

# My City. My Metro.

RTA

Call Center 800 90 90

[www.rta.ae](http://www.rta.ae)

Facebook: Roads and Transport Authority Dubai – Group

Youtube: [www.youtube.com/rtadubaigov](http://www.youtube.com/rtadubaigov) [ask@rta.ae](mailto:ask@rta.ae)

مترو دبي  
Dubaimetro



My City.  
My Metro.

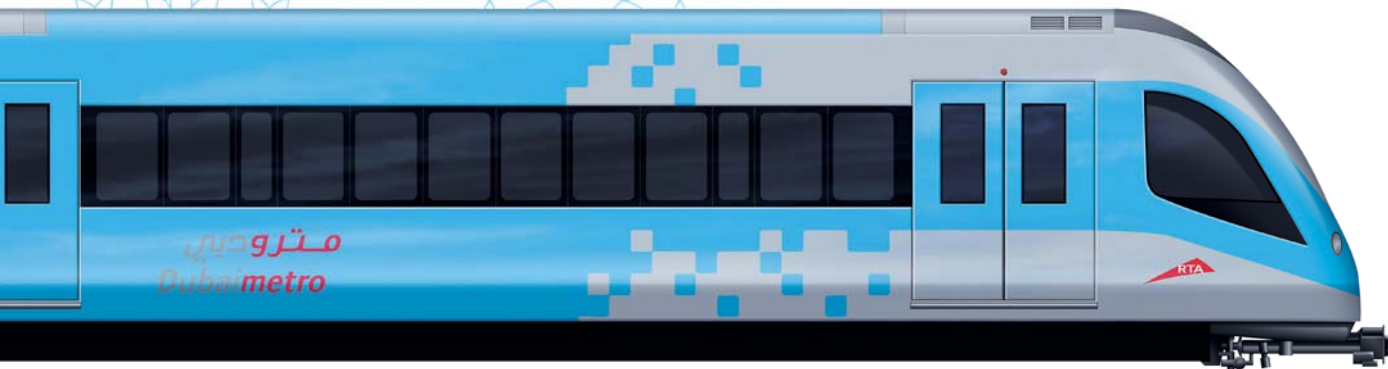
مترو دبي  
Dubaimetro



# Welcome.

Welcome to the world's longest automated Metro system built in one go. Welcome to 100% electric trains, 0% carbon emissions. Welcome to Gold Class cabins. Welcome to fares from only AED 1.80. Welcome to Wi-Fi. Welcome to mobile phone coverage across the entire network. Welcome to a comfortable 20°C air conditioned Metro system. Welcome to a tactile guidance path to help the visually impaired move confidently and independently across the network. Welcome to Women & Children only cabins. Welcome to platform screen doors, 3000 CCTV cameras, dedicated Metro police and CPR trained staff at every station. Welcome to state of the art safety. Welcome to 29 stations across the Red Line. Welcome to a fully integrated network with other modes of transport. Welcome to one of the world's most technologically advanced Metro systems.

**Welcome to your Dubai Metro.**



## Welcome to one of the world's most advanced Metro systems.

- Longest automated Metro system in the world, built in one go.
- Automatic Train Protection (ATP) system.
- Wayside Obstacle Detection.
- Front and rear cameras keep the train under constant surveillance.

## Welcome to world class comfort.

- Gold Class cabin in each train with:
  - Wide leather seats
  - Carpet flooring, exclusive lighting and design
  - Panoramic view from the front of the train
- Women & Children only cabin in each train.
- Complete mobile phone coverage across the entire network.
- Wi-Fi access throughout the network.
- Air conditioned cabins and walkways.

## Train Layout

◀ To Rashidiya

To Jebel Ali ▶



Standard Cabin (x4)

Women & Children Cabin

Gold Class Cabin

## Welcome to one of the world's safest Metros.

- Dedicated Metro Police force.
- Over 3000 CCTVs in trains and stations to monitor any security infringements.
- Integrated radio system between Metro and emergency services.
- Emergency Call Box (ECB) in each train and station.



Your safety on the Metro is paramount to us.

## Welcome to a fully integrated transport system.

- Every station caters for buses, taxis and private car drop off and pick up.
- Three large parking facilities located in Rashidiya and Nakheel Harbour & Tower on the Red Line and Etisalat on the Green Line.

