



OVERVIEW OF THE GTP 2.0

MOVING FORWARD (2013-2015)

What's new in the GTP 2.0

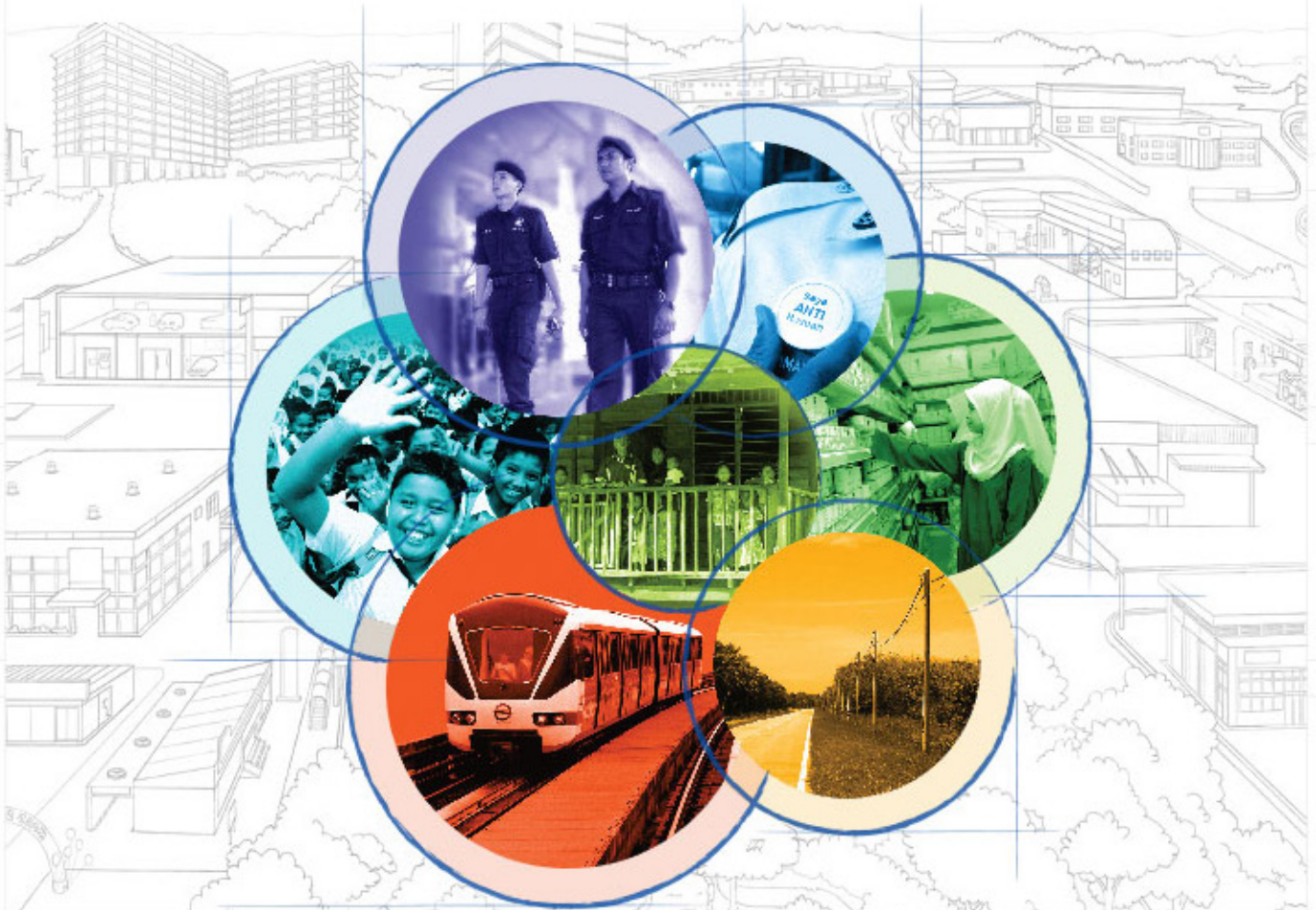
The Government Transformation Programme (GTP), set in motion in 2009, produced quick and tangible results felt by all layers of society. Through this comprehensive action plan, the rakyat's greatest concerns were heard and concrete measures taken to address them. However, the GTP 1.0 represents a mere building block: a foundation for the Government to continue paving the way towards realising

its dream of turning Malaysian into a high-income, developed nation by 2020. Despite the commendable results of phase one, it is important to remember that more can and must be done to move the nation forward.

