.**



individuals who have business with RTA.

“RTA will steadily add improvements to the system to enable it to meet the needs of the public and match the digitisation drive. The digital signature system fits well with Dubai’s Paperless Strategy aimed to have paper-free transactions in future and a full transformation into a paperless government. It will abolish more than a billion pieces of paper used in government transactions each year,” added Al Mudharreb. RTA is keen to achieve its mission of delivering pioneering services to various categories to make them happier through capitalising on high technology and adopting top international practices. Moreover, RTA’s strategic objectives also support pioneering efforts to achieve digitisation.



3D printing enhances the maintenance of roads, facilities

The move aims to increase availability of spare-parts and reduce costs by 50%

Dubai's Roads and Transport Authority (RTA) has devised a new 3D printing technology to manufacture spare parts for electromechanical systems and cladding materials used in the maintenance of RTA's roads and road facilities.

Eng Maitha bin Adai, CEO of Traffic and Roads Agency, RTA, underlined the importance of keeping pace with modern technologies and systems in the operational plans and programmes of RTA to realise Dubai Government's objectives in using 3D printing for the manufacture of spare parts.

"During the past few months, RTA developed a new initiative and conducted various studies and experiments to increase the availability of spare parts for roads

maintenance systems, in cooperation with specialist 3D printing companies. The initiative has proved to be successful in extending the sources of spare parts such as propeller fans, control equipment, and cladding for tunnel walls in Dubai's road facilities," said bin Adai.

"As part of the initiative selected types of spare parts were chosen to be 3D printed; based on specific criteria, such as the lack of spare parts in local markets and taking into consideration safety measures. The initial results of

Taxi complaints drop to 0.03% of total 88.9 million trips

Dubai's Roads and Transport Authority (RTA) has recently revealed that 99.97% of taxi trips in Dubai were complaint-free as the rate of taxi complaints was just 0.03% out of total 88.9 million trips carried out in 2021. It is recalled that the percentage of complaints was 0.04% in 2020, and 0.05% in 2019. This sustained

drop in the rate of taxi complaints reflects the huge improvements experienced by this sector to raise the satisfaction and happiness of riders in Dubai.

"This decrease in the rate of taxi complaints is indicative of the effective plans and strategies of RTA to leverage this important sector and improve the taxi riders' experience in Dubai. At the same time, it demonstrates

RTA's continuous efforts to improve the performance of the taxi sector, an episode of the improved urban and tourist activities in the emirate," said Adel Shakri, Director of Planning and Business Development, Public Transport Agency, RTA.

"DTC has developed a package of solutions and initiatives to meet the rising demand for taxi service triggered by the tourist and business boom seen by the emirate. The events



implementing the technology revealed a 50% saving in the operational cost of purchasing spare parts. Additional improvements were introduced on the factory-based spare parts on account of historical data analysis, which reduced breakdown rates to record-low levels. 3D printing technology also contributed to reducing the cost of transportation and the time needed to import spare parts to Dubai,” she added.

In the early stages of the initiative, the Traffic and Roads Agency cooperated with three leading companies in 3D printing in manufacturing to develop plans and studies to improve spare parts manufacturing processes. It also aimed to ensure their efficiency as required before being used in service in road maintenance and facilities in Dubai.

and activities held in Dubai over the past few years, such as Expo 2020 and other annual exhibitions and conventions had contributed to the significant rise in the number of taxi users. It prompted RTA to introduce remedial measures such as increasing the number of vehicles, and launching Hala Taxi service, which is managed via electronic and smart booking platforms,” added Shakri.

It is noteworthy that the taxi sector in Dubai consists of 5 franchise companies, namely Dubai Taxi Corporation, Cars, Arabia, National, and Metro Taxi in addition to Hala Taxi e-hail. The taxi fleet includes 11,000 taxis driven by drivers who are subjected to continuous training on how to improve customers’ service. These drivers act as ambassadors as they reflect the image of Dubai to the world, and represent RTA as a pioneering government entity in sustainable transport and other innovative services.



37 million users during Expo 2020 Dubai

His Excellency Mattar Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) revealed that the number of usages of RTA services during the period of Expo 2020 Dubai amounted to 37.3 million, which constitutes 67% to the total usage of transport services at Expo. The number of riders carried out by public transport modes (Dubai Metro, public buses), taxis and e-hail rides (Careem and Uber) reached 26.3 million. He noted that RTA's transit means served 37% of Expo visitors, and about 11.038 million motorists used RTA's parking slots during Expo.

“Thanks to the huge support and patronage of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, Ruler of Dubai, and the close follow-up of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, Chairman of the Executive Council, we had succeeded in providing unique, easy and fast transportation services for both participants and visitors of Expo 2020. The integrated infrastructure of road and transportation networks, as well as the master mobility plan developed

by RTA in cooperation with strategic partners, was instrumental in facilitating the movement of residents and visitors from Dubai and other emirates to Expo 2020,” said Al Tayer.

Number of Journeys

“From October 1st, 2021 to March 31st, 2022, the Dubai Metro service to Expo 2020 clocked at 8.203 million riders covering more than 5.717 million kilometres. Public buses (Expo Rider) constituted for 15.525 million riders covering





more than 7.357 million kilometres. The bus service was run by four types of services: Expo Rider Inter-city had 1.096 million riders, Expo Rider Dubai had 1.414 million riders, Parking Shuttles to the three Gates (Opportunity, Mobility and Sustainability) made 10.2 m riders, and People Movers between gates had 2.814 million riders. Taxi and e-hail ride services had 2.584 million riders,” explained Al Tayer.