## Welcome to travel made easier with Nol cards and tickets.



- Pay for all travel fares of all RTA transport modes and parking fees with one card.
- Purchase Nol tickets from any ticket vending machine or RTA authorised sales agent.
- Recharge Nol card at any ticket vending machine, ticket office or RTA authorised sales agent.
- Nol cards automatically deduct the correct fare based on usage.



## Your Nol card

### Nol Silver card



- Holds up to AED 500 worth of credit and valid for 5 years.
- Has an e-purse, which deducts the correct fare automatically.
- Purchasable from any ticket office and selected ticket vending machines for AED 20 (includes AED 14 worth of credit).
- Can be used immediately and recharged at any ticket office.

### Nol Gold card



- Holds up to AED 500 worth of credit and valid for 5 years.
- Has an e-purse, which deducts the correct fare automatically.
- Purchasable from any ticket office and selected ticket vending machines for AED 20 (includes AED 14 worth of credit).
- Can be used immediately and recharged at any ticket office.
- Allows the privilege of using Gold Class cabins in the Dubai Metro.
- When used on other modes of transport with no Gold Class Cabins, the user will be charged the standard fare.

### Nol Blue card



- Holds up to AED 500 worth of credit and valid for 5 years.
- Personalised card with the user's photo.
- Has an e-purse, which deducts the correct fare automatically.
- Card requires subscription (50 AED) and will be received in the mail (10 days).
- Secure online services for re-charging the card, transaction history and registering complaints.
- SMS and email notifications related to confirmation of services and/or required instructions.
- More features such as loyalty points program, auto recharge facility and discounts for children, students, seniors and people with disabilities.

## Your Nol ticket



### Nol Red ticket





- Paper ticket which can be purchased for AED 2 and valid for 90 days.
- Rechargeable for use up to a maximum of 10 journeys.
- Purchasable from any ticket office machine and some ticket vending machines.
- Ticket can only be used for one mode of transport at a time (e.g. on Dubai Metro only or on Dubai Bus only.)
- Ideal for occasional or casual users of public transport.
- No e-purse account available and has to be pre-paid with the correct journey type (based on the zones to be travelled).



# Tickets & Fares

Nol Cards	Silver 	Gold 
Typical Users	Frequent Travellers	Gold Class Travellers
Maximum Allowed Balance (AED)	500	500
Rechargeable	Yes	Yes
Validity	5 Years	5 Years
Travel Type	To T1 T2 T3	To T1 T2 T3
Card Price	AED 20 (includes AED 14 initial credit balance)	AED 20 (includes AED 14 initial credit balance)
Trip Cost (AED) - Regular Class	1.80 2.30 4.10 5.80	N/A
Trip Cost (AED) - Gold Class	N/A	3.60 4.60 8.20 11.60
Maximum Journey Duration	90 min. 180 min. 180 min. 180 min.	90 min. 180 min. 180 min. 180 min.
Single Trip Maximum Transfers	1 3 3 3	1 3 3 3
Time Allowed Between Transfers	30 min	30 min
Daily Fare Cap (AED)	14	14 (does not include Gold Class premium fare)
Children (Less than 5 Years & Less than 90cm)	Free	Free
E-purse**	✓	✓
You can buy it from	TOM, Bus TVM & SAD	Metro TOM
Can be Topped up at	TOM, TVM & SAD	TOM, TVM & SAD
Special Features	Easy to use	Can Use Gold Class Cabins, In other modes of transport with no Gold Class, normal charges will apply

Blue 	Red 
Frequent Travellers (with a secure and personal card)	Tourists and Visitors
500	upto 10 Trips *
Yes	Yes (upto 10 Trips)
5 years	90 Days
To T1 T2 T3	To T1 T2 T3
AED 70 (includes AED 20 initial credit balance)	AED 2 (at least 1 Trip to be loaded)
1.80 2.30 4.10 5.80	2.00 2.50 4.50 6.50
N/A	4.00 5.00 9.00 13.00
90 min. 180 min. 180 min. 180 min.	90 min. 180 min. 180 min. 180 min.
1 3 3 3	1 3 3 3
30 min	30 min
14	N/A
Free	Free
✓	N/A
TOM	TOM & TVM
TOM, TVM & SAD	TOM & TVM
Will take 10 days to be received by mail	Can be used for only 1 mode of transport at a time (e.g. Dubai Metro only or Dubai Bus only)

To = Tier 0 Tariff - any Single Trip less than or equal to 3 Km.

T1 = Tier 1 Tariff - any Single Trip that starts and ends in the same zone.

