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Mohammed bin Rashid approves the Traffic and Transport Plan 2030



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*

A Vision of a Leader

“Any achievement realized in Dubai is an achievement for our beloved nation and its coming generations.”

With these insightful vision words, His Highness Mohammed bin Rashid Al Maktoum UAE Vice-president and Prime Minister, and Ruler of Dubai in a visit to RTA's HQ last August, expressed his satisfaction over the infrastructure projects implemented by RTA within its strategy of 2030, which goes with the Dubai comprehensive strategic plan 2021 to ensure the sustainable development.

As he usually motivates and incentivizes the employees, His Highness praised the efforts put by the work team including engineers, technicians and administrators in the planning and implementation of development projects efficiently and transparently that reflects the clarity of vision and the spirit of one team, getting to the goal of building the city of Dubai.

The visit of His Highness Sheikh Mohammed bin Rashid Al Maktoum to the RTA HQ culminated in the adoption of an integrated bundle of road projects, mass transit systems and smart mobility that RTA intends to implement to meet the requirements of the Dubai strategic plan 2021 and the requirements to host the Expo 2020. The most important projects are the design of Al Shandagha Crossing, which is considered one of the landmark projects from the design perspective that is based on the idea of the infinity symbol. In addition, the 5-year plan (2016 - 2021) for paving the internal roads in a number of residential areas in the Emirate of Dubai, planting and landscaping of roads in Dubai and the adoption of the marine transport stations designs on the Dubai Water Canal and Business Bay. These designs will be implemented on 3-dimensional display, and the project of the Burj Khalifa metro station expansion, the new design of the Dubai metro feeder buses, which is consistent and integrated with the colors of the Dubai Metro carriages.

The visit was also an opportunity to brief His Highness on the work progress in a number of vital projects implemented by RTA. These projects include the first phase of Al Shandagha project, linking the bridges leading to the Blue Waters Island with the intersection of Jumeirah Lakes. The development of the Al Aweer Road, the entrances of the International City, the entrances of the Deira Palm Island, the development of the Airport road, the development of the road intersection of Umm Al Shef with the Latifa bint Hamdan Street, which is expected to be completed in the first half of 2018. Among other vital project are the Enterprise Command Control Center (EC3) in Umm Romool, integrated smart mobility platform in the Emirate of Dubai and others.

In closing, we renew our promise to 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 Council and His Highness Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai and Vice-chairman of the Executive Council, to follow their direction to bring happiness to people by promoting integration in the mass transit system and implementing various road projects and transport systems.

On Track

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Mohammed bin Rashid: "Any achievement realized in Dubai is an achievement for our beloved nation and its coming generations."

H.H reviews RTA's projects workflow

This statement was in a visit His Highness paid to RTA's HQ at Umm Romool in Dubai. His Highness praised the efforts put by RTA's work team including engineers, technicians and administrators led by H.E Mattar Al Tayer who plans and executes these projects and developments in high efficiency and transparency that reflects a clear vision and team spirit to realize the goal of building a city, in cooperation with competent government and nongovernment parties, that became a model and an icon for happiness and living stability.



His Highness expressed his satisfaction over the developments of infrastructures implemented by RTA within its 2030 strategy that goes with Dubai comprehensive strategy 2021 to ensure the sustainable development.

RTA's work team presented to His Highness, in the presence of H.E Mattar Al Tayer Director General and Chairman of the Board of Executive Director and Khalifa Saeed Sulaiman Director General of Protocol and Hospitality, and a number CEOs and Directors, the traffic and transport plan 2030 that

H.H approves traffic and transport plan of 2030, the design of Al Shandagha Crossing, the 5-year plan of paving the residential areas roads and roads landscaping in Dubai

consists of a range of projects in progress or intended to execute after being approved and blessed by His Highness. His Highness directed the RTA work team to commit to high

quality in the execution of these projects and the scheduled time for completion, particularly about the close projects that relate to the Expo 2020 in Jebel Ali.



Al Shandagha Crossing

His Highness reviewed designs and components of a number of vital projects including the Al Shandagha Crossing whose design is based on the “Infinity” idea to be a distinctive brand for Dubai internationally. It is executed on three phases. The phase one has been completed where the phases two and three will be implemented consecutively after the work starts at the phase two in the first quarter of next year. The phase three covers the development of Al Shandagha Interchange after it

intersects with Khalifa bin Zayed and Abu Hail Streets. It also covers the Al Mamzar and Abu Hail Bridges. It also covers the bridge leading to Deira Islands Southward.

The phase three of this project consists of the development of Al Shandagha Interchange after it intersects with Abu Hail Street, Cairo Street, Al Rasheed Street in addition to Al Mamzar Bridge and Abu Hail Bridge.

RTA started executing phase one of this huge project earlier this

year. It consists the development Sheikh Rashid Road intersecting with Sheikh Khalifa bin Zayed. It is expected to finish this phase by end of 2017 when the phase two works start.

This unique project aims to provide entrances and exits at distinctive service levels of promising developments such as Deira Islands, Maritime City, Port Rashid, Deira Waterfront, Fish Market and the development of boats anchorage related to Dubai Municipality.



Approval of expansion of Burj Khalifa metro station and the new design of metro feeder buses to harmonize with metro carriages

H.E. Mattar Al Tayer stated that the project spans 13 km from the streets of Sheikh Rashid, Al Mina, Al Khaleej and Cairo. It consists of 15 intersections with the roads network. The Al Shandagha Crossing has been designed by a global specialist company to meet international technical and aesthetic criteria







A 5-year plan

His Highness reviewed the details of the RTA 5-year (2017-2021) to pave the internal roads of 16 residential areas all over Dubai to fulfill the needs of these areas with an urban and demographical rise.

This plan also consists of roads plantation and landscaping to protect the environment in line with the green economy strategy in the city. This plantation and landscaping covers areas more than 600 hectares. The project will start in the first quarter of next year.

A Jewel on the Creek and Marine Transport Stations inspired by local life His Highness Sheikh Mohammed bin Rashid Al Maktoum also reviewed the project entrances and exits of the Creek Jewel project, which includes the construction of a pedestrian bridge on Baniyas Road and the bridged intersection between Jebel Ali Lehabab and Al Qudra Streets. It also includes a bridge overpass for bicycles, as well as designs marine transport stations designs on the Dubai Water Canal and the Business Bay inspired by the local marine life.

His Highness selected one of the designs that goes with the local architecture in the region. It provides shaded resting points to serve the tourists and visitors and PT modes users.

He also reviewed the expansion project of Burj Khalifa metro station after the population rise witnessed by this area and the increase in the PT modes users that reached around six thousand an hour during last June. The capacity of this station is expected to reach around 180 thousand per day.

