

# المسار almasar

The Official Monthly Magazine of Dubai's RTA

Issue No. 173 November 2022

## RTA completes 17 years of pioneering excellence

Public Transport Day cares for  
physical and mental health

Metaverse, Cruise EV take  
the limelight in Gitex



## 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.

## 17 Years of Excellence and Leadership



Dubai's Roads and Transport Authority (RTA) celebrates on November 1st its 17th anniversary. At the same time, we celebrate the 13th edition of the Public Transport Day's initiative, which is held this year under the theme: Public Transport Day Gets Healthy: Speed up. Slowdown, to encourage residents and visitors to use public transport means to reach their destinations on time and in a stressless journey.

Powered from inception by the support of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, Ruler of Dubai; and the follow-up of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, Chairman of the Executive Council; and His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, Deputy Prime Minister, Minister of Finance, a portfolio of mega projects totalling more than AED140 billion have been executed. Such projects are highlighted by the Dubai Metro, which now spans 90 km following the operation of Route 2020, the 11-km Dubai Tram, and the Dubai Water Canal was accomplished in less than three years.

Figures point to the mega projects accomplished by RTA, which lived up to the strategic goals set from day one. Consequently, the total length of the roads network increased from 8,715 lane-kilometre in 2006 to 18,475 lane-kilometre in 2021. The number of bridges and underpasses increased six times from 129 bridges and underpasses in 2006 to 884, and the number of pedestrian bridges and underpasses

had also quadrupled from 26 pedestrian bridges and underpasses to 121 during the same period, including Dubai Metro and Tram bridges. The length of the cycling tracks increased from 9 kilometres in 2006 to 502 kilometres in 2021.

The projects implemented by RTA have enhanced the global competitiveness of the United Arab Emirates, which was ranked Number One in the quality of roads worldwide for 5 consecutive years. The collaborative efforts of RTA and Dubai Police have helped to improve road accident-related fatalities from 22 cases per 100,000 of the population in 2006 to only 1.9 cases in 2021.

RTA supports Dubai Government's digitization drive and the use of the 4th Industrial Revolution technologies to enhance operational efficiency and upgrade the quality of customer services. RTA is also making headway in carrying out Dubai Smart Self-Driving Transport Strategy to convert 25% of total mobility journeys in Dubai into driverless journeys by 2030. Earlier, RTA completed the initial stage of preparation of digital maps to operate the Cruise Origin vehicle as self driving taxi service, which paves the way for the launch of the service in 2023.

Tracking RTA's drive since inception reveals that it had put massive efforts to keep pace with the phenomenal growth seen by Dubai across the board. It also underlines RTA's persistent efforts to realise the aspirations of our leaders and the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum to rank Dubai as the best city for living in the world.

H.E. Mattar Al Tayer

Director General, Chairman of the Board of Executive Directors

# المسار almasar

## Strategic Map For AlMasar Magazine Team

### Vision

The Pioneer  
Government  
Magazine in Dubai

### Mission

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

### Core Values

Transparency &  
Credibility  
Corporate Reputation  
Excellence  
Spirit of Team  
knowledge Sharing

## Reciprocal Ads Initiative

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

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## Mohammed bin Rashid and Hamdan bin Mohammed tour Gitex Global 2022



The 2022 renewal of Gitex Global 2022 exhibition, which was held at the World Trade Centre (1014- October 2022) proved extremely successful, attracting more than 5000 exhibitors from 90 countries including 35 start-ups, each worth more than one billion Dollars.

The event was privileged by the visit of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai; His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive

Council; and His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, Deputy Prime Minister and Minister of Finance. A host of projects and hi-tech devices were on display to support economic development in the UAE and the world over.







Dubai's Roads and Transport Authority (RTA) has revealed an extensive collection of smart initiatives, applications, and stations it will showcase at the 42nd edition of GITEX 2022, which commences tomorrow, Monday, at the Dubai

### World Trade Centre.

At the event, RTA will exhibit the self-driving Cruise vehicle built on the Chevrolet Bolt electric platform for the first time, as well as numerous smart initiatives, including the digital twin-powered smart Dubai Metro station, smart solutions for transferring vehicle ownership, a new generation of taxis, RTA smart apps, among others.

His Excellency Mattar Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority, said: "RTA has undergone a comprehensive digital transformation and embraced emerging technologies and artificial intelligence as means of boosting productivity and raising operational efficiency. It has also launched new services to improve the wellbeing of Dubai's residents and visitors alike. "Undertaking such plans responds to the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE, and Ruler of Dubai, to improve the quality of life in Dubai and provide multiple mobility options for residents to make

Dubai the best city for living in the world.

"It is also a manifestation of the instructions of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council, to enhance Dubai's competitiveness as a world-leading digital capital and reinforce its profile as a role model in designing government operations and services that enhance customer happiness," he commented.

### Self-Driving Transport

"RTA has outlined an integrated roadmap for the future of self-driving transport. It is moving ahead toward realising the Dubai Smart Self-Driving Transport Strategy aimed to transform 25% of total mobility journeys in Dubai into journeys on various self-driving transport means by 2030. It recently completed an initial phase of preparing digital maps of Jumeirah area for Cruise's self-driving vehicles.

"this is in preparation for the launch of the actual service by 2023 rendering Dubai the first city in the world to commercially operate Cruise self-driving vehicles outside the U.S. Cruise's next-generation self-driving vehicle, the Origin will be deployed in limited numbers next year to offer taxi and e-hail services. We have plans to increase the number of deployed vehicles gradually to reach 4000 by 2030." added Al Tayer.



## Chevrolet Bolt

For the first time, RTA will exhibit the all-electric self-driving Cruise vehicle, built on the Chevrolet Bolt platform at the GITEX event. This autonomous vehicle is currently used in Cruise's commercial fleet of self-driving vehicles in San Francisco. Cruise opened its self-driving ridehail service to the public in February 2022, marking the first time a company has operated a commercial self-driving ridehail service in a major U.S. city. In September, Cruise announced plans to expand this service to Austin. Through autonomous vehicles, RTA, GM and Cruise envision a safer and less congested future for all, enhancing the safety and accessibility to transportation on a large scale. Such efforts will also advance General Motors' vision of zero crashes, zero emissions, and zero congestion.

## Digital Twinning

With the use of augmented reality technology, RTA will also showcase the latest technology in the metaverse field, using digital twins to demonstrate Dubai Metro's rail network. The digital twin platform combines historical maintenance data from the past 12 years of Dubai Metro service with real-time data collected by external data-collection devices to reveal minute details and other critical

## situations that affect asset lifecycles.

Using historical and real-time data, the platform offers recommendations for improving the asset life cycle, such as changing periodic maintenance schedules and other approved procedures, as well as machine learning and system development to predict possible failures in the future.

## Digital Solutions

Also featured will be the various digital services RTA offers, including the selling and transferring of vehicle ownership through a smart application using UAE PASS without having to visit RTA's service provider centres. This service will help accelerate the process of completing transactions.

## New Generation of Taxis

Dubai Taxi Corporation exhibits the new generation of taxi operation systems. The system uses artificial intelligence technologies to streamline taxi shifts by scheduling taxi allocation to drivers on a demand basis. The driver can move directly to the site for receiving the vehicle using smart keys to operate the vehicle. Through cameras fitted on taxis, the system can verify the identity of the driver.





The Dubai Taxi Corporation will also showcase the new generation of taxis fitted with interactive hi-tech screens enabling riders to watch news, games, and others. They also have a new metre that can be operated through the app, which enables the opening and locking of the vehicle, as well as the Alipay service, and a rear advertising screen.

### Smart Station

RTA's stand defines the new concept of the 'Smart Station'. It employs high technology and innovations in operation, maintenance, and customer services at metro stations. It also exhibits a smart application for coding RTA's assets for use by inspectors of the Assets Department during field visits to check and update asset information and locations. Thanks to the full display of the coding process, field inspectors can carry out their jobs during their site visits through their mobile phones or smart tablets. Moreover, supervisors will be able to follow the work progress from their offices and follow the status of the coded assets.

### RTA's Digital Channels

As part of the digital channel's initiative, RTA displays a variety of digital solutions that offer RTA's services to customers, such as the S'Hail app, a journey planner that supports the first and last-mile strategy. Exhibits include RTA's main app, Dubai Drive for drivers and vehicles, nol Pay app the unified payment platform that includes nol services, in addition to the display of the chatbot Mahboob.

## Al Tayer reviews high-tech initiatives, digital solutions at GITEX 2022

His Excellency Mattar Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) visited GITEX Global 2022 to explore artificial intelligence-related technology developments and digital solutions.

In his first stop, Al Tayer explored the Amazon pavilion, where he examined cloud computing and artificial intelligence services available through Amazon Web Services (AWS). At the Microsoft pavilion, Al Tayer learned about Microsoft's work environment model and the concept of virtual tourism using metaverse technologies.

