

Mohammed Bin Rashid approves awarding of "Route 2020" at a cost of AED10 billion



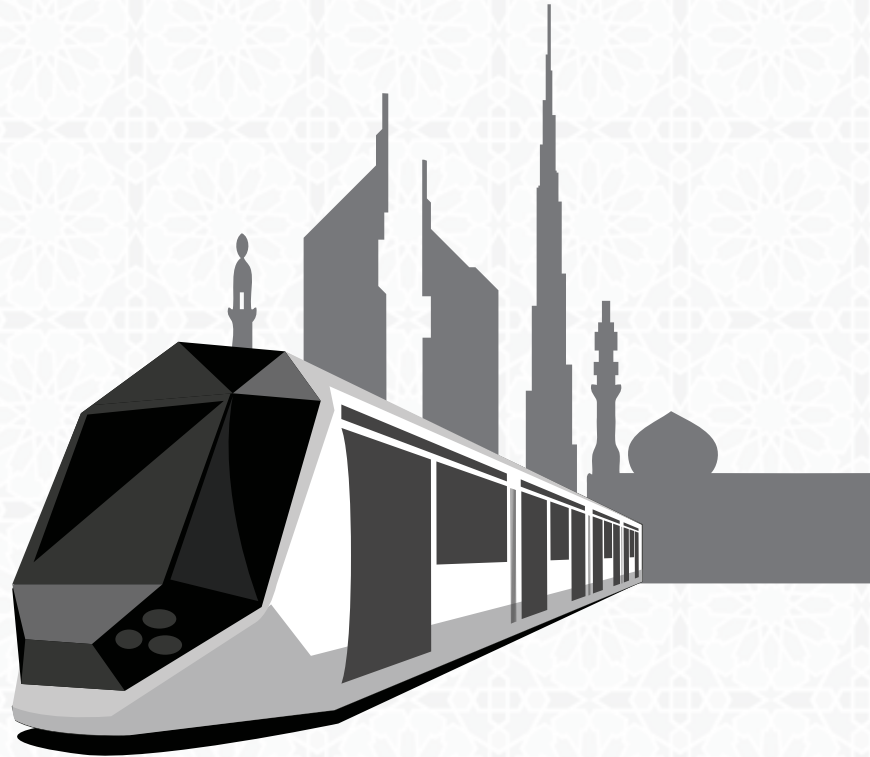
RTA VISION

Safe and Smooth Transport for All

RTA MISSION

Develop integrated and sustainable transportation systems and support Dubai's comprehensive growth plans by preparing policies and legislations, adapting technologies and innovative approaches, and implementing world-class practices and standards

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H.E. Mattar Al Tayer
*Director General and Chairman
of the Board of Executive Directors*

An Architectural Feat

In expressive words filled with pride, His Highness Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice-president and Prime Minister, and Ruler of Dubai epitomized his pride with awarding the Route 2020 contract to expand the Dubai Metro Red Line, exulting:

“The Dubai Metro is an architectural feat and a Dubai icon, which in 2015 alone carried over 170 million passengers.”

On 9 June 2016, His Highness approved the awarding of Route 2020 project to the Expolink Alliance that includes French, Spanish and Turkish companies at a cost of AED 10.6 billion. As usual, His Highness directed to promptly execute the project and provide all requirements to finish it according the world's best specifications, as it serves the EXPO 2020 that will be organized for the first time in the MENA and South Asia Regions. This event is expected to attract more than 25 million visitors during its convention that will last for 6 months. The project will be also a vital artery fulfilling the demographical growth in the areas where the metro line will pass by.

The implementation of the “Route 2020” project is in line with the framework of the Dubai 2021 Plan to ensure the sustainable growth and develop infrastructures and services at international levels. It also goes with the implementation of the Strategic Plan 2021 Dubai's RTA has stipulated to build a sophisticated mass transit network including the metro, tram, buses and marine transport modes.

The “Route 2020” line will start at the Nakheel & Harbor station on Red Line at a length of 15 km including 11.8 km on a viaduct and 3.2 km underground. It consists of 7 stations including one transitional station with the green line, one station at EXPO site, 3 elevated stations and 2 underground stations. The capacity of this route is estimated to be 46 thousand passengers at both directions. The number of passengers to use the Route 2020 is expected to reach 125 thousand commuters per day in the year 2020 and will rise to around 275 thousand commuters by the year 2030.

According studies conducted by RTA, 35 thousand visitors are expected use the EXPO 2020 station daily to get to the EXPO site during the weekdays and the number will rise to around 47 thousand visitors daily on weekends. This number represents around 20% of the total daily expected number of visitors to EXPO.

In closing, the “Route 2020” is just a beginning for next projects, which will ensure excellence and leadership that the emirate of Dubai is seeking.



On Track

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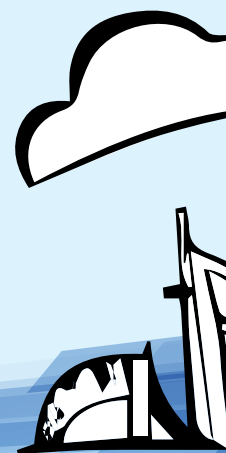
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Mohammed bin Rashid approves awarding contract for extending Dubai Metro Red Line Project (Route 2020)

The new route extends 15 km and serves Expo 2020

HH Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, has approved awarding the contract of 'Route 2020' project, for extending the Red Line of the Dubai Metro, to Expolink Consortium comprising French, Spanish and Turkish firms at a cost of AED10.6 billion.



**Al Tayer:
10 consortiums
applied for
prequalification, 5
submitted technical
& financial
proposals**



HH directed to immediately start the construction of the Dubai Metro Red Line Extension project and all the requisites of the project to be provided at the highest international standards and within the timeline set. Particularly as the new extension will serve an event that will be held for the first time in the UAE and in fact its de-

but in the Middle East, Africa and South Asia; which is expected to attract about 25 million visitors during the six month duration of hosting it in Dubai. The project will act as a critical line in serving the needs of demographic growth in the localities surrounding the metro track.

His Highness, in his twitter account said: "We have approved the Dhs10 billion extension of Dubai Metro's Red Line to Expo 2020: 50 new trains and

15km of track."

"The new route can carry 125,000 passengers a day and serves the biggest event in the region, Expo 2020, which will host 25 million visitors."

"Launched on 9/9/2009, the Dubai Metro is an architectural feat and a Dubai icon which in 2015 alone carried over 170 million passengers."

The above announcement was made by HE Mattar Al Tayer, Director-General and Chairman of the



Board of Executive Directors of the RTA, in the press conference held in Armani Hotel in Dubai following the signing of the contract with Expolink Consortium. The event was attended by HE Henri Poupart-Lafarge, Chairman and CEO of Alstom; and Abdul Mohsen Ibrahim Younes, CEO of RTA Rail Agency.

10 Consortiums

"The construction of the Route

2020 is envisioned in Dubai 2021 Plan for achieving sustainable development, providing an improved world-class infrastructure & services. It also comes in implementation of RTA Strategic Plan 2021 aimed at providing mass transit systems including metro & tramlines, buses, and marine transit services towards realizing RTA's vision of Safe & Smooth Transport for All," said Al Tayer.

"The consortium entrusted to un-

dertake Route 2020 project was selected through an international tendering process involving the participation of 10 consortiums of major firms specialized in the construction of metro systems from all parts of the globe. Five of them submitted technical and financial proposals, and negotiations were made with two of them in the final stage; which concluded to awarding of the project contract to Expolink Con-

Four innovative designs for "Route 2020" stations

Designs of "Route 2020" stations, approved by His Highness Mohammed Bin Rashid Al Maktoum, UAE Vice president and Prime Minister, and Ruler of Dubai, consists of four innovative designs:

Expo-Innovation Station

One of the world's greatest inventions, the Airplanes that changed the world in all sectors (trade, industry/cultures...etc.) has been chosen as a start point to design the viaduct stations. The wing of the airplane and its engineering developments to a start point in the designing idea of the station.

The Expo station is considered one of the main station in the project, which represents the connection point with the Expo 2020 site. With regards to the rising number of commuters and to ensure the efficiency of connection with the Expo 2020 fair and the movement smoothness, the main themes of the station mechanism during the Expo 2020 fair time and in the aftermath has been considered, and developed the requirements of the architectural designs to ensure the continuation of the station and its operating efficiency, taking into account the lessons learned from the designs of Dubai metro stations.





The viaduct stations

The design of the viaduct station has been designed with preserving the Dubai metro stations identity so that the new stations to be smoother and more modernized.





sortium led by the French Alstom Conglomerate, Spanish Acciona, and the Turkish Gulermack. According to the contract, Alstom will supply 50 trains: 15 of them for serving Expo, and 35 for upgrading the level of service of the Dubai Metro. The company will also cater to electromechanical works. The French Thales Group will provide the technological systems whereas Acciona and Gulermack will attend to civil works,” explained Al Tayer.

