



**IMPROVING
URBAN PUBLIC
TRANSPORT**

MINISTER'S FOREWORD

Message by the Honourable **Dato' Seri Kong Cho Ha** Minister of Transport

In the last three years, we have taken some bold steps to improve the urban public transport system in Greater Kuala Lumpur/Klang Valley. Extra trains were brought in for the KTM Komuter service and the Kelana Jaya LRT line, which brought some relief to commuters, while the opening of the Integrated Transport Terminal Bandar Tasik Selatan and the refurbished Pudu Sentral helped to ease the congestion in the central business district.

While there has been some success in these areas, our work is far from over. Commuters expect more from us. Hence,

over the next three years, we will continue to work towards our goal of achieving 25% public transport modal share. Though our focus will remain in Greater Kuala Lumpur/Klang Valley, we will roll out a mechanism to ensure some initiatives are also implemented in areas within the economic corridors.

We are confident that the measures identified under the GTP 2.0, when fully implemented, will put us on track to provide a public transport system that is efficient and effective, taking us closer to becoming the high-income nation that we all aspire to be.



Looking back at the GTP 1.0 (2010 - 2012)

The 11 initiatives implemented in the GTP 1.0 to improve the urban public transport (UPT) system achieved significant progress in terms of adding capacity and improving accessibility and connectivity. However, the topline target to improve the Greater Kuala Lumpur/Klang Valley public transport

modal share, or the percentage of passenger trips utilising public transport, to 25% from 12% remains a tall order as rising affluence in the city leads to the continued rise in private car ownership. However, the UPT NKRA is on track to provide a reliable, affordable, convenient and integrated

public transport system in Greater Kuala Lumpur/Klang Valley, while at the same, addressing the city’s chronic traffic congestion problem. The following initiatives grouped under four main categories of Bus, Rail, Integration and Network were implemented over the last three years.





	<p>BUSES</p> <ul style="list-style-type: none"> • Implementing dedicated bus right of ways • Increasing quality and coverage of bus stops • Improving current services and increasing coverage
	<p>RAIL</p> <ul style="list-style-type: none"> • Increasing capacity on KTM Komuter • Debottlenecking the Monorail system • Increasing capacity and coverage of RapidKL LRT systems
	<p>INTEGRATION</p> <ul style="list-style-type: none"> • Establishing transport terminals and city hubs • Introducing a cashless Integrated Smart Ticket • Improving inter-modal integration at key stations
	<p>NETWORK</p> <ul style="list-style-type: none"> • Strengthening enforcement for all vehicles • Implementing performance management for all public transport operators

Figure 1: 11 initiatives across 4 major categories were identified in the GTP 1.0

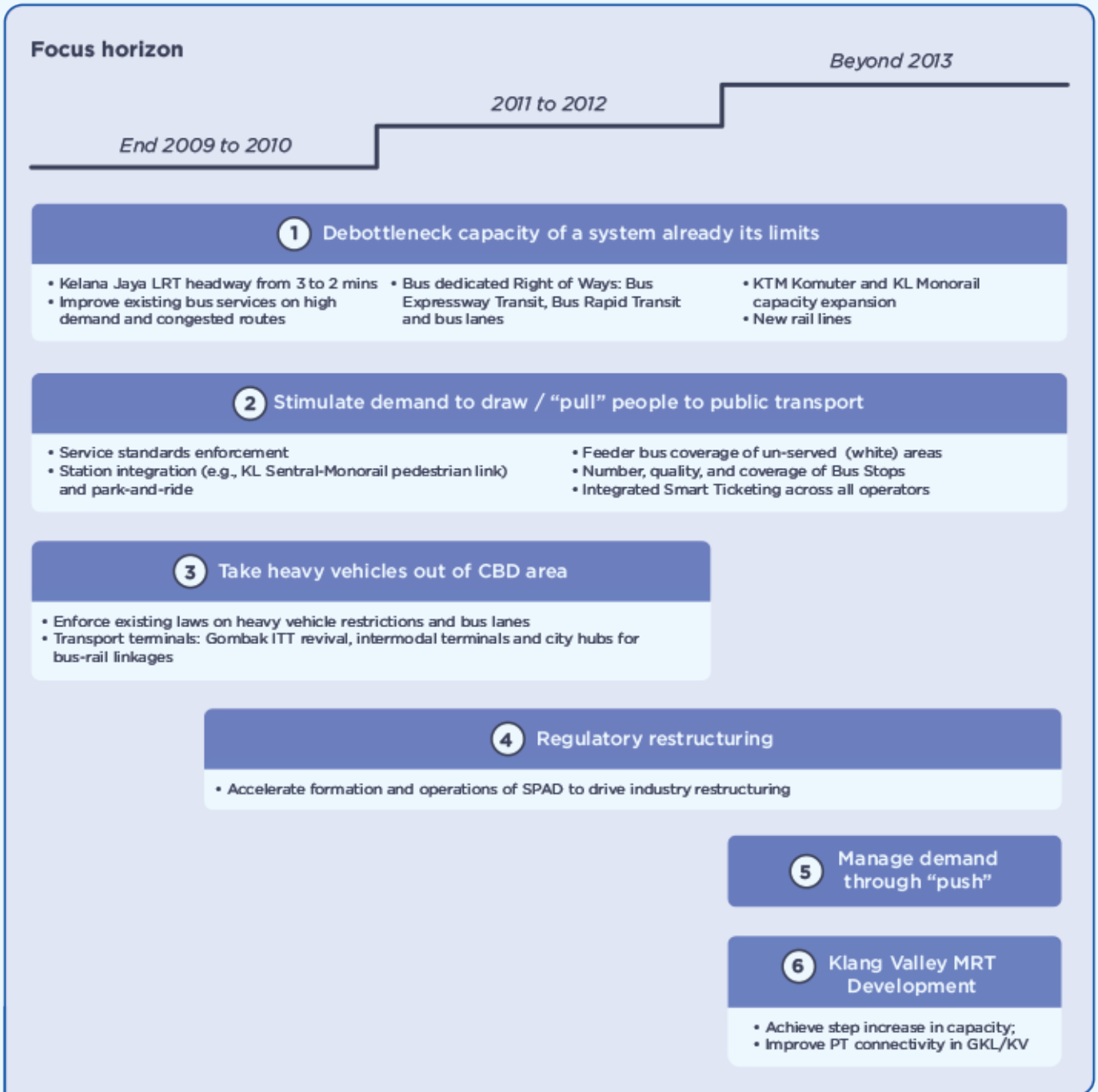


Figure 2: To increase public transport usage, these are the key levers

Part of the UPT strategy requires that initiatives put in place that would encourage commuters to use public transport rather than their own vehicles. Building infrastructure and facilities alone are insufficient in effecting this change in mindset, and hence a more holistic plan must be put in place.

The UPT NKRA has identified six key levers that would effect this change. The first is to remove the bottleneck in a transport system that is at its limits. The UPT team has identified these bottlenecks, detailed in the figure below, and have proposed solutions that would help expedite travel time and hence make public transport a preferable alternative.

Second, the public transport system must be enhanced to attract the public through the enhancement of service standards, better station integration, feeder bus coverage, number of bus stops and better ticketing systems.

Third, there must be greater enforcement of existing laws on heavy vehicle restrictions and bus lanes to reduce congestion in the central business district. This would enhance the efficiency of the public transport network by ensuring that there are fewer obstacles to navigate whilst traversing the city centre.

Fourth, the UPT NKRA proposes to restructure the regulatory framework to ensure that the regulator is empowered

to drive the change in industry. Fifth, the NKRA plans to introduce “push” factors that will make it less attractive for the rakyat to use their private vehicles in areas where a public transport alternative is present.

And finally, the development of the MRT system will greatly increase the capacity and connectivity of the public transport network in the Greater Klang Valley and provide a viable alternative to using private vehicles for travel within the region.

BIG WIN 1 Increasing capacity of inter-city and intra-city trains

Rail contributes about 40% of the daily public transport ridership and a frequent complaint among passengers is the lack of capacity and unreliability of inter- and intra-city trains. Their inefficiency has, over the years, contributed the traffic congestion in the city center during peak periods. The GTP 1.0 partly addressed this problem by introducing 35 four-car sets for the Kelana Jaya LRT line in 2011, increasing the daily passenger capacity to 258,156 passengers from 254,745 in 2010. As a

result, 10.4 million or 18% more commuters travelled on the line, which has been the most congested for many years, compared to 2010. This translated into a ridership of about 44,170 passengers during peak periods. In terms of the KTM Komuter service, four six-car sets started operations in March 2012, helping to ease the morning rush by increasing the ridership an additional 32,000 persons. Each six-car set has a 1,100 seat capacity.