Capacity

H.E. Mattar Al Tayer stated that the increase in the capacity of the Airport Road with around (5000) additional vehicles per hour. It also contributes to elevate the level of the traffic safety and reduce the trip time on this road from 30 minutes to 5 minutes only, starting from Sheikh Mohammed bin Zayed Road up to Casablanca Street.

The presentation included the project of linking the bridges leading to "Blue Waters" Island with the JLT interchanges on the Sheikh Zayed Road, which is expected to be up and running this October.

His Highness also reviewed the workflow of the Al Aweer Road development and the International City entrances that is expected to be ready by end of 2017.

The Palm Island

His Highness reviewed the accomplishment rate of the entrances of the Deira Palm Island that reached 45%. He also reviewed the development of Umm Al Shef Road and Sheikha Latifa bint Hamdan, which is expected to be completed by mid of 2018. In addition, he reviewed the Al Hudh Interchange workflow on the Sheikh Mohammed bin Zayed Road that is to be completed this November. His Highness also reviewed the project of linking between Al Khail and DIFC Roads with two lanes on each direction.



EC3

One of the vital projects that His Highness also praised is the Enterprise Command and Control Center (EC3) currently executed by RTA at Umm Romool area. The EC3 links different

operations control centers of the operational agencies including the Dubai metro, Dubai tram, public buses and taxis and traffic systems control centers with a central and integrated



control unit that communicates with all RTA's agencies and sectors at the phase one, then it will expand in future to communicate with external RTA-related activities parties. The

EC3 land area is seven thousand square meters. His Highness also reviewed the work mechanism and use of the Integrated Smart Transit Platform,

which allows the clients to access to all PT modes with transport means of other parties in Dubai, service booking and pay fares via a smart system.

Metro Feeder Buses

His Highness also selected the new shape of the metro feeder buses to be distinctive in their colors and designs that can differ from other buses plying all around the city.

His Highness praised the construction of a 120-meter pedestrian bridge linking Al Sufouh and Western Street with the JBR. This bridge was designed to allow a smooth pedestrian flow on all directions. It will probably be completed at advent of 2017.

His Highness heard from the RTA work team during the presentation they delivered about the components of the Traffic and Transport Plan 2030, the increase in the length of the public buses network to reach around (4300) km in 2020, then to be (5400) km in 2030. The increase in the marine transport network to be (60) km with (22) stations. Among the projects presented to His Highness, the traffic solutions designated to ensure the smoothness in the vehicular movement around the Expo 2020 location that includes 36 additional bridges together with road works on intersections. The project is executed on five phases. The phase one will start mid of the next year. The five phases will be completed in 2019.

Bridges and tunnels on the Airport Road to increase the capacity

His Highness praised also the Airport Road development through the construction of bridges and tunnels on Al Rashidiya Interchange, airport road interchanges and the streets of Casablanca, Marrakech, Nad Al Hamar. In addition, the project includes the development of upper interchanges and the construction of a service road with three lanes on each direction.







An Innovation Lab to launch an Integrated Mobility Platform

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA) revealed RTA's intention to launch an Integrated Mobility Platform in Dubai, enabling customers an easy access to all mass transit systems through a single window (smart app). In this transit hub, RTA's multi-modal transit systems (metro, tram, buses, marine transit means, and taxis) will be integrated with transit systems of other entities in Dubai such as limo service, Palm monorail, and Dubai Trolley. In a later stage, the services might extend to include electronic booking of taxi services such as Uber and Careem; all integrated in one app enabling the user to book the service and pay the fare.

"The Dubai Integrated Mobility Platform fulfils RTA's vision of Safe and Smooth Transport for All and conforms to its first strategic goal (Smart Dubai), second strategic goal (Integrated Dubai), and the third strategic goal (People Happiness)," he noted.

Al Tayer made this statement when chairing the Innovation Lab spotlighting preparations for the Dubai Integrated Mobility Platform held by RTA and attended by more than 60 concerned

personnel from RTA as well as consultants and experts from the UAE and beyond. The lab discussed the technical and legislative aspects as well as customers' service in a way ensuring smooth flow of information about mobility options in the Emirate.

"The Integrated Mobility Platform project comprises a system for organizational monitoring, full integration with all RTA's mass transit means, integrating with services provided by other entities

in Dubai, organizing electronic taxi booking services and running limo services. The project will offer the user the available mobility options, and enable the user to plan the journey and arrange the booking & payment in a smooth and integrated manner."

"The project will be undertaken in several phases expected to be concluded in 2017. Phase I includes developing the technological infrastructure of the platform, integrating RTA transit means,

RTA shares Dubai Police its 60th anniversary

Al Mazeina hails RTA's participation

The Roads and Transport Authority is helping to celebrate Dubai Police's 60th anniversary by decorating a tramway, the Business Bay metro station and pedestrian bridges near Mall of the Emirates with the police logo and the slogan "60 years of excellence and giving."

Lt Gen Khamis Mattar Al Mazeina, the commander-in-chief of Dubai Police, thanked the RTA for participating in the celebrations.

He said Dubai Police is proud of the partnership it has with the authority in the journey towards construction, development and leadership, and in the

implementation of major developmental and infrastructural projects.

H.E Mattar Al Tayer, Director General and Chairman of the Board of Executive Directors congratulated the Dubai Police HQ on its 60th anniversary. Al Tayer expressed his pride of the achievements of the Dubai Police

thanks to the wise leadership of His Highness Sheikh Mohammed bin Rashid Al Maktoum, and Chief of the Police and Public Security in Dubai. Dubai Police became one of the most important Arabian police systems and enjoys a regional and international reputation until it turned to be a model.



integrating limo services of the Dubai Taxi Corporation, providing info about bikes, cycling tracks and racks, starting the issuance of operation permits for the electronic taxi booking services such as Uber, Careem and others, and

developing a system for organizational monitoring of limo services. Phase II covers integrating electronic taxi booking services, and establishing agreements with some partners and integrating them in a partial manner

with the platform. Phase III is concerned with holding agreements with most stakeholders to integrate them in the platform, and establishing the payment process offered by the Platform using NOL card.



MoU for using NOL card smart payment model

The Roads and Transport Authority (RTA) and the Smart Dubai Office have signed a Memorandum of Understanding (MoU), providing for RTA to enable the use of NOL card system as a means of effecting mini payments in the Emirate.



HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of RTA signed the MoU for RTA, and for the Smart Dubai Office signed it HE Dr. Aisha bint Butti bin Bishr, Director-General of the Office, in the presence of several CEOs, Directors.