Governance and Transparency

“The RTA has set governance & assessment principles for Route 2020 project to ensure transparency and achieve the best results that ensure the fruition of the vision of Dubai Emirate underlining the hosting of Expo 2020. Clear-cut objectives & standards have been set for the technical & financial assessment process during the tendering phase. These standards are based on several perimeters including: the project construction program, integra-

tion with the existing Dubai Metro systems, design of stations & the use of modern construction techniques in the project, and the rail technologies & systems supplied under the project. The assessment process was carried out by specialist committees, teams and international consultants involving the participation of 100 spe-

The transitional station

The external design and architectural shape of the transitional station will be similar to the existing Dubai metro stations to ensure the preservation of the metro stations identities on Sheikh Zayed Road. The consultant and contractor will improve the designs during the execution





cialists from the RTA and the project consultant," added Al Tayer.

Master Plan

In his speech to the press conference, Al Tayer spoke about linking Route 2020 with the Red Line of the Dubai Metro saying: "The RTA has mapped out a master plan for roads & transport

projects to serve Expo 2020 and one of them is Route 2020. It has coordinated with all developers, and government service providers of concern with the planned metro route in order to ensure that Route 2020 will provide support to vital areas served by the project over the short and long terms. The Plan was tailored

100
*specialists
participated in
the assessment
of proposals
submitted*



to achieve sustainability in the project such that the route will link the exhibition yard with several projects & vital communities with high population density of up to 270 thousand persons such as The Gardens, Discovery Gardens, Al Furjan, Jumeirah Golf Estates and the Dubai Investment Park.

"Route 2020 starts off Nakheel Harbour & Tower Station on the Red Line and extends 15 km: 11.8 km a viaduct, and 3.2 km underground track. The project encompasses seven stations including a transfer station with the Red Line, Expo Station, three elevated stations, and two underground stations," he explained.

Ridership

"The capacity of Route 2020 is estimated as 46 thousand riders per hour in both directions (23 thousand riders per hour per direction). According to RTA studies, the ridership of Route 2020 is expected to reach 125 thousand riders per day in 2020; and the number is set to rise to 275 thousand riders per day by 2030. Studies also revealed that about 35 thousand riders will use Expo Station per day during weekdays, and the number is poised to rise to 47 thousand riders per day during weekends. This number accounts for about 20% of the projected total number of daily visitors of Expo," stated Al Tayer.

As for the timeline of the project construction, Al Tayer said: "Construction works in the project will start in the final quarter of this year, and the trial run is expected to start in the last quarter of 2019. The official operation of the service is set to start in the second half of 2020 namely on 20/05/2020 i.e. five months ahead of the opening of Expo 2020."

Commenting on the funding of Route 2020 project, Al Tayer said: "The RTA in coordination with the Finance Department of Dubai Government, had asked consortiums to submit elective finance offers during the tender submission stage. Accordingly,

The tunnel stations (underground)

The designs of underground stations have been developed in a way that goes with the nature of the project, locations of stations and linking them with the adjacent developments taking into consideration the designing flexibility to ease off the movement between the spaces of stations, provide natural lighting and connecting to other public transport modes.





the Finance Department will select the suitable finance model that achieves the present and future financial sustainability of the project. A host of CEOs and directors of

RTA in addition to the President of Systra Mr. Pierre Verzat, Parsons Group President MES Mr. Gary Adams and several executives of Expolink Consortium attended the press conference.

50 trains to be purchased: 35 to upgrade Dubai Metro service, 15 for Expo Service





Advisory Committee of Etihad Museum endorses exhibits of permanent galleries

Two annexes added to the eight galleries



The Advisory Committee of Etihad Museum has endorsed the interior design, exhibits and artefacts of the permanent galleries of the Museum being constructed nearby the Union House, which saw the signing of Constituent Document of the Federation of the United Arab Emirates. The Committee also endorsed two annexes to the permanent eight galleries; the first is an electronic guide to show the visitor's path during the tour highlighting items on display as well as a recap of dynasty of rulers who founded the UAE. The second elucidates the history of the ruling families along with their personal belongings.

To this effect, a meeting took place under the chairmanship of Chairman of the Museum's Advisory Committee HE Mohamed Ahmed Al Mur, Minister for Cabinet Affairs and Future HE Mohammed bin Abdullah Al Gargawi, Minister of Health and Prevention and Chairman of the Dubai Culture and Arts Authority Abdul Rahman bin Mohammed Al Owais, Minister of State for Foreign Affairs HE Dr. Anwar bin Mohammed Gargash in addition to Director-General and Chairman of the Board of Executive Directors of Roads & Transport Authority (RTA) HE Mattar Al Tayer, and the Director-General of the Dubai Department of Tourism and Commerce Marketing HE Helal Al Marri.

8 Galleries

Members of the Advisory Committee of Etihad Museum discussed exhibits of the Museum, which encompasses eight permanent galleries as well as temporary galleries used for exhibiting artefacts of other international museums to make it a vibrant & lively destination, which will encourage visitors from citizens & tourists to visit it repeatedly to see new exhibits. This ensures a sustainable operational strategy and achieves the objective of making the



facility one of the most frequently visited facilities in the UAE.

The Committee reviewed the exhibits of the first gallery, which displays an introductory movie at the theatre-taking visitors to deep historical insights accompanied by sound effects and illustrative music to chronicle the establishment of the union story. It uses impactful clips narrating the evolution of the UAE story by highlighting key events and the most influential figures in the creation of the new state.

The second gallery sheds light on the pre-federation era, and the third gallery (Road to the Union) displays steps leading to the federation stage using images & exhibits flowing like Al Falaj (water canal). The fourth gallery (Seeds of the Union) has a captivating visual display using state-of-the-art exhibition technologies. The fifth gallery uses sophisticated technologies triggering imagination and intellects by capitalizing on interactive touch technology taking visitors in a virtual tour of the underlying

reasons & concepts of the union.

The sixth gallery (UAE Federation) highlights the path of the UAE leadership including formal & informal meetings held in preparation for establishing the single state. The seventh gallery is devoted to the UAE Constitution exhibiting the document that has turned the dream into a reality along with a digital copy of the constitution for visitors to browse the detailed articles. The eighth gallery (New Nation) is an

open display lounge acquainting visitors with the developments that contributed to the creation of the new nation, the features of the post-federation state of the UAE, historical milestone such as the UN recognition of the UAE, the impact of the Union on developing community members, international influence, national currency, establishment of the armed forces, and the development drive & urbanization witnessed by the UAE since 1971.



It is note-worthy that the site of Etihad Museum comprises an array of historical buildings. The Museum is built underground and linked to a pavilion leading to Dar Al Diyafa and the Union House. The design of the entrance of the new pavilion replicates a manuscript with seven tilted columns simulating the pen used to sign the declaration. The museum includes permanent & temporary galleries, theatre, educational areas, lounges, and administration offices in addition to several supporting activities, and patios as well as a basement & surface parking.



RTA, 'Dubai Culture' ink MoU detailing respective roles & responsibilities towards Etihad Museum

The Roads and Transport Authority (RTA) has signed a Memorandum of Understanding (MoU) with the Dubai Culture & Arts Authority calling for enhanced cooperation & partnership between the two entities in designing and constructing the Etihad Museum Project along with the new Pole for a flag hoisting 123 meters above the ground.

Attending the signing of the MoU were HE Mohammed Ahmed Al Mur, Chairman of the Advisory Committee of Etihad Museum, HE Mohammed bin Abdullah Al Gargawi, Minister for Cabinet Affairs and Future, HE Abdul Rahman bin Mohammed Al Owais, Minister of Health and Prevention and Chairman of the Dubai Culture and Arts Authority signed the MoU on behalf of the Dubai Culture and Arts Authority. On behalf of RTA, HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of the RTA signed the MoU. Attending the signing

were also HE Dr. Anwar bin Mohammed Gargash, Minister of State for Foreign Affairs and HE Helal Al Marri, Director-General of the Dubai Department of Tourism and Commerce Marketing.

According to the MoU, RTA caters to designing and constructing the Etihad Museum project next to the Union House that saw the signing of the constituent document of the UAE federation back in 1971. It will also undertake the refurbishment of Al Diyafa Palace and the Union House, construction of a flagpole rising 123 meters and a car park with a capacity to accommodate 200 cars. It

will also source exhibits according to the chronicle endorsed by the Advisory Committee, and lend support to the Culture & Arts Authority concerning branding the Museum. RTA has also to offer the kind of support needed by the Museum operator towards finalizing internal restaurants, food-processing facilities within the Museum and Al Diyafa Palace, and operating the gifts shop.

According to the MoU, RTA has to provide access to staff of the Dubai Culture & Arts Authority to the site of permanent galleries of the Museum as well as their office space in order to start the necessary

Smart Driverless Modes will claim 20% of Trips in 2030, a Strategic Indicator

RTA's Board of Executive Directors in Dubai adopted, the addition of the strategic indicator: (averaged trips done by smart driverless modes) to the first strategic goal of Authority (Dubai Smart) within its strategic plan as the program of the deployment of its Strategic Plan. The Board also adopted a program featuring RTA's (2016- 2020) strategic plan, which includes 15 activities involving (employees, community, customers, partners and suppliers) by taking advantage of the activities organized by RTA or take part in them. These activities aim to explain RTA's, vision, mission and values in detail, and the review of strategic directions and goals during the next phase.