“RTA managed more than 29 thousand parking slots at the site of Expo at several zones (Opportunity, Mobility, Sustainability, World and Nissan Parking). 11.038 million users used RTA’s parking services. RTA used sophisticated technology to manage parking to ensure a safe and smooth flow of vehicles to and from the parking lots. It included the use of smart messaging signs and the management of parking through a smart system connected to the traffic movement control centre to identify the vacant parking slots at the site. The Call Centre received more than 30 thousand calls, and customers satisfaction rating exceeded 92%,” he added.

Integrated Infrastructure

RTA has constructed integrated infrastructure to serve Expo 2020 Dubai, costing more than AED 15 billion. High on the list is Route 2020, a 15-kilometre extension of the Dubai Metro connecting seven stations served by newly procured 50 trains.

Facts and Figures

■ Dubai Metro:

87 trains

Headway: 2 minutes 30 seconds

Distance travelled by Expo service: 5,717,674 km

■ Car Parking

Total No of Parking slots Managed: 29,197

No of DMS Boards Used: 23

No of DMS Messages: 623

Total EXPO Signs Installed: 4,503

■ Public Buses

No. of Expo Riders: 188

No. of Parking Shuttles: 121

No. of People Movers: 19

Total KMs: 7,357,881 km

■ Enterprise Command and Control Centre

No of Cameras Monitored Via EC3: 1,512

No of EC3 alerts for EXPO: 3,119

■ Taxis

Taxi Avg. Trips/Day: 4,666

Taxi availability (Peak): 94.5%



RTA constructed a wide roads network comprising 138 lane-kilometre and 9 flyovers in addition to deploying more than 200 public buses featuring the highest international specifications. It provided 18 stations and bus stops in Dubai and key cities across the UAE, besides providing more than 15,000 taxis and limousines. RTA managed more than 29,000 parking spaces at the site of Expo, and employed smart technologies,

applications and artificial intelligence to facilitate the movement of Expo visitors via metro, buses and taxis. RTA's preparations to serve Expo included the construction of the Enterprise Command and Control Centre (EC3), one of the biggest and most sophisticated roads and transport control centres worldwide in terms of employing smart technologies in traffic management.





إكسبو 2020 دبي
دبي، الإمارات العربية المتحدة
DUBAI UNITED ARAB EMIRATES

داعم رسمي | OFFICIAL SUPPORTER

RTA

Expo 2020 Dubai Total Riders and Services



1,099,169



Expo Rider
Intercity

1,411,478



Expo Rider
Dubai

8,203,529



Metro

2,716,173



Taxi
(Street & Hala)

408,188



E-Hail
(Careem & Uber)

10,200,104



Parking
Shuttle

2,814,475



People Mover

11,038,566



Parking

RTA Total Number Of Passengers

26.3 Million

RTA EXPO Total Service Usage

37.3 Million

Al Tayer: Zayed Day embeds the values of giving and tolerance

His Excellency Mattar Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) stressed that Zayed Humanitarian Day, which corresponds to the 19th of Ramadan each year, remained an inspiration of benevolence and tolerance instilled and cherished by the late Sheikh Zayed bin Sultan Al Nahyan. This has cemented the profile of the UAE as a regional and global pioneer of humanitarian work. This year's renewal corresponds to the 1 Billion Meals initiative, the biggest of its kind organised by the Mohammed bin Rashid Al Maktoum Global Initiatives, to deliver food to the needy in 50 countries.

The late Sheikh Zayed bin Sultan Al Nahyan is the symbol of wisdom, goodness and generosity not only in the UAE and the Gulf but across Arab nations and far afield. His positions and initiatives bear reference to his uniqueness as a wise leader privileged by the recognition of all peoples and countries on earth. He has nurtured and cultivated the values of fraternity, humanity as well as relief for the desperate and the needy where giving has become synonymous with the UAE and its identity.

Giving has become a practice and identity of the UAE under the

leadership 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, Crown Prince of Abu Dhabi, Deputy Supreme Commander of the Armed Forces; and Their Highnesses Members of the Supreme Council, Rulers of the Emirates. Thankfully, the UAE is ranked first in the world among donor countries, and the first as well in delivering foreign aid that does not recognise borders, language, religion and colour.

Al Tayer participates with RTA's volunteers in delivering Ramadan initiatives, hails volunteering employees



His Excellency Mattar Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) praised the volunteering work of employees and their active participation in delivering an array of humanitarian and community-oriented initiatives and events held by RTA during the holy month of Ramadan.

Al Tayer made these remarks while taking part in the humanitarian and social initiatives run during the holy month of Ramadan along with several CEOs and employees of various sectors and agencies of RTA. Such interaction is a clear testament to the values of giving and the practising of social responsibility.

“RTA is keen to carry out Ramadan activities and programmes to maximise the benefits of target groups and ensure that volunteering teams and organisers stick to the applicable preventive measures while serving iftar meals. RTA’s social initiatives add to the practice of the UAE in rolling out humanitarian initiatives and

philanthropic activities. The UAE boasts of magnificent global achievements, thanks to the vision of our leaders that established the pillars of social responsibility, and capitalised on the abilities of youth in running volunteering works locally and abroad,” said Al Tayer.

In the context of its social responsibility, RTA is collaborating with the First Abu Dhabi Bank, and KEOLIS-MHI, the operator of Dubai Metro and Dubai Tram, in delivering several humanitarian initiatives during Ramadan. Such initiatives target a variety of groups including bus drivers, workers, delivery bike riders, truck drivers, orphans and fixed-income families.





RTA entertains children with Eid Al-Fitr initiatives

Dubai's Roads and Transport Authority (RTA) has held an array of initiatives marking the imminent advent of Eid Al-Fitr. Events were held in cooperation with the key partner First Abu Dhabi Bank in addition to Keolis-MHI (Dubai Metro and Tram operator), Red Crescent Authority, and a contribution from Dar Al Hay Tailoring.