During the signing of the MoU, Al Tayer expressed thanks and appreciation to the Smart Dubai Office for the huge cooperation & coordination with RTA in various matters of concern to the two parties in the interest of shared objectives & strategic goals. "This cooperation and coordination, he says, is bound to streamline many procedural matters, enable the implementation of joint initiatives for making customers happier, and empowering them to process transactions via smooth smart services."

The MoU intends to realize a host of targets such as endorsing NOL card as a means of smart payment in Dubai city. It charts out a roadmap for the extended use of NOL card as a means of payment

for services across Dubai, specifying the initial cost of adding any new service to NOL system platform, and studying the economic feasibility of projects added to NOL platform. Objectives also include identifying the operational model for managing services to be added to NOL platform, besides ensuring that the respective responsibilities of all service beneficiaries are clearly defined, and the conditions governing uses are specified as part of the service expansion map."

HE Dr. Aisha bint Butti bin Bishr, Director General of the Dubai Smart City Office, expressed her delight with the signing of the MoU with RTA, adding that it would enhance the communication, integration and cooperation between government bodies through partnerships in support of strategic initiatives and strategic projects. By enabling the NOL card system as one of the smart payment means in Dubai city, we will be making a positive contribution towards transferring Dubai into the smartest and happiest

city worldwide. This partnership will also boost the agenda & roadmap of the smart transition overseen by the Office targeting all sectors in Dubai. The ultimate objective of this drive is to set new world records as regards the readiness & sophistication of Dubai, and bring added happiness to citizens, residents, visitors and tourists as well as the business community of the city.

"As a smart payment channel, NOL card would enable Dubai residents to make mini payments as it had been endorsed as a means of payment in the city. Thus, it adds to other existing e-payment channels provided by the Dubai Smart Government to corporate & individual customers for online payment of government fees run by stakeholders around-the-clock from anywhere," continued Aisha.

Through offering smooth, safe and effective payment experience 24/7, the RTA and the Dubai Smart City Office are endeavoring to enhance the happy experiences across the entire Emirate.



Handling 3m taxi booking requests in 6 months

The Booking & Dispatch Center of RTA's Public Transport Agency has executed 2.9 million booking requests placed by taxi customers in Dubai during the first half of this year.



Abdullah Al Mahri, Director of Transport Activities Monitoring, RTA's Public Transport Agency revealed that the time of dispatching a cab to a customer has dropped to 14.2 minutes, and the response time recorded to incoming calls at the Booking & Dispatch Center was 34 seconds only.

"During the first six months of this year, the Center has received more than 4 million calls, including about 1.8 million calls made through the IVR system i.e. 45% of the total calls received by the Center. About 29 thousand taxi-booking requests were made through the smart taxi app during the first half of this year. "RTA is committed to bringing happiness to customers spanning all community segments through utilizing state-of-the-art technologies in delivering a diverse

package of services, and revamping processes to place services at par with the world's best standards. It makes

every effort to ensure that services are delivered in a handy, speedy and transparent manner to meet the needs of the public, especially taxi riders, in a bid to add a touch of luxury and majesty to this sector," added Al Mahri.

"RTA is pursuing a drive to deliver best-in-class solutions & creative services to citizens, visitors and tourists flocking to the Emirate from all parts of the globe. The new system will improve the flow of information between RTA's parties concerned and slash the time of dispatching cabs to customers," he further noted.

The taxi sector is undergoing a boom fueled by the urbanization upswing witnessed by Dubai, which is shaping into a key business hub and an attractive destination to investors & business leaders from everywhere.



Online selling in authorized auto showrooms launched

Roads and Transport Authority (RTA) has recently launched the online selling service in RTA authorized auto showrooms. The step is part of RTA's efforts intended to streamline the processing of service in a quick & smooth manner, and ensure that business processes are compatible with the customer needs.

Ahmed Bahrozyan, CEO of RTA's Licensing Agency, said: "RTA is keen on ensuring the business are consistent with the needs of all community segments in terms of speed and business processing. It has therefore opted to introduce the online selling service as it ensures smooth processing of vehicle selling services via authorized showrooms. RTA has made agreements with some showrooms and officially authorized them to process online selling services. RTA called on other showrooms wishing to be authorized to get in touch with it before the deadline of July 31 for obtaining the authorization required. Individuals (sellers and buyers) used to complete the selling of cars in showrooms personally in any authorized showroom through completing the required form including details of both



parties as well as the details of the vehicle. The showroom then seals the documents of the vehicle for sale, and parties then move to one of the service centers to verify the details. The current situation only requires the original

Emirates ID card of the seller and buyer, along with the details, which have to be verified by the smart code reader and the selling agreement, is then recorded directly in RTA's traffic system. The customer then heads to any customer

Testing of vehicles requiring Export Plates

Roads and Transport Authority (RTA) has started full technical testing of vehicles bearing plates of export from the UAE, in order to verify their roadworthiness, and enhance roads & traffic safety as well.

Ahmed Bahrozyan, CEO of RTA's Licensing Agency, said: "RTA always seeks to upgrade systems contributing to realizing

its vision of Safe & Smooth Transport for All. This initiative aims to curb potential accidents by these vehicles,

as they were not previously required to undergo comprehensive technical tests. Accordingly, vehicles in respect

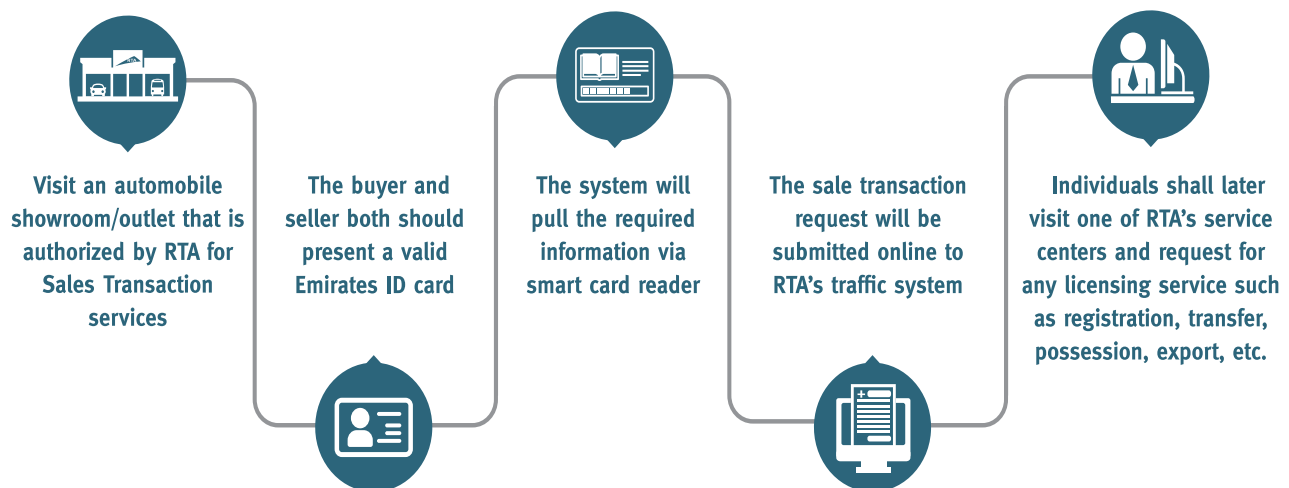
service center or alternative channels (such as the website) to discharge the vehicle by selling, export or ownership.