This is where the GTP 2.0 steps in the picture. Designed to take the achievements of the GTP 1.0 up another level, it is focused on plugging gaps within the

system and refining delivery methods. The first phase produced powerful results by prioritising the rakyat's most pressing needs, and while the GTP 2.0 will see some of this work continue, it will also see further refinement and enhancement on the macro-level.

The GTP 2.0 will focus on a broader section of society, and



solicit greater involvement from non-governmental organisations and the corporate sector. This is in line with the Government’s commitment to supporting private initiatives, which goals are in line with its National Key Result Areas (NKRAs).

This will be an exciting time for Malaysia as the new set of initiatives is rolled out. The rakyat can expect to see even

more significant changes take place on both the individual and community levels. These deeper changes will provide more than just temporary relief from their burdens, as the Government focuses on the economic empowerment of individuals and communities.

The GTP has always stayed true to its ‘People First, Performance Now’ pillars, which are aimed at

improving the rakyat’s lives from every aspect with big results. The seven NKRAs will continue to serve as guiding posts for improving upon the milestones achieved so far. Each Ministry has identified new goals to strive towards for the GTP 2.0, which will forge a stronger framework in aligning itself with the Government’s New Economic Model and Tenth Malaysia Plan.

The Seven NKRAs

	Addressing the Rising Cost of Living
	Reducing Crime
	Fighting Corruption
	Assuring Quality Education
	Raising Living Standards of Low-Income Households
	Improving Rural Development
	Improving Urban Public Transport

Structural Reform for Long-term Change

Having taken measures to alleviate the immediate concerns of the rakyat, structural reform now takes centre stage. The second phase of the GTP has identified key areas where reform is needed to improve efficiency, accountability and results. Structural reform is key in continuously shaping a government that serves its people in the best way possible. This means boldly incorporating cutting-edge methods, innovative solutions and creative ideas that will not just achieve, but exceed, all seven NKRA goals by 2015.

Structural reform is a critical and integral part of the GTP as it directly pinpoints and deals with weak areas that are hindering progress. Thus, each Ministry has placed itself under the microscope and public scrutiny to identify areas that must be improved and how it must change in order for the GTP 2.0 to succeed. The Ministry of Education, for example, will now zero in on providing targeted initiatives that will boost quality human capital and education methods, which are aimed at fundamentally transforming the country's education system.

Meanwhile, under the Low-Income Household NKRA, the GTP 2.0 will take a holistic approach in tackling poverty issues experienced by vulnerable groups in Malaysian society. Besides raising their income generation potential, initiatives will be implemented to ensure a more progressive and inclusive Malaysian society.

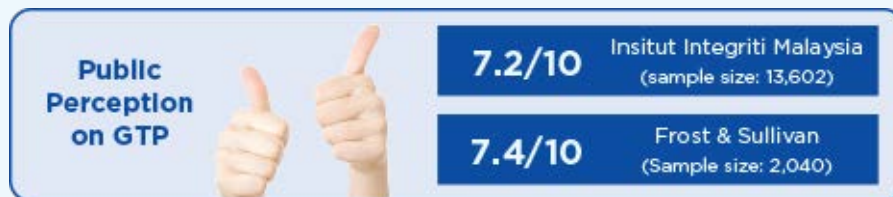
Further elaboration on the new NKRA initiatives is set out in later chapters.