The Emirates Integrated Telecommunications Company (du) pavilion was also visited by Al Tayer, where he was briefed about the autonomous warehouse robot and the digital twin technology initiative, which entails RTA and du working together to demonstrate Dubai Metro's rail network using augmented reality technologies.

Al Tayer concluded the tour by visiting RTA's pavilion, which exhibited Cruise's self-driving Chevrolet Bolt electric vehicle. He was also briefed on digital initiatives such as smart solutions for transferring vehicle ownership, a new generation of taxis, RTA smart apps and smart Dubai Metro stations.









### Big Data

RTA signed an MoU with Amazon Web Services (AWS) to pursue strategic cooperation in Big Data services in support of its mission to promote the future of smart public transport. The AWS Data Exchange (ADX) platform will allow RTA to experiment, build, and deliver unique services and accelerate and expand its digital transformation.



### Artificial Intelligence

An MoU was also signed between RTA and Microsoft to support RTA's data-driven digital transformation efforts and keep pace with technological advancements in artificial intelligence and data science.

By doing so, RTA hopes to establish strong data governance practices across its organisational structure, step up the capacity of the Mobility Lab for the 4th Industrial Revolution, and develop a deeper understanding of data.



### Data Hub

RTA's Dubai Taxi Corporation (DTC) also signed an MoU with Moro Hub (Data Hub Integrated Solutions) to pursue strategic cooperation in the fields of digital transformation, cybersecurity, and the Internet of Things. Through the MoU, DTC will explore the possibilities of leveraging Moro's digital capabilities to transform its mechanisms. A mutual exchange of best practices in creativity and innovation in common areas of work is sought by both parties. Taking this step will ensure that RTA's role in implementing Dubai government strategies is strengthened.



### Asset sustainability and Internet of Things technologies

The authority also signed a memorandum of understanding with SAS to review the company's best practices in data science and artificial intelligence related to the authority's fields of work, such as predictive maintenance of assets through real-time analysis of data received from sensors via machine learning and artificial intelligence algorithms, which contributes to maximizing efficiency. The authority will gain from its assets, which are dispersed throughout Dubai and include roads, bridges, tunnels, and public transit (buses and metro.).



### Integrated Communication

DTC also signed an MoU with Trapeze Middle East Telecommunication Equipment Trading to offer integrated solutions and explore opportunities related to DTC's taxi fleet.

The agreement stipulates that the two parties seek to facilitate the exchange of best practices in creativity and innovation in the areas of joint work, which arise either from their acquired or acquired experiences in a way that enhances the directions of the Dubai government.



### MoU with Du to enhance telecommunication services, introduce digital twinning

RTA signed an MoU with du, a subsidiary of the Emirates Integrated Telecommunications Company, to enhance RTA's fixed and mobile communication services, as well as provide solutions for the Dubai Metro digital twinning and virtual world technologies. Among the areas defined in the MoU are fixed communication services, information and communication technology solutions, specialized projects and long-term technical support

# Youth Council calls for exploring opportunities in the data economy during GITEX 2022

**Dubai's Roads and Transport Authority's Youth Council, in cooperation with Dubai Digital Authority, hosted a Youth Circle titled 'The Role of Youth in Artificial Intelligence and the Data Economy' in Dubai yesterday, on the sideline of GITEX 2022 - the largest tech show in the world. In the Youth Circle, youth explored the opportunities available in today's data-driven economy, including artificial intelligence and the Fourth Industrial Revolution.**

The session discussed ways youth can contribute to digital leadership, including active listening and participating in conversations, brainstorming ideas, and identifying talents and skills.

The Youth Circle was attended by Mohammed Yousef Al Mudharreb, CEO, Corporate Technology Support Services Sector, RTA; Mousa Al Raeisi, Director, Strategy and Technology Governance, Corporate Technology Support Services Sector, RTA; Meera Al Sheikh, Director of the Smart Services Department in the Corporate Technical Support Sector at the RTA, Niamh Spelman MEA general manager Microsoft solutions, the Chairman of the Dubai Youth Council, Abdullah Al Sheikh, and representatives from the Dubai Digital Authority and members of the Youth Council of RTA.

Al Mudharreb pointed out that since its establishment RTA has benefited from the huge amount of data generated by its operations and services, which has enhanced its growth opportunities. He also added that data is the oil of the future economy, and an inexhaustible source of wealth, as evident in vital industries like health care and aviation. A treasure trove of data is generated by the healthcare industry, including test results, vaccines, and customer records. In the aviation industry, a terabyte of data is generated every flight, and the analysis of this data helps companies such as Emirates maximise profits and improve service levels.

Mousa Al Raeisi in his intervention talked about the data being the oil of the future and needs an incubator or platform to flourish. Dubai is the perfect platform in this regard. The Emirate has adopted AI technologies as it perceived beforehand that it would shape the next global revolution. Also, the UAE has adopted a national strategy for the 4th Industrial Revolution, which is a true manifestation of the

data era and the UAE's vision for AI and robots capable of performing human jobs.

The participants pointed out that the world produces 2.5 quantum bytes of data daily, and that this huge number periodically doubles. They also maintained that employing and benefiting from this data requires competent youth capable of handling the "flood" of data in key economic sectors.

Participating youth and students stressed the importance of this academic stream and the potential opportunities it holds. However, they were uncertain about the ability of the job market to offer placements in this specialty in the foreseeable future. However, they expressed their confidence that the future may have a lot of changes in the job market, which can stimulate the demand for these important technical specialities.

Among the key objectives of this discussion panel, which was held at the Digital Dubai platform during GITEX 2022 is to encourage the youth to join this major as they have unlimited open minds capable of learning and unlocking potential opportunities. These minds are capable of identifying these opportunities and applying data to transform them into innovative products and ideas.





# Al Tayer announces operation of e-scooters in 11 new areas starting 2023

His Excellency Mattar Al Tayer, Director-General, Chairman of the Board of Executive Directors, Roads and Transport Authority (RTA) announced the commencement of e-scooters operations in 11 new residential areas from the start of 2023. As such, the total number of districts in which e-scooters are permitted to operate increases to 21, and the total length of tracks dedicated to bikes, e-scooters, as well as safe and shared routes, rises from 185 km to 390 km.

“Expanding the scope of operating bikes and e-scooters to cover new districts is in line with the Resolution of the Executive Council No 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 e-scooters in Dubai. It supports the efforts aimed to transform Dubai into a bicycle-friendly city and the migration to less-polluting sustainable transport. It also encourages visitors to use alternative mobility means and supports the first and last-mile strategy,” said Al Tayer.

Garhoud, Muhaisnah 3, Umm Hurair 1, Al Safa 2, Al Barsha South 2, Al Barsha 3, Al Quoz 4, and Nad Al Sheba 1. By operating e-scooters in these areas, the total length of the bike and e-scooter tracks will jump to 390 km to serve 114,503 residents of those areas. These tracks relate to main attractions, 10 mass transport stations, and 18 prominent destinations such as public parks and commercial outlets. It will also enhance the first and last-mile journeys and reduce the reliance on private vehicles,” commented Al Tayer.

## New Areas

“The new areas where the use of e-scooters will be permitted are: Al Tawar 1, Al Tawar 2, Umm Suqeim 3, Al

**The number of areas covered increases to 21, length of tracks constructed jumps to 390 km**





## Expansion Criteria

“The selection of areas and tracks is based on technical studies and data analysis of various Dubai districts to assess them in terms of safety, traffic volumes, the readiness of the infrastructure, population density, and the proximity to metro and public transport stations. RTA collaborates with the General HQ of Dubai Police to ensure compliance with the safety and security standards along with the relevant rules and regulations,” explained Al Tayer.

“Work is up-and-running in those areas to finalise the construction of tracks in line with the top international standards of traffic safety. Improvements currently underway in those districts include ground markings, directional signs, and converting internal roads into safe areas by dropping the speed limit from 40 km/hour to 30 km/hour for the safety of riders,” added Al Tayer.

## Avoiding Use before Completion

RTA calls on the public to refrain from using e-scooters on tracks that are still under construction to avoid traffic incidents. The construction of tracks at the new districts is progressing according to plan. Signage of e-scooters and traffic markings are about to be completed at world-class standards of traffic safety. RTA also urges motorists

**The new tracks connect with key attraction spots, mass transport stations, public parks, and outlets**

to be more cautious when driving inside those districts and observe the speed limits in place.

## Previous Districts

The initial phase of constructing biking and e-scooter tracks covered 10 Dubai districts, namely: Sheikh Mohammed bin Rashid Boulevard, Jumeirah Lakes Towers, Dubai Internet City, Al Rigga, 2nd December Street, The Palm Jumeirah, and City Walk. It also covered safe roads and tracks within specific zones at Al Qusais, Al Mankhool, and Al Karama, in addition to 185-km long tracks designated for bikes and e-scooters across Dubai, excluding the cycling tracks at Saih Assalam and Al Qudra.