T2 = Tier 2 Tariff - any Single Trip that starts in one zone and ends in another adjacent zone.

T3 = Tier 3 Tariff - any Single Trip that exceeds two zones.

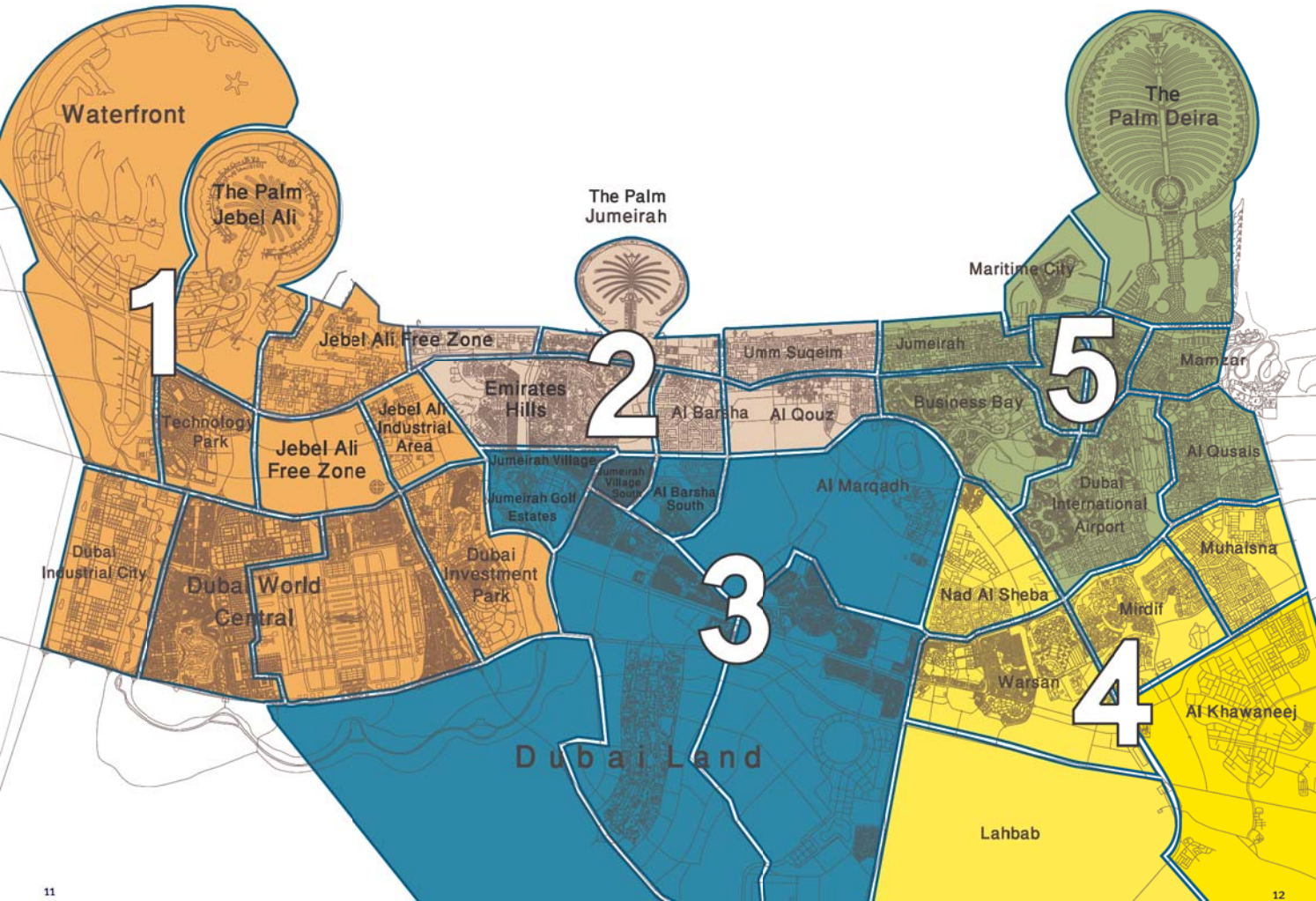
\* If the Red Ticket is initially purchased for a Single Trip within a particular Tier, then this ticket can be recharged for Trips only within that same Tier (upto 10 times).

\*\* E-purse facility deducts the journey fares automatically based on fare table.

- TVM (Ticket Vending Machine) - TOM (Ticket Office Machine) - SAD (Sales Agent Device).