This statement was during a Board meeting chaired by HE Mattar Al Tayer, Director General and Chairman of the Board of Executive Directors at RTA to discuss the results of RTA's updated strategic plan. Al Tayer during this meeting heard a report from CEO of

Strategy and Corporate Governance and a presentation delivered by the Strategic Planning Department; to implement the recommendations of RTA's Supreme Committee for Strategic Planning that approved RTA's updated (2016-2020) Strategic Plan. The goals of the strategic

plan had been updated in line with the directives of the Government of Dubai and RTA's updated values that can be summarized to (Corporate Reputation, Excellence & Success, Leadership & Teamwork, Happiness & Positive Energy and Creativity & Innovation).

training from mid of August 2016. It will also provide the assistance needed in regards to all technical matters related to the production of entry cards for the Museum (NOL cards) upon the project completion by the end of Sept this year. The final handing over of the project to the Dubai Culture & Arts Authority will be by the end of September this year, and every support will be extended for a successful opening ceremony on December 2, 2016.

The MoU provides for the Dubai Culture & Arts Authority to undertake all requirements of the Museum branding, and communicate with local & federal government entities of the UAE as well as the international organizations to identifying the would-be exhibits, reviewing the design of permanent galleries & artefacts proposed by the Museum's consultant, unleashing 'Etihad Museum Exhibits' campaign, mapping out & running a branding campaign, and reviewing the contents as per the chronicle



endorsed by the Advisory Committee. It has also to attend to releasing tenders for sourcing & appointing operators to run internal restaurants, gifts shop, and the premises of the museum besides sourcing necessary security firms. The Dubai Culture & Arts Authority has to run training programs for Emiratis, procure all office supplies, and receive copies of engineering layouts, operation

& maintenance manuals, and relevant documentation from RTA.

According to the MoU, the two parties will facilitate the exchange of best practices in the field of innovation & creativity in line with the Dubai Government drive. They will also assist the exchange of knowledge in fields of relevance to strategic plans & technical affairs as well as the best administrative practices.

"The addition of the Strategic Indicator (averaged trips done by smart driverless modes) goes with Dubai's strategy of driverless transit. This strategy aims to achieve 25% of the mobility by smart driverless modes in 2030. This is part of a plan aimed at achieving 8% of them in 2016 to rise to 9% in 2107 and 10% in 2018, reaching 11% in 2019 and 12% in 2020. Thus, the rise continues to ensure the target that represents a 25% of mobility to be done by smart driverless in 2030," said Al Tayer.

"RTA had updated its strategic plan this year, in line with the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister, and Ruler of Dubai, His Highness Sheikh Hamdan bin

Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Board and His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai and Vice-chairman of the Executive Council, to making the emirate of Dubai a smartest city in the world. The backbone of this smart city is man by offering distinctive and innovative services that make people happy. The updated strategic plan took into account the national agenda of the UAE 2021, Dubai strategic plan 2021 and Dubai strategy of driverless mobility, he indicated.

The Community Theme

The community theme consists of

three goals: (Dubai Smart) that aims to enhance the communication, integration, information management, improvement & sustainability of smart government services, development of smart solutions for roads and traffic. The second goal is (Integrated Dubai) through which RTA seeks to ensure the improvement between mobility and urban planning and make roads and mobility systems friendly for all, and safeguard the national identity. The third goal is (People Happiness) through which RTA aims to be forerunner in making people happy, ensure harmony with clients and consolidate the happiness and positive energy at work.

RTA sets plan for implementation of Green Economy Governance Structure

The move renders RTA the first government entity to highlight the concept

The Board of Executive Directors of the Roads and Transport Authority (RTA), chaired by HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of RTA has endorsed a project for preparing & implementing the Green Economy Governance Framework. The move is part of efforts made to leverage RTA's agencies & sectors, as well as their partners, to contribute to the improvement of energy & green economy aspects under a concerted & integrated methodology. The entire drive is aligned with the initiative of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, themed: "Green Economy for a Sustainable Development" along with its six drivers namely: Green Energy, Government Policies, Green City, Coping with the effects of climatic change, Green life, and Green Technology.



"RTA has effectively become the first government body in the region that caters to such a project, which echoes

our strategic drive to promote this global concept. The project involves coordination with the Dubai Carbon

Centre of Excellence to chalk out the best green economy practices besides measuring & examining relevant

standards," said Al Tayer.

"RTA's strategy to chart out a governance structure for the green economy would assist the realization of the objectives of the Sustainable Development Plan 2030 launched by the UN General Assembly. The UAE pronounced its support to this Plan during the UN Sustainable Development Summit 2015 held in New York City. Revamping RTA's Green Economy Strategy resulted in drawing up plans for affiliated agencies & sectors, the implementation of which would be geared to the relevant key performance indicators," he noted.

"RTA's strategic initiatives for the Green Economy are aligned with its scope of work as well as relevant local, federal and international strategies. These initiatives will directly influence the strategic goal: Achieving Environmental Sustainability of Transport, and set the framework for Green Economy in RTA, which will cement its pioneering role in the field of green economy transport worldwide. In this regard, four themes comprising five strategic initiatives have been identified in collaboration with the concerned bodies in RTA's sectors and agencies."

"The first theme is Green Energy and is dedicated to adopting the use of renewable energy sources and clean fuel. The second theme is Green Investment; an initiative for developing a sustainable transport sector driven by innovation & knowledge and supported by specialist Emirati personnel. The third theme: Green Cities encompasses two initiatives; the first is concerned with the enhancement of communication between the public & RTA's green economy initiatives in the field of transport, and the second is focused on adopting measures to step up the efficiency of environmental assets during

their lifespan. The fourth theme, which addresses Green Technologies, involves an initiative for adopting smart & green technologies and green procurement. The Green Economy structures of RTA covers a variety of relevant procedures, operations and activities supporting the implementation of the Green Economy requirements, and fostering green innovation among others," explained Al Tayer.

"Over the past three years, RTA has accomplished 45 projects, initiatives related to energy and green economy. It had also established a Green Economy Section affiliated to the Safety Regulation & Risk Planning Department to act as a reference point for all green initiatives & projects across RTA. It has introduced the Green Building Codes at excellent standards and is planning to obtain LEED certification for Route 2020 Project, which would be on the go fairly soon. RTA is also seeking to replace all street lights by lights using LED technology by 2030, which would reduce the carbon footprint by more than 3000 tons of carbon per annum," said Al Tayer.

"In 2015, RTA launched the Electric Bus with a battery chargeable up to 80% in less than 30 minutes, and with a fully charged battery, the bus can travel 200

km. RTA has also piloted the operation of a bus powered by compressed natural gas (CNG), and another project for measuring the carbon footprint of vehicles in Dubai Emirate. It had also successfully launched the trial run of environment-friendly hybrid vehicles in 2008 and is intending to beef up the fleet of these vehicles to as much as 50% by 2020. In keeping with the Dubai Government policy to bring happiness to people, RTA launched services via smart phones that contributed to environmental conservation efforts. Each transaction performed online or via smart apps reduces carbon emissions by 15 kg, and in 2015, it had managed to reduce 8100 tons of carbon dioxide emissions," explained Al Tayer.

Nasser Abu Shehab, CEO of RTA's Strategy and Corporate Governance Sector said: "Over the past few years, RTA had made significant progress in the transition towards sustainability & green economy through adopting an array of plans, solutions and strategies, all contributing to sustainability. The public transport means, comprising the metro, tram and public buses in Dubai, are considered environment-friendly (green) transit modes as they are powered by fuel considered the cleanest worldwide."

"The Green Economy is a key tool for building a safe & sustainable future for humanity. However, generalizing this model to all sectors and availing its benefits is closely associated with a string of factors & conditions. The UAE is making a notable effort in this regard in collaboration with the UN Environment Program and several of the specialized UN Agencies," added Abu Shehab.

Al Tayer receives French Ambassador to UAE

HE Mattar Al Tayer, Director General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA) has recently received in his office, HE Michel Miraillet, French Ambassador to the UAE. The meeting, which was attended by the CEO of Rail Agency Abdul Mohsen Ibrahim Younes, discussed cooperation between RTA and French companies operating in roads, mass transit system projects, and how to broaden the scope of such cooperation in future.

Al Tayer briefed the French Ambassador on the key projects the RTA intends to undertake in the near future covering infrastructure, roads, and public transport projects including the construction & operation of rail projects costing billions of dirhams. On the top of

these projects is the Route 2020 Project for extending the Red Line of the Dubai Metro to the exhibition yard of Expo 2020. Projects portfolio also includes extending the Green Line of the Dubai Metro, and constructing Phase II of the Dubai Tram project. He noted that future

projects would offer a great opportunity for companies to bid for tenders released by RTA.

French Ambassador praised the solid bilateral relations between the UAE and France, and expressed an intention to hold a forum combining all French

Dubai's RTA wins an International Safety Award for providing a safe and healthy work environment

The Roads and Transport Authority (RTA) of Dubai has won an International Safety Award with Merit from the British Safety Council in recognition of its commitment to protecting its employees and contractors from the risk of injury and ill health at work, and keeping them and workplaces safe and healthy. The winning organizations are selected out of a list of organizations from the UK, Africa, Asia and the Middle East. 30 organizations have marked the excellence degree, which the highest in the Award.