Distilling the GTP Roadmap 2.0

The initiatives set out in the GTP 2.0 were not created arbitrarily, and are the products of several intensive processes involving all stakeholders to ensure that the transformation plan is as comprehensive as possible. From small collaborative teams and informal teh-tarik public discussions to the large-scale Open Days, the initiatives of the GTP 2.0 have been thoroughly vetted and stands as a testimony to what Malaysians can achieve through co-operation.

Several of the engagement workshops done prior to the design and implementation of the GTP 2.0 are described here. Foremost among them are:

- **Pre-lab Surveys and Feedback**
Two surveys were conducted by independent third parties on the public perception of the GTP 1.0 in order to gauge their feedback on the various initiatives implemented.



- **The Lab Process**
Intensive six-week session where key stakeholders were corralled to brainstorm and come up with ideas that best fit the overall theme of the GTP.
- **Public Teh-Tarik Engagements**
The NKRAs take to the streets, literally, to engage with the public and solicit input and feedback on initiatives of the GTP.
- **Cabinet Workshop**
Cabinet Ministers and the Prime Minister are briefed on their respective responsibilities and the role of their Ministries over the next three years.
- **Open Days**
Open Days encourage public

participation and feedback on all NKRA initiatives prior to implementation. These exercises are held to promote transparency as well as accountability.

The Government believes that the workshops described above have helped ensure that the initiatives of the GTP 2.0 have as much buy-in as possible, and will be further complemented by accountability workshops throughout the lifespan of the GTP 2.0. These sessions will ensure that the GTP 2.0 not only aims at initiatives with the greatest impact but that the various Ministries will be held accountable for its success or failure over the next three years.

Pre-lab Surveys and Feedback

In order to gauge the effectiveness of the GTP beyond the statistics and key performance indicators (KPIs) of the overall framework, PEMANDU has also engaged third-party researchers to assess public response and their reception of the outcomes delivered by the GTP 1.0. PEMANDU looked at two studies – one by international market surveyors Frost & Sullivan, and the other by Institute Integriti Malaysia (IIM) – to provide an overall picture of public sentiment.

Such studies prove extremely important to the Government as they help focus attention on the areas that are most deserving, and how the rakyat can be best helped via the GTP initiatives. For example, the survey by Frost & Sullivan had the following objectives:

- Assess general public awareness and perception of the GTP
- Assess the extent to which the public believes that the GTP is making a positive impact

- Assess general public awareness and perception of each NKRA
- Assess the extent to which the public believes that the relevant NKRA is making a positive impact

The survey, which polled 2,040 respondents, helped to illustrate the GTP's reception in the public sphere. More than half of the respondents were aware of the GTP's trajectory and goals, with many citing a positive perception towards its effectiveness.

On average, the rakyat's perception of the GTP came in at 7.4 out of 10 on Frost & Sullivan's perception index. Meanwhile, the survey by IIM, which measured the performance of the six NKRA's, excluding Cost of Living, turned in an average perception index rating of 7.2 out of 10, which is similar to the result of the Frost & Sullivan survey.

In the case of the IIM study, respondents declared themselves to be most

pleased with achievements in the Education NKRA (8.4 on the index), and least pleased with the Low-Income Households NKRA (5.3 on the index).

The GTP was never intended to be a quick-fix for every problem in the country, but rather looks to introduce long-term structural change, while scoring Big Wins when possible. The Government thus recognises that some public dissatisfaction is to be expected, and is not entirely unwarranted.

Feedback from the public acts as further impetus for the Government and PEMANDU to improve and broaden the transformation process in the GTP 2.0 so that a similar survey conducted in future will yield an improved set of results, in line with the GTP's People First, Performance Now philosophy.



The GTP 2.0 Lab Process

The GTP has been hailed as a successful transformation story due to the initiatives taken to address the country's societal and economic concerns. But many are unaware of the reasons behind its success. PEMANDU's lab process forms the backbone of the GTP, a vital structural support system aimed at achieving immediate results. To this end, the intensive lab process, for each NKRA, analysed selected challenges and distilled them into the best solutions with concrete action plans.

