



IMPROVING URBAN PUBLIC TRANSPORT

**DELIVERING WORLD
CLASS URBAN PUBLIC
TRANSPORT SERVICES**



YB DATO' SRI LIOW TIONG LAI
Minister of Transport

Good public transport networks support economic growth, growing populations and the diverse requirements of urban activity. When we formulated the Urban Public Transport (UPT) NKRA in 2010, we envisioned the creation of an attractive and sustainable public transport network to overcome the congestion on our roads, uneven access to public transport services and perception of unreliable service. Since then, we have doubled the modal share for public transport to 20% from when we started in 2010, serving as testament to the Government's delivery of results in urban public transport.

The demand for public transport is expected to increase further as Malaysia transforms into a high-income nation by 2020. This transformation has been driven by the construction of new public transport infrastructure, such as the game-changing MRT project which was launched in July 2017, as well as the expansion and upgrading of existing rail infrastructure, namely the LRT and KTM networks.

Despite setbacks in some of our major projects, we shall keep moving forward to ensure all these works are delivered on time and ready to serve the needs of the rakyat. A good public transportation system is essential for continued economic development and growth. The UPT NKRA's Delivery Management Office (DMO) has been crucial in ensuring comprehensive planning and implementation that enable all parties to work together effectively. In addition, the DMO has given all parties involved a greater sense of urgency and stronger resolve to take the required actions quickly, which includes

regular problem-solving sessions, managing stakeholders better as well as facilitating internal decision-making.

Keeping in mind the Ministry of Transport's vision of spearheading the transformation of an integrated, efficient and safe transportation system, I believe that in time to come, all Malaysians will enjoy world-class urban public transport facilities- a system that we can all be proud of.



YB DATO' SRI NANCY SHUKRI

Minister in the Prime Minister's Department

The Government aspires to see Malaysia's public transport system become the mode of choice for urban commuters and aims to reduce congestion in our cities. This will improve our productivity as well as enhance the quality of life of our urban public and the liveability of Malaysian cities.

In doing so, we have adopted a market-friendly approach which puts the needs of public transport users first. This has been demonstrated through the introduction of new regulation to allow e-hailing services, in response to strong demand for the service from the public, making Malaysia one of the first countries to do so and allowing traditional taxi and e-hailing services to co-exist in a fair and transparent manner. It also contributes towards the improvement of first- and last-mile connectivity.

In recognition of our efforts to modernise our transportation system, in October 2017, the Land Public Transport Commission (Suruhanjaya Pengangkutan Awam Darat - SPAD) received the International Best Practices Award from the International Association of Transport Regulators (IATR) under the Transportation Innovation, Reform and Multi-modal Integration category for the National Land Public Transport Masterplan and the Taxi Industry Transformation Programme.

During the year, this NKRA shifted from reporting AM peak ridership (7am-9am) to daily average ridership, as this is a more accurate and widely used measure of public transport usage globally. The change in reporting metrics will allow us to plan more effective measures for ridership, which accounts for one of the most important dimensions of public transport.

Despite various initiatives undertaken since 2010 to increase overall ridership, raising the daily public ridership target continues to be a challenge, especially as it requires broad mindset change among the Malaysian public. Nevertheless, the overall total daily average of rail and bus combined still rose by 4% to 1.21 million in 2017 from 1.16 million the previous year.

Last-mile connectivity continues to be one of our priorities, although this is not a simple task. For instance, the Bus Rapid Transit (BRT) KL-Klang project has been put on hold after considering that its proposed alignment will overlap significantly with the LRT3 line which is currently under construction. Instead, MRT and LRT rail services will be further enhanced through the provision of a more efficient and comprehensive feeder bus system.

We have also studied the urban public transport ecosystem to identify ways to attract users and enhance the convenience of urban public transport. In view of this, SPAD will be launching the Journey Planner mobile app in early 2018 to facilitate one's journey when using public transport.

As the Government moves toward the completion of major urban public transport projects, more push initiatives are required to encourage further take-up of urban public transport. Nonetheless, I am confident that the results delivered thus far have restored public faith in the quality and reliability of the public transport network in line with our aspiration towards becoming a high-income nation.