"Among the key features of the online selling agreements is safeguarding the rights of seller & buyer, and protecting the seller from transferring the vehicle ownership or number plate without his knowledge as the transaction obliges both parties to be present at the time

of processing. It also prevents the seller from dealing with the vehicle after the processing of the online selling agreement, besides obtaining details & statistics of selling agreements conducted in the showroom, which was not possible before under paper-based transactions. RTA may automatically abolish the selling agreement in case of the expiry of the selling period and the

buyer fails to complete the transaction required. The traffic offences (pertaining to Dubai and other Emirates) will be registered against the buyer in case they are entered against the vehicle, and the online selling agreement is still in the name of the buyer. The service will also contribute to reducing the processing time in centers, as 50% of the transaction will be completed by auto showrooms.

To ensure smooth sales transaction in terms of speed, ease of completion and to preserve the rights of customers, we are launching Online Sales Transaction services, which can be obtained through the following steps:



of which clients request export plates to drive them during a specified period for export, have to undergo technical testing to ensure they are fit for safe & secure movement on roads, which would also help protect the lives of road users. In case the customer wishes to export the vehicle without requesting plates or

driving it locally, an inspection is required to verify the details of the vehicle.

"The Licensing Agency has a Central Inspection System (CIS) considered one of the most effective & sophisticated systems in this field. The system has several features such as curbing technical violations, linking technical testing

centers through a unified electronic system (enabling access to all technical reports of vehicles), and granting/denying users the rights of carrying out technical tests. The system would also help establish uniform technical testing standards applicable to all sorts of vehicles," added Bahrozian.

Starting electronic transition of three vehicle-related services in August For vehicles of less than three years

The Roads and Transport Authority (RTA) embarked on Phase II of the Electronic Transition of Services Project, by offering three vehicle related service online with effect from August 15, 2016. These services are renewing vehicle registration card for individuals, issuing vehicle registration card in replacement of a lost one, and renewing the retention of a licensing plate. These services, which apply to vehicles of less than three years in use, are accessible through RTA website, Drivers & Vehicles app, and self-service kiosks (Nafethati). The launch of this phase follows the successful completion of the initial phase of the project launched last year targeting the corporate sector, which resulted in pushing the electronic transition to as much as 90%.



“Ajyal” grants students work skills

The Human Resources Department, Roads and Transport Authority (RTA), has started the summer training program, branded Ajyal, for training a group of male and female students of secondary schools and universities. The internship program, which continued up to August 11 this year, RTA holds annually as part of its efforts to impart practical skills in students.

“We are always keen on running this annual summer internship for Emirati students in secondary schools and universities. The aim of the program is to foster the value of work amongst trainees and fill their free time in a proper way through carrying out practical assignments, which would add

to their benefit in future. The summer training offers students exposure to a variety of expertise through integrating them in various sectors, agencies, and departments of RTA that in turn would assist in realizing the objective of motivating them to work and serve the community,” said Ms. Kawther Kazim,

Executive Director of Human Resources & Development at RTA

“Experts of the Department would hold an induction gathering for students offering them an introduction about RTA and a general briefing them on the summer internship, in addition to a brief account about scholarships program at

Ahmed Bahrozian, CEO of RTA's Licensing Agency said: "We gradually ceased the offering of some services through customers' service centers from August 15. The services were re-routed to RTA portal (www.rta.ae), the smart app (Drivers & Vehicles) and the self-service kiosks (Nafethati). The services diverted are renewing vehicle registration for individuals whose vehicles do not require testing, issuing vehicle registration card in replacement of a lost one, and renewing number retention service. These services are applicable to vehicles with less than three years of age."

"RTA continuously endeavors to provide the best means & channels

of delivering services matching to the highest international standards in offering individual and corporate services. A team of RTA attends to the realization of the vision of our government aimed at reducing the number of customers visiting customers' service centers by offering accessible and safe service delivery channels to maximize their happiness rating. The alternative smart and electronic apps are immensely popular with the business sector as well as individuals since they save much of their time & effort as well as the hassles of waiting for processing their transactions. They made their life easier as customers were no longer required to report to service centers.



RTA," continued Kazim.

"Training workshops and field visits would be conducted, be it internal visits such as visiting RTA's Gallery showcasing

key development projects undertaken in the past, or external visits (using public transport means such as the Ferry, buses and the Metro). These visits would help

acquaint trainees with the achievements & services provided by RTA in this field, and also boost the corporate standing of RTA within the community," she added.



Seven awards for Call Center

The Roads and Transport Authority (RTA) has won seven of the Middle East Call Center awards presented by Insights ME, ITP and IQPC. RTA's Call Center (8009090) won these awards as part of its endeavours to keep pace with the highest standards of service improvements and customers' satisfaction.

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of RTA, was elated to accept the seven trophies from RTA's CEO of Corporate Administrative Support Services Sector, Yousef Al Rida, and the Director of Customers Service Ahmed Mahboub. "These awards are indicative of RTA's relentless endeavours to push customers' satisfaction rating to the highest standards, which in fact represents one of RTA's core strategic goals (People Happiness). It is needless to say that we need to recharge our efforts to maintain such a high performance standard," said Al Tayer.

"Climching these seven awards from renowned entities in this line of industry is a clear manifestation of our commitment to upgrade the business conduct of RTA's Call Center, considering it critically important to the numerous services we offer. It also reveals our efforts to adopt the highest standards of business processes to optimally run and lead the Center that has merited us to win these awards despite the fierce competition encountered," said Mahboub.

RTA's Call Center won five awards from INSIGHTS ME Call Centre. The first was in the field of innovation for the best photograph; a category aimed at encouraging employees of centers to highlight their talents in creative photography.

The second was a specialist award for the best analysis of customers' satisfaction rating where RTA's Call Center gathers



surveys generated through chats, e-mails, and phone calls to analyze them using the latest techniques of identifying customers' satisfaction rating.

The third was for the best quality assurance program. Here customer calls recordings are played, whether received via phone calls or e-mails to identify the level of service presented to customers, and the quality of performance of the center.

