

## **Appendix E1 Questionnaire**

PROPOSED MRT LINE 2 FROM SUNGAI BULOH TO SERDANG AND PUTRAJAYA

This perception questionnaire is to obtain feedback from the community living within the 400m corridor from the proposed MRT Line 2 from Sungai Buloh to Serdang and Putrajaya. (Enumerator: Please ensure a **Show Card** on the proposed alignment is available for viewing)

Questionnaire No:

Survey Area Code:

Respondent Type:  R  C  I  O

Radius

**Section 1: General Information**

Q1 1 Name: .....

.....

2 Address:  
.....  
.....

..... Postcode: .....

3 Telephone (House): ..... 3a. Telephone (Office): .....

4 H/P: .....

5 Premise type: .....

6 Tenure of Premise:

1

Owner-occupied

3

Provided by Employer

2

Tenant

4

Others (Please specify): .....

7 Length of Stay/Operations of business here:   years

**Section 2: Perception of Present Neighbourhood**

Q2 Indicate your level of satisfaction of your neighbourhood	Level of Satisfaction				
	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
1 Overall neighbourhood	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
2 Strategic location	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
3 Convenient access to public transportation	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
4 Easy access to major roads	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

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		Level of Satisfaction				
		Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
5	Safety and security	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
6	Cleanliness of neighbourhood	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
7	Community cohesiveness	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

Q3 Do you encounter environmental issues in your neighbourhood? If you do, are they acceptable? (Answer all)

		Level of Acceptance				
		Very Acceptable	Acceptable	Unacceptable		
1	Noise	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
2	Air and dust	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
3	Traffic congestion	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
4	Haphazard parking	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
5	Dirt and rubbish	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
6	Flash floods	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
7	Loss of privacy (strangers loitering)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
8	Others (Please specify)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
.....						

### Section 3: Mode of Transport and Travel Time

Q4 What is your usual mode of transportation and average time to reach your frequently visited destination from your premise?

	Transport Mode	Travel Time in Minutes (Please tick v)					
		5-15	16-30	31-45	45-60	60-90	>90
1	Work place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Children's schools, Kindergartens & nurseries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Shopping, food & entertainment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Others (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Code for transport mode: (1) Car (2) Motorcycle (3) Bus (4) Taxi (5) KTMB (6) LRT (7) Provided transport (8) Walk (9) Monorail

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Q5 How frequent do you use the following public transport? (Multiple answers)

	Please tick if you use (✓)	If you do use, how frequent is your use?				Are you satisfied with the service?	
		Daily	1-2 times a week	1-2 times a month	Sometimes	Yes	No
1 Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Taxi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 KTMB	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 LRT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Monorail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Section 4: Awareness of the Proposed MRT Line 2 from Sungai Buloh to Serdang and Putrajaya.**

Q6 Over the past six (6) months, have you:

- |  | Yes                        | No                         |
|--|----------------------------|----------------------------|
| 1 Read or heard about the MRT in the mainstream media such as newspapers, television or radio? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2 Visited any website to read about the MRT?   | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 3 Visited any public exhibition /display on MRT?   | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
- Q7 Before today, have you heard of the proposed MRT Line 2?
- |                            |                            |
|----------------------------|----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
|----------------------------|----------------------------|

If NO, please answer Q8. If YES, please go to Q9.

Q8 If you have NOT heard of MRT Line 2, what would you like to know?

.....  
.....  
.....

Q9 If you have heard about the proposed MRT Line 2, how much do you know about it?

- |                 |                          |              |                          |
|-----------------|--------------------------|--------------|--------------------------|
| 1 A great deal  | <input type="checkbox"/> | 4 Not much   | <input type="checkbox"/> |
| 2 A fair amount | <input type="checkbox"/> | 5 Not at all | <input type="checkbox"/> |
| 3 A little      | <input type="checkbox"/> |              |                          |

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Q10 What are the best ways to reach out to you on the proposed MRT Line 2? (Multiple answers)

- |   |                          |
|---|--------------------------|
| 1 MRT Info Centre                         | <input type="checkbox"/> |
| 2 MRT Corp Website                        | <input type="checkbox"/> |
| 3 Kiosks at shopping malls                | <input type="checkbox"/> |
| 4 Mobile Info Trucks                      | <input type="checkbox"/> |
| 5 Mainstream media (Please specify .....) | <input type="checkbox"/> |
| 6 Social media (Please specify .....)     | <input type="checkbox"/> |
| 7 Pamphlets and brochures                 | <input type="checkbox"/> |
| 8 Mail drops                              | <input type="checkbox"/> |
| 9 Public notice boards                    | <input type="checkbox"/> |
| 10 Residents' Associations                | <input type="checkbox"/> |
| 11 Public exhibitions and road shows      | <input type="checkbox"/> |
| 12 Public dialogues and engagements       | <input type="checkbox"/> |
| 13 SMS                                    | <input type="checkbox"/> |
| 14 Email                                  | <input type="checkbox"/> |
| 15 Hotline                                | <input type="checkbox"/> |
| 16 Others (Please specify)                | <input type="checkbox"/> |
| 1.....                                    | <input type="checkbox"/> |
| 2.....                                    | <input type="checkbox"/> |
| 3.....                                    | <input type="checkbox"/> |

**Section 5: Perceptions on the Proposed MRT Line 2 (Please use Show Card on the alignment)**

Q11 The proposed MRT Line 2 will link Sungai Buloh through Kuala Lumpur to Serdang and Putrajaya.

	Level of Support				
	Strongly Support	Support	Neutral	Do not Support	Strongly do not support
Would you support this proposed MRT Line 2?	<input type="button" value="5"/>	<input type="button" value="4"/>	<input type="button" value="3"/>	<input type="button" value="2"/>	<input type="button" value="1"/>

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Q12 Personally, do you think you or your family would be affected by this proposed MRT Line 2?

<input type="checkbox"/> 1 Yes	<input type="checkbox"/> 2 No	<input type="checkbox"/> 3 Maybe
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If YES/MAYBE, in what way do you think you or your family could be impacted upon?

1. ....
2. ....

Q13 In your opinion, what are the most important BENEFITS of having the proposed MRT Line 2?  
Please RANK the following, giving 1 to the most important and 10 to the least important?

	Rank
1 Saves travel cost, both in terms of toll and petrol expenses	<input type="checkbox"/>
2 Saves travel time	<input type="checkbox"/>
3 Quick, easy and convenient mode of transport	<input type="checkbox"/>
4 Reduces traffic congestion	<input type="checkbox"/>
5 Reduces air pollution in the neighbourhood	<input type="checkbox"/>
6 Reduces expenses on vehicle repayment and maintenance	<input type="checkbox"/>
7 Reduces risks of road accidents	<input type="checkbox"/>
8 Helps the lower income people to be more mobile	<input type="checkbox"/>
9 Creates more business opportunities	<input type="checkbox"/>
10 Enhances the market value of properties within the vicinity of stations	<input type="checkbox"/>

Q14 You may have CONCERNS over the proposed MRT Line 2 during CONSTRUCTION.  
Please indicate how important these concerns are to you and your family (Answer all).

CONCERN DURING CONSTRUCTION	Level of Importance				
	Very important	Important	Neutral	Not important	Very unimportant
1 Noise	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
2 Vibrations and cracks	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
3 Dust and air pollution	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
4 Traffic congestion	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
5 Safety and security	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

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CONCERN DURING CONSTRUCTION	Level of Importance				
	Very important	Important	Neutral	Not important	Very unimportant
6 Loss of aesthetics	5	4	3	2	1
7 Parking problems	5	4	3	2	1
8 Loss of privacy	5	4	3	2	1
9 Acquisition of properties and relocation issues	5	4	3	2	1
10 Damage to properties	5	4	3	2	1
11 Loss of business income	5	4	3	2	1
12 Disruptions to utilities	5	4	3	2	1
13 Close proximity to worksites	5	4	3	2	1
14 Flash floods	5	4	3	2	1
15 Public inconveniences	5	4	3	2	1

Q15 You may have CONCERNS over the proposed MRT Line 2 during OPERATIONS.

Please indicate how important these concerns are to you and your family (Answer all).

CONCERN DURING OPERATIONS	Level of Importance				
	Very important	Important	Neutral	Not important	Very unimportant
1 Noise	5	4	3	2	1
2 Vibrations and cracks	5	4	3	2	1
3 Dust and air pollution	5	4	3	2	1
4 Traffic congestion	5	4	3	2	1
5 Safety and security	5	4	3	2	1
6 Loss of aesthetics	5	4	3	2	1
7 Parking problems	5	4	3	2	1
8 Loss of privacy	5	4	3	2	1
9 Loss of business income	5	4	3	2	1

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	CONCERN DURING OPERATIONS	Level of Importance				
		Very important	Important	Neutral	Not important	Very unimportant
10	Loss of property values due to close proximity to MRT line	5	4	3	2	1
11	Inadequate parking at stations	5	4	3	2	1
12	Inadequate or poor feeder bus services	5	4	3	2	1

Q16 Please tell us any additional concerns you have which are not listed above.

.....

.....

Q17 Can you suggest 3 Mitigating Measures to address your concerns?

DURING CONSTRUCTION

- 1 .....  
2 .....  
3 .....

DURING OPERATIONS

- 1 .....  
2 .....  
3 .....

Q18 Please indicate your LEVEL of ACCEPTANCE if the alignment and its related structures or stations are close to your premise.

a. Proximity of alignment and its related structures to your premise?

	Level of Acceptance				
	Highly acceptable	Acceptable	Neutral	Unacceptable	Totally unacceptable

1. Within 10m      5      4      3      2      1  
 2. 11 – 50m      5      4      3      2      1  
 3. 51 – 100m      5      4      3      2      2  
 4. > 100m      5      4      3      2      1

b. Proximity of MRT station to your premise

1. Within 10m      5      4      3      2      1  
 2. 11 – 50m      5      4      3      2      1  
 3. 51 – 100m      5      4      3      2      1  
 4. > 100m      5      4      3      2      1

Q19 Indicate with a tick (v) your level of agreement with the following statements.

		Level of Agreement				
		Strongly Agree	4	3	2	1
1	I don't mind acquisition of my land or property if compensation is good.	<input type="checkbox"/>				
2	I don't mind if the alignment comes close to my premise provided the mitigating measures are effective.	<input type="checkbox"/>				
3	I don't mind if the station is close to my premise.	<input type="checkbox"/>				
4	I think the noise, dust and vibrations from MRT are tolerable.	<input type="checkbox"/>				
5	I don't mind if the alignment passes below my premise provided safety measures are in place.	<input type="checkbox"/>				
6	I think the dust and air pollution is minimal.	<input type="checkbox"/>				
7	I think park and ride facilities do not have to be provided at all stations.	<input type="checkbox"/>				
8	I think traffic congestion will be reduced after the MRT is operational.	<input type="checkbox"/>				
9	I think the security risk in my neighbourhood from MRT is minimal.	<input type="checkbox"/>				

Q20 How effective are the following mitigating measures during and after construction?

		Level of Effectiveness		
		Effective	Not Effective	Don't know
1	Public engagement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Noise preventive measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Preventive measures on vibrations and cracks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Construction barriers/hoardings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Traffic management plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Safety and security measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		<u>Level of Effectiveness</u>		
		Effective	Not Effective	Don't know
7	Dust control measures	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
8	Water pollution control	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
9	Compensation for property acquired	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
10	Relocation	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
11	Physical barriers to protect privacy	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
12	Feeder bus service to and from station	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

Q21 Please explain why you think some of the mitigating measures are not effective.