IMPROVING THE RAIL BACKBONE OF THE GREATER KL/KLANG VALLEY PUBLIC TRANSPORTATION NETWORK

In every global city, urban rail is the crucial nexus that binds together disparate modes of public transportation. Its range, capacity and reliability means that urban rail must necessarily play a central role in the transportation network of a thriving and vibrant city.

Following the completion of the LRT Line Extension Project in 2016, 35 km of new rail tracks and 23 new stations were added to the LRT network, connecting Kelana Jaya and Sri Petaling to Putra Heights, and uniting the two LRT services of the Kelana Jaya and Ampang Lines into a seamless network. Total LRT daily ridership has since increased by 4% from 439,985 in 2016 to 457,658 in 2017 on both the Kelana Jaya and Ampang Lines, contributing 38% to the overall public transport ridership in 2017.

“The MRT is a greener way to travel, as it lowers carbon emissions by removing up to 160,000 vehicles off the roads in the Klang Valley daily.”

LRT3, a project under SPAD's Urban Rail Development Plan (URDP), aims to connect an additional two million people within the western corridor of Klang Valley from Bandar Utama to Johan Setia, Klang, by the year 2021. The new line, which has commenced construction, will complement other elements of the Greater KL/Klang Valley Master Plan to develop an integrated public transport system. The project owner, Prasarana Malaysia Bhd, is currently awarding construction contracts for the project and finalising the alignment of the line.

The commencement of full operations of MRT Line 1 (Sungai Buloh - Kajang, SBK) has further catalysed urban public transport in Greater KL/Klang Valley. Despite challenges such as land

ownership issues, the 51-km mega project was completed ahead of schedule and below budget. The line serves a corridor running from northwest to southeast KL with a population catchment of approximately 1.2 million people. To date, the SBK Line has recorded an average daily ridership of 110,000 rail commuters, an encouraging take-up rate for a new mode of public transport. Similar to other rail transport, the MRT is a greener way to travel, as it lowers carbon emissions by removing up to 160,000 vehicles off the roads in the Klang Valley daily. Following its completion, the MRT SBK Line has already become an important mainstay of the overall rail and bus ridership for Greater KL/Klang Valley.

KTM Komuter services continued to register an on-time arrival rate (within 10 minutes of the scheduled time) of 95% during the AM peak period. Further improvements in terms of headway and frequency are also being evaluated to make rail travel a more convenient option. These will require the completion of the Klang Valley Double Track (KVDT) Project, which began in November 2015, involving track rehabilitation as well as station and signalling upgrades to the oldest railways in Greater KL/Klang Valley.

The project involves the rehabilitation of 40 km of track between Rawang and Salak Selatan, as well as the Sentul and Simpang Batu lines, marking efforts by KTM Berhad (KTMB) to improve the quality of KTM services and alleviate service delays and cancellations. The project is scheduled



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for completion in 2019 with KTMB focusing on enhancing 16 stations and upgrading its existing signalling and electrification systems. While passengers are expected to experience occasional disruptions during the upgrade, SPAD is monitoring the performance of the KTM to ensure KVDT works have minimal impact on its operations and on-time arrivals. There also remains work to be done on improving passenger schedule information and safety performance. However, the completion of the project is expected to provide overall improved service for all railway users.

KL Monorail is a key rail feeder for the last mile of travel for many passengers for the Central Business District (CBD) in Kuala Lumpur. However, the service is currently bottlenecked and requires expansion, with ridership reaching capacity and demand expected to rise further. Currently, Prasarana is working to rectify the capacity and safety issues in the existing Monorail system and are providing bus services as an alternative for the rail service. Additionally, five sets of four-car trains, which had been grounded in May 2017 due to safety concerns, have returned to service at the end of the year. Plans are currently underway to procure an additional nine sets of new four-car trains to replace the existing sets of four-car trains by the end of 2019 and add much-needed capacity for the Monorail service.