Throwing conventional brainstorming or meeting sessions aside, the lab teams used a radically new open-minded approach towards problem-solving. Instead of setting down their expected goals, teams set out to discover what was truly needed only after going through the lab process. This enabled them to constantly evaluate and question their goals and requirements, discarding what turned out to be unnecessary and embracing previously unthought-of ideas. Every aspect of each problem was examined to identify weaknesses and strengths. Gaps and opportunities were noted down, while strategic plans were translated into on-the-ground projects with tangible implementation programmes to deliver desired results. Each lab process typically takes around six to eight weeks from conception to solution.

Staying true to the Government's goal of being a high-income, developed nation by 2020, the lab process functions as a compass to ensure initiatives made are constantly on the right track. The lab teams do not work in silos, but hand-in-hand with top level leaders and decision makers. This translates into Big Fast Results as constant input is exchanged to produce the most viable solutions. Such constant

co-operation with stakeholders also eliminates the need for time-wasting revision of ideas and solutions should top management reject what was produced.

Formulating powerful new initiatives requires the best brains as well as leadership qualities. Lab team members were selected for their ability to balance innovation with practicality, as well as strong work ethic and drive to succeed.

Each lab structure consists of a lab sponsor, leader, deputy leader, facilitators and members. Lab leaders play a critical part in ensuring the lab process achieves the intended progress. They demand ambitious, "impossible to deliver" targets that challenge their teams to break the status quo.

Challenge and review sessions are scheduled by the lab leaders. These sessions involve all stakeholders, including:

- **The Prime Minister, YAB Dato' Sri Najib Tun Razak**
To engage in a challenge session with all seven labs during the review session
- **PEMANDU CEO, YB Dato' Sri Idris Jala**
Weekly briefing/sharing sessions with lab leaders, rotations to the Labs.
- **Lab sponsor (Ministers)**
Bi-weekly review/challenge sessions.
- **Lead Ministerial Secretary Generals (Ketua Setiausaha or KSUs) and private stakeholders**
Weekly review/challenge sessions.
- **Formal workshop**
For all lead Ministers, KSUs and lab participants to engage each other and discuss challenges and solutions.
- **Informal lab walk-ins**
For all participants and stakeholders to view progress made via daily updates

The lab process works because the teams are constantly under pressure to deliver the highest quality output. They critically assess each other, pushing each team to deliver its best. Differences in opinion are welcomed, while both small and big successes are celebrated.

Non-participating stakeholders are brought on board through focus groups and recommendations, and during field and lab visits. Ideas are formulated into solutions, while solutions are refined and tested. Teams spend an exhaustive 300 hours in six weeks to deliver their output, compared to traditional committees that take several months or even years to produce solutions.

In summary, PEMANDU lab process has managed to produce radical and innovative ideas, which directly impact the rakyat. From intense open debates, breakdown of silos, experimentation of radical ideas and innovative methods, the GTP has so far achieved Big Fast Results.



Public Teh-Tarik Discussions

The goal of the GTP is to improve the general welfare of all Malaysians, and it is therefore crucial that the rakyat are aware and are supportive of the plan's initiatives. Because formal and large-scale workshops may be intimidating events for the man-on-the-street, PEMANDU decided to take the workshops to the street instead.

Generally held in coffee shops and restaurants near urban centres that are easily accessible, the teh-tarik discussions are informal get-

togethers where the rakyat and NKRA stakeholders discuss initiatives and offer improvement suggestions to each other. This is also an opportunity for the NKRA teams to explain and further elaborate on initiatives, and to take questions and criticisms from the general public.

The discussions involving the initiatives of the GTP 2.0 were passionate and at times heated, as the participants engaged with not only the NKRA but also with each other on the way forward for the country. A number of diverse

views and suggestions emerged from these discussions, some of which were incorporated into the NKRA. At the end of the day, these were amicable occasions where concerned rakyat showed up to share their concerns.

