Hamdan Bin Mohammed honors the winners of Smart Government award for 2014
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.
Dubai 2021

The Dubai 2021 Strategic Plan sets a great ambition for the future of Dubai over the next seven years. This Plan is an inspiration derived from the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister and Ruler of Dubai and the leadership and guidance of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince Dubai and Chairman of the Executive Council. And, HH Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai and Vice President of the Executive Council. The new plan of Dubai puts people's happiness and well-being first in ensuring that all efforts are focused towards achieving those goals.

The Dubai plan 2021 is a comprehensive and integrated plan taking into account the realization of Dubai's leadership vision and consistency with the national agenda. The strategic framework of the plan covers four main pillars namely, the individual and community, place, economy and governance. Six topics fall under these pillars namely, a home for creative and empowered members filled with pride and happiness, a cohesive and coherent society, a favorite place to live, work and for tourism, a smart and sustainable city, a major hub in the global economy and a leading and distinct government. These themes complement the smart Dubai government program and are able to accommodate excellence requirements in the government work during the next phase.

Dubai Strategic Plan 2021 is characterized by having a dynamic measure method to achieve an effective follow-up for its implementation through measure indicators at all levels. The plan preparation method is also distinct and focuses on the participation of all concerned groups including the leaders of government departments, local and external experts. More precisely, the plan is designed to take Dubai ahead towards global excellence, so that it becomes a favorite place for living, working and for tourism.

The Dubai Strategic Plan set a clear and specific message, requiring those concerned in the government to work hard in the spirit of teamwork to make Dubai the world's smartest city. Moreover, the plan sets a clear goal for the government towards the society, which is to achieve happiness for the population. This requires the community to cooperate with the agencies, departments and institutions of Dubai government to achieve this through their active participation in the development drive and in the evaluation of services provided to them as well as introducing the ideas to be developed to suit their expectations.
Advice on decreasing vehicle movement during bad weather

Al Masar warns against possible increase in accidents during rainfall

Mohammed bin Rashid launches „Dubai Plan 2021”

Hamdan Bin Mohammed honors the RTA with the two awards: Best Website & Best Smart Application Leader

RTA decorated with joy for the Union Anniversary

Our News

Foreign officials visit the RTA

Intensive classes for recruits to facilitate the acquisition of a driving license

Our projects

Al Houdh roundabout development at cost of 227 million AED

Protecting the upper structures of the Metro from high vehicles

Reciprocal Ads Initiative
Achievements

21 Khalifa Award for Excellence in the RTA treasury

22 Trial run of the electric bus supports RTA initiatives

Our Services

28 Wojhati serves the users of Dubai Tram and the other surrounding transport means

29 Nahaam … inspired by the past songs on Dubai Ferry
Ushering in a new epoch in the march of the Emirate, Ruler of Dubai unleashes the “Dubai Plan 2021”

His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the United Arab Emirates and Ruler of Dubai, has launched the Dubai Plan 2021. In addition, attending the launching ceremony was Crown Prince of Dubai and Chairman of Dubai Executive Council His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum. Launching Dubai Plan 2021 is the beginning of a new phase of sustainable and systematic developments in all vital sectors of the emirate of Dubai.

On his remarks, Sheikh Mohammed affirmed the importance of cooperation between all stakeholders to achieve the objectives of the plan, which targets people’s happiness and welfare by developing all sectors. He asserted that collaboration among various departments in Dubai Government would lead to excellence and a comprehensive development in the quality of government services. His Highness said that the rapid regional and global changes compel us to double our efforts to protect our achievements and enhance our opportunities to reach new ones; this approach constitutes a strategic objective that serves the best interest, both individually and collectively.

Sheikh Mohammed concluded that Dubai Plan 2021 is a clear and detailed roadmap, and the success depends on our commitment and our ability to cope with the changes efficiently. For his part, His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum has directed all the entities in the Government of Dubai to align their strategic plans with Dubai Plan 2021 to ensure consistency and synergy. “Dubai 2021 is a city that puts people first. The Dubai Plan 2021 is the highest priority for Government of Dubai for the next seven years. It represents a roadmap documenting the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum for Dubai’s future and an interpretation for the community’s hopes and aspirations for a promising future,” said Sheikh Hamdan.

The framework of Dubai Plan 2021 includes six themes that define and describe Dubai in the year 2021:
1- City of Happy, Creative & Empowered People
2- An Inclusive & Cohesive Society
3- The Preferred Place to Live, Work & Visit
4- A Smart & Sustainable City
5- A Pivotal Hub in the Global Economy
6- A Pioneering & Excellent Government.
preparation phase, following directives from His Highness the Crown Prince to the General Secretariat of the Executive Council earlier this year to work on the development of Dubai Plan 2021 with the aim of launching towards ends of 2014. The Plan is an inspiration from the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum. The Executive Council formed teams made up of representatives from various entities in the Government of Dubai in addition to a strong representation from the private sector and civil society.

Commenting on the launch of the plan, Secretary-General of Dubai Executive Council HE Abdullah Al Shaibani praised the cooperation of all parties involved in the development of the plan and their eagerness to collaborate through various workshops organized in this regard. „Dubai is a city that embraces all members of its community with their diverse cultures and languages, and makes them feel an integral part and key players in shaping its future. Our wise leadership constantly urges us to look for ways that guarantee people’s happiness and offer them better services with the highest international standards. During our continuous collaboration with all partners in the formulation of Dubai Plan 2021, we have translated these visions into reality through initiatives, programs and strategic plans developed to enhance Dubai’s status locally and globally,“ said Al Shaibani.

„Dubai continues to flourish and rise, and launching Dubai Plan 2021 supports Dubai’s development, ensuring its sustainability in line with long term well thought out standards that align with leadership’s vision and that fulfil the needs of all of Dubai’s people,“ he said.

The Dubai Plan 2021 aligns with UAE Vision 2021 and the National Agenda key performance indicators. The Plan also complements Dubai Strategic Plan 2015 (DSP 2015) launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai in 2007, which aimed at realizing the vision of Dubai under the slogan „Dubai ... Where The Future Begins“ by concerting the efforts of all government entities, through a common framework.

The Dubai Plan 2021 aims to reinforce Dubai positioning as a global center and destination across a number of fields, programs, and projects launched recently. These projects included winning the right to host the World Expo 2020, the launch of the initiative to transform Dubai to become the capital of the Islamic economy, and the launch of the Dubai Smart City Strategy.
The two awards of (The Best Website) and (The Best Smart Application Leader)
Hamdan Bin Mohammed honors the winners of Smart Government award for 2014, and he launches the “City Builders” race.

*HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council, witnessed the ceremony for honoring the winners in the second session of Hamdan bin Mohammed’s Award for Smart Government, organized by “Dubai model” Center of the Secretariat of the Executive Council.*

It included honoring the initiatives, leaders, individuals and action teams winning the various categories of the award. His Highness also launched, on the sidelines of the ceremony, the “City Builders” race of Dubai government, which adopts a new way of working, providing the government agencies with the right environment for cooperation to find new and innovative solutions for the services shared among many government entities as well as making new governmental services for all segments of society. The race also provides the opportunity for government agencies to compete as work teams rather than individual entities to express the importance of the government agencies integration in achieving the best results, where honoring the winner team is expected to be in the ceremony of Hamdan Bin Mohammed’s Award for the Smart Government 2015.

HH stressed that the development of the shared services and making new essential ones requires positive thinking overcoming challenges of all kinds and promoting joint action among government agencies as well as giving the opportunity for the public to participate, as individual efforts can reach excellence, but the positive collective efforts would achieve miracles.

A number of managers from government departments in Dubai attended the ceremony that took place in DWTC, together with senior officials and leaders of the improvement teams from various government agencies in addition to a group of journalists.

The ceremony started with a film, which included a presentation of the government services evolution in the Emirate of Dubai supported by statistics presented for the first time, and it represents the leap witnessed by the Emirate in this area, which has turned, thanks to the wise leadership directives, to services reaching the customer wherever he is.

The film also displayed a review of the International Jury opinions on the initiatives, individuals and work teams competing for the award in addition to their praising of the development level of Dubai model and the leadership clear vision as well as the commitment and competence of the public service employees.
Then, they announced the winner initiative in the Audience Award. This initiative secured the largest percentage of the customers’ votes. HE Mattar Al Tayer, Chairman of the Board and Executive Director of RTA handed over “The Banner of Hamdan Bin Mohammed for Smart Government” the RTA received for the year 2013, to His Highness, the sponsor of the event.

HH took the floor and honored the winners in its different categories where the RTA won the Best Website award. HE Mattar Al Tayer, Chairman and Executive Director of the RTA received the award. Ahmed Hashem Bahrozyan, CEO of the Licensing Agency, also won the Best Website Leader/ Smart Application award. His Highness also honored the winners in the categories of Best Service Star, Best Service Center Manager, Best Improvement Team, Best Improvement Leader, Best Shared Service, Best Internal Cooperation For Improvement, Best Partnership with the Private Sector, Best Partnership with the Public, Best New Public Service, in addition to the categories relating to service delivery channels, which are: Best Public Service via mobile phone (smart applications), Customer Life, Best Service Center and Best Shared Service Center.

Distinctive Design

The awards have been designed in an innovative way where a crystal piece of a distinctive design bearing the logo of Hamdan Bin Mohammed Award for Smart Government has been divided into standalone pieces. These pieces complement each other to represent an integration among government agencies and their role together in improving government services and reaching number one in an integrated manner in spite of the diversity of the government entities in Dubai in terms of the nature of services they provide.
Cocktail of 2-day events in celebration of 43rd National Day

His Excellency Mattar Al Tayer, Chairman of the Board and Executive Director has attended RTA’s celebrations of the 43rd UAE National Day comprising a diverse cast of activities and heritage events reflecting the spirit of the union and lasting two days.
“The second of December will remain engraved in the conscience of all UAE citizens and a source of pride as it marked the announcement of the UAE federation in 1971; which turned out to be the most successful Arab unionist model. The event heralded an era of development & growth in our blessed renaissance, and placed the UAE in a high standing befitting its deep-rooted history and rich civilization,” said Al Tayer.

Such a profile was amplified by its wise approach and foreign policy attitudes besides forging relations at the regional and international levels based on good neighborliness, respect to international covenants, and lending a helping hand to brothers & friends all over the world to alleviate their sufferings out of sheer humanitarian considerations.

What has been achieved on the ground in terms of economic, social and urban development is a unique achievement by all standards, however, the true miracle lies in building human faculties by empowering individuals with knowhow, intellects, culture and all sorts of knowledge to contribute to the development drive,” added Al Tayer.
“The logo Spirit of the Union epitomizes the concept that links all components of the UAE federation; which bears reference to the vision of the late Sheikh Zayed bin Sultan Al Nahyan, and rolls on with our wise leaders headed by HH Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE,” added Al Tayer.

**Diverse Events**

Al Tayer accompanied by a host of CEOs and Directors toured different stands displaying a variety of images relating to the Federation and a drawing corner was set up featuring a truly cultural theme. A bazar was to highlight various products of RTA employees reflecting their skills and innovations in running a host of private enterprises reflecting creativity in practicing handicrafts. Events also included traditional spots featured by popular and folklore bands such as Ayala and Yola, dedicated corners were set for the kids of RTA Nursery fitted with fun and educative games about the union along with gift items, and a corner was set for running contests and giving freebies.
“We, at the RTA, were keen on supporting the new artistic & cultural scheme which reflects the drive charted out by HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince and Chairman of the Executive Council, i.e. (Our Drive); which utilizes graffiti in accomplishing a giant artistic painting inspired by the Federation drive. This reflects a support from the RTA by placing ads on the right of way, and providing about 800 flags, 20 directional signs and 8 advertising models besides posting ads on 10 public buses, and 10 ads on a train model.

“The RTA was keen this year to celebrate the National Day in a different style by introducing a variety of new events. RTA’s agencies, sectors and departments focused on holding external & public events featuring the participation of all the community members and offering gifts to all customers holding tickets bearing the number 43 in Dubai, besides distributing gifts to nearly 500 Jumeirah Corniche visitors.

On the other hand, the Dubai Taxi Corporation held some distinguished...
events in a grand ceremony in the presence of representatives of the event’s sponsor, Al Futtaim Motors, in addition to DTC’s directors, managers, employees and drivers to express their love and pride on this occasion and foster a spirit of intimacy and warm among them. Moreover, the DTC staged a national day operetta featuring the participation of students from Al Ma’arif Private School, besides displaying popular and traditional products in collaboration with Zayed Museum, and distributing candies to employees, sponsors and visitors arriving through the Dubai International Airport.
Al Tayer explores cooperation with new Japanese Consul in Dubai

H.E. Mattar Al Tayer, Chairman of the Board and Executive Director of the Roads and Transport Authority (RTA), has recently received at his office H.E. Hisashi Michigami, the new Japanese Consul General in Dubai. The meeting discussed ways and means of boosting cooperation and sharing expertise between the RTA and its counterpart in Japan as well as the prospects of cooperation with the Japanese firms and entities operating in train manufacturing and road construction projects.