REVITALISING FIRST- AND LAST-MILE CONNECTIVITY SERVICES

Buses play an integral role in providing first- and last-mile connectivity, enabling public transport users to enjoy the full spectrum of the UPT network to get to and from their destinations.

The Bus Network Revamp (BNR) initiative represents part of the Government's plan to revitalise first- and last-mile connectivity by streamlining stage bus routes to cover more of Greater KL/Klang Valley to improve passenger accessibility and integration with other public transport modes. Six previous bus corridors were restructured into eight corridors, with a more systematic bus route numbering system. Since its implementation in December 2015, the BNR



The MRT Feeder Bus enhances first- and last-mile connectivity.

has successfully delivered a 9% increase in ridership for stage bus services in Greater KL/Klang Valley. Additionally, 90% of all operators have improved their bus services with new and upgraded bus fleets under the BNR.

Currently there are 11 stage bus operators in the Greater KL/Klang Valley region, servicing 348 routes daily and contributing to the increase in stage bus ridership. Since the implementation of the BNR, service coverage has increased by 20.4% (from 7,643 km to 9,202 km), with new routes introduced and redundant services streamlined. Bus operators also increased the frequency of buses for routes with high passenger demand.

The introduction of LRT and MRT feeder bus routes to improve transport integration has also supplemented the BNR and enhanced first- and last-mile connectivity. The fare is set at only RM1, with 192 feeder buses now on the road servicing 49 routes. Bus frequencies are between 10 to 15 minutes, depending on traffic conditions. The routes generally do not exceed 10 km, making the feeder buses a convenient and timely service for commuters.

A key challenge faced in enhancing connectivity is a shortage of bus drivers, especially in the Klang Valley, as most drivers with heavy vehicle licences prefer to drive express buses or cargo vehicles. Nevertheless, Prasarana and other bus operators continue to improve efforts to recruit new bus drivers, including the review of compensation and other benefits.

While the BNR initiative has proven successful, efforts to improve bus service coverage must continue. With many new flourishing transport,



commercial and residential projects coming up in Greater KL/Klang Valley, there is still room to extend and optimise the bus service network in the city. SPAD is also monitoring current BNR operations in a continuous effort to improve connectivity for commuters using bus services.

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To improve bus passenger services and enhance availability of route and schedule information, the Government installed 4,547 bus information panels in all 13 local councils within Greater KL/Klang Valley between 2016 and 2017. Of these, 3,257 were installed in high commuter catchment areas in 2017, exceeding the target of installing 3,000 panels for the year. At the same time, continuous efforts are taken by SPAD to encourage local councils to enhance bus stops, bus lanes, road traffic and pedestrian safety.

In view of this, SPAD has identified 28 priority bus stops to be built by local councils (in particular,

MBPJ, MBSA, MPS and DBKL) based on locations with high density and ridership. All the local councils have given their commitment to build these bus stops in 2018 and enhance pedestrian access around the bus stop areas. SPAD has also worked closely with DBKL to enforce bus lanes in the Kuala Lumpur CBD through awareness campaigns and joint enforcement activities. Although 14 bus lanes have been established in KL since 1997, many road users continue to commit offences by driving their private vehicles in the designated bus lanes due to inadequate enforcement and awareness.

As of 2017, a total of eight intra-city terminal hubs, also known as Hentian Akhir Bandar (HAB), have been fully completed to facilitate the flow of traffic from the suburbs into the city. These consist of HAB Pasar Seni, HAB Munshi Abdullah, HAB Jalan Silang, HAB Wira Damai, HAB PJS 3/2 and HAB Section 19. HAB Section 17 and HAB Jalan Othman were completed in 2017. The hubs integrate various forms of public transport including buses and taxis by improving traffic flow at bus staging areas and provide pedestrian facilities and walkways.

The BRT KL-Klang corridor, which was planned for three major thoroughfares; namely, the Federal Highway, Jalan Tun Sambanthan and Jalan Syed Putra, has been put on hold due to its proposed alignment overlapping with the upcoming LRT3 line as well as the project’s financial and implementation challenges.