Several teh-tarik workshops were held ahead of the implementation of the GTP 2.0 and more are planned in the future to ensure constant feedback on the execution of the programme.



Cabinet Workshop

This exercise represents an important engagement of the GTP lab process, where new lab initiatives and ideas proposed will be presented and endorsed by the Cabinet.

Held at the Putrajaya International Convention Centre (PICC) on July 4, 2012, each lab team had the opportunity to hold an in-depth consultation with the Ministers. This brought about an even deeper refinement of the initiatives as the Ministers shared their points of view and recommendations with the teams.

Allowing the Ministers to have a thorough understanding of the new

initiatives is critical in ensuring they guide their respective ministries correctly during the implementation process. Cabinet Ministers were also allowed to give feedback on each of the initiatives using an online feedback system.

Cabinet Ministers and other key agencies including the Malaysian Anti-Corruption Commission and Attorney-General's Chambers were consulted to ensure comprehension and buy-in for the proposed NKRA initiatives prior to the Open Days. The Ministers and agencies were then given the opportunity to point out potential weaknesses in the

proposals as well as new suggestions to improve the initiatives.

The Cabinet workshop is also an important stepping stone before the public Open Day sessions are held. By this stage, the lab teams have taken into consideration the Cabinet's views and proposals, and have made suitable adjustments to improve upon for the GTP 2.0. This helps them to be even more prepared when educating the public and seeking its opinions on the new initiatives.



Open Days

The Open Days for the GTP 2.0 were held at the Kuala Lumpur Convention Centre, Pullman Hotel Kuching and Sutera Harbour Kota Kinabalu in July and August 2012. From civil servants with questions about how the GTP 2.0 will change the way they work to the general public wandering in from the street, the Open Days were truly a public event for all Malaysians.

In the spirit of 1Malaysia, the Open Days were designed to put the rakyat first and is yet another measure of the commitment of this Government in catalysing transformation for a brighter future. The role of the

Open Day was not only restricted to information distribution, but served to further the cause of transparency and accountability by allowing the rakyat to truly appraise the performance of the NKRAs, and provide feedback on the new initiatives.

Information booths at the locations were set up to share information. Personnel were also on hand to answer questions about the NKRA and concerns from the rakyat. Break-out Q&A sessions were held by the respective NKRAs to provide more detailed information about their implementation programmes and to allay whatever concerns the rakyat may

have had. They also addressed questions on the successes and challenges of the GTP 1.0 and how the strategy will change in the GTP 2.0 to ensure that there is no repeat of any shortfalls over the next three years.

More than 8,000 people attended the three Open Days, with more than 2,000 feedback responses received.

The GTP remains an explicit contract between the Government and the rakyat in which the former pledges to effect these transformations so that the latter and their children may look forward to a brighter tomorrow.



Lab Findings: A Summary Of All Seven NKRA

Addressing the Rising Cost of Living

The Cost of Living (COL) NKRA was introduced in July 2011 two years after the GTP was first launched to respond to the impact of the rising cost of living on the rakyat. The Government recognised the need to provide immediate relief and hence developed this NKRA to implement initiatives that would do so.

The various Government assistance programmes from the GTP 1.0 has helped over four million households, and over six million primary, secondary and tertiary students. In addition, through initiatives such as Klinik 1Malaysia, Kedai Rakyat 1Malaysia and Menu Rakyat 1Malaysia, the rakyat now have increased access to Government subsidised medical treatment, essential goods that are 30-40% cheaper than what is found in regular grocery shops and more affordable meals.

The GTP 2.0 will see the following initiatives carried out by the NKRA:

- Address issues on rising costs of food, transport and housing.
- Improving the agriculture supply chain to minimise losses from production and supply processes.