BIG WIN 2 Enhancing the bus experience

As the condition and proper maintenance of bus stops is crucial for encouraging the use of public transport, 1,102 bus stops in Sepang, Subang Jaya, Ampang Jaya, Selayang, Shah Alam and elsewhere were upgraded in 2011. The GTP 1.0 goal of upgrading 1,102 bus stops was, achieved while the design and planning of 306 new bus stops are

currently underway. To complement the aesthetic enhancements of the bus stops, 470 RapidKL buses were introduced to increase the frequency of buses in the Klang Valley. This resulted in 4.04 million more passengers using the service compared to the preceding year.



BIG WIN 3 Refurbishing and re-designation of Pudu Sentral

The 35-year-old iconic landmark of Puduraya Terminal has been massively refurbished and transformed into an inter-urban use bus terminal. It features modern facilities and offers better

comfort and a hassle-free experience for travellers. Renamed Pudu Sentral, the now air-conditioned bus terminal with 50 ticket counters was officially opened on 16 April 2011.



BIG WIN 4 Introducing Terminal Bersepadu Selatan (ITT BTS)

The Integrated Transport Terminal Bandar Tasik Selatan (ITT BTS) or Terminal Bersepadu Selatan began full operations on 1 March 2011. The RM570-million ITT BTS is equipped with facilities and comprises 55 bus

platforms, 150 taxi bays, 1,000 parking bays and 1,800 seats for the public, all within its air-conditioned waiting halls. The integrated transport terminal has a computerised ticketing system, restaurants and retail outlets,

while an electronic bus schedule of arrivals and departures allows travellers to obtain real-time updates of travel times.

Introduction to the GTP 2.0 (2013 - 2015)

Case for change

Millions of commuters rely on public transport each day to get to work, school and almost anywhere else they wish to go. In order to encourage the use of public transport, a country's public transport system must be efficient and effective, and must not be crippled by traffic congestion. While initiatives under the GTP 1.0 did achieve some measure of success, a lot more needs to be done to encourage the greater use of public transport.

Greater Kuala Lumpur's population is expected to reach 10 million by 2020, comprising nearly a third of Malaysia's current population, making the case for overhauling the urban transport system even more critical since the use of major roads surrounding the city centre is nearing capacity. The propensity towards private car ownership will only get worse if public transport continues to be inefficient and ineffective. What's worse, productive time lost being stuck

in traffic will ultimately cost the nation its competitiveness. Hence, the GTP 2.0 will ride on the momentum built by the GTP 1.0, with the primary focus on the Greater Kuala Lumpur/Klang Valley area. However, a "watching brief" mechanism will be rolled out to ensure some initiatives are also implemented in other cities, particularly in key economic corridors.

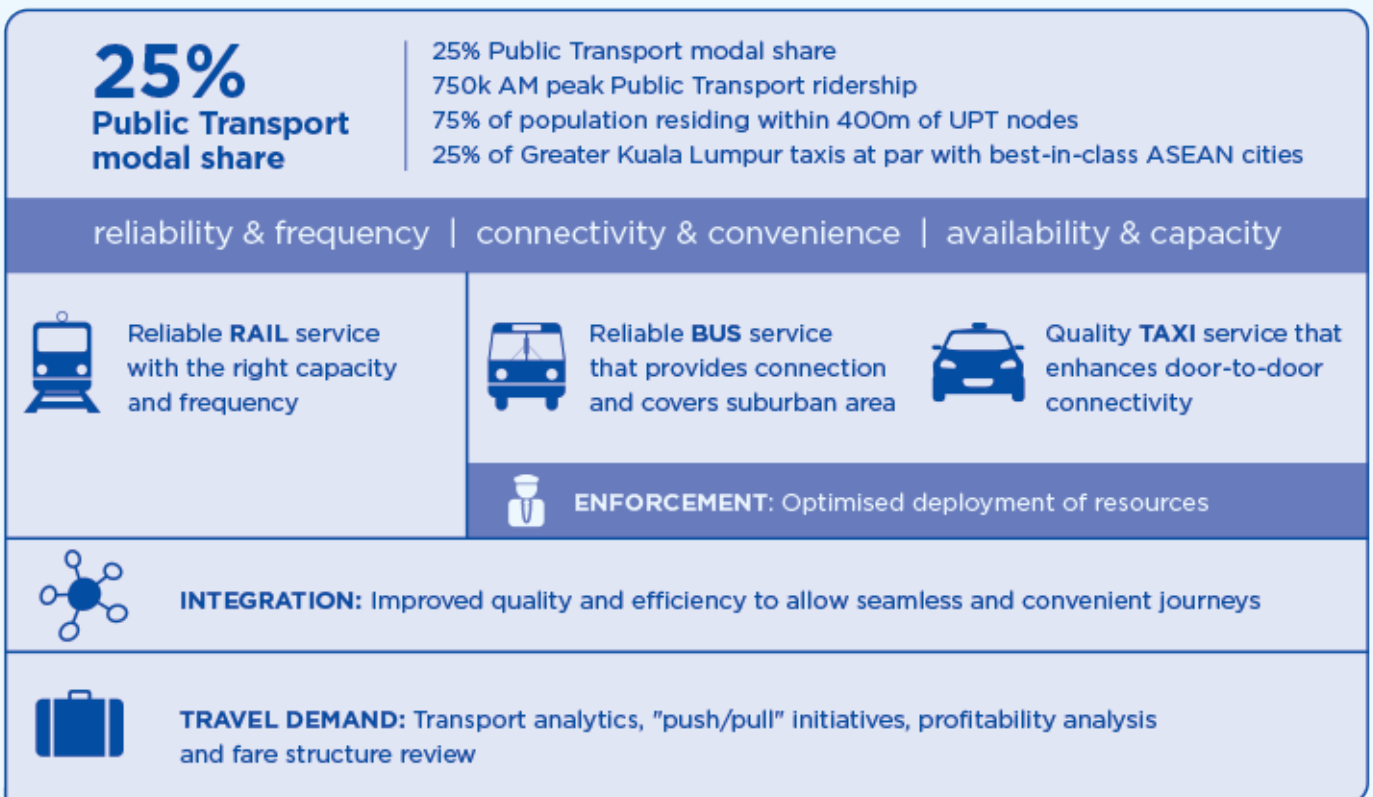


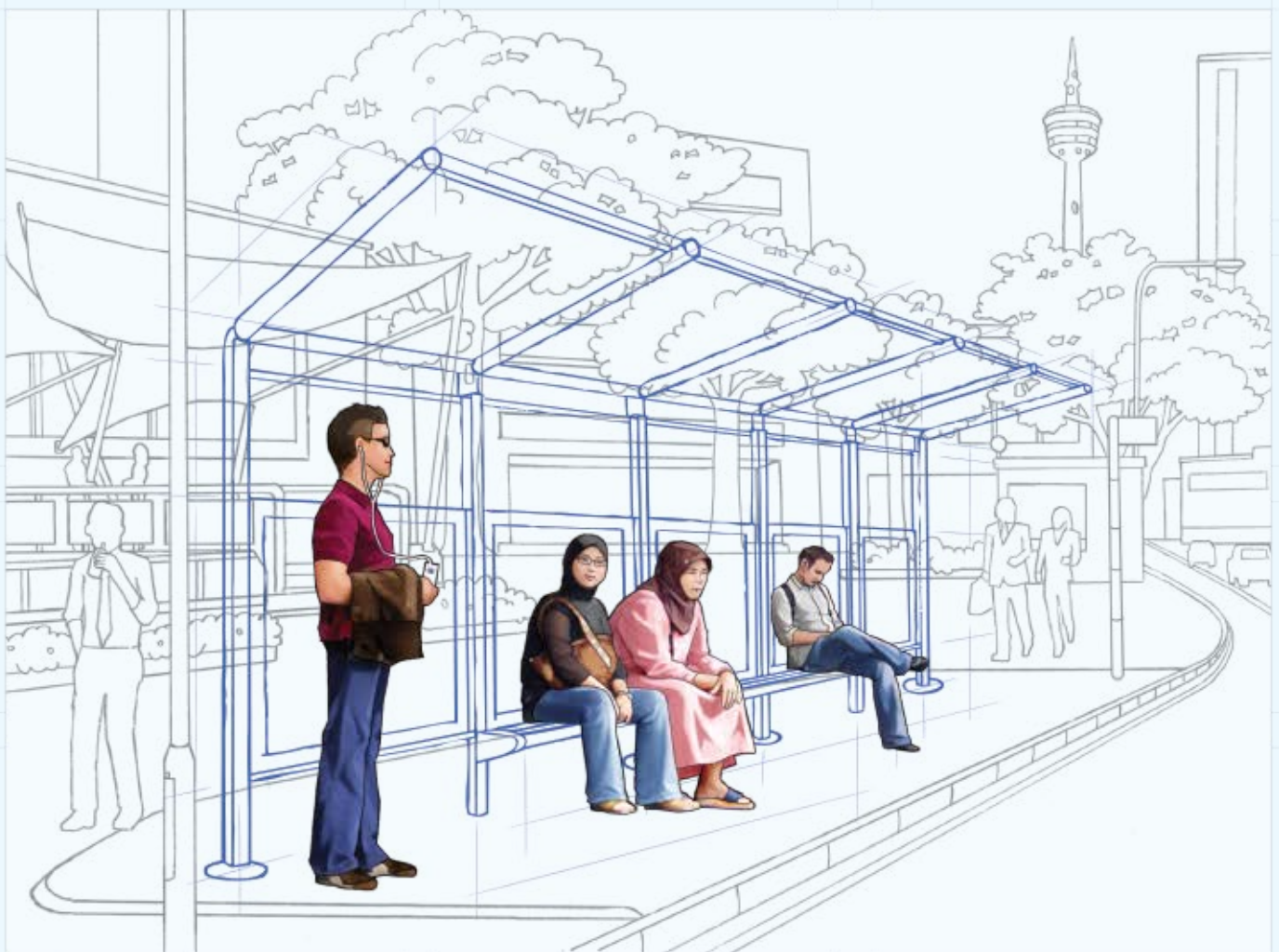
Figure 3: Aims of Urban Public Transport in 2015