At the start of the meeting, Al Tayer welcomed the new Japanese Consul wishing him pleasant stay in the UAE and every success in his endeavours to enhance the cooperative relationships between the two countries. Al Tayer briefed the Japanese Consul to the projects the RTA is mulling to undertake in the near future along with the investment prospects open for the private sector to engage in road and transit system projects to be rolled out by the RTA up to 2020.

“The forthcoming years will witness the construction and operation of rail projects spanning metro and tram networks costing billions of dirhams including the extension of the Dubai Metro Red Line project up to the Exhibition Yard of Expo 2020, extension of the Green Line of the Dubai Metro, and undertaking Phase III of the Dubai Tram project. These future projects offer a great opportunity for businesses to bid for tenders to be released by the RTA,” commented Al Tayer.

H.E. Hisashi Michigami congratulated the RTA on the launch of the Dubai Tram and expressed deep admiration of mega projects accomplished by the RTA in the field of roads & transportation infrastructure, adding that he prides himself on the Japanese firms forming part of the consortium that delivered the Dubai Metro project.

“We would be seeking to leverage the strategic partnership and cooperative relationship between the RTA and Japanese firms & manufacturers specialized in roads and transportation through undertaking a host of projects in the near future,” added the Japanese Consul in Dubai.

At the start of the meeting, Al Tayer welcomed the new Japanese Consul wishing him pleasant stay in the UAE and every success in his endeavours to enhance the cooperative relationships between the two countries. Al Tayer briefed the Japanese Consul to the projects the RTA is mulling to undertake in the near future along with the investment prospects open for the private sector to engage in road and transit system projects to be rolled out by the RTA up to 2020.

The RTA Licensing Agency, in collaboration with the driving institutes and centers in Dubai emirate, has offered students enrolled in the national service program, the opportunity to take intensive driving lessons that qualify them to obtain driving licenses.

Ahmed Bahrozyan, CEO of RTA Licensing Agency, said: “The RTA is keen to provide a variety of programs that serve all community segments, especially the youth. We keep in high regards students affiliated to the national service program for undertaking military service and exhibiting values of loyalty, belonging and sacrifice to their nation. In this sense, we perceived the importance of easing the obtaining of driver licenses for recruits whose age make them eligible to hold such a licenses.”

“In cooperation with driving institutes & centers in Dubai, students are offered 8 training sessions on weekends, with at least one hour break after each 4 training sessions. As a proof, students enrolled
Al Tayer explores boosting traffic safety with International Organization for Road Accident Prevention

H.E. Mattar Al Tayer, Chairman of the Board and Executive Director of the Roads and Transport Authority (RTA), has recently received H.E. Bob Joop Goos, Chairman of the International Organization for Road Accident Prevention; which acts in conjunction with the World Health Organization, UITP, and the Foundation for Traffic Safety to curb traffic accidents minimize associated impacts.

The meeting, which was attended by Alaa Uddin Subhi, Director General of the National Traffic Safety Institute, discussed fields of cooperation between the RTA and the Organization towards boosting the traffic safety and promoting the awareness & traffic safety culture among road users. Discussions also covered sharing expertise in this field in support of the UN efforts stipulated in a vision spanning 2011-2020 under the theme: Together towards Achieving Road Safety Worldwide.

“The RTA attaches paramount importance to the traffic safety which constitutes part of its vision, where the concept of safety takes precedence to the concept of smoothness, of: Safe and Smooth Transport for All. The RTA has a comprehensive plan for improving the traffic safety in a universal concept focused on developing traffic-related plans, programs and regulations as well as preventive procedures to curb road accidents, ensure the safety of road users (motorists, pedestrians and vehicles) and maintain public properties, including human and economic resources,” explained Al Tayer. “The RTA has undertaken a number of projects, initiatives and programs to improve traffic safety levels spanning three key aspects: the road, driver and vehicle. As for the road, attention is paid to addressing all conditions and specifications of safety during the design and construction of road projects to ensure their compliance with world-class standards. As for the driver, a unified drivers training module has been developed to the highest international standards and practices in this regard, besides that, the RTA has trained and qualified examiners by reputed & specialist international firms in the field of drivers testing. The RTA is also running continual awareness campaigns in collaboration with its strategic partners, mainly the Ministry of Interior and the General HQ of the Dubai Police to diffuse the traffic awareness culture amongst road users. As for the third aspect, the vehicle is subjected to an annual test before licensing in order to verify its soundness,” he added.

“Out of RTA’s keenness to provide safe mobility means for pedestrians to cross the roads, scores of pedestrian bridges were constructed in different areas in the light of traffic studies based on the density of pedestrians movement in both sides of the road, availability of business outlets, and hot spots witnessing increased number of run-over accidents (black points). Accordingly, the number of footbridges soared from 14 in 2006 to 74 in 2011, and will increase to as many as 100 footbridges by the end of this year, and will further rise to 120 footbridges by 2016.

in the national service program must show their military ID cards or national service cards when submitting their driving license applications, for the sake of inspection and monitoring.

“Enforcing laws applicable in the UAE such as the Federal Law No. 6/2014 regarding the national service and the Federal Reserve, besides highlighting Article No. 43 of the Constitution, which stipulates that defending the Union is a sacred duty of every citizen, noting that performing the military service is an honor for every citizens as stipulated by law. Therefore, it is incumbent on us to meet their needs and provide them with full support in order to continue their mission of serving the nation, which enhances in them the personal leadership ingredients, and the proper national upbringing,” concluded Bahrozyan in a final remark.
Signing contract for upgrading Al Houdh R/A costing AED227m as directed by Hamdan bin Mohammed

In implementation of the directives of HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Dubai Crown Prince and Chairman of the Executive Council, the Board of Directors of the Roads and Transport Authority (RTA) under the chairmanship of H.E. Mattar Al Tayer, Chairman of the Board and Executive Director, has endorsed awarding a contract for upgrading the existing Al Houdh Roundabout and converting it from a signalized R/A to a free multi-tier crossing at a cost of 227 million dirham. The award of this contract thus brings the total cost of widening & improving the Sh. Mohammed bin Zayed Rd from the outskirts of Dubai and Sharjah up to Al Houdh R/A to as much as 2.52 billion dirham.

"HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum has issued directives to upgrade Al Houdh R/A and complete it as early as possible in order to improve the traffic movement on this junction, and raise its capacity by constructing flyovers across the Sheikh Mohammed bin Zayed Road to ensure a smooth traffic flow from and to Al Yalayis Road in all directions," stated Al Tayer.

"The project comprises widening of the Sheikh Mohammed bin Zayed Road in an 11 km-long sector stretching from Al Houdh R/A up to the intersection leading to Al Maktoum Airport from three lanes to six lanes in each direction. It also encompasses the construction of a service road running 4 km on both sides of the Sheikh Mohammed bin Zayed Road from the intersection with Al Khail Road to Al Houdh R/A to ease the entry to/exit from development projects in the neighbourhood.

