

## Serco begins operating the new Dubai Metro

**9 September 2009**

Serco Group plc (Serco), the international service company, is pleased to announce it has begun operation of the Dubai Metro service following the official opening and inauguration, today, by HH Sheikh Mohammed bin Rashid Al Maktoum, ruler of Dubai. The launch of the Dubai Metro marks an historic day in the region for one of the world's most technologically advanced Metro systems.

Initially the service, which has opened on time, will serve 10 key stations on the Red Line – including Terminal 3 (Dubai International Airport), the Financial Centre and the Mall of the Emirates. The remaining stations on the Red Line will be opened in phases over the next few months and will be completed in early 2010.

The Serco team in Dubai has been working for two years as part of the build up to the inauguration and during that time has delivered an in-depth programme of over 50,000 training days to equip some 3,000 employees with the safety and technical skills needed to deliver a world class and safe railway.

Serco's innovative approach to training is creating a fast moving, dynamic culture where people from many regions with a wide experience have created a workforce with unique and exciting capabilities for Dubai. Serco will run the Operations Control Centre, provide train attendants and all the staff at the stations as well as operating and maintaining the Metro infrastructure and rolling stock.

The Dubai Metro is the first of its kind in the Middle East region. It features a fully automatic driverless train with on board information, air conditioning with a maximum running speed of 90km an hour and be run to the highest global safety standards.

The Red Line, launched today, has 29 stations is 52 km long and will run from Rashidiya to Jebel Ali whilst the Green Line, which will launch in June 2010, is 22 km long and will run from Eitisalet to AlKour with 18 stations. The system will be operating initially with ten stations on the Red Line with a capacity of 3,500 passengers every hour. When fully operational the Metro will carry over 1.2million passengers on an average day.

HE Mattar Al Tayer, Chairman of the Board and Executive Director of the Roads & Transport Authority (RTA) said, "The launch of the Dubai Metro brings to fruition the key element of HH Sheikh Mohammed bin Rashid Al Maktoum's vision for developing Dubai's transport infrastructure and has been completed in record breaking time."

Nick Brown, Chief Executive of Serco Integrated Transport & Middle East, said: "Serco as one of the world's leading operators of driverless metros is proud to be working in partnership with the RTA to deliver a safe and secure system. It will be one of the most advanced urban rail systems in the world and the cornerstone of the RTA's vision for an integrated public transport system for Dubai."

Serco already has considerable experience operating driverless Metro systems and has successfully operated, since 1997, the award winning Docklands Light Railway in London as well operating the driverless Copenhagen Metro.

## **Ends**

### **For further information please contact Serco:**

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### **About Serco**

Serco is a FTSE 100 international service company, which combines commercial know-how with a deep public service ethos. We improve services by managing people, processes, technology and assets more effectively. We advise policy makers, design innovative solutions, integrate systems and - most of all - deliver to the public.

Serco supports governments, agencies and companies who seek a trusted partner with a solid track record of providing assured service excellence. Our people offer operational, management and consulting expertise in the aviation, BPO, defence, education, health, home affairs, local government, science, technology, transport and the commercial sectors.

More information can be found at [www.serco.com](http://www.serco.com)

## About Serco Transportation

Serco delivers innovative transport solutions to road and public transport authorities, government departments and commercial enterprises around the world.

We are the partner of choice for providing a range of transport options to the travelling public, whether by air, road, rail or ferry.

Our focus on operational efficiencies and improving sustainability support our customers in meeting their strategic aims and objectives. Serco's experience in providing a wide range of multi-modal transport solutions in Asia, Europe, the Middle-East and North America enables us to tailor our services to meet the needs of a diverse public. Our aim is to ensure that by delivering high-quality services, we can make a difference to people's journeys and lives.

## About Dubai Metro

- The 5-car train of Dubai Metro accelerates off from standstill at 1.00 m/s/s Meter/Second<sup>2</sup>
- The maximum operating speed of Dubai Metro train is 90km/h.
- The average speed of the train is approximately 45 km/h which includes the station dwell time.
- Phase 1 – the Red Line has 29 stations is 52 km long with nearly 5 km underground.
- Phase 2 – the Green Line has 18 stations is 22 km long with nearly 8 km underground.
- There will be 87 fully automated driverless five car trains – each will take 643 passengers
- Electronic and smart card passes and tickets will allow travel across the public transport network