

# Specialised Mobility Services for the Community

DTC provides specialised mobility services designed to support accessibility, safety, and inclusion, addressing the diverse needs of communities across Dubai and other emirates.

## Accessible Transport for People of Determination

DTC operates a dedicated People of Determination taxi service on a 24/7 basis across Dubai and other emirates for journeys starting in Dubai.

The fleet includes specially equipped vehicles designed to support medical and mobility needs, featuring wheelchair lifts, artificial respiratory systems, onboard wheelchairs, and companion seating. These vehicles are clearly identified by a blue special needs icon displayed on the doors and rear window.

## Services Designed for Women and Families

To support privacy, comfort, and choice, DTC provides women-focused transport options across different service levels. Ladies and Family Taxis, identifiable by their pink rooftops, are driven exclusively by female drivers.

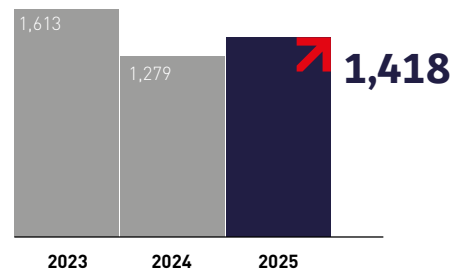
Complementing this offering, the Ameera Limousine service provides Dubai's first female chauffeur-driven limousine experience, combining privacy with premium features such as tinted windows, Wi-Fi, and in-vehicle charging.

## Safe Transport for Children

The "In Safe Hands" service is designed to support the safe transportation of children to and from school. Parents can pre-schedule daily, weekly, or monthly rides through the call centre.

Services are delivered by specially trained drivers, providing families with consistent safety, reliability, and peace of mind.

Number of Customer Grievances



## Strengthened Complaint Handling in Line with ISO 10002

The Case Management Procedure was formally updated in 2025 in alignment with ISO 10002 Customer Complaint Handling standards.

### Improvements included:

- Standardised complaint categorisation and escalation matrices.
- Defined service-level timelines for acknowledgement, investigation, and resolution.

- Closed-loop resolution confirmation, ensuring customers receive follow-up communication.
- Improved governance visibility from receipt to closure, monitored through CRM lifecycle tracking.

As a result, DTC recorded measurable improvements in case handling percentages and resolution timelines compared to previous periods.

## Feedback and Complaint Channels

DTC manages customer feedback and complaints through a structured and transparent process designed to ensure timely resolution. The Customer Happiness Team, working in coordination with Marketing Communications, oversees case handling, information validation, and consistency across communication channels.

Customers and drivers can raise feedback through multiple channels, including a 24/7 call centre, dedicated

email support, and the RTA call centre, where cases are investigated and resolved within defined timelines, typically within 24 hours.

### To leave feedback or complaint, customers may use:

- Platforms such as Bolt, Hala, S'hail, and others;
- DTC School Bus App;
- Email [customers.happiness@dtc.gov.ae](mailto:customers.happiness@dtc.gov.ae)
- Tel. 8009090