The Government will also continue with a number of assistance programmes such as:

- Klinik 1Malaysia, which provides affordable healthcare,
- Kedai Rakyat 1Malaysia (KR1M) –mini-markets that sell essential goods targeted at low-income rakyat in urban areas.
- Perumahan Rakyat 1Malaysia (PR1MA), which aims make more middle-cost homes available to middle-income earners and to encourage greater home ownership within that group.
- Kebajikan Rakyat 1Malaysia (KARISMA), a government welfare programme launched in 2011 for the underprivileged including senior citizens, the disabled, children, single mothers and widows of military



personnel and policemen.

- Menu Rakyat 1Malaysia, a programme to provide affordable breakfasts and lunches to low-income earners and students through voluntary participation from private restaurants and food operators.
- Kedai Buku 1Malaysia, a programme to complement the 1Malaysia Book Assistance Programme by helping to further defray the cost of education.
- Kedai Kain 1Malaysia (KK1M), which will set up textile shops that offer more affordable pricing for rakyat in the lower-income group.

Reducing Crime

Despite the successes of the initial initiatives of the Reducing Crime NKRA, public perception on safety remains a concern. The GTP 2.0 addresses the perception challenges faced in getting Malaysians to believe that crime has been reduced, as well as sustaining crime reduction efforts. The framework for this phase revolves around intelligence-based policing. Its three goals are to:

1. sustain the rate of overall crime reduction,
2. significantly improve public safety perception and

3. forge a change in performance culture.

Big targets have been set up for 2015. Primary amongst these are a score of 85% in public satisfaction of police services and a score of 65% in the public safety perception index. This phase also aims to maintain a 5% annual reduction in reported index crime and to ensure that 35% of all investigation papers (IPs) opened are brought to trial. The GTP 2.0 will also introduce a new focus on to reduce incidences of house break-ins by 5% annually. The areas that



will be targeted by the Reducing Crime NKRA in the GTP 2.0 are:

- **House Break-Ins**
Constituting 18% of property crime in 2011, house break-ins are particularly traumatising for victims as they violate the privacy and sense of security of the home.

- **Prevention of Vehicle Theft**

Vehicle theft remains a challenge. Greater focus on disabling the supporting infrastructure of the issue will be introduced.

- **Inmate rehabilitation**

Recidivism among former convicts continues to be an issue and despite some achievements in this area in the GTP 1.0, more can be done. The GTP 2.0 focuses on providing support to inmates during and after their release to help them become more employable and hence less likely to reoffend.

- **Rehabilitating drug addicts**

Recovering drug addicts are also potential candidates of recidivism, and similar programmes will be implemented to help them reintegrate into society.

The Crime NKRA will also see efforts made to improve the relationship between the rakyat and the police in order to form greater working relationships that will help the rakyat feel safer within their own neighbourhoods. From increasing policing presence in high crime areas

to enhancing police communications to provide accurate and timely data, the goal here is to provide the rakyat with peace of mind.

The GTP 2.0 will also seek to improve collaboration between the rakyat and police through several initiatives designed to seek public input such as the Black Spot initiative.

Fighting Corruption

The building blocks introduced in the GTP 1.0 will be further enhanced through several new initiatives that address the issue of corruption from ranging from enforcement to public education.

Leakages due to corruption not only rob the country of wealth, but also act as a disincentive for foreign investment into the country. Both are crucial if we are to realise our goals of becoming a high-income nation and thus the fight against corruption must be ratcheted up. In the GTP 2.0, the Anti-Corruption NKRA will focus its initiatives and workstreams on:

- **Transforming the Malaysian Anti-Corruption Commission (MACC)**

The transformation of MACC is an ongoing process and the GTP 2.0 will see several aspects of the commission changed to promote greater reporting transparency and to help oversee change within the commission itself.

- **Corporate Integrity System Malaysia**

Efforts will be made to further develop this initiative introduced in the GTP 1.0 by seeking commitments from Malaysian corporates to combat

corruption issues within their own organisations.