## Riding Permit

Through its website ([www.rta.ae](http://www.rta.ae)), RTA launched a link enabling interested individuals to apply for free permits for riding e-scooters on safe roads designated by RTA. The process involves attending training courses and passing an online test.



## Technical Specifications

The Executive Council's Resolution No. (13) of 2022 charted out the technical specifications applicable to e-scooters and bikes, which included a white headlight, red and reflective rear light, 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 bike, roadworthy tyres for the tracks specified by RTA, and the size of the bike must be proportional to the size of its rider. RTA calls on the public to select high-quality e-scooters to avoid battery burn accidents and frequent technical malfunctions.

## Riders' Compliance

The Resolution also set several obligations on the part of the e-scooter/bike riders highlighted by compliance with 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/bikes on tracks designated for walking or running. They must not exceed the speed limits fixed for those tracks and avoid riding the e-scooter or any other type of bike specified by RTA on safe roads without obtaining a driving permit.

The resolution specified the obligations of the e-scooter/bike rider towards ensuring full compliance with the security and safety requirements set by RTA. It also provided for

**Expanding the operation of e-scooters serves additional 114k residents of targeted area, boosts first and last-mile journeys, and reduces the reliance on private vehicles**

wearing reflective vests and helmets, maintaining a safe distance from other vehicles and pedestrians, and avoiding pillion riding or anything that causes an imbalance of the e-scooter.

## Reporting Incidents

The Resolution called for reporting any incident sustained or caused by the rider that results in injuries or material damage through dialling the specific phone numbers of the Police, Ambulance or RTA unless evidence is provided for the inability to report. Riders should always use the right side of the road and ensure it is empty. Before changing lanes, riders should give hand signals and ensure they can make their move safely. They should always ride in the direction of traffic rather than in the opposite direction. They should only ride on the designated tracks and avoid making major modifications to the e-scooter/bike.







## Top Practices

RTA applies top global practices in developing the infrastructure to match the use of sustainable and soft mobility means while adhering to the highest standards of safety and security. It provided signs along the cycling tracks and approved districts that include instructions and guidance for riding e-scooters/bikes. The smart apps developed by operators include permitted tracks and safety rules to be adhered to.

## Scooter Parking

RTA has provided parking spaces for shared e-scooters along the designated tracks and permitted districts, key tourist attractions, and

around public transport stations.

RTA called on riders to park the common 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 for vehicles to ensure the safety of riders and road users.



Providing the supporting infrastructure in the new areas is part of the government's efforts to transform Dubai into a bicycle-friendly city

# Continuous awareness campaigns, inspections of e-scooter operators

**Dubai's Roads and Transport Authority (RTA) is ramping up the awareness campaigns and inspections on the four RTA-approved operators of e-scooters. The campaigns were initiated at the start of the service rollout and are still on the go.**

“The awareness campaigns and inspection of RTA-appointed e-scooter operators in Dubai have significantly contributed to the delivery of safe, smooth and enjoyable services to users from all spectrums of the community,” said Muhannad Al Muhairi, Director of Licensing Activities Monitoring, Licensing Agency.

“The awareness materials include an explanation of violations of the Administrative Resolution No 1015 for 2021 regarding the violations of e-scooter operators, briefing about the approved identification card for practicing the activity, technical specifications of electric scooters (such as headlights, rear lights, steering wheel horn, front and rear reflector, front and rear brakes, the speed limit of 20 km per hour), and the commitment to using only the stations designated by RTA and avoiding setting up any other station not approved by RTA. The list calls for redistributing electric scooters in use to limit the occurrence of violations such

as: parking e-scooter on the sidewalks outside the parking spaces specified by RTA, parking the e-scooter in a way that hinders the movement of pedestrians or users of individual means of transportation, and parking the e-scooter on streets or in the middle of the right-of-way for vehicles.

RTA has reported several recurrent violations on the part of e-scooter operators such as the failure to comply with RTA's circulars and instructions, the use of parking and places outside the approved operational zones, and the failure to place identifying labels, logos or colours assigned to the facility in the specified places or on both sides of the e-scooter.

The Traffic Department of RTA's Traffic and Roads Agency had issued circulars and instructions to e-scooter rental companies calling for full compliance with the regulations and laws for the safety of electric scooter users and other road users.





# Phase I of Intelligent Traffic System improves incident monitoring by 63%, response time by 30%

His Excellency Mattar Al Tayer, Director General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) confirmed that the initial phase of the Intelligent Traffic System (ITS) expansion project, which was completed in November 2020, had expanded ITS coverage of Dubai's main road network from 11% to 60%. RTA is gearing up for the second phase of the project over the next few months, which will cover the entire main roads of the emirate. Thus, the total length of roads covered by the ITS in Dubai will jump from 480 km to 710 km.

"Expanding the ITS coverage is a key element in supporting the Government's drive to transform Dubai into the smartest city in the world, which involves the use of smart technologies and software to ease mobility around Dubai. The project has improved incident monitoring by 63%, shortened the response time to emergencies by 30%, and cut the travel time by 20%. Such improvements are credited to using dynamic message signs, integrating with RTA's Enterprise Command and Control Centre, and linking with Dubai Police's Command and Control Centre," stated Al Tayer.

## Dubai ITS Centre

"The first phase of the project had seen several achievements

highlighted by the construction of the Dubai ITS Centre. This facility is one of the largest and most sophisticated traffic control centres worldwide in terms of using smart technology, managing traffic systems, and supporting both current and future transportation modes. This project is a vibrant technology hub for managing traffic movement in the emirate using the latest applications of artificial intelligence, big data, Internet of Things, and communication systems. It has a whole host of traffic-

■ **60% of Dubai's main roads are covered by ITS under Phase I, which enhances Dubai's transformation into the smartest city worldwide**







monitoring devices, information-capturing gadgets, and other smart services. Through ITS, the Centre manages current and future road networks all over Dubai.

The centre's advanced (iTraffic) system, which is linked with field devices, works under an integrated technology platform to collect and analyse big data. It also supports instant decisions to manage traffic movement, incidents, and mega-events.

### Phase I Components

The initial phase also saw upgrading and installing 112 dynamic message signs that relay real-time information to motorists about roads condition such as congestion and incidents. They also transmit messages, guidance, and key tips about traffic safety and event management to enhance the efficiency of traffic management. The signs are located in selected locations along Dubai roads as well as nearby the sites of mega-events. For instance, 623 messages

were displayed on signs around Expo 2020 Dubai.

The first phase also involved the installation of traffic monitoring and data capturing systems including the installation of 116 traffic cameras, which brings the total number of surveillance cameras installed to 235 cameras. 100 incidents detection and vehicle counting devices were installed, which raises the total number to 235 devices. 115 transit time and speed computing devices were installed together with 17 Road Weather Information Systems (RWIS). Works completed also included the construction of a 660-km long fibre-optic network for communication between on-site devices and central systems, which increases the total length of the optical fibre network to 820 km.

The project also included upgrading the software of the advanced central traffic system that supports decision-making and provides an automatic response line. The central system integrates with field devices, analyses the data received, and activates appropriate plans.

■ Phase II covers 100% of roads in the emirate, raises the total length of roads covered from 480 km to 710 km

■ The ITS uses artificial intelligence, big data, internet of things, and traffic congestions forecast technologies



## Dhahi, Al Tayer and Al Hajri discuss enhancing wellbeing

**His Excellency Lieutenant-General Dhahi Khalfan Tamim, Deputy Chief of Police and Public Security in Dubai, and His Excellency Mattar Al Tayer, General Commissioner of Infrastructure, Urban Planning and Wellbeing Track, held a coordinative meeting that discussed ways to enhance cooperation and improve the wellbeing and happiness of Dubai residents. The meeting was held in the presence of His Excellency Daoud Al Hajri, Director General of Dubai Municipality.**

His Excellency Dhahi Khalfan was briefed on infrastructure projects in Jumeirah Beach aimed to encourage sports and recreational activities, improve the quality of life, and facilitate mobility between development projects and city attractions. He also reviewed the integrated service amenities along Jumeirah Beach, which contributed to

enhancing the attractiveness of the Beach to residents, visitors and tourists, and practising various sports and recreational activities. The Beach is characterized by a large number of restaurants and cafes, making it one of the most attractive coastal spots for the public.

The meeting reviewed the requirements of the security

## RTA, Dubai Police discuss improving road traffic safety

His Excellency Mattar Al Tayer, Director-General, Chairman of the Board of Executive Directors of Dubai's Roads and Transport Authority (RTA), has held a coordinative meeting with His Excellency Lieutenant General Abdullah Khalifa Al Marri, Commander-in-Chief of Dubai Police. The meeting discussed means of boosting cooperation in managing road traffic safety, achieving Dubai's strategic performance indicators and objectives, as well as creating technical links

between traffic safety systems.