.....  
.....

Q22 Would you like to suggest additional mitigating measures?

.....  
.....

#### Section 6: Respondent's Profile

- Q23 a Gender:  1 Male  2 Female
- b Age:  1 30 years and below  4 51 – 60 years  
 2 31 – 40 years  5 61 – 70 years  
 3 41 - 50 years  6 > 70 years
- c Ethnicity: Citizens:  1 Malay  3 Indian  
 2 Chinese  4 Others: .....
- d Non-Malaysians:  Please specify: .....
- e Your employment status:
- |  |                                      |
|--|--------------------------------------|
| <input type="checkbox"/> 1 Employee (Public sector)        | <input type="checkbox"/> 5 Retirees  |
| <input type="checkbox"/> 2 Employee (Private sector)       | <input type="checkbox"/> 6 Housewife |
| <input type="checkbox"/> 3 Self-Employed (Own business)    | <input type="checkbox"/> 7 Student   |
| <input type="checkbox"/> 4 Not working but looking for job |                                      |

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f Your highest educational attainment:

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> 1 No formal education           | <input type="checkbox"/> 3 Completed secondary school | <input type="checkbox"/> 5 Postgraduate Qualifications |
| <input type="checkbox"/> 2 Completed primary school only | <input type="checkbox"/> 4 Certificate/Diploma/degree |  |

g Number of persons in household:

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

h Number of workers in premise (for commercial and industrial only):

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

i Estimated monthly household income:

- |  |   |
|--|---|
| <input type="checkbox"/> 1 Below RM 1500       | <input type="checkbox"/> 5 RM 5,001 – RM 7,000  |
| <input type="checkbox"/> 2 RM 1,501 – RM 2,000 | <input type="checkbox"/> 6 RM 7,001 – RM10,000  |
| <input type="checkbox"/> 3 RM 2,001 – RM 3,000 | <input type="checkbox"/> 7 RM 10,001 – RM15,000 |
| <input type="checkbox"/> 4 RM 3,001 – RM 5,000 | <input type="checkbox"/> 8 > RM 15,000          |

Q24 If commercial or industrial activity, please indicate your type of business or product manufactured.

.....

Q25 Please indicate your business normal operating hours:

1. Weekdays: ..... 2. Weekends: .....

Code for Q25

- |               |                         |                           |
|---------------|-------------------------|---------------------------|
| 1 24 hour     | 4 10 am – 10 pm         | 7 7 am – 1 pm             |
| 2 8 am – 5 pm | 5 11 am – midnight      | 8 Others (indicate) ..... |
| 3 9 am – 5 pm | 6 11 am – past midnight |                           |

**Thank you for your kind cooperation**

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**Section for Interviewer Only**

Interviewer's Name: .....

NRIC: ..... Mobile: .....

Attempts made to interview:  1  2  3

Final interview: Date: ..... Time: .....

**Appendix E2**

**Case Interviews, Focus Group Discussions and  
Public Dialogue Findings**

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **Case Interview 01**

Target Group: Hospital Kuala Lumpur (Development and Privatisation Unit)

Venue: Level 3, Development and Privatisation Unit Meeting Room, HKL.

Date: Monday, 1<sup>st</sup> December 2014

Time: 2.30pm – 4.00pm

HKL Participants:

1. Mr. Mohd Rozaimi bin Zainuddin, Senior Assistant Director, HKL
  2. Ms. Nurerlina Md Yusof, Civil Engineer, HKL
  3. Mr. Aqib bin Aziz, Electrical Engineer, HKL
  4. Mr. Ahmad Ibrahim Yahya, Technical Manager, FEMS Radicare.
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#### **1. Brief background of Institution**

The hospital has 3000 beds, and almost 10,000 employees. There are about 17,000 vehicles that enter the hospital compound in a day. There are upgrading and redevelopment of buildings and facilities on an annual basis.

#### **2. Support for SSP Line**

HKL supports the proposed SSP Line, recognizing the benefit to its staff and general public who use the hospital facilities. The proposed stations are acceptable.

#### **3. Environmental Concerns**

##### **a. Noise and vibrations**

As proposed alignment is underground at 30-40m, noise and vibration are not a serious concern. However, some concerns are raised such as:

- Fear of disruptions to existing utilities due to underground tunneling. In addition, the Hospital fears there are utility piping underground at locations they do not know. This can be mitigated through the provision of utility maps, especially the sharing of maps between the Project Proponent and the Hospital. The utility maps with HKL are likely to be outdated.
- Fear of vibrations as hospital buildings are generally old and may not withstand much vibration. Vibrations can trip electrical supplies and this would result in major consequences for the hospital. In addition, almost all buildings are structurally interconnected. Any damage to one building will affect another.

##### **b. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)**

The station at Istana Budaya is acceptable but could be too far from the hospital. Linkages to the hospital are critical and must be worked out between the Project Proponent and the hospital during detailed design to improve linkages to the hospital. Such linkages must also consider security and safety to the hospital, especially for its warded patients and staff.

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### c. Traffic congestion

No problems envisaged. There is likely to be more benefits when the SSP Line is completed. Currently, the hospital has parking woes despite building more parking facilities. There are designated staff and public car parking areas in the compound of HKL, and a new multi-storey car parking facilities is nearing completion.

#### 4. Other Concerns

Other concerns identified include:

- Fear of flooding during construction
- Fear of settlement of buildings as the construction is underground and subsistence may occur. MRT Corp is to look at the zone of influence and inform hospital during implementation.



Another interview was carried out on December 16 with the Director of HKL at her request as she was not able to attend the first session. This session was carried out in two parts i.e. a briefing of the DEIA process to the Director including the show of the proposed alignment and the proposed station across HKL at Istana Budaya. The second session involved a more detailed briefing on the planned layout of the station and the possible interfacing with HKL. The feedback on the SSP Line from the Director is very supportive, opening up a channel for further working discussions at the next stage of development.

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **Case Interview 02**

Target Group : KompleksKraftangan, JalanConlay  
Venue :Meeting Room, KompleksKraftangan  
Date :4 December 2014  
Time :9.30 am – 11.00 am

#### **Participants**

1. Hjh Zuraida binti Mokhtar, Deputy Director General (Operations), Kraftangan Malaysia
  2. En. Hamdan, Senior Engineer, Kraftangan Malaysia
  3. En. Shaari, Assistant Director, Kraftangan Malaysia
  4. En. Mohd Azaharibin Tahir, Assistant Engineer, Kraftangan Malaysia
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#### **1. Background**

The complex employs about 250 employees. It has plans to develop vacant sites within the compound for craft industries. The land belongs to different owners but this is being negotiated with the Federal Government. The main events of the complex take place in February to April and June during which it faces serious problems with car parking facilities. The compound is not fenced. Tourists and visitors use private car, taxi or hop-on-hop-off bus to arrive at this complex. This quiet area is also where Istana Terengganu and Istana Kelantan are located.

#### **2. Positive Impacts**

It is good to have the MRT station nearby. There will be more people coming to the Complex which is visited by both domestic and foreign tourists. The SSP Line will encourage more people to visit the complex.

#### **3. Negative impacts**

Most of the fears are during the construction period. These include:

- 1) Noise. This will not only affect visitors but also residents living in condominiums next door.
- 2) Heritage. The area has a number of establishments that may have heritage value and may need special attention.
- 3) Sink holes. The type of soil may be a concern.
- 4) Dust.
- 5) The SSP Line may affect their development plans in RMK 11.
- 6) Their car park will be fully occupied (insufficient) as the MRT users will park their vehicles in the car park for a long time.
- 7) As the complex is not fenced, the proposed SSP Line may invite people to loiter within the complex.
- 8) Traffic jams will become worse as the roads may become narrower.

#### **4. Other Matters**

Hjh Zuraida will brief her Director General on this matter and will revert.

**APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **Case Interview 03**

Target Group : Perbadanan Pembangunan Kampong Bharu  
Venue : Meeting Room Level 1  
Date : 4 December 2014  
Time : 11.45 am – 1.00 pm

#### **Participants:**

1. Hj. Naharudin bin Abdullah, CEO, Perbadanan Pembangunan Kampong Bharu
  2. En. Zamri Saharin, Planner, Perbadanan Pembangunan Kampong Bharu
  3. Ir. Mohd Shaifuddin, Engineer, Perbadanan Pembangunan Kampong Bharu
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#### **1. Background**

The area covers 301 acres of land space spanning 1355 lots of land owned by about 5,700 owners. It has about 18,000 residents. Kampong Bharu encumbers seven smaller villages within. The area attracts political interest due to its heritage value. There is already a Kampong Bharu Development Masterplan which was duly approved by the political masters, DBKL and SPAD. The proposed location under SSP Line has limited benefit to the residents of Kampong Bharu.

#### **2. Positive Impacts**

- 1) KVMRT is a must and required for the future of Kampong Bharu and Kuala Lumpur
- 2) SSP Line will provide a high impact to Kampong Bharu.

#### **3. Negative Impacts**

- 1) The main concern is about the location of the MRT Station. The CEO queries on the rationale for the alignment and the location of station to serve Kampong Bharu. The proposed site is way-off and is not consistent with the Kampong Bharu Master Plan.
- 2) Issue about land ownership arises because in Kampong Bharu, there is no land owned by the government. Thus, engagement with residents is highly needed.
- 3) Concerns with heritage and other development in the surrounding area has not so far brought any positive impact to Kampong Bharu.
- 4) The village is situated on limestone and has cavities.
- 5) Alignment. To check and redesign alignment and station consistent with the Masterplan so as to benefit the residents here.

#### **4. Mitigating Measures**

- Redesign alignment and station to Jalan Raja Abdullah.

#### **5. Other matters**

Hj Naharuddin expects that the project proponent will come back to Perbadanan to discuss further with the readjusted alignment.

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **Case Interview 04**

Target Group : Istana Budaya  
Venue : Level 3, Bangunan Pentadbiran, Istana Budaya.  
Date : Monday, 8 December 2014  
Time : 3.00pm-4.00pm

Participants:

1. Dato' Mohamed Juhari Shaarani, Director
  2. Puteri Shahda Azza bt Megat Burhanuddin, Principal Public Relations Officer
  3. Shafee Che Embi, Assistant Director (Marketing).
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#### **1. Brief background of Institution**

Istana Budaya (IB) is one of the complexes together with Balai Seni Lukis, National Library and Wisma Sejarah that form “Rangkaian Budaya” located along Jalan Tun Razak. IB is claimed to be among the top 10 cultural complexes in the world. IB employs about 400 employees and about half of them use their cars to come to work. Annually, over 200,000 participants take part in events at IB. In addition, about 500 persons visit the complex daily. About 1,400 persons attend per show at the complex. The Titiwangsa Lake is another tourist attraction located quite near IB, adding to the number of visitors to the area.

#### **2. Support for SSP Line**

The Director fully supports the proposed SSP Line as will provide tremendous opportunities to promote “Rangkaian Budaya”. The proposed station at Istana Budaya is acceptable.