Overview

The GTP 2.0 initiatives for Urban Public Transport will build on the momentum of the GTP 1.0, namely to reach a 25% modal share for public transport in Greater Kuala Lumpur/Klang Valley during morning peak periods. This is expected to be achieved within the 2012-2015 framework period and will include new initiatives to improve the reliability of rail services by increasing capacity and frequency, providing

reliable bus services and integrating multiple transport modes to ensure seamless travel for commuters. A new emphasis on taxis will be added to this NKRA that will be modelled upon international best practices. The following three aspirations to deliver the objective of providing a reliable, convenient and affordable public transport system have been identified under the GTP 2.0 framework:

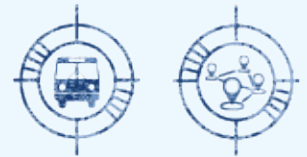
- **Aspiration 1:** Increase the morning peak ridership number to 750,000 by 2015 from 321,487 people in 2011.
- **Aspiration 2:** Increase the target population residing within walking distance (400m) of urban public transport nodes to 75% from 63%.
- **Aspiration 3:** 25% of Greater KL taxis at par with best-in-class ASEAN cities.



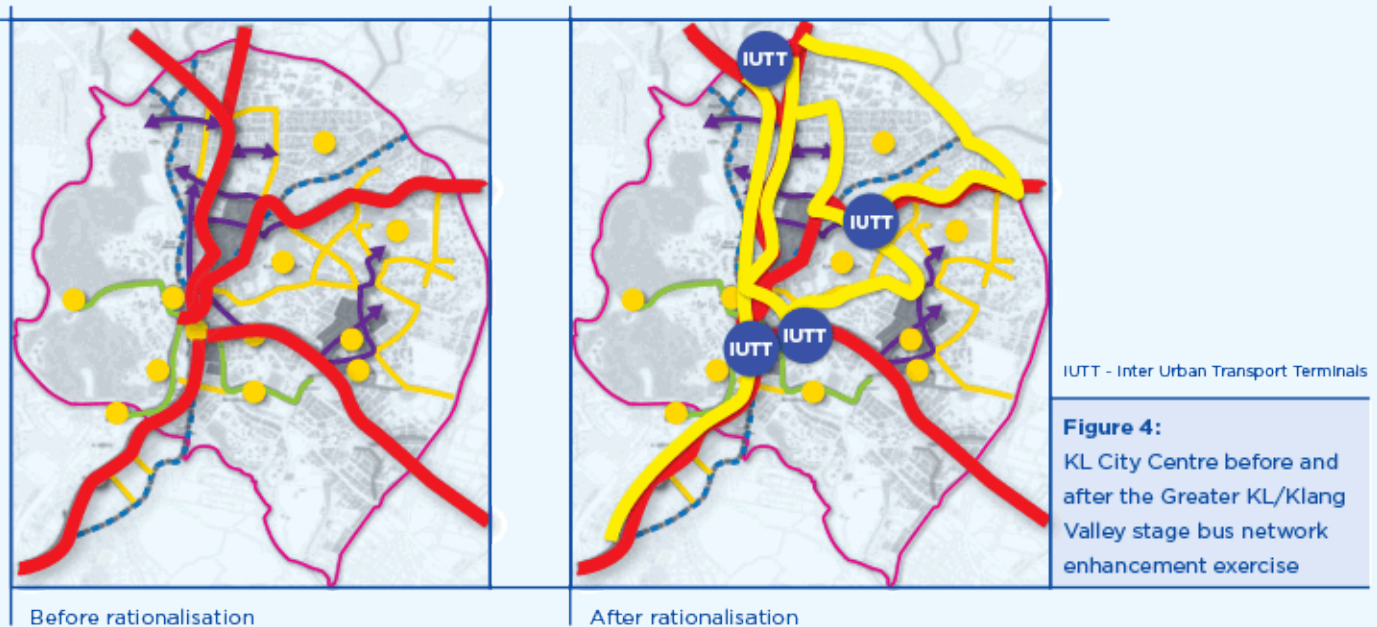
Workstreams and Initiatives

1 Buses

Three main initiatives have been identified to further improve bus services in Greater Kuala Lumpur/Klang Valley.



Initiative: Enhancement of Greater Kuala Lumpur/Klang Valley Stage Bus Network



Presently, many bus operators are operating along the same routes, thereby creating congestion in the central business district (CBD) from overlapping services and unhealthy competition. To resolve this, a systematic bus network will be implemented by rationalising the number of operators per route and by requiring that all stage buses stop at dedicated Inter Urban Transport Terminals (IUTT) located at the periphery of the CBD. Meanwhile, the area between the IUTTs and the CBD will be serviced by the newly introduced city buses that operate within the CBD only. The following sub-initiatives have been identified to support the exercise to improve the stage bus network.

- **City Bus service within CBD**

This initiative will ensure that passengers who disembark at the various IUTTs are transported to the city centre by City Buses. Four routes have been identified for this purpose:

Lines	Routes	Length (km)	Turnaround (mins)
● Green Lines	KLCC - Bukit Bintang - KLCC	7.4	38
● Red Lines	Titiwangsa - Medan Pasar - Titiwangsa	8.8	45
● Blue Lines	Titiwangsa - Pasar Seni - Titiwangsa	10.5	50
● Purple Lines	Jln Sultan Muhamad - Bukit Bintang - Jln Sultan Muhamad	6.5	36

Table 1: Proposed city bus routes

To ensure efficient transfer of passengers within the city centre, city buses must operate at high-frequency intervals of between three and five minutes during peak periods and between five and ten minutes during off-peak periods. An additional 50 buses and 115 drivers will be needed to run the service based on the headway projected. The service is expected to be launched on Feb 1, 2013 and aims to ferry at least 60,000 passengers.

• **Stage bus network re-organisation and feeder bus network improvement**

The re-organisation of the stage bus network will involve allocating dedicated routes along five major corridors and two minor corridors to each bus operator. The routes allocated to each operator will be profitable and equitable to avoid unhealthy competition and to promote business sustainability. Key performance indicators will be set for each operator to ensure optimum and consistent service. This initiative is aimed at increasing the number of ridership to 750,000 by 2015 and will also support the objective of having 75% of the population living within 400 meters of the public transport network.

To complement this initiative, feeder services to under-served rail stations will be improved. Presently, only the Kelana Jaya LRT line has adequate feeder services, while the majority of the KTM Komuter lines have little or no feeder services at all. This exercise will commence on Feb 1, 2013.