At the start of the meeting, which was held at the Dubai Police Officer's Club in Al Jaddaf, Al Tayer was welcomed by Al Marri, who stressed the importance of RTA's partnership with Dubai Police in improving the quality of life in Dubai, achieving the goals aimed at improving security and safety, and spreading peace and happiness among UAE's citizens, residents, and tourists.



**Hussain Al Banna, Acting CEO of the Strategy and Corporate Governance Sector, RTA was also in attendance. From Dubai Municipality other attendees included Bader Anwahi, CEO of the Public Facilities Agency, and Alia Al Harmoodi, CEO of the Environment, Health and Safety Agency.**



coordination as part of the efforts of the Dubai Police, RTA, and Dubai Municipality to enhance their joint efforts to maintain security.

The meeting also discussed the cycling lane at Jumeirah Beach, which is linked with the cycling lane of Jumeirah Street and King Salman bin Abdulaziz Al Saud Street

at Dubai Internet City. It is also linked with the existing cycling tracks that extend from Etihad Museum to Dubai Marina to Al Qudra. The total length of the cycling tracks amounts to 520 km in total. The meeting reviewed the joint efforts of Dubai Police and RTA to raise traffic safety levels on these tracks.

## Exploring cooperation with Estonian Ambassador **Digital Transformation and Self-Driving Transport among the topic discussed**

**His Excellency Mattar Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) received His Excellency Jaan Reinhold, Ambassador of the Republic of Estonia to the UAE, accompanied by representatives of Estonian companies specialised on public transport systems and self-driving transport.**

The meeting discussed means of boosting cooperation and exchanging expertise between RTA and Estonian corporations in the fields of digital transformation, self-driving transport, and the use of high-tech in mass transportation and traffic management.

The Estonian delegation was briefed on the Dubai Smart Self-Driving Transport Strategy aimed to transform 25% of total mobility journeys in Dubai into smart and driverless journeys by 2030. They also discussed Estonia's participation in the World Congress of Intelligent Transportation Systems (ITS World Congress) 2024, which

will be held in Dubai; the first time such an event is held outside Europe, North America, Australia and East Asia.





# Al Tayer briefs Tanzanian Minister of Interior on Dubai's experience in public transport and licensing systems

His Excellency Mattar Al Tayer, Director-General, Chairman of the Board of Executive Directors of Dubai's Roads and Transport Authority (RTA) received His Excellency Engineer Hamad Masauni, Minister of Interior of the Republic of Tanzania, along with Mr. Idrissa Zahran, Advisor for the Tanzanian Consulate in Dubai, and the accompanying delegation. The meeting discussed means to boost cooperation and utilize RTA'S expertise in roads and the use of public transport in the mobility of residents and visitors. The visitors were acquainted with RTA's models in the licensing of drivers and vehicles as well as public-private partnerships.



## Al Tayer discusses infrastructure engineering and transport technology with Parsons delegation

**His Excellency Mattar Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA) held a meeting with Carey Smith, Chair, President and CEO of Parsons Corporation. The meeting focused on discussing cooperation and exchange of expertise, as well as reviewing RTA projects undertaken by Parsons. The two parties also touched upon investment opportunities and future projects RTA is considering undertaking in the future with the private sector.**

The meeting also briefed on recent developments in the field of infrastructure engineering and transport technology, as well as RTA's efforts to achieve its vision as 'The world leader in seamless & sustainable mobility'. The meeting highlighted RTA's key role in shaping the future of sustainable transport by foreseeing the future, adopting strategic projects that support the economy, and contribute to the wellbeing and happiness of Dubai's residents and visitors. Attendees from RTA included Eng. Maitha bin Adai, CEO of Traffic and Roads Agency; Abdul Muhsen Ibrahim Kalbat, CEO of Rail Agency; Moaza Saeed Al Marri, Executive Director of the Director General's Office; Dr Sara Ishaq Mohammad, Manager of Urban Planning &

Wellbeing Affairs Section, and Assistant General Coordinator of the Infrastructure, Urban Planning and Well-being Track. Attendees from Parsons included Pierre Santoni, President of Parsons - Middle East and Africa; Jason Yale, Managing Director of Corporate Communications, and Suad Al Khawaja, Sr. Vice President - Sector Manager of Dubai, Kuwait, Bahrain.



# RTA awards contract for constructing internal roads in 4 residential areas

In response to the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President Prime Minister of the UAE, and Ruler of Dubai; and His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council to address the needs of demographic growth and urban expansion, and in an effort to foster the wellbeing of residents of the emirate, Dubai's Roads and Transport Authority (RTA) has awarded a contract for constructing internal roads and lighting works at four residential communities of Dubai, namely Margham, Lahbab, Al Lesaily and Hatta. The project, which covers roads extending 37 km in total, also includes road works over 21 km and adding streetlights for existing roads stretching 16 km. The project is expected to be completed by the end of 2023.

## Margham

"The construction of internal roads stems from RTA's keenness to improve the infrastructure of roads, light and stormwater drainage systems in residential communities. The internal roads project at Margham covers the construction of roads extending 8 km in an area on the Dubai-Al Ain Road, nearby Skydive Dubai. The infrastructure works also include rainwater drainage networks and streetlights. The project serves more than 1100 residents of the neighbourhood," said Al Tayer.

## Lahbab

"The internal roads project at Lahbab includes paving roads extending 4 km along with infrastructure works of rainwater drainage and streetlights. The scope of the project also covers lighting works of the existing streets extending 2 km at the Dubai-

The project is undertaken in response to the directives of Mohammed bin Rashid, Hamdan bin Mohammed

Hatta Road beside Lahbab Camels' Race Track. The project serves more than 3,000 residents, and improves the linking of the residential area under construction with the roads network," commented Al Tayer.

## Al Lesaily

"The internal roads at Al Lesaily span 7 km. The project includes road works at Saih Assalam near Last Exit and Al Qudra Lake over more than 14 km, the project serves about 2,900 residents and improves the entry/exit points of the area," stated Al Tayer.

## Hatta

"The project covers the construction of roads extending 2km at Hatta, specifically at Sa'aer, Al Salami and Suhaila in addition to infrastructure works that include rainwater drainage and streetlights. The project serves about 6,000 residents and improves the entry/exit points as well as the connection of the residential community under construction with the road network,"

## concluded Al Tayer.

RTA currently constructs internal road networks within three residential districts namely Al Quoz 2, Nad Al Sheba 2 and Al Barsha South 3 extending 34.4 km in total. They include roads extending 16 km at Al Quoz 2 to serve more than 3,000 residents, roads extending 6.4 km at Al Barsha South 3 to serve more than 4,500 residents, and roads extending 12 km at Nad El Sheba 2.





# RTA celebrates 17 years of excellence and leadership

On November 1st, Dubai's Roads and Transport Authority (RTA) celebrated its 17th anniversary together with the 13th Public Transport Day initiative, which is held this year under the theme "Physical and Mental Health Care".

The excellent, leadership, remarkable accomplishments, and extraordinary success of the past 17 years, as well as the ability to overcome persistent challenges, have all been attributed to the shrewd vision, support, and continuous follow-up of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE and Ruler of Dubai; His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council; and His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, Deputy Prime Minister and Minister of Finance.

His Excellency Mattar Al Tayer, Director-General, Chairman of the Board of Executive Directors of RTA, stressed that the Public Transport Day initiative had succeeded in achieving the desired goals. "It facilitated Dubai's role in promoting environmental protection, achieving sustainable development, and encouraging residents to use mass transit means. It also increased the number of public transport riders and raised their awareness of RTA's

modern mass transportation systems like the Metro, Tram, public buses, and marine transportation. The number of mass and shared transport users in Dubai reached about 461 million riders in 2021, at a rate of 1.3 million riders per day. The first half of this year witnessed a growth in the number of riders hitting 304.6 million passengers, at a rate of 1.68 million riders per day," commented Al Tayer. Integrated Networks







## Al Tayer: RTA is moving forward to realise Dubai's Smart Self-Driving Transport Strategy

“Dubai’s public transport network features integrated elements that have become the backbone of the mobility of residents across Dubai. The network succeeded in coaxing a change in the culture of the entire community segments towards using public transportation. RTA’s strategic and executive plans are based on integration to ensure smooth traffic flow across Dubai. They include the expansion of road networks, crossings, and public transport systems including the metro, tram, buses, and marine transport as well as the first and last-mile means and shared transport. It also focused on constructing connected pedestrian and cycling facilities and upgrading the traffic and transport technologies to achieve the efficient utilization of road and mass transport systems. The plans also focused on initiating policies to encourage the public to reduce the reliance on private vehicles and increase the dependency on other means of transportation, including public and shared transport,” he added.