#### **3. Environmental Concerns**

##### **a. Environmental concerns**

Istana Budaya is located on soft ground due to water seepage from nearby Titiwangsa Lake. This was realized when the complex was built about 10 years ago. The proponents of SSP Line should take note of this issue to avoid unnecessary delays during the construction later.

##### **b. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)** None

##### **c. Traffic congestion**

There is already traffic congestion along Jalan Tun Razak during peak hours. This may escalate during construction but may help reduce traffic volume once SSP Line is in operation.

#### **4. Other Concerns**

The IB complex has seven storeys below the ground level. The underground works for SSP Line may need to consider this element to avoid undue problems to the complex. The Director suggests that the proposed SSP Line is built in stages and he hopes to see the infrastructure in operation soonest.

**APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND  
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## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **Case Interview 05**

Target Group : Perbadanan Putrajaya  
Venue : Bilik Rundingan 2, Level 8, Block D, Perbadanan Putrajaya  
Date : 15<sup>th</sup> December 2014  
Time : 2.30 pm-3.30 pm.

Participants:

1. Mr Sim Ee Chai – Assistant Director, City Planning Department
  2. Mohd Zamri Daud –Environmental Control Officer
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#### **1. Brief background of Institution**

Perbadanan Putrajaya/Putrajaya Corporation (PPJ) was established under the Perbadanan Putrajaya 1995 (Act 536) for the purpose of managing and administering the Federal Territory of Putrajaya. Perbadanan Putrajaya is also entrusted with the functions of a local authority and local planning authority by various orders and notifications, namely:

- Federal Territory of Putrajaya (Modification of Local Government Act 1976) Order 2002
- Federal Territory of Putrajaya (Modification of Street, Drainage and Building Act 1974) Order 2002
- Federal Territory of Putrajaya (Modification of Town and Country Planning Act 1976) Order 2010

#### **2. Support for SSP Line**

Perbadanan Putrajaya fully supports the project. Provision for park and ride in Putrajaya Sentral is ample. There are now 1500 bays with provision to build another 1500 bays.

#### **3. Environmental Concerns**

None

- a. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)

None

- b. Traffic congestion

No traffic congestion.

#### **4. Other Concerns**

The only matter raised is technical, i.e. how the SSP Line would enter into Putrajaya Sentral and how soon its detailed design would be ready in order for the local authority, i.e. Perbadanan Putrajaya, to assist where possible.

Some of the queries raised are:

1. Will MRT share the ERL line (KLIA Transit) or does it have its own alignment? The map shown to them during the briefing is unclear on this i.e. they are interested to know how the SSP Line alignment will connect at Putrajaya Sentral.
2. Would MRT enter via the provisional tunnel already provided in Putrajaya Sentral for an LRT?

## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS

3. Would MRT alignment enter Putrajaya from the north of Putrajaya Sentral where there is a large piece of private land. Plans are being drawn to develop this land. If there is an intent by MRT Corp to cross this land before entering Putrajaya Sentral; the planning authority would need to ensure that provision is made in the layout plan for this; otherwise if development plans are approved without this provision, it would make it difficult for SSP Line to proceed without land acquisition.
4. Would MRT liaise with High Speed Rail (HSR) in working out the details on when and how both rail lines would enter Putrajaya Sentral. At present, HSR is at an advanced stage of planning and they are ready to freeze the corridor for the HSR to link to Putrajaya Sentral. If this occurs, can it affect SSP Line's corridor?
5. At present people drive to Putrajaya. Government staff drive to Putrajaya. Putrajaya has a strong tourism base -on an average more than 100 tourism buses enters Putrajaya especially at the Dataran. Would MRT consider extending into the existing underground tunnel (provided for a LRT) right under the spine of the city where the Boulevard is. This would help to move passengers traffic from the proposed HSR into Putrajaya city centre. It would help also Perbadanan Putrajaya to expedite its aim to have a ratio of 70:30 in favour of public transport.

Perbadanan Putrajaya's key interest is to know how the SSP Line would link at Putrajaya Sentral, the provision of feeder bus, how it would integrate with HSR, would it require land acquisition, would it enter into its city centre via the existing tunnel and what kind of technical support can the local authority provide to facilitate implementation. They are open to more discussions with the MRT design team at a later stage.



## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **Case Interview 06**

Target Group : Cyberview Sdn Bhd  
Venue : Cyberview, Jln Usahawan 2,Cyberjaya  
Date : 18<sup>th</sup> December 2014  
Time : 9.50am-10.40 am.

#### Participants:

1. Encik Ahmad Faizul Ramli, Head – Architectural & Planning (Project Management Division)

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#### 1. Brief background of Institution

Cyberview Sdn Bhd was mandated by the government to spearhead the development of Cyberjaya. Cyberview was only active with full team on-board in 2006. Their role was confined to selling of land, constructing buildings for targeted market and identified end-users, build supporting amenities and undertake rehabilitation and maintenance work in Cyberjaya.

In 2008, Cyberview launched the SME Development Initiative in support of the government's effort to spur the development of local IT industry. Cyberview's SME Technopreneur Centre currently houses more than 200 IT companies. Cyberview Sdn Bhd is planning to develop Cyberjaya City Centreat Persiaran Apec.

#### 2. Support for SSP Line

Cyberview fully supports the project.

En Faisal from Cyberview Sdn Berhad is aware of the project and has been in communications with MRT Corp to discuss the location of the station proposed in Persiaran Apec, opposite Limkokwing University. He is pleased that the alignment is entering Cyberjaya. He asked when the project is expected to commence and when told 2016, is happy that it would be soon. He is glad that his proposal to have the station at Cyber City Centre has been agreed to. However, he proposes that this station be named Cyberjaya City Centre Station. He also proposes that the station near Sky Park be named Cyberjaya North. Cyberview Sdn Bhd would like to see a TOD development taking place around the proposed station once it is confirmed it will be at its Cyberjaya City centre.

He further added that in developing the city centre, they have added a link to Putrajaya Sentral as well so this proposed alignment matches his expectations. According to him, the proposed SSP Line line coming into Cyberjaya and also into Putrajaya Sentral where the High Speed Rail is also coming is a boost for both cities and will serve as an added growth catalyst. The planning of Cyberjaya City Centre has always emphasised the importance and need for a public transport.

#### 3. Environmental Concerns

None

- a. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)  
None

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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- b. Traffic congestion  
No traffic congestion.

### **4. Other Concerns**

A reservation is the presence of Syabas pipelines on the proposed site which requires further investigation.



## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **Case Interview 07**

Target Group : Putrajaya Holdings  
Venue : Bilik Mesyuarat Tingkat 12, Menara PJH  
Date : 19<sup>th</sup> December 2014  
Time : 10.00 am-11.00 am.

Participants:

1. Puan Shujana Shuib – Head of Planning
  2. Encik Hazwan – Head of Engineering
  3. Encik Mohd Fairose – Senior Sales Supervisor
  4. Cik Rozita Shamsuddin – Administrative Support
  5. Puan Susilawati Ramli – Senior Executive
  6. Cik Nor Fazliyana – Legal Executive
  7. Cik Wan Nur Amalina – Legal Executive
- 

#### **1. Brief background**

Putrajaya Holdings or PJH is the Master Developer of Putrajaya, and is given the task of translating the vision of Putrajaya into a reality. Putrajaya Holdings Sdn Bhd was given the responsibility of designing and developing the comprehensive, highly strategic 20-year Putrajaya Masterplan. Putrajaya Holdings' shareholders are Petroliam Nasional Berhad (PETRONAS), the national petroleum company; Khazanah Nasional Berhad (Khazanah), the investment arm of the Government of Malaysia; and Kumpulan Wang Amanah Negara (KWAN). However, the ownership structure has since changed and as at May 3, 2007, PETRONAS via KLCC (Holdings) Sdn Bhd is the majority shareholders with 64.41%, while CIMB Group Nominees (Tempatan) Sdn Bhd (for and on behalf of KWAN) has 20% stake and Khazanah has a 15.59%.

Today, with more than 20 signature development projects in Putrajaya comprising office buildings, commercial hubs and residential, PJH will work alongside renowned names in the construction industry in developing Putrajaya. PJH has around 200 staff members.

#### **2. Support for SSP Line**

PJH fully supports the project as they are waiting for it to be implemented and realized. Good connectivity from Kuala Lumpur to Putrajaya is vital for Putrajaya to achieve its vision.

#### **3. Environmental Concerns**

None

- a. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)

None

- b. Traffic congestion

No traffic congestion.

Although there are no concerns on traffic congestion, there are other areas that are linked to traffic and movements of people such as:

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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- Park and Ride  
At the moment parking spaces are inadequate at Putrajaya Sentral and additional parking must be made available to cater for the coming SSP Line and HSR (It is understood from Perbadanan Putrajaya that at present 1500 bays are available at Putrajaya Sentral and another 1,500 car parking bays can be added).
- Provision of Interlinkages into Putrajaya City Centre  
PJH would like to request that MRT Corp considers extending the present MRT alignment into the existing underground tunnel (provision for a LRT) right under the spine of the city where the Boulevard is. This would help to move traffic expected from HSR into the city.

### **4. Others**

- PJH prefers the earlier alignment from the feasibility study which proposed a station to be built at Putrajaya Eastand passing through Precinct 14 (i.e. at the boundary of Bangi and Putrajaya). In an earlier discussion, it was understood that PJH was consulted and shown the alignment which they found acceptable. Putrajaya Holdings is surprised to find that the present alignment will pass through Cyberjaya on its way to Putrajaya Sentral.



## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **Case Interview 08**

Target Group : Industry and Commercials in Seri Kembangan area  
Venue : Dewan Persatuan Penduduk PKNS, 7/1, Seri Kembangan.  
Date : 30<sup>th</sup> December 2014  
Time : 5.30pm-6.30pm.

Participants:

1. Encik Mazlan bin Sahran – Pasar Borong, Selangor
  2. Puan Nurazfaliza bt Abdul Rashid – Restoran Anjung
  3. Mr Jack Tan – Farm in the City
- 

#### **1. Background**

Seri Kembangan was established as the Serdang New Village in 1952 when the British moved Malaysian Chinese villagers living around Sungai Besi to a centralised location due to the Communist threat during the Malayan Emergency following the Briggs Plan. In its early days, the village had 50 houses and all were built from scratch because the British only provided empty plots of land. The area was close to rubber estates and the jungle posed dangers of a different kind. Most of the 15,000 inhabitants earned meagre incomes as mining workers and rubber tappers.

At one point, the Seri Kembangan New Village was known for cottage industries like shoe-making but this has been overtaken by more profitable ventures. More developments took place after year 2000 and other prominent developments includes AEON Equine Park, McDonald's, Pasar Borong Selangor (wholesale market), Pappa Rich Kopitiam, Station 1 cafe, Boston Concept Restaurant, House of Healin Equine, Maybank, Giant Hypermarket and other businesses transformed this area into a business hub.

The Seri Kembangan FGD for commercial could not proceed as planned as there were only 3 participants. A few participants sent sms to say they could not make it despite earlier confirmation a day earlier that they would. A few had to stay back at work to attend to last minute matters. The intent had been to call commercial operators from Seri Kembangan town centre right up to Taman Putra Permai. The FGD had to be converted into an interview as it did not have sufficient quorum. Two present were from Taman Equine area -wholesale and an 'urban' farm (plus zoo) and a restaurant operator in Seri Kembangan.