- Currently a separate Red Ticket needs to be purchased for use on the RTA Buses and the Dubai Metro.

# Zone map





## Buying your ticket or recharging your Nol card



1. Go to any Ticket Vending Machine (TVM) in the stations.
2. **A** Touch screen.  
**B** or insert Nol card.
3. Select language.
4. Select your ticket type.
5. Select the number of zones you wish to travel.
6. **C** Insert cash or credit card to pay fare or recharge your Nol Card.
7. **D** Collect ticket and change.  
**B** or collect your recharged Nol card.





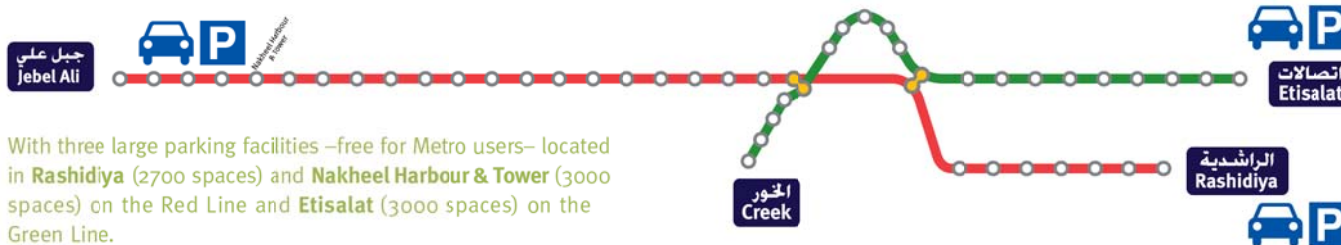
## Welcome to facilities for people with disabilities.

- Contrasting tactile guidance path for the visually impaired.
- Ticket counters within easy reach for wheelchair users.
- Dedicated toilets for people with disabilities.
- Lift access to all station levels.
- Dedicated spaces for wheelchair users on all trains.
- Clear wayfinding signage.
- Information displayed on screens throughout trains and stations.
- Platform alerts as audible bleeps when doors close and corresponding flashing light signal.



Tactile guidance path in every station.

## Welcome to Park and Ride.

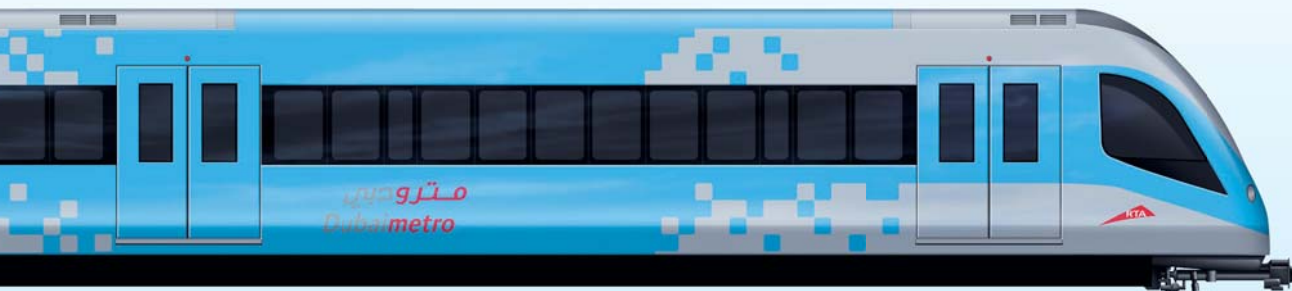


With three large parking facilities –free for Metro users– located in **Rashidiya** (2700 spaces) and **Nakheel Harbour & Tower** (3000 spaces) on the Red Line and **Etisalat** (3000 spaces) on the Green Line.

## Dubai Metro by-law violations

- Using public transport means, facilities and services without the payment of specific tariffs.
- Using another person's card.
- Destroying, damaging or tampering with devices, equipment or seats of public transport means, facilities and services.
- Eating and drinking in prohibited areas, specifically inside the train.
- Causing inconvenience or discomfort to users of public transport means, facilities and services.
- Smoking within public transport means, facilities and services.
- Carrying alcoholic drinks inside the public transport means, facilities and services.
- Resting feet on seats.