### Integrated infrastructure

Al Tayer added: “Under the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President, Prime Minister of the UAE, Ruler of Dubai, and the follow up of

His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, Chairman of the Executive Council; and His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai, Deputy Prime Minister, Minister of Finance, RTA have accomplished huge projects costing more than 140 billion dirhams. Such projects are highlighted by Dubai Metro, which now spans 90 km after the launch of Route 2020, the 11-km Dubai Tram, and the Dubai Water Canal which was completed in less than three years.

“RTA also implemented many road projects which contributed to increasing the total length of the roads network from 8,715 lane-kilometre in 2006 to 18,475 lane-kilometre in 2021. The number of bridges and underpasses increased six times from 129 bridges and underpasses in 2006 to 884, and the number of pedestrian bridges and underpasses has also quadrupled from 26 pedestrian bridges and underpasses to 121 during the same period, including Dubai Metro and Tram bridges. The length of the cycling tracks increased from 9 kilometres in 2006 to 502 kilometres in 2021.

“The projects implemented by RTA have enhanced the global competitiveness of the United Arab Emirates which was ranked Number One in the quality of road worldwide for 5 consecutive years. The concerted efforts of RTA and the Dubai Police General HQ have helped improve road accident-related fatalities from 22 cases per 100,000 of the population in 2006 to only 1.9 cases in 2021” said Al Tayer.



## Digital Transformation

“By leveraging Industry 4.0 technologies, RTA supports Dubai’s digital transformation and enhances customer service quality and operational efficiencies. It adopted a specialised digital strategy encompassing a roadmap of projects and programmes aligned with local and global digital transformation strategies. Such a drive enables RTA to elevate its standing as a global pioneer in advanced digital technologies to serve infrastructure and transport. It is reflected through 6 strategic pillars and 11 paths consistent with the digital transformation drive, and the technologies of the 4th Fourth Industrial Revolution.

“RTA accomplished 76 projects out of a total of 106 projects

**Al Tayer: Thanks to the directives of our leaders, we have achieved integrated infrastructure that boosted the competitiveness of Dubai**

listed in its digital strategy. Work is currently up and running in 14 projects, and 16 projects will be undertaken in the future. The digital adoption index of RTA’s services amounted to 95.8% and compliance with the Dubai Data Law clocked 100%.

“RTA is keen to play a leading role in the digital transformation drive. It charted out a comprehensive roadmap for automating services and tasks, enhancing the use of artificial intelligence and data







science, and introducing smart dashboards to support strategic decision-making. It has also improved operational efficiency, optimised the use of existing resources, and expanded the scope of digital partnerships and innovation,” explained Al Tayer.

### Smart mobility

Al Tayer indicated that RTA is moving ahead toward realising the Dubai Smart Self-Driving Transport Strategy aimed to transform 25% of total mobility journeys in Dubai into journeys on various self-driving transport means by 2030. It recently completed the first phase of preparing digital maps for Cruise’s self-driving vehicle (Origin) in preparation for the launch of the service in 2023, rendering Dubai the first city in the world to commercially operate Cruise self-driving vehicles outside the United States of America. RTA will start the operation with a limited number of Cruise vehicles to provide taxi and e-hail rides. The number of vehicles deployed will gradually increase to reach 4000 by 2030.

### Public-Private Partnership

Al Tayer stated that RTA had widened the scope of partnership with the private sector to deliver innovative services and offer new opportunities in transport and finance. In collaboration with Careem, RTA established Hala as the first company of its kind worldwide

between a public transport entity and the private sector specialised in e-hail rides. The company contributed to reducing customers’ waiting time for taxis from 11.4 to 3.7 minutes.

### Indicators and Results

**The analysis of RTA’s Energy Report 2021 showed a decrease in total energy consumption by 18%, and gasoline consumption by 36% compared to the average consumption during 2016-2019-. This drop is attributed to the increased use of hybrid and electric taxis by Dubai Taxi Corporation, along with a 15% decrease in diesel consumption, despite an increase in the public bus fleet.**

**RTA has carried out a process to upgrade its old fleet of buses to replace them with modern ones equipped with eco-friendly Euro 6 engine types compatible with the European specifications for carbon emissions. The report also indicated an increase in electricity consumption by 11%, as a result of the operation of the 15-kilometre Dubai Metro Route 2020, which includes seven stations - all of which are accredited with Leadership in Energy and Environmental Design (LEED) Gold Certification.**





# Wellness Care highlights 13th Public Transport Day

October 25th will mark the start of Dubai's Roads and Transport Authority (RTA) celebrations of the 13th Public Transport Day. The theme of this year's event revolves around caring for wellness (Public Transport Day gets Healthy). It seeks to send a message to encourage community members to opt for public transport means for a better physical and mental health and enjoy a relaxed time rather than the hassles of driving. This year's Public Transport Day will have participation of various partners and sponsors, including Keolis MHI, Noon, Hypermedia and YourFitness.Coach.

The Public Transport Day, which is part of celebrations of RTA's 17th anniversary, is also held in conjunction with the Dubai Fitness Challenge 30X30 initiative launched by His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council, which kicks off on October 29th. The initiative urges residents to allocate 30 minutes every day for practicing their favourite sport over 30 days.

RTA calls on community members and public transport riders to register online in [nolplus.ae](https://nolplus.ae) loyalty programme to know more about the surprises and enjoy the fantastic prizes on offer during the celebrations. nol Plus points for all public transport users will be tripled during the campaign from October 25th to November 1st. Public transport users will be offered nol Plus points that can be redeemed and used in later discounts.





**A chance to win one million nol Plus points and triple the points for public transport users during the campaign**

**Encouraging the use of public transport means to enjoy better physical and mental health**

RTA will honour 115 winners. The first winner will receive one million nol Plus points, and health prizes. Various vouchers will be offered to other winners who will be honoured during the main event on Public Transport Day. Honours will also include other individuals as well as RTA employees among the most frequent users of public transport during the campaign with one million nol Plus points for the winner, 500 thousand points for the runner-up, and 250 thousand points for the third.

## Speed up ... Slowdown

The Public Transport Day's celebration, which will precede the start of RTA's anniversary on Nov 1st, will be held under hashtag: #SpeedUpSlowDown (Speed up to increase physical activity and slow down to enhance peace of mind), which advocates a healthy lifestyle and activities through social media influencers riding public transport means besides creating content to encourage people to actively use public transportation.

The first day of the campaign includes a diverse cast of sports and health activities and exercises including the Stop to Move initiative that encourages healthy lifestyles on board public transport means, and Quick Relaxation in the tram and marine transport means and marine transit means. The initiative sends WhatsApp messages notifications in specific geographic zones to passengers (within a radius of 500 meters around each station) urging them to meditate, relax and adopt correct breathing techniques.



## Health Map

Among the initiatives there will be a digital map of all health facilities along public transport routes, which can be easily downloaded by scanning a smart code. These places may include parks, jogging tracks, fitness centres, and retail stores for health products and others. Prizes will be presented to the winners of sports competitions and exercises at certain places within the public transport domain to motivate the practice of sports during the campaign.







**#SpeedUpSlowDown: Speed up to increase wellness and slow down to enhance peace of mind**

**Enjoying relaxation, avoid the pressures of over speeding**

**Treasure Hunt in public transportation and rewarding winners**

## Treasure Hunt

This year's edition of the Public Transport Day celebration includes the "Treasure Hunt" fun competition, which will start on the first of November. This year, the competition will blend the real and virtual worlds to discover the hidden treasure, be it genuine coins hidden in various public transport stations across Dubai. It can also be virtual currencies obtained digitally. Clues will be offered to passengers by social media influencers.



# Scooping Gold Stevie International Business Award® for Technical Support

**Dubai's Roads and Transport Authority (RTA) has won the Gold award in Stevie International Business Award® in the category of the Best Technical Support Solution - Computer Technologies. The USA-based coveted awards recognise the achievements of businesses in a variety of fields. RTA won the accolade for its e-signature system.**

Mohammed Al Mudharreb, CEO of Technology Support Services Sector, RTA said, "Winning this prestigious award by the e-signature system launched in October 2021 is a fitting recognition. The system can trace and audit the status of the document throughout the phases

of the signature process. It can also organise and classify documents for easy retrieval when needed and has the potential of setting a time limit for the document's validity for signature, besides preparing models for reusable documents.

