

## Activity Description Card/Passengers Transport by Rented Buses

<b>Legislation</b>	<p>1- Resolution of the Executive Council No. 33/2011 regulating the transporting of passengers by buses in Dubai.</p> <p>2- Administrative Resolution No.: 25/2021 regarding the adoption of the second version of the Policy on the Activity of Transporting Passengers by Rented Buses in the Emirate of Dubai.</p>		
<b>Activity Name</b>	<b>Passengers Transport by Rented Buses</b>	<b>Activity Code</b>	<p>RTA: 160</p> <p>Department of Economy: 4922006</p>
<b>Activity Description</b>	<p>It is the service of transporting the employees and workers of the beneficiary entities, such as contracting companies, center employees, hotel employees, and other employees, through companies providing passenger transport by rented buses, from their places of residence to their workplaces, work projects, or a destination, and returning them to their places of residence. All of this is done under a contract between the beneficiary and a company providing transportation of passengers by rented buses.</p>		
<b>Governing Dep't Name</b>	<p>Planning and Business Development Department of the Public Transport Agency</p>	<b>Permit-Issuing Dep't</b>	<p>Commercial Transport Activities Dep't at the Licensing Agency</p>
<b>Entities to be visited before obtaining a permit</b>	<ul style="list-style-type: none"> <li>- Licensing bodies (Dubai's Department of Economy and Tourism - Free Zones and Development Areas)</li> <li>- Licensing Agency (Commercial Transport Activities Dep't)</li> <li>- Public Transport Agency - Planning and Business Development Dep't</li> </ul>		
<b>Fees</b>	<p>Issuing a new permit: AED 4,000</p> <p>Permit renewal for an existing license: AED 2000</p> <p>Bus registration: AED 3000</p>		
<b>Conditions and Procedures of Issuing the Permit</b>	<ol style="list-style-type: none"> <li>1- The company shall obtain the initial approval and reserve the trade name through the Department of Economy and Tourism or the Free Zone and Development Areas in the Emirate.</li> <li>2- The activity permit application shall be submitted to the Commercial Transport Activities Department. Through this link <a href="https://traffic.rta.ae/trfesrv/public_resources/revamp/common/public_request_service_info.do?entityId=-1&amp;serviceCode=801&amp;switchLanguage=ar&amp;CSRF7tluep=1wl7g4uswm8gh">https://traffic.rta.ae/trfesrv/public_resources/revamp/common/public_request_service_info.do?entityId=-1&amp;serviceCode=801&amp;switchLanguage=ar&amp;CSRF7tluep=1wl7g4uswm8gh</a></li> <li>3- The RTA shall be provided with the necessary data on the location of the establishment and the locations and numbers of buses to be operated in the activity, and an undertaking to obtain a permit for such buses shall be provided.</li> <li>4- The company is committed to completing the commercial license procedures at the licensing authorities in the Emirate (Department of Economy and Tourism in Dubai or Free Zones).</li> </ol>		

- 5- The company shall register the buses in the traffic system.
- 6- The establishment's drivers shall obtain permits to practice the profession as bus drivers according to the following conditions:
- Provide a letter from the company.
  - The driver shall be under the same sponsorship as the operating agency
  - The driver shall have a driver's license according to the type of bus he is driving
  - The driver shall attend courses for bus drivers
  - The driver shall not be less than 25 years.
  - The driver shall be of good conduct and behavior
  - The driver shall submit the traffic points report from the competent authorities
  - The driver shall submit a certificate proving that he is free from diseases or he does not use drug and alcohol, issued by the competent authority in the Emirate.
  - The driver shall carry the permit while driving the bus
  - The driver shall speak both Arabic and English
  - The driver shall pass psychological and language tests
  - The driver shall pass the theoretical test prepared by the Drivers Affairs Department
  - The driver shall attend the prescribed training courses of bus drivers
  - The establishment shall undertake to comply with the conditions and requirements necessary to conduct the activity.

### **1- Licensing Requirements:**

**The following documents shall be available as required as shown below:**

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

- Fill in the electronic form for licensing.
- A copy of the passport for partners (residents, GCC countries, and decree holders).
- A non-objection letter allowing foreign partners to practice the activity.
- A copy of the ID card (for a UAE partner).
- Copies of the partners' passports (to add a partner).
- An undertaking to comply with all licensing requirements.