- **Insertion of Corporate Liability Provision into MACC Act**

Currently, even if a corrupt practice is carried out on behalf of a company, only individuals can be charged for corrupt practices. An enactment of such a provision can be a powerful tool to deter corruption and provides an impetus for companies to strengthen their internal processes to fight corruption.

- **Transforming the Auditor General (AG) reporting process**

This initiative will speed up the delivery of the AG's performance audit thereby allowing the relevant agencies to prosecute instances of corruption in a more timely manner. It will also clear out the backlog of issues identified by the AG in previous reports.

- **Improving procurement processes**

The MyProcurement e-portal will be enhanced to become the definitive website for all the government's e-procurement services.



- **Education and public support**

Strives to inculcate strong anti-corruption values in Malaysian schoolchildren by introducing the subject in school textbooks. Also provides teachers with additional training to help deliver the message in schools.

Assuring Quality Education

A highly educated workforce is one of the key ingredients of a high-income nation, which is why education remains a key component of the GTP 2.0. The goals in the Education NKRA are ambitious, namely to overhaul the national education system within a relatively short span of time to bring our students closer to international standards. The Government, via the Ministry of Education, has already embarked on an ambitious 13-year transformation process vis-à-vis the National Education Blueprint and the initiatives under the GTP 2.0 represent part of the first wave of the transformation. Unlike the Blueprint, the GTP initiatives are designed to address immediate short-term goals. Over the next three years, these initiatives will address the areas of:

- **Pre-school and early childcare**
Enrolment in preschools will remain a focus for the NKRA. This initiative will be further complemented by the setting up of standards focused on assuring quality public and private pre-schools.
- **LINUS 2.0**
The Literacy and Numeracy Screening

(LINUS) Programme enjoyed great success in the GTP 1.0, and will be further enhanced in the GTP 2.0 to provide monitoring and remedial support for the subject of English Literacy.

- **High Performing Schools (HPS)**
The GTP 1.0 recognised the need to incentivise schools within the system to improve on performance, and implemented the HPS programme towards this end. The programme will be continued in the GTP 2.0 with a focus on ensuring that HPS maintain their standards.
- **District Transformation Programme (DTP)**
The DTP will absorb the GTP 1.0's School Improvement Programme but with a renewed focus on transforming the District Education Offices (Pejabat Pelajaran Daerah or PPDs). Located at the frontlines of the education system, PPDs are best suited to coordinate change at the school level, and will be enhanced with greater powers and authority to intervene in local schools.
- **Principals**
Principals will be presented with a



new career package that focuses on further developing the performance of the profession while the principal succession and appointment plan will be enhanced.

- **Teachers**
The teaching profession will receive a boost in a similar fashion by the introduction of a new career package as well as a new evaluation instrument to ensure that high-performing teachers are fast-tracked career-wise.
- **Professional Development Course for English Language Teachers**
This workstream aims to deliver one proficient English teacher in every classroom across Malaysia to better prepare students for the challenges and opportunities in their future.

Raising Living Standards of Low-Income Households

The LIH lab identified several key areas that will help lower-income Malaysians, including those classified under the poor and extreme poor category. The lab found that there is still a segment of Malaysians requiring government aid. Targeted implementation will be paramount to ensure projects cater to the right groups requiring aid.

Specific vulnerable groups targeted include the homeless, disabled, ex-drug

addicts, ex-prisoners and communities such as the Penan people.

The lab revealed that 47,000 households need to be moved out of poverty to reduce the poverty incidence rate from 3.8% to 2% by 2015. Initiatives that will teach the lower-income group to become financially independent instead of just relying on government aid will be developed.