## Securing renewal of its ISO certification in Learning Services Outside Formal Education

**Dubai's Roads and Transport Authority (RTA) has succeeded in securing the renewal of the ISO 29993:2017 Certificate in Learning Services Outside Formal Education from the British Standards Institution (BSI), which was initially obtained in 2019. RTA was the first entity in Dubai to receive this certification.**

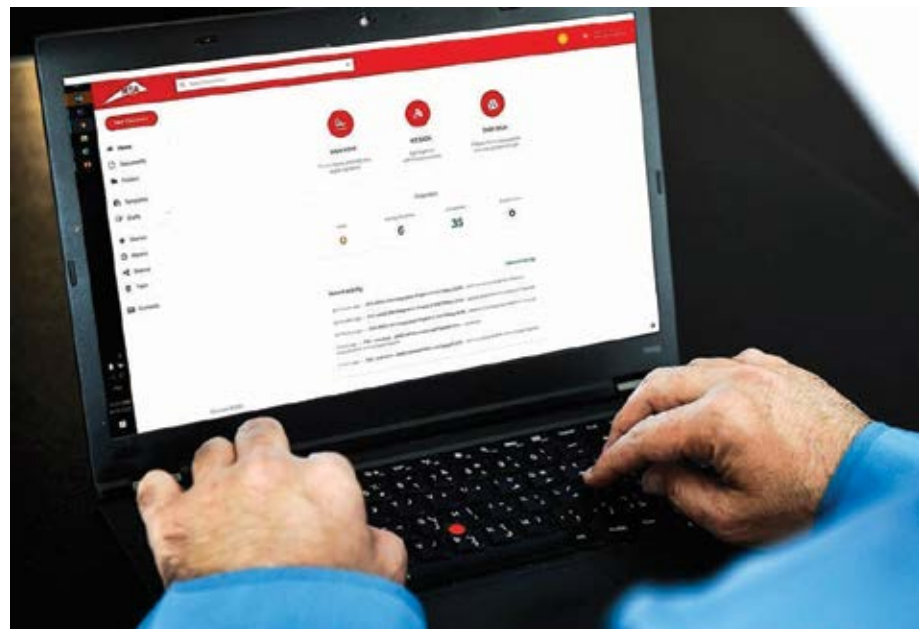
Obtaining the renewal of the ISO Learning Services Outside Formal Education Certificate targets RTA's employees to ensure they get quality learning and training and that requirements are addressed.

RTA is keen to develop the deliverables of the learning programmes as they relate directly to its strategic objectives of attracting, qualifying and retaining talents and ensuring their matching with future skills. It also seeks to promote the values of excellence, knowledge management, leadership in innovation, and research and development. It also focuses on developing human

resources capabilities and achieving corporate values based on competitiveness, leadership, pioneering and teamwork. The assessment carried out by the BSI aimed to reassess the current certificate. The process included carrying out administrative interviews and reviewing the documents and feedback made. The assessment was conducted remotely and the results showed RTA's learning and training services are continuously improving, and compliant with the assessment measures. It was also intended to verify that the training delivers high-value services to the targeted employees of the RTA.

The e-signature system contributes to completion and efficient follow-up of transactions and facilitates the procedures of signing contracts with contracted parties as well as corporate and individual customers.

The system was designed according to the top information security standards approved by the Telecommunications Regulatory Authority and the Digital Government, in conjunction with the Dubai Digital Authority.



## ISO Certificate

Obtaining the ISO certificate is a multi-step process that starts with the Gap Analysis. In this regard, RTA hired a specialised agency to ensure the Talent Development Centre is fit for the purpose to implement the ISO standard, and the development of procedures to streamline the

training process to bring it up to the required standards. Then the final audit was carried out by the external assessor of the BSI to verify that the programmes and procedures of the Centre were compatible with the international standards aimed to provide positive and fruitful support to the educational process.



# Buses linking between Mall of the Emirates and Miracle Garden

The route supports tourism in the emirate

**Dubai's Roads and Transport Authority (RTA) will resume the service of Bus Route 105 between Mall of the Emirates Bus Station and the Miracles Garden on October 10th, 2022. The service will run at 30 minutes intervals during weekdays, and 20 minutes intervals on Fridays at a fare of AED5.**

The aim of relaunching this seasonal bus route is to ease the movement of tourists during the winter season, which is very popular among residents, visitors, and tourists. This express bus service starts from the Mall of the Emirates Bus Station and heads directly on a non-stop journey to the Miracle Garden and vice-versa.

RTA is always keen on broadening the scope of the public bus network and enhancing its integration with other mass transit means, such as the metro, tram, and marine transportation (Dubai Ferry, Bus, and the Water Taxi) in addition to taxis and shared transport. Such efforts are part of RTA's persistent endeavours to make its modern transit means the preferred mobility choice throughout Dubai and between the emirates.

It is worth noting that the RTA launched Bus Route 105 connecting the Mall of the Emirates Metro Station and the Miracle Garden on December 17th, 2015. Since then, this route served more than 900,000 passengers.



## RTA unifies business hours at vehicle testing service centres as of 14th October

The unified service hours apply to all centres except for Tasjeel Hatta and Jebel Ali

**Dubai's Roads and Transport Authority (RTA) has introduced uniform working hours across its 28 service provider centres (vehicle technical testing) across the emirate, except for Tasjeel Hatta and Jebel Ali Centres. Unifying business hours at service-providing centres is part of RTA's intention to provide better services to customers, namely motorists. The implementation of the new working hours will begin on Friday, 14th October 2022.**

# Taxis Sector posts 27%

**Dubai's Taxi sector has achieved a growth rate of as much as 27% during the first half of 2022 compared to the same period last year. The sector has recorded a recovery rate of 101% compared with performance in 2019; the pre-pandemic levels. The growth rate registered by the sector is the highest over six years.**

"The taxi sector, e-hail ride, and hourly car rental witnessed a soaring demand during the first half of this year compared with the same period last year," said Adel Shakeri, Director of Planning and Business Development, Public Transport Agency, RTA.

Hala Taxi journeys have rocketed during the first half of 2022 by 157% compared to the same period in 2021. The e-hail business has recovered 92% of its volumes in 2019 as daily life is back to normal after the effects of the Covid-19 pandemic have significantly receded.

"The e-hail journeys have also surged by 74% during the first half of this year compared to the same period last year. The hourly car rental has also recovered by 56% with journeys recording a 6% increase during the first six months of 2022 compared with the same period in 2021," concluded Shakeri.

**The increase is the highest in six years as recovery rate reaches 101% compared with the pre-pandemic levels**



Except for Tasjeel Hatta and Jebel Ali Centres, the new working hours at RTA's service-providing centres shall extend from 7:00 am to 10:30 pm. Tasjeel Hatta Centre will operate from 8:00 am to 4:00 pm, and Tasjeel Jebel Ali Centre will open from 7:00 am to 5:00 pm.

Instead of Saturday, the weekend holiday at service provider centres will be on Sunday. Friday's working hours will be split into two shifts; morning and evening. In each of the 28 service provider centres, the morning shift will run from 7:00 am to 12:00 midday, and the evening shift will be from 3:00 pm to 10:30 pm.

On Friday, Tasjeel Jebel Ali Centre will open in the morning shift only from 7:00 am to 12:00 midday, whereas the working hours at Tasjeel Hatta Centre on Friday will only be limited to the evening shift, from 3:00 pm to 9:00 pm.





# ‘Pink October’ gifts ladies medical and educational activities under the theme: ‘Because We Care’

RTA's Women Committee organized a variety of medical and awareness activities for female employees during 6th - 13th October, marking the month designated for raising global awareness of breast cancer under the theme ‘Because We Care’. This initiative is part of RTA's keenness to spread awareness and education about the importance of maintaining good health by undergoing regular screenings to detect symptoms of breast cancer and treatment methods.

Events included an interactive workshop to raise awareness of the importance of sports for women's health and a healthy diet presented by Dr. Maha Al Qatami from the Dubai Health Authority. An awareness workshop on the causes of breast cancer, preventive measures, and treatment was also held and presented by Dr. Suha Al Malki from Tadawi Hospital in Dubai. The workshop included a free breast cancer screening of all female employees who were also offered medical consultations.

## Technical and Medical events

Moaza Al Marri, Executive Director, Office of the Director General, Chairman of the Board of Executive Directors and Chairperson of RTA's Women Committee, said: “According to RTA's strategic goals and objectives aimed to bring happiness to community and to further promote the social responsibility, the Women Committee is always keen to run programmes and events that support the agenda of the UAE. The vision seeks is to implement a health system aligned with the top international standards in terms of providing services that enhance the prevention among women, combat breast cancer and encourage early screening. “RTA's Women Committee seeks to promote knowledge amongst female employees and foster a culture of health care

for women from psychological and physical perspectives. Such a drive is in line with the national strategy for the empowerment and leadership of women in the UAE that call for providing a decent life as well as social welfare for women,” added Al Marri.

## Employee interaction

During the event, female employees engaged in several activities of common interest to learn more about the importance of early detection, and minimize the spread of the disease, and the benefits of adopting a healthy lifestyle.

Employees also paid close attention to the medical advice provided to them, which included clarifying the most common symptoms and factors contributing to the risks of catching the disease. They were also briefed on the importance of combating the disease through early diagnosis and following up on the efforts being made to establish appropriate policies and programs in this field in line with the medical efforts in the UAE.

It is noteworthy that Breast Cancer Awareness Month, which takes place annually in October worldwide, is a month that witnesses activities to encourage people to increase awareness about the disease and provide psychological and therapeutic support to female patients and rehabilitate them for treatment.