"The project, which will be constructed over 24 months, also covers other works such as street lighting, storm water drainage systems, traffic signals, and road markings in addition to utility works as needed by service providers in the area," he added.

Phase II

Al Tayer indicated that Improvement of Al Houdh R/A Project is part of Phase II of Improvement & Widening of the Sheikh Mohammed bin Zayed Road Project. "Previously the RTA opened a flyover across Al Houdh R/A on the Sheikh Mohammed bin Zayed Road to service vehicular traffic coming from Jebel Ali Port to the Sheikh Mohammed bin Zayed Road in the direction of Dubai city. The crossing comprises three lanes extending about one kilometer linking Al Yalayis Road in the direction from Jebel Ali to the Sheikh Mohammed bin Zayed Road in the direction of Dubai, besides the opening of the widening of the Sheikh Mohammed bin Zayed Road from three to six lanes in the direction from Al Houdh R/A to the Arabian Ranches interchange."
in a sector stretching ten kilometers in total."

"As part of Phase II of the Improvement & Widening of the Sheikh Mohammed bin Zayed Road Project costing about 940 million dirham, the RTA has accomplished the construction of a flyover linking Hessa Road, Al Khail Road and Al Barsha area with the Sheikh Mohammed bin Zayed Road. This vital junction serves the traffic movement from and to Al Barsha community through the Sheikh Mohammed bin Zayed Road, and provides seamless traffic movement in all directions besides serving communities under development in the vicinity of the junction. The RTA had earlier opened the construction of a multi-level interchange at the intersection of Al Khail Road with the Sheikh Mohammed bin Zayed Road involving the construction of six bridges to ensure smooth traffic flow in all directions, in addition to two ramps to serve left-turn movement. By completing this project, at a cost of 575 million dirham, the RTA completed the traffic link between the Sheikh Mohammed bin Zayed Road and Al Khail Road," stated RTA Chairman of the Board and Executive Director.

**Phase II**

Over the past years the RTA had completed Phase I of Widening of the Sheikh Mohammed bin Zayed Road Project from three to six lanes in each direction in a sector extending 32 km from the outskirts of Dubai / Sharjah Emirates up to the interchange of the Arabian Ranches. The project was divided into three stages; the first included the widening of the Road from the outskirts of Sharjah to Al Awir in a sector extending 12 km which was completed in August 2007. The second stage extended 10 km and was opened in February 2008, and the third extended 10 km from Al Ain intersection to the Arabian Ranches Interchange which was opened by the end of March 2008. The Arabian Ranches Interchange, which had a cost tag of about 409 million dirham, is considered one of the biggest interchanges in the UAE comprising 11 bridges extending about 2.5 km and a tunnel, offering free vehicular movement in all directions.

**• Al Tayer: The project comprises construction of a flyover between Sh. Mohammed bin Zayed Rd, Al Yalayis Rd**

**• Cost of widening Sh. Mohammed bin Zayed Rd from Sharjah outskirts to Al Houdh R/A touches 2.5b dirham**
Accomplishing project to protect metro viaducts, bridges from over-height vehicles

The RTA has completed all works related to the project of protecting metro viaducts and elevated structures of all the 46 metro stations on both the Red and Green Lines, including nearby bridges dotting different parts of the Emirate, by preventing over-height vehicles from colliding with metro viaducts or elevated structures.

Engineer Maitha bin Udai, CEO of RTA’s Traffic & Roads Agency, said: “The project contributes to realizing the vision of the RTA of providing Safe & Smooth Transport for All, as it encompassed the construction of robust metal structures and concrete barriers to protect such structures, and preclude any collision with vehicles exceeding 6 meters in height. Directional and cautionary signage have been installed directing over-height vehicles to take an appropriate exit to ensure the sustainability of this vital & strategic facility; which integrates mass transit systems in Dubai in a smooth and secure manner,” added Maitha.

Works overseen by the RTA are marked by full attention to details and how to cope with them. The RTA has therefore adopted a tailor-made style in constructing these vital bridges, especially as they are open for public use 24 hours a day. Such facilities are characterized by their roomy and air-conditioned corridors and have become a home of cultural events of a variety of knowledge-based activities in the Emirate.
RTA scoops Sheikh Khalifa Excellence Award in Service Sector

The Roads and Transport Authority (RTA), represented by the Licensing Agency, has bagged the 13th edition of Sheikh Khalifa Excellence Award (SKEA) in the Service Sector category. To this effect the award has recently been presented by HH Sheikh Hamed bin Zayed Al Nahyan, Chairman of the Abu Dhabi Crown Prince’s Court, to the CEO of RTA Licensing Agency Ahmed Hashim Bahrozyan during a ceremony held by Abu Dhabi Chamber of Commerce and Industry at Emirates Palace to decorate the award winners.

Bahrozyan expressed his deep delight with winning this prestigious award which reflects RTA’s commitment to the highest international standards in delivering services to a wide spectrum of the local community, particularly as the award bears modern and civilized objectives advocating the adoption of quality & excellence methodologies to achieve sustainable economic & social development. These are the very goals pursued by the UAE for long and the country has made substantial advancement in this field rendering it a prominent example at the regional and international levels. “The Licensing Agency always remains loyal to RTA’s goals; one of which is ‘Bringing Happiness to People’ through its commitment to deliver best-in-class services by adopting cutting-edge technologies in the form of automated services and innovating smart techniques for availing them with the least cost & time. The Agency has recently launched several applications via smartphones to cater to the needs of clients such as the renewal of vehicles registration & driver licenses, obtaining distinguished numbers, inquiring about offences, and Hayyak service for mortgage redemption online rather than manual; which has saved hours & possibly days needed for processing mortgage redemption, thus cutting short the steps needed to process the transaction, in addition to availing vehicle licensing through smart phones among other smart services,” he continued.

RTA bags BGREEN’s Most Sustainable Entity regional award

The Roads and Transport Authority (RTA), has won BGREEN’s Environment and Energy Sustainability Award in the category of (Most Sustainable Government Department of the Year) in the 3rd edition of these prestigious regional awards. To this effect, a grand awards distribution ceremony was recently held by organizers CPI Media Group at the Jumeirah Beach Hotel in Dubai.