These economic empowerment initiatives will be carried out through the 1AZAM programme as well as through outreach programmes from NGOs and the private sector. The GTP 2.0 aims to

transform the lives of some 100,000 low-income Malaysians with initiatives including:

- **Financial literacy education for 70,000 1AZAM participants by 2015**
- **Getting successful 1AZAM participants to serve as mentors to new participants**
- **Establishing a volunteer workforce to monitor projects in districts with insufficient resources**
- **Collaborate with NGOs, universities and the corporate sector for resources**
- **Career path and job profiling for low-paid jobs**
- **Providing insurance coverage for all 1AZAM participants**

Improving Rural Development

The Rural Development NKRA lab has embarked on several brand new initiatives to propel this area forward over the next three years. From merely ensuring that the rakyat enjoys access to basic infrastructure, i.e. roads, water and electricity, the GTP 2.0 targets are more ambitious with far-reaching positive outcomes for the rakyat. Besides ensuring continued development of basic infrastructure, the maintenance of these public resources, including 2,400km of roads, as well as continuous upgrades to cater for a booming population growth will be introduced. For this purpose, the lab has compiled a database with over 4,000 projects to be conducted all over Malaysia.

Of key importance to this NKRA is the establishment of the 21st Century Village, which is a pivotal economic turning point that will help almost 2.2 million people prosper. This means successfully creating a vibrant and healthy economy in rural areas that will provide a healthy income. In an effort to further develop the country, the 21st

Century Village concept is an initiative to ensure that rural areas are attractive and feasible places to work and live for youths, who are presently forced into urban areas in search of their livelihoods.

There are roughly 3.3 million rural youths, of which 2.4 million are still living in villages. Problems faced by rural youth include:

- lack of job opportunities, social amenities, youth activities as well as exposure and knowledge.
- scarcity of financial assistance.

There is therefore a vital need to revamp villages to retain youth, with three initiatives coming to the forefront:

- Introducing modern machinery and modern farming techniques to reduce labor intensity and add value to agriculture activities.
- Providing financial assistance and training to support youth in rural-based agriculture business.
- Raising awareness of opportunities and potential in rural areas to attract youth to start businesses in villages



These initiatives will be incorporated into the flagship 21st Century Village programme, which aims to transform the rural economy into a vibrant, attractive destination for urban youth.

Improving Urban Public Transport

Public transport is a basic infrastructure necessity in any functional country and helps set the standards of the country's development. Forging a world-class public transport system will not only ensure a seamless and hassle-free journey for millions, but also transforms the entire public transport industry into one that serves the rakyat's best interests.

Through the implementation of past Government initiatives, a solid framework for urban public transport (UPT) has already been set in place. As a result, the UPT NKRA will not only focus on transforming the framework, but also on enhancing and refining, existing structures and initiatives.

To this end, the targets set include ensuring that 75% of the population resides within 400m of UPT nodes, 25% of Greater KL taxis are on par with the best-in-class of ASEAN cities, and 750,000 peak morning ridership is achieved by 2015. Reliability and quality in line with public expectations of a

world-class public transport system of will be the ultimate aim of the UPT NKRA. The initiatives proposed by the lab for this NKRA is set to impact 1.5 million public transport users daily and involve:

- **Revamping the Greater KL stage bus network:** The initiative looks to improve the feeder bus network and introducing intra-city buses to ease the problem of congestion.
- **Transforming the KL taxi industry:** Introducing a new, centralised model that provides additional aid and incentives for individual taxi drivers.

The NKRA will also look at several other performance indicators including:

- Completing of LRT Extension Project (LEP)
- Starting the City Bus Service by 2013
- Indexing 4,500 bus stops with information panels
- Centralising the Taxi Service System (CTSS) by Q1 2015
- Ensuring that 25% of all budget taxis (approximately 7,000) are within the ASEAN quality rating zone by 2015



- Building 4km of pedestrian linkages
- Building 6,000 parking bays across all key rail stations
- Reviewing rates and potentially eliminating DBKL parking bays by 2014.

The GTP Roadmap 2.0 details the full set of initiatives developed and deliberated from the GTP 2.0 labs held between April - May 2012. However, the implementation timelines and completion of these initiatives are subject to the quantum of budget approval received for all 7 National Key Result Areas, over the period of the next 3 years from 2013-2015.