

Vision

- To have a reliable, efficient, clean, comfortable, fast, user friendly and affordable public transport system that is both financially and environmentally sustainable in all Malaysian cities and towns.
- To give priority to public transport.

What's wrong with public transport: For the passengers (1)

- Planners and policy makers (including operators) often do not address the issues from a user's viewpoint.
- Lacking integrated urban transport systems – connectivity & feeders.
- Public transport (bus) users are captive market from lower income group which has less influence over decision making.
- Bus design is not user friendly (high steps, old buses, etc)
- Travel time by bus is more than twice that by private modes.
- Lack of financial incentives to public transport users compared to car users.
- Poor image of bus users
- Lack of common (integrated) ticketing system.
- Low frequency of bus services
- Lack of whole day service coverage

What's wrong with public transport: For the passengers (2)

- Poor accessibility to bus stops/terminals.
- Commuters lack confidence in present public transport services
 - Not punctual (no adherence to any timetable)
 - Lack of info/maps on routes and fares
 - Overcrowded, dark, dirty, lack of standing space in buses
 - Poorly maintained buses.
- Lack of user feedback mechanisms
- Poor conditions of shelters, with inadequate maintenance and weather protection
- Poor siting, not adjacent to demand points
- No facilities for bicycles, park & ride
- Poor pedestrian facilities (potholes, high kerbs, etc)
- Personal security concerns, including security on feeder services such as taxis (no meter, abuse, etc)

What's wrong with public transport: For operators

- No promotion activities to attract people to use PT.
- Lack of bus lanes/signal priority at junctions (slow, stop-start operating).
- Licensing system: high regulatory risks for operators
- Lack of intra-city bus terminals or hub.
- Capped low fares do not allow investment in new buses, and are not regularly reviewed
- Poor road infrastructure (turns, road surface, high kerbs, bumps)
- Lack of govt. support for infrastructure and services e.g. Depots, workshops, driver training centres.
- Workshops and vehicle maintenance is lacking.
- Lack of financial incentives to good operators / disincentives to bad ones.
- Traffic police compromise bus lane operation.
- Lack of a well-regulated competitive environment for bus franchises

What's wrong with public transport: For drivers and crews

- Poor driver quality; lack of training.
- Lack of consideration for drivers' welfare.
- Lack of professional management.
- Lack of affordable housing in vicinity of public transport depots.
- Inefficient fare collection systems make one person operation difficult.

What's wrong with public transport: For the community

- Low accessibility to public transport
- Mobility needs are not met by public transport
- Air pollution
- Noise
- Social integration issues
- Cost of traffic accidents
- Loss of time, productivity
- Congestion and pollution, especially in city centres
- Lack of transparency in service planning

What's wrong with public transport: For the regulator

- **CVLB overrule local proposals, and CVLB have insufficient expertise, local knowledge**
- Local authorities do not command much influence in the implementation, operation, monitoring and enforcement of public transport services within their jurisdiction.
- Public transport links are often not included in the planning of many large scale development projects.
- Lack of standards, guidelines, minimum service criteria (quality, frequency, bus design, etc.)
- Monitoring and enforcement of route licenses is not conducted.
- Low density urban sprawl makes it difficult to plan and provide bus coverage to new suburban areas.
- Overlapping authority in-charge of planning/implementation. (Klang Valley Urban Transport Authority by April 2005 may provide a model.)
- No single agency or division is responsible for ensuring an efficient service is delivered.
- No systematic demand data collection is conducted. Services therefore not demand responsive.
- Lack of public transport planning expertise at local level.

What can be done?

Institutional

- Policy priority for public transport
- CVLB should delegate powers to local authority to plan and monitor local level bus systems. This may require changes to legislation. KVUTA may provide an example
- Local authorities should take responsibility for local bus services.
- Local authorities should develop a more comprehensive public transport policy
- Conduct regular data collection surveys, to monitor demand and adjust services accordingly
- Traffic police should favour public transport
- Supportive policy measures (car restrictions, promote walking, etc)
- Systematic route planning and should be implemented to ensure services meet demand
- Provide greater transparency, and a forum for users to provide input
- Officials set an example, use public transport, Car Free Day events, etc
- Ensure professional management of operators (industry consolidation?)
- Traffic Impact Assessment, highlighting public transport, for all large development projects

What can be done?

Financial

- Regular fare review mechanism according to set formula
- Raise parking fees (or other measures) and use revenue for public transport improvements
- Tax incentives to promote greater use of public transport
- Premises assessment allocation for public transport?
- Improve incentives for investment in the industry (depots, workshops, training centres, financial incentives)
- Company / organisation level incentives for public transport
- Reduce risks for operators / investors (regulatory, operational, demand risks)
- Look into co-financing with developers

What can be done?

Physical measures

- Bus priority measures (bus lanes, signals, Bus Rapid Transit)
- Improve facilities for pedestrians
- Investment in better buses, better bus design
- Bicycle parking at stations
- Roadway improvements
- Park and ride
- Better maintenance of shelters (sponsors?, business community)
- Demand responsive siting of bus stops
- Restrictions on private vehicles entering city centre

What can be done?

Improving service

- Marketing, improving image of public transport
- Social marketing, education, awareness raising (Min of education)
- Impose and enforce minimum service conditions on operators (frequency, coverage, uniforms, driver behaviour, etc)
- Improve passenger information, including ITS applications for public transport
- Ensure driver training
- Website passenger information

Next steps (process)

- Workshop proposals elaborated and presented to policy-makers at the cities (GTZ to facilitate)
- Joint proposal (mayors) to the State Planning Committee; half-yearly Local Govt. Council submission. Propose revisions to current licensing/regulation system. Kuantan to lead preparation.
- Local Council should create a Working Group on public transport improvements, chaired by senior official, including NGOs, operators, private sector. Cover costs of participation. Working Group to develop work plan and communications plan, including media
- Promotional material and improved passenger information (LA to facilitate)
- Car Free Day to promote public transport and walking (IEM to facilitate)
- LA to redirect funding to public transport improvements
 - Some HR available; some training required
 - Survey costs can be covered
- Data collection by the local council: travel patterns, bus ridership, travel speeds, frequencies, routes, etc
- Distribute participant list, for further networking (GTZ).
- GTZ and others continue support capacity-building and demonstration project(s)
- Media release on seminar findings (GTZ to facilitate)