The fourth was generic and allotted to the best support office (Help Desk), large, 70 seats plus. Winning this category was attributed to the numerous services delivered to customers, and the sensitivity of some of them such as Madinati System where an emergency office was opened to handle high-risk complaints related to faulty light signals for example and take a quick action.

The fifth award was in the individual field under the category of the Best Call Center Manager (large 70 seats plus).

The sixth award was (.Gov) was presented by ITP for the best customers' service

nationwide about the system projects in the Call Center. The IVR system of the Call Center was renovated, technologies in use were upgraded, and e-payment through the IVR system will be activated in the near future.

The seventh award was presented by IQPC for the Best Middle East Center in terms of speedy response to calls, and professional style of teams.

Mahboub expressed his delight with winning all these awards from reputed entities known for their accurate, neutral and transparent assessment in their awards. "The achievement is made under our third strategic goal: People Happiness, thanks to the efforts of dozens of competent staffs capable of delivering top quality services in multiple languages and an inspiring work environment. The Call Center (8009090) has an impressive record of accolades and is always in a race for excellence. The RTA is one of the key government departments in Dubai and always monitors the trends of its customers and their expectations.

Innovation lab adopts 145 ideas for best practices of training, licensing drivers

The Roads and Transport Authority (RTA) has recently held a session for the Government Innovation Lab designated for the Licensing Agency at the Dubai Tram Depot, in Al Sufouh. The session, which discussed the best international practices in training and licensing of drivers, concluded to 145 ideas. The event saw the participation of external entities and strategic partners such as the Dubai Police, National Traffic Safety Institute, drivers training & licensing service providers, top experts & consultants and a host of RTA's employees. The event is part of RTA's commitment to hold Government Innovation Labs to discuss creative ideas contributing to a high-class working environment in the emirate of Dubai.



"Participants in the Lab had come up with to 145 ideas, 50 of which were developed, in addition to 19 initiatives for revamping drivers' training & licensing services," revealed Ahmed Bahrozian, CEO of RTA's Licensing Agency. "The Lab had focused on shaping the future of training, improving the safety level, and bringing happiness to customers. Attendees were

divided into four teams, each tackling one of the four key topics: Procedures & Operations; Theoretical & Practical Training; Governance, Legislations & Partnership, and Training & Qualification of Instructors & Examiners," he continued.

Bahrozian commended the positive role of the Lab in inspiring the parties concerned to thrash out smart, pioneering, effective

and sustainable solutions & ideas that pave the way for introducing the best techniques of drivers' training and licensing.

Situated at the Dubai Tram Depot in Al Sufouh, RTA's innovation lab is the first of its kind government lab in Dubai. It comprises training halls fitted with sophisticated equipment, areas for holding brainstorming sessions, a gorgeous innovation club designed at the highest standards to nurture an inspiring innovative environment, a platform for presenting and debating ideas, and interactive display monitors enabling the sharing of visual contents between members. These monitors interface with smartphones & handheld computers of participants enabling wireless display of contents. The lab also contains supporting facilities such as a rest hall, prayer room, and meeting halls.





273m riders use mass transit means in Dubai during first half of 2016

HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of Roads and Transport Authority (RTA) revealed that the ridership of public transport means (Dubai Metro, Dubai Tram, Dubai Bus, marine transit modes and taxis) in Dubai during the first half of this year clocked 273,452,791 riders. The first half last year registered about 271,302,000 riders.



"The number of Dubai Metro commuters, using both the Red and Green lines had soared considerably during the first six month of 2016 to reach 96,486,495 riders compared to 88,252,034 riders during the same period of 2015. 61,204,743 riders recording a significant increase when compared with the number reported during the same period last year, which was 55,783,626 riders, used the Red Line during the first half of this year. Equally, the ridership of the Green Line jumped from 32,468,408 riders in the first six

months of 2015 to 35,281,752 riders in the first six months of this year. About 2,535,429 riders used Dubai Tram in the first half of 2016 compared with 2,552,756 riders using this mode in the same period of 2015," explained Al Tayer.

"Public buses have served 69,922,328 riders in the first six months of this year. Dubai Bus service has accounted for the largest share of bus ridership recording 44,835,999 riders, followed by metro stations feeder service that was used by 16,434,999 riders, and the

intercity bus service, which lifted 5,566,279 riders. 3,085,000 riders used the rented bus service provided to public and private entities.

"The marine transit means, comprising abra, water bus, water taxi and Dubai Ferry had lifted 7,140,858 riders during the first half of this year. 6,714,884 riders used Abras, waterbus served 324,921 riders, Dubai Ferry carried 74,330 riders, and the water taxi served 26,723 riders. Taxis operating in Dubai (Dubai Taxi and franchise company taxis) made 48,683,977 trips



during the first half of this year, lifting 97,367,954 passengers,” added the Director-General and Chairman of the Board of Executive Directors.

Al Tayer was delighted with the great results reflected in increased ridership of public transport means, which are

showing sustainable growth despite the public transport means have yet to be completed in the Emirate. The results epitomize the strategic drive of RTA to cut the use of private vehicles and augment the use of mass transit means in a bid to make them the favorite mobility

choice of people in the Emirate. RTA strives to push the share of public transport means in the mobility of people to as high as 30% by 2030. The share of public transport in people’s mobility has soared from 6% in 2006 to 15% in 2015, and the rate is expected to reach 16% by the end of this year.





84



2,535,429

Dubai Tram




7,140,858

Marine



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**Total mass
transit users
from January
to June 2016**

260,795,230



69,922,328

Public Buses



84,710,120

Taxi



96,486,495

Dubai Metro



Winners of the 7th RTA Safety Award honored

Prevention of accidents, heavy vehicle faults removing initiatives scoop top honours



HE Mattar Al Tayer, Director-General and Chairman of the Board of Executive Directors of the Roads and Transport Authority (RTA), has honoured sectors, agencies, firms and individuals selected as winners of the 7th RTA Safety Award 2015. The Award, which takes place annually to recognize the best safety practices of all RTA's processes, aims to honor the best consultant, contractor and workers who demonstrate compliance with the occupational safety standards across all the projects & construction sites within the RTA. Categories of the Award also include the best sector/agency and the best health, safety & environment (HSE) team in the RTA. Three more categories were introduced in the last edition namely: Best RTA Safety Initiative, Best Public Transport Driver, and the Best RTA Maintenance Team.

A host of RTA's CEOs as well as representatives of government departments, contractors and consultants attended the award distribution ceremony, which took place at Al Wasl Auditorium at RTA premises.