Taxi services are another important element in the ecosystem for first- and last-mile connectivity. In 2016, the Government made the bold move



2,460 new individual taxi licenses approved, with 581 drivers received RM5,000 cash grants to purchase new taxis as part of the Taxi Industry Transformation Programme (TITP) in 2017.



A fleet of double decker buses operated by Prasarana on a few routes in Kuala Lumpur.

to introduce the Taxi Industry Transformation Programme (TITP) to put in place much-awaited reforms to create a level playing field that benefits drivers, operators and passengers.

In 2017, the YAB Prime Minister announced a new RM183 million fund to provide individual taxi drivers a cash grant of RM5,000 in purchasing new vehicles to be used as taxis on e-hailing platform. This new initiative will span five years and is expected to benefit more than 30,000 existing taxi drivers. The TITP recorded the approval of 2,460 new individual licenses, with 581 drivers received the grant.

“The proposed Land Public Transport Act 2010 amendment tabled by SPAD to incorporate e-hailing services was approved by both houses of Parliament on 15 August 2017.”

On 31 March 2017, SPAD put in place a new policy allowing more vehicle types to be used as taxis, providing greater comfort and safety to passengers while allowing taxi drivers to better compete with e-hailing service providers. The TITP has also set the minimum standards for taxi leasing (*pajak*) contracts to ensure fair treatment to both companies and drivers, and introduced improved training programmes for

taxi and e-hailing drivers with a greater focus on customer service.

In managing the emerging e-hailing market, the proposed Land Public Transport Act 2010 amendment tabled by SPAD to incorporate e-hailing services was approved by both houses of Parliament on 15 August 2017. Detailed ride-sharing regulations and policies were developed concurrently by SPAD and will be put in place in early 2018, allowing for both taxi and e-hailing services to co-exist. Malaysia is keeping up with the times and is paving the way for positive outcomes for the entire taxi industry by embracing the TITP and enabling the e-hailing system.

Prior to the implementation of e-hailing regulations, SPAD initiated a pre-registration exercise for e-hailing drivers from 26 June to 30 September 2017, performing stringent background checks up-front. Under the e-hailing policy, e-hailing operators such as Uber and Grab are required to obtain Intermediation Business Licences (IBL) from SPAD to operate. IBL licence-holders are required to abide by several operating conditions, such as:

- Providing comprehensive e-hailing insurance coverage for drivers, passengers, vehicles and third parties;
- Ensuring their drivers and vehicles comply with regulations at all times including stringent background screening vis-à-vis criminal records, medical fitness and summonses;
- Possessing a valid digital Driver’s Card;
- Undertaking annual vehicle inspections; and
- Providing full cooperation with the authorities with regards to data sharing, incident investigations and random audit checks.

Meanwhile, to align with the industry’s new goals, the Centralised Taxi Service System (CTSS), now known as the Taxi Performance Monitoring System (TPMS), has been revised to include e-hailing services. As for traditional taxis, the new scope of the system includes replacing existing taxi meters with smart digital meters. However, e-hailing concepts and policies are still being reviewed to ensure clarity before TPMS implementation can resume, until which time SPAD will internally manage and monitor TPMS.



MAKING PUBLIC TRANSPORT AN ATTRACTIVE OPTION

While a number of high-impact UPT projects have been completed as of 2017, the rakyat must also play their part in ensuring the success of urban public transportation in Greater KL/Klang Valley. In addition to demonstrating responsibility towards UPT assets, the rakyat themselves must choose to switch their preference from private to public transport.

This could mean making a commitment to leave cars at home or at designated parking areas while using public transport. It may also require a more gradual shift such as riding local buses to get around on weekends or taking public transport at least once a week.

Towards this end, SPAD will launch the free Journey Planner mobile app for the public in Q1 2018. The app was developed in collaboration with all bus and rail

operators. With Journey Planner, the public can now access unified public transport arrival information, schedules, journey options and real-time notifications using their smartphones. Commuters can also plan their journey based on selected criteria such as the fastest route, fewest transfers or routes that require minimal walking. The Journey Planner app is expected to help boost demand for public transport by providing comprehensive travel information of all public transport networks.

“The Integrated Common Payment System will minimise barriers to interchange between public transport modes.”

The continued expansion of the Greater KL/Klang Valley public transport system has resulted in an increasingly complex network requiring better integration across all transport modes. In response to this, the Government has been developing an Integrated Common Payment



Deputy Minister of Transport, YB Datuk Ab Aziz Kaprawi launching the Automatic Fare Collection (AFC) system in conjunction with the Southeast Asian (SEA) Games KL 2017.



Park 'n Ride (PnR) facilities make it easier for private vehicle users to continue their journey via public transport modes.

System (ICPS), a standard ticketing system for all rail and stage bus operators in the Klang Valley. Its objectives are to minimise barriers to interchange between public transport modes and to encourage greater use of public transport through optimised pricing. The first phase of the project (until mid-2019) focuses on urban rail services and will subsequently be extended to stage bus services to enable seamless integration with rail modes in the future.

The initiative, which reached 61% completion in 2017, consists of the development of a central clearing house for transit and integration among transit operators, card issuers and other payment gateway systems. ICPS uses Europay MasterCard Visa (EMV) and Near Field Communication (NFC) technologies, enabling the usage of Touch 'n Go, EMV contactless bank cards, mobile payment and other possibilities that can be tailored for future needs.

Installation and integration work is the most critical phase of the project, requiring 20 months to complete across various stakeholders. This includes the deployment of 6,200 ICPS readers at station automatic gates, ticket vending machines and other equipment

across 190 stations as well as system integration between the ICPS core solution and five back-end systems under Prasarana, MRT, KTM Komuter, Touch 'n Go and the payment switch provider under PayNet for bank cards. Each party will need to enhance its own back-end system for this integration, which requires implementation in stages to avoid integration risk and major service disruption. As a result, the official launch of ICPS, which was originally scheduled in 2018, has been moved to June 2019.

“More PnRs have been built at strategic locations throughout the Greater KL/Klang Valley rail network, with a total of more than 20,000 parking bays to date.”

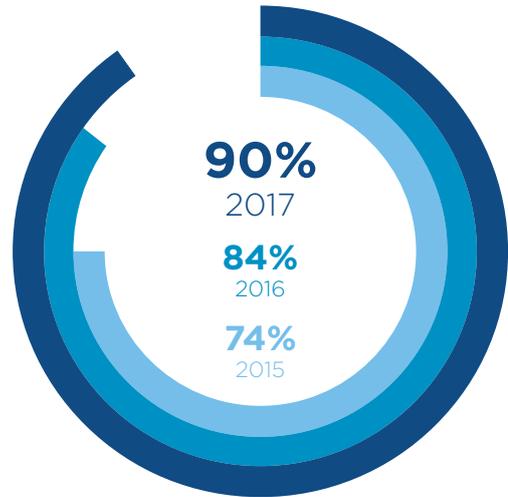
With ICPS integration work currently underway involving all rail operators, the public can expect to have one common card for Prasarana (including rail and bus) services, MRT and KTMB in 2018, and full integration with the common card, the MyDebit bank card and adoption of mobile payment by June 2019.



Meanwhile, the integration of the Automatic Fare Collection (AFC) system with Touch 'n Go has been completed and was launched on 24 August 2017 in conjunction with the Southeast Asian (SEA) Games KL 2017. 13 stations were involved in the exercise, among them are the KTM Bank Negara, KTM Subang, KTM KL Sentral and KTM Bandar Tasik Selatan which have an interchange to the Ampang, Sri Petaling or Kelana Jaya Lines which leads to the Bukit Jalil stadium.

Park 'n Ride (PnR) facilities have been identified as another important component in attracting public transport usage, by making it easier for private vehicle users to continue their journey via public transport modes. To this end, more PnRs have been built at strategic locations throughout the Greater KL/Klang Valley rail network, with a total of more than 20,000 parking bays to date. During the year, new parking bays were constructed in Klang and Rawang which are targeted for completion in 2018 and 2019, respectively.

CUSTOMER SATISFACTION INDEX



Under MOT, 2,759 parking bays have been constructed at eight PnRs including Salak Tinggi, Taman Bahagia, Taman Jaya, Taman Paramount, UKM and Nilai.

Testimonial From Public Transport User

Nora binti Ahmad

As a working professional at a banking institution, Nora has been using the Mass Rapid Transit (MRT) services for her workplace commute on a daily basis since July 2017. "Prior to using the MRT, I have either been driving, or using the Light Rail Transit (LRT) for my everyday commute," she explains.

While she still needs to drive to the MRT station, the MRT service has made things so much easier for her. She finds the MRT to be a fast, reliable, and affordable way to commute to work. "So far, I've had a great experience using the MRT in general."

Nora believes that while the public transport system in the Greater KL/Klang Valley region has been steadily getting better, there are areas that could be greatly improved, such as the MRT feeder bus routes. "One of the improvements the Government can make is to plan for the feeder bus routes to run both ways for the convenience of commuters as they do not have to make a whole round trip when their stop is only one stop away from the station," she opines.



She is also of the opinion that single drivers who now currently drive to work should definitely consider public transport if available, as they then do not have to pay exorbitant parking fees, especially if working in the middle of KL.

"I hope that there will be more MRT lines and extensions, and I definitely hope that feeder bus planning/routes will be revisited. That way, more people will consider taking up public transport."

Public transport operators have also increasingly taken on the responsibility of providing PnR facilities. As of 2017, Prasarana brought the number of parking bays available on the LRT network to a total of 10,102, with 4,091 completed in 2017. The average occupancy rate for LRT PnRs is 79%, with 15 out of 31 stations recording 100% occupancy rates. For example, LRT PnRs at the Glenmarie (569 parking bays) and Putra Heights (452 parking bays) stations are operating at full capacity and have been effective in attracting commuters from outside of KL to use public transport. With the full launch of the MRT SBK Line in 2017, a total of 14 multi-storey and open-air car parks with 8,000 bays were built at several stations along the line. Also in the pipeline are an additional 5,275 parking bays at 11 stations along the LRT3 Line scheduled for completion in 2020.

Parkway Dropzones (PDZs) are built at high-ridership rail stations for better integration of existing infrastructure such as bus stops with covered walkways, pedestrian linkages for passengers to get to a station, and transit facilities for bus or taxi passengers to board trains and encourage car-sharing. The PDZs are also a transit facility for bus and taxi passengers to board rail services. Three PDZs have been planned with one completed in 2016 (PDZ Kg. Dato' Harun) and another completed in 2017 (PDZ Serdang). PDZ Batu Tiga will be completed in 2018, with delays due to coordinative and cooperative challenges among different parties involved in planning and implementation.

Regular coordination meetings with different agencies, local authorities and other stakeholder involved in planning and implementation have been held to resolve this, while relevant issues are also escalated at the DMO level to the Secretary-General of the Ministry of Transport to expedite procedures and obtain approvals. Additionally, local residents and commuters are constantly engaged to gain their feedback and cooperation when facing inconveniences such as traffic and pedestrian congestion, noise and dust during the construction period.

The Gombak Integrated Transport Terminal (ITT), which will serve as the hub for all inter-city buses operating KL-East Coast routes, is now recording progress after facing technical challenges and land matters. Relocation of utilities and earthworks started in 2017, while MRR2 road widening was required to alleviate traffic congestion and ease bus accessibility into the ITT. Gombak ITT is scheduled for completion in 2019.

The Government has approached public transportation adoption in a sequenced manner whereby the first step taken was to increase capacity through the development of public transport infrastructure. The Government is now further accelerating the utilisation of the public transport capacity by encouraging more users to switch from private modes to public transport through the adoption of push factors.

In 2017, public transport agencies and local authorities began adopting recommendations from the 2016 Travel Demand Workshop to gradually introduce push factors such as the review of public parking rates and reduction of street parking bays, as well as the strengthening of parking enforcement in the KL CBD. DBKL has also created several 'car-free' zones such as on Jalan Petaling and Jalan Masjid India and introduced KL Car-Free Mornings on every first and third Sunday of each month for major streets in Kuala Lumpur. This is a step in the right direction to ensure strong adoption of public transport in the KL CBD and help improve traffic congestion. In addition, SPAD continues to work closely with DBKL to strengthen enforcement on motorists abusing bus and taxi lanes, which will help to reduce congestion on city roads by facilitating mobility for public transport vehicles.

A Ridership Workshop was also held in May 2017 to identify more ways to increase public transport ridership in Greater KL/Klang Valley. The workshop outlined initiatives to attract and retain users by improving service reliability, convenience and affordability of rail and bus services in Greater KL/Klang Valley. The workshop resulted in the formulation of 13 initiatives. Five of the initiatives were implemented in 2017, including the introduction of attractive fare packages and collaborations with local businesses and communities for first- and last-mile connectivity to promote public transport services. In August 2017, Prasarana and ERL launched the enhanced KL TravelPass transport ticket which allows passengers to enjoy KLIA Ekspres airport transfers at a discounted price, with two-day unlimited rides on Rapid KL rail services. To bridge the first- and last-mile gap for rail services, rail and e-hailing operators have also worked together to roll out various promotions and discounts for public transport users.

SPAD will continue its efforts to ensure all 13 initiatives are successfully implemented, thus delivering improved public transport ridership and hence improve utilisation for all public transport modes in the Greater KL/Klang Valley area. For 2018, initiatives which are being considered include tax relief for public transport users, as well as upgrading of bus stops and payment systems.



Planning Urban Public Transport Trips Made Easier With SPAD's myJourney App

Part of the efforts undertaken by the Land Public Transport Commission (SPAD) to make public transport easier to use for commuters is the creation of its journey planner application 'myJourney'. Conceived in 2015, the app aimed to assist commuters in planning their journeys using the public transport network in the Greater KL/Klang Valley area. It covers all stage buses and rail services, featuring real-time information.

Nurul Asyikin Abdul Razak from SPAD's Mobility Division is the project team lead for the myJourney app. Aside from administrative duties, she has also taken the lead in engaging with stakeholders to gather feedback on the app, and working closely with the app developer to rectify issues found within the app. "I also designed the look-and-feel of the app that you see today, which is then translated into the Journey Planner website and mobile app," she explains.

As Nurul highlights, the myJourney app's main features include journey planning, schedule viewing and service alert updates. "The 'journey planning' feature is the

key feature of myJourney. To use this, users may key in their desired destination and the app will then show the best journey options, which can also be sorted by quickest journey time, cheapest fare or least walking distance. Users can also view the schedules of their selected mode of transport under the 'schedule' function. In addition, the app features a 'Service Alerts' function, where operators can update any major service disruptions via an operator console developed by SPAD. If the service disruption affects a user while in-journey, the app will provide an option to detour."

Developing the journey planner app has had its challenges. Chief amongst which was ensuring that the routes planned were the optimal ones for every journey. As the app takes into account all modes from all operators, there are hundreds of combinations of results that are possible. There were other technical challenges as well, as Nurul explains: "Obtaining scheduled data from operators was relatively easy, but getting real-time data required a bit more work. All bus stops in Greater KL/Klang Valley are identified and tagged with unique IDs. SPAD also developed a Performance Monitoring Hub System (PMHS) located in our headquarters, which main objective is to monitor the performance of all stage buses. All the data from the PMHS then is pushed to the myJourney platform. SPAD has also directly integrated myJourney with KTMB servers to obtain real-time data on the KTM Komuter service."

Nurul and the SPAD team in charge of the myJourney app will continue to develop it as more public transport data comes in, especially from the LRT3 extension, the MRT SSP line, and all other new bus and rail services. "My hope for SPAD's myJourney app is that it will become the number one app of choice for commuters to use for their journey planning purposes, and a tool that plays a major role in gathering data for public transport users in Malaysia, for the betterment of SPAD's future plans for public transport." The app is expected to be launched to the public in 2018.



Testimonial From Public Transport User

Nurul Fatiah Abdul Aziz



23-year-old Nurul Fatiah Abdul Aziz, a recent University Malaysia Sabah graduate, frequently uses a combination of ride-sharing services – including the LRT, the MRT, as well as buses – to commute to the environmental NGO where she currently volunteers. “Previously, I used to carpool or have my brother send me down, but I no longer have any colleagues living near where I do, so it is easier for me to take public transport,” she explains.

Compared to carpooling or having her brother drop her off, Fatiah finds taking public transport to be more predictable and reliable in terms of accurately estimating her arrival times. “For example, if I’m taking the MRT, I know the minutes between each station, so I get to estimate how long it takes me to get to my destination. If I’m driving there, sometimes I get stuck in unexpected jams.”

Fatihah also finds taking public transportation easier on her purse. “It’s more cost-efficient for me as using either the LRT or the MRT is a cheaper option. When I do occasionally drive to work, petrol takes up a large chunk of my travel budget. By using public transport, I don’t have to get stuck in traffic jams or worry about parking,” she elucidates.

While Fatiah finds using the LRT and MRT to be a generally pleasant experience, she feels that there is much room for improvement when it comes to bus services, especially in other states. “We could do with more buses in the Greater KL/Klang Valley region which will enable more people to use public transport. In other parts of Malaysia, I hope that the bus services will be improved and become more efficient: they actually still use the olden-day buses in Sabah, for example, or even vans.”

“ I have many colleagues who live outside of the Klang Valley. A lot of them prefer to use the LRT/ MRT because it’s way cheaper. ”

She thinks that more people in Greater KL/Klang Valley should start using public transport more often. “Switching to public transport would do a great deal for the environment: it would help improve our air quality, reduce noise pollution and improve our health. Additionally, I have many colleagues who live outside of the Klang Valley. A lot of them prefer to use the LRT/MRT because it’s way cheaper than using a car where they would have to pay over RM50 each week for petrol. Using public transport cuts that figure by half.”



MOVING FORWARD ▶▶

Many high-impact projects have been completed and significantly reshaped the urban public transport landscape in Greater KL/Klang Valley. The Government aspires to increase public transport modal share and has done so with modal share rising from just 10% in 2010 to 20% in 2015. However, further increasing the public transport modal share against private transport will be highly dependent on changing the public mind-set around public transportation.

Public transport modal share

Year	2010	2015	2020	2030
PT Modal Share	10%	19.6%	25% (target)	40% (target)

Source: 2015 GKL LPT Survey (SPAD)

SPAD’s next Public Transport Survey, slated to be conducted in 2018, is expected to provide a clearer measure of the overall impact of urban public transport initiatives in Greater KL/Klang Valley after seven years of NTP progress. The target to achieve a modal share of 25% by 2020 and 40% by 2030 remains challenging. SPAD, which serves as the main regulatory body overseeing this NKRA, has also identified a targeted average daily ridership in the Greater KL/Klang Valley public transport network of 1.6 million by 2020 and will continue efforts towards various initiatives, including capacity expansion as well as travel demand management, that will help to make this target a reality.

Cooperation from the rakyat is essential to fully realise the ambitions of the UPT NKRA. The rakyat should engage their local representative and public transport operators to demand greater accessibility to public transport through measures such as the provision of more frequent services, as well as the construction of new bus stops, park and ride facilities and better pedestrian walkways and lighting around stops and stations. The rakyat also has a shared responsibility to look after public amenities provided, such as bus info panels and the public transport assets themselves to maintain the network and infrastructure for future generations.

As the public transport system becomes more reliable, comfortable and accessible with greater connectivity, more travel demand management will need to be accelerated to enhance the attractiveness of utilising public transportation over private vehicles. New strategies moving forward will look into the issue of reducing private vehicle usage and addressing Malaysians’ penchant for driving. The tasks ahead will not be easy, but will need to be undertaken to achieve the UPT NKRA’s aspirations for 2020 and beyond.