H.E. Mattar Al Tayer, RTA's Director General and Chairman of the Board of Executive Directors expressed his satisfaction over this winning when he received the Award from Nasser Abu Shehab, Acting CEO of Strategy and Corporate

Governance Sector and Eur. Ing. Amair Saleem, Director of Safety, Risk Regulation and Planning. This Award represents another success for RTA in the application of health, professional safety and environment. RTA is considered



the first public transport government organization in the region, which has obtained the international accreditation in risk management. This accreditation can fundamentally be attributed to its accurate commitment to apply the best



entities operating in the field of roads and public transport with the aim of boosting cooperation, sharing expertise, and identifying RTA's future projects.

At the conclusion of the meeting, HE Michel Miraillet extended an invitation to HE Mattar Al Tayer to visit France and meet with the officials

of French firms & organizations in roads & transport industries, besides reviewing the transportation projects & systems in France.

practices and KPIs, and it abounds with superior technical and administrative experiences as well as the availability of the professional competencies of RTA's leaders on all fronts.

Nasser Hamad Abu Shehab, Acting CEO of RTA's Strategy and Corporate Governance Sector accompanied by Eur. Ing. Amair Saleem, Director of Safety, Risk Regulation and Planning Department, who received the Award in a celebration event recently hosted by the British Safety Council in London, confirmed that RTA is committed to promote the world's best safety practices in all phases of RTA projects and operations, and increase the ownership and accountability of safety responsibilities at all levels. In addition, we continuously endeavour to raise safety awareness for stakeholders and motivate them to adopt the best health, safety and environment practices and ensure their compliance with the applicable legal requirements in safety. RTA is one of the few organizations that won a merit in the 2016 British Safety Council International Safety Awards.

About the International Safety Awards

The International Safety Awards is an annual scheme designed to recognise and reward good health and safety management by organisations of all sizes and sectors around the world during the previous calendar year.

Organisations answer a series of online questions about their management of occupational health and safety risks at a specific site or business unit, which are marked by independent adjudicators. If the application meets the required standard, a pass, merit or – for exceptional submissions – a distinction is awarded.

Now in their 58th year, the International Safety Awards recognise and celebrate organisations from around the world that have demonstrated to the satisfaction of the scheme's independent judges their commitment to preventing workplace injuries and work-related ill health during the previous calendar year, said Abu Shehab.

Mike Robinson, Chief Executive of the British Safety Council, congratulated RTA on their success in winning an International Safety Award with merit for 2016: "The British Safety Council commends RTA on their achievement."

"The award is in recognition of their commitment and effort to keep their employees and workplaces free of injury and ill health. Our warmest congratulations."

"The British Safety Council's vision is that no one should be injured or made ill by work, anywhere in the world. Across all of the winning organisations are examples of dedication and hard work to ensure that the risk of injury and ill health is prevented. We commend the winning organisations and urge them to continue working with us to ensure that our vision becomes a reality."

RTA wins Arab Ideas Award for recycling Bus Wash Water

The Roads and Transport Authority (RTA) has recently won the Arab Ideas Award organized by the Dubai Quality Group in the 'Best Green Practices' category. RTA scooped the Award thanks to adopting the best practices in recycling bus wash water at bus depots where water-recycling plants were constructed.

Abdullah Yousef Al Ali, CEO of RTA's Public Transport Agency, was pleased for winning the Award, which signals RTA's commitment to saving energy & driving the green economy concepts through reducing the impact of global warming & optimizing the use of water in washing buses at depots. He noted that desalination plants were the source of water in the UAE. "Among the key challenges encountered were the huge quantities of water wasted in washing buses as well as the disposal of wastewater via tankers due to the lack of sewage networks in remote depots. To ensure a high level of bus cleanliness, bus wash water recycling plants were established, which has contributed to



reducing water consumption by more than 90% as each bus previously used to require 200 liters for washing compared to 20 liters after the use of recycling stations," he explained.

"We have more than 1,400 buses, each has to be washed 10 times per month, making a total of 168,000 bus wash annually; a process that used to consume more than 35 million liters of water p.a., whereas now it only requires 7 million

liters p.a.," added Al Ali.

"Winning the Arab Ideas Award culminates the efforts of the Public Transport Agency in charting out plans, and compiling feasibility studies focused on the latest practices of preserving the environment. RTA has got in place a comprehensive strategy and future plans for saving energy and advancing the concept of green economy in a sustainable environment," concluded Al Ali.

RTA clinches international award at Smart Cities Summit

The event coincides with the World CSR Day

Dubai's Roads and Transport Authority (RTA) has scooped the 'Leadership Award for Outstanding Contribution towards Building Smart Cities Award.' Abdullah Ali Al Madani, CEO, RTA's Corporate Technology Support Services Sector obtained this Award in recognition of his outstanding performance and strenuous efforts towards transforming Dubai into the smartest city worldwide within three years.

An announcement to this effect was made during the Smart Cities Summit & Awards Congress recently held in Mumbai, India. The event saw a wide participation of as many as 130 countries as well as hordes of decision-makers, experts and

specialists in smart cities, transportation and technologies from all over the world. The event is synchronized with the World CSR Congress and the World CSR Day.

Al Madani was impressed by this achievement for RTA in such a vital

discipline, which constitutes an immense contribution towards transforming Dubai into the smartest city worldwide within three years; a top priority of the Dubai Government. Achieving such an objective entails offering decent living

RTA bags Smart Transportation Services Award for reduced bus accidents

The Roads and Transport Authority (RTA), represented by Public Transport Agency, has won the 21st Middle East Smart Government and Smart Cities Excellence Awards in the category of 'Transportations Smart Services Excellence'. The felicitation was made in recognition of the 'Reduced Accidents' system applied by the Agency. The Awards, which are held by the Middle East Excellence Awards Institute, were meant to honor entities that made the best achievements in the Smart Corporate Transition.

Abdulla Yousef Al Ali, CEO of RTA Public Transport Agency, who accepted the award in a ceremony held at The Ritz-Carlton Hotel in Dubai, was delighted for the Agency to clinch this award saying: "It reflects the keenness of the RTA to adopt world-class standards in driving the bus sector to realize smart transition services at the highest safety standards for users.

The "Reduced Accidents" system is aimed at alerting the bus driver as well as the Bus Control Center of any hazards that may trigger accidents. The system comprises several aspects such as: a system for monitoring the driver's stress & fatigue and awakening him from the drowsy condition experienced, a system for monitoring potential crashes, and a system for

warning against over-speeding. The combined efforts with the Quality, Safety and Environment Office, Transportation Systems Department, Bus Department, and the Maintenance & Services Department

have contributed effectively to the successful implementation of the system in the Agency. Work is in hand to assess generalizing the system to the entire bus fleet as well as considering the feasibility of implementing it in other transit modes as well," continued Al Ali.

"The awards scooped by RTA agencies, sectors and departments in the smart



transitionfield underscore the compliance with the government directives to rank Dubai as the world's smartest city in terms of delivering services to citizens, residents and visitors, recalling that the RTA is widely recognized as one of the key government entities entrusted with achieving People's Happiness," said Al Ali in a concluding remark.

for the population of the emirate including citizens, residents, visitors and tourists, and making them happier. It is one of the initiatives that the government has been directing governmental and quasi-governmental institutions to implement for the interest of the whole UAE populace. "I don't see this award as a personal accomplishment, rather a feat for RTA that could only have been possible, thanks to the unlimited support and wise directives of HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of RTA. It also echoes the outstanding performance of team members and committees involved in this project who have spared no effort to

achieve tangible results under the plans & directives of RTA and the Government in this regard," added Al Madani.

"RTA is always keen on utilizing the latest technologies to facilitate procedures and e-transactions in order to assert the leadership worldwide in this field, which has become a key pillar of modern life and a prime mover of development aimed at achieving superior quality of life to citizens, residents, tourists and visitors. The achievement also culminates RTA's tireless efforts in adopting the world's top technical standards as regards promoting and providing GIS services in a sustainable, seamless and solid manner," elaborated Al Madani.

Al Madani delivered a presentation in this global event, reviewing Dubai's leading initiative in smart cities and the project of transforming Dubai into the smartest city in the world within three years, based on 'What Next?' or the main theme of the conference.

It is worth mentioning that RTA, since inception, has made extensive achievements and won international awards in various fields related to mass transit and infrastructure, particularly information technology, and GIS. It reflects RTA's relentless commitment to providing smart and smooth services that contribute effectively to bringing happiness to citizens, residents, tourists and visitors.



RTA to open Jumeirah Bridge in three phases this July

Two lanes now opened from Jumeirah 3 to Jumeirah 2

The Roads and Transport Authority (RTA) is set to complete the opening of the entire Jumeirah Bridge this July as part of Phase II of the Dubai Water Canal project. The Bridge comprises three lanes in each direction and rises 8.5 meters above the Canal, thus enabling free navigation around-the-clock.





RTA will open lanes of this bridge in phases. Two lanes inbound from Jumeirah 3 (south) outbound to Jumeirah 2 (north) have been opened on Saturday, two lanes coming from Jumeirah 2 (north) heading towards Jumeirah 3 (South) will be opened on Friday (July 15th), and all lanes will be in full operation in both directions starting from July 21st.