#### **2. Support for SSP Line**

The group fully supports the project.

#### **3. Environmental Concerns**

##### **a. Noise and Vibration**

The representative from the "Farm in the City" is concerned with the noise and vibration during the construction period. The urban farm is sensitive to noise because it houses animals. However, its location is not close to the alignment and this was explained to him. According to the current map at hand, his farm appears not to be impacted. The representative from the restaurant is concerned over noise, dust and traffic congestion during the construction period of the project.

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As the main road is heavily congested, she may lose her clients during the long construction period, and once affected, she is unsure whether business can recover.

### b. Social Issues

The recent work site accidents appear to have spooked them about safety matters. Their concerns are during construction. Question of acquisition is raised but as it is not clear from the map shown that they would be directly impacted, it was not seen as an issue.

### c. Traffic Congestion

- Representative from Pasar Borong believes that the alignment could be near to them. They have had land subsidence during their development. There is fear whether during construction, this could happen again. He ask that the Project Proponent take note of this and inform them accordingly should this be an issue. Traffic congestion is raised as a possible issue because the wholesale market operates 24 hours, and peak hour is from 4am to noon.
- Representative from the ‘Farm in the City’ believe that the farm is more likely to encounter traffic congestion because as a tourist attraction, it has over 500+ visitors a day and during peak season, the number could go up to 1000 a day or more. Similarly, Pasar Borong voices some concern as its customers average about 3000 a day and on weekends, it goes up to 5,000 a day.



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## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **Case Interview 09**

Target Group : Gapurna

Venue : Level 16, Menara Amfirst Tower 2, Jalan SS7/15, Kelana Jaya.

Date : Thursday, 5 April 2015

Time : 10.00 am – 11.30 am

Gapurna Participants:

1. En. Jasmi Darlis, Senior Quantity Surveyor
  2. Pn. Haiza Idrus, Property Executive.
- 

The interview session was held at the request of Gapurna being the landowner of the stretch between Jalan Serdang Raya and Jalan Utama at Serdang Raya. This session was organized as they learnt that their tenants have enquired from them about the status of the land leased by Gapurna to them.

#### **1. Brief background**

Both Gapurna and their sister company Sagu Prestasi own the stretch of land next to North South Expressway between Petron fuel refilling station at Jalan Serdang Raya up to the junction at Jalan Utama. Gapurna has leased its land to 8 tenants while Sagu Prestasi did so to 6 tenants. Some of these leases have just been renewed recently, each for a three year period. It was indicated that some operators had their businesses located very close to the residential areas and the local authority concerned has moved them to this current location. This includes the used car dealers.

#### **2. Support for SSP Line**

The representatives are not opposed to the proposed SSP Line, as they see it as a public project, thus they accept it openly. The alignment and location of stations do not matter to them as they are landlords, and they will be pleased if the whole bulk of their land can be acquired completely. However, they will bring the proposal to their management in due time for their attention.

#### **3. Environmental Concerns**

##### **a. Noise and vibrations**

None.

##### **b. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)**

They are hopeful that their land will not be acquired to protect the interest of the tenants. Their concerns are centred on the livelihood of the tenants as they may lose their business if the land is acquired. They are also worried if certain units are taken for the viaducts, then it may only affect some businesses but safety could be an emerging issue. However, due to Right of Way (ROW), it was indicated that it is likely some land parcels will be acquired for safety reasons. Gapurna fear that they may lose steady monthly revenue from rental if parts of the land are taken affecting some of the tenants.

##### **c. Traffic congestion**

None.

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### **4. Other Concerns**

They are unhappy that a focus group discussion has been earmarked for commercial operators in Serdang Jaya where some of their tenants were invited. The invitation for the FGD had been an open invitation to business operators in the area to attend and participate in the stakeholders' engagement. The landowners requested their tenants be excluded from the invitation. They would inform their tenants accordingly. However, the DEIA team informed that the stakeholders' engagement is an open invitation for the business and residential communities within the impact zone of the SSP alignment. The team would not stop any interested parties who wish to attend if they want to. At best, the DEIA team could inform the participants who are tenants of Gapurna and its sister company that their landlord would undertake to continue to liaise with the Project Proponent and inform them and they may be excused from participation. It would leave it to the free will of the people should they wish to participate in the engagement sessions.

### **5. Suggestions**

Their suggestions are:

- Complete acquisition of their land,
- Acquisition of certain parts of the land.



## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS

### Case Interview 10

Target Group : Residential and Commercial Units at Taman Salak Selatan Baru  
Venue : Jalan 34, 35, 38 at Taman Salak Selatan Baru  
Date : 7 March 2015

Participants:

No.	Name	Address
1.	Eng Teck Kian	Teck Kian Glass, 867 Jalan 35
2.	Yan Mun Wei	DePro Auto SdnBhd, 862 Jalan 35
3.	Wong Yew Fook	Lin Glass Sdn Bhd., 849 Jalan 35
4.	Tham Kong Fah	Solid Steel Metal SdnBhd, 861 Jalan 35
5.	M. Kannan	Sivagame Metal SdnBhd, Jalan 36B
6.	Y.C.Ng	Y.C.Auto Service, 848 Jalan 35
7.	Ng BengHooi	Chin Fatt Trading Co., 852 Jalan 35
8.	CheahYeongNen	Crystal Advertising & Trading, 957B Jalan 38
9.	Paul Raj	TelfastSdnBhd, 895 Jalan 35
10.	Chin Pak Khoon	Chin Pak KhoonSdnBhd, 900 Jalan 35
11.	Shankar Thangayah	(Resident), 896 Jalan 35
12.	Ng Sook Mei	(Resident), 901A, Jalan 35
13.	NurulLaili	(Resident), 901B Jalan 35
14.	Thangaraj K. Arumugathevar	(Resident), 896A Jalan 35
15.	KaruppiahVisvanathan	(Resident), 896 Jalan 35
16.	Chong Sai Meng	(Resident), 899 Jalan 35
17.	Chia Lee Ying	(Resident), 864 Jalan 35

This part of Kg Baru Salak South is believed to be affected by the proposed SSP alignment which will draw very close to it. A focus group discussion for Salak South community was held on 25<sup>th</sup> February 2015. It was noted that the residents/operators from this area did not participate in the engagement. A site visit was carried out to study further the area on 2<sup>nd</sup> March and to identify possible persons to engage. From the site visit, it was decided that to carry out case interviews of the residents and business operators here. The interview method is aimed to cover as many of them as possible armed with the show card. As it was not easy to bring all of them together, the interviews were conducted individually. The findings of the face-to-face discussions are summarized below.

#### 1. Brief background

The community at Taman Salak Selatan Baru is formerly a part of Kg Salak Selatan until they were separated and isolated from the rest of the village by many years ago when the Kuala Lumpur-Seremban Highway was constructed. Later, the construction of BESRAYA further enforces their isolation. According to a participant in the interview, quite a number of the original occupants of this area had since moved away, buying properties in nearby Kuchai Lama. They did not sell out their premises but sublet them to others.

The target group for the interview comprises residents and business operators whose units are located along Jalan 34, Jalan 35, and Jalan 38. Their premises are believed to

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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be affected by the proposed SSP Line alignment. It is noted that the road conditions are extremely poor, made worse by the prevalence of trucks moving in and out of the area. Most of the area is not maintained, and in many parts, rubbish was left unattended. Out of the 25 units located in this area, 8 were found to be abandoned, unoccupied or being used for storage. The abandoned units are in dilapidated conditions, with missing windows and doors.

The remaining 17 units (as listed above) are occupied by residents or commercial operators. In terms of the occupancy status, 41 percent are owner occupied and the remaining 59 percent tenant-occupied. The occupancy period ranges from a low of 2 years to a high of 70 years, with the mode and the mean being 10 years and 23 years, respectively. The business establishments here employ a total of 121 persons (an average of 12 persons per establishment) while the residential units have 39 persons in 7 units (an average of 6 persons per household).

### **2. Support for SSP Line**

Only 29 percent of the participants interviewed are aware of the proposed SSP Line. All participants, except three, object to the proposed alignment coming to their area. However, the 3 participants who did not object, give their approval subject to certain conditions such as (i) the alignment goes underground; (ii) their businesses are not affected by any acquisition or relocation; and (iii) they are compensated attractively.

### **3. Environmental Concerns**

#### **a. Noise and vibrations**

SSP Line may increase dust and noise during construction and operations.

#### **b. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)**

The participants give various reasons for their objections to the alignment being close to them. The reasons include: (i) they have stayed here far too long and it is difficult to find an alternative location at the same rental value; (ii) they are too old to move to another location; (iii) the area already serves them with basic needs such as school, market, town and most importantly to them it also serves as a source of their employment; (iv) it may affect their business by losing loyal customers; and (v) possible loss of employment opportunities if they are relocated elsewhere.

#### **c. Traffic congestion**

They are already facing traffic congestion in their area, especially after the condominiums were built opposite Jalan 34. Furthermore, the participants opine that parking problems are serious in the area and likely SSP Line is likely to aggravate it.

### **4. Other Concerns**

All the participants unanimously oppose any acquisition or relocation of their units. They are, however, divided on whether it is alright for them for the MRT alignment or the station to be located close to them. They are also divided over the potential impacts of noise, vibration, and dust to their units, i.e. some find such impacts acceptable and some do not.

Their suggestions:

- Move the alignment away from their area
- Go underground

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## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

### **Case Interview 11**

Target Group : Pekan Sg Besi Police Station (Institutional)  
Venue : Meeting Room, Sg Besi Police Station, Jalan Suasa 3, Pekan Sg Besi  
Date : 9 March 2015  
Time : 10.30 am – 12.10 pm

Participants:

No.	Name	Address
1.	ASP Muhamad Suhaimi Ibrahim	Ketua Bahagian Keselamatan A, IPD Cheras
2.	ASP Sin Yin Long	OCS, Sg Besi Police Station
3.	SM Mohd Noor	T/KPB Sg Besi (P)
4.	Sjn Jasmei Din	SB, IPD Cheras
5.	Kpl Fazril b. Mohamed	SB, IPD Cheras
6.	Kpl Azuan b. Abu Talib	SB, IPD Cheras
7.	L/Kpl Marshitahayate Ramli	Balai Polis Sg Besi
8.	Kpl Azlina Hussin	Tugas Am, Sg Besi
9.	Sjn Mohd Khair	Sjn Aktiviti (P) Sg Besi

#### **1. Brief background**

The police station is likely to be affected by the proposed alignment, especially its five blocks of barracks used to house its personnel. The blocks offer 40 apartment units and house about 160 occupants. It was stressed that the barracks are important to the police personnel in carrying out their duties at the station. Moving them away could adversely affect their operations.

#### **2. Support for SSP Line**

The officers support the proposed MRT in general and that it would be good for Sg Besi. However, they do not want it to affect adversely the people here.

#### **3. Environmental Concerns**

##### **a. Noise and vibrations**

The officers are concerned over noise and vibration during construction and operations of the proposed project, especially based on their experience with the Ampang Line LRT and station located just adjacent to their police station. They state that after the LRT has been in operations for a while, it becomes noisy with the noise level increasing over the years. They believe maintenance could be poor. They fear the SSP Line would pose a similar problem for them in the future if it is to be built near to them. They point out that noise and vibration do affect the operations of their police station.