The initiatives aimed to bring happiness to orphans during Eid Al-Fitr besides promoting the humanitarian efforts, motivating community members to participate in humanitarian projects, and opening the door for those interested in practising volunteering works to revive the values of goodness and assistance. RTA held Bahjat Al Eid (Eid Joy) initiative in collaboration with the Red

Crescent Authority where shopping vouchers were distributed to children who were escorted by RTA volunteers and representatives of the Red Crescent Authority for a shopping trip. Initiatives also included Kiswat Al Eid where Eid clothes were distributed to children, and Eidiyah (Eid money) was given to children in primary schools. Moreover, 30 children were taken on a fun trip to IMG Worlds of Adventure.

Quality Initiative

This year, RTA is organising two Ramadan initiatives. The first is 'Meals-On-Wheels, which targets bus drivers, workers, delivery bike riders , and truck drivers. Partners include First Abu Dhabi Bank, KEOLIS-MHI y, Emirates General Petroleum (Emarat), Continental Tires, Beit Al Khair Society, Red Crescent, and Dar Al Ber Society. It provides 30,000 meals, at a rate of 1,000 Iftar meals per day. RTA will also provide 17,500 iftar meals, in cooperation with volunteers at its Head Office, and a special bus will be deployed to distribute meals.

The second initiative is 'Ramadan Rations,' which coincides with Zayed Humanitarian Day. Prepaid nol cards will be distributed to low-income families, which can be used in shopping at major retail stores, to meet the needs of recipients during the holy month.



RTA holds Mass Iftar for employees

Dubai's Roads and Transport Authority (RTA) has hosted a mass Iftar for employees at Madinat Jumeirah in the presence of His Excellency Mattar Al Tayer, Director-General, Chairman of the Board of Executive Directors of RTA. Attendees included several CEOs, Directors and employees.

Al Tayer welcomed RTA staff and exchanged Ramadan greetings. He stressed RTA's keenness to boost the social fabric and inter-employee communications in an atmosphere free from work pressures.

Equally, RTA Women Committee served a mass Iftar

for female employees at Al Majlis Madinat Jumeirah to strengthen the social relationships and communication between them. His Excellency Mattar Al Tayer exchanged Ramadan greetings with the female employees and wished them a blessed Ramadan.





‘Noble Numbers’ auction raises AED53m to support 1 Billion Meals in less than 2 hours

Organised by the Mohammed bin Rashid Al Maktoum Global Initiatives in collaboration with Emirates Auction with the support of Roads and Transport Authority, Abu Dhabi Police, Du and Etisalat, the Noble Numbers charity auction for special vehicle plates and mobile numbers in Dubai raised a total of AED53 million in less than two hours. It brings the total donations collected by UAE’s 1 Billion Meals initiative - which will provide food support to the poor and needy in 50 countries - to AED391 million.

The charity auction also set a record in selling the world’s third most expensive vehicle plate number ‘AA8’ for AED35 million, while Etisalat’s Diamond mobile number 0549999999 collected AED5 million.

Etisalat’s Diamond mobile numbers were collectively sold for AED5.42 million, while the special mobile numbers put up by Du were sold for a total of AED725,000.

The charity auction’s proceeds will go towards the 1 Billion Meals initiative launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, Prime Minister of the UAE and Ruler of Dubai, to provide food aid directly from the UAE to the underprivileged and undernourished.

With several philanthropists and business people bidding on four special vehicle plate numbers and 10 special mobile numbers, the charity auction’s proceeds hit a staggering AED53 million, which will support the 1 Billion Meals

initiative in feeding the needy communities.

The auction supports the 1 Billion Meals initiative, and its noble humanitarian cause for all individuals and organisations to strengthen humanity, solidarity and cooperation in challenging hunger, which threatens the lives of 800 million people in the world today.

Special Vehicle Plate Numbers

The Noble Numbers auction, which took place at Four Seasons Hotel Jumeirah in Dubai, sold several special Dubai vehicle plates, namely the iconic AA8, in addition to three other double-digit numbers – F55, V66 and Y66.

Record-Breaking Numbers

The remaining three double-digit Dubai vehicle plate numbers – F55, V66 and Y66 – were sold for AED4 million, AED4 million, and AED3.8 million, respectively.



Humanitarian Goals for 1 Billion Meals Campaign

The 1 Billion Meals initiative is organised by Mohammed bin Rashid Al Maktoum Global Initiatives, in coordination with World Food Programme, Food Banking Regional Network, Mohammed bin Rashid Al Maktoum Humanitarian and Charity Establishment, UAE Food Bank, United Nations High Commissioner for Refugees, as well as several local charity and humanitarian organisations in 50 beneficiary countries.

The initiative aims to consolidate the efforts of the largest number of individuals, companies, institutions, businessmen, and philanthropists to contribute to humanitarian work and open the door for participation to support the needy communities. The initiative contributes to the United Nations' Sustainability Development Goals, especially to achieve 'zero hunger' by 2030.