“Work is progressing noticeably in Phase IV and V of the Dubai Water Canal Project. The contract of Phase IV, which is part of the infrastructure for serving urban developments on both sides of the Canal, includes

infrastructural works for serving urban developments including roads & utilities. The contract of Phase V includes completing

quay walls of the Canal using precast concrete slabs all along the stretch of the Canal, and completing the diversion of utility





lines & key services to give way for completing the construction works of the Canal as well as the removal of affected services. Works also include the treatment of hyper-saline water of the Business Bay Lakes, removing sand barriers from the course of the Canal, and constructing three marine transport stations on both sides of the Canal,” added Al Tayer. The Roads and Transport Authority (RTA) will open this Friday the Abu Dhabi-bound southern bridge on the Sheikh Zayed Road as part of the initial phase of the Dubai

Water Canal Project. The bridge comprises eight lanes (six lanes will be open in the initial phase and the remaining two lanes will be open in mid-July 2016). It rises 8.5 meters above the water level allowing free navigation in the Canal around-the-clock.

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of RTA said: “By opening the southern bridge, RTA has effectively completed all works listed under Phase I of the Dubai Water Canal Project, which comprises the construction of an 800 meter-

long bridge on the Sheikh Zayed Road comprising 8 lanes in each direction. It also includes modifying the route of affected roads to ensure integrated traffic movement between the two sides of the Canal besides shifting the affected utility lines.”

“Earlier this month, RTA opened Al Wasl Road Bridge comprising three lanes in the direction of Dubai and two lanes in the direction of Abu Dhabi in addition to two lanes for serving the traffic coming from Al Wasl Road heading to Al Athaar Road. The traffic flow on the bridge



has improved massively, thus facilitating the movement of motorists from Jumeirah 1 to Jumeirah 2 & 3 as well as Al Hadiqa Road and vice versa. Accordingly about 50 thousand vehicles now use the bridge every day. Last March, RTA opened Phase II of the project with the completion of a bridge serving traffic inbound from Al Athaar Road and bound to Al Hadiqa Road across Al Wasl Road. Since opened, it had eased the movement of motorists from Jumeirah Road and Al Athaar Road in the direction of Al Hadiqa Road and Sheikh Zayed Road.

“This bridge is characterized by a unique design with waterfalls flowing from the top, and smart lighting fixtures controlled via a dedicated app supported by a database for tracking the lighting condition, and sharing information & operational commands. A full coverage is provided all over the place enabling RTA to interact with the social media through 3G technology,” explained Al Tayer.

RTA, JAFZA boost traffic awareness efforts targeting 50k workers in Jebel Ali

The Roads and Transport Authority (RTA) confirmed that the joint plans developed in conjunction with the Jebel Ali Free Zone Authority (JAFZA) targeting some 50 thousand workers under the initial phase have yielded positive results in terms of heightened attention and participation among workers in various traffic awareness raising events.

The Department has recently intensified efforts towards accomplishing an ambitious awareness-raising plan in JAFZA targeting about 50 thousand workers in the initial stage. The plan covered residential quarters as well as workplaces of workers and focused on a specific target of introducing workers to traffic awareness issues at work places and residential communities as well as precautions needed when boarding public buses, crossing roads, and riding bikes. Such efforts contributed to raising

the interaction of workers and the keenness they expressed to benefit from this campaign," said Hussain Al Banna, executive Director of Traffic at RTA's Traffic & Roads Agency.

"Two more phases will follow to target about half a million workers in building & construction industries in addition to guards & security personnel deployed at factories, production facilities as well as loading & offloading areas. In the context of its strategic plans related to traffic awareness, the Department relies

on broad-based partnerships made with entities employing massive numbers of workers such as JAFZA, which hosts about seven thousand companies," noted Al Banna.

"The cooperation with JAFZA has resulted in a huge success since the start of the initial phase of the campaign. A cohort of awareness-raising activities were held at assembly points of workers' residential communities and in certain companies located within JAFZA. The campaign covered awareness-raising

RTA undertakes maintenance works on Sheikh Mohammed bin Zayed Road, attends to smooth traffic flow

The Roads and Transport Authority (RTA) announced the start of periodic preventive maintenance works on the asphalt layer in parts of the Sharjah-bound Sheikh Mohammed bin Zayed Road. Accordingly, the first and second lanes will be closed weekly from 10.00 pm on Thursday (starting from 16/06/2016) up to 10.00 am of the following Saturday. The closure period will remain recurrent up to 16/11/2016, and the RTA has taken precautions to ensure a smooth traffic flow throughout the duration of road construction works.



lectures delivered to workers in the most common languages they speak such as Urdu, English and Arabic. Lectures focused on raising traffic awareness activities throughout the daily journey starting from the moment of leaving home till coming back to home. Events included a key platform for offering awareness leaflets and stickers printed in different languages, and distributing gifts tailor-made to deliver awareness-raising messages such as pens, shirts, and mugs encapsulating short awareness messages.

"The plan is not restricted to field events but is rather focused on running year-round awareness plans via electronic screens provided in workers' residential and work places, e-mail messages to officials of mega companies, and displaying educative posters in multiple languages about the safety of pedestrians & cyclists



along with associated traffic offences," he further added.

Ibrahim Al Janahi, Executive Vice President and CEO of Commercial Affairs of JAFZA said: "This campaign is part of JAFZA's commitment to the safety of workers and visitors. Our joint efforts with such a strategic partner like RTA aim at honing the skills of workers

and residents of residential quarters. It highlighted the importance of taking appropriate security & safety precautions when driving vehicles, bikes within the perimeters of JAFZA. It also aimed at encouraging workers to comply with the traffic codes and disciplined driving on roads for their own safety, life and the safe arrival."

Explaining the above, engineers Maitha bin Adai, CEO of RTA Traffic & Roads Agency, said: "The initial phase will cover the sector parallel to the Arabian Ranches between the exits of the Arabian Ranches and the Global Village. Phase II will follow

afterwards and will cover a sector from the exit of the Global Village to the neighbourhood of City of Arabia. The final phase will extend from the exit of City of Arabia up to a point just before the exit to Al Ain Road i.e. the area parallel to Falcon City."

While the RTA regrets any inconvenience caused to road users as a result of these works, it calls on motorists to be attentive, comply with the directional signs and adhere to the speed limits in place for their safety and the smooth traffic flow.





Dubai Taxi Opens Customers' Care Center

RTA's Dubai Taxi Corporation (DTC) has recently opened the Customers' Care Centre and launched Customer's Relations Management (CRM) System. The move goes with the course of DTC's drive to raise customers' satisfaction, and enhance corporate profile among all customers in line with its vision, "Pioneers in Passenger Transport Services."



"Launching the Customers' Care Centre and CRM System constitutes a paradigm shift in realizing DTC's objective of improving services on offer to residents & visitors of Dubai. The DTC's fleet has carried out more than 12 million trips, and lifted about 21 million riders during Q1 of 2016," said Dr. Yousef Al Ali, CEO of Dubai Taxi Corporation.

"The Customers' Care Centre and CRM System aim at providing additional service channels to ensure constant communication between the DTC and customers in line at world-class standards and practices in implementation of government directives to bring happiness to people. The DTC assigns top priority to customers' happiness in line with

the objectives of Dubai strategic plan. The Center is fitted with the latest systems that facilitate taxi booking and service accessibility such as the DTC Limo App, and the electronic device deployed in service delivery outlets in malls & hotels," elaborated Al Ali.

Abdulla Al Meer, Director of Business Development at Dubai Taxi Corporation, said: "The Customers Care Centre and Customers Relations Management System are intended to enhance the integration & offering of DTC's customers' services through a single window. To serve all DTC customers & provide necessary support for the use of the latest technologies, the Center has to be operated round-the-clock by a

dedicated & competent team. The Team has to identify customers' needs in a creative manner using multiple communication channels such as the website www.dubaitaxi.ae, or Customers' Service Center 042080555. Accordingly, the system generates a uniform database for each customer, saves all details and then exchanges information in coordination with the DTC's relevant departments. This will ensure quick access to callers' data, identify their needs, and improve the accuracy and follow-up of inquiries, besides generating analytical reports for use in improving, supporting and marketing DTC's services aimed at addressing customers' expectations and needs.

RTA launches Online Vehicle Mortgage Addition service

RTA's Licensing Agency has recently launched the 'Online Vehicle Mortgage Addition' service; the second phase of 'Vehicles Mortgage Addition/Redemption' scheme. The first phase of the scheme, which relates to 'Online Vehicles Mortgage Redemption,' was launched back in 2013.

Ahmed Bahrozian, CEO of RTA's Licensing Agency, said: "RTA constantly seeks to adopt the world's best practices to improve services on offer to individual & corporate customers. Migration to e-services is therefore considered part & parcel of RTA's current plan for raising customers' satisfaction through offering improved and efficient online services in collaboration with mortgagors, banks and car dealers."

"Implementation of Phase II of the scheme is already underway

through the self-service improvement system known as 'SDDI'system. The system simplifies & streamlines vehicle mortgage procedures, and slashes the time & cost of transactions processing, besides reducing the required paper work, which conforms to one of RTA's key strategic goals. The 'Online Vehicle Mortgage Addition' service would be established by linking mortgagors with RTA via the SDDI system by uploading the mortgage online to our traffic system applicable in

RTA," added Bahrozian.

"Through its teams, RTA seeks to implement the Dubai Ruler's vision of reducing the number of customers visiting customer service centers by providing easy & safe services. The alternative channels encourage companies and individuals to use e-services in order to have their transactions processed rapidly, without obliging them to visit RTA's service centers, which contributes to bringing happiness to customers," concluded the CEO of RTA's Licensing Agency.

