

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.

TRIP

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

● 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

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

TRIP

- 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)

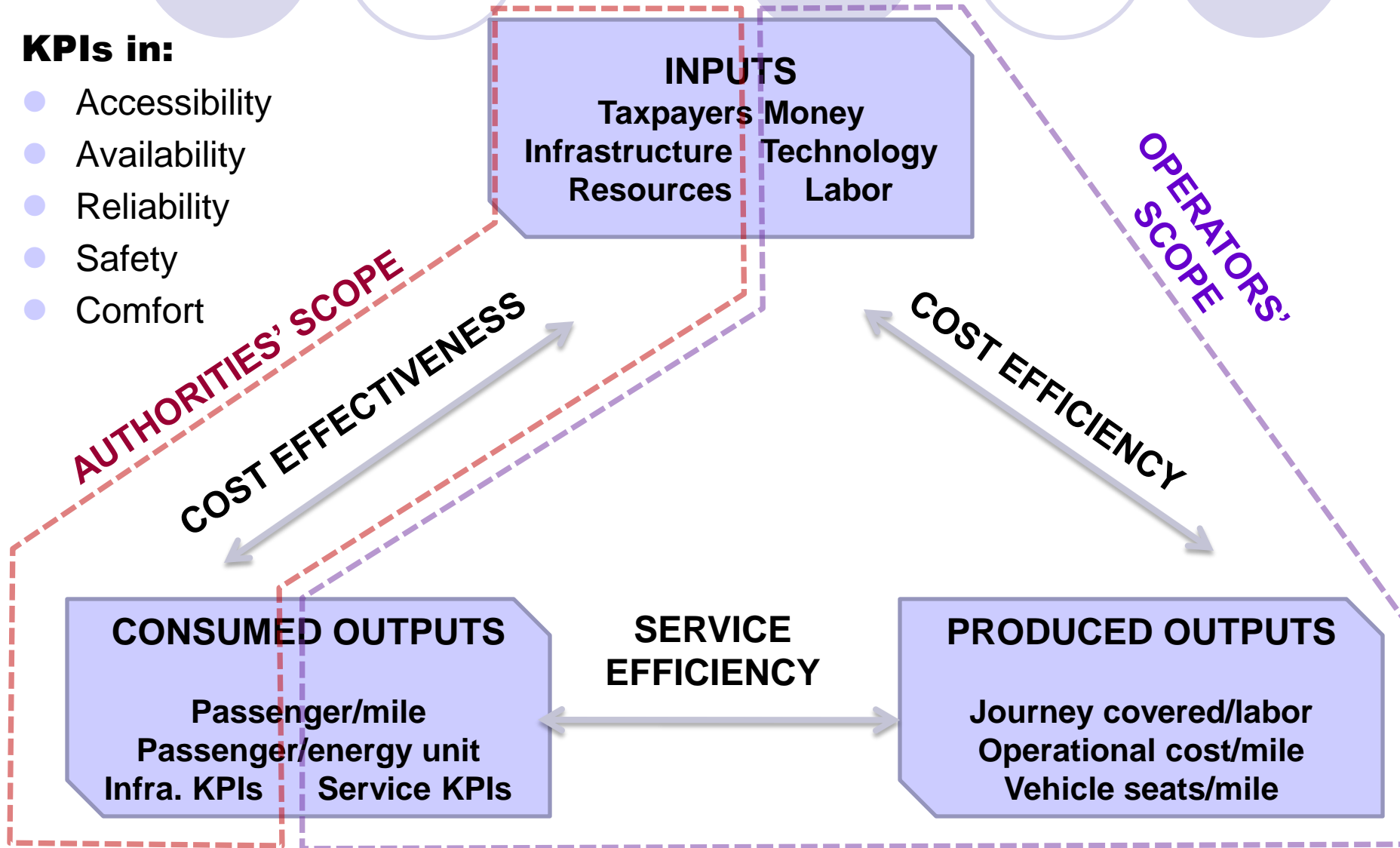
*Pooled resources refer to commonly shared infrastructures funded by taxpayers. "Ownership" by **local and regional level authorities** is a must.*

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

LOCAL / STATE GOVT
Quit rent rates depend on proximity to transit connections
Congestion charges, summons
FEDERAL GOVT
Taxes, royalties, duties, levies

FUNDING

PENALTY IF KPIs NOT MET

TRANSPORT AUTHORITIES

CIVIL DUTY

UNIFORM FEE COLLECTION
(integrated ticketing system)

PENALTY IF KPIs NOT MET
PAYOUTS BASED ON DISTANCE TRAVELLED AND DRIVING MANHOURS

COMMUTERS

EXTRA FEE FOR VALUE-ADDED SERVICE

OPERATORS
Contracted to:
Private local
GLC-funded local
Private foreign

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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