# Emirati Students Forum and Career Fair hosted by UAE Embassy in Washington DC

Dubai's Roads and Transport Authority (RTA) has recently taken part in the UAE Students Forum organized by the UAE Embassy in Washington DC for current students and alumni of American universities. Under the theme the 'Year of the 50th and Focusing on the Next 50 Years,' the Forum aimed at acquainting Emirati graduates of American universities with job opportunities within RTA.

"RTA's participation in this virtual Forum is part of its strategy to promote Emiratisation and fulfil its social responsibility commitment to recruit fresh Emirati graduates from within the UAE or far afield. At this event, graduates or those who are on the cusp of graduation will be able to screen a variety of job openings in various fields in RTA," said Sultan Al Akraf, Director of Human Resources and Development at RTA.

"RTA regularly participates career fairs in the UAE and abroad and fills vacancies in line with the Emiratisation strategy. It also offers training programmes designed to qualify fresh graduates

of universities and colleges for employment in the RTA, as well as competitive advantages to increase graduates' employability." The UAE Students Forum organized by the UAE Embassy in Washington DC for current students and alumni of American universities offers an international platform for exchanging ideas with students and identifying their ambitions. RTA will provide all support and resources for Emirati students overseas to help them shape their future by offering them fancy employment prospects in RTA, considering it one of the biggest government entities in Dubai.

## Driving trainers achieving Level 3 Diploma honoured

**Saeed Al Ramsi, Director of Drivers Affairs Department, at the Public Transport Agency, RTA honoured the driving trainers who had achieved Level 3 Diploma, following the successful completion of an executive business training at RoSPA Foundation.**

Level 3 Diploma programme is part of a project to improve the training systems and programmes at the Department to bring them in line with the recommendations of the Organisational Network Analysis (ONA) undertaken by the RoSPA Foundation. It seeks to achieve continuous and permanent improvements throughout the 3-year certification period. The importance of this Diploma is underlined by its impact on the design and development of a training curriculum that meets the highest international standards and specifications.

RoSPA, in collaboration with the Drivers Affairs Department, has set an intensive training programme for Drivers Affairs trainers, who, upon completion, obtain a Level Three Diploma. It involves an in-depth knowledge of the latest technologies and training methods enabling them to perform their tasks efficiently.

"The initiation of the diploma programme, the first of its kind in the region, asserts RTA's pioneering efforts to continue with the drive of creativity and innovation. It requires developing a training curriculum, using creative methods compatible with the current variables and challenges toward supporting initiatives contributing to more efficient and improved training deliverables.





## RTA resumes bus routes to the Global Village's season



## RTA deploys electric abras to serve Global Village visitors

Dubai's Roads and Transport Authority (RTA) will begin operating electric abra tourist services for visitors to Global Village on Tuesday, 25 October, in conjunction with the start of the Village's 27th season (2022 – 2023).



**Dubai's Roads and Transport Authority (RTA) will resume four bus routes to serve tourists and visitors of is Global Village as it marks the start of its 27th season, on Tuesday, October 25th.**

The four routes to resume operations are: Route 102 from Al Rashdiya Bus Station at 60 minutes interval, Route 103 from the Union Bus Station at a frequency of 40 minutes, Route 104 from Al Ghubaiba Bus Station at 60 minutes interval, and Route 106 from the Mall of the Emirates Bus Station every 60 minutes. Priced at AED10, RTA will deploy deluxe (coaches) and regular buses this season. These buses are characterized by convenience, luxury, and high safety for riders, which renders the mobility journey from and to the Global Village a memorable experience for individuals and families.



“RTA is always keen on running the electric abra service with the start of the Global Village season every year, especially as abras had proved extremely popular among visitors. By offering riders an opportunity to board a transit means powered by renewable energy, we intend to generate a positive experience that will contribute to the growth of tourist numbers in the Global Village. The positive response is evident from the huge footfall of residents & visitors,” commented Mohammed Abu Bakr Al Hashemi, Director of Marine Transport, Public Transport Agency, RTA.

“We approved a plan to operate two electric abras to serve guests of the Global Village this season. The service proved extremely popular amongst visitors over the past seasons,” added Al Hashemi.

“Each year, the Global Village plays a vital role in enhancing Dubai’s tourism during the winter season. RTA

is committed to growing tourist numbers by running a wide range of public transport services, including marine transport represented by abras, Dubai Ferry, Water Bus and Water Taxi,” he further added.

Marine transport means are part of RTA’s core services. They are particularly appealing to tourists, as riders will savour the picturesque views and the iconic landmarks of the city during their journeys in Dubai, besides the smooth and enjoyable rides.

RTA’s marine transport means were designed by renowned boat manufacturers at top global standards. All amenities are available on board, and safety and security measures are in place. They also feature designated spaces for people of determination as well as spaces for bikes and scooters to facilitate integration between different transport means and support soft mobility.

# The 'Comprehensive Events 2022' satisfies all tastes

Dubai's Roads and Transport Authority (RTA) has hosted the Comprehensive Events 2022; a 5-day exhibition intended for RTA's employees and visitors. The event attracted the participation of 15 commercial entities where diverse products were on offer, such as households, personal items, paintings as well as food to suit all tastes, with discounts up to 70%.

## Shopping Opportunity

The exhibition aimed to bring happiness to employees and offer them an opportunity to shop and learn about new merchandise like clothes, perfumes, incense, and paintings. The Comprehensive Events 2022 offered a chance to display the best products and meet a variety of commercial entities working in various fields. It is characterized by excellent products on display and attractive discounts.

## Comprehensive Diversity

This year's edition of the Comprehensive Exhibition featured wide participation of top malls and retail stores that offered selections of famous brands at competitive rates. The exhibition also witnessed raffles for valuable prizes on the last day. The exhibition also witnessed raffles for valuable prizes on the last day.

## When doors close, doors of the Smart Centres remain open

Dubai's Roads and Transport Authority (RTA) announced the business hours of all its services during the holiday of the Prophet's birthday (Saturday 12 Rabi 1 1444H corresponding to 8th October 2022), including customer happiness centres, paid parking zones and service provider centres (vehicles technical testing).

Service provider centres (technical testing of vehicles) and customer happiness centres closed on Saturday 8th October 2022. The smart customer happiness centres at Umm Ramool, Deira, Al Barsha, Al Manara, Al Kafaf, Al Tawar and RTA's Head Office operated as

usual around the clock.

Public parking was free of charge across Dubai except for the multi-level parking terminals on the Prophet's birthday holiday, Saturday October 8th, 2022.



The exhibition underscores RTA's keenness to host events of interest to employees

■ RTA is keen on holding exhibitions of interest to employees. Earlier, RTA organized the Traffic Safety and Security Exhibition, which lasted for 3 days, in addition to the Travel and Tourism Exhibition, in which 19 tourism companies took part.



# “London Taxi” will Roam the Streets of Dubai

The London Taxi, which is distinguished by its antique appearance, semi-curved structure and black color, is one of the main features that define the character of the British capital, and many visitors are keen to use it, not only for transportation, but for fun and capturing memories with it. And, because nothing is impossible in Dubai, this taxi was brought in last year to join the fleet of hybrid limousines of the Dubai Taxi Corporation, in the interest of the corporation to delight its customers and give them an exceptional transportation experience.

In the pilot phase of the famous “Hackney rickshaw,” the Dubai Taxi Corporation launched only one car for testing and measurement and revealed to “Al Bayan” during its participation in “WETEX” its intention to expand the provision of this taxi, announcing the joining of 10 others to the fleet of limousines. The hybrid you own, at the end of next month, can be upgraded in the future.

The taxi, which has a unique design compared to other taxis, enhances the efforts of the Roads and Transport Authority, which seeks to promote limousine and taxi services in the emirate. Its spacious interior is designed to provide passengers with ample space and 6 seats in a separate cabin from the driver.