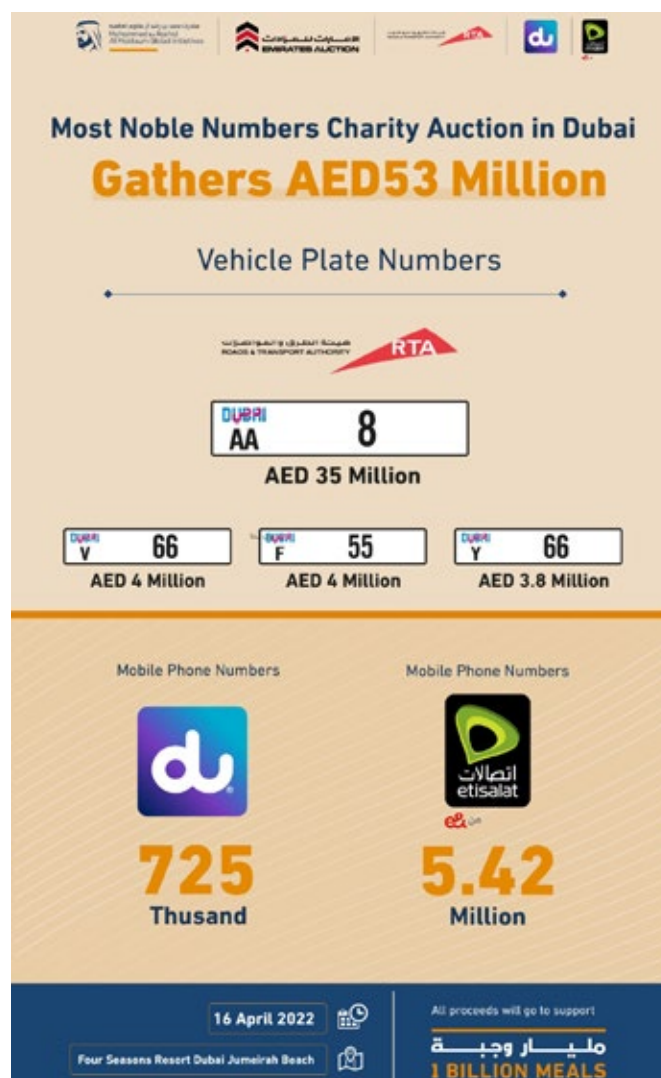
Proceeds of the region's largest initiative to provide food to the poor and needy hit AED391 million

Dubai's Noble Numbers charity auction sells the world's third most expensive vehicle plate number

Iconic Dubai vehicle plate number AA8 sold for AED35 million

Dubai vehicle plate number F55 sold for AED4 million; V66 for AED4 million; and Y66 for AED3.8 million

Etisalat's Diamond mobile numbers raise AED5.42 million



Awareness messages to taxi and truck drivers with Iftars

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

For this purpose, RTA has prepared an awareness plan to deliver several educative messages to taxi and truck drivers by distributing to them awareness leaflets together with Iftar meals under the theme: Enjoy Your Iftar and Focus on Your Way. The campaign is run in cooperation with our partners ENOC, Continental Tires, Al Ansari Exchange and Tokio Marine & Nichido Fire Insurance Company.

RTA has designed awareness messages for broadcasting via social media channels, sites, and messaging signs at the customer service centres of RTA. It also organised an initiative with driving institutes in Dubai, whereby any trainee driver who passes the driving test will be presented with an Iftar voucher including important instructions about safe driving, especially during Ramadan. About 8000 awareness leaflets about safe driving are being distributed during the holy month.

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 make the right decision at the right time. Therefore, extra caution & attention is required when driving from the workplace back to home to avoid traffic incidents.

Most traffic accidents that take place in Ramadan are attributed to the lack of leaving a safe distance between vehicles. Drivers are advised to leave a sufficient distance between vehicles and 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.

Motorists are recommended to take a sufficient amount



of 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 have to stop to take a light Iftar, even if a glass of water and a few dates, before resuming the journey.

Trucks Prohibited Timings During Ramadan

Trucks prohibited movement timings in Ramadan on E11 Road would be modified 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 will be 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 timing will also be modified in the morning on roads subject to three prohibited timings per day. Accordingly, the prohibited timing will be from 07:30 am to 09:30 am, instead of the timing during other months of the year (06:30 to 08:30). And from 02:00 pm up to 04:00 pm instead of the timing of the rest of the year (01:00 pm to 03:00 pm). The movement of trucks is prohibited throughout the year through Al Shindagha Tunnel, Al Maktoum Bridge, Floating Bridge, Al Garhoud Bridge, Business Bay Bridge, Infinity Bridge, and the Airport Tunnel. On Fridays, the prohibited timing during Ramadan will be from 12:00 (noon) to 03:00 pm instead of 01:00 pm to 03:00 pm.

Tips for drivers:

Avoid driving after a heavy meal, especially after fasting. Be patient when driving during Ramadan, and leave a safe distance from the vehicle in front of you.

Expect congestion and make more time to reach your destination to avoid potential stress during driving.

Avoid arguing 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 tends to be stressed during fasting, better leave your vehicle and use public transport to reach safely to your destination.



Tips for drivers:

■ Avoid driving after a heavy meal, especially after fasting.

■ Be patient when driving during Ramadan, and leave a safe distance from the vehicle in front of you.

■ Expect congestion and make more time to reach your destination to avoid potential stress during driving.

■ Avoid arguing 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 tends to be stressed during fasting, better leave your vehicle and use public transport to reach safely to your destination.

Signing MoU with Enterprise Singapore

The MoU aims to benefit from top-notch practices of the transport industry

Dubai's Roads and Transport Authority (RTA) has signed a Memorandum of Understanding (MoU) with Enterprise Singapore, the industry leader in enterprise development. The MoU aims to benefit from the best trading and investment practices of public transport and mobility in Singapore.

Nasser Abu Shehab, CEO, Strategy and Corporate Governance Sector, RTA, and G. Jayakrishnan, Enterprise Singapore's Global Markets Executive Director for the Middle East & Africa, signed the MoU on behalf of the respective entities.