##### **b. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)**

Acquiring the barracks will disrupt the homes of the personnel housed there. They would have to find alternative accommodation elsewhere and would need to travel to work. All these could affect the police station's operations and its efficiency level.

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They are also worried of flash floods during construction after hearing of experiences elsewhere where blocked drainages during the construction phase have resulted in flooding when never before, has this happen.

c. Traffic congestion

Their main concern is parking facility for their staff as well as for those visiting the station. The town is facing severe parking problems. The mosque is also affected by shortage of parking spaces. Acquisition of the barracks will make parking woes worse as it will also remove parking facilities there for their personnel. The participants request that the police are consulted on the management plan for the MRT, especially if it is going into their area. As it is, they find that the parking facilities currently available at the existing LRT station here are insufficient to meet the needs of users.

4. Other Concerns

The participants indicate that DBKL has plans to redevelop the township of Pekan Sg Besi. They think the proposed SSP Line should refer to such plans.

5. Suggestions

Their suggestions:

- Consider moving the alignment across the other side of the existing LRT station where it could serve more effectively those at PPR Raya Permai and Pangsa Permai.
- Ensure a large Park & Ride facility is provided.
- Communicate with the Police Contingent Headquarters (IPK) on logistic matters should there be acquisition of their barracks.
- Consider redeveloping their barracks as part of the MRT development. The police can consider redevelopment of their barracks into a high-rise structure to accommodate more personnel.
- Take actions to reduce noise and vibration levels especially after the MRT is operating for a long while.
- Take the land from the Health Department's land where an abandoned clinic is presently located as well as the hawker stalls along the main road to build a new Park & Ride facility here.



## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

### **Focus Group Discussion 01**

Target Group : Damansara Damai (Commercial Group)  
Venue : LH6, Kolej Perkembangan Awal Kanak-kanak  
Ground Floor, Podium Block, Season Square,  
1 Jalan PJU10/3C, Damansara Damai.  
Date : 7<sup>th</sup> December 2014  
Time : 8.30pm-9.30pm

#### **Participants:**

1	Zulkifli Ismail	H2 Gold Resources, F-2-50B Jalan PJU 10/10F
2	Mohd Shahri bin Shamsuddin	Excellent Tyres & Services
3	Mohd Nazri Osman	F-2-50B Jalan PJU 10/10F
4	Rusu Abd Azid	Restaurant owner, 50 Jalan PJU 10/10D
5	Hasrin Misran	Advertising, Damansara Damai
6	Noorman Affendi	MK Land, Damansara Damai
7	A.S. Clement	General Manager, Kolej Perkembangan Awal Kanak-Kanak

#### **1. Brief Background**

Participants are mostly commercial operators in Damansara Damai. They are tenants; not owners of the premises where they operate from. According to them, most operators here do not own their buildings. The area has about 80% to 90% operational commercial activities; boosted by the presence of ECONSAVE, a supermarket, and by the private college, Kolej Perkembangan Awal Kanak.

#### **2. Support for SSP Line**

The group acknowledged that there will be benefits from the SSP Line and having a station at Damansara Damai would be good for their businesses. On the downside, they are not owners of their premises so the gains are limited to business growth. More likely, the owners would benefit from higher asset appreciation and they would raise their rentals. Already, rentals are high, for example, a ground floor unit currently used for a restaurant fetches RM5000 a month in rental. Many expect operational costs to rise when the MRT is up and operational. The risk is that these increases may not be in tandem; higher rental versus expanded business due to MRT.

They identify two other groups who would gain, i.e. the residents and the students, especially those from Kolej Perkembangan Awal Kanak-Kanak. With SSP Line, they would find it so much easier to travel to various destinations all over the Klang Valley. Kolej Perkembangan Awal Kanak-Kanak is unsure of benefits.

#### **3. Environmental Concerns**

Although they think benefits to business could rise, they are not confident for reasons such as:

a. Environmental Issues

- Subsidence near project site. The site for the station is near the river. The area has suffered a major water disruption because the water pipes subsided from

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

seepage of river water. Attention must be given to this aspect during planning and design.

- Construction would cause rise in dust and noise levels in the area.
- b. Social Issues
  - Security problems could occur
- c. Traffic congestion
  - Damansara Damai is only accessible through the single road (Jalan PJU10/1) that is used to enter and exit the area. Businessmen depend on this road for delivery of goods. There could be further congestions during construction. More people would come to here to access the MRT station. Jalan PJU10/1 cannot take the additional traffic unless action is taken to improve road access despite the proposed SSP Line. To illustrate, participants informed that the main exit/entry is congested as early as 6am.
  - Parking will be an issue during and after construction as there are insufficient car parks here. Users of MRT would drive here to park.
- d. Other Concerns
  - Costs could rise (rental value, parking charges)

### **4. Suggested Mitigating Measure**

To consider building an additional exit/entry point for Damansara Damai before the construction phase as the place cannot take additional traffic congestion arising during the construction phase.



## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

### **Focus Group Discussion 02**

Target Group : Kepong Metro Prima (Commercial Group)  
Venue : Meeting Room, Persatuan Penjaja & Peniaga Kecil Kepong, 73-3A-1, Jalan Metro Perdana Barat 1, Taman Usahawan Kepong, Kepong.  
Date : 13<sup>th</sup> December 2014 (Saturday)  
Time : 11.00am – 1.00pm

Participants:

No.	Name	Position	Organisation
1.	Yee Poh Ping	Chairman	Kepong Community Service Centre
2.	Lai Nyik Meng	Chairman	Kepong Entrepreneur Park
3.	Chan Sai Kow	Secretary	Kepong Entrepreneur Park
4.	Tan Cheng Yong		Yanda Enterprises
5.	Angie Lim		Yanda Enterprises
6.	Wong Yoon Fatt		Wing Seong Fatt Center
7.	Wilson		Emopac
8.	Eric Chin		One Blueprint
9.	Foo Suan Chan		Food Court
10.	Jimmy Chan		Pusat Penjaja Jinjang
11.	Coli So		Pusat Penjaja Jinjang
12.	Chai Fong Sang		Pusat Penjaja Jinjang
13.	Ng Su Ing		Pusat Penjaja Jinjang
14.	Ahmad Suki		PDRM
15.	Hok Tiet Kien Beng		Tokong Jinjang
16.	Rama Krishnan		KJ
17.	Ng Yow Lam		Sin Chew Daily
18.	Lim Hong Chuan		Sin Chew Daily
19.	Lee Wai Seng		Sin Chew Daily
20.	Low Pooi Meng		China Press
21.	Ong Yeong		Oriental
22.	Pu Zit Thing		Nanyang
23.	Wong Pek Mei		The Star
24.	Roo Ban Uai	Photographer	Oriental

#### **1. Background**

The group discussion was organised through the cooperation of the Kepong Community Service Centre. The group comprises the Head of the Service Centre, the Chairman of the Kepong Hawker Association and Operator of the Jinjang Hawker Centre.

#### **2. Support for SSP Line**

People here have been looking forward to a good public transportation system. The group welcomes the proposal of having the SSP Line in Kepong, acknowledging that public transport here is bad. An example is the Rapid KL bus service in Kepong which they find provides poor service. The SSP Line would benefit the Kepong community.

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **3. Environmental Concerns**

#### **a. Environmental Issues**

The general perception is the environmental issues are not very serious but there are exceptions as follows:

- Noise

SSP Line alignment and the proposed station should not go near to homes because of the noise. The frequency of trains would definitely affect noise levels in the area and homes nearby. The thrust put forward is to put into place a plan to take mitigating measures on noises emanating from the proposed train and stations.

#### **b. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)**

##### **1) Acquisition and Relocation**

The people have concerns over acquisition and relocation. They ask that the following should be avoided or kept to minimum:

- Acquisition of commercial properties/hawkers centres
- Acquisition of car parks in the commercial area
- Acquisition and relocation of temple, to be completely avoided.
- Acquisition of homes/relocation

##### **2) Hawkers' Centre**

Hawkers at the centre have been operating for many years. The land that they occupy now is said to belong to DBKL. They are licensed by DBKL and they have no security of tenure. There are about 20 operators here, with 100 dependents. They do not want to be relocated. Shifting them could mean the livelihood of these people would be severely affected. However, if relocation is necessary, they hope that they would be duly notified, and compensated.

##### **3) Aesthetics**

On the visual effect, the feedback is the concrete columns supporting the guideways do not look good. More efforts should be made to landscape the areas below SSP Line tracks and the columns are painted accordingly to blend with the environment.

More importantly, there is a fear that the columns coming close to people's properties could be so close such that they would infringe onto people's privacy. The comment put forward is "no one wants to see concrete columns in front of them." On this, they want more action taken to address this negative visual effect.

#### **c. Traffic congestion**

##### **1) Car Parking**

The main worry for the commercial traders is parking. Their argument is if there is a station to be proposed here, the Project Proponent must ensure there are adequate parking facilities. They points out that there should be additional car parking facilities here at Metro Prima; otherwise, MRT customers would use the available car parks here as their car parks and this would have a negative impact on their

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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business. It is explained that the commercial traders here rely heavily on the availability of car parks in order to sustain their customer base.

Inadequate provision of car parks also means more people would park haphazardly within nearby residential areas. They proposed that the area below the SSP Line tracks be used as for car parking.

Furthermore, the Kepong Community Service Centre proposes adding more car park bays in the area without comprising the own existing car parks. See drawing attached.

### **2) Traffic congestion during Construction**

They perceive traffic congestion during construction will be bad because Jalan Kepong is already congested. As there are schools here, the traffic is bad during peak morning hours and after schools. During construction, the SSP Line would worsen the situation. They expect the Project Proponent to take measures to minimise traffic congestions.

### **3) Feeder bus services**

A feeder bus service is needed to support the proposed SSP Line in Kepong. In its absence, people would still drive to the station and this makes it difficult to manage car parking in the area.

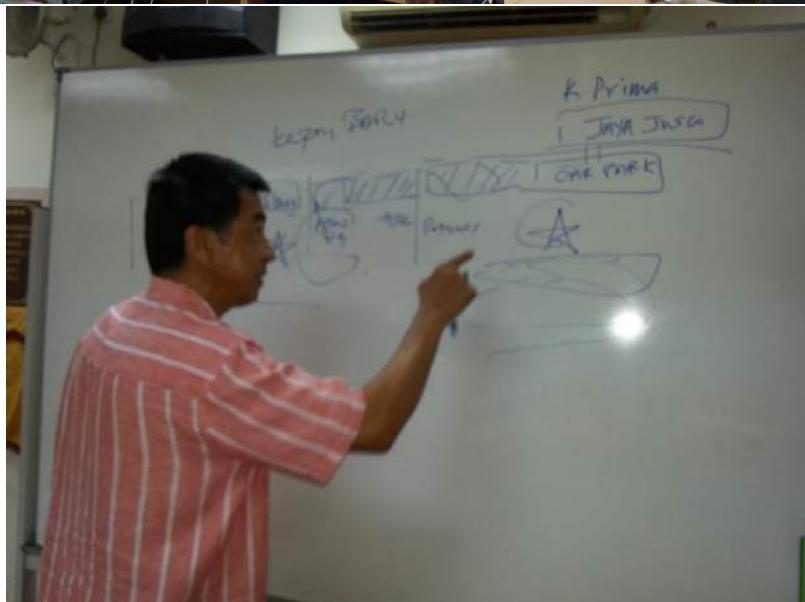
#### **d. Others**

- To take opportunity to create more car parks in Kepong in addition to DBKL's paid parking so that MRT users would not encroach on existing car parks in the commercial area. Areas identified appear to be road reserves in front of AEON Big and shop houses fronting Kepong Metro Prima.
- More shady trees to be replanted after completion of the project.
- MRTC to consult them once details are in final stages.