Winners

Al Tayer awarded agencies, sectors, firms and individuals winning various categories of RTA's Safety Award 2015. CH2M was selected a winner of the Best Safety Consultant Award. China

State Construction Company won the best safety consultant award (large enterprises), and Al Shafar Contracting finished second. In the Medium Enterprises category, the winner was the United Motors & Heavy Equipment Trading LLC,



and the runner-up was the Dubai Driving Center. In the category of the best worker of contracting firms, Patel Ranchwood from Belhasa Engineering was the winner, and the runner-up was Papu Powel from ServeU LLC while Eng. Maitha bin Adai, CEO, Traffic and Roads Agency won the Best RTA's Safety Leader award.

Among RTA's agencies, the Rail Agency won the Best HSE Team award, and the Public Transport Agency came second. Among RTA's Sectors, the Corporate Technology Support Services Sector won the Best HSE Team award. As for initiatives, the Prevention of Accidents initiative of the Public Transport Agency was the winner, followed in the second place by Removing Heavy Vehicle Faults System initiative of the Licensing Agency. The Fleet Maintenance Team at the Dubai Taxi Corporation won the Best Maintenance Team award category, and the team of the Traffic & Roads Agency came second.

In the Best Public Transport Driver

category from a safety viewpoint, Dhia Allah Khan Kamel Khan, from the National Taxi Company, was honoured the Best Taxi Driver, and Abdul Aziz Shakiri from Bus Department, Public Transport Agency won the Best Bus Driver award. Ahmed Mosmogino, and Irfan Padualli from the Marine Transport Department, Public Transport Agency won the Best Marine Transport Means Driver award, and Abdul Nazeer Moaidotti from the Rail Agency won the best Tram Award. Al Tayer also honoured the Chairperson and Members of RTA's Safety Award Team.

Safety & Security

Al Tayer confirmed that the compliance with health & occupational safety standards in RTA's projects is one of the core values that cannot be waived or compromised under any conditions. "All projects designed and implemented by RTA would conform to the highest levels of safety & security. During the construction process, RTA's projects

are subject to a comprehensive assessment to a variety of the compliance of constructional processes with the global standards of projects occupational safety," he said.

"The Safety Award is one of RTA's ground-breaking initiatives for honoring contractors, consultants and strategic partners contributing to the enrichment of good practices of health, safety & occupational safety.

"The Award, which was launched in 2009, aims at creating awareness amongst the public & community organizations about the importance of safety, and enhancing the role of partners in supporting RTA's projects & activities. It also renders the concept & practices of occupational safety an overriding priority of organizations in the public and private sectors.

"The Award saw sweeping changes in the number of categories from just four in the inaugural edition covering contractors & consultants engaged in RTA's projects only. In the second round, the Award covered contractors and consultants working with RTA's agencies and sectors. In its past edition, the Award saw the addition of new categories bringing the total number of categories to eight. The assessment of all categories bases on specific technical criteria approved in respect of each category and aligned with the highest international practices. A team of experts comprising specialists from various agencies of the RTA as well as external entities conduct the assessment of the award," added Al Tayer.

Official release of RTA's Biennial Safety Report for 2013 & 2014

CEO of Strategy and Corporate Governance Sector Mr. Nasser Abu Shehab presented the First Edition of RTA's Biennial Safety Report 2013 & 2014 established by the Safety, Risk Regulation and Planning Department to H.E Mattar Al Tayer, Director General and Chairman of the Board of Executive Directors.



The objective of publishing RTA Biennial Safety Report 2013 & 2014 is to verify the alignment with

Strategic Goal No 5. "Safety and Environmental Sustainability". The intent of report is to communicate

and demonstrate RTA's mandate on Safety, Safety Achievements and RTA's Safety Performance to

"Al Qusais Bus Depot" "Most Sustainable in

The Roads and Transport Authority (RTA) has recently honoured Al Qusais Bus Depot by naming it: The Most Sustainable Bus Depot in terms of optimizing water consumption by as much 11 per cent. The award is a result of a series of initiatives rolled out by RTA's Public Transport Agency with a view to saving water consumption, and realizing RTA's endeavours to make the green economy concept a reality on the ground.



internal and external stakeholders. RTA is currently responsible for the design, operations and the custodian of approximately AED 75 Billion of investment in surface transportation assets. This responsibility includes maintaining the highest standards in Health and Safety in all our activities as it relates to the reputation of the Emirate of Dubai and the UAE. Accordingly, I took a strategic decision to establish a Safety, Risk Regulation and Planning Department (SRRPD) under the Strategy and Corporate Governance Sector of RTA in 2008 to act as the corporate focal point for all matters related to Health and Safety.

RTA has progressed in its safety journey, by implementing internationally accepted best practice measures in the areas of Health & Safety, Crisis Management, Business Continuity and Enterprise Risk Management including all the supporting legislation and regulations. RTA is continuously improving its approach towards implementing safety for all employees; passengers; the public; interfacing partners and transport infrastructure, while minimizing emergencies and crises.

As we move towards Dubai as a "World City" and "Expo 2020", RTA will face new and unprecedented challenges in the area of Health

and Safety. I want to ensure that the RTA has a strong and structured approach to this area. Almost 7 years later, I am pleased to report that strategic decision has yielded the intended targets, which are echoed in the first edition of this RTA's Biennial Health and Safety Report for 2013 - 2014. At the same time not forgetting the fact that our safety journey in its true sense has only yet begun.

As the Chairman of RTA, I would encourage RTA employees, contractors, customers and members of public to join RTA on its endeavour to support us to reach the ideal pinnacle where there are no injuries and no accidents.

Water Consumption"

Abdullah Yousef Al Ali, CEO of RTA's Public Transport Agency said: "Honoring the officials, staffs and workers of Al Qusais Bus Depot through naming it as The Most Sustainable Depot was a result of achieving the highest water consumption rates in as much as 11% through recycling of water used in washing buses and daily activities. The Public Transport Agency has launched bus-wash water recycling plant

at Al Qusais this year, thus pushing the recycling of water rates up to 100%.

"The Agency developed a plan last year for economizing on the water consumption by 5% p.a. i.e. more than one million gallon in order to conserve water resources we obtain from desalination stations, which require huge amounts of power to operate. Reducing the water consumption is also an Islamic

value and an environmental attitude contributing to the sustainability of future generations," he noted.

"RTA adopts a comprehensive system for optimizing power consumption and boosting the green economy through undertaking an array of outstanding procedures and initiatives towards realizing the directives of our government in this regard," added Al Ali.

50 orphans from Human Appeal International – Ajman honored



RTA's Dubai Taxi Corporation (DTC) has recently held joyful celebrations where 50 orphans affiliated to the Human Appeal International – Ajman were honoured. The event took place in the Head Office of the Corporation at Muhaisna in the presence of Dr. Yousef Al Ali, CEO of DTC and several directors & managers.