"The MoU set several common objectives that include identifying investment/commercial tangible projects that can contribute to RTA's strategic objectives. It

called for jointly identifying and creating opportunities within RTA projects for companies in Singapore to partner with them for implementing those projects while adhering to procurement policies and processes. It called for collaboration to identify the scope and market of Public-Private Partnership projects for direct investment by Singapore companies. The MoU called for organising a series of outreach events to

"Loyalty Programme" rewards outstanding drivers each quarter

Dubai's Roads and Transport Authority (RTA) has unleashed a Loyalty Programme that links the performance of bus and taxi drivers with rewards offering special discounts from retail outlets and companies. The objective is to improve the wellbeing of drivers as it will reflect positively on their performance.

Each quarter the best-performing 200 drivers will be selected and classified into two levels. Level One includes Top 20 Bus Drivers and Top 80 Taxi Drivers; each will earn 10,000 loyalty points. Level Two includes Top 20 Bus Drivers and Top 80 Taxi Drivers; each will earn 5,000 loyalty points. Loyalty points will be transformed into purchasing balances on Loyalty Cards. The programme will be undertaken in four phases. Phase I includes the distribution of 30,000 nol Plus cards to drivers. Training workshops will be held to train drivers on how to activate and register the card in RTA's

Gateway using e-mail address and phone number. Drivers can communicate with the Call Centre to make feedback on the Loyalty Programme.

Drivers Selection Criteria

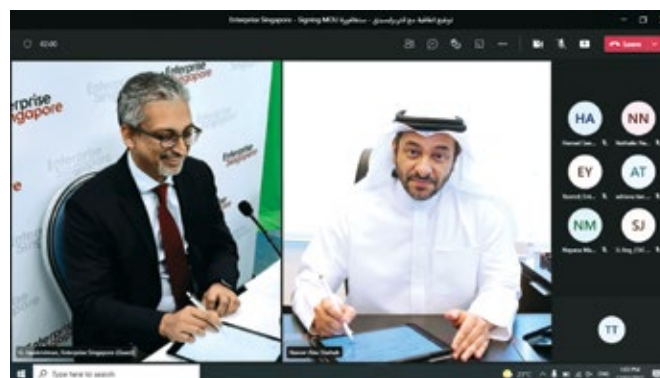
RTA has set the standards for selecting and assessing the performance of drivers for the Loyalty Programme. It is based on the applicable bus driver assessment system, the assessment of taxi drivers' conduct system as well as the smart inspection system. In 2023, the Loyalty Programme will add other categories including limo chauffeurs, rented

create awareness of the opportunities and landscape in RTA and Singapore,” added Abu Shehab.

G. Jayakrishnan, Enterprise Singapore’s Global Markets Executive Director for the Middle East & Africa, said “The signing of this MOU underscores the longstanding relationship between RTA and ESG. As Dubai sets out to further enhance its transport system, Singapore companies can look forward to opportunities in innovation, technical cooperation and investments in clean energy mobility, intelligent transport, smart road infrastructure and fuel cell technology. ESG will work with RTA to identify potential project leads to facilitate such collaboration.”

Enterprise Singapore develops enterprises, collaborates with international companies and supports the growth of the Republic of Singapore as a major hub for international trade and start-ups.

RTA is keen to support partnerships with the private sector and improve the regulative environment to develop long-



term partnerships to attract international partners and foreign investments. It is also keen on developing smart and innovative solutions for new partnerships in investment and funding transport projects.

In 2020, RTA managed to attract foreign investments worth more than AED 1 billion through joint ventures with several global firms in projects aimed to support the infrastructure and improve the services to public transport users.

coach drivers and school bus drivers.

RTA is keen to bring happiness to customers and raise their satisfaction of its services in the context of efforts to maximise the job satisfaction of all employees including drivers. The step also nurtures a competitive environment between franchise and outsource companies to excel in delivering better services, and contribute to RTA’s vision to become ‘The world leader in seamless & sustainable mobility’



Naming right of Umm Al Sheif Metro Station for 10 years go to Equiti Group

Dubai's Roads and Transport Authority (RTA) has granted Equiti Group, a leading provider of brokerage services across individuals, companies and organisations, the naming rights of Umm Al Sheif metro station, which will be rebranded as Equiti metro station, for a period of 10 years. The station operates on the Red Line of the Dubai metro network and features a strategic location, thanks to connectivity to several key roads, and proximity to iconic landmarks of Dubai.

"The naming rights for metro stations represent a rewarding investment opportunity for numerous companies and businesses in the UAE to promote their brands in Dubai, which stands out as a unique front for a variety of mega corps and a grand platform for major financial and business firms. Dubai Metro stations are a strategic location for investors to showcase their brands. The metro is the mainstay of transportation in Dubai and a key hub in the daily commute of hundreds of thousands of various community members," commented Abdul Mohsen Ibrahim Kalbat, CEO of Rail Agency, RTA.

"This new partnership franks Dubai's prestigious

profile, the reality of business at various levels. It enhances the confidence of major companies and investors in RTA's projects in Dubai. The partnership also showcases the role of this vital sector in achieving sustainable economic growth, through capital and investment injections in RTA's development projects, particularly Dubai Metro, the pioneering mass transit system and the lifeline of passengers' transport in the emirate," added Kalbat. Iskandar Najjar, Equiti Group CEO, said: "Equiti is honoured to have been invited to be a part of the infrastructure and community of the UAE through the naming rights of one of Dubai's most centrally





located metro stations on Sheikh Zayed Road.

“As a global broker, we are exceptionally pleased to collaborate with the Roads and Transport Authority on our journey to becoming the most prominent multi-asset, multi-platform broker in the UAE.”

Commenting on the partnership, Mohamed Al Ahmad, CEO of Equiti Securities Currencies Brokers LLC, said: “We are very excited about our partnership with the RTA and look forward to be a part of the UAE by bringing our financial services offering to this generous country.

