

Activity Identification Card – Transport of Passengers by Rented Buses

Legislation	<p>1- Executive Council Resolution No. 33 of 2011 regulating bus passenger transport in the Emirate of Dubai.</p> <p>2- Administrative Decision No. 25/2021 regarding the approval of the second version of the policy of passenger transport activity by rented buses in the Emirate of Dubai.</p>		
Activity Name	Transport of Passengers by Rented Buses	Activity Code	RTA: 160 Dubai Economic Department
Activity Description	<p>It is a service of transporting the employees and workers of the beneficiaries such as contracting companies, centers employees, hotel employees, and so on by companies transporting passengers by rented buses from their places of residence to their workplaces or to their work projects or to a destination and return them to their places of residence, all of which is done under a contract between the beneficiary and a company Transport of passengers by rented buses. The activity of the companies that transport passengers by rented buses is exclusively for transporting these categories of passengers.</p>		
Governing Dep't Name	Planning and Business Development Department in the Public Transport Agency.	Permit-Issuing Dep't	Commercial Transport Activities Dept.
Entities to be visited before obtaining a permit	<ul style="list-style-type: none"> Department of Economic Development Roads and Transport Authority 		
Fees	<p>*New Permit: AED4,000</p> <p>*Renewal of Permit: AED2,000</p>		
Conditions and Procedures of Issuing Permit	<p>1- The company must obtain the initial approval and reserve the trade name through the Department of Economic Development or free zones in the emirate.</p> <p>2- An activity permit application must be submitted to the Commercial Transportation Activities Department. By clicking the links below: https://traffic.rta.ae/trfesrv/public_resources/revamp/common/public_request_service_info.do?entityId=-1&serviceCode=801&switchLanguage=ar&CSRF7tluep=1wl7g4uswm8gh</p> <p>3- Providing the Agency with the necessary data of the entity location, locations and numbers of buses to be operated in the activity, along with a pledge to obtain a permit for those buses.</p> <p>4- The company must obtain the permit to conduct the activity from the Commercial Transport Activities Department (after the approval of both Departments: Planning, Business Development and the Department of Commercial Transport Activities).</p> <p>5- The company is obligated to complete the commercial license procedures at the licensing authorities in the emirate (Department of Economic Development or Free Zones).</p> <p>6- The company must register the buses in the traffic system.</p> <p>7- The facility drivers obtain permits to practice the profession of bus drivers according to the following conditions:</p> <ul style="list-style-type: none"> Provide a letter issued by the company. That the driver's residence must be issued by the same operating company. He must have a driver's license according to the type of bus he is driving Not be less than (25) years old. Be of good conduct To submit the traffic points, report from the competent authorities To submit a disease, drug and alcohol-free certificate issued by the competent authority in the Emirate. Passing psychological and language tests Passing the theoretical test prepared by the Drivers Affairs Department To attend the scheduled training courses for bus drivers The entity undertakes in writing to abide by the conditions and requirements necessary to conduct the activity. 		

1- Licensing requirements:

The following documents must be provided as required, as shown below:

A- A new license or opening a branch of the company:

- Fill out the electronic license form.
- A copy of the passport of the partners (residents, GCC countries, and decree holders).
- A letter of no objection allowing foreign partners to operate the activity.
- A copy of the identity card (for the citizen partner).
- Passport photos of the partners in the entity (to add a partner).
- A pledge to abide by all licensing requirements.

B – To add a partner or withdraw a partner:

- Fill out the electronic license form.
- A copy of the passport of the partners (residents, GCC countries, and decree holders).
- A copy of the identity card (for the citizen partner).
- A pledge to abide by all licensing requirements.
- Passport copies of the partners in the entity (to add a partner).
- Paying all financial obligations on the company (fees and fines).

C- Terms of license cancellation:

- Deleting all registered vehicles from the traffic file.
- Submit an online request to cancel a commercial license.
- Delivering all devices and accessories if previously installed by RTA (if any)

D- Conditions for changing the trade name

- Fill out the electronic license form.
- A trade name reservation certificate from the Department of Economic Development or free zones.
- Update the company's data after changing the trade name.

2- Obligations of the entity:

- Determine the points of getting on and off the entity' buses, according to the contracts concluded with the beneficiaries.
- Training of drivers working in the activity according based on RTA' conditions.
- When submitting the application for the first time to the Agency, the numbers of buses and types should be specified in the application.
- Applying security and safety standards to operate buses in the activity as per the requirements of the Roads and Transport Authority.
- A copy of the contract concluded between the entity and the beneficiary should be available in the bus.
- Registering the bus in the traffic system and the electronic permit system, and issuing permits for all buses operating in the activity.
- Providing sites to accommodate buses according to the requirements of the RTA.
- Carrying out periodic and preventive maintenance work for buses in accordance with international best practices and showing the bus maintenance record.
- The entity should have the minimum numbers of buses according the conditions of the Agency,.
- Preserve any found / lost items resulting from practicing the activity, and should be handed over to the competent security authorities within two working days.
- The buses should be equipped with all security and safety requirements according to the adopted technical specifications and security requirements, Item No. (8).
- Raise the passengers awareness about the rules and prohibitions that must be followed in order to maintain security and public safety inside it.
- All companies must abide by the laws and regulations related to the school transport activity in the event of contracting for the transfer of students.

- The companies must respond to all complaints of the clients which should be kept in a record.
- Inform the Public Transport Agency of the entity's location immediately after obtaining the commercial license, and update the information periodically or when the addresses are changed.
- Not to make any additional changes or modifications inside or outside the bus, such as tinting the windows, curtains, modifying the specifications, and not display ads without obtaining a permit from the authority.
- A professional driver is granted a permit for a period of one year, renewable for similar periods, provided that he holds the permit while driving the bus
- The entity may request the agency to cancel the driver's permit upon the end of its contractual relationship with the driver

- **Safety and security standards for entity vehicles**

- Number of emergency exits (for heavy and light buses, 2 emergency exits).
- Number of fire extinguishers (the light bus , one fire extinguisher as a minimum. heavy bus, two fire extinguishers).
- The weight of the fire extinguisher (the light bus the weight of the extinguisher is 4 kg / the heavy bus the weight of the extinguisher is 6 kg).
- First aid bag (in the light bus, one bag as a minimum / the heavy bus, as a minimum 2 bags).
- A reflective triangle (1 the light bus the / 1 heavy bus).

- **In addition to the following criteria:**

- No smoking sticker (minibus 1 poster / Heavy bus 2 stickers).
- Smoking is prohibited in buses used for the activity.
- Provide seat belts with two meeting points in all seats.
- Compliance with all requirements of federal and local laws regarding the operation of rental buses activity.
- Guidance panels must be provided for the emergency exit , fire extinguishers and the location of the location of the first aid bags.
- Ensure that passengers are not placed inside the bus with any flammable materials or that violate the laws of the country.
- Ensure that a warning sound alarm is installed when the bus is reversing.
- Ensure that regular preventive maintenance of buses is carried out.
- Providing special equipment for people with special needs (optional).
- Not to tale on board more passengers than the allowed number for each bus according to the capacity of the bus or the instructions issued by RTA or the competent authority in the country in this regard.

Service Delivery Channels

Applications to be submitted through RTA's website (www.rta.ae)

** In compliance with the Resolution of the Executive Council No 47 of 2017 governing Vehicle Transport Activities and Rentals in Dubai