RTA’s representative attending the event included Abdul Mohsen Ibrahim Younes, CEO of Strategy & Corporate Governance Sector cum Chairperson of Energy & Green Economy Committee; Udai Al Deesi, Director of Asset Management and Deputy Chairperson of Energy & Green Economy Committee; and Amair Saleem, Director of Safety, Risk Regulation and Planning; in addition to a host of participants and concerned parties from all over the region. Abdul Mohsen was delighted with this coveted achievement and said: “RTA’s participation in this prestigious award was prompted by its qualitative sustainable achievements meriting engaging in a fierce competition with about 120 entities from the public and private sectors across the region vying for top honors in 11 categories. But the RTA has an impressive record when it comes to sustainability, green economy and alternative energy. In this year alone the RTA has rolled out 32 power-saving initiatives in addition to 8 others in support of the Green Economy. Moreover, it is engaged in working out plans, studies and researches to ensure a constant flow of innovative solutions for the sake of sustainability; which has accordingly enhanced RTA’s profile in this field and empowered it to scoop one of the core categories of the Award. This is particularly relevant as the RTA will soon embark on the trial run of an electric-powered bus which can travel up to 200 km at a speed of 100 km/h. The RTA has also undertaken several programs for curbing negative impacts generated by public buses, minimizing air pollution caused by abras, and mapping out future plans in this field with a view to enhancing the efficiency of power consumption, and protecting the community against any health or environmental hazards.”
H.E. Mattar Al Tayer, Chairman of the Board and Executive Director of the RTA, said: “This step is in line with the initiative launched by 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) aimed at fostering a green economy in the UAE in view of the importance of power for humans and various ingredients of development projects. The initiatives also concords with the power & low carbon strategy pursued by the Government of Dubai with the objective of making Dubai a role model in the efficient power consumption, and curbing carbon emissions.

“The RTA will embark on the pilot operation of electric buses to assess the associated environmental benefits, measure the rate of reduced carbon emissions, identify the distance covered by the bus following each battery recharge process in addition to other parameters such as the bus speed, prescribed battery life span, ability to cope with the climatic conditions of the UAE particularly during summer, engine efficiency, and maintenance costs among others. In the light of these assessments, the RTA will decide on the next step to be taken. We recall that the RTA was the first entity in the region that embarked on a trial run of hybrid vehicles (operated by fuel and electricity) as part of the Dubai Taxi fleet in 2008,” explained Al Tayer.

“The RTA strongly supports efforts made by the Supreme Council of Energy to achieve Dubai’s Integrated Energy
Strategy 2030. This year the RTA has carried out 32 energy conservation initiatives and 8 green economy support initiatives. These initiatives, which are expected to achieve savings of about AED 17 million, covered various RTA's sectors and agencies, thus contributed to saving power consumption saved in Dubai Metro stations and railway, reducing water consumption, improving road lighting efficiency by using energy-efficient LED lighting, cutting down bus diesel consumption, and slashing taxi fuel consumption in addition to reducing carbon dioxide emissions in 2013 by 41% compared to 2012," elaborated Al Tayer.

Environment Preservation

Al Tayer stated that since inception, the RTA had been keen to ensure that all its projects and mass transport systems were eco-friendly. When constructing and operating the Dubai metro, RTA's largest and most vital mass transport project, the RTA capitalized on the latest technology in the rail industry to ensure that this project would become environment-friendly in view of the huge amount of energy required to operate trains and stations. Therefore, right from the design phase of Dubai metro project, the RTA has been keen on ensuring saving power consumption to the maximum, where accurate and comprehensive specifications had been developed in various parts of the project.

Since inception, the energy project launched by the RTA focused on identifying intensive power-using components; namely electrical stations, rail system, cooling system and the metro stations systems. The project focused on achieving the intended targets starting from the minute design details, and using technologies & systems that need lower quantities of electrical power, yet have the capacity to yield high performance rates.

The power-saving project in the Dubai Metro reflected on cutting electrical consumption, and accordingly the costs of the metro operations dropped directly as reflected in the amount of electrical consumption; which in turn curbed the emission of carbon dioxide in the power generation plants of the Dubai Electricity & Water Authority (DEWA). An environmental control system has been implemented to control the electro-mechanical system in an automated and economical manner, including special lighting devices and escalators as such system helps to rationalize the energy used in the stations.

Hybrid Vehicles

In June 2008, the RTA initiated the pilot operation of 10 hybrid environment-friendly vehicles of Chevrolet (Tahoe and Malibu brands) powered by fuel and electricity. During the pilot period, the RTA measured the ability of hybrid vehicles' batteries to withstand the excessive heat
of the region, lifetime of batteries and the percentage of fuel saving made. The RTA also tentatively used a number of hybrid vehicles of Toyota brand and results of this pilot operation showed that test vehicles covered more than 550 thousand kilometers without experiencing failures or major maintenance issues in major components. Fuel efficiency improvement amounted to 33 per cent, and carbon dioxide emissions dropped by 33 per cent as well. For instance the normal vehicle needs about 12½ liters of petrol to cover 100 km, while the hybrid vehicle needs around 8¼ liters to travel over the same distance. CO₂ emissions of the normal vehicle are estimated as 182 kg per day, whereas CO₂ emissions generated by the hybrid vehicle measure about 121 kg per day.

Environment-Friendly Buses
The RTA has mapped out the guidelines and polices and implemented a host of programs & procedures capable of ensuring environmental sustainability & curbing the negative impacts generated by the movement of public buses. A general policy has been developed for conserving natural resources where a system for managing the environment at the corporate level has been developed. This system outlines various environmental activities of the entity, how to curb the adverse impacts of pollutants as well as the means of conserving natural resources, protecting the environment, and sustaining the development. It also defines the mechanisms of coping with wastes & emissions resulting from the activities of the entity and means of safeguarding against environmental pollution & means of mitigating it. It also catered to protecting the health of all employees as well as the community & environment from the potential hazards resulting from various activities of organizations which might have direct or indirect negative impact on the health and environment.

Steps have been taken to curb air pollutants resulting from the operation of public buses and abras such as sulfur & nitrogen oxides, hydrocarbons and carbon monoxide through designing, constructing and operating seven electric traditional abras, and using low sulfur diesel (50 ppm), whereas the fuel used at the local markets has sulfur content ten times of the fuel used in RTA public buses; which in turn is released in a form of environment-polluting emissions. The aging fleet of public buses has been replaced by buses compatible to Euro IV- V specifications, and the RTA embarked on using engines fitted with tools to curb nitrogen oxides emissions (selective catalyst Reduction- SCR), and engines fitted with techniques for curbing hydrocarbon & carbon monoxide emissions. These initiatives contributed to minimizing hydrocarbon & carbon
monoxide emissions generated by transit means where the amount of carbon monoxide emitted by a private vehicle user (in case of being compatible with Euro 4 specifications at best) is about six times of the counterpart using public buses, and two-folds the amount of hydrocarbon of the counterpart using RTA buses.

**CNG-Powered Abras**

In May 2007, the RTA, in cooperation with Emirates Gas Company, launched the pilot operation of three abras powered by compressed natural gas (CNG) instead of diesel as part of the keen attention of the RTA to improve and upgrade marine transport service using traditional abras for shuttling between the two banks of the Dubai Creek.