In April 2022, RTA will commence to mount up the newly named Equiti metro station on exterior signboards, in smart and electronic systems of the public transport system, as well as to onboard voice announcements across metro trains before and upon arrival at the station, so as to familiarise passengers and station goers with the new name.



Customers Council ponders service improvements with Customers Happiness Centres

The Customers Happiness Council of Dubai's Roads and Transport Authority (RTA) reiterated RTA's commitment to boosting customers' satisfaction and happiness with RTA services and its vital roles at all levels. A statement to this effect was made during the 128th Customers Council gathering held recently with employees and supervisors of RTA's customers' happiness centres.

Mohammed Obaid Al Mulla, Chairman of the Customers Council opened the discussion panel by expressing thanks and appreciation to the Chairperson and Members of the Council for Happiness and Wellbeing for their sustained efforts and support to improve customers' services. He also praised the efforts of the supervisors and staff of RTA's customers' happiness centres.

"RTA's senior leadership attaches paramount attention to the front-end employees of these centres and is keen to continue to support these centres to deliver excellent services. Such efforts will reflect positively on RTA's

happiness index and are instrumental in realising the Strategic Goal: People Happiness," said Al Mulla.

The Council recommended the Customers Happiness Department and other concerned departments train employees in customers happiness centres on using artificial intelligence and envision smart future solutions when faced with challenges in delivering services at all points. It urged them to train staff on e-services and smart apps to assist customers with the use of such apps and services. Such a step will pave the way for the smart transformation of most services delivered at customers' happiness centres.

RTA carries cracks down on violators of passenger transport activities, fare evasion on public transport

Dubai's Roads and Transport Authority (RTA) has recently carried out two inspection operations relating to passenger transport activity, and fare evasion on public transport means.

The first operation, which was carried out last February in collaboration with the General Department of Airports Security at the General HQ of Dubai Police was related to passenger transport on unlicensed vehicles. The second operation, which took place last March in collaboration with the General HQ of Dubai Police and the General Department of Residency and Foreigners Affairs, was meant to curb fare evasion on public transport operating in Dubai.

"The first inspection operation was made during 19-

28 February this year, in conjunction with the General Department of Airports Security to monitor the activity of transporting passengers on unlicensed vehicles. It resulted in the issuance of 52 violations at the Dubai Airport Terminal 2," said Saeed Al Balushi, Director of Passenger Transport Activities Monitoring at Public Transport Agency, RTA.

"52 violations were issued comprising 41 violations for transporting passengers on unlicensed vehicles and 11 violations made at the airport. The practice of transporting passengers on unlicensed vehicles has two folds. The first

The Council also recommended the Customers Happiness Department cooperate with the Human Resources and Development Department and the Administrative Services Department to engage customers happiness centres in community initiatives run by these two departments. Such initiatives aim to encourage front-line employees to promote the spirit of belonging and the job loyalty of employees at all service points, especially customers' happiness centres.

The Council directed the Customers Happiness Department to coordinate with the Licensing Agency in establishing a link between RTA's systems and the systems of various government departments, such as Dubai Courts, Notary Public, Dubai Police and other concerned government departments closely related to RTA (Licensing Agency services). Interfacing these systems will streamline and expedite the processing of customers transactions, implement governance, and eliminate the manipulation of



the content of government records and documents.

During the gathering, a video was shown to explain RTA's vision and mission, locations of customers' happiness centres, performance indicators of these centres, and the happiness index of 2021 and up to now. It also included statistics on the number of services and transactions processed by customers' happiness centres in 2021, and a presentation highlighting the achievements and initiatives of RTA's Customers Happiness Centres in 2021.

relates to the use of unlicensed vehicles in lifting passengers with no social relationship between the driver and passengers, whereby the driver will earn a fee against the lifting of passengers within the emirate or to other emirates. "The second practice relates to offering passenger transport service, whereby the lift service is promoted as though it is a public transport service either through face-to-face or via social media and various electronic platforms," added Al Balushi. "We have benefited from big data and business intelligence applications in both processes in analysing violations, identifying sites and the most frequent timing of violations. Accordingly, we identified the most frequent sites of violations in 2021 and matched them with the violations that took place in 2019/2020- to identify similar sites during the three years. "The second inspection operation was coordinated with the General HQ of Dubai Police and the General Department of Residency and Foreigners Affairs, to foil

attempts of evading the payment of public transport tariff. About 62,919 operations were carried out from 14 to 20 March 2022, which resulted in the reporting 1,047 violations," added Al Balushi.

RTA is keen to run regular inspection campaigns in conjunction with the concerned bodies to ensure effective monitoring of various passenger transport activities in Dubai, and curb violations and negative attitudes.



‘We Help You’ initiative proves a hit with taxi drivers

Dubai’s Roads and Transport Authority has developed the techniques for tackling social and psychological challenges confronting taxi drivers through ‘We Help You’ initiative. It underscores RTA’s commitment to uproot such challenges and add a touch of humanity to the relationship between the management and undisciplined drivers in a bit to alter such conduct by interactive means.

“‘We Help You’ initiative was rolled out by the Investigations Office at the Passengers Activities Monitoring Department and is compatible with the methodology of the department aimed to make RTA’s vision a reality on the ground through offering safe, smooth and sustainable mobility services to all,” said Saeed Juma Al Balushi, Director of Passengers Activities Monitoring, Public Transport Agency, RTA.

He stressed the keenness to ensure that service providers and clients would adhere to the rules and regulations governing transport means and procedures in the Emirate. He added that such efforts aimed to realise the third strategic goal of RTA (People Happiness).