RTA accepts unconditional replacement of Chinese light driving license

The Roads and Transport Authority (RTA) has added the People's Republic of China to the list of countries excluded from the light driver's license replacement tests. A Memorandum of Understanding was signed to this effect providing for reciprocal recognition of driving licenses between the UAE and the People's Republic of China.

Jamal Al Sada, Director of Drivers Licensing, RTA's Licensing Agency stated: "Certain terms and conditions must be met to replace a foreign driving license, including that the applicant should hold a valid residency visa in the UAE, and a valid Chinese driving license, besides meeting the age limit of 18. The

applicant must pass the eyesight test, and submit a certified translation of his/her driving license from an accredited translation office."

It is noteworthy that countries approved for driving license replacement are: all GCC countries, USA, Canada (Québec), Japan, Australia, Singapore, South

Korea, New Zealand, Hong Kong, South Africa, Germany, Italy, Switzerland, Finland, Poland, Slovakia, Spain, the Netherlands, Greece, Sweden, Romania, Belgium, Ireland, Turkey, Denmark, Portugal, Austria, France, Britain, Norway, Luxembourg, and the People's Republic of China.

RTA runs campaign to examine time allotted to driving lessons

RTA's Licensing Agency has recently run an inspection campaign targeting driving institutes and centers in Dubai to verify their compliance with the rules & regulations applicable at the RTA. The site crackdown was particularly focused on verifying the compliance with the actual time allotted to driving lessons. The move constitutes an integral part of various inspection campaigns regularly made by the Agency during the course of the year.

Ahmed Bahrozian, CEO of RTA's Licensing Agency said: "the Monitoring & Enforcement Department is working tirelessly through a specialist team to realize its vision of: Excellence in Monitoring & Enforcement. For this sake, diverse inspection campaigns



have been launched targeting driving institutes & centers to monitor their performance & commitment to the timely start and end of driving lessons. The campaign also sought to examine the commitment of instructors to registering such information in driving lessons card, and acknowledging the delivery of the prescribed lesson by both the instructor and the learner. The step was also intended to make institutes & instructors aware of the ongoing

inspection campaigns obliging them to a year-round compliance with the policies of the Agency. It was also intended to ensure that the appropriate service content is delivered to the learner rather than wasting time in side chats; a step bound to raise the traffic awareness of trainees.

"The campaigns concluded to mixed results and identified areas open to potential improvements in future where institutes were obliged to implement

RTA adds more Nafethati systems to enhance customers' satisfaction, happiness

Total number of self-service machines in place soars to 17

The Roads and Transport Authority (RTA) in Dubai announced the deployment of more self-service machines, branded as Nafethati. The move brings the total number to 17 of these machines, which have so far processed 60,869 transactions. The move is part of RTA's continuous efforts to realize its third strategic goal (People Happiness), rendering it a reality perceived by clients in terms of streamlined daily transactions. It goes with response to the directives of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, to engage government entities in achieving people's happiness around-the-clock.

"We have developed a plan for improving our services via Nafethati, as we have noticed a growing number of people switching to these machines coupled with a rising customer's satisfaction rating

with transactions processed through them as they save much of their time and effort. We have accordingly opted to add and activate more machines to bring the total number to 17 machines in operation

at variable timings as follows: at the RTA Head Office from 07:30 am to 03.00 pm, while at customer service centers at Umm Al Romool, JBR, Al Manar, Tasjeel Al Barsha, Quick, Al Qusais, Amman

RTA uses 14 sources to screen customer needs, expectations

The Roads and Transport Authority (RTA) is employing 14 sources to detect customer needs and ambitions in a bid to realize its third strategic goal: People's Happiness. The move is also part of RTA's endeavours to align customer needs with the current and future project implementation plans to keep pace with these requirements.



"RTA is adopting the Big Data concept to retrieve information about customer needs from 14 sources spanning a broad spectrum of community segments using multiple communication channels," said Ahmed Mahboub, Director of Customer Service, RTA's Corporate Administrative Support Services Sector. "The department then embarks on analyzing feedbacks through the Customer Care Strategy Section, and communicates with various agencies & sectors of RTA to

realign their strategic, operational plans with these aspirations. In this regard, RTA is adopting a model for keeping abreast of global trends in capitalizing on customer data & inputs in delivering diverse service products or designing new services of relevance to the content of such information," he noted.

"To identify customer needs, RTA relies on the following sources: customer relations management (CRM), Mohammed bin Rashid Smart Majlis,

Customer's Council, social media channels, smart apps, brainstorming sessions, customer satisfaction survey, mystery shopper, customer service centers, and the Director General's blog. Data captured from these sources is analyzed biannually, following which a semi-annual report is compiled listing and classifying customer needs & expectations in order to match and respond to them with RTA's parties concerned," continued Mahboub.

Street, Industrial Area 3, Tasjeel Al Qusais, Al Karama and Al Tawar Center, the machines will operate around-the-clock. In other centers, self-service machines will operate according to the approved business hours. Recently two services were added to these self-service systems: driving license renewal (currently available at the machines in RTA Head Office only), and the renewal of seasonal parking cards, over and above the existing services namely: renewal of vehicle registration, inquiry & payment of fine, printing vehicle certificate, document receiving channel, issuing of vehicle registration card, and issuance of vehicle registration card instead of damaged/lost one," said Ahmed Mahboub, Director of RTA's Customers Service, Corporate

Administrative Support Services Sector.

"From the time the service was launched in 2013 up to last April, about 60,869 transactions were processed through these machines comprising vehicles registration (3136 transactions), seasonal parking cards (5774 transactions), payment and inquiry about fines (1042 transactions), and driver licenses (240 transactions).

"The RTA is assessing tenders for strategic investment partnerships with the aim of deploying more Nafethati systems and the addition of more services. a plan has been charted out for offering payment options other than credit cards, which is currently in use, such as using NFC technology activated in smart phones, NOL cards and the e-purse.





RTA's People Happiness rating hits 90% in 2016 according to Dubai Smart Government Office report

The Roads and Transport Authority (RTA) has revealed the practical outcomes of implementing 'People Happiness' strategy in terms of the Happiness Indicator and the extent of compatibility of this strategy with the Happiness Model of the Federal Government and the Happiness Agenda of the Dubai Government. The Report ranked RTA as the first government entity in attracting the largest number of responders as well as other successful deliverables.

RTA Happiness Index



HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of RTA, expressed his pleasure with the practical achievements of the happiness strategy launched during the Happiness Week in Dubai Mall last February. He noted that RTA had been ranked as the first government entity that had attracted the largest number of customers responding to the polls. He revealed that according to the report of the Dubai Smart Government Office, RTA had achieved People Happiness rating in as much as 90% this year (2016), recalling that the average rating achieved last year (2015) was 89%.

"The internal happiness indicator's measurements are aligned with internationally accredited techniques. Measurements taken last March, which match to the approved strategy model, indicated that RTA had achieved a happy rating of 76.6%, and a Very Happy rating amounting to 33.4%. This result is 2.6% higher than global entities using the same measurement index. The improvement

areas have been identified through customers observations in the surveys. It is noteworthy that happiness indicator's service is now active in the eight customers' service centers (100%) as an initial step," said Al Tayer.

The service is also active on RTA websites i.e. RTA main website (www.rta.ae), Salik portal (www.salik.ae) and NOL card webpage (www.nol.ae).

RTA had launched the People Happiness strategy during the Customers Happiness Week held in Dubai Mall last February, and held several workshops for managers, employees, service providers and all partners with the aim of introducing them to the People Happiness strategy in accordance with the approved communication plan. The Authority had also staged the International Day of Happiness, hosted a bunch of international speakers, and undertaken a number of initiatives such as forming happiness committee, and conducting exclusive surveys for measuring happiness rating. It has also

launched initiatives related to customer, employees and the work environment, and implemented the Star Ranking system to customers' service centers.

"The third strategic goal (People Happiness) of RTA's Strategic Plan had been revised to include three new strategic objectives including taking a leading role in achieving people happiness, acting in conformity with customers, and boosting happiness & positive work energy," stated Al Tayer.

"RTA's staff concerned held a meeting with the Dubai Smart City Office to activate the Happiness Indicator. The meeting agreed to introduce the Happiness Indicator in all the service delivery channels to include websites, smart apps and self-service kiosks (Nafethati) as part of a comprehensive plan to promote people happiness, and raise the existing rating level. RTA focuses on aligning the Happiness Strategy with the Happiness Agenda of smart Dubai, and pushing up the current rating of the indicator. RTA will align the happiness strategy with the happiness agenda of the Dubai Smart City, which comprises four pillars namely: education, measurement, discovery, and change. The Authority is always keen on keeping pace with the directives of the Dubai Government for realizing people happiness and contributing to nurturing a government working for the convenience of community members around-the-clock. The UAE in general and Dubai in particular will thus be a home of happiness rather than just a hub of business & finance.

The development project of the corporate performance management approved

This goes with the framework of 4G of the Government Excellence

RTA's Board of Executive Directors headed by HE Mattar Al Tayer, Director General and Chairman of the Board of Executive Directors approved the development project of the corporate performance management of RTA. This consent taken based on the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister and Ruler of Dubai to promptly start to the implementation of the 4G of the Government Excellence System. This project will be launched this year in the framework of strengthening the governance of strategic and operational performance and enable RTA to move forward in the drive of innovation and shaping the future.