- Spitting, littering or performing any act that would contaminate public transport means, facilities and services.
- Selling or advertising of goods or services within the public transport means, facilities and services.
- Entering into any prohibited area of public transport means, facilities or services.
- Opening or attempting to open any doors of public transport means, whilst train or bus is in motion.
- Entering or sitting in places allocated to specific categories, while holding a different ticket.
- Bringing animals onto public transport means, facilities and services, except guide dogs for the visually challenged.
- Operating or using any security or safety tools or means, including the emergency exits other than in cases of emergency.



## FAQs

### 1) What type of facilities are available at the stations?

The stations on the Dubai Metro line offer many facilities such as retail outlets, banks, coffee shops and restaurants.

### 2) Will there be prayer rooms made available for the public?

Due to limited space in the stations, there is no provision for prayer rooms available to the public.

### 3) How many passengers per train?

The trains are designed for 643 passengers per 5 carriage train.

### 4) How fast can the Dubai Metro trains go?

The speed of the trains in automatic mode can run from 45 to 90 km per hour depending on the track section.

**Red Line:** Average speed 42 km per hour.

**Green Line:** Average speed 32 km per hour.

### 5) Are there first aid and passenger care systems on the Dubai Metro?

Yes. Station staff are trained as first aiders and there are first aid rooms in stations. Our staff will work closely with ambulance and hospitals for passenger care service whenever necessary.

### 6) How will RTA ensure that the trains run on time?

- a. An automated state of the art Operations Control Centre overseeing train movement, run by internationally trained controllers, will ensure trains run on schedule
- b. Proactive preventive maintenance

### 7) What should I do if there is an emergency on board the train or platform and I am unable to locate a member of staff?

If you are unable to locate a member of staff, please proceed to the Emergency Call Box (ECB) located inside the train or platform. When activated, you will be able to communicate with our staff at the Operations Control Centre. They will be able to assist and advise you.

### 8) Is the train safe to ride as we see a lot of swerving curves on the track?

- a. Yes, the Dubai Metro is designed to meet international safety standards and its safety is assessed by an Independent Safety Assessor (ISA)
- b. Safety design features provided of the by the Automatic Train Control System include: Automatic Train Supervision System, Automatic Train Protection System and Automatic Train Operations System

### 9) When can I apply for a Nol Blue card?

You can apply for your card one month after the launch of the Dubai Metro.





# Red and Green Lines

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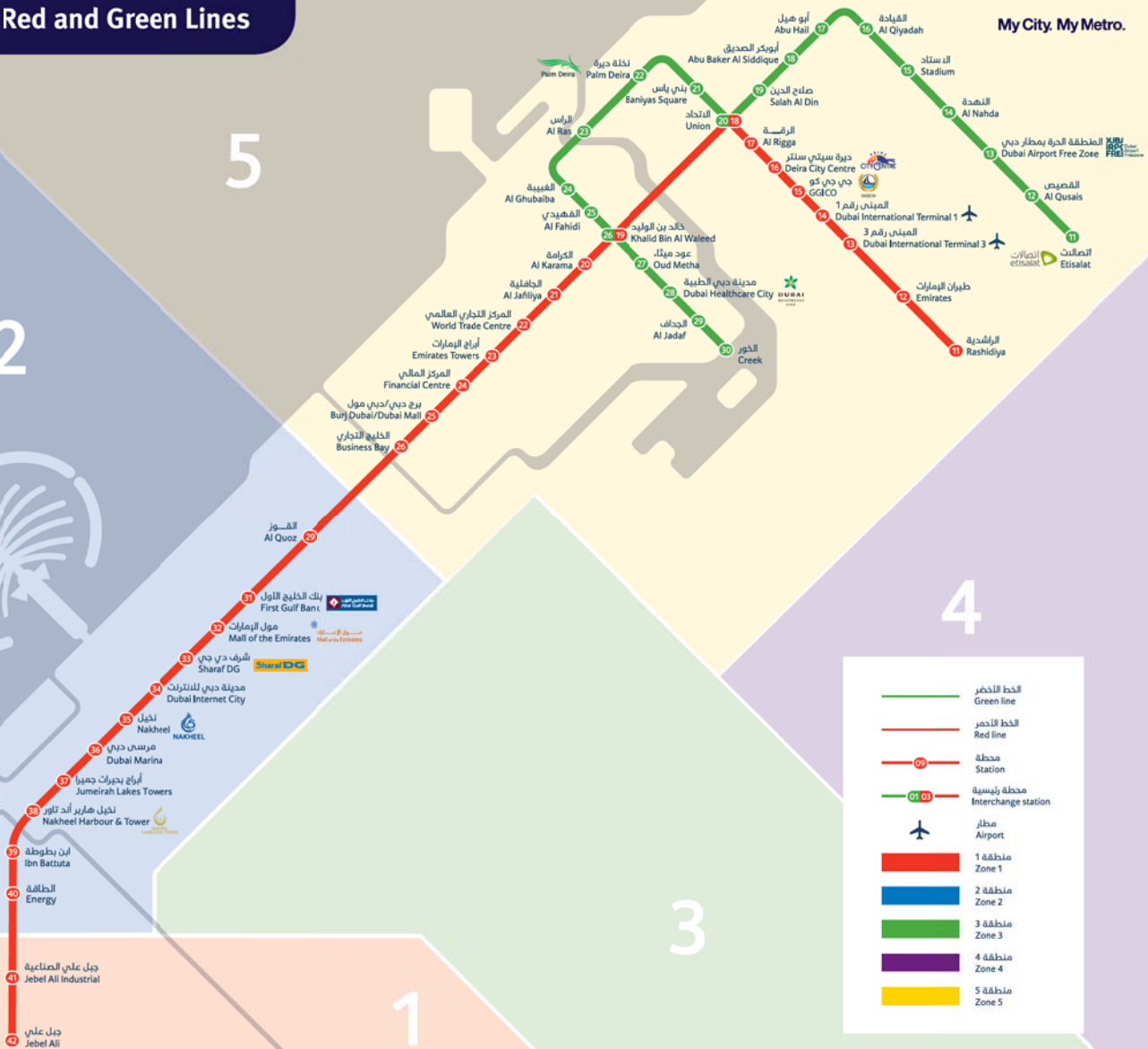
5