Powering abras by CNG project has multiple benefits that span economic, environmental, security and safety aspects. Considering the environmental impact, the project will contribute to cutting environmental pollution caused by the rising columns of smoke generated by diesel-operated abra engines by 66%. It also reduces emissions of harmful gases such as carbon monoxide and dioxide from abra exhausts, and reduces engines noise. Using environment-friendly systems is part of the key objectives set in the Dubai Government Strategic Plan and RTA Strategic Plan. From an economic perspective, the project contributes to slashing fuel costs by 30%, i.e. around one million dirham annually, and expands the lifetime of the engine, compared to diesel-operated abras, as it is lead-free.

In July 2012, the RTA launched the Energy Bus; which is one of RTA’s initiatives rolled out in response to the call of HH Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, marking the launch of the Green Economy initiative. The Green Bus applies the latest green technologies in public transport industry, and the initiative is considered amongst the pioneering projects in the Middle East besides fitting well with RTA’s vision of providing Safe and Smooth Transport for All. This initiative has been undertaken in partnership with S. S. Lootah Group; a leader in the green and clean technology applications.

The Green Bus uses Biodiesel B05; which contains 5% of recycled edible oil, and this small percentage is capable of cutting carbon emissions by as much as 78%. The bus also uses solar power for powering internal lights and uses LED power-saving lights. The green bus has tyres manufactured using recycled tyres, seat covers made of recyclable materials, and floors made of an organic environment-friendly material.

---

**The electric power project in Dubai Metro is characterized by several innovative features including:**

- Implementing an integrated electric power grid of 132/33 KV with a capacity of 120 mega volt amperes per station. This network contains 3 key stations using high-pressure of 33 KV for the first time to replace the 11 KV locally used in Dubai.
- Implementing a sophisticated automate control system with driverless train operation technologies that communicate with the train devices through wireless network where a computer system is used to control and monitor movement of trains.
- Using central cooling plants to provide air conditioning for the 47 stations on the Red and Green lines.
- At the stations’ level,
The 84th Public Number Plates Auction held by RTA’s Licensing Agency, at the Grand Hyatt Hotel in Dubai was hugely popular attracting scores of various community segments, especially as plates on offer included 2, 3, 4 and 5-digit distinguished plates for private vehicles which contributed to pushing the proceeds of the auction to as much as 24.595 million dirham.

Mohammed Abdul Kareem Nimaat, Director of Vehicles Licensing at RTA Licensing Agency, said: “About 100 plates were offered in the auction and the public is showing increasing interest in participating in these regular auctions, with almost 200 persons in attendance from various spectrums of the community. The binary plate N-38 was the sale topper fetching 2.2 million dirham, the three-digit plate O-786 was exchanged for 935 thousand dirham, the four-digit plate L-6666 brought back 700 thousand dirham, and the five-digit plate L-33333 was sold for 860 thousand dirham.

“The auction saw positive rivalry between bidders who were electrified and thrilled by the diverse & comprehensive offering comprising an array of distinguished numbers under a variety of codes. The Licensing Agency will continue to stage open & online number plate auctions as they cater to the aspirations of the public in acquiring distinguished plates through the means that suits them in a transparent and clear selection & buying process,” said Nimaat adding that the next open auction would be held next December.
Public Transportation passenger Trips
From January 1 to November 30 for the last three years

<table>
<thead>
<tr>
<th>Year</th>
<th>Metro</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total ber</td>
<td>98,567,264</td>
<td>123,974,018</td>
<td>149,114,729</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Red Line</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Passenger Trips</td>
<td>64,816,427</td>
<td>80,040,019</td>
<td>94,386,689</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Green Line</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Passenger Trips</td>
<td>33,750,837</td>
<td>43,933,999</td>
<td>54,728,040</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Dubai Taxi</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Passenger Trips</td>
<td>62,677,633</td>
<td>65,695,195</td>
<td>74,216,558</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Cars Taxi</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Passenger Trips</td>
<td>30,658,114</td>
<td>33,752,560</td>
<td>34,186,217</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>National Taxi</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Passenger Trips</td>
<td>27,682,890</td>
<td>28,140,437</td>
<td>27,501,614</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Metro Taxi</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Passenger Trips</td>
<td>15,358,776</td>
<td>15,392,974</td>
<td>15,797,234</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Arabia Taxi</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Passenger Trips</td>
<td>15,918,214</td>
<td>15,956,064</td>
<td>18,389,207</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Hala Taxi</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Passenger Trips</td>
<td>65,741</td>
<td>1,721,848</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Hala Taxi Dubai</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Passenger Trips</td>
<td>1,533,624</td>
<td>1,721,848</td>
</tr>
</tbody>
</table>

Prepared by:
Manal Al Rayes
manal.alrayes@rta.ae
Dubai Taxi’s portal gets facelift to match Smart Government drive

The Dubai Taxi Corporation (DTC) at the Roads and Transport Authority (RTA) has launched its revamped website (www.dubaitaxi.ae) offering e-services in a handy and smooth manner enabling visitors access to information about the DTC, sitemap and main menus in a bid to realize its objectives and strategies of being Pioneers in Passengers Transport Services.

Ahmed Khalfan Al Suwaidi, CEO of the Dubai Taxi Corporation said: “The aim of redesigning the website is to accommodate the new Smart Government drive, develop a policy for the smart transition and the delivery of quality services, and keep pace with the edge-cutting technologies and world-class practices adopted in advanced countries.

“The newly designed website has a bilingual interface (Arabic/English) and is enriched with pages displaying key information about the DTC including its history, press releases, services & facilities, fleet, fare, driver services, tenders, events, careers, opinion polls, complaints & suggestions, SMS service, e-booking. In addition, there is a variety of other sub-menus that help the user obtain the required information or surf archive news. The website is also perfectly compatible with other mobile devices such as smart phones and tablets,” explained Al Suwaidi.

“A new feature has been added for job seekers where vacancies and job prospects in the DTC are displayed and applicants can submit applications online. A new service is added offering a rough calculation of the taxi fare depending on the type of cab and the timing of the trip, i.e. during normal days or peak times,” he continued.

“The menu of our website contains ‘Our Services’ detailing various taxi services on offer including Public Taxi, Airport Taxi, Ladies & Families Taxi, Special Needs Taxi, Hatta Taxi, VIP Taxi and Mashaweer service. ‘Our Drivers’ menu contains a brief account about cab drivers, nationalities, training, joining DTC, and online testing model. Surfers can also drop thanks to a driver by filling an online form containing the driver’s details along with the trip time and place.