• **Bus lanes and stage bus drivers**

An additional 11km of bus lanes will be required within the CBD to ensure a smooth and uninterrupted city bus service, bringing the total length of bus lanes to 23km. However, without proper enforcement, bus lanes will not be able to serve their purpose. For this reason, enforcement cameras will be installed at identified hot spots and CCTV will be installed in buses, to monitor any violation of the dedicated lanes by private vehicles. SPAD will also lead a task force formed in July 2012 to look into the shortage of bus drivers. The total cost for the implementation of the additional bus lanes including enforcement measures is estimated at RM11 million.

Initiative: Bus Rapid Transit (BRT)

Under the GTP 1.0, the Greater Kuala Lumpur/Klang Valley BRT Feasibility Study identified 12 potential BRT corridors within Klang Valley.



Figure 5: Potential BRT corridors within Klang Valley

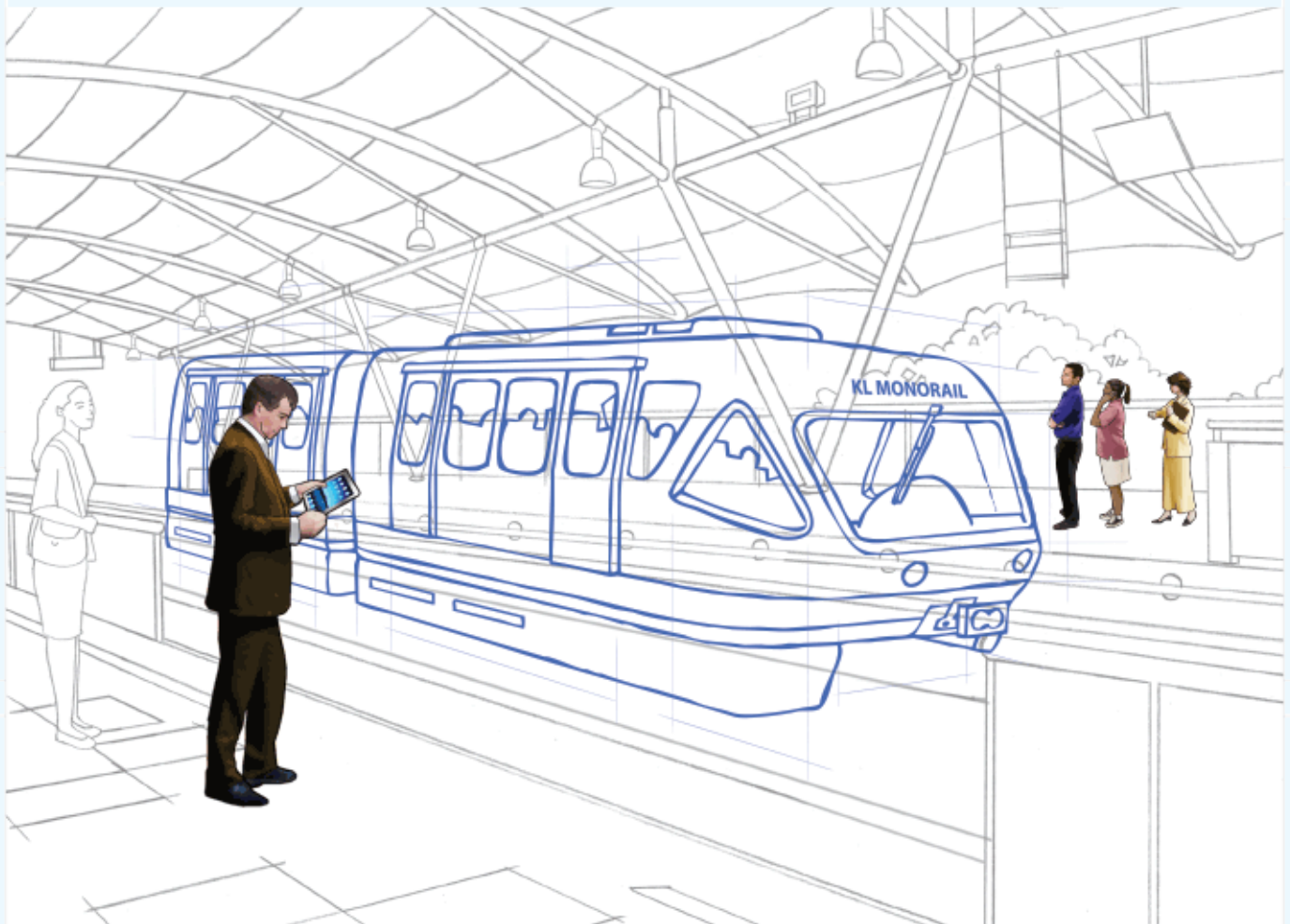
The pilot project, the Kuala Lumpur - Klang corridor, has already been earmarked for implementation under the GTP 1.0. In continuing this initiative, the GTP 2.0 will see the addition of three BRT corridors (Kuala Lumpur - Taman Melawati, Kuala Lumpur - Ampang and Kuala Lumpur - Puchong).

Corridor	Length (km)	Estimated Cost (RM)	Expected Passengers (daily)
Kuala Lumpur - Ampang (elevated)	12	672 million	69,000
Kuala Lumpur - Puchong	16	160 million	52,000
Kuala Lumpur - Melawati	12	120 million	79,000

Table 2: New BRT Corridors in the GTP 2.0

Initiative: Bus stop improvement

A comprehensive labelling and indexing exercise will be undertaken to establish the minimum standard of bus stops, either through the building of new bus stops or upgrading of existing ones. The private sector will be invited to participate in this initiative. In Greater Kuala Lumpur/Klang Valley, the local authorities will be responsible for the improvements of 4,500 bus stops which is expected to cost RM109 million over the next three years.



2 Rail



The improvement of rail services will continue to be a point of emphasis in the GTP 2.0 as it is the highest utilised mode of public transport in the country. Three major initiatives will be launched under this workstream affecting each of the systems serving the Greater Kuala Lumpur/Klang Valley area, namely the inter-city KTM Komuter trains, the inter-city RapidKL Light Rail Transit and KL Monorail.

Initiative: KTM Komuter Enhancement

The KTM Komuter train service, which runs through the heart of the nation's capital, has been synonymous with unreliable service. Despite it being the only network carrying large volumes of commuters from large suburban neighbourhoods and satellite towns to the city centre, the service is often

inundated with cancellations, delays, breakdowns and overcrowding. The GTP 1.0 attempted to remedy the situation by procuring 38 new Six Car Set (SCS) trains for KTMB, but much needs to be done to improve its service performance and the reliability of its core systems including signalling, track

and traction power supply. The GTP 2.0 lab has identified several areas of enhancement to improve the services of the KTM Komuter. These are track rehabilitation programmes, power upgrades of KTMB's networks as well as upgrading of the communication and electrification system.

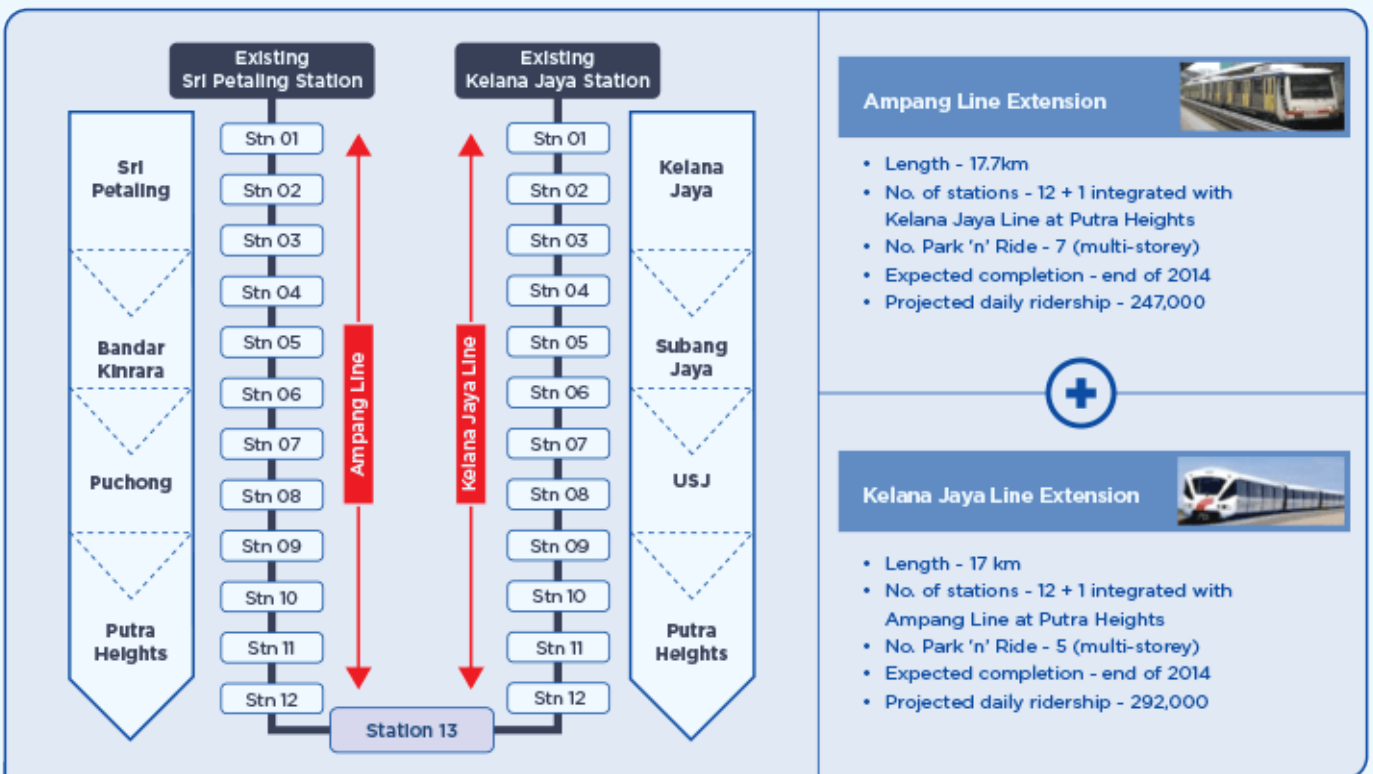


Figure 6: Rapid KL Line Extension Program will serve highly populated catchment areas on both Kelana Jaya Line and Ampang Line

Source: Operator data. Lab analysis

Initiative: Kelana Jaya and Ampang LRT Line Extension Projects

This initiative will address the linkages of the the high-volume Kelana Jaya and Ampang LRT lines to other locations. The multi-billion ringgit line extension project will connect the existing Sri Petaling LRT station to the Ampang line, as well as the Kelana Jaya station on the Kelana Jaya line to Putra Heights. This will facilitate the travelling of the large

number of people living and working in the residential and commercial areas in between, such as Puchong and Bandar Kinrara. The 17.7km long Ampang line extension will see the Sri Petaling station connected to 12 new stations en route to the integrated Putra Heights station. This will be connected to another 12 new stations en route to

Kelana Jaya, with the 17km Kelana Jaya extension, including stations at the high density Subang Jaya and USJ districts. These line extension projects, which are expected to be completed in 2015, will see the current morning peak daily capacities of both lines increased by 100,000 commuters.

Initiative: KL Monorail Capacity Expansion

This initiative will see the RapidKL monorail doubling its fleet capacity to reduce bottlenecking in certain stations such as Hang Tuah and KL Sentral. Twelve sets of four-car monorail trains will be put into service by June 2013. A proposal under the Urban Rail Development Plant of the Land

Public Transport Master Plan drafted by SPAD is also calling for the monorail line to be further extended by 2017. The 9km long extension will connect the Tun Sambanthan station to Taman Gembira in Jalan Klang Lama, and will pass through up to eight new monorail stations along the way. This will provide

increased accessibility to commuters there, as well as those in Bangsar, Mid Valley, and other areas currently not served by rail. This will remove the traffic congestion that builds up from the south especially along Jalan Klang Lama en route to KL Sentral.

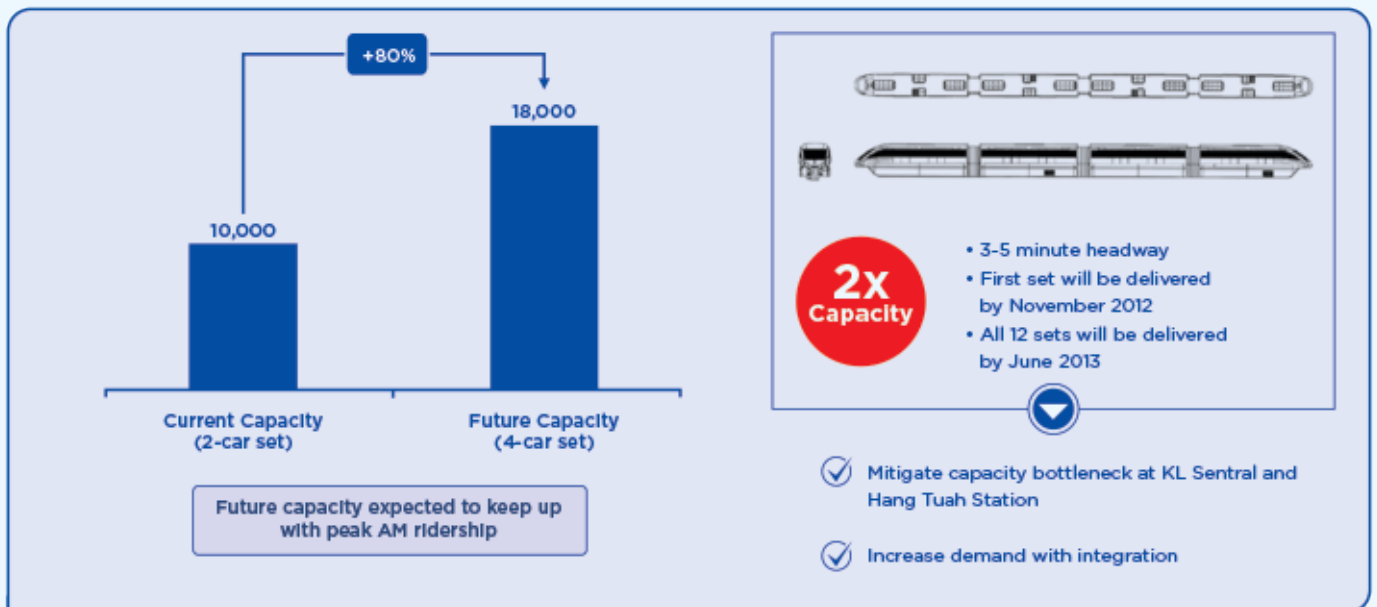


Figure 7: Monorail Capacity between 7AM - 9AM

Source: Operator data, lab analysis



3 Taxi

The introduction of the Taxi workstream into the Urban Public Transport NKRA of the GTP 2.0 is aimed at improving the quality of service provided by taxis in Malaysia, especially in urban areas. In particular, the NKRA intends for Malaysian taxis to provide services that are on par with the best in other ASEAN countries. The selection of ASEAN as a yardstick is far from arbitrary as taxi services in those countries have overcome a number of challenges and hurdles in the form of licensing and vehicle standards regulation, driver training, enforcement and customer expectations.

The Taxi Transformation Plan outlined by SPAD, the regulator of the taxi industry, and the GTP 2.0 Lab benchmarked local taxi services with those in cities such as Singapore and London, and found that the primary gap was in the current business environment and a lack of enforcement and monitoring of the industry. Based on these findings, the taxi workstream proposes two initiatives aimed at bringing about a catalytic change to the industry.



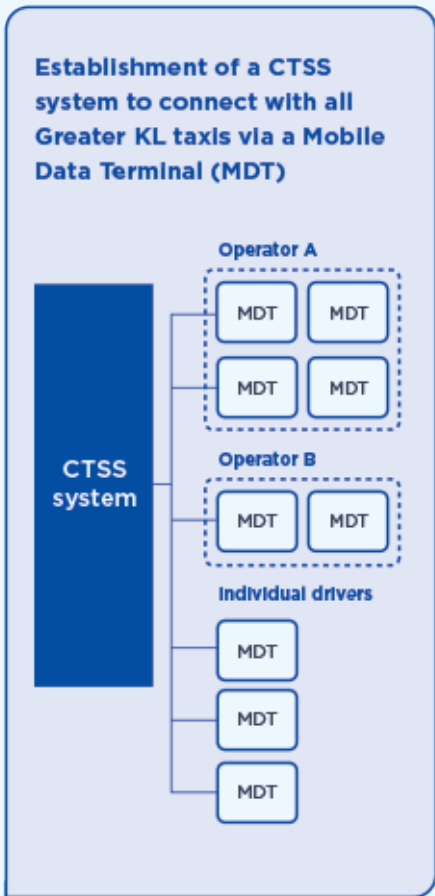


Figure 8: Clear linkage between the vehicles with the regulator

Initiative: Centralised Taxi Service System (CTSS)

This comprehensive system is expected to enhance the enforcement and monitoring capabilities of the industry regulators and operators of taxi fleets. The initiative, drawn from international best practices, provides an end-to-end process from guidelines to the penalty system to an effective public communications plan. With the establishment of the Centralised Taxi Service System, adequate surveillance can be conducted to gather evidence to prosecute committed offences.

In addition to enforcement, taxi operators will also be able to leverage the increased connectivity of the current taxi fleet through the various call centres. Currently, call centres only report a 40% success rate in meeting bookings of passengers and this is largely due to a lack of economies of scale. The system is expected to reduce the number of offences related to non-meter compliance, reckless driving, operating a taxi without a valid licence and more.

Initiative: New Taxi business model

The new business model is aimed at ensuring taxi drivers take home increased earnings by reducing their operating cost, which is the root cause of their problem. Lab engagements with the taxi drivers found that their two cost pressures were vehicle maintenance and financing packages. SPAD will continue to engage with repair and maintenance

facilities in Greater Kuala Lumpur/Klang Valley to devise attractive packages that draw on economies of scale. In addition, SPAD will also conduct engagements with car manufacturers for a leasing option to reduce the amount of downpayment for car loans upon renewal of vehicle permits.

4 Integration



The best transport systems in the world are the ones which are the most integrated. With this in mind, the Integration workstream contains a number of initiatives that will better integrate the existing facilities. The approach emulates the movement of passengers from point of origin to destination and returning to the point of origin (first mile-last mile journey).

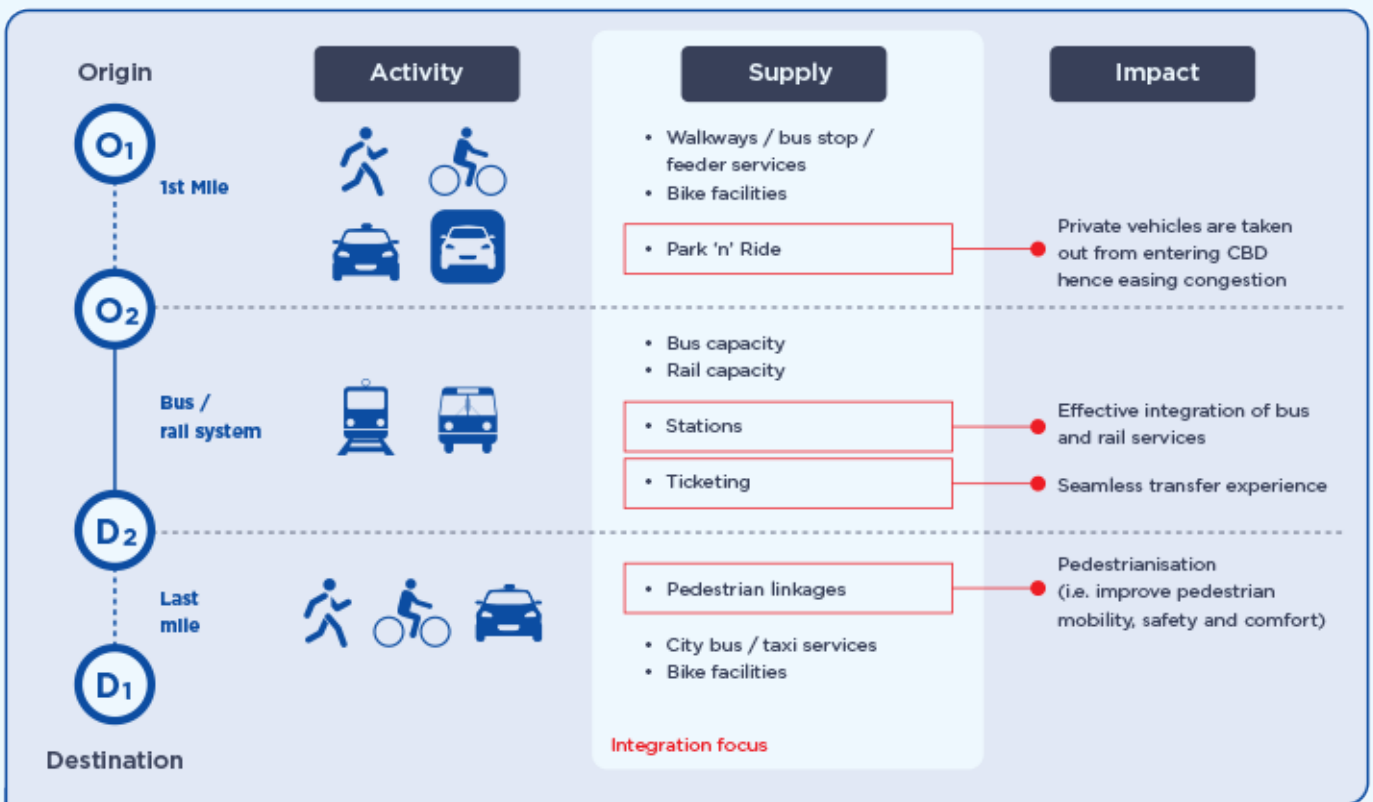


Figure 9: First and last mile commuter activity

First-mile pull factors refer to the first pull for public transport, or in other words, the means by which the commuter gets to the public transport facility by, for instance, walking, biking, or by taking a bus.

A number of initiatives will be implemented to improve the facilities that commuters will encounter in their first mile. The first of these is

the Parkway Drop-zone (PD), which aims to better integrate the existing infrastructure such as the provision of bus stops with covered walkways, pedestrian linkages for passengers to get to a station, or transit facilities for bus or taxi passengers to board trains.

PDs are similar to the “kiss-and-ride” systems that are in place in other countries. In this system,

cars are given a maximum of two minutes to pick up passengers by the roadside, which encourages car-pooling. The implementation of the PD here, however, will be tailored to incorporate rail-bus integration along major highways with high-roofed bus stops, covered walkways and linkages for pedestrians. Several existing rail stations located along major highways have been identified as suitable for

the implementation of PD. These are the Batu Tiga and Setia Jaya KTM Komuter stations, the Asia Jaya and Universiti RapidKL Light Rail Transit stations along the Federal Highway, the Kelana Jaya RapidKL Rail Transit station and Puchong KTM Komuter station along the Damansara-Puchong Highway, as well as the Serdang and Razak Mansion KTM Komuter stations along the Besraya Highway. The PDs will incorporate Park-n-Ride (PnR) facilities given their popularity. A number of public transport stations have been identified as ideal for PnR facilities to either be built or developed further.

Mid-mile attractions are actual services and capacity of the public transport

system itself. One initiative that will be implemented is Station Upgrades to cater for a greater number of commuters. Many public transport stations lack congruence between their capacity and their ridership and require immediate upgrading works. Some of these stations include the Klang, Serdang, Shah Alam, Nilai, Port Klang, Rawang, Putra, UKM, Setia Jaya, and Batu Tiga KTM Komuter stations. Automated fare collection (AFC) systems will also be integrated to provide seamless journeys for transiting passengers.

Last mile enablers refer to the provision of more facilities to ensure passengers who are already on public transport

from the first mile have increased mobility, safety and comfort. Studies show that many commuters prefer walking from their public transport station, especially in the central business district. There are a number of skywalks and pedestrian linkages in existence in Kuala Lumpur, but some suffer from poor integration between different public transport systems, lack of protection from the weather and lack comfort and safety. New skywalks and pedestrian linkages will be built under this initiative to provide greater integration between public transport systems. These have been identified as the Pudu Sentral Skywalk, the Bandaraya Skywalk and the Wangsawalk pedestrian linkage.



5 Travel Demand Management

Under this initiative, the GTP 2.0 aims to encourage the use of public transport over private vehicles through the following two measures:



Initiative: Parking Control and Management

A staggering three million cars enter Kuala Lumpur city centre daily, causing congestion as a result of over-capacity. The Parking Control and Management initiative will review the city hall's on- and off-street parking rates in the Kuala Lumpur city centre ensuring a

more competitive rate; reducing the number of parking bays within 200m of transit stations and to convert these spaces for public use such as effective pedestrian walkways; and the overall strengthening of parking enforcement within the central business district.

These measures are necessary and will indirectly encourage the use of public transport. It is expected that some 40,000 new public transport users will be introduced per month under this initiative.

Initiative: Journey Planner

A journey planner provides travel information across all public transport operators, with a set of travel options for current and future users. This will give commuters the opportunity to plan their journey based on fastest routes, routes with the least amount of interchanges and routes which require minimum walking. This initiative will be done through three stages, the first

by setting up an integrated one-stop journey planner across all modes by providing static information such as routes, travel fare and schedule/ timetable from the beginning of the proposed journey to the destination. The second stage will provide users with travel options by identifying their travel needs with dynamic information – the fastest routes, least amount of

interchanges and routes which require minimum walking. The last stage will see the offering of the journey planner on smart phones. The first stage is expected to be completed by 2013, while the enhancement of the journey planner will be delivered throughout 2014 and 2015. SPAD will be the project owner of this initiative.

UPT Enabling Projects

The GTP 2.0 has identified the following areas as enablers for the Urban Public Transport initiatives:

1. Fare Review

All Greater Kuala Lumpur/Klang Valley public transport fares will be reviewed to ensure that they are commercially sustainable.

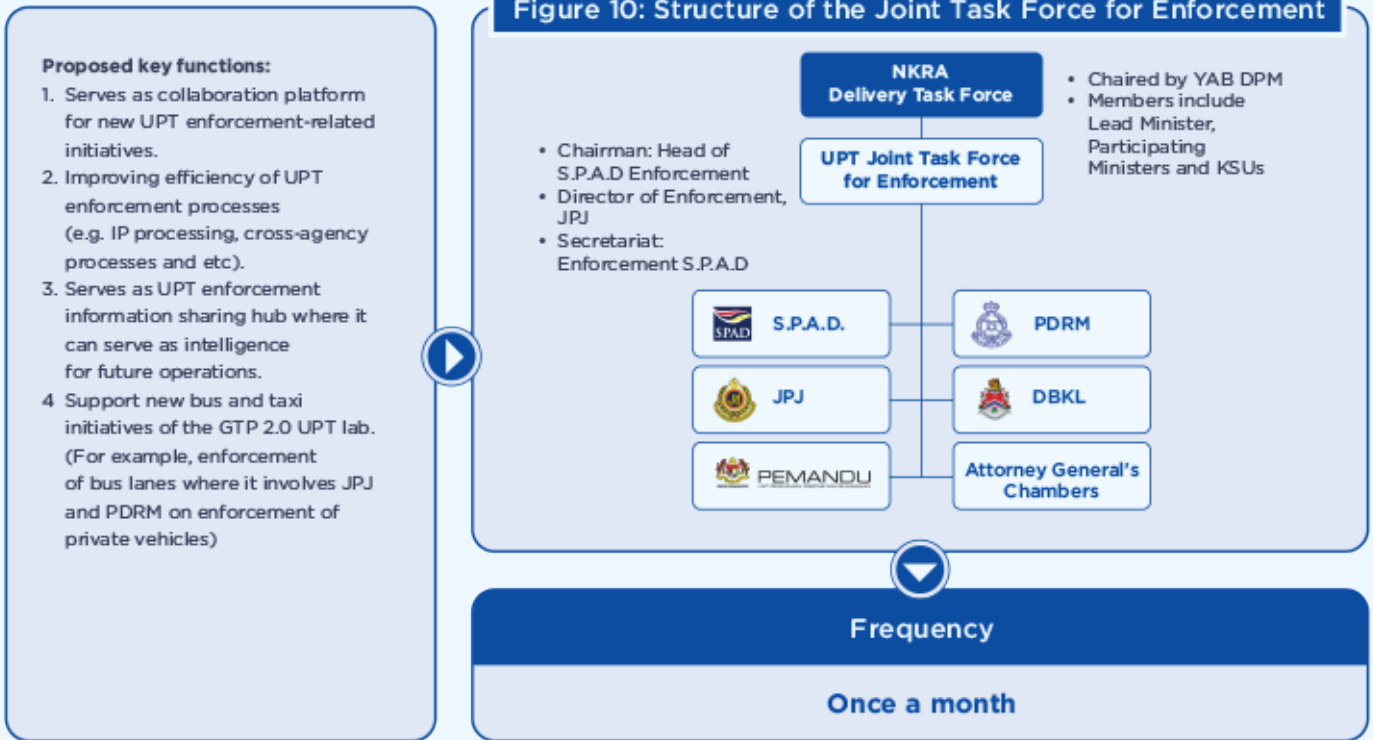
2. Driver's Academy and Enhancement Programme

To resolve the issue of a lack of bus drivers, a task force will be set up to look into the implementation of a holistic plan that will include the establishment of an academy to recruit and train more certified drivers. This will be followed by a programme to chart the drivers' career progression based on performance with salary increments, promotions and other benefits and perks.

3. Joint Task Force for Enforcement

Enforcement has always been key to improving the public transport system and hence, has been a focus area under the Urban Public Transport NKRA. However, a lack of resources has hindered the effectiveness of any enforcement initiative. To resolve this, a Enforcement Task Force will be set up to address the shortage.

Figure 10: Structure of the Joint Task Force for Enforcement



4. Watching Brief for Regional Cities and Corridors’ Public Transport initiatives

A “watching brief” mechanism will be established jointly by SPAD and PEMANDU to prioritise the areas of improvement for public transportation in Penang, Kuantan, Kuching, Kota Kinabalu and Iskandar Malaysia. The results of this effort will be incorporated into SPAD’s Regional Masterplan.

5. Greater Kuala Lumpur Business Revitalisation and Car-free Zone

To further enhance the attractiveness of Greater Kuala Lumpur and to support the use of public transport in the city, a Business Revitalisation Zone or a Car-free Zone has been proposed in locations with high concentrations of traffic and pedestrian movement. This is aimed at discouraging the use of private vehicles and at the same time, to encourage the public to discover the joys of walking within places of interest.



Summary of Initiatives

Buses



- Enhance Greater Kuala Lumpur's stage bus network
- Rationalise number of operators on overlapping routes and set up Inter Urban Transport Terminals to service Greater KL
- Set up city bus service within Central Business District (CBD) to service the commercial district
- Reorganise and improve stage bus network and feeder bus system
- Increase number of stage bus drivers and improve monitoring and enforcement of bus lanes
- Expand bus rapid transit programme to provide faster inter-city commute
- Improve bus stop facilities to encourage bus usage

Rail



- Enhance KTM Komuter service by improving service performance and reliability of core systems such as signalling, track and traction power supply
- Extend the Kelana Jaya and Ampang LRT lines by linking them to other areas to boost carrying capacity by 100,000 commuters
- Expand the Kuala Lumpur monorail system to increase its ridership capacity and create links to other locations not serviced by rail presently

Taxi



- Create a Centralised Taxi Service System (CTSS) to enhance enforcement, monitoring and to increase connectivity between operators to improve booking system
- Create new taxi model to increase the earnings of drivers by relieving pressure on maintenance and financing costs

Integration



- Addresses the passenger experience from the first to last mile
- Create parkway drop-zones to better integrate existing facilities with pedestrian infrastructure
- Drop-zone to focus on facilitating integration between bus and rail services
- Upgrade stations to address the "mid-mile" issue by increasing station capacity and automated fare collection
- Develop more pedestrian walkways and bridges to address the "last mile" issue, encouraging more commuters to use public transport

Travel Demand



Management

- Develop better parking control and management systems to discourage commuters from travelling to the city using cars and to use public transport instead
- Put in place a journey planner allowing commuters to plan their journeys based on their needs, i.e. fastest routes, routes with the least amount of interchange, etc.

Enabling Projects



- Fare review to ensure commercial sustainability
- Increase the number of bus drivers by starting a Driver's Academy and enhancement to their career package
- Develop an enhancement joint task force that will solicit help from various bodies to tackle the public transport problem
- Develop a "watching brief" to identify and prioritise areas of improvement nationwide
- Develop a Business Revitalisation or Car Free Zones in Greater Kuala Lumpur to discourage the use of private vehicles

Urban Public Transport in the Corridors & Cities Transformation Programme



The Government recognises that a well-developed transport system throughout the country is an essential component in becoming a high income nation by 2020, and has thus invested in other development programmes aside from the GTP.

The GTP's focus on improving Urban Public Transport (UPT) in the Greater KL/Klang Valley should not be construed to suggest that the Government deems transport elsewhere unimportant. On the contrary, the Government has shown significant consideration of other urban areas to commiserate with the needs of each respective locale.

The GTP's focus on improving the public transport system within the Greater KL/

Klang Valley is to primarily ensure that the transport issue does not become an endemic problem in the near-term. It is with this in mind, the methodology adopted by the UPT NKRA emphasised on big fast results, i.e. immediate and impactful solutions for the rakyat. As such, the Klang Valley was the ideal regional candidate to kickstart these initiatives. The UPT NKRA works within the view of the three horizons of the GTP, which is from 2010 - 2012, 2013 - 2015, and finally from 2016 onwards to achieving Vision 2020.

In the middle to longer term, where transport is an equally important but less time sensitive agenda, the Government has implemented plans that are just as ambitious albeit executed over a longer time frame. In

the Greater KL/Klang Valley area, there is, under the Economic Transformation Programme, the Greater KL NKEA oversees the implementation of the Mass Rapid Transit (MRT) project. There are also plans aligned with the five developmental corridors covering the entire nation, which target to raise gross national income (GNI) by a cumulative RM176 billion. The corridors are:

- **the East Coast Economic Region (ECER)**
- **Iskandar Malaysia**
- **the Northern Corridor Economic Region (NCER)**
- **the Sarawak Corridor of Renewable Energy (SCORE)**
- **the Sabah Development Corridor (SDC)**

In each case, PEMANDU adopted a similar methodology to address the specific issues and challenges each region may potentially face in the areas of public transport. Labs similar to the ones held for the UPT NKRA and Greater KL NKEA were used in collaboration with corridor stakeholders that looked at two separate issues: the economic development of the corridor and livability-related issues in the main city.

The overarching theme of the lab process was “Making the Most”,

which involved focusing on existing programmes and existing initiatives to enhance and improve them. The labs therefore focused on fast-tracking and problem-solving existing programmes belonging to the Corridor itself, the State, the 10th Malaysia Plan and the Economic Transformation Programme.

The focus on the economic corridors ensured that the primary economic and growth centres throughout the country are targeted, thereby benefiting the greatest number of population possible. This holistic development plan also

ensures that every community within the individual corridor will benefit from having a well developed urban public transport system.

The corridor’s master plan was also tailored to ensure that each corridor’s economic activities will complement each all other corridors to ensure there is minimal overlap and to maximise production efficiency. A robust transport system will therefore help these corridors achieve these goals, and is therefore a priority for the Government.

1 ECER

The ECER lab identified 10 infrastructure and transportation projects within the ECER corridor region, which help raise economic productivity and contributing to the RM176 billion increase in GNI by 2020. The key economic areas identified in ECER include agriculture, manufacturing, oil and gas, and tourism.

Transport infrastructure is extremely crucial for these key industries, and greater road, rail, air and maritime connectivity will greatly enhance commerce within ECER and with the rest of Peninsular Malaysia. It will also help encourage greater investment in the region, particularly given the strong interest in the region’s petrochemical resources and facilities.

The development plan also pays greater emphasis on key result areas in the city of Kuantan, which is the most populous city in ECER. Though traffic volume in Kuantan has not reached Klang Valley levels, it is becoming evident that the city will benefit greatly from enhanced transport infrastructure. This point is especially clear in light of the importance of the Kuantan port for the import and export of industrial goods.

The Corridors and City development has several transport projects in ECER including developing roads for better access to Kuantan Port and the planned Kuantan Port City. New roads will also be constructed to facilitate easier access to tourism hotspots such as



Mersing and Kampung Peta in Taman Negara Endau-Rompin, as well as a new bridge at Bukit Kuang to ease traffic congestion in the Kemaman area.



2 Iskandar Malaysia

The Iskandar Malaysia corridor is located on the southern tip of Peninsular Malaysia, and is contained almost entirely within the state of Johor. Iskandar Malaysia faces a critical situation so far as its transport is concerned because of congestion along its major routes: Johor Bahru – Singapore, Johor Bahru – Kulai, Johor Bahru – Pasir Gudang and Johor Bahru – Ulu Tiram.

In order to enhance the existing transport system, a number of initiatives such as the expansion and improvement of the bus service networks is in place. Along with new routes and upgrades to facilities such as bus stops, the plan also

sees the implementation of a bus rapid transit system on high-density routes, similar to the ones planned for the Klang Valley.

Meanwhile, bus terminals will also be rehabilitated, while roads will be upgraded to ensure safer and more efficient travel. Iskandar will also reform the taxi system to address the level of customer service and to improve response time under the rubric of the Demand Responsive Transit service.

The lab also studied traffic bottlenecks in Iskandar, and several road upgrades have been identified that will help relieve traffic in congested areas. But



road travel alone will not cater for future growth, and hence a light rail system has been proposed for the city centre, as well as the development of a commuter rail service system.



3 NCER

Transport projects in NCER will not only focus on commuting persons and payload, but will also place special emphasis on logistics to take advantage of region's manufacturing capabilities. For example, the NCER logistics plan calls for the development of an automotive logistics hub, which will enhance the construction and distribution of small and medium car manufacturers in the region.

As with the ECER corridor, the consultation with the NCER stakeholders identified the region's key economic activities and tailored various initiatives, including transport, to enhance these existing activities. The

activities identified in NCER include agriculture, manufacturing, transport and logistics, and tourism.

A total of 35 projects have been identified for NCER, and will raise annual GNI to RM17.45 billion in 2020. In addition to the automotive hub mentioned above, other transport-related initiatives identified for NCER include dredging of the North Channel of the Penang Port to allow larger vessels to call to port.

Finally, the Greater Georgetown area will also see extensive upgrades to its public transport system similar to initiatives in the Klang Valley such as



the implementation of integrated public transport hubs, and the upgrade and expansion of existing facilities.

The goal here is to turn Georgetown into a world class city, which is only possible with the right public transport infrastructure in place.



4 SCORE

The goal of the development of the New Economic Model is to create a high-income, inclusive and sustainable economy including the East Malaysian state of Sarawak. Though the Economic Transformation Programme and Government Transformation Programme are already working to improve and enhance the economy and living standards there, but a greater engine of growth is required to further boost industrialisation there.

This is where SCORE, a 20-year long plan that is aligned with the state's overall development plan, comes in. The Sarawak Corridors and Cities transformation programme aims to ensure that SCORE's development is equally distributed throughout the state, and to ensure that economic development is balanced. The three

key economic areas in the SCORE corridor that will be targeted in the transformation plan are Samalaju, Tanjung Manis and Mukah.

Although Sarawak has embarked on industrialisation plans as early as the 1980s, much of the development has taken place in scattered zones that require greater connectivity through an efficient transport network. Furthermore, with the state poised for growth, the city of Greater Kuching needs to prepare itself for an influx of residents and thus the plan calls for the laying down of a foundation for public transport.

For the present moment, the plan is to enhance the Greater Kuching public transport system by establishing bus right of ways, and to improve the



governance and organisation of the public transport system. The city of Greater Miri will also see enhancements of its public transportation system, with the goal of raising its modal share to 25% by 2015.



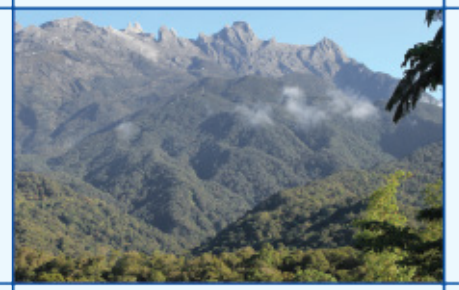
5 SDC

The goal of the SDC is to accelerate economic growth in the state of Sabah in East Malaysia. As with Sarawak, there is a need to greatly boost the level of physical infrastructure in Sabah, which includes the establishment of transport networks and routes. For instance, the poor levels of overland connectivity of population centres have resulted in a heavy reliance on sea transport for the movement of intra-state cargo.

This has hampered the development of the logistics industry in Sabah, which has been identified as one of the key economic areas under focus. Others include agriculture, education, manufacturing, oil and gas, palm oil and tourism.

As with urban city centres in the country, the growth of public transport has not kept up with population growth leading to under-capacities and congested facilities. The goal of the plan is to increase public transport modality to 25%, which will create new jobs in the industry at the same time. A bus rapid transit system similar to the one in the Klang Valley has also been proposed by constructing better facilities and purchasing new buses.

Finally, there will be a transport hub development in Tanjung Aru within the city of Greater Kota Kinabalu will establish a new 36km rail line, which will also act as a catalyst for the expansion of other routes. This will in turn be a tourism boost for the state.



There will also be transport upgrades implemented for areas outside of Greater Kota Kinabalu, such as access to low-cost housing areas for illegal immigrants on Pulau Gaya thereby freeing up the island for tourism development.