### **4. Suggested Mitigating Measures**

- (1) Reduce impact on business operators and hawker centres.
- (2) Install the right noise barriers and the choice of it should not affect aesthetics in the commercial areas.
- (3) Ensure provision of more parking spaces.
- (4) Have a proper traffic management plan especially during construction.
- (5) Provide feeder buses to surrounding areas.

## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS



Mr Yee, Head of the Kepong Community Service Centre explained his suggestion - the hatched areas are his suggestion for additional car parks to be created to support the MRT station in Kepong-Metro Prima area. The suggested areas are supposedly road reserves.

## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS

### Focus Group Discussion 03

Target Group : Kg Batu Delima (Residential Group)  
Venue : Dewan Orang ramai Kampung Batu Delima  
Date : Sunday, 14 December 2014  
Time : 9.30am-11.30am

NO.	NAME	POSITION	ORGANISATION
1.	Bahrum Mohd Som	Chairman	JKKK. Kg Delima
2.	Mohd Rodzi Tasudin	Deputy Chairman	JKKK. Kg Delima
3.	Sharifah Mahani	Comm. Member	JKKK. Kg Delima
4.	Rapeah Mohamed	Comm. Member	JKKK. Kg Delima
5.	Arbain Kassim	Comm. Member	JKKK. Kg Delima
6.	Mohd Saiful Bahri	Comm. Member	JKKK. Kg Delima

1. B

#### 1 Brief background

Kg Batu Delima has about 150 houses with a population of about 400 persons. Established in the 1930s from a wooden traditional village, it has now modernized over time to what it is now. The place is currently safe for the population and there is a rehabilitation centre named Darul Saadah. Apart from that, the village also has a number of workshops and petty traders earning a living. The village is situated next to a lake that serves as a retention pond. They claimed that their place is the only heritage village left. The participants also highlighted that there was a village at the other side of the same lake which has now been taken over for a high rise residential development. There is an ongoing protest by the villagers against the construction of a road next to the Dewan Orangramai Kg Batu Delima to connect the residential development to the main road (Jalan Kepong Lama) traversing the village.

#### 2. Support for SSP Line

The participants support the overall SSP Line project subject to a revision to the proposed alignment. They request that the station be built closer to the TNB building and the alignment should either be (i) adjusted to the banks of the lake, or (ii) across the lake so that the village and the villagers' homes are not affected and land acquisition would be avoided completely.

#### 3. Environmental Concerns

##### a. Environmental issues

The participants who spoke on behalf of the village are concerned with the increase in the noise and dust levels expected during the construction phase.

##### b. Social Issues

They are concerned with safety and security of the villagers who are old and weak to defend themselves. They mentioned they do not want their land and homes be acquired.

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

### c. Traffic Congestion

Currently, Jalan Kepong Lama already suffers traffic congestion during peak hours as it is used as a shortcut to Taman Wahyu. Jalan Kepong Lama is a one-lane road that cannot serve heavy traffic and houses are close to the road. During the construction phase, SSP Line may worsen this scenario, if the traffic is diverted there. Further increase in traffic volume will affect safety of villagers and cause damage to the road serving the village.

### d. Other Concerns

The participants are concerned with the size of the station to be built and are worried that it will overshadow the size of the village. They wish that the proposed station be moved closer to nearby Jinjang area to serve the population there as Kg Batu Delima is already accessible by KTMB Komuter line.

The villagers hope that the village is conserved as a traditional village. Having a station close to this village will change the lifestyle of the people in the village. They will object strongly if the current alignment is retained. The participants expect a meeting with the Project Proponent to discuss the alignment further.

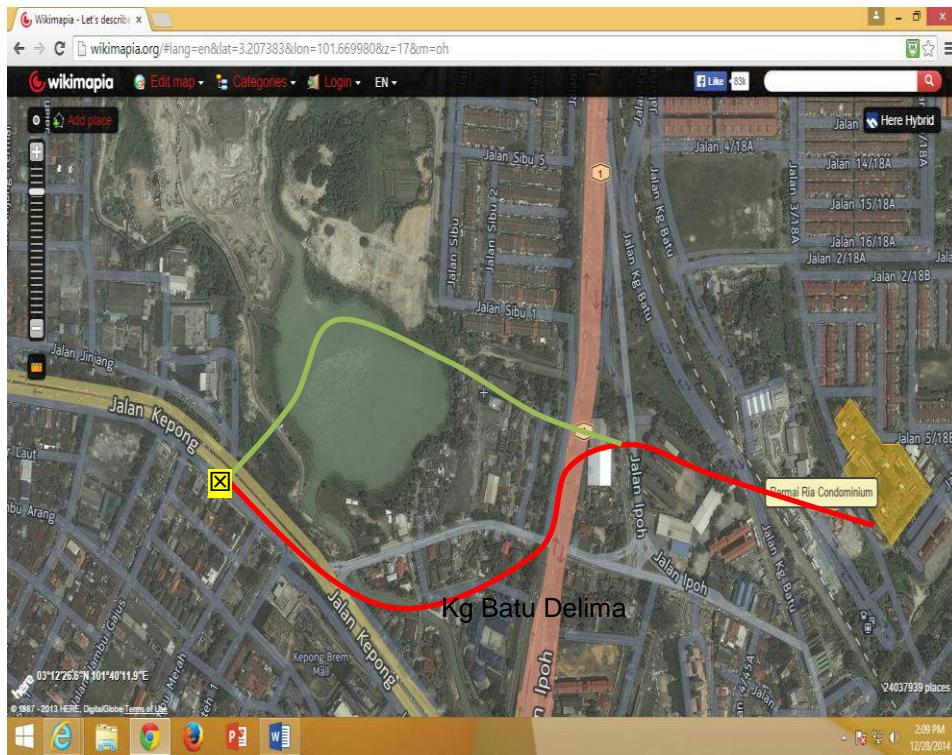
### 4. Suggested Mitigating Measures

(1) Use JPS land reserve and TNB pylon reserve for the alignment to the back of TM building near Taman Wahyu to avoid any disruption to this village and acquisition at Taman Wahyu.

(2) Move the proposed station closer to the population at Jinjang Selatan Tambahan.



## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS



Legend: ☐ - proposed new location of station, closer to TNB building. Red line – participants' proposal to go close along the lake; green line – participants' proposal to align along existing TNB transmission line/reserve.

## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS

### Focus Group Discussion 04

Target Group : PPR Pekan Batu (Residential Group)

Venue : Meeting Room, PPR Pekan Batu

Date : Monday, 15 December 2014

Time : 9.00pm -11.00 pm

NO.	NAME	POSITION	ORGANISATION
1.	Mohamed Razian Adam	Chairman	PPR Pekan Batu
2.	K. Jayakumaran	Dep. Chairman	"
3.	Ishamudin Abdullah	Secretary	"
4.	Panwi Abdullah	Treasurer	"
5.	P. Govindaraji	Comm. Member	"
6.	E. Ramakrishnan	Comm. Member	"
7.	Norfaizah Hashim	Women's Bureau	"
8.	Noraini Mahmud	Chief, Women's Bureau	"
9.	Ihsan Muslim	Comm. Member	"
10.	Zainab Hj Said	Comm. Member	"
11.	Aisyah Munirah	Comm. Member	"
12.	Roselila Idrus	Comm. Member	"
13.	Tg. AzamiyahTg. Mukhtar	Comm. Member	"
14.	Khamshabt A. Samah	Resident	"
15.	M. Khairul Azri	Civil servant	JPAM Sentul
16.	M. J. Ganesan	RT Comm. Member	Taman Rainbow
17.	G. Selvarajoo	Comm. Member	Taman Bamboo
18.	M. Poopalasingam	Comm. Member	Taman Bamboo

#### 1. Brief background

The session which was organized under the assistance of the Chairman of PPR Pekan Batu, was also extended to Taman Rainbow and Taman Bamboo. PPR Pekan Batu has about 3000 occupants. PPR Pekan Batu also houses Jabatan Pertahanan Awam Malaysia (JAPM), with one member attended the discussion today. There are poor families living in here that would benefit from the proposed rail transport.

#### 2. Support for SSP Line

SSP Line would bring additional benefit to the residents of PPR Pekan Batu as it would another public transportation to complement KTM Komuter. They appreciate SSP Line coming close to their area. PPR Pekan Batu participants find the proposed SSP Line a good idea as it would benefit the younger generation but they hope for a fair price tariff that is suitable for their poor residents. The JPAM member believes that SSP Line will reduce the traffic congestions here once it goes into operation.

The participant from Taman Rainbow was skeptical that SSP Line will bring any benefit to his area. He cited congestion and noise as issues the people staying nearby will encounter.

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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A participant pointed out it is likely they would be affected indirectly; they could not see any direct impacts on them.

### **3. Environmental Concerns**

#### **a. Environmental issues**

The participants highlighted environmental issues such as increase in noise and dust levels during construction and operational phases of the SSP Line.

#### **b. Social Issues**

Participants from Taman Rainbow and Taman Bamboo expressed their worry that residents will be affected by any acquisition for the SSP Line. However, they want the SSP Line to serve Jalan Ipoh residents more as there is no major public transportation system in the area. They think some affected people may accept acquisition; some may not and this will vary accordingly.

Participants are also concerned with safety and security of residents especially in the construction phase due to their awareness of recent incidents at construction sites

#### **c. Traffic Congestion**

PPR is located in a congested area and the SSP Line may add to the congestion during construction. Traffic congestions to be avoided.

### **4. Other Concerns**

The participants are concerned whether there will be seamless connection between SSP Line and other public transportation systems, especially with KTMB Komuter line near their residences. Based on the map shown, they find the proposed station is not fully integrated with the other rail line. They want facilities such as lifts and escalators, dedicated coaches for women, and *surau*. They want fare to be reasonable as people are mostly from the low-income group. Feeder buses are required to serve residents from areas around to the SSP Line station.

For representatives from Taman Rainbow and Taman Bamboo, the question of land acquisition is a matter of concern. They want to have access to more detailed maps showing the SSP Line route. To this end, the participants expect to have an additional meeting with the Project Proponent where they could discuss further the alignment and its impact on them.

### **5. Suggested Mitigating Measures**

- (1) Have an effective traffic management system during construction as the area has roads that are narrow and congested.
- (2) Ensure safety of residents is attended to during construction.

**APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

### **Focus Group Discussion 05**

Target Group : Sri Damansara(Commercial Group)  
Venue : Sri Damansara Club  
Date : Wednesday, 17 December 2014  
Time : 2.00 – 3.30 pm

Participants:

No.	Name	Position	Organization
1.	RosemalizaRuslan	HR Manager	FMM
2.	Sahrunnizam bin Yassin	Chargeman	FMM
3.	MohdZaideeZainudin	Executive	Proton
4.	Rafaddin bin Ijai	Insurance Advisor	Proton
5.	Deen bin Ali	Building Manager	L & G
6.	Not LokmanHj. Tajiman	Chargeman	L & G
7.	KowThiem Choy	Manager	Sri Martek Furniture
8.	Tan Kwok Fong	Manager	BHP
9.	Dato' Wan Abd. Fatah	Director, Dealer	Salutary Fortune
10.	DatinMaznahYahya	Manager	AlafSinaran Enterprises
11.	KowKeng Long	Manager	Econic Marketing

#### **1. Brief background**

While many more were invited to the session, only those listed above attended this session.

In close proximity to the proposed SSP Line alignment are several businesses in Sri Damansara including Proton, FMM, and BHP petrol station. These are also located near housing areas.

#### **2. Support for SSP Line**

Generally, almost half of the participants gave a conditional support on the proposed SSP Line. However, this show of support is on a condition that they or their businesses would not be adversely affected through acquisition and relocation.

FMM's agrees with the proposed SSP Line as it will improve the visibility of their company from afar. Currently, there are trees blocking the view of their building. FMM believes that with this SSP Line, it will enable them to replace their private vehicles and use the SSP Line to travel to Putrajaya which they often do.

#### **3. Environmental Concerns**

##### **a. Environmental issues**

The businessmen anticipate increase in noise during construction and operations of SSP Line. FMM is concerned over noise during construction and even after construction.

##### **b. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)**

Based on the map presented to them, participants claim Station 2 is too close to the buildings nearby, which is likely to affect the aesthetics and some operators may lose their business. L & G participants are concerned that the foundation of AIA and SD Hotel buildings may be affected by the construction works on SSP Line.

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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The dealer for BHP petrol station registered his strong objection should the proposed SSP Line results in the acquisition of the petrol station where he operates. He points out that if any compensation is to be given, it would go to the owner of the property, i.e. the company or individual who owns the affected land. In his case, as a dealer he has no rights over the property and will lose his livelihood and business should this happen. This concern is echoed among many of those present, especially when they are tenants and not property owners. They show concern and are worried that if land acquisition occurs, they, as tenants, have to leave without any compensation and despite the terms of their tenancies.

FMM states clearly that it would object should their building be acquired. They also conveyed their concerns with safety issues during construction. They hope there will be no mishaps especially during the construction of SSP Line. Participants from Proton feel they may lose their jobs if their premise is acquired and given their age, they may not be successful to find another job.

Representatives from EON noted the proximity of a proposed station to their showroom along MRR2 but were unable to comment much as this matter is usually handled at headquarters. They, however, indicated that any acquisition could definitely disrupt their business and may lead to relocation or loss of employment.

The recommendation from the group is to realign the route. The proposal is for SSP Line to use the government road reserve on the other side of Jalan Kuala Selangor to avoid it from affecting businesses such as the petrol stations (e.g. BHP).

c. Traffic congestion

FMM is worried that entrance to their building may be blocked by traffic during the construction of SSP Line as the road, Persiaran Dagangan, where they are at and where they think the SSP Line will traverse is too narrow to accommodate the SSP Line.

### **4. Other Concerns**

Participants also request for feeder buses to serve the residential, business and industrial areas. Some participants enquired about details of compensation if their properties are acquired for the project, while others request for more detailed plans and clarifications on the Railway Scheme. FMM hopes that there will be more parking facilities to cater for the need of their clients

### **5. Suggested Mitigating Measures**

- (1) Possibly use noise barriers
- (2) Try to realign across the other side of Jalan Kuala Selangor on government reserve land opposite AIA building.

**APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS

### Focus Group Discussion 06

Target Group : Taman Jinjang Baru (Residential Group)  
Venue : Dewan Persatuan Penduduk Taman Jinjang Baru  
Date : Wednesday, 17 December 2014  
Time : 8.00 –9.30 pm  
Participants:

NO.	NAME	POSITION	ORGANISATION
1.	Lee Kim Meng	Secretary	Residential Association, PPR Taman Jinjang Baru
2.	Low Seng Hui	Secretary	Residential Association, Middle Cost Housing, Taman Jinjang Baru
3.	Yee Tiam King	Chairman	Resident Association, Sri Jinjang High Cost Housing
4.	Yaw Than Seong	Treasurer	Country 1Malaysia
5.	Tan Teong Chai	Resident	PPR Taman Jinjang Baru
6.	Wong WaiKhiong	Resident	PPR Taman Jinjang Baru
7.	Wong Kat Chin	Resident	PPR Taman Jinjang Baru
8.	Lee Yee Kim	Resident	PPR Taman Jinjang Baru
9.	YiopChii Lin	Resident	PPR Taman Jinjang Baru
10.	Shim Chuan Loy	Resident	PPR Taman Jinjang Baru
11.	Chong See Fun	Resident	PPR Taman Jinjang Baru
12.	Yiop Chee Ho	Resident	PPR Taman Jinjang Baru
13.	Kuan Ah Wah	Resident	Middle Cost Housing Taman Jinjang Baru
14.	Choo Yin Fatt	Resident	Middle Cost Housing, Taman Jinjang Baru
15.	Wong Chik Heng	Resident	Middle Cost Housing, Taman Jinjang Baru

#### 1. Brief background

Taman Jinjang Baru consists of a mix of low, middle and high cost housing. The participants claim that Jinjang is the largest Chinese new village in Malaysia. Recently, the number of Sabahans who live in Jinjang has increased rapidly. The residents informed the share of the non-Chinese in Jinjang has increased to 40% from a previous low of 10%.

#### 2. Support for SSP Line

The residents at Jinjang Baru support the proposed SSP Line project. They contend that SSP Line should commence soonest to reduce traffic congestion in the area. However, the location of the station needs to be moved further away towards the DBKL towed vehicle site, and before the food court (see marks A or B in photo below). According to them, this shift will be good for the proposed SSP Line as it would then be able to serve residents from Jinjang North. In addition, there is land available at the newly proposed site which can accommodate easily the proposed Park and Ride facilities.

#### 3. Environmental Concerns

##### a. Environmental Issues

The residents anticipate noise pollution during and after the construction of SSP Line.

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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- b. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)

Residents want to know whether there is any land acquisition, especially the acquisition of residential properties here. They are looking for assurance that it would not happen in their area.

- c. Traffic congestion

The residents are concerned with the possibility of immense traffic congestions during the construction of SSP Line. This is because they believe that Jalan Kepong is too narrow and daily traffic is too heavy.

They are also concerned that should the proposed station be maintained at its present site, people will park their vehicles in their residential areas and aggravate parking problems here. The SSP Line will worsen the situation because users of SSP Line will park anywhere at and around the residential areas and this will not be tolerated by the residents.

### **4. Other Concerns**

The residents request feeder buses to the residential areas and Park and Ride facility is a must near the station. They expect many from the surrounding residential areas will use SSP Line, and to accommodate them, there should be large numbers of parking bays at the proposed Park and Ride facility.

### **5. Suggested Mitigating Measures**

- (3) Move location of proposed station to DBKL land near the food court (Location A or B, in diagram below).

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### **Focus Group Discussion 07**

Target Group : Ampang Park – KLCC East Stations (Commercial Group)  
Venue : Junior Ballroom, Intercontinental Hotel, Kuala Lumpur  
Date : Thursday, 18 December 2014  
Time : 3.00 – 4.30 pm

NO.	NAME	POSITION	ORGANISATION
1.	Zaidi Abu Samah	Finance Manager	CBRE
2.	David Hong	Property Manager	KJS
3.	Annie Low	Manager	Ampang Park Mgmt
4.	Susan Ng	Admin Executive	Ampang Park Mgmt
5.	Lee Nyet Jam	Finance Manager	Ampang Park Mgmt
6.	Kuek Meng Huat	Property Manager	RBMC
7.	Raja Noni Adila	Building Manager	Oval KI (East)
8.	Lee Ah Gom	Resident Manager	Troika
9.	Jacquelyn Tay	Resident Manager	Dua Residency
10.	Kum Yut Kwong	Chairman	Corinthian
11.	Lee Chee Meng	JMC	Oval
12.	Nics Ooi	Asst Chief Engineer	Hotel Intercontinental
13.	Shirley Hoo	Director of Marketing & Mass Communication	Hotel Intercontinental

Participants:

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#### **1. Brief background**

The discussion comprises of mainly two groups, being business people around Ampang Park Complex, and the other from Kudalari area. Both groups merged combined into one as only a few participants agreed to attend the session.

Participants state that the place is very peaceful with the exception of traffic problems. The area accommodates expatriates under the MM2H programme. Ampang Park and KLCC East Station area has a sizeable number of commercial establishments, including shopping complexes, hotels, and office buildings. In addition, there are also residential units and condominiums. The LRT Kelana Jaya Line serves the area with a station located between Ampang Park Mall and Intercontinental Hotel.

#### **2. Support for SSP Line**

Overall, the participants support SSP Line and are looking forward to more details from MRT Corp.

##### **a. Environmental Issues**

Their concerns include noise and vibrations, safety, and risks of cracks appearing on their buildings during construction as well as possibilities of flooding, as the area is flood prone. They are worried if sinkholes occur given the soil conditions here.

##### **b. Social Issues**

None

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### c. Traffic Congestion

The traffic around both stations is heavy especially during peak hours. The worry is that people will park their vehicles haphazardly along the road during construction of SSP Line given steep parking rates here. On the positive side, participants state that the proposed SSP Line will help resolve current traffic issues in their area after SSP Line goes into operation.

### d. Other Concerns

- Will there be acquisition near Ampang Park for the new station for SSP Line? Multiple owners own the complex.
- There is a need to ensure that there is seamless connection underground especially between SSP Line station at Ampang Park and the existing LRT Kelana Jaya Line.
- They also request that there is common ticketing system for both SSP Line and LRT Kelana Jaya Line so that they can switch trains without the need to buy multiple tickets.
- Another suggestion is to examine the possibilities whether SSP Line line can share the same station at Ampang Park with Kelana can also be the same station for SSP Line at Ampang Park.
- Whether the current underground car parking facility at KLCC can accommodate users of SSP Line.
- Make available plans for future expansion plans to avoid acquisition of private properties and displacement of residents and businesses.

The participants request for further engagement with MRT Corp to learn more details under the Railway Scheme.

### 4. Suggested Mitigating Measures

- (1) Have a seamless movement of passenger traffic from SSP Line to LRT Kelana Jaya Line.
- (2) Study water flow patterns during heavy downpours in the area.
- (3) Need a proper traffic management during the construction phase.

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## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS

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### Focus Group Discussion 08

Target Group : Jinjang Station(Commercial Group)  
Venue : Meeting Room, Selangor Omnibus Office Building.  
Date : Friday, 19 December 2014  
Time : 3.00 – 4.30 pm

Participants:

NO.	NAME	POSITION	ORGANISATION
1.	Andy Lew	Director	Selangor Omnibus Co.
2.	Tan Choo Hoe	Manager	Selangor Omnibus Co.
3.	Chu Che Chong	Director	Taipei TCM Medical S/B
4.	Chai Chee Weng	Director	Mahajaya TCM Center
5.	Faizol bin Shafie	Manager	SFFS Shell
6.	Shafie bin Zain	Manager	SFFS Shell
7.	Chong Wei Lee	Manager	Hotel Kepong
8.	Chong Sheau Jing	Manager	Hotel Kepong
9.	Jacob Then San Pow	Sales Manager	Tomorrow Furniture
10.	Chan Ching How	Director	CCH
11.	Ho Pooi Fong	Manager	CCH
12.	Steven Wong	Manager	Li Meng Furniture
13.	(anonymous)	Director	Selangor Omnibus Co.