Updating Wojhati app to serve users of Dubai Tram, nearby transit means

The step concurs with the launch of the Tram service on Nov 11th. The RTA is set to release a new update of the Journey Planner (Wojhati) in concurrence with the launch of the Dubai Tram on 11/11/2014 in implementation of the trends of Dubai Government, to transform Dubai into the smartest city in the world within three years. The move also comes in support of the Smart Dubai initiative, and the commitment to the objectives of the Hamdan bin Mohammed Smart Government Program.
Launching smart tourist guide service “Nahaam”

The RTA has recently launched a smart tourist guide service billed as ‘Nahaam’ on board the Dubai Ferry, offering riders a rich travelling experience witnessing a commentary about tourist landmarks en route, adding more joy and excitement throughout the trip.

Dr. Yousef Mohammed Al Ali, CEO of RTA Public Transport Agency, said: “The launch of this initiative adds to the smart service offering to various spectrums of the community and responds to the wishes of Ferry riders, particularly tourists and visitors hailing from all corners of the globe.

“The smart tourist guide “Nahaam” is a dedicated system displayed on board the Dubai Ferry screens showcasing tourist landmarks of the Emirate on the line of the trip using a GPS based display, enriched with promotional information & materials,” explained Al Ali.

“We have branded this initiative as Nahaam; a name of an antique heritage practice once prevailed in the UAE where a person accompanying sailors plying the Arabian Gulf in pearl-fishing trips used to chant heritage songs that inspire, entertain and cheer up pearl fishers relegating the woes & risks associated with their profession. Fishers on turn used to repeat these popular songs after the Nahaam.

“We, in the RTA, are keen on giving heritage-inspired names to the services we offer to the public as part of our endeavors to reinvigorate and revive our glorious past and link it with our current impressive achievements as well as our promising future. Moreover, using traditional and historical names in our services is part of the innovation and creativity we are seeking to realize,” he continued.

Nahaam system is a tablet computer fitted at the Ferry’s captain cabin and linked with display monitors in passengers’ cabin. At the start of the trip, the system displays a short movie about safety tips followed by a pictorial display of key tourist landmarks en route accompanied by an audio commentary. The system also displays information about the scheduled Ferry trips, and between different landmarks, the system displays a route map showing the current position of the Ferry as is the case in airline trips. It also displays other information about Dubai, the formation of the UAE federation, and Expo 2020 to avoid repetition during the trip back to the point of origin.

It is worth mentioning that the Marine Transport Department, Public Transport Agency, has fitted four Ferryboats with the Nahaam system.

Detailing the move, Adel Shakri, Director of Transportation Systems, RTA Public Transport Agency said: “The Dubai Tram project is a vital achievement and a great addition to the public transport systems which ought to be integrated in the smart services network featuring Wojhati app which will substantially contribute to serving users once the service is launched on November 11th. The new update relates to feeding all necessary information to the system, which will offer public transport users access to various information relating to public transport means in the area, and display the arrival times of those modes along with relevant stations. This is particularly important as there will be 11 bus stops and 5 new lines to serve the 11 tram stations. As the new app has a feature to pinpoint the location of the customer automatically, it will be easy to have access and use the tram, and the rider can select the best option for arriving to the intended destination using the tram and public transit means in the area.
RTA develops smart service to ease registration of plates of other Emirates in Dubai public parking

The Roads and Transport Authority (RTA) has launched a super initiative updating its Smart Parking app, which has recently been launched as part of other smart apps, with the aim of easing the registration of vehicle plates issued by other Emirates in the payment of the parking fees service in the Emirate of Dubai via the mobile phone after installing RTA’s Smart Parking app from Apple Store or Google Play platforms.

Engineer Maitha bin Udai, CEO of Traffic and Roads Agency, said: “Introducing this smart service is part of our commitment to raise the satisfaction of public parking users in the Emirate, as this service will save their time and effort thanks to using the e-Purse of the Smart Service independently from telecommunication service providers; which ensures avoiding any service disruption. Thus the new service comes free of additional charges i.e. saving an additional fee of 30 fils per transaction, which will surely reduce the number of complaints arising sometimes from the discrepancy between the data recorded in the central system and the data related to the fine due since number plates bear codes which are different from one Emirate to another.” Highlighting the mechanism of the new smart app, Maitha added, “Cooperation has been made with the Dubai Smart Government to add a balance to the e-purse of the smart app directly through credit cards or Dubai Smart Government’s portal (mPay). Therefore public parking users in Dubai Emirate are required to log in to the Smart App and pay the parking fees directly from the available balance without incurring additional charges such as those associated with the use of SMS. The new smart app also enables motorists using vehicles registered in other Emirates to make direct payments, without obliging them to register for the service and use nicknames, as is the case with SMS.”

Bin Udai, further added, “The Smart Parking App is one of the best smart services provided by the RTA, especially after the significant increase in the number of mParking users. This prompted us to implement this initiative to improve the mechanism of using public parking in Dubai city as part of the integrated transport systems in order to improve the customer service experience of public parking users, and raise the efficiency of using & monitoring public parking. The service improvement initiative was based on studies targeting customers via questionnaires and customer satisfaction surveys made before the launch of the service in a bid to probe their views. Results indicated a need for such a joint smart app as it integrates the registration of plates issued by other Emirates in the parking system of the Dubai Emirate. Offering such a service echoes RTA’s goals of supporting environmental sustainability by cutting, as much as possible, the use of paper tickets generating huge amounts of waste in Dubai streets, besides providing excellent services that contribute to realizing RTA’s vision of “Safe and Smooth Transport For All.”

Taxi flag-down rates reset starting from Dec 1st: RTA
The step aims to improve taxi services in Dubai

The Roads and Transport Authority (RTA) has approved the modification of taxi flag-down rates, starting from the first of December 2014 in order to strike some sort of integration with Nol cards package launched of late by the RTA, covering all mass transit modes including the Metro, Tram, public buses and marine transit modes.
A new Blue Abra line at Atlantis the Palm

The RTA has launched a new line for heritage abras (electric Blue Abras) at Atlantis the Palm in concurrence with the Public Transport Day. The opening of this line is in response to the public needs for using this recreational means nearby one of the iconic landmarks of the Emirate and enjoying picturesque views of the Palm Island.

Hussain Khansaheb, Director of Marine Transport at the RTA, said: “The RTA is seeking to offer prominent services by providing marine transit means at tourist and recreational facilities in the Emirate, particularly as the Atlantis Hotel is characterized by substantial numbers of visitors spanning community members and tourists. Therefore, we opted to run traditional abras in this area to offer visitors exposure to gorgeous sceneries on board the Abra, and shoot memorable images.

