

# Enhancing the Interconnectivity of a public transport system

Sustainable Urban Transport Integration



12-13 May 2010

# Presentation Structure

1. Introductions – who we are
2. Beginning the Resolution of Public Transport Issues in Malaysia
3. Regulation is now changing
4. Why organization & service have to change – and soon
5. Creating an interconnected Public Transport network in our towns & cities
6. Conclusion

# 1. Introductions

- The Association for the Improvement of Mass-Transit (TRANSIT)
- A diverse group of public transport users
- A united voice for the passenger
- Our Goal
  - to ensure the voice of the passenger is heard in public transport planning, regulation, and operations
  - To increase awareness about the positive benefits that public transport can bring to our communities

## 2. Resolving Public Transport Issues in Malaysia

### FACT:

- Public transport provides 3 functions for society
  - Mobility for those not using private transport
  - Development tool to reduce infrastructure costs
  - A business operation with potential for profits
- Investment in public transport is an investment in **critical** community **infrastructure**
- Far less money has been invested **properly** into public transport than in other infrastructure

To encourage greater use public transport  
we must resolve their concerns...

## TRIP

*MAKE TRIP FAST AND COMFORTABLE*

- (Mass) transit journey is too tiring

*MAKE GETTING TO PLACES SIMPLE AND STRAIGHT FORWARD*

## ROUTE

- Transit routes are very complicated

*MAKE TRANSFERS CONVENIENT AND HASSLE FREE*

## PLATFORM

- Transit points are not fully-accessible

But underneath it all there is a marketing issue ... and a question of **who is in charge!**

## **KEY PERFORMANCE INDICATORS in:**

- Accessibility
- Availability
- Reliability
- Safety
- Comfort

The measurement of performance is the key, because.....

- If you can't measure it, you can't control it...
- If you can't control it, you can't manage it...
- If you can't manage it, you can't improve it.

- But who watches and measures the KPI???

### 3. Regulation is now changing...

- Centralization of public transport
  - Separate agencies in separate ministries replaced by a single national Land Public Transport Commission (*Suruhanjaya Pengangkutan Awam Darat* or S.P.A.D.)
- Reinvestment in public transport
  - Declared as a National Key Result Area
  - Billions invested in LRT expansion, purchase of new rolling stock & system improvements and refurbishments → results by 2012

# Regulation is now changing, but...

- Public transport is still not coordinated
  - Still consists of various disconnected services operated by various disconnected corporations
- Some important questions must be asked
  - Should government-linked corporations be actively competing with private corporations?
  - Does the government and/or S.P.A.D. have a clear, realistic plan to resolve the coordination & connectivity issues associated with Malaysian public transport?

# 4. Organization & Service must change ...

- Public Transport is a “*rakyat* issue”
  - The people must be engaged to use, support, and keep watch in public transport
- A central Organizing Authority (S.P.A.D.) will only be able to:
  - Identify ‘national’ standards for public transport
  - Integrate planning with National Physical Plan
  - Determine funding needs and provide funds
  - Invest in critical improvements to infrastructure

# Current & past systems did not work

because:

1. *We did not fund the common infrastructure necessary to support public transport in the same way as we fund infrastructure for private cars.*

4. *We have introduced government-linked services in competition with private operators*

## **TRIP**

● Collective movement of people

## **ROUTE**

● Servicing common corridor with greater efficiency

2. *Operators pitted against each other will take every cost savings they can get away with in absence of any reasonable standards, regulations and enforcement*

## **PLATFORM**

● Facilitated by pooled resources (stations, street signals, dedicated lanes etc)

3. *Mass transit vehicles SHARE travel space with private vehicles*

*Operators maximize whatever they can squeeze from any loophole in public infrastructure (i.e. loitering of parked buses, unruly road hogging and speeding)*

# TRANSIT believes that ...

- Local / Regional Organizing Authorities must be empowered to organize and manage public transport **with public/user feedback**
  - Organizing Authorities could be integrated with economic growth regions or geographical areas
  - Cooperate with SPAD and Local government to **“take ownership”** of crucial public transport infrastructure **and**
  - Manage and organize the provision of services

# A new model for public transport

- Authority → manages & “owns” all vital infrastructure (incl. routes if necessary)
- Operators → contracted to the Organizing Authority for **a limited time period** (5 years)
- Contract → through open tender and KPI
- Operators are paid a contract fee for services provided with additional incentives for meeting/exceeding KPI
- **Feedback from passengers becomes vital**

# Who does what in public transport

## **TRIP**

*This highly systemic and strategic task should be entrusted to an **Organizing Authority** with access to a high-level of legislative and enforcement powers*

- Collective movement of **people**

## **ROUTE**

- Servicing common corridor with greater efficiency

*This operational task is typically taken by private / quasi-government **operators** serving an Organizing Authority*

## **PLATFORM**

- Facilitated by pooled resources (stations, street signals, dedicated lanes etc)