“The specialists at the Investigations Office have developed a plan to carry out the initiative over this year from Jan to December. There will be periods for assessing and reviewing the results and targets achieved. The initiative will be developed according to the deliverables made and the resulting benefits.

“The initiative includes holding regular meetings with taxi drivers, who are liable for the highest number of complaints or made the highest number of violations. These meetings will be held in coordination with the

concerned taxi operators to listen to drivers, assess their feedback, and the reasons for making those mistakes, and drivers will also be educated, guided and talked to. There will be a separation between administrative procedures, the implementation of regulations, and the call for commitment, to move to the stage of reducing the level of violations and complaints,” he explained.

“The initiative, which has so far benefited 219 drivers in two separate meetings, aims to educate and guide drivers and at the same time improve the quality of service provided to customers. Thus, it listens to their observations, views and positive suggestions for uplifting the level of commitment towards the service and beneficiaries. It also seeks to reduce the number of complaints and violations by convincing drivers of their ability to set examples for others in terms of commitment and good conduct,” added Al Balushi.

The Director of the Passenger Transport Activities Monitoring concluded by saying: “We know that everyone has inherent goodness, and at the same time a tendency to non-comply. We are trying to give a hand to violators such that their goodness will prevail over the non-compliance tendency.”





عيدكم مبارك Eid Mubarak

مطر الطايير
Mattar Al Tayer

المدير العام ورئيس مجلس المديرين
Director General and Chairman
of the Board of Executive Directors

Launching #It_Can_Wait awareness campaign targeting delivery service sector with Dubai Police

Dubai's Roads and Transport Authority (RTA) and the Dubai Police General HQ announced the launch of a joint awareness campaign targeting the delivery service sector under the #It_Can_Wait. The campaign is part of joint efforts of the two entities to reduce motorbike accidents, which soared by 33% from 300 in 2020 to 400 in 2021.

The campaign, which features the participation of mega delivery service companies in Dubai, aims to alert delivery motorbike riders about road safety standards and urge motorists to be more attentive to other road users, especially delivery motor bikers. It also seeks to promote public awareness and encourage community members to cooperate in reducing the rate of traffic incidents and related casualties.

Abdulla Yousef Al Ali, CEO of RTA's Licensing Agency said: "Through this awareness campaign, we intend to reach the largest possible segment of the society and educate them

about the practices that ought to be complied with while driving vehicles and motorbikes. Undoubtedly, achieving traffic safety is a shared social responsibility that requires the concerted efforts of the community as a whole. We, at the RTA, commend the key role of the Dubai Police General HQ, delivery companies and social media influencers in achieving the goals of this campaign.

"We call on the public to be patient and demonstrate a spirit of responsibility. Hassling delivery riders from delivery companies tends to distract their concentration during the journey, which may result in serious accidents for the





■ **Abdulla Al Ali: Speeding delivery riders expose themselves and other road users to risks**

biker or other road users. RTA has updated the regulations related to the delivery service business to achieve the highest safety levels in accordance with best international standards,” added Al Ali.

RTA worked closely with the Dubai Police and partners from the delivery service companies to chart a regulatory structure and an operational manual. This campaign aims to ensure the sustained growth of this vital sector, which will also enhance Dubai’s competitiveness globally.

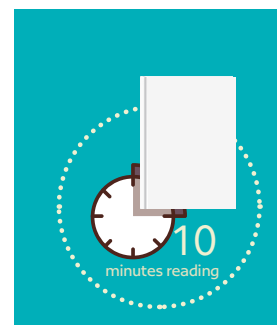
Colonel Juma Salem bin Suwaidan, Deputy Director of the General Traffic Department, reiterated the keenness of the Dubai Police General HQ to promote the strategic cooperation with the Roads and Transport Authority to enhance the traffic safety and undertake joint awareness programmes. “The two entities will join hands to raise the awareness on safety and security stipulations of delivery service bike riders. In this regard, coordinative meetings will be held, and joint awareness efforts will be made to serve the common objectives of lowering the number of traffic-related injuries and fatalities,” he added.



RTA collaborated with Dubai Police and partners from delivery service companies in developing governing regulations for the delivery service sector that detail the stipulations applicable to both drivers and motorbikes. It also developed a specialist training material for drivers, launched joint inspection campaigns with Dubai Police, and circulated those regulations to delivery service companies.

In a cooperation study with UITP, the Government supports the operational costs to ensure sustainability services

A study conducted by Mohammad Mahboub Hassan, manager of Vehicle Licensing Policies and Studies, in the Vehicle Licensing Department, Licensing Agency, entitled: (The Economics of Public Transportation), stated that the government provisions operational costs to ensure uninterrupted, and high-quality services. Proper management of operational costs is critical in order to achieve financial sustainability.



The study, which was prepared by the researcher in coordination with the Transportation Center of Excellence, for the Middle East and North Africa region (UITP), indicated that the Roads and Transport Authority is constantly reviewing its procedures, to achieve a balance between providing a comprehensive service and ensuring optimal operation, indicating that the aim of the study is to know the best practices in the area of financial dependence for public transportation, reducing government support for the sector, without affecting the level of service.

The researcher stated that public transport is the pillar of mobility in cities, as it provides an easy and accessible service for people to move around, stimulate economic growth, enhance land use efficiency, contribute to job creation, and reduce the carbon footprint. Therefore, governments provide funding and investments in this sector, especially in developed cities such as Dubai in order to achieve its strategic objectives. The Roads and Transport Authority, since its establishment in 2005, has succeeded in increasing the share of public transport trips from 6% in 2006, to 17% in 2017, and it has a vision, through which it aims to increase the share of public transport from the total trips, to reach 30% by 2030. Attaining this target requires continuous improvement and development of the infrastructure, facilities, systems, policies and assets with the aim of improving the quality of service, and aligning all this with the aim of financial independence without reducing the share of public transport trips. Which requires increasing the fares for the public transport services, which is one of the most critical challenges for the public transport sector.