B- Adding a partner or assignment.

- Fill in the electronic form for licensing.
- A copy of the passport for partners (residents, GCC countries, and decree holders).
- A copy of the ID card (for a UAE partner).
- An undertaking to comply with all licensing requirements.
- Copies of the partners' passports (to add a partner).
- Payment of all financial obligations of the company (fees and fines).

#### C- Terms of license revocation.

- Delete all registered vehicles from the traffic file.
- Submit an electronic request to cancel a commercial license.
- Deliver all devices and accessories if they were previously installed by RTA (if any)

#### D- Conditions for changing the trade name

- Fill in the electronic form for licensing.
- Trade name reservation certificate from the Department of Economy and Tourism in Dubai or the Free Zones.
- Update the company's data after changing the trade name.

### **2- Obligations of the Establishment:**

- Determine the points of loading and unloading of passengers for the establishment's buses according to the contracts concluded with the beneficiaries.
- Train drivers working in the activity according to the requirements of the Roads and Transport Authority.
- Determine the number and type of buses to be operated or registered when applying for the first time at the Public Transport Agency.
- Apply security and safety standards for buses operating in the activity according to the requirements of the Roads and Transport Authority.
- Provide a copy of the work contracts concluded between the establishment and the customers inside the bus.
- Register the bus on the traffic system and the electronic permit system, and obtain permits for all buses operating in the activity.
- Provide sites for housing buses according to the requirements of RTA.
- Carry out periodic and preventive maintenance of buses in accordance with international best practices and show the bus maintenance record.
- Provide the minimum number of buses for the establishment, according to the requirements of the Agency.
- Keep any found/lost items resulting from practicing the activity and hand them over to the competent security authorities within two working days.
- Provide security and safety factors and requirements for buses in accordance with the technical specifications and approved safety and security factors, Clause (8).
- Educate passengers about the rules and prohibitions that shall be followed to maintain public security and safety inside the bus.
- All companies shall comply with the laws and regulations related to school transportation in the event of contracting to transport students.
- Companies shall respond to complaints received thereby, while maintaining records.

- Inform the Public Transport Agency of the establishment's location immediately upon obtaining the trade license and update the information periodically or when changing addresses.
- Refrain from introducing any additions or modifications inside or outside the bus, such as tinting windows, curtains, modification of specifications, and from installing advertising posters without obtaining a permit from RTA.
- The professional driver shall be granted a permit for a period of one year, renewable for similar periods, provided that he carries the permit while driving the bus
- The establishment may request the Agency to cancel the driver's permit upon the termination of its contractual relationship with the driver
- The bus shall be designated for 14 or more passengers with the driver.

- **Security and Safety Standards for the Establishment's Vehicles:**

- Number of emergency exits (for heavy and light buses, 2 emergency exits).
- Number of fire extinguishers (one fire extinguisher as a minimum for the minibus has/two fire extinguishers for the bigger bus).
- Weight of the fire extinguisher (4 kg for the light bus/6 kg for the heavy bus).
- First aid kit (at least one for the light bus, and at least 2 for the heavy bus).
- Reflective triangle (1 for the minibus/1 for the bigger bus).

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

- All requirements and technical safety requirements stipulated in Gulf Standard Specifications No. (203/42) shall be **met**.
- No-smoking sticker (1 for the minibus/2 for the bigger).
- Smoking shall be prohibited on buses used in the activity.
- Two-point seat belts shall be provided for all seats.
- Comply with all requirements of federal and local laws regarding the operation of rented buses.
- Signs indicating the emergency exit, fire extinguishers, and the location of first aid kits shall be provided.
- Ensure that no flammable materials or materials that violate the laws of the UAE are placed with the passengers inside the bus.
- Ensure that a warning sound alarm device is installed when the bus is reversing.
- Ensure that regular preventive maintenance of buses is carried out.
- Provide special equipment for people with special needs (optional).
- Refrain from carrying more passengers than the permitted number for each bus according to the capacity of the bus or the instructions issued by RTA or the competent authorities in the UAE in this regard.

<b>Service Delivery Channels</b>	Applications to be submitted through RTA’s website “www.rta.ae” or email passenger_activities_pta@rta.ae			
<b>Approving Authority</b>	Performance Department Director	Policy Department Director	Planning and Business Development Department Director	CEO of the Public Transport Agency