"This initiative is part of DTC's commitment to serve all community segments, and a manifestation of its social responsibility," stated Al Ali. He thanked the Human Appeal International – Ajman, which offers full care & attention to orphans, and

demonstrates keenness to the welfare & happiness of this community segment. "Orphans have always been part of the core attention of our leadership who believes that the welfare of orphans stems from the right of human to live, thus they have to be empowered to

take a sizable share of decent life. Such attitudes also epitomize the spirits of fraternity, compassion and giving characterizing the UAE, which involves in bringing happiness to the hearts of orphans and other deprived community members," he noted.

Excellent performers in energy, green economy honored

The Roads and Transport Authority (RTA) marked the World Environment Day where the Public Transport Agency held an array of environmental events. The Energy & Green Economy Team at the Agency held several awareness workshops and quizzes to elucidate the concept of green economy and energy saving. During such events, RTA honored several departments and teams for their excellent performance in implementing its environmental policies at excellent standards.

"The Public Transport Agency always seeks to improve the operation of public buses with a view to protecting the

environment. Running more than 28 environmental initiatives over the past five years is a testament to our strategic

direction in this regard," said Abdullah Yousef Al Ali, CEO of Public Transport Agency. "These initiatives revolve

RTA reviews Austria experience in mass transit applications

A delegation from the Roads and Transport Authority (RTA) has visited Austria to review the technical specifications of public transit means, especially cable cars. RTA visitors also attended several relevant workshops and met with companies operating in this field. The visit is part of RTA's keenness to gain experience and review the best international practices in this line of industry.



"The delegation visited Doppelmayr Group to know more about the technical specifications of Cable Cars and mass transit applications used in urbanized environments," said Ibrahim Al Haddad, Director of RTA's Commercial Affairs and Investment. "During the visit, the delegation attended a workshop under Graz Conference where discussions covered urban applications of cable cars in Venezuela, Bolivia, Germany, and England. "The delegation was also acquainted

with transportation & energy services provided by Wiener Stadtwerke Holding AG, and the Autonomous Driving Organization where Austria has finalized a roadmap for improving autonomous driving plans. The delegation discussed with several companies a variety of topics including 3D charts, transport planning, car-park management, and the benchmarking of SMILE Project; an integrated electronic platform for transport services," said Al Haddad.

"The visit has yielded several results of strategic relevance to the agenda of RTA in its capacity as the government entity concerned with the provision & improvement of transport services. Familiarizing with the latest international technologies of the industry and reviewing the experience of others is a core objective of RTA plans, and a means of adopting state-of-the-art practices in realizing RTA's vision of Safe & Smooth Transport for All.

around recycling waste, optimizing fuel consumption, and saving water used by buses; which all translate into saving of 20 thousand tons or more of harmful carbon emissions. The Agency is continuing efforts to upgrade its fleet to make it environment-friendly by experimenting with various types of buses such as the electric bus, compressed natural gas-powered bus among others," he continued.

Al Ali honored excellent-performing departments delivering best results or environmental initiatives over the past years. The Maintenance Department undertook the largest number of environmental initiatives, while the Planning & Business Development Department was honoured for curbing harmful carbon emissions, and the Bus Department was rewarded for achieving the largest savings of water. Honorees

also included members of Energy & Green Economy Team who have scored the best results and scooped multiple awards at the RTA level, or in the field of energy abroad.

It is noteworthy that the Public Transport Agency is currently experimenting the use of several types of environment-friendly buses to measure their environmental performance under the typical climatic conditions of Dubai.

Customers' Council discusses improving taxi services with customers, franchise companies

Dubai RTA's Customers Council in its 65th, had discussed with users of taxi service and officials of franchise companies operating under the umbrella of the Authority a number of services provided by the Booking & Dispatch Center of RTA's Public Transport Agency. Discussions focused on the smart taxi services with the aim of sharing views and making suggestions about the improvement of business processes in the public interest.

The session took place at RTA's HQ, and attended by Mohammed Obaid Al Mulla, RTA's Board Member cum Chair of Customers Council, Ahmed Mahboub, Director of Customer Service and Abdullah Al Mahri, Director of Transport Activities Monitoring as well as Members of Taxi Council and a host of RTA employees.

Al Mulla opened the session by expressing thanks and appreciation to customers for kindly attending the council and sharing views, suggestions and aspirations with the aim of improving



the level of services delivered to achieve People Happiness. He also welcomed executives of taxi franchise companies as well as the chairperson & members of Taxi Council who make dedicated &

relentless efforts towards improving the services of the taxi sector in Dubai. He started the session by stressing the huge attention accorded by RTA leaders to the taxi sector. He added that the

DP World briefed on internal audit experience

RTA's Internal Audit Department has briefed a visiting delegation of DP World on its internal audit experience and the best practices adopted in combating corruption and fraud. The visit was in the context of sharing expertise with the aim driving the business process to the highest global practices.

The meeting took place at RTA's HQ in the presence of Abdullah Al Jawi, Director of Internal Audit at RTA and Ahmed Al Haddad, Director of IT at DP World, UAE Region, Bassam Abu Ussoud, Acting Director of Strategic Planning & Corporate Support, DP World; and several officials from both parties.

"Frequent visits of government entities have significant contribution to exchanging ideas, which in turn improve

performance & quality of deliverables, and opens the door for innovations & excellence. Thus, it helps realize the vision of the senior leadership stressing the importance of communication as a means of leveraging the business process," said Abdullah Al Jawi.

The meeting included a visual presentation covering RTA's vision & mission as well as the objectives and core processes of the Internal

Audit Department. It also spotlighted the key standards & best practices adopted by the Department, and its role in diffusing knowledge among employees. The meeting also shed light on the initiatives of the Department, such as the enhanced internal control initiative aimed at supporting the monitoring environment at RTA, and nurturing the concepts of corporate governance. A presentation was also

aim of holding these gatherings was to screen the level of services provided to customers and seek to improve them with the aim of bringing happiness to various community segments, especially taxi users.

The gathering made several valuable recommendations mainly:

Directing the Public Transport Agency to intensify monitoring & inspection campaigns of all cabs and cabdrivers in order to curb negative practices on the part of some taxi drivers. Such measures are essential as they serve the interest of customers and preserve the corporate image of RTA.

Directing the Public Transport Agency to issue a circular to all franchise companies to inspect and monitor the performance of drivers, particularly the general appearance, personal hygiene, odor, cleaned attire and outfit, besides displaying ID card and other controls of drivers performance.

Directing RTA's Marketing & Corporate Communication Department to carry out educative campaigns targeting taxi users & tourists reminding them not to leave or forget their personal belongings when alighting from taxicabs, especially those heading to different airports of the UAE. They should insist on the issuance & collection of the payment receipt, which contains a lot of important information when reporting items lost on board taxicabs.