"The development of the corporate performance management system project, runs from three pillars of the system of the 4G for Government Excellence, namely, achieving the vision, innovation and enablers, as considered results and capabilities scale are considered a main principle in achieving the government excellence." The work system of the new corporate performance management at RTA creates an integrated framework of a corporate performance to connect all the performance indicators at RTA (from the strategic level down to operational level). This can be under the supervision of a specialized team led by the Strategy and Corporate Governance Sector in coordination with the project consultant to identify the best practices in the field of corporate performance management and technical systems. This trend can support automation and connectivity with operating systems at RTA to become more efficient and compatible with the strategic goals and objectives of RTA," said Mattar Al Tayer.

The project consists of three main pillars:

1. Designing and developing a framework for corporate performance management, which includes eight phases of a high governance supported detailed procedures and tools of control, measurement and analysis, enabling it to achieve the desired goal of the work system.



2. Modernizing and harmonizing RTA's strategic plan with the strategic directions of the Government of Dubai, especially with the sides of people happiness, innovation, smart city, green economy and corporate security.

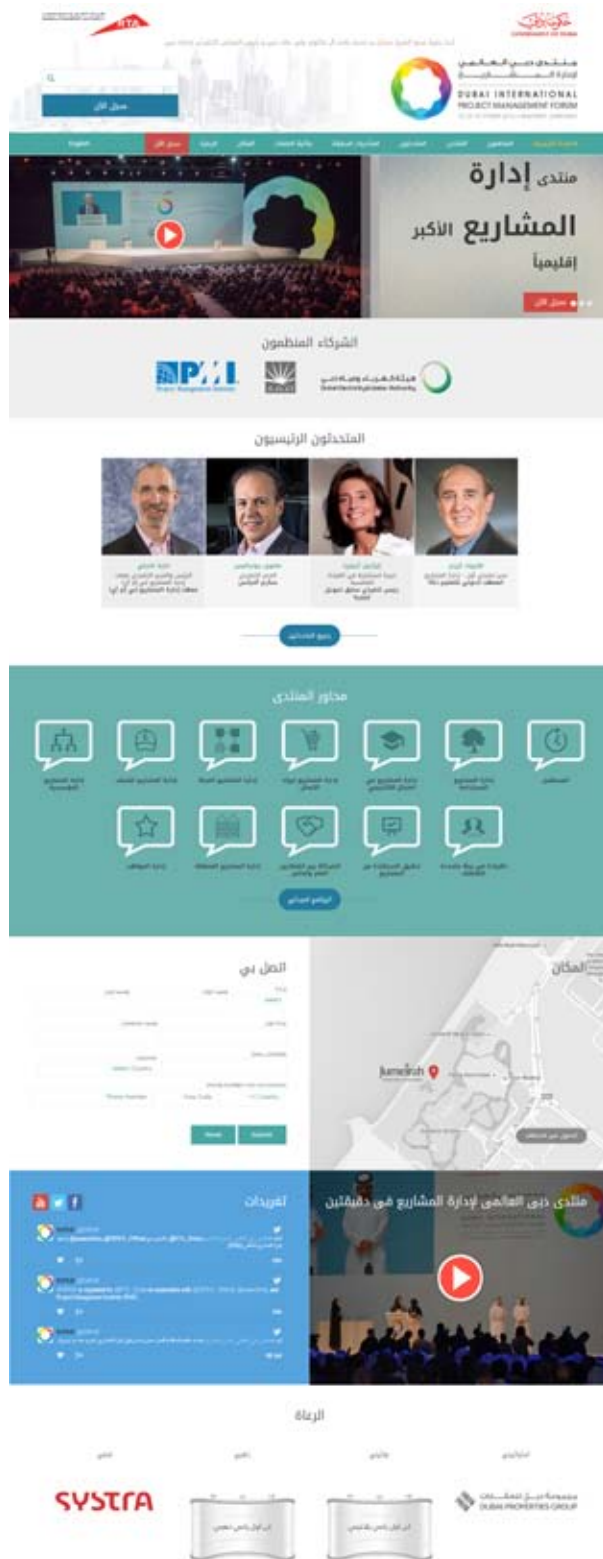
3. Assessing the current technical system of the corporate performance management where the gap between the current system capabilities and requirements of the new work system was determined, and determined the list of the best and appropriate technical regulations for the requirements of the next stage.

Al Tayer praised the effort exerted by the Corporate Performance Section of the Strategic Planning Department about the effective communication through workshops and all the organizational units in the revision and updating of the performance scorecards and its contents with the CEOs, Directors and the parties

concerned from the agencies and sectors.

At the conclusion of the presentation delivered by the project consultant, he praised the outputs of the project. The presentation took place in presence of the CEO of the Strategy and Corporate Governance, Director of Development and Corporate Performance, Manager of Corporate Planning and a number of attendees. RTA's strategy to develop a framework for the governance of the work system of corporate performance management, contributes to the realization of RTA's vision and strategic objectives. The next stage in the Emirate of Dubai hosting the Expo 2020, requires accuracy and high quality in the implementation of the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister, and Ruler of Dubai, which RTA started to include it in its agenda in the 2016-2020 Strategic Plan.

RTA opens registration for the 3rd Dubai International Project Management Forum



Roads and Transport Authority (RTA) announced the opening of registrations for the Third Edition of the Dubai International Project Management Forum (DIPMF), which will take place in Dubai during 22nd -25th October 2016. Organized in collaboration with the Dubai Electricity & Water Authority (DEWA), Emaar Properties, and the Project Management Institute (PMI), the forthcoming edition of the DIPMF will be held under the theme "Shaping the Future."

Ms. Laila Faridoun, Executive Director of the Office of the Director-General & Chairman of the Board of Executive Directors, said: "The 3rd DIPMF would be distinctive, especially as it is held under the theme "Shaping the Future." This logo fits well with the drive of the UAE, in general and Dubai, in particular at a time when the Emirate is launching mega projects such as the Dubai Water Canal, and Expo 2020, which form part of a portfolio of projects over the short and long run.

"Organizing the DIPMF signals the keenness of Dubai to play a pivotal role in steering the innovation & development drive in the region, and expediting it on sound scientific bases in line with the highest standards & practices. This drive requires attracting top experts & internationally renowned specialists to Dubai to establish an effective knowledge transfer platform. Such a process renders Dubai as a communication link in

the transfer of expertise, concepts and visions amongst international gurus of various industries, and enables it to live up to its billing as an Arabian city with a global profile," said Laila.

"Over the past two years, the DIPMF has enhanced its position as a global stand for debating best practices and coming up with the cracking project management solutions. At such a gathering, international experts share insights, ideas, and innovations that contribute to the successful implementation of mega projects. RTA's participation in organising the Forum underlines its commitment to disseminating best project management practices towards realizing the Dubai Plan 2021 aimed at making Dubai a key hub in the global economy and one of the world's leading business centres," she noted.

"Shaping the Future" has been endorsed as a theme for the third edition of the event. New