“In the first stage we will deploy two electricity-powered environment-friendly blue abras each has a capacity to load 6 riders at a fare of 65 dirham. The trip, which takes about 20 minutes, will start off Al Naseemi Beach at Atlantis and pass through the Atlantis Resort, the Palm (seaside) and the Splash Park,” added Khansaheb.

“Operating traditional abras in this area is vital as they attract visitors from various destinations interested in boarding the first transit mode in the Emirate of Dubai used in linking the Creek with Deira and Bur Dubai, besides boosting tourist activities in the Emirate. Deploying traditional blue abras proved a hit with visitors & tourists of other landmark areas as we currently have five blue abras operating at Burj Khalifa – Dubai Mall, three at Mamzar station, and seven at the Global Village.

Dr. Yousef Mohammed Al Ali, CEO of RTA Public Transport Agency, said, “This revision is intended to upgrade the caliber of our services to the public to the highest standards through focusing on deploying as many taxicabs as possible and ensuring that the service is accessible to customers in a timely manner, especially during morning & evening peak hours.

It is worth mentioning that the taxi tariff applicable in Dubai is the lowest among some of the world’s most developed cities such as London, New York, Amsterdam, Paris, Singapore, Tokyo and other well-known metropolises and cities.

“The flag-down rate during normal times is five dirham for direct trips from the roadside. As for the booking and dispatch service, the flag-down rate is eight dirham during normal times (normal times start from 10 am up to 4 pm, and from 8 pm up to 7 am). The flag-down rate during peak hours is 12 dirham. Morning peak hours on weekdays from Saturday to Wednesday start from 7 am up to 10 am, and from 4 pm up to 8 pm. Peak hours on Thursday and Friday start from 4 pm up to 12 am (past midnight).

“The decision applies to the meters of the Dubai Taxi cabs as well as taxis operated by other franchise companies under the umbrella of the RTA. The upgrade of taxi meters operating in Dubai will be completed within three weeks starting from December 1,” he continued.
Licensing Service app records 26 thousand downloads in two months

Ahmed Hashem Bahrozyan, CEO of RTA’s Licensing Agency, said: “Renewing vehicles registration or driver licenses is normally processed through familiar channels namely: smart kiosk, RTA website, trusted agents, and the Call Center (8009090). However, the RTA has developed a new licensing channel through launching RTA Drivers and Vehicles app; which can be downloaded in smart mobile phones through key platforms. Having more than 26 thousand downloads of the app is a good number and a positive indicator considering the short period since the service had been launched.

“This service has multiple benefits to the customer namely: receiving a phone-generated notice that the licensing renewal date is approaching or is expiring, and reducing the renewal stages to about six steps. The customer can also take a shot of via the camera of the smart phone for the code of the licensing card that would be automatically communicated to RTA app portal where renewal process would be initiated. Moreover, the customer can figure out the locations of service delivery in case the customer wishes to complete the renewal through the nearest center, or else the customer can avail the ePay service for assistance,” explained Bahrozyan.

“The RTA will spare no effort in easing the processing of customer transactions by using highest technologies in implementation of the 3rd Goal of Bringing Happiness to People; which is part and parcel of the drive advocated by our prudent government,” said the CEO of RTA Licensing Agency in a concluding remark.

Metro stations’ smart kiosks attract 632k users in

Abdullah Yousef Al Ali, CEO of RTA Rail Agency, said: “The launching of the metro information smart kiosks concords to the vision of our wise leadership to transform the Emirate into the smartest city in the world within three years. These kiosks were launched this year to serve the needs of the metro users, particularly as they cover a broad number of services provided to riders about the use of the metro and the smooth mobility between stations.”

“These machines provide a host of diverse and new services which were added since the launch of the service highlighted by names & locations of stations, journey
Launching 10 new smart kiosks, adds renewal of driver license & parking cards services

The Roads and Transport Authority (RTA) announced the installation of 10 new smart kiosks to bring the total number of operating smart kiosks to 16, and uploaded two more services to raise the array of service offering via these devices to 8.

This has prompted us to install 10 additional kiosks such that the total number of smart kiosks in service rises to 16 and work is up and running to activate services in the remaining kiosks. Kiosks are distributed over several locations including RTA Head Office and Customers Service Centers at Umm Al Romool, Deira, Al Barsha, Al Tawar, Tasjeel Al Barsha, JBR, Al Awir, Al Manara, Al Karama, Tasjeel Al Qusais, Wasi Belhasa, Quick and Shamil Al Muhaïsna.

Two additional services were added to these kiosks namely the renewal of driver license (currently available in the kiosk at RTA Head Office only) and the renewal of seasonal parking cards, over and above the existing array of services which include: renewal of vehicle registration, inquiry & payment of fines, printing vehicle certificate, receipt of a document, issuing of vehicle registration card, and issuing of replacement of damaged/lost vehicle registration card,” said Mahboub.

“The RTA is assessing tenders for strategic investment partnerships with the aim of broadening the scope of smart kiosks and beefing up services on offer, as about 100 parking card transactions were processed within two days only. A plan is currently being implemented whereby these kiosks will be installed outside the premises of Customers Service Centers so that customers can have access to these kiosks 24/7. Another plan is also under consideration to offer other payment options, besides payment through credit card that is currently in use, such as using NFC technology in smart phones, NOL cards and the e-purse.

“The smart kiosk is the first of its kind device across the Dubai Government level which uses the ID card info to validate the identity of the user, and ease the processing of transactions without requiring customers to appear in person to the front desk staffs, besides the availability of a camera & a telephone to render instant assistance to customers through audio-visual mode in case of any procedural or technical glitch the customer might experience,” added the Director of RTA Customers Service.

four months

planner, journey time, Dubai’s seven fare zones map, Dubai’s Google Map with continuous updates, journey schedule categorized by the station name & waiting time, services at metro stations, map of each station, fare structure & types of cards along with related policies, fare calculation service, list of offences & penalties, metro code of conduct, timetables of feeder bus service at stations, filing suggestions & complaints online, and obtaining publications & brochures about the metro information provided through the barcode technology of the smart phone. These machines are bilingual (Arabic & English) and have large touch-screens rendering them easy-to-use,” continued Al Ali.

Commenting on the key stations that provide this service, the CEO of the Rail Agency said: “the service is available at 16 stations on the Red Line namely: Al Rashidiya, Airport Terminal 1 & 3, Deira City Center, Al Rigga, Union, Burjuman, Al Karama, Emirates Towers, Financial Center, Burj Khalifa Dubai Mall, Mall of the Emirates, Dubai Internet City, Ibn Battuta, Al Jafiliya, and the World Trade Center. Seven stations on the Green Line offer this service namely: Airport Free Zone, Stadium, Abu Hail, Salah Uddin, Baniyas, Al Ghubaiba and Al Fahidi.”