2

4

3

1



	الخط الأخضر Green line
	الخط الأحمر Red line
	محطة Station
	محطة رئيسية Interchange station
	مطار Airport
	منطقة 1 Zone 1
	منطقة 2 Zone 2
	منطقة 3 Zone 3
	منطقة 4 Zone 4
	منطقة 5 Zone 5



	Nearby Hotels	Nearby Leisure & Service Facilities	Nearby Shopping Malls	Nearby Hospitals
Rashidiya			Bin Sougat Shopping Mall	
Emirates			Festival City Shopping Mall	
Airport Terminal 3		Dubai International Airport		
Airport Terminal 1		Dubai International Airport		
GGICO		Aviation Club (Tennis Stadium)		Welcare Hospital
Deira City Centre	Sofitel, Novotel, Park Hyatt		Deira City Centre Mall	
Al Rigga	Taj		Al Ghurair Shopping Mall	
Union	Sheraton Deira, Hilton Dubai Creek, Radisson Blue	Traditional Market		
Khalid Bin Al Waleed	Burjuman Rotana	Key Embassies	Burjuman Shopping Mall	International Private Hospital
Al Karama		Karama Shopping District		
Al Jafiliya		Immigration and Naturalisation Office		
World Trade Centre	Fairmont, Monarch	Dubai World Trade Centre Exhibition Centre		
Emirates Towers	Crowne Plaza, Emirates Towers	The Gate DIFC		Al Zahra Hospital
Financial Centre	Shangri-La, Dusit Dubai	Dubai International Finance Centre		
Burj Dubai/Dubai Mall	The Address	Downtown Dubai	Dubai Mall, Souk Al Bahar	

	Nearby Hotels	Nearby Leisure & Service Facilities	Nearby Shopping Malls	Nearby Hospitals
Business Bay	Metropolitan Dubai	Safa Park		Medcare Hospital
Al Quoz			Oasis Mall	
First Gulf Bank		Gold & Diamond Park		
Mall of the Emirates	Kempinski		Mall of the Emirates	
Sharaf DG				
Dubai Internet City		Dubai Media City, Knowledge Village		
Nakheel		Emirates Golf Club		
Dubai Marina	Hilton Jumeirah, The Ritz Carlton, Grosvenor House, Le Royal Meridien Mina Seyahi	Jumeirah Beach Residence	Marina Mall, Marina Walk, JBR Walk	
Jumeirah Lakes Towers	Sheraton Jumeirah	Jumeirah Islands		
Nakheel Harbour & Tower				
Ibn Battuta			IBN Battuta Mall	Jebel Ali Clinic
Energy				
Jebel Al Industrial				
Jebel Ali		Jebel Ali Free Zone		