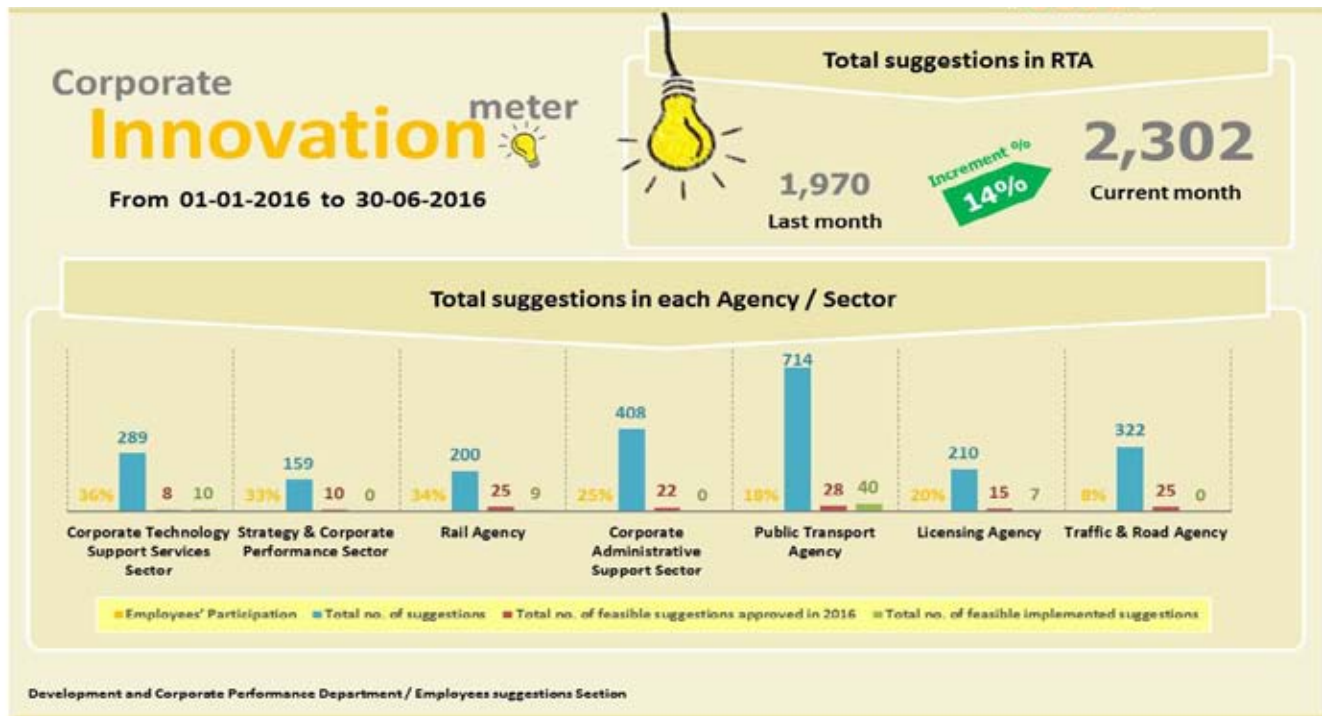
Activities

topics have been introduced and to be highlighted by a discussion panel about Project Management for Youth spotlighting the definition of Project Management (PM) principles, potential successes, and the importance of applying PM practices in various fields. It will also review successful models presented by youth Project Managers in order to share their experiences and modern knowledge. In collaboration with the PMI, the Forum will host a workshop to discuss the best educational tools for adding PM to undergraduate or postgraduate programs. A closed session was also held to discuss Rail PM to benefit from the best practices of rail projects management.

It is noteworthy that the second DIPMF held last year was hugely successful in terms of perfect organization, and an intense participation exceeding 1500 delegates from 28 countries; a 17% rise over figures reported in the first edition. The event is also marked by diversity of topics, events and activities held on the sidelines of the Forum to discuss the management of engineering & construction projects as well as the management of topics of relevance to technical, sports, and energy and sustainability fields.

To register in DIPMF, please click on:
<http://www.dipmf.ae/>

The screenshot shows the 'Registration' page of the Dubai International Project Management Forum (DIPMF). The page includes a header with the forum's logo and navigation links. The main content area is divided into sections for 'Registration Details', 'Personal Details', and 'Company Details'. The 'Registration Details' section includes fields for 'Registration Fee', 'Registration Type', and 'Registration Category'. The 'Personal Details' section includes fields for 'First Name', 'Last Name', 'Email', 'Phone', 'Address', and 'Country'. The 'Company Details' section includes fields for 'Company Name', 'Company Address', 'Company Phone', and 'Company Email'. There are also social media links for Facebook, Twitter, LinkedIn, and YouTube.



DTC honors strategic partners, suppliers during the annual gathering



RTA discusses best practices of MBR Smart Majlis with Dubai Municipality, Dubai Police

The Roads and Transport Authority (RTA) has recently briefed two delegations from the Dubai Municipality and the Dubai Police on its rich experience in handling ideas channeled through the Mohammed bin Rashid Smart Majlis. Discussions focused on how RTA communicates with clients, attends to their suggestions & improvement comments, and quickly takes response action through the concerned affiliated agencies.



RTA's Dubai Taxi Corporation (DTC) held its annual Open House for strategic partners and suppliers representing public & private entities. The gathering, which took place at the Intercontinental Hotel, Dubai Festival City, comes in the context of bolstering bilateral relations and broadening services offered by the DTC in line with the prominent standing enjoyed by the emirate.

Yousef Al Ali, CEO of DTC attended the gathering along with scores of directors, managers, specialists, and senior staff as well as representatives of strategic partners & suppliers.

Yousef Al Ali thanked attendees for being part of DTC's success story that lasted for 20 years, and hailed their positive contributions, which reflected on DTC performance results, be it financial, administrative, operational/ nonoperational, or related to

customers services. He paid tribute to their various contributions and willingness to back up DTC's efforts and initiatives in achieving its objectives, strategies and the vision of 'Pioneers in Passenger Transport Services.'

Mohammed Abdul Kareem Al Hammadi, Director of DTC's Resources and Support welcomed attendees, stressing that meeting strategic partners and establishing strong partnerships with them on the basis of mutual benefits,

had been one of the key pillars of DTC's strategy since its inception. This annual felicitation event is in recognition of the efforts of our distinguished partners from various entities, which have stepped up their cooperation with the DTC, and everyone who had a clear contribution to supporting our corporate business. The event is also part of DTC's endeavors to offer quality services to the public, and enhance its capabilities & performance of DTC in various fields.

Ahmed Mahboub, Director of Customer Service, RTA's Corporate Administrative Support Services Sector said, "Meeting with the two delegates of the Municipality & Police at RTA Head Office had been held in the context of sharing expertise & knowledge in handling ideas, suggestions and comments received via the Mohammed bin Rashid Smart Majlis. The overall objective of the meeting was to improve on the services delivered to citizens, visitors and tourists of Dubai in a style befitting the high profile of the Emirate."

The meeting included discussions about the business of coordinators of the Mohammed bin Rashid Smart Majlis Model within

the three entities, difficulties encountered, and the best solutions to be referred to the Executive Office. Discussions also covered some transactions referred between the Municipality, Police and the RTA along with the key achievements targeted in the near future. The deliverables of this tripartite gathering pointed to the similarity of procedures regarding the business of Majlis Coordinators, identified some difference in rewarding initiators of accepted ideas or the most frequent comments, and reviewed recommendations to be raised to the Executive Office. It was agreed to hold a monthly meeting between the three parties to

examine the procedures of implementing ideas received through the Majlis, sorting out pending observations between the parties, and examining common ideas for possible implementation among other issues of relevance.

The two delegation concluded the meeting with commending RTA's distinctive experience in dealing with the Mohammed bin Rashid Smart Majlis. The Director of Customer Service then presented certificates of thanks & appreciation to the delegations of the Municipality and Police, and expressed wishes for more communication and sharing of expertise in the interest of Dubai.

RTA examines Hong Kong's experience in commercial, real estate investment around metro stations

A delegation from the Roads and Transport Authority (RTA) has recently visited Hong Kong City, People's Republic of China, to review the significance of property development around metro stations, and their impact on increasing the metro ridership. The visit signals RTA's keenness to seek support from international think tanks to enrich its own experiences.

Ibrahim Al Haddad, Director of RTA's Commercial Affairs and Investment, said: "RTA's delegation had examined the model of MTR Company in financing its own projects through urban development, be it for residential or commercial purposes around metro

stations. The delegation had also been briefed on MTR's experience in preparing feasibility studies for building new metro lines, covering operational expenses by revenues generated from metro service, property development projects, shopping centers, shops rental,

and ads around metro stations. Hong Kong has 152 metro stations, and MTR runs more than 90,000 shops; a practice which had provided a rich experience in this regard."

"Dubai Metro is one of the key projects in the UAE and the region at large, and RTA

RTA holds brainstorming session with customers interacting through Mohammed bin Rashid Smart Majlis

Roads and Transport Authority (RTA) has held a brainstorming session with clients dealing through the Mohammed bin Rashid Smart Majlis. The aim of the event was to directly heed to customers views & suggestions as regards the way of handling their observations & ideas expressed through the Majlis. The event signals RTA's commitment to identify customer needs and respond to them in a way that serves their interests and maximizes their happiness.

"In keeping with RTA's efforts to realize its third strategic goal (People Happiness), a large number of RTA customers were hosted via the Mohammed bin Rashid Smart Majlis. The gathering aimed at identifying the extent of their satisfaction with the level & speed of responding to their suggestions, ideas and improvement observations passed over to the RTA via the Majlis. The workshop

was characterized by remarkable interactions as well as transparency in exchanging ideas between customers and internal teams of the RTA concerned with the business of the Majlis," said Ahmed Mahboub, Director of Customer Service, RTA's Corporate Administrative Support Services Sector.

"Discussions covered an array of suggestions made by clients including

classifying accepted ideas into golden, silver, and bronze, and engaging customers with RTA's teams during the implementation of their ideas. Discussions also included showcasing owners of accepted ideas through a magazine published by RTA, and identifying ideas & suggestions. Several requests were expressed through the workshop namely, stating the reasons for

is determined to adopt the world's best practices in upgrading public transport networks, particularly that have a unique & unprecedented commercial advantage in the Middle East i.e. "Stations Naming Rights", rendering it worthy at part with the advanced global projects," continued Al Haddad.

"The visit resulted in many strategic benefits relating to RTA's agenda in its capacity as the government entity responsible for the operation and development of transport networks. Therefore, sharing experiences & reviewing the world's best practices is one of RTA's key objectives towards realizing its vision of "Safe and Smooth Transport for All," concluded Al Haddad



the lack of the feasibility or impracticality of ideas, specifying the places set for implementing suggestions, and briefing customers about the procedure of replies to them," explained Mahboub. At the end of the gathering, a questionnaire was distributed to probe the view of clients

about ideas, suggestions and requests made through the workshop such that a team of RTA dedicated to the Mohammed bin Rashid Smart Majlis might study them. The Director of Customer Service then honoured attendees with certificates of appreciation and paid tribute to their

attendance and responding to RTA's invitation. He stressed RTA's paramount attention to customers dealing through the Majlis with the aim of realizing the overall objective of engaging the public in steering the service improvement drive in the Emirate of Dubai.