The study revealed that the authority has improved the connectivity and mobility of public transport network by launching

In terms of public transport expenditures in Dubai, the RTA covers most of the costs through fare revenue, service station naming rights and other advertising arrangements.

the Dubai Metro, which is one of the most advanced urban rail systems, and the longest automated driverless system in the world. The buses fleet and operational systems are continuously developed and are a leading example in the region. However, providing advanced public transport facilities is not enough to increase the share of public transport users, especially in cities like Dubai, where the income per capita is higher than the global average and the roads quality is among the highest in the world. To overcome these challenges, the authority implements strategies and plans aimed at diversifying sources of income and reducing of costs, by strengthening the principle of cost-sharing with the private sector, to cooperate in the provision and organization of services, projects and activities related to public transport.

One of the main ways to maintain and improve the financial independence of public transportation is to review the fare structure. The study recommended reviewing prices periodically every 13- years, to see changes in cost, such as other economic variables, the most prominent of which is changes in the cost of fuel.



UITP <https://www.uitp.org/publications/economics-of-public-transport-in-mena/>

251 trainees from 10 countries take part in the programs of MENA CTE

Satisfaction rating of virtual trainings and workshops held touches 90%

About 251 trainees from 10 countries took part in the training courses jointly held by the MENA Centre for Transport Excellence (CTE) in the second half of 2021. The Centre was established in 2012 as a partnership between the Roads and Transport Authority and the International Association for Public Transport.

The training programmes held remotely by the MENA Centre for Transport Excellence (CTE), featured the participation of 62 public transport specialists from around the world. Topics discussed covered smart vehicle systems, digital cities, smart infrastructure management, self-driving vehicles and systems, benefiting from urban mobility disruptions to create better cities, public-private partnership, and vehicle fleet engineering and management. About 185 RTA employees from various agencies and sectors took part in the workshops.

Additionally, 4 training courses were delivered in French in the Kingdom of Morocco, which were attended by 128 trainees from various public transport entities worldwide. 31 specialists participated in delivering these remote training programmes, and the satisfaction rating of the workshops reached 90%.

Deliverables

Besides the training courses, the MENA Centre for Transport Excellence, activated the partnership agreement between the Transport Security Department at the Dubai Police, RTA and UITP. A virtual session entitled: Public Transport Security in the MENA Region was held and attracted 422 participants from various entities involved in public transport security from 15 countries. Participants included 25 employees from RTA and 7 international experts.

Under that partnership agreement and in collaboration with the International Association of Public Transport (UITP), a Diploma of Capacity Building for public transport security was hosted by Dubai Police. It attracted 50 participants

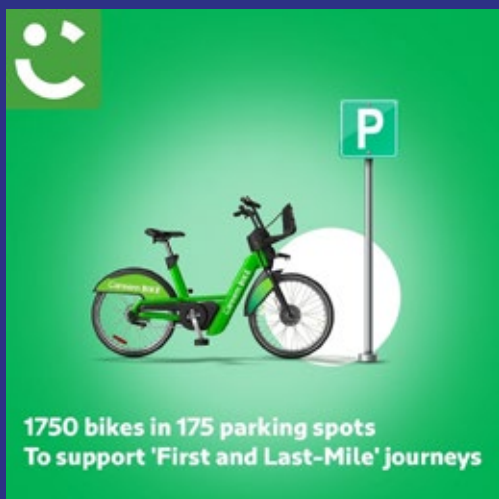
from 10 countries in the MENA region and 15 transportation security specialists from different nationalities oversaw the coaching of trainees.

Reports and Studies

The MENA Centre for Transport Excellence (CTE) conducts researches and compiles reports and studies on topics such as Urban Mobility in the MENA region in the post-Covid-19 era, which included a survey of users in MENA. Such studies also aimed to show the impact of the pandemic on the urban mobility of the region from operational and financial perspectives.

The report on public transport in the MENA region that explains the state of public transportation and the impacts of the pandemic during 2019 and 2020, besides addressing new micro-mobility projects. In addition to preparing an analytical study on electric buses in the MENA, by identifying and following up the developments of pilot projects for electric buses, with the support of the resources available to UITP.





#RTA supports 'First and Last Mile' journeys by providing transportation means to reach the nearest #PublicTransport station such as Careem Bike that includes 1750 bikes in 175 parking spots in #Dubai.

Book yours via Careem Bike App on App Store, Google Play or Huaewi AppGallery.



#RTA will look after the smart device in Al Quoz, one of 10 devices distributed in #Dubai to produce fresh bread to needy families & workers in the Emirate. It is part of the Sabil Bread Initiative, one of the «Mohammed bin Rashid Al Maktoum Global Initiatives» projects. #Ramadan





Do you want to reach Dubai Airport
Easily on the weekend?

Your journey to #Dubai International Airport is very easy via #DubaiMetro. Depart on a comfortable journey towards Airport Terminal 1 or 3 Metro Station to reach on time with no delays. #YourComfortMatters
To view the metro's operating hours, you can visit our website rta.ae



Electric buses
For a sustainable commute

Enjoy a special & sustainable journey via electric buses through a specific path in both directions between La Mer South, King Salman bin Abdul Aziz Street and #DubaiTram Station in Al Sufouh.
For more details, you may visit our website rta.ae



Depart on time
via the bus

If you plan to commute on public buses in #Dubai, use the #Shail app to view the bus routes & locations that you want to use to avoid delays and reach your destination with ease.
Download it now via App Store, Google Play, or Huawei AppGallery.