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#### 1. Brief Background

The proposed location of Station 7 is surrounded by large numbers of commercial and industrial establishments. Most industrial establishments here are said to employ foreign workers who reside within or nearby locations, and they may not be using SSP Line as they may prefer to use buses which is likely to be cheaper. The main road (Jalan Kepong) is highly congested at peak hours. Commercial establishments here occupy private land. Quite close by is Jinjang Utara, which is claimed as the largest Chinese new village in Malaysia.

The meeting was held at Selangor Omnibus Co. which has 90 buses plying between Kepong and Kuala Selangor and Rawang, with about 200 employees. The bus company has been in operation here since its establishment in 1937.

Kepong is already served by KTMB, and other bus transportation companies such as Metrobus, Wawasan Sutera and RapidKL, in addition to Selangor Omnibus.

#### 2. Support for SSP Line

The participants support the proposed SSP Line as long as it does not require acquisition of their premises, or affect their businesses.

#### 3. Environmental Concern

##### a. Environmental Issues

Kepong Hotel is concerned with vibrations especially during the construction phase and the noise from the SSP Line during operation. They say noise of moving

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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rail cars may affect their business due its close proximity to the line. Their customers may not return to the hotel if it is noisy.

### b. Social Issues

The stakeholders are concerned with the size of area that will be cordoned off during the construction period and this may affect their businesses. They want the SSP Line to give attention to serving the Rakyat and not causing undue difficulties to them by obstructing traffic, acquisition and displacing residents and businesses. They are also concerned with the Park and Ride facility proposed at the area, which they feel will be located very close to the proposed station. They are of the opinion that the site is quite dense with business activities and there is no need for a Park and Ride facilities here, as it will certainly lead to acquisition of land and existing properties. Furthermore, they are convinced that compensation mechanisms will not satisfy them based on the experiences they have learnt from MRT1.

Omnibus is said to be operating in a strategic place. Moving their business require a larger acre of land to support the requirement of their business especially parking bays for their buses, maintenance, and fuel supplies. Any compensation to the company may not be sufficient for them to purchase another area. Others are unsure where to move their business even if they are compensated.

The Shell fuel station does not agree if his premise is acquired for any reason. The bus company agrees to move only if the compensation plan is attractive.

### c. Traffic Congestion

Currently, Jalan Kepong is already congested. The traffic flow may be disrupted during the construction phase. The proposed Park and Ride facility will add up to this issue thus they oppose the park and ride facility in the area.

### d. Other Concerns

Hotel Kepong is concerned that the SSP Line line will block the view of their hotel. A few participants were upset over the possibility of acquisition of their premises by SSP Line. They point out that the information given are unclear and lack details and there is a deliberate attempt to withhold information during the engagement.

There was a unanimous agreement by all to a proposal by the Chairman of the bus company to shift the location of the proposed station a little further to somewhere near the DBKL site for towed vehicles or Fadason/Public Bank. The proposed site they say would be more strategic to serve Jinjang Utara and Jinjang Selatan Tambahan while Station 8 will serve Jinjang Selatan and Taman Wahyu.

Participants suggested that some land may be acquired temporarily at the site of Station 7 during the construction process and reinstated to the owner after the construction is completed.

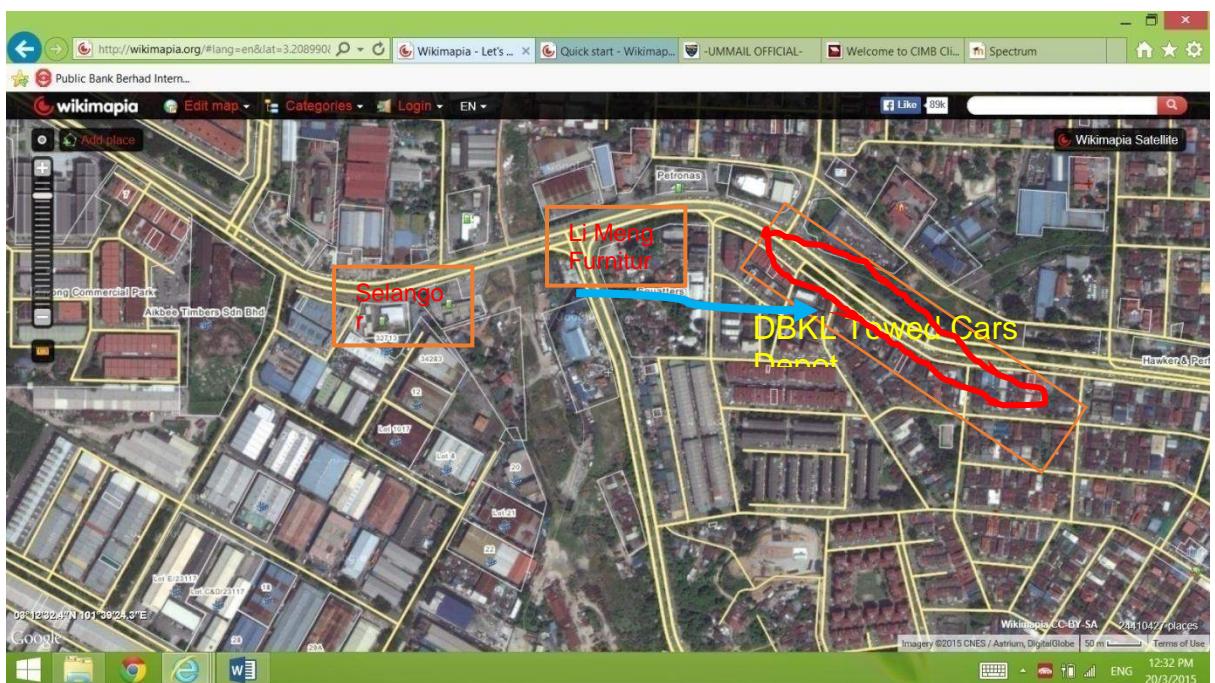
Feeder bus services to housing estates in the area are required.

The participants expect the project proponents to brief them further with more information.

## **4. Suggested Mitigating Measures**

- (1) Move the proposed Station 8 onto the DBKL land mentioned above (see map below).
- (2) Have a good traffic management plan during the construction phase.
- (3) Provide feeder bus services.

## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS



## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **Focus Group Discussion 09**

Target Group : Residents of Seri Kembangan (South)  
Venue : Bilik Mesyuarat, Dewan Dr. George Lim,  
Jalan Putra Permai 2, Seri Kembangan  
Date : 20<sup>th</sup> December 2014  
Time : 10.30 am-12.30 am.

Participants:

1. Encik Khalid Abd Jalil, Ahli Persatuan Penduduk, Taman Penggiran Putra
  2. Encik Bani Hasnan Hj Basir, AJK, Persatuan Penduduk, Taman Penggiran Putra
  3. Raymond Chua – Ahli, Sierra
  4. Tie Sing Chie, AJK, Taman Equine.
  5. Yeap Teck Chong, AJK, Taman Equine
  6. Faizal Shaiyuddin, AJK, Taman Dato' Demang
  7. Ahmad Sofian Ali, AJK, Taman Dato'Demang.
  8. Onn Mohd Yusoff, AJK, Sierra
  9. Amat Ramsa Yaman, Pengerusi, Taman Pinggiran Putera.
- 

#### **1. Brief background**

The valley once surrounded by greenery, is now completely hemmed in by buildings. Taman Equine, Taman Putra Permai, Taman Lestari, Taman Pinggiran Putra and Pusat Bandar Putra Permai are among the residential enclaves closest to the landfill. More developments took place in between 2000–2008 and other prominent developments includes AEON Equine Park, McDonald's, Pasar Borong Selangor (wholesale market), Pappa Rich Kopitiam, Station 1 cafe, Boston Concept Restaurant, House of Healin Equine, Maybank, Giant Hypermarket and other businesses transformed this area into a business hub.

Another Taman that is Taman Dato Demang is also located nearby numerous amenities namely Bazaar Rakyat PKPS, Pasar Borong Selangor, Alice Smith School, Jusco Equine Park, Giant, Taman Dato' Demang also has easy accessibility via roads and highways namely Jalan Putra Permai, Persiaran Lestari Perdana, Jalan Equine, Persiaran Equine Perdana, ELITE Highway, South Klang Valley Expressway (SKVE), Damansara – Puchong Highway (LDP) and Maju Expressway (MEX)

#### **2. Support for SSP Line**

The participants at this FGD fully support the project.

#### **3. Environmental Concerns**

a. Noise and Vibration

Need noise barriers to overcome noise during construction especially to the residents of Taman Dato' Demang. Taman Dato' Demang is within 20 metres behind Station 35 (Equine Park).

b. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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- The new mode of transport will attract more foreign workers. Security should be enforced as the nearest police station is in Serdang.
- Safety of buildings must be taken into account especially during construction.
- Some of the areas are prone to flash floods e.g. area around Aeon Jaya Jusco junction so cautionary measures have to be taken during construction to avoid this.
- Some areas in Taman Dato' Demang are facing subsidence and siltation problems; they could get worse during construction.
- Provision for information dissemination system (in the station and also in the train) for the handicapped of all categories such as the blind, deaf etc. to be considered.
- More lifts and accelerators are needed at stations. At present in most LRT the lifts are very small.

c. Traffic congestion

- At present, the suggested station especially station 35 is experiencing heavy traffic flows and this will get worse during the construction period.
- Propose that every station should have adequate parking bays and fly over/bridge for pedestrian and it must also be user-friendly for the handicapped.
- Provision for Drop-off/pick up area in every station is desired.
- Propose to adapt the modern parking systems as in other countries like Japan and Australia

4. Other Concerns

a. Alignment

- The proposed Station S35(Equine Park) should be moved away from current proposed position; either north or south because at present Aeon Jaya Jusco is experiencing parking problem and traffic flows are already bad and they congest this area. The fear is this situation will worsen, especially during the MRT construction. The Residents of Taman Dato' Demang and Taman Equine feel that Station 35 should be moved further south (see Diagram 1).
- Alternatively, Station S35 (Equine Park)should be combined with Station 36 into ONLY one station, that is, at Pasar Borong. (refer Diagram 1and photos)
- Station at Taman Putra Permai is close to O2 city(facing 'Atmosphere' and 'Garden Explore').The expected completion date for O2 city is in 2015. O2 City is built with sustainability in mind, plenty of greenery and an emphasis on recycling initiatives. "Green" features include a recycling centre within the confines of the neighbourhood, with direct access to organic decomposers. Therefore, they propose a station that is slightly away that is near Pasar Borong Selangor rather than near O2 City.
- Suggest that the station near Limkokwing University is redundant and propose the station to be moved further and closer to Cyber Jaya City Centre.

5. Other Matters

- Propose future management facilities in the station (shops etc.), should be allotted to locals, i.e. locals to be given priority
- Propose to consider a double-decker coach