Directing the Public Transport Agency to address all taxi drivers in Dubai to use the display monitors fitted to taxicabs, as there are several complaints from customers that these monitors are not operated or have permanent failures.

Directing the Public Transport Agency to cooperate and coordinate with the Dubai Police for designating a place for handing over all items lost in taxis, and charting out a mechanism for handing them over.

The session included a visual presentation delivered by Abdullah Al Mahri, Director of Transport Activities Monitoring at Public Transport Agency including information about taxi sector in Dubai, a comparison of taxi service pricing in Dubai and major cosmopolitan cities. He also explained the practical mechanism of monitoring the taxi sector in Dubai, complaints & comments of taxi customers, lost & found policy management, and the new mobility systems as well as the incentives, rewards and awards system for cabdrivers.

Al Mulla concluded the session by recalling that RTA always urges the public to use smart apps in requesting taxi service, and focuses on training drivers on the geographical locations in the UAE in general and Dubai Emirate in particular such as hotels, tourist attractions, public entities, malls, schools, universities and other key destinations visited by taxi riders.



made about the policy of combating fraud and corruption.

The visiting delegation of DP World praised this effective interaction with RTA, which they say, will contribute

to realizing the main objective of the visit i.e. reviewing RTA's internal audit policies and the best international practices in place, which will assist the sharing of expertise.

At the conclusion of the visit, the two parties engaged in discussions, inquiries and views aimed at improving the business practice and delivering better services.

RTA Call Center receives one million calls in first half of 2016

The Roads and Transport Authority (RTA) revealed that the number of calls handled by the Call Center (8009090) during the first half of this year 2016 had amounted to 1,084,635 calls, recording a response time of 12 seconds per call, which compares well with the targeted rate of 20 seconds per call. It is noteworthy that the number of calls handled during the same period last year was 1,352,838 calls.

“Receiving more than a million calls by the Call Center within six months is an indicative of the growing attention of the public to communicate with the Center. This also is attributed to the excellent efforts put by the work teams to ensure instant response to customer needs in a record time despite the extensive range of services on offer,” said Ahmed Mahboub, Director of

RTA’s Customers Service.

“In keeping with the directives of our government to rank Dubai the smartest city in the world within three years, and in responding to the Smart City initiative of the Dubai Government, the Call Center provides multiple e-services via hi-tech platforms. Results achieved during the first half of this year revealed that the Center

had processed 3813 transactions through the IVR system, received 213,993 inquiries, and processed 54,123 e-mail transactions (54% higher than the same period last year). It had also processed 9,854 licensing-related transactions such as renewal of driver licenses, vehicle registration, and payment of fines, and the number of transactions and inquiries made through e-chat

The world’s first online training program on asset management

The Human Resources and Development Department at the Corporate Administrative Support Services Sector in collaboration and coordination with the Asset Management Department, Strategy & Corporate Governance Sector at the Roads and Transport Authority (RTA) in Dubai has launched the first online training program in the field of asset management worldwide. The Department is offering this program to all employees of the RTA interested in obtaining certification in this vital field; one of the key pillars of growth and progress seen by the UAE in general and Dubai Emirate in particular in all fields.



4,712 (more than 90% increase over the number recorded during the same period last year). Madinati reports clocked 12,783 reports resulting in signing-off rate of 99.7% (20% higher than the same period last year).

“RTA is always keen on the practical implementation of its 3rd Strategic Goal (People Happiness), and considers it the backbone of its strategy towards improving services & means of delivering them through using cutting-edge

technologies to save customers’ time & effort. It also forms part & parcel of our endeavours to match the growing needs & expectations of customers,” concluded the Director of Customers Service.

“As the program is the first model of its kind across the world in the field of asset management, the RTA is the first government entity to patron this project and offer it free of charge to employees interested to gain further exposure in this field, said Ms. Kawther Kazim, Executive Director of Human Resources & Development at RTA.

“Through this online training program, the trainee will be given comprehensive lessons about the principles of tangible & intangible

assets. This sort of online training program offers a learning experience at any time & place in which WiFi internet connectivity is available, thus offering trainee flexibility in time and place. Upon the completion of an 8-hour interactive training program, the trainee will be awarded Expert Certificate in the field of asset management,” Kawther continued.

“The online training program has been designed and developed in collaboration between RTA’s Human Resources and Development

Department, and a global company specialized in eLearning. RTA will attend to broadening & upgrading this training program with the aim of assuming a leading role in qualifying asset management experts & specialists worldwide.

“RTA is always keen on bringing happiness to employees at personal & professional levels through offering them superb services, and a chance to hone their skills in various fields of interests and ambitions,” added Kawther.

RTA reviews Madrid's experience in training, licensing drivers

The Roads and Transport Authority (RTA), represented by a delegation from the Licensing Agency took part in a conference held by the International Commission for Driver Testing (CIECA) in Madrid, Spain. The event focused on the best practices adopted in training, qualifying and licensing of drivers, and sharing expertise with the Licensing Agency. The overall objective of the event was to improve the job delivery to the highest quality standards.



"The delegation's visit to Madrid included extensive meetings with several officials to examine the conditions they set for examiners, detailed procedures of theoretical & practical testing of drivers, recognition of risks, drivers training, road safety issues, and the latest technologies used in training & testing of drivers," said Jamal Assada, Director of Vehicles Licensing of RTA's Licensing Agency. "External visits constitute a core part of the Agency's business plan aimed at acquainting with the global trends of the industry as they pave the way for adopting improved practices in this field. In particular, they enable checking the latest developments of training modules & testing drivers, good qualification of novice drivers,

and adopting modern techniques in assessing instructors and examiners."

Arif Al Malik, Director of Drivers Training & Qualification of RTA's Licensing Agency said: "Following this visit, we had made a number of recommendations for RTA to consider implementation in the near future highlighted by studying the introduction of Advanced Driver Assistance Systems (ADAS) in learning modules and simulators, and adding the simulator system as part of the training program. This covers instilling the skills of recognizing road risks, and using sophisticated smart technologies in training drivers.

"RTA works tirelessly to introduce the best techniques of boosting the training, qualifying and licensing

of drivers as well as offering further qualification of examiners & instructors with the aim of enriching their inherent knowledge about the improved testing procedures. Such efforts conform to the directives of the senior management of RTA to adopt modern technologies in the workplace, which are aligned with future policies of Dubai of hosting Expo 2020 prompting all community organizations to improve on the quality of deliverables," he added.

It is note-worthy that CIECA, which was established in 1956, is based in Europe and has 47 affiliated government organizations from all over the world. The Group, which attends to road safety & drivers testing services, has also several members from the world's licensing organizations.