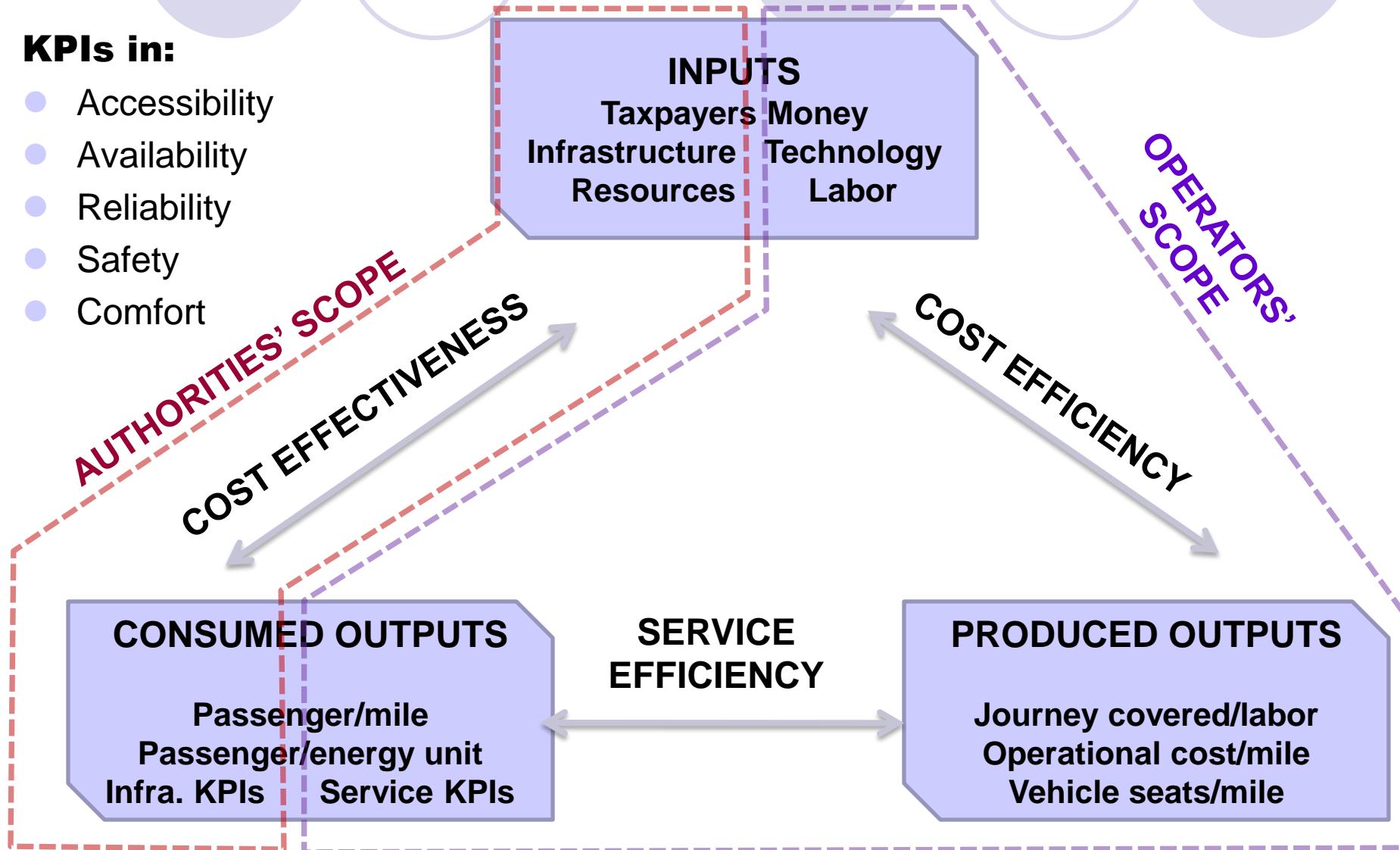
*Pooled resources refer to commonly shared infrastructures funded by taxpayers. “Ownership” by **local and regional level authorities** is a must.*

# A new organizational model

Fair allocation of risks and responsibilities between operators and authorities

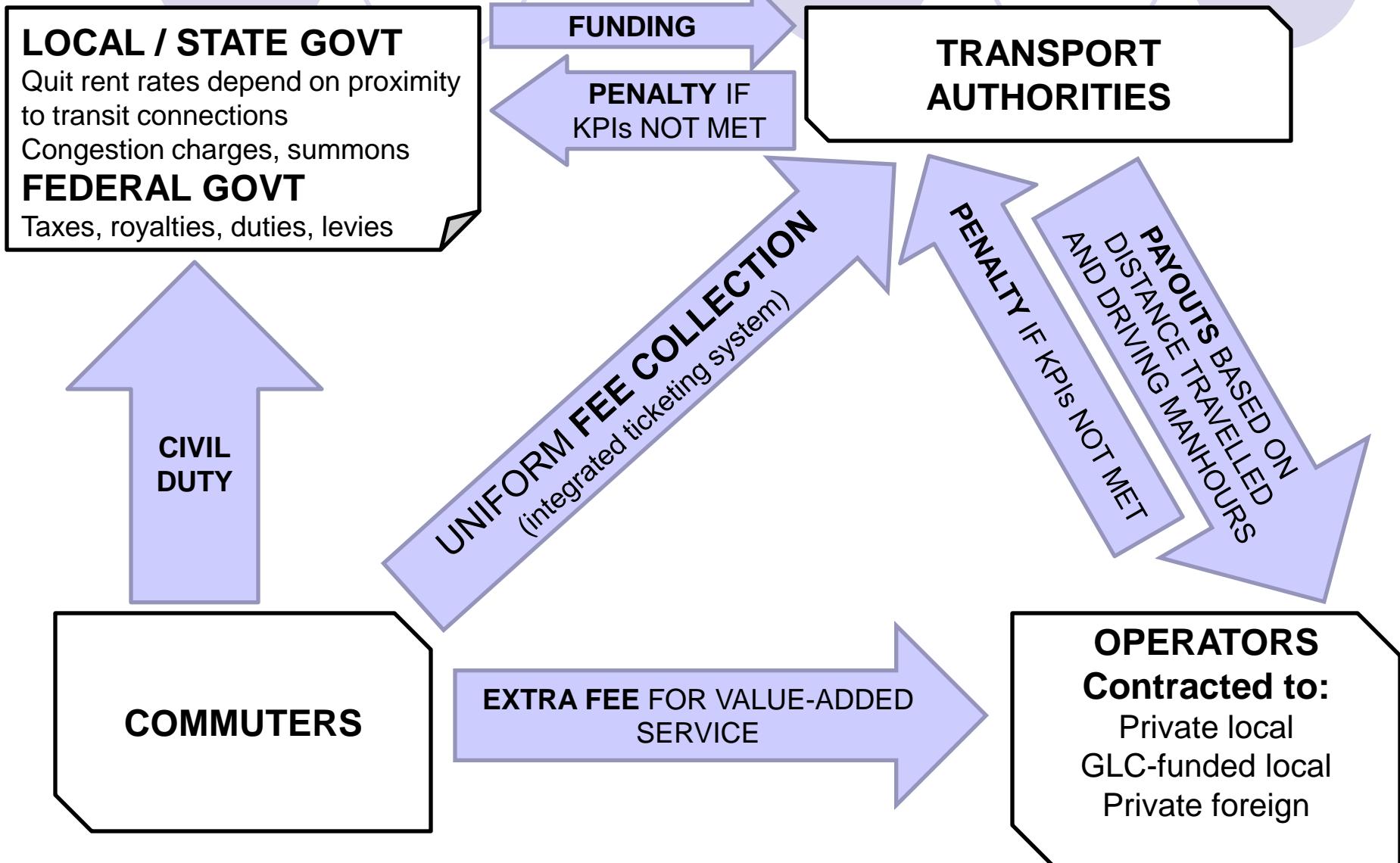
## KPIs in:

- Accessibility
- Availability
- Reliability
- Safety
- Comfort



# A new financing model

Non-discriminating distribution of tax revenue and fee income to cover entire population



# 5. Creating an interconnected public transport network

- Consultation
  - With the public; in an open, transparent manner
- A “Strategic Plan”
  - Make the bus service work well
  - Enhance the bus services by introducing critical infrastructure (lanes, hubs) **effectively**
  - Take back control of public transport from highly ‘individual’ operators – something that we have so far failed to do

- Reverse the existing ‘pajak’ system –
  - Currently, permit owners ‘pawn’ their buses / taxis to ‘independent contractors’ who pay the permit owner a ‘daily rate’ and cover all costs themselves;
  - The Organizing Authority must “hire” the permits of bus and taxi operators for the time being;
  - In the long term, the ‘pajak’ system must be eliminated and drivers hired & paid properly.
- Organizing Authority must work with local Transport Councils to identify routes and package “Areas” to be contracted out to operators
- Expand on existing “Quality Bus” and “Rapid Transit” services to improve speed, frequency, reliability

- Rapid Transit on main roads (BRT, Trams) and expressways (BET/ERT) is the best way to introduce rapid transit to more of the Klang Valley & other cities in Malaysia
  - Uses the existing (and paid-for) road & highway infrastructure
  - Construction costs are lower so more km of routes can be built → reaches more people!
  - Can be built faster and fine-tuned more easily to meet changing needs
  - But the system needs to be supported and expanded!

# ERT / BRT in action



Images of Metrobus service from  
Istanbul, Turkey

# Proposals for:

- Greater Klang Valley
- Greater Klang
- Greater Ipoh
- Improve first / last mile trips
  - Improve information sharing & updates;
  - Reorganize the taxi service;
  - Introduce motorcycle & bicycle sharing.



## 6. Conclusion

- Understand what makes public transport works best (utilizing all 3 functions)
- Public Transport is a “*rakyat* issue”
  - Involve the *rakyat* & value their feedback!
- S.P.A.D. plus Local / Regional Authority
  - Organizing Authority + private operators
- Fair allocations: funding, resources & risks
- Maximize benefits, minimize costs!
- Keeping it simple will make it work!

# Thank you for your time

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