

# المسار almasar

The Official Monthly Magazine of Dubai's RTA

Issue No. 207 – September 2025

## 395 million Used Public Transport, Shared Mobility, and Taxis



## **Vision**

The world leader in seamless & sustainable mobility.

## **Mission**

We provide seamless and safe travel with innovative, sustainable mobility solutions and services to make every journey in Dubai a world-class experience.

## Public Transport in Dubai



Dubai's public transport system has become a vital artery sustaining the city's vibrant life and a cornerstone of its comprehensive development journey. Under the leadership of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, Prime Minister of the UAE, Ruler of Dubai, and the guidance of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, Deputy Prime Minister, Minister of Defence, and Chairman of the Executive Council of Dubai, the emirate is shaping into the world's smartest city and the best place to live.

Public transport has become the strategic choice for Dubai's residents and visitors, as demonstrated by the steady rise in users across the board. Year after year, the emirate records consistent growth in ridership, underscoring the strong confidence placed in this vital sector and its role in reducing reliance on private vehicles, easing congestion, and lowering carbon emissions. Dubai Metro stands as the flagship of this success, firmly established as a cornerstone of daily mobility and delivering a service defined by efficiency, comfort, sustainability, and safety.

Over the past two decades, Dubai's public transport network has undergone a remarkable transformation, supported by advanced infrastructure and a diverse range of transport alternatives, including Dubai Metro and Dubai Tram. The network also comprises a modern fleet of 1,390 public

buses, all compliant with European low-emission standards (Euro 6).

Today, this network forms the backbone of mobility for residents and visitors in the emirate. As a result, public transport and shared mobility ridership grew from 220 million in 2006 to 2.2 billion in 2024, while the share of trips made through these modes increased from 6% to 21.6% over the same period.

The Government of Dubai continues to invest in public transport infrastructure. Work is underway on the Dubai Metro Blue Line, which extends 30 kilometres and includes 14 stations. The line will serve nine key areas with a combined population of around one million, in line with the Dubai Urban Plan 2040. Over the next two years, 637 new buses of varying sizes will join the fleet, all compliant with European low-emission standards (Euro 6). Among them are 40 electric buses – the largest and first of their kind in the UAE. The expanded fleet will broaden bus services across the emirate and accelerate the transition to a 100% electric and hydrogen-powered fleet by 2050.

Dubai's public transport network is more than a mean of travel; it is an integrated urban experience that drives economic growth and enhances the city's appeal as a place to live, work, invest, and visit. The growing adoption of smart solutions and artificial intelligence will further shape and strengthen the future of mobility in Dubai.

H.E. Mattar Al Tayer

Director General, Chairman of the Board of Executive Directors

# المسار almasar

## Al Masar Magazine Strategy

### Vision

The Pioneer Government Magazine in Dubai

### Mission

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

### Core Values

Transparency & Credibility  
Corporate Reputation  
Excellence  
Spirit of Team  
knowledge Sharing

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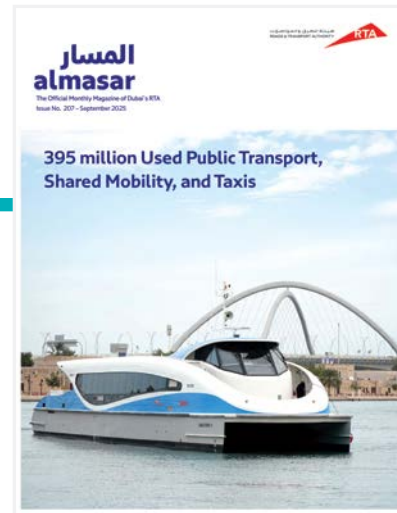
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To browse Al Masar magazine



## Projects

- 10 Widening Bridge Leading to Dubai International Airport, Terminal 1.
- 12 Opening of an 800-metre Tunnel on Umm Suqeim Street.
- 14 Opening of an Exit from Financial Centre Street to Ras Al Khor Street.
- 14 Quick Solutions from Ras Al Khor towards Al Meydan Street Junction.
- 16 Traffic Improvements from Dubai Healthcare City to Sheikh Zayed Road.
- 16 Upgrades at Nad Al Hammar Junction: Ras Al Khor and Al Rebat Streets.

## Achievement

- 18 5-Star Excellence Rating for Smart Inspection in Public Transport.

## Services

- 20 Development of 22 Public Bus Passenger Stations and Depots
- 22 Completion of the Largest Upgrade of Metro Ventilation and Air-Conditioning Systems
- 26 New Driver Training and Licensing Centre in Al Ruwayyah 3
- 26 Launch of Phase Two of the Waiting Area Development Project
- 28 Free Wireless Internet on All Intercity Buses
- 28 Significant Increase in Metro and Tram Passengers' Use of Digital Channels
- 30 (Smart Monitoring) of Driving School Learners Achieves Outstanding Performance Results
- 30 A Smart Digital Platform to Monitor and Analyse Traffic Movement in Dubai





## Cover Story

06 395 million Used Public Transport, Shared Mobility, and Taxis

## Activities

- 32 Al Tayer Welcomes New Senior Employees.
- 34 Al Tayer Calls on Youth to Carry Forward the Leadership's Message, Congratulates Them on International Youth Day
- 36 The Women's Committee celebration of Emirati Women's Day.
- 38 Launch of Academic Scholarship Programme for the 2025–2026 School Year
- 38 RTA Participates in the Emirati Genome Programme.
- 40 Honouring 2,172 Taxi Drivers for Achieving the Highest Standards of Quality and Excellence.
- 40 (Public Buses) Honours Distinguished Drivers.



## Community Safety

- 42 Joint Awareness Events with Private Sector to Support Pedestrian Safety Programme



## School Safety

- 44 Back-to-School Campaigns Marked by Innovative Awareness Initiatives
- 46 Awareness Activities with the Private Sector Support the Pedestrian Safety Programme
- 46 Call on Operators to Comply with All Safety and Comfort Requirements for Students





# 395 million Riders Use Public Transport, Shared Mobility and Taxis in H1 2025

Dubai's Roads and Transport Authority (RTA) announced that public transport modes – including Dubai Metro, Dubai Tram, public buses, and marine transport – along with taxis and shared mobility options such as app-based vehicles, hourly rentals, and on-demand buses, served approximately 395.3 million riders in the first half of 2025. This represents a 9% increase compared to around 361.2 million riders during the same period in 2024. Average daily ridership reached nearly 2.18 million, up from approximately 1.98 million in the first half of 2024.







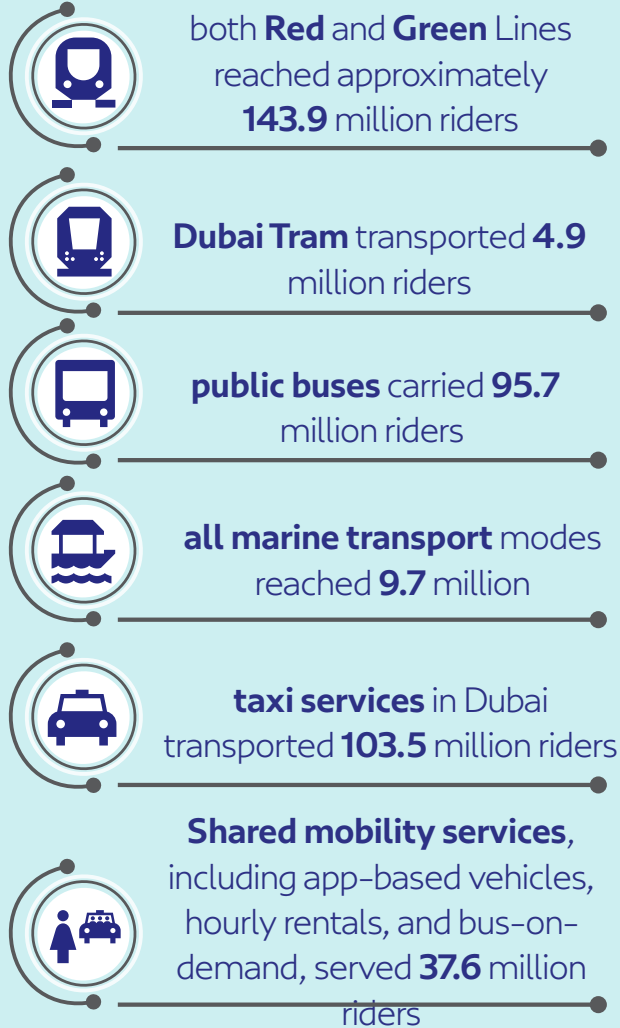
His Excellency Mattar Al Tayer, Director General, Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA), said: “The continued growth in public transport ridership reflects users’ confidence in the system’s efficiency and the quality of services provided across all modes. We remain committed to delivering safe, comfortable, and sustainable mobility solutions for every segment of society.”

He added: “Dubai’s public transport network has undergone a major transformation, driven by advanced infrastructure and a diverse range of transit options that now form the backbone of mobility for residents and visitors across the emirate. As a result, the share of journeys using public transport and shared mobility has increased from 6% in 2006 to 21.6% in 2024.”

“We are moving forward with a clear vision to make public transport the preferred choice for daily commuting by smartly expanding transport lines and networks, strengthening connectivity between stations and key destinations, and offering flexible, inclusive mobility solutions,” Al Tayer revealed.

“The Construction of Dubai Metro Blue Line is currently underway. Spanning 30 kilometres and comprising 14 stations, the line will serve nine key districts with a combined estimated population of one million residents, in alignment with the Dubai 2040 Urban Plan.” Al Tayer continued: “Earlier, RTA signed four agreements to procure 637 multi-sized buses compliant with the European low-emission standard ‘Euro 6,’ including 40 electric buses – the largest and first fleet of its kind in the UAE. The buses will be delivered in 2025 and 2026 and will support the geographic expansion of the public bus network across the emirate. They also align with our strategic objective to convert the entire public bus fleet to electric and hydrogen-powered vehicles by 2050. This month, we completed the development of 16 bus passenger stations and six depots, as part of our ongoing efforts to enhance the quality of services provided to all users.” Al Tayer explained that Dubai Metro and taxis recorded the highest share of ridership in the first half of this year, with the Metro accounting for 36.5% and taxis for 26%. Public buses made up 24% of the total.

## The number of Dubai Metro users during the first half of 2025



He noted that May registered the highest monthly ridership, reaching 68.8 million, while figures for the other months ranged between 61 and 68 million.

“There was a 9% increase in ridership during the first half of this year compared to the same period in 2024, a key indicator of the recovery in economic activity across the emirate of Dubai, as well as the effectiveness of the RTA’s strategies and initiatives to encourage both residents and visitors to use public transport and to offer diverse mobility options throughout the city,” he said. “Dubai’s public transport network, with all components operating in full integration, serves as the backbone of mobility across the emirate. It has succeeded in fostering a positive shift in public attitudes toward mass transit across all segments of society,” he added.

## Metro Stations

The number of Dubai Metro users across both the Red and Green Lines reached approximately 143.9 million riders during the first half of 2025. BurJuman and Al Rigga stations recorded the highest ridership volumes, with BurJuman Station (serving both the Red and Green Lines) registering 8.6 million riders, followed by Al Rigga Station with 6.8 million. Union Station (also serving both lines) came next with 6.6 million riders. On the Red Line, Mall of the Emirates Station recorded the highest ridership after Al Rigga, with 5.6 million riders, followed by Burj Khalifa/Dubai Mall Station with 5.4 million, and Business Bay Station with 5.3 million. On the Green Line, Sharaf DG Station ranked first in ridership, with 5.1 million riders, followed by Baniyas Station with 4.1 million, and Stadium Station with approximately 3.6 million. Dubai Tram transported 4.9 million riders during the first half of this year, while public buses carried 95.7 million riders. The total number of users of all marine transport modes reached 9.7 million.

Shared mobility services, including app-based vehicles,







hourly rentals, and on-demand buses, served 37.6 million riders. Meanwhile, taxi services in Dubai transported 103.5 million riders during the first half of the year.

## Integrated Network

RTA's strategic and operational plans are founded on the principle of integration across all tiers of public transport and shared mobility, aiming to ensure seamless and efficient movement throughout the emirate.

These plans include the development and expansion of road networks and the public transport system in all its components, including the metro, tram, buses, marine transport, first and last-mile solutions, and shared mobility, as well as the enhancement of pedestrian and cycling infrastructure and the connectivity between them.

They also involve the advancement of smart traffic and transport systems to optimise the efficiency and utilisation of roads and public transport, alongside the implementation of policies that encourage the public to reduce reliance on private vehicles and shift towards alternative transport options, including public and shared mobility.

These efforts are designed to continuously strengthen the role of public transport within the wider mobility ecosystem and support the Authority's strategic objectives to raise the share of trips made using public transport and shared mobility to 25% by 2030.



# Awarding Contract to Widen Bridge Leading to Terminal 1 of Dubai International Airport in Collaboration with Dubai Airports

Dubai's Roads and Transport Authority (RTA), in collaboration with Dubai Airports, has awarded a contract to widen and upgrade the bridge leading to Terminal 1 of Dubai International Airport. The project aims to enhance traffic flow to the terminal, reduce journey times, and improve customer experience, while accommodating the continuous growth in passenger numbers at Dubai International Airport, which exceeded 92 million in 2024.

His Excellency Mattar Al Tayer, Director General, Chairman of the Board of Executive Directors of the Roads and Transport Authority, said: "The project involves widening the existing bridge from three to four lanes by constructing a new bridge using an innovative system of steel box girders integrated with a composite concrete slab. This engineering solution was selected for its high structural efficiency, enabling delivery within a short timeframe, without the need for traffic diversions on Airport Street or temporary supports beneath the bridge, thereby ensuring uninterrupted traffic flow and the highest safety standards." He added: "The total length of the bridge, including its ramps, is 171 metres, with the main span extending nearly 70 metres. The project also includes road pavement improvements, upgrades to infrastructure services, and landscaping works to integrate with the surrounding infrastructure, in addition to new street lighting to enhance safety and visibility. The expansion will increase the bridge's capacity from 4,200 to 5,600 vehicles per hour, a 33% increase."

## Infrastructure Development

Al Tayer reaffirmed RTA's commitment to developing Dubai's road and transport infrastructure, enhancing the efficiency of key corridors, and providing sustainable, flexible mobility solutions that facilitate the movement of residents and visitors, improve quality of life, and strengthen Dubai's global competitiveness as a premier hub for international events.

He added: "The bridge expansion is part of RTA's continuous efforts to improve traffic flow and strengthen connectivity between major corridors and vital facilities, most notably Dubai International Airport, the world's busiest airport for international passengers. The expansion will boost street capacity, improve safety, and shorten journey times during peak hours."

## Airport Street Improvements

In recent years, RTA has implemented a project to upgrade Airport Street, covering the stretch from its intersection with Sheikh Mohammed bin Zayed Road to its intersection with

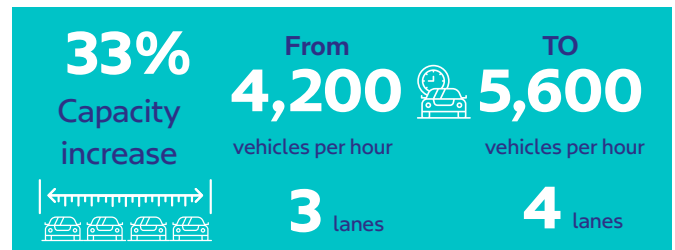
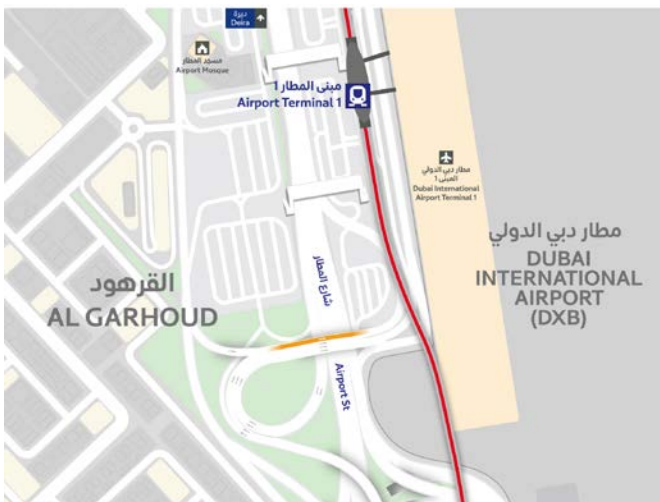






Casablanca Street. The project included the construction of bridges and tunnels at Al Rashidiya, as well as at the intersections with Casablanca Street, Marrakech Street, and Nad Al Hamar Street, in addition to improvements to surface-level junctions.

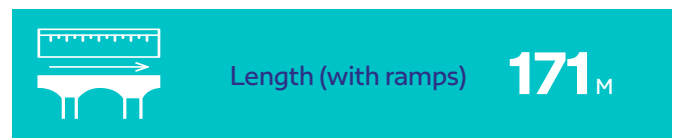
The project, which directly serves Dubai International Airport, also included the construction of a single-lane bridge providing direct access to Terminal 3 without stopping at the signalised intersection, another bridge leading to the Dubai Aviation Engineering Projects (DAEP) complex, and an additional single-lane bridge enabling traffic from Airport Street towards Casablanca Street without waiting at the signal. It further delivered an alternative route for vehicles from Al Garhoud to access Terminals 1 and 3 directly, along with the expansion of Casablanca Street from three to four lanes in the direction of Al Garhoud Bridge.



The new bridge will be installed in a short time without diverting Airport Road traffic while maintaining the highest safety standards

Innovative steel bridge with concrete deck

The project keeps pace with DXB Passenger growth **92 M+** passengers in 2024.



### Additional Works

Road pavement upgrades

Infrastructure services

Landscaping

Lighting



# Opening 800-Metre Tunnel with Four Lanes in Each Direction on Umm Suqeim Street

**Dubai's Roads and Transport Authority (RTA) has opened an 800-metre tunnel with four lanes in each direction as part of the Umm Suqeim Street Development Project, which extends from the intersection with Al Khail Road to the intersection with Sheikh Mohammed bin Zayed Road. The project forms part of RTA's ongoing efforts to upgrade road infrastructure in line with Dubai's sustained urban and population growth, while enhancing traffic flow. It serves several residential and development communities with a combined population exceeding one million.**

His Excellency Mattar Al Tayer, Director General, Chairman of the Board of Executive Directors of Dubai's Roads and Transport Authority (RTA), said: "The Umm Suqeim Street Development Project extends from the intersection with Al Khail Road to the intersection with Sheikh Mohammed bin Zayed Road, covering a distance of 4.6 km. The works included upgrading the intersection of Umm Suqeim Street with Al Barsha South Street, near Kings' School, where an 800-metre-long underpass with four lanes in each direction was constructed, in addition to a signalised surface-level intersection."

"The completed project is part of a comprehensive plan to develop the Umm Suqeim–Al Qudra corridor, which extends from the intersection with Jumeirah Street to the intersection with Emirates Road, spanning a total of 16 km. This development is considered one of the most important

strategic projects for developing transverse east–west roads to enhance connectivity with vertical north–south roads. The completion of the project complements RTA's efforts to upgrade this corridor," he added.

Al Tayer continued: "The project enhances connectivity between four strategic corridors in Dubai: Sheikh Zayed Road, Al Khail Road, Sheikh Mohammed bin Zayed Road, and Emirates Road. It increases the capacity of Umm Suqeim Street to 16,000 vehicles per hour in both directions, improves traffic flow, and reduces travel time between Sheikh Mohammed bin Zayed Road and Al Khail Road by 61% from 9.7 minutes to 3.8 minutes. It also serves several residential and development areas, including Al Barsha South 1, 2, and 3, Dubai Hills, Arjan, and Dubai Science Park, home to a population of over one million."





The project enhances connectivity between **four** strategic corridors in Dubai: **Sheikh Zayed Road, Al Khail Road, Sheikh Mohammed bin Zayed Road, and Emirates Road**

**reduces** travel time between **Sheikh Mohammed bin Zayed Road and Al Khail Road** by **61%**



It **increases** the capacity of Umm Suqeim Street to **16,000** vehicles per hour in both directions



It **serves** several residential and development communities with a combined population exceeding **one million**



RTA deployed the latest **smart technologies** to monitor progress on Umm Suqeim Street, increasing monitoring efficiency by **40%**.

## Smart Technologies

His Excellency, Director General and Chairman of the Board of Executive Directors, explained that RTA deployed the latest smart technologies to monitor progress on Umm Suqeim Street Development Project. Drones were used to analyse construction data using artificial intelligence, enhancing operational efficiency on-site, accelerating decision-making, and providing real-time, highly accurate information. These technologies also doubled on-site presence, reduced the duration of field surveys by 60%, and improved overall monitoring. Additionally, time-lapse imaging was employed to continuously track construction progress, increasing monitoring efficiency by 40%.

## Completed Projects

It is worth noting that in 2013, RTA completed Phase I of Umm Suqeim Street Development Project, which covered the section between Sheikh Zayed Road and Al Khail Road. This phase included the construction of two bridges, each comprising three lanes in both directions, the first crossing the eastern street parallel to Al Asayel Street, and the second crossing the western street parallel to First Al Khail Road. The phase also included the development of two signalised intersections at the intersections of Umm Suqeim Street with Al Asayel Street and First Al Khail Road, in addition to three pedestrian bridges along Umm Suqeim Street to ensure safe crossing between Al Quoz and Al Barsha areas.

In 2020, as part of the bridges and roads project for Dubai Hills Mall, RTA inaugurated a major bridge on Umm Suqeim Street at its intersection with the entrance to Dubai Hills and Al Barsha South. The bridge spans 500 metres, features four lanes in each direction, and offers a capacity of 16,000 vehicles per hour in both directions.



# Opening New Exit towards Ras Al Khor Road to Enhance Traffic Flow from Financial Centre Street

**Dubai's Roads and Transport Authority (RTA) opened a new exit from the collector road for vehicles travelling from Financial Centre Street towards Ras Al Khor Road, near Bu Kadra Interchange. This improvement forms part of RTA's Rapid Traffic Solutions Plan, aimed at enhancing road network efficiency and improving traffic flow, particularly in Ras Al Khor area, which borders several major developments, commercial, and industrial zones.**

RTA is committed to the continuous enhancement of roads and infrastructure in line with Dubai's urban development. The new exit improves traffic movement at Bu Kadra Interchange by reducing travel time for vehicles using the collector road from Financial Centre Street towards Ras Al Khor Road. It also eases congestion for vehicles heading towards Dubai-Al Ain Road. As a result, peak-hour travel time has been cut by 54%, from 13 minutes to 6 minutes.

The new exit complements a series of recent traffic improvements in Ras Al Khor area. Most notably, Exit 25 from Ras Al Khor Road to Al Khail Road in the direction of Al Meydan Street was widened from a single lane to two lanes over a 500-metre stretch. This upgrade doubled capacity to 3,000 vehicles per hour, reducing queues and cutting peak-period travel time from 7 minutes to 4 minutes, thereby improving traffic flow at this key junction.

## Quick Wins for the traffic coming from Ras Al Khor towards Al Meydan Street Intersection

**The Roads and Transport Authority (RTA) has implemented Quick Wins for the traffic coming from Ras Al Khor towards Al Meydan Street Interchange. The works include widening the right-turn for vehicles coming from Ras Al Khor towards Al Meydan Street Interchange by increasing the number of lanes from two to three. This improvement, scheduled for completion on August 10, will enhance traffic flow between Ras Al Khor Industrial Area and Nad Al Sheba, and facilitate the movement of vehicles heading towards Al Meydan Street Intersection and the surrounding areas.**

The enhancements, scheduled for completion by 10 August, are expected to improve traffic flow between Ras Al Khor Industrial Area and Nad Al Sheba, while also easing movement for vehicles travelling towards Al Meydan Street and surrounding areas.

These improvements reflect RTA's ongoing commitment to keeping pace with the accelerating urban development and population growth witnessed across the Emirate.

Through the continuous enhancement of road infrastructure and the broader transport network, RTA aims to improve operational efficiency, reduce travel times, alleviate congestion, and enhance road safety for all users.

This improvement, which increases the number of lanes from two to three for vehicles coming from Ras Al Khor towards Al Meydan Street Interchange, will play a major role in enhancing the mobility experience for vehicles heading towards Business Bay, Ghadeer Al Tair, Al Quoz,





Al Safa, and the development projects surrounding these areas. This will be achieved by increasing the vehicle capacity from 1,800 to 2,700 vehicles per hour, a 30% increase. This will positively impact traffic flow and reduce congestion and waiting time at intersections during peak hours.

RTA is delivering these traffic improvements under a strategic plan that is regularly reviewed and updated. Roads selected for enhancement are identified based on four key inputs analysed concurrently: traffic studies, control centre, public feedback, and field monitoring conducted by RTA's operational teams.



# Traffic Improvements at Dubai Healthcare City Exit to Sheikh Zayed Road

As part of its ongoing efforts to enhance traffic flow and improve the efficiency of Dubai's road network, the Roads and Transport Authority (RTA) finalised a series of traffic enhancements at Dubai Healthcare City exit (Street 13).

The project involves converting the current stop-controlled exit into a free-flow movement by adding a new acceleration lane leading to the intersection of Oud Metha and Sheikh Rashid Road. Additionally, the service road exit will be widened from one lane to two over a 500-metre stretch, accommodating vehicles inbound from Al Riyadh Street and heading towards the intersection of Oud Metha and Sheikh Rashid Roads.

These improvements form part of RTA's continuous efforts to implement traffic management solutions that increase network capacity, improve flow efficiency, and enhance road safety, in line with Dubai's vision of becoming a smart, sustainable, and seamlessly connected city. The enhancements are particularly crucial in high-traffic corridors such as Dubai Healthcare City and Oud Metha,

two of Dubai's key urban zones that accommodate a diverse mix of medical facilities, hospitals, educational institutions, residential neighbourhoods, and business establishments.

The upgraded traffic solution at Dubai Healthcare City exit to Sheikh Zayed Road will double capacity to 3,000 vehicles per hour, improving flow in this vital corridor. The

## Key enhancements at Nad Al Hamar Intersection to ease traffic flow from Ras Al Khor Road and Al Rebat Street

Dubai's Roads and Transport Authority (RTA) has started the construction of a new 850-metre lane for vehicles travelling from Ras Al Khor Road towards Nad Al Hamar Intersection, near Nasser Bin Lootah Mosque, in addition to widening the storage lane at Nad Al Hamar Intersection for traffic approaching from Al Rebat Street and turning left towards Nad Al Hamar.

This step forms part of RTA's drive to meet the needs and aspirations of residents and ongoing efforts to develop the road network along vital corridors. The enhancements help ease traffic congestion from Ras Al Khor Road and Al Rebat Street towards Nad Al Hamar Intersection.

These traffic solutions form part of the 2025 Rapid Traffic

Improvements, specifically the Summer 2025 Improvement Plan, which is scheduled for completion by the end of August. The plan aims to enhance traffic flow and road safety and improve the efficiency of the local road network in the area. These improvements will contribute to better daily mobility and residents' quality of life, while supporting RTA's vision as



enhancements are expected to reduce congestion and average waiting times by up to 50%, delivering a smoother driving experience and facilitating faster exit from the area, particularly during peak periods.

RTA had previously carried out additional improvements in the same area, including upgrades to the entry and exit points

between Umm Hurair and Oud Metha, where deceleration and acceleration lanes were added to streamline vehicle movement in both directions. Furthermore, RTA expanded the service road exit onto Umm Hurair Road from two lanes to three towards the roundabout, increasing traffic capacity by 50% and reducing congestion by over 40% during peak periods.



The World Leader in Seamless and Sustainable Mobility.

With the addition of the new lane towards Nad Al Hamar Intersection, capacity will rise by 33%, from 4,800 to 6,400 vehicles per hour. This improvement will reduce travel time from 15 minutes to 11 minutes, enhancing traffic flow towards Nad Al Hamar by up to 27%, particularly during the evening peak hours. In addition, the expanded storage lane at Nad Al Hamar Intersection for traffic approaching from Al Rebat Street and turning left towards Nad Al Hamar will help reduce queuing at the intersection, ensuring smoother traffic flow towards Ras Al Khor Road. The new expansion serves traffic bound for Nad Al Hamar and surrounding areas, particularly Al Rashidiya, Al Qusais, and Dubai International Airport. It will enhance connectivity between residential communities and key destinations, while supporting efficient traffic flow across both the main and local road networks.





# Earning 5-Star Global Excellence Rating for Smart Inspection in Public Transport

**Dubai's Roads and Transport Authority (RTA) has earned the prestigious 5-Star International Best Practice (Excellence) rating from the Best Practice Certification Programme under the International Best Practice Competition (IBPC), for the project Enhancing Legal Compliance through Smart Monitoring of Public Transport, managed through the Smart Monitoring Centre at the Public Transport Agency.**

The recognition also covers RTA's efforts in Smart Inspection of Delivery Motorbikes through the use of advanced artificial intelligence technologies integrated with modern camera systems to monitor and manage rider behaviour, as well as its Student Transportation Service via Electronic Booking and its project Taxi Sector Transformation Strategy Towards E-Hailing.

RTA achieved a new milestone by earning the 5-Star International Best Practice (Excellence) rating under the Best Practice Certification Programme of the International Best Practice Competition (IBPC), for

its innovative project Enhancing Legal Compliance through Smart Monitoring of Public Transport.

The project aims to monitor and follow up on the compliance of vehicles and drivers with applicable regulations and legislation through real-time, automated inspection processes. This contributes to improving operational efficiency, enhancing public safety, and raising service quality through the use of artificial intelligence and modern technologies. It is the first project of its kind to monitor all passenger transport sectors, including taxis, public buses, e-hail services, hourly rentals, bus lanes, and marine transport.





The smart inspection of delivery motorbikes using artificial intelligence involves the use of advanced AI technologies integrated with modern camera systems to monitor and manage the behaviour of delivery riders. This initiative is recognised as a distinguished model for its ability to automate violation detection, significantly reduce inspection time, and enhance road safety through data-driven monitoring and enforcement.

This service allows users to select top-rated drivers and is available through global platforms such as Uber and Careem. It also offers flexible packages that meet customer needs. The service supports strategic objectives, most notably reducing school transport fees, shortening travel time, minimising the use of unlicensed transport,

and placing the highest priority on student safety.

The shift towards implementing the e-hailing strategy for taxis has contributed to enhancing sustainability and improving traffic flow by encouraging taxi users to adopt electronic booking technologies. This has had a clear and positive impact in reducing the number of roaming taxis on the roads of the emirate, as most vehicles are now engaged in fulfilling pre-booked requests through smart applications. This strategy serves as a fundamental pillar in realising Dubai's vision to become the world's smartest city—by promoting smart mobility, reducing reliance on private vehicles, improving taxi response times for customers, and increasing the efficiency of the taxi sector.





# Upgrading 22 Bus Stations, Depots as Part of Plan to Enhance Public Transport Services

Dubai's Roads and Transport Authority (RTA) has completed the improvements of 22 public bus stations across the emirate, including 16 passenger stations and 6 bus depots. These efforts are part of a strategic plan to expand the public transport network, raise service quality, and provide safe and integrated mobility services that meet the expectations of Dubai's residents and visitors.

His Excellency Mattar Al Tayer, Director General, Chairman of the Board of Executive Directors of Roads and Transport Authority, stated: "The project complements RTA's efforts to enhance the public transport infrastructure and encourage residents to use mass transit for their daily commuting. The bus depots serve as key hubs for the maintenance and cleaning of the bus fleet, which currently stands at 1,387 buses."

He added: "We were keen to ensure that the role of bus stations goes beyond mere waiting areas to include offering integrated services that make passengers' journeys easier and more enjoyable through improved facilities, safer and more comfortable environments for all categories of users, especially People of Determination and cyclists, besides targeting seamless integration with Dubai Metro and taxi services," he said.

## Advanced Stations

Al Tayer added: "The project involved the upgrade of 16 passenger bus stations, including nine in Deira and seven in Bur Dubai. Works included refurbishing passenger

waiting areas, renovating building façades, modernising infrastructure systems and pavements, and providing prayer areas at selected locations. These stations serve 110 bus routes with a peak-hour capacity of around 710 buses." "Additionally, six major bus depots were upgraded in Al Khawaneej, Al Qusais, Al Ruwayah, Al Awir, Jebel Ali, and Al Quoz. The works involved revamping workshops, preparing dedicated lanes for inspection and maintenance, installing engine washing systems, upgrading driver accommodation facilities, improving lighting and drainage networks, reinforcing security systems infrastructure, and redesigning bus parking areas to maximise operational efficiency," he mentioned.

## Enhancing Connectivity and Integration

This project forms part of RTA's broader vision to strengthen connections between various public transport modes through first and last-mile solutions. Enhancements promote easier access to stations by supporting pedestrian pathways, bicycle parking, and safe crossings, thereby







encouraging the use of sustainable transport options.

The achievement complements previous RTA projects, including the development of modern stations at key locations such as Al Ghubaiba, Union, Al Jafiliya, Oud Metha, Al Satwa, Etisalat, Al Baraha, International City, and Dubai International Airport (Terminal 3).

## World-Class Buses

The station development project complements RTA's investment in a modern fleet of public buses that meet the highest standards of safety, comfort, and quality. The buses comply with the European "Euro 6" low-emission standards—the first of their kind in the Middle East and North Africa—and are equipped with comfortable seating and advanced safety features.

RTA has recently signed a contract to procure 637 new buses of various sizes, all compliant with Euro 6 standards. The delivery will take place in 2025 and 2026. The

agreement includes 40 fully electric, zero-emission buses from Zhongtong, tailored to Gulf specifications and tested regionally. Each electric bus is 12 metres long and accommodates 72 passengers. This represents the largest and first-of-its-kind electric bus contract in the UAE.

The procurement agreement also includes the supply of 451 city buses, of which 400 are 12-metre MAN buses with a capacity of 86 passengers each, and 51 are 12-metre Zhongtong buses, each accommodating 72 passengers. These buses are designed to deliver high standards of safety, comfort, and quality.

Furthermore, RTA will add 76 double-decker VOLVO buses, each 13 metres long with a capacity of 98 passengers, and 70 articulated Isuzu Anadolu buses, 18 metres long with a capacity of 111 passengers. These vehicles are specifically intended for high-density urban areas and emerging communities, supporting broader geographic coverage across Dubai while enhancing occupancy rates.



# Completing Largest Overhaul of Ventilation and Air Conditioning Systems to Enhance Comfort and Efficiency on Dubai Metro

Dubai's Roads and Transport Authority (RTA), through its Rail Agency, has completed the second phase of a comprehensive overhaul of the ventilation and air conditioning systems at stations along the Red and Green Lines of the Dubai Metro. The project falls under RTA's Strategic Plan 2024–2030, covering key pillars such as passenger comfort, customer happiness, operational efficiency, and long-term asset sustainability, in line with RTA's vision as the Global Leader in Seamless and Sustainable Mobility.

This achievement marks another milestone in the joint commitment between RTA and Keolis-MHI to enhance service quality and ensure infrastructure readiness, particularly during Dubai's peak summer season.

The proactive project aims to extend the lifecycle of vital assets while ensuring consistent performance and long-term reliability of station cooling systems. In Phase 2, a total of 876 ventilation and air conditioning assets were overhauled across 14 stations and two car parks along the Red Line, with no impact on train operations. This phase builds on the successful completion of Phase 1, which covered 261 assets across 13 stations.

Passenger comfort and operational resilience are core pillars of RTA's maintenance strategy. The successful delivery of this phase has significantly improved cooling performance and reliability across the network, while ensuring uninterrupted metro service—a clear testament to the commitment and coordination of all maintenance teams involved.

The extensive works included the replacement and refurbishment of key components such as air handling units (AHUs), fan coil units (FCUs), chilled water pumps, extract fans, smoke extract fans, and pressurisation units. The project scope also encompassed tasks such as bearing and cooling





coil replacement, deep cleaning and dynamic balancing—restoring all equipment to its original design performance. The summer season presents the greatest challenge for any public transport system in the region, where trains arrive every few minutes, doors open every 2–4 minutes, and large volumes of hot air continuously enter station environments. This makes it essential for ventilation and cooling systems to operate at optimal capacity, maintaining a consistent internal temperature of 24 to 25°C across the network to ensure a comfortable journey for all passengers, regardless of external conditions.

The 10-month programme was meticulously scheduled to take place outside peak hours and during night shifts to ensure smooth station operations and a seamless passenger experience throughout the entire execution period.

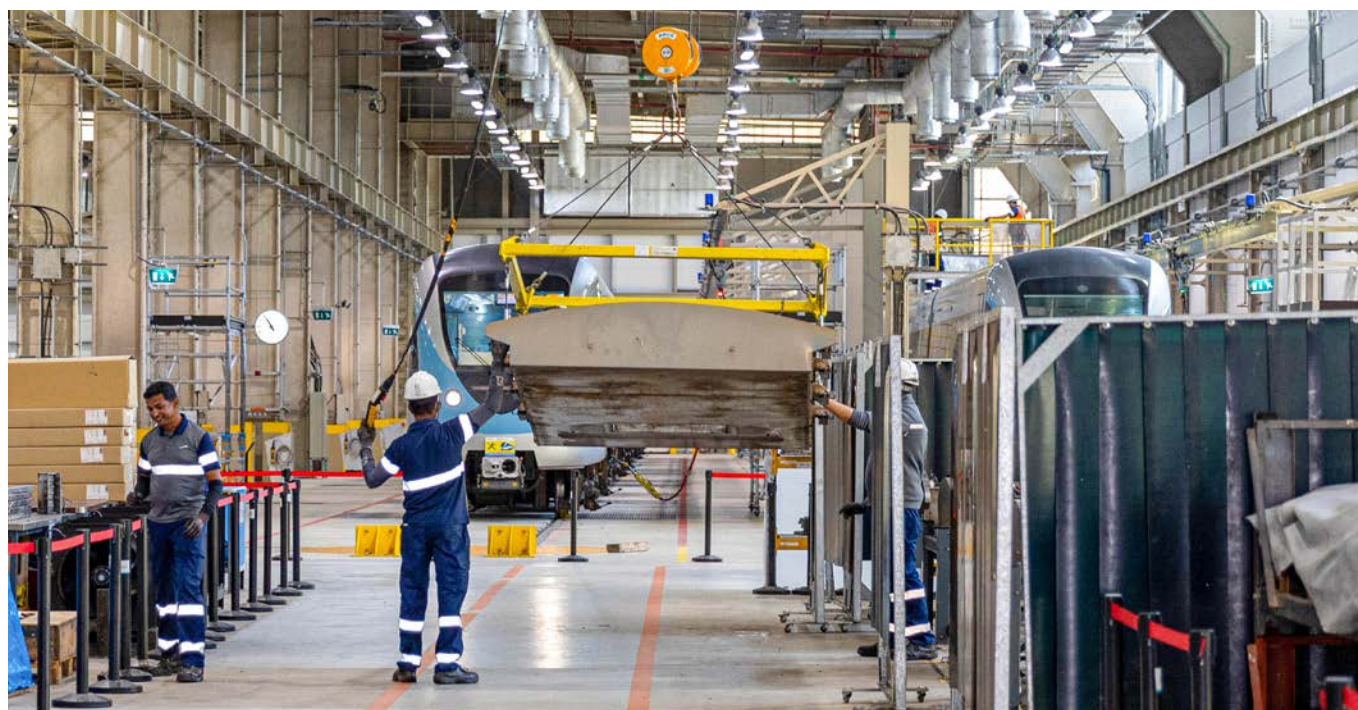
Preparations are already underway for Phase 3, which will target the remaining 25% of public-area FCUs, in addition to the back-of-house and critical room AHUs across Red Line stations. Experimental and verification works for this phase began in mid-July 2025.

RTA is progressing with its Ventilation and Air Conditioning (VAC) Enhancement Project, which aims to explore opportunities for energy optimisation and a shift toward variable flow technology.

The success of the project is the result of close coordination



between RTA's Rail Agency and Keolis-MHI, responsible for operating and maintaining the Dubai Metro, as well as operating the Dubai Tram. This collaboration reflects the strength of the strategic partnership in delivering world-class service standards across the Dubai Metro network.





# Upgrading Wayfinding Signage Across Dubai Metro Stations, Replacing 9,000 Units in 11,000 Workhours

Initiative enhances passenger satisfaction and ensures a smoother metro journey

**Dubai's Roads and Transport Authority (RTA), in collaboration with Keolis-MHI, has completed a comprehensive plan to improve wayfinding signage across all Dubai Metro stations. The initiative was designed to delight metro users and enhance their satisfaction with the services provided, making their daily journeys smoother on both the Dubai Metro and Tram.**

Hassan Al Mutawa, Director of Rail Operations at RTA's Rail Agency, said: "This project is part of RTA's strategy to enhance and develop Dubai's public transport services through assessing and upgrading wayfinding signage across metro stations. The Rail Agency's technical teams implemented a comprehensive plan to modernise wayfinding signage across all stations on the Red and Green lines. The plan aimed to make commuting easier

and more seamless by facilitating passenger movement within stations and helping them reach their destinations more quickly. As part of this plan, around 9,000 wayfinding signs were installed and replaced, requiring approximately 11,000 workhours."

Al Mutawa explained: "The project included upgrading entry and exit signage and installing new signs at station entrances and exits, with exit signs now highlighted in





bright yellow boxes to improve visibility. It also introduced clearer platform directional indicators and floor stickers to guide passengers towards the correct train lines, thereby improving passenger flow.”

“Recognising the importance of etiquette and public behaviour, various behavioural messages were introduced through stickers displayed across stations and waiting areas. These messages encourage passengers to observe proper etiquette when using public transport, contributing to a more comfortable journey.”

He added: “Out of RTA’s keenness to ensure the comfort of Women and Children Cabin users as well as Gold Class passengers, and to reduce unauthorised use of these cabins, prominent signage was installed. The previous floor markings were replaced with clear pink and gold boards labelled ‘Women and Children Cabin’ and ‘Gold Class Cabin’ to make them easier to identify.”

To ensure consistency and harmony across all guidance channels, both visual and audio, these updates were also reflected in RTA’s smart systems, mobile applications, train audio announcements, platform announcements, and social media channels.





# A New Driver Training and Licensing Centre at Al Rowaiyah 3

**Dubai's Roads and Transport Authority (RTA) has approved a new centre for driver training and licensing services at Al Al Rowaiyah 3 (Sector No. 5). The step aligns with RTA's efforts to improve quality and accessibility of its services across the Emirate. Operated by First Driving Centre, the facility is designed to enhance the efficiency of public services and utilities for residents of the area and nearby communities.**

RTA underlined that the opening of First Driving Centre at Al Rowaiyah 3 brings the total number of RTA's driver licensing service locations to 28. It represents a valuable addition to the driver training sector, aligned with the efforts of the Government of Dubai and RTA to streamline and enhance service delivery for customers.

To elevate driver training facilities in line with the modern standards that define Dubai, RTA collaborated closely with the owners of First Driving Centre to ensure the new facility is licensed with a refreshed identity and designed to meet customer expectations in both appearance and

the quality of on-site amenities.

Notably, the new centre had already commenced offering services, including traffic file opening, training, theoretical and practical testing, and the issuance of driving licences for motorcycles and light vehicles with both manual and automatic transmissions, along with theoretical lectures. The range of services would soon expand to cover heavy vehicles, buses, and mechanical equipment.

The centre will operate from Monday to Thursday between 7:00 AM and 8:00 PM. On Fridays, it will open from 7:00 AM to 12:30 PM and resume from

## Commencing Phase II of Marine Transport Station Waiting Area Upgrades

**Dubai's Roads and Transport Authority (RTA) has launched the second phase of the project to upgrade waiting areas at marine transport stations in Dubai. This phase covers five key stations: Al Fahidi, Baniyas, Al Seef, Sheikh Zayed Road, and Bluewaters.**

The project aims to enhance customer service by providing a comfortable and modern environment that enriches the marine transport experience. It also supports RTA's strategy to promote customer happiness through innovative services that foster sustainability, convenience, and a higher quality of life for all.

The development includes the installation of advanced air-conditioning systems, designated waiting areas for customers and People of Determination, and a series of enhancements implemented in line with the highest international standards. These upgrades aim to elevate customer satisfaction through distinctive and innovative

architectural concepts that celebrate cultural and heritage identity. Drawing inspiration from Dubai's traditional wooden abras, the new designs reflect the emirate's rich maritime legacy while showcasing the aesthetic character of its modern urban environment.

Khalaf Belghuzooz Al Zarooni, Director of Marine Transport at the Public Transport Agency, RTA, stated: "This project forms part of RTA's master plan to enhance the infrastructure of the marine transport network in Dubai and raise the quality of services provided in this sector. It aligns with the vision of the Government of Dubai to deliver world-class services to residents, tourists, and visitors."



2:00 PM to 8:00 PM. Saturday service hours will be from 7:00 AM to 8:00 PM. The centre will remain

closed on Sundays, except for scheduled practical training sessions, if applicable.



Al Zarooni added: “These stations are designed to improve connectivity between key facilities and major landmarks in the area. Each station provides a direct link to surrounding residential communities and nearby development projects. In addition, the stations are integrated with other modes of public transport—such as buses, metro stations, and the tram network. This contributes to smoother mobility for residents and visitors, reduces reliance on private vehicles, and ensures seamless intermodal connectivity across Dubai’s public transport system.” “This step reaffirms RTA’s commitment to implementing all necessary measures to ensure the highest standards of safety and comfort for marine transport users. The development includes advanced security features, such as surveillance cameras and state-of-the-art fire alarm systems,” he said. “RTA has also incorporated the requirements of the Dubai Universal Design Code for People of Determination into the design of the waiting areas, underscoring RTA’s dedication to inclusivity and accessibility. The improvements provide a supportive environment through dedicated facilities,

including ramps and smooth pathways tailored to diverse needs,” Al Zarooni revealed.

The station upgrades are being implemented in line with the international benchmarks adopted during the first phase. Station locations were selected based on rising demand and strategic importance, reinforcing RTA’s ongoing commitment to customer happiness, the delivery of innovative and sustainable services, and the enhancement of quality of life across the Emirate of Dubai.



# A Free Wi-Fi on All Intercity Buses

**Dubai's Roads and Transport Authority (RTA), in collaboration with e&, has completed the rollout of free Wi-Fi on all its 259 intercity buses. The initiative is designed to enhance the daily commuting experience for passengers travelling between Dubai and other emirates of Sharjah, Abu Dhabi, Ajman, and Fujairah.**

Passengers can enjoy complimentary Wi-Fi access throughout their journey using smartphones, tablets, or laptops. The service enables them to stay connected to work, manage personal commitments, and browse the internet while on the move.

This initiative forms part of RTA's broader efforts to accelerate digital transformation across its services, ensuring they meet the needs of all segments of the community. It aligns with the UAE Digital Government Strategy and reflects RTA's

commitment to enhancing daily mobility by making bus journeys more enjoyable and productive. The move also supports Dubai's ambition to become the world's smartest and happiest city.

The service will be subject to continuous and rigorous evaluation, in collaboration with e&, with a view to expanding and enhancing its features. This approach ensures the provision of best-in-class Wi-Fi connectivity for intercity bus passengers as well as users of marine transport services across Dubai.

## Metro and Tram Users Show Notable Shift to Digital Channels in H1 2025 Compared to Same Period in 2024

**As part of its standing commitment to enhancing the quality of public transport services, ensuring customer happiness, and improving overall user satisfaction, the Roads and Transport Authority (RTA) has implemented a series of initiatives and improvements related to nol card top-up services. These included the introduction of digital ticket vending and top-up machines, awareness campaigns to educate public transport users and encourage them to utilise various digital channels, such as smart ticket machines, the RTA website, and other digital payment applications, as well as increasing the minimum top-up amount for nol cards via ticket vending machines and sales offices at metro stations.**

As a result of these enhancements, the use of digital channels for topping up nol card balances recorded a noticeable increase during the first half of 2025, compared to the same period in 2024. This shift has further strengthened public transport users' engagement with all forms of digital payment channels,

which RTA consistently works to enhance to ensure the happiness of all segments of society and raise satisfaction with the public transport services it provides.

The public's growing shift towards using digital channels to top up nol cards has significantly contributed to a 28% reduction in the total number of top-up transactions via





ticket vending machines in the first half of 2025 compared to the same period in 2024. At the same time, the number of digital top-up transactions through ticket vending machines increased by 20% in H1 2025 compared with H1 2024.

As for ticket sales offices, the number of cash transactions for nol card top-ups declined by 37% in the first half of 2025 compared to the same period in 2024. This decline is attributed to the increase in the minimum top-up amount. Similarly, digital top-up transactions through ticket sales offices dropped by 6% during the same period, as more passengers opted to use smart ticket vending machines and other digital and mobile payment channels. Overall, the total number of nol card top-up transactions through ticket sales offices decreased by 26% in H1 2025 compared to H1 2024.

The public's shift to digital channels for nol card top-ups has also contributed to easing congestion and reducing operational costs associated with cash handling, given the resources and effort required for cash collection processes. The reduction in transaction volume also led to fewer

technical issues, with breakdowns in ticket vending machines declining by 80%.





# The Smart Monitoring System delivers excellent results in tracking driving school user behaviour

**The Smart Monitoring System launched by Dubai's Roads and Transport Authority (RTA) to track the behaviour of instructors and trainees using AI-powered cameras in driving school vehicles has delivered remarkable results. Developed by the Licensing Activities Monitoring Department at RTA's Licensing Agency, the system has monitored 1,734,790 training sessions for 245,764 trainees over the past seven months, a 14-fold increase compared to the same period last year.**

These outcomes reflect RTA's continued drive to realise its vision of becoming the World Leader in Seamless and Sustainable Mobility and underscore its sustained commitment to digital transformation and innovation in monitoring practices.

The new system, which is run by RTA's Licensing Intelligent Operations Centre and through the inspectors' smart tablet, has also reduced inspection time from 20 minutes to just one minute, while enabling a fivefold increase in recorded violations. This positions it as a comprehensive

monitoring tool that enhances training service quality and upholds the highest safety standards.

The system uses technologies that enable real-time, round-the-clock monitoring of instructors and trainees through the installation of smart cameras in driving school vehicles. These cameras are equipped with artificial intelligence (machine learning) and computer vision, which enhance the effectiveness of supervision during training sessions. The system automatically detects violations such as mobile phone use by instructors or

## Revamping services and initiatives through virtual assistant (Mahboub)

**Dubai's Roads and Transport Authority (RTA) has revamped a range of services and initiatives through its corporate virtual assistant Mahboub, targeting multiple customer segments. This step reinforces RTA's efforts to provide service delivery across digital channels and introduce the next generation of the 360 Services Policy, aimed at enhancing customer experience through integrated, seamless, and proactive digital services, accessible via shared platforms such as the "Dubai Now" application.**

The updates align with RTA's Digital Strategy 2030, which complements Dubai's Digital Strategy and aims to build a 100% data-driven, agile, and technology-enabled transport sector, in addition to the Artificial Intelligence Strategy 2030, designed to consolidate RTA's global leadership in AI-powered mobility.

Among the updated services is the integration and

enhancement of driver and vehicle licensing processes, allowing customers to complete their transactions within minutes using UAE Pass for digital identity verification and secure payments via Dubai Sadad. These enhancements promote greater reliance on digital channels and reduce the need for in-person visits.

Currently, Mahboub provides 330 diverse services,

trainees, failure to fasten seat belts, leaving designated training zones, failure to wear the prescribed uniform or maintain professional appearance, and distractions including eating, drinking, sleeping while driving, or other distractions.

The Smart Monitoring System for observing the behaviour of driving school vehicle users marks a fundamental shift in field monitoring concepts. It aligns with the vision and strategic direction of Dubai's government in digital transformation and innovation, while fostering a safe and professional training environment that prepares drivers to the highest standards. Additional innovative features are being introduced to the system this year, including predictive analytics and the integration of actual instructor performance data with licensing and permit systems. These enhancements aim to establish a more robust and integrated monitoring framework. Companies play a vital role in complying with all regulations



and requirements to ensure a safe and efficient working environment. RTA collaborates closely with strategic partners to deliver safe and reliable training services, recognising that adherence to safety and security standards is a core responsibility. The new system presents a real opportunity to reinforce awareness of regulatory compliance, supporting improved performance and greater alignment with required standards across all training institutes.

including fine payment, vehicle renewal, nol card top-up, appointment booking, and more, with full support in both Arabic and English. Since its initial launch in October 2018 as a Natural Language Processing (NLP)-based service, Mahboub has become a pioneering virtual assistant in improving customer experience and advancing Dubai's digital transformation. In 2024, it was further enhanced through the integration of Generative AI (GenAI) technologies.

Operating across RTA's website, smart applications, and WhatsApp, Mahboub has since handled over 27 million conversations and completed 800,000 transactions. Known for its rapid response rate, it maintains a live chat transfer rate of only 1.5%, reflecting its high accuracy in addressing customer needs without human intervention. This has reduced demand on call centres by up to 70%, saving customers time and effort.





# Al Tayer Welcomes New Senior Staff, Emphasises Team Spirit

## Stresses Strategic Foresight and Innovation as Keys to Overcoming Challenges

**His Excellency Mattar Al Tayer, Director General, Chairman of the Board of Executive Directors of Dubai's Roads and Transport Authority (RTA), welcomed the newly appointed senior staff, wishing them success in their roles and encouraging them to harness their expertise to drive a qualitative transformation across RTA's administrative and technical operations.**



## Al Tayer honours Jamal Al Sadah on the end of his tenure following more than 35 years of service in Dubai

**His Excellency Mattar Al Tayer, Director-General, Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA), honoured Mr. Jamal Al Sadah, Director at the Licensing Agency of the Roads and Transport Authority (RTA), on the end of his tenure with the RTA.**

During the ceremony, which was attended by several RTA executive directors and directors, His Excellency commended Mr. Jamal Al Sada's dedicated efforts during his tenure with the Dubai Government for more than 35 years, and his contribution to developing the

administrative and organizational framework of the taxi and public transport sector.

Al Tayer expressed his thanks and appreciation to Mr. Jamal Al Sada for his efforts and contributions during his tenure with the Dubai Government, and his active participation in

His Excellency called on the new executives to contribute to RTA's journey in advancing the road network infrastructure and public transport systems, while enhancing the quality of services delivered to customers.

He emphasised the importance of fostering team spirit, maintaining effective communication, ensuring close and consistent project oversight, leading from the field, and presenting innovative ideas. He also highlighted the need to work with passion, take initiative, adopt creative solutions to challenges, embrace strategic foresight, and think beyond conventional boundaries.

Addressing the newly appointed leadership, His Excellency Mattar Al Tayer said: "RTA has invested nearly AED 150 billion in infrastructure projects and has achieved outstanding performance, supported by key pillars such as effective

leadership represented by the Board of Executive Directors, empowerment and delegation of authority rather than centralised systems, and an agile corporate governance model.

"Our strategic and technical plans are fully aligned with Dubai's vision and the directives of its leadership. We have embraced artificial intelligence and big data technologies to stay abreast of global advancements. These tools enhance operational efficiency, support informed decision-making, and foster a culture of innovation. They also contribute to improving quality of life through advanced digital infrastructure and smart mobility services."

He concluded: "We look forward to your contributions as senior leaders and experts in diverse fields, leveraging your previous experiences to drive transformative progress within your departments and across RTA."



the achievements of the RTA since its inception.

For his part, Al Sadah expressed their thanks and appreciation for this generous gesture, which confirms the RTA's leadership's commitment to celebrating the efforts of its employees who participated in and contributed to RTA's achievements over a career full of accomplishments. He expressed his wishes for the team's success, as RTA continues its distinguished efforts to achieve the vision of the wise leadership.





# Al Tayer Calls on Youth to Carry Forward the Leadership's Message, Congratulates Them on International Youth Day

**Dubai's Roads and Transport Authority (RTA) celebrated International Youth Day, affirming that its young employees embody both youthful spirit and innovative thinking, transforming aspirations into achievements.**

His Excellency Mattar Al Tayer, Director General, Chairman of the Board of Executive Directors of RTA, addressed RTA's youth on this occasion, stating:

"It gives me great pleasure to congratulate you on International Youth Day. We extend our gratitude for your efforts in supporting RTA's record of achievements. This occasion also coincides with RTA's 20th anniversary, as we look forward to your active contributions and confident steps towards building the future, in line with the aspirations of our wise leadership for Dubai to be the best city in the world to live in."

"Since the establishment of the UAE, our wise leadership has regarded youth as the nation's greatest wealth and the cornerstone of development. At RTA, we embrace this vision by empowering young people, investing in their potential,

and providing a stimulating work environment that promotes excellence and innovation. We also deliver training and development programmes, along with clear career paths, enabling you to express your ideas and contribute to shaping the future of smart and sustainable mobility.

At RTA, we take pride in having over 970 young employees serving across diverse roles in engineering, technology, specialist fields, and other disciplines, all contributing to RTA's aspirations. We are equally proud of our young leaders, including 42 men and women who embody determination and ambition, and who live by the belief that nothing is impossible," explained Al Tayer.

Encouraging young men and women, Al Tayer said:

"You are the real foundation for sustaining excellence and





innovation and for strengthening RTA's position as one of the world's leading transport authorities, fuelled by your promising energy, creative minds, and determination that knows no impossible."

On this occasion, RTA launched the 'RTA Vision for Youth Empowerment' initiative, created by its own talented youth to showcase their aspirations, align with RTA's strategic directions, and realise its ambition of building future leaders capable of keeping pace with rapid transformations.

The vision centres on several key pillars, including: Empowerment and Development – building young competencies capable of innovation and institutional leadership.

Participation and Decision-Making – strengthening the role of youth in advancing RTA's leadership.

Communication and Partnerships – establishing strategic channels of communication with partners.

His Excellency said: "On this day, we renew our commitment to supporting and empowering you. I urge you to continue working with a spirit of teamwork and a drive for excellence, for the future of RTA is built by your hands."

As part of its ongoing efforts to empower youth and create

**Young people, you are partners in the journey of achievement and the makers of the future. We take pride in your ideas, initiatives, and accomplishments, and we are confident that your creativity and renewed energy will drive RTA's work in the next stage.**

environments that nurture creativity, the Federal Youth Authority has accredited the first dedicated youth space at RTA, overseen by RTA's Youth Council. The space serves as an exclusive platform to strengthen youth engagement and provide a supportive setting for growth and interaction. The youth space is designated for RTA employees or those invited through special invitations, underscoring RTA's commitment to offering a flexible environment that supports creativity and meets the needs of youth within an institutional framework.

This initiative reaffirms the importance of providing dedicated spaces that nurture young talent and encourage them to engage, grow, and thrive in an environment tailored to their needs.





## Al Tayer Congratulates RTA's Female Employees on Emirati Women's Day "The Voice of Emirati Women" – A Resonance of Their Empowerment in the Journey of Public Transport

His Excellency Mattar Al Tayer, Director General, Chairman of the Board of Executive Directors of Dubai's Roads and Transport Authority (RTA), said: "Since the establishment of the Union by the late founding father Sheikh Zayed bin Sultan Al Nahyan, the United Arab Emirates has placed great emphasis on women, mobilising all resources and providing an enabling environment that empowers them to fulfil their duties and contribute to the nation's progress and development. This approach continues under the leadership of His Highness Sheikh Mohamed bin Zayed Al Nahyan, President of the UAE, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, Prime Minister, and Ruler of Dubai, and Their Highnesses, Members of the Supreme Council of the Union, Rulers of the Emirates. This commitment is embodied in supportive policies and legislation that have made women's empowerment a deeply rooted national principle across all state institutions."

Al Tayer extended his congratulations to Her Highness Sheikha Fatima bint Mubarak, Chairwoman of the General Women's Union, President of the Supreme Council for Motherhood and Childhood, and Supreme Chairwoman of the Family Development Foundation, the "Mother of the Nation," on the occasion of Emirati Women's Day. He further added: "Marking

this national occasion, we proudly recall the pioneering role of women in building the nation and strengthening its standing, and celebrate their exceptional achievements made possible through the visionary leadership, who firmly believe that women are an active partner in development."

Al Tayer continued: "Emirati women are an Arab and global role

## RTA Participates in Emirati Genome Programme

**As part of its corporate community-based and healthcare initiatives, and in coordination with the Dubai Health Authority and G42 Healthcare, Dubai's Roads and Transport Authority (RTA) participated in the Emirati Genome Programme—an ambitious national initiative aimed at mapping the genetic blueprint of UAE citizens. The programme seeks to accelerate the development of preventive healthcare solutions and enhance precision diagnostics for current and future generations. It is one of the largest population genome initiatives in the world.**

The event was inaugurated by Abdullah Yousef Al Ali, CEO of RTA's Corporate Administrative Support Services Sector, and Fatima Al Mandoos, Director of Administrative Services, and featured a dedicated booth for the programme at RTA's headquarters. Spanning four days, the event included awareness workshops for RTA

employees to promote understanding of the Emirati Genome Programme, support the development of the national healthcare ecosystem, improve the quality of government services, and speed up early disease detection—all in line with the strategic objectives of Dubai and the United Arab Emirates. A large number of RTA employees participated

model of competence, ambition, and devotion to the nation. They occupy leadership positions across the state: they are ministers, ambassadors, parliamentarians, judges, officers in the armed forces, and experts in energy, space, technology, and other leading scientific and specialised fields. They play a vital role in development, progress, policy-making, and decision-making at the national level.”

He further stated: “At the RTA, we take pride in our Emirati female talents who have demonstrated remarkable competence across all fields. They actively contribute to senior management, engineering, strategic planning, and the management of major projects, including transportation infrastructure, artificial intelligence, and sustainable mobility. RTA is committed to providing a supportive work environment that offers women

opportunities for professional development and advancement into various leadership and specialised roles.”

Under this year’s theme for Emirati Women’s Day, “Hand in Hand, We Celebrate Fifty,” coinciding with the golden jubilee of the UAE General Women’s Union, RTA’s Women’s Committee organised a series of activities. These included: the “Voice of the Emirati Woman” initiative, featuring a welcome announcement in Arabic and English recorded by an Emirati woman on board RTA’s public transport means; the organisation of a Women Entrepreneurs Exhibition to support Emirati businesswomen; a Photo Booth inspired by the occasion within the exhibition; and the Financial Well-being initiative, which included a financial wellness workshop and featured representatives from National Bonds Corporation.



in the programme’s activities, with a notable portion having already taken part in the initiative previously.

Officials highlighted the programme’s use of advanced gene sequencing technologies and artificial intelligence to generate high-quality genetic data. This data will help enrich the national medical database and strengthen the UAE’s position as a centre for genomic research and innovation, paving the way for far-reaching scientific discoveries.

They further emphasised the importance of individual participation in the programme, noting that each citizen’s contribution helps enhance the country’s medical data and fast-track the development of personalised healthcare and precision medicine. This includes rapid diagnostics, early intervention, and targeted prevention and treatment programmes based on individual genetic profiles aimed at reducing the incidence of genetic and chronic diseases and improving overall quality of life.



Through a deeper understanding of the genetic composition of UAE citizens, researchers, scientists, and medical professionals will be better equipped to identify the causes of hereditary diseases, study gene mutations, and predict the onset of certain conditions. The UAE Reference Genome Programme, which is managed by G42, complements the Emirati Genome Programme.



# Rolling Out Academic Scholarship Programme for the academic year 2025–2026 to support national talent

Dubai's Roads and Transport Authority (RTA) has rolled out the Academic Scholarship Programme for the academic year 2025–2026. The Programme aims at investing in national talent and preparing qualified cadres to meet RTA's future needs. This year, 20 candidates have been selected to study within the United Arab Emirates as part of RTA's commitment to nurturing young talent and equipping them with knowledge and skills on a par with the highest international standards.

The programme forms part of RTA's strategy to support national talent and achieve Emiratisation objectives by meeting its future needs across majors and strategic projects. The programme includes familiarising students with career pathways after graduation and enabling them to explore the various fields of work available at RTA and how they can contribute to them.



## A Smart Digital Platform to monitor and analyse traffic in Dubai

The Roads and Transport Authority (RTA) has adopted a smart digital platform, “Data Drive – Clear Guide,” dedicated to studying and analysing historical and real-time traffic flow on the emirate's roads over the past five years, in addition to real-time traffic data. This enables relevant authorities to analyze numerous traffic-related elements, instantly identify road conditions, analyze road speeds, identify recurring traffic patterns, identify times of smooth traffic flow, congestion points, traffic jams, and other traffic elements.

This step forms part of RTA's efforts to harness artificial intelligence to alleviate congestion in Dubai and deliver best-in-class services that advance the emirate's digital transformation and competitiveness, making Dubai the world's smartest city and a global destination for innovation and sustainability. RTA continues to make steady progress in expanding the deployment of these technologies ranging from intelligent data analytics and traffic management to autonomous mobility through an integrated ecosystem underpinned by future-ready technologies.

The “Data Drive – Clear Guide” platform will provide instant messages and notifications about traffic movement on the emirate's streets, thereby supporting decision-making in addressing day-to-day changes. The platform also offers advanced analytical tools for assessing traffic performance over different timeframes—or on specific days and weeks—and benchmarking results against five years of historical data. This enables evaluation of traffic conditions and comparison of performance across those periods, as well as the detection of recurring congestion patterns or bottlenecks and any

Scholarship recipients will study at a select group of leading universities in the UAE, including the American University of Sharjah, University of Sharjah, University of Dubai, Zayed University, and the Higher Colleges of Technology. Study fields include Electrical and Electronic Engineering, Intelligent Systems Engineering, Computer Science and Engineering, Artificial Intelligence, Civil Engineering, Mechanical Engineering, Information Systems and Business

Analytics, Mechatronics, Robotics, and other vital fields that support RTA's operational and service plans.

The Academic Scholarship Programme is one of RTA's distinguished annual initiatives, with between 10 and 20 students from targeted categories sponsored each year. The initiative aims to provide RTA with qualified national cadres capable of meeting future requirements and enhancing its ability to deliver innovative solutions that address the needs of Dubai's infrastructure and transport sector.



sudden or unexpected drops in speed, thereby improving response times and the efficiency of developing solutions. The “Data Drive – Clear Guide” platform also marks a notable digital advancement in monitoring and analysing traffic across the emirate's road network. At every stage, it relies on historical and real-time data from leading international specialist firms that supply vast volumes of traffic information, which is then processed using intelligent tools to deliver an accurate, instantaneous picture of traffic conditions. Previously, procedures depended on manually gathering information from various sources, such as consultants or field teams, or on reports compiled manually based on traffic variables, which led to delays in analysis and decision-making. Now, information that once took weeks to compile and analyse can be obtained in real time within minutes through the Data Drive – Clear Guide platform. The “Data Drive – Clear Guide” platform, which is dedicated to aggregating and analysing traffic data across the emirate's road network, will also enable real-time monitoring of the performance of traffic diversions and events. This will help concerned RTA teams to

intervene swiftly, take appropriate measures, and minimise resulting delays. The platform further allows automated report generation, with results assessed and analysed before and after road works, thereby helping to evaluate project effectiveness and support effective decision-making based on large, reliable, and continuously updated datasets.

It's worth noting that the new platform displays real-time road conditions via an interactive map. The geographic area or street to be analysed can be specified based on indicators that help identify the road to be studied, such as average speed, traffic density, and travel time.





# Recognising 2,172 Taxi Drivers for Moral Integrity and Professional Conduct in Service Delivery

**Dubai's Roads and Transport Authority (RTA) has honoured 2,172 taxi drivers in the emirate under the "Road Ambassadors" initiative that seeks to motivate drivers who comply with laws and regulations, uphold high standards of personal and vehicle cleanliness, and demonstrate integrity by returning lost items to their rightful owners.**

This step comes as part of the Authority's efforts to encourage drivers to enhance corporate reputation and motivate them to deliver outstanding customer service. The gesture also echoes appreciation for their conduct and efforts, whether related to cleanliness or courteous behaviour towards customers, which is viewed as a source of motivation and a role model for all RTA drivers.

Providing further details, Ahmed Bahrozian, CEO of RTA's Public Transport Agency, said: "The recognition covered 2,172 drivers in 2024 and up to the first half of this year. The initiative has fostered a spirit of healthy competition among drivers and operating companies to achieve the highest standards of service quality and excellence. It has also contributed to enhancing customer satisfaction and improving the commuting experience. As a result, it has

helped elevate the overall quality of life across the emirate by providing a safer, more comfortable travel experience and promoting greater traffic safety and awareness."

Bahrozian praised the strong sense of competition among drivers in upholding exemplary standards and commended their collective efforts, which have contributed to a record growth of the public transport sector. Fulfilling these goals reflects RTA's commitment to delivering reliable and efficient mobility solutions that meet the increasing demand for mass transit across the emirate.

The honoured drivers expressed their appreciation and delight at the thoughtful gesture, which reflects RTA's care for drivers and reinforces the shared commitment to sustaining customer happiness while upholding RTA's regulations and traffic laws.

## We keep Dubai moving and have fun while doing it!

**The Driver's Happiness Team organised a special trip for public bus drivers to Ski Dubai and lunch at Old Tbilisi restaurant as a gesture of appreciation for their hard work and dedication. The drivers were treated to a fun-filled day on the slopes of Ski Dubai, where they had the opportunity to ride the chairlift, slide on the icy slopes, and engage in various winter activities.**

After a morning of thrills on the slopes, the drivers were treated to a delicious lunch at Old Tbilisi restaurant, where they enjoyed traditional Georgian cuisine and warm hospitality. The outing was a chance for the drivers to relax and unwind, as well as to bond with their colleagues outside of work.

The Driver's Happiness Team aims to boost morale and foster a positive work environment for the bus drivers, who play a crucial role in keeping the city moving. The trip to Ski Dubai and Old Tbilisi restaurant was a way to show appreciation for their hard work and dedication, and to create a memorable experience for them to enjoy.





# Joint Awareness Events with Private Sector to Support Pedestrian Safety Programme

Dubai's Roads and Transport Authority (RTA) has intensified outreach efforts since the start of 2025, engaging with property developers and construction contractors to deliver pedestrian safety awareness messages to tens of thousands of workers. The campaign focuses on educating workers about traffic safety rules and how to avoid run-over incidents.

Statistical studies conducted by the RTA revealed that crossing main roads from undesignated areas and misjudging vehicle speeds are among the leading causes of fatal run-over incidents. The studies indicated that Al Quoz and Nadd Hessa were among the areas recording the highest number of such cases, with two fatalities in each location. Other incidents occurred across various streets in Dubai. RTA succeeded in reducing the pedestrian fatality rate in Dubai from 9.5 deaths per 100,000 population in 2007 to 0.35 deaths in 2024. This milestone reflects the success of the RTA and its partners in achieving the objectives of the

Traffic Safety Strategy, which includes four key indicators, notably the fatal run-over incident rate. Other indicators cover the overall road fatality rate per 100,000 population and the fatality rate per 10,000 registered vehicles. RTA develops systematic annual operational plans for awareness programmes and activities. These plans are categorised by age groups and are aligned with traffic indicators, statistical findings, RTA's strategic goals related to health, safety, and security, as well as indicators of Dubai's Traffic Safety Strategy. As part of these efforts, RTA has expanded partnerships





with the private sector in 2025 to support the “Pedestrian Safety Programme”. The initiative places particular focus on major property development and construction companies in Dubai, which employ tens of thousands of workers. The objective is to deliver targeted awareness messages to this group, helping to enhance pedestrian safety across the emirate. RTA commended Emaar Properties for supporting the “Pedestrian Safety Programme” by providing customised giveaways printed with pedestrian safety instructions in three languages, alongside a link to an awareness video that highlights the importance of crossing streets only at designated locations. The joint initiative with Emaar aims to reach 20,000 workers in its first year, focusing on employees of construction companies involved in roads, bridges, and development projects under Emaar’s portfolio. In 2024, RTA organised 24 awareness events for workers as part of the Pedestrian Safety Programme, benefiting over 12,500 workers. It also distributed multi-format awareness flyers at various locations across Dubai, including public bus stops, restaurants, cafés, and retail outlets near bus stops or workers’ accommodations in areas such as Jebel Ali, Al Quoz, Al Muhaisnah, and Warsan. These materials feature

pedestrian safety instructions printed in Arabic, English, and Urdu, along with visual illustrations and QR codes linking to educational videos that explain, in a simple and accessible way, the risks of crossing roads from undesignated areas.





# RTA completes traffic works to enhance mobility and safety around 27 Dubai schools

Dubai’s Roads and Transport Authority (RTA) has completed traffic works at 10 school-zone sites benefiting 27 schools across the emirate during the summer of 2025. The project forms part of RTA’s strategy to enhance mobility and optimise traffic flow across Dubai’s road network, with a particular focus on school areas. Works were scheduled during the summer break to minimise disruption to daily traffic and ensure the highest safety standards at the targeted sites.

The completed works covered school-zone areas in Al Warqa 1, 3 and 4, Al Safa 1, Al Barsha 1, Al Garhoud, Al Mizhar 1 and 4, Al Qusais, and Al Barsha South. Key improvements included widening the roads leading to Al Warqa schools complex, building parking spaces for teaching staff and parents in Al Mizhar and Al Barsha, constructing new entrances and exits for several schools in Al Mizhar and Al Warqa, and installing pedestrian signals and traffic-calming measures in areas adjacent to schools.

The implemented traffic solutions have enhanced the road network while preserving the quality of Dubai’s

infrastructure. These improvements underscore RTA’s commitment to translating the directives of the wise leadership and keeping pace with development and urban growth. The works also serve road users, including teaching staff, bus drivers, and parents, ensuring a safer environment for all across the emirate’s streets.

The traffic improvements have increased parking capacity at several schools by 90% and improved traffic flow in the vicinity of some schools by 25% to 40%. They reflect RTA’s continuous efforts to advance Dubai’s infrastructure and raise traffic efficiency in school zones. The improvements





also ensure a seamless and safe mobility experience for school visitors, while enhancing the quality of life for residents and visitors in Dubai.

RTA continues to implement swift traffic solutions in school zones as part of a comprehensive strategic plan for 2025. The targeted areas include Al Barsha 1, Umm Al Sheif, Al Barsha South, and Al Warqa. The plan also features an operational framework for traffic management, developed in coordination with Dubai Police, to achieve the intended outcomes of increasing road capacity and reducing journey times for school visitors in those locations.

RTA calls on bus drivers and parents to adhere to traffic safety measures when transporting children to and from schools. It also urges them to use designated pick-up and drop-off areas, avoid random parking in spaces reserved for people of determination or emergency vehicles, and stop at school bus signals and signs. RTA further emphasises the importance of paying close attention to student movements around schools, reducing speed, and complying with traffic signs and signals. Such practices contribute to providing a safe and accident-free school environment.





# Gearing Up for Back-to-School Season with Innovative Awareness Initiatives

Dubai's Roads and Transport Authority (RTA) has all been set for the new academic year 2025–2026 through a comprehensive plan that includes a package of traffic improvements around schools and a series of innovative awareness initiatives directed at students, drivers, and parents.

These efforts form part of RTA's commitment to promoting traffic safety awareness among students, a key pillar of Dubai's traffic safety strategy, and in support of the nationwide awareness campaign led by the Ministry of Interior under the theme "Traffic Safety for School Students."

RTA has resumed the rollout of its awareness programmes, comprising more than four key initiatives. Among them are the "Golden Rules for Generations' Safety" programme for middle school students, the "Hello, My School" programme targeting kindergarten and primary school children, and the "Virtual Driving Licence" programme for high school students. The Authority will also support major school events at the start of the academic year, in addition to distributing educational

gifts to students. These gifts will feature printed QR codes linking to digital designs that present traffic safety instructions in an engaging way.

Commenting on the initiatives, Hussain Al Banna, CEO of RTA's Traffic and Roads Agency, said: "RTA is committed to supporting traffic safety in school zones for all students and education staff in the Emirate of Dubai. Our expanded back-to-school plan, developed in collaboration with Dubai Police, includes providing drivers and parents with proper



guidance on safe practices when dropping off and picking up students. The plan also involves distributing awareness gifts to parents containing safety tips, alongside student-focused gifts carrying messages on safe street crossing and avoiding danger zones around school buses and family vehicles when boarding and alighting.”

Al Banna added: “We expect the number of students in Dubai schools this year to reach 400,000, across more than 230 public and private schools, representing over 185 different nationalities and cultures. This diversity poses significant challenges, including the need to provide the best conditions and services to improve the learning environment and avoid traffic accidents. With the cooperation of our government and private sector partners, RTA has played a vital role in ensuring that Dubai schools have remained free of traffic-related fatalities in recent years, recording zero fatalities since 2010.”

He further noted: “RTA is expanding its network of electronic signboards near schools, which display drivers’ speeds, with additional modifications encouraging motorists to reduce speed and wear seatbelts. We continue to spread awareness messages to drivers and parents through social media platforms, outdoor advertisements, and customer service centres. Furthermore, we are working closely with our partners at the Knowledge and Human Development Authority and Emirates Schools Establishment to share safety messages with students and parents, providing them with the necessary instructions to avoid traffic accidents in school areas.”

Over the past years, RTA has successfully implemented the School Zones Project, which included reducing speed limits around schools, taking traffic-calming measures, deploying smart signboards, providing safe pedestrian crossings, and painting red road markings labelled “School Zone” in both Arabic and English to remind drivers that they are within a designated school area.

At the start of the new academic season, Al Banna called on all stakeholders, parents, and drivers to fully comply with traffic safety measures when transporting children to and from schools. This includes using the designated pick-up and drop-off areas, refraining from stopping in spaces allocated to People of Determination or emergency



vehicles, and adhering to school bus signals and signs. He emphasised the importance of vigilance and attentiveness to student movement around school zones, reducing speed, and following traffic signs and signals. Such practices, he affirmed, form a protective shield for students and help ensure a safe start to an inspiring, accident-free academic year.





# Protecting the Safety of Our Children on School Buses is a Shared Responsibility

Ensuring the safety of our children on school buses requires a comprehensive and responsible approach at every stage – from raising awareness before they leave home to their safe return at the end of the school day. This encompasses safe boarding practices, qualified drivers, and robust bus safety measures.

This responsibility includes making sure drivers are well qualified, buses are in good condition, and students are aware of how to behave safely both inside the bus and in its surrounding areas.

## The Importance of School Bus Safety

**Reducing accidents:** Traffic accidents involving school buses can be fatal, making it essential to adopt every possible precaution to minimise risks.

**Student safety:** School buses must provide a secure and reliable means of transporting students to and from school.

**Peace of mind for parents:** Knowing that their children are

travelling in safe school buses gives parents reassurance and peace of mind.

## Practising Safe Boarding

**Arriving on time:** Students should arrive at the bus stop early to avoid rushing or pushing.

**Waiting in a safe spot:** They must wait at a safe distance from the roadside and avoid playing around the bus stop.

**Safe boarding and exiting:** Students should board and exit only after the bus has come to a complete

## Calling on School Bus Operators to Ensure Student Safety and Comfort Ahead of New School Year

**Dubai's Roads and Transport Authority (RTA) has called on all school bus operators in the Emirate to be fully prepared for the start of the 2025–2026 academic year and to deliver the highest standards of service for students across all age groups, in line with RTA's vision: "The World Leader in Seamless and Sustainable Mobility."**

RTA remains committed to streamlining the daily movement of Dubai's school transport sector, recognising its pivotal role for the nation's leadership and its paramount importance to parents who entrust their children's safety and comfort to these services. The Authority also champions the integration of modern technologies as a key driver in further enhancing safety and well-being on board.

Following a restful summer break, RTA encourages students across Dubai to embrace a new academic

year filled with excitement, challenges, and optimism for a brighter future. In this context, the Authority has reiterated to school administrations and transport operators the need to strictly comply with all health and safety requirements to ensure a secure and successful learning environment.

RTA attaches a great importance to raising awareness about health and safety, as they are among the most important pillars of the Back-to School programme. RTA closely and continuously monitors the commitment of schools and operators to implementing the stipulated

stop, and must follow the driver's or supervisor's instructions.

**Crossing the street:** Students should never cross the road immediately after getting off the bus until they are sure the driver sees them and signals that it is safe.

## Ensuring Driver Safety

**Training:** School bus drivers must undergo thorough training in safe driving practices and emergency response.

**Background checks:** Comprehensive background checks must be conducted to ensure drivers have no criminal records or history of accidents.

## Reinforcing Safety Inside the Bus

**Seatbelts:** All school buses must be fitted with seatbelts for passengers, especially in smaller buses carrying children with special needs.

**Securing doors:** Drivers must ensure that bus doors are firmly closed before moving and opened only after the bus has come to a complete stop.

**Using side lights:** Drivers should activate side lights to alert other road users when stopping to pick up or drop off students.

**Blind spots:** Students must be made aware of the bus danger zones (blind spots) and guided to avoid them.

**Safety equipment:** Buses should be equipped with essential safety tools such as fire extinguishers and first aid kits.

**Sanitisation:** Regular sanitisation of buses is required to protect students from infectious diseases.



procedures and requirements. School bus operators and school administrations are required to maintain the safety of students and provide a safe and comfortable environment on buses for them, as well as for supervisors and drivers alike. The procedures, implemented by RTA's specialised teams, include inspection campaigns of bus operators to ensure their compliance with school transportation laws and requirements.

Students are also required to follow the instructions of bus attendants when boarding and alighting, with attendants ensuring that students are escorted to the nearest point to their homes.

RTA has further urged school bus operators to instruct their drivers to strictly comply with traffic regulations, particularly on roads and in areas surrounding schools. Drivers must also refrain from obstructing the flow of other vehicles, thereby helping to reduce congestion and ensure smooth traffic movement at all times.

RTA ensures that school transport operators provide intensive training programmes for drivers and bus attendants, focusing on safe and professional ways of

dealing with students. Drivers are also reminded of their responsibility to safeguard students throughout daily trips by adhering strictly to safe driving practices. At the same time, RTA commends the continued efforts of school transport operators and school administrations to safeguard students during their daily journeys. Operators conduct driver training under RTA's supervision and remain committed to equipping buses with essential safety features and measures. They also maintain regular communication with parents to reassure them of their children's safety during daily commutes.