## Advantages

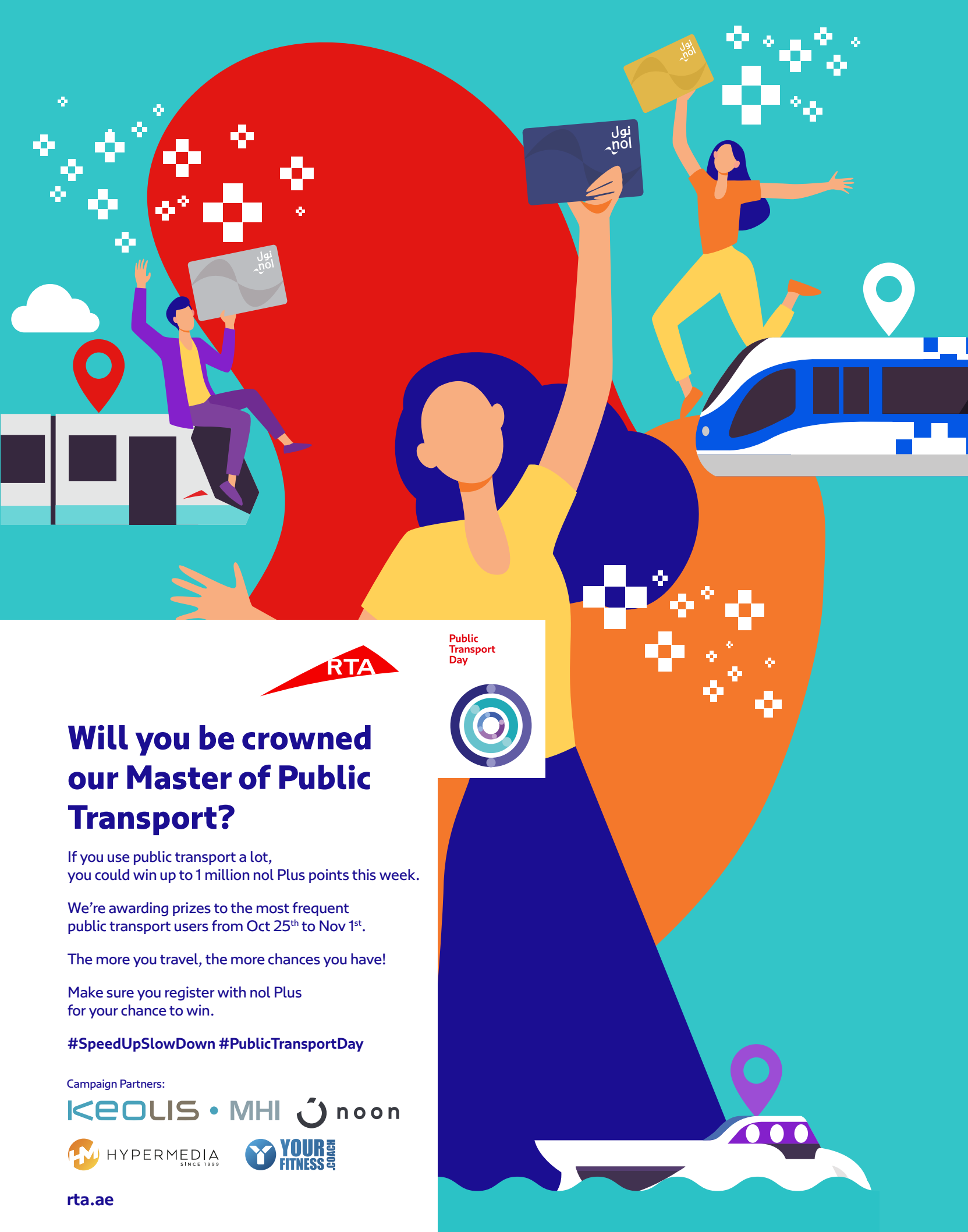
The most prominent other advantages of this taxi are that it has a design equipped to serve people of determination, and a panoramic roof that isolates 95% of the outside heat, and it has several systems such as satellite navigation, Wi-Fi, blind spot monitoring, forward collision warning, and voice activation. Lane Departure Warning, Battery charging speed averages 30 minutes with fast charging and about 3 hours with normal charging.

## tracking system

The “London Taxi Dubai” contains an advanced backup tracking system to provide safety and security for passengers, enhance the integration of transport and transportation systems, as well as facilitate movement in mass transit until reaching the destination.

RTA confirmed that this initiative would reduce drivers’ wrong behavior, through a system to stop the vehicle when needed and in emergency situations from the control center, and a tracking system that works when the basic systems stop.





Public  
Transport  
Day



## Will you be crowned our Master of Public Transport?

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We're awarding prizes to the most frequent  
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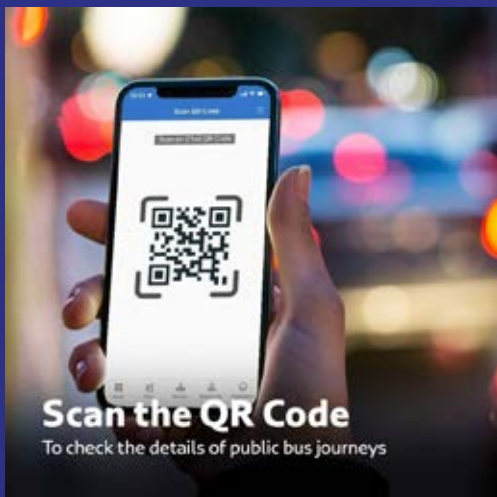
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RTA carries out inspection campaigns on illegal transport practices, fare evasion on public buses over two months

#RTA in collaboration with the #Dubai Police and General Directorate of Residency and Foreigners Affairs, has carried out two inspection operations relating to unlicensed transport activities and fare evasion for #PublicTransport means during June and July 2022.



If you are a public bus user, you can check the arrival and the next departure times of buses easily by scanning the QR code in all stations or via #Shail app. #YourComfortMatters You can download the app via App Store, Google Play, or Huawei AppGallery.

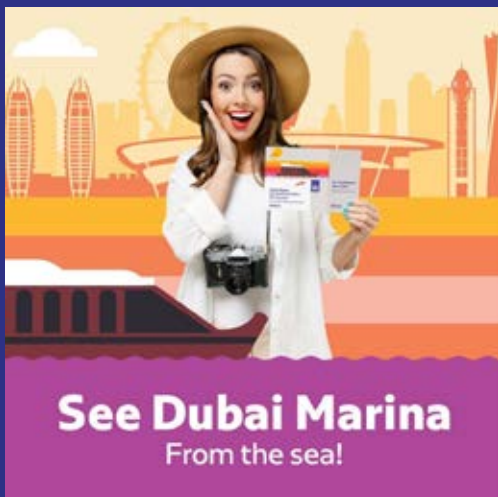




You can use #DubaiMetro and #DubaiTram together in one journey via the two metro interchange stations; Sobha Realty Tram (R36) or DMCC (R37), or via the Dubai Marina (05) or JLT (03) Tram Stations, where you can easily depart to your next destination.



Delivering orders is not greater than your life. Drive safely, carefully, and slowly on the road to ensure your safety and that of others. Don't forget, one simple mistake could kill you or leave you with a permanent disability. #It\_Can\_Wait #YourSafetyOurPriority #RTA



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# Glass-bottomed panda train debuts in China

The Zhongtang Air Railway, the world's first glass-bottomed aerial rail train, was inaugurated in Chengdu, China.

The Dayi Air Rail Project is the world's first new energy tourism air rail test line using lithium battery power packs. Four stops are located along the approximately 11.5 km long line, according to Chinese media outlets.

Black and white colours dominate the exterior of the train, resembling the famous panda of China.

The air trains feature a comfortable interior, and unlike the upper part of the train that is opaque due to lighting and other equipment, transparent glass covers the front, left, right, and bottom portions of the train, allowing for a more pleasant viewing experience.

**This train's maximum speed is the same as that of a regular subway, which is 80 km/h, and the maximum passenger capacity is 120 people.**



## Women-Friendly Buses at Istanbul

The Department of Transport in Istanbul has allowed women to alight from public buses at any place they may wish along the bus route.





# Inside Luxembourg's free public transport

Luxembourg is the only country in the world where all public transport, such as trains, trams and buses, is free to use at anytime from anywhere.

With this move, the government hopes to ease severe congestion caused by private vehicles, as well as to bring environmental benefits.

Luxembourg is one of the richest countries in Europe, with the highest GDP per capita in the European Union. It has a total land area of 2586 km<sup>2</sup>.

By car, Luxembourg City is only half an hour away from Belgium, France, and Germany.

More than 180,000 workers commute from neighbouring countries every day due to Luxembourg's high cost of living, especially in Luxembourg City.

In Luxembourg, job opportunities are plentiful and attractive, but overcrowding has resulted from an economy that is booming and a heavy focus on jobs.

Luxembourg had a motorisation rate of 662 cars per 1,000 residents in 2016. According to a 2017 report by the Ministry of Sustainable Development and Infrastructure, driving was the most common mode of transportation for passengers.

During that year, Luxembourg City drivers spent a lot of time in traffic jams.

## Free transport for all

The public transport system in Luxembourg covers the entire country, costing \$562 million a year.



Ticket sales average around \$46 million per year. The government bears the cost of providing free public transportation.

"The country is doing well. We want the people to reap the benefits of a strong economy," said a government spokesman.

In urban areas, people who are used to driving their own vehicles or cycling might be inadvertently convinced by the government's free public transport. Rather than driving 500 meters, a passenger might see a bus approaching and think: I could take the bus and travel 500 meters for free.

**With a population of 602,000, Luxembourg is one of Europe's smallest countries in terms of area and population - yet it suffers from major traffic jams.**

