

01 What is the change?

Previously, direct trains only operated between centrepoint metro station and Expo 2020 metro station. There were no direct trains from centrepoint to UAE Exchange metro station.

Starting 3rd August 2024, there are direct trains from centrepoint towards Expo 2020 and UAE Exchange metro stations alternately.



02 Why is there a change in train destinations from centrepoint station going to two routes, Expo 2020 and UAE Exchange stations?

The change in train destinations is part of a continual effort to optimise and improve the passenger experience and Dubai Metro system's efficiency. This will provide direct service to passengers who want to travel towards UAE Exchange bound direction without the need to swap trains at Jabal Ali metro station.

03 How will this change affect my commute?

The change will affect passengers who intent to go between The Gardens and Expo 2020 stations or go to Ibn Battuta and UAE Exchange stations. Passengers are advised to pay attention to the destination of the train whether it's heading to the Expo 2020 or UAE Exchange. So it's essential to check the Passenger Information Screen when you're at platform, and check the updated timetable when planning your journey.

04 When will the new timetable come into effect?

The new timetable will take effect from 3rd August 2024.



- 05** How can I stay informed about updates regarding the Dubai Metro timetable?
By checking official RTA website, public announcement, information screens and signages in metro stations, and RTA Apps for the latest updates on timetable and service changes.
- 06** Will there be any disruptions to service during the transition of route changes?
NO disruptions.
- 07** Are there alternative routes or transportation options available during the transition of route changes?
The train services will not be affected for this change. However, alternate transportation modes are always available such as Buses, Taxis & Careem.
- 08** Will there be additional staff or assistance available at stations to help passengers?
YES, additional staff will be deployed at stations to assist passengers with any questions or concerns they may have regarding the changes in train direction, destinations and timetable.
- 09** Are there any other train routes that I should know about?
YES, an extra service route is designated to accommodate the increase in passengers during peak hours on weekdays. This route is operating during weekdays only Monday to Friday from 07:00Hrs to 11:30Hrs, and from 16:00Hrs until 20:30Hrs between centrepoint and Al Khail metro stations.
- 10** How can passengers provide feedback or share their experiences regarding the changes?
Through the official RTA channels, such as email to Ask@rta.ae, submit feedback at RTA website rta.ae "Contact us".
Your input helps improve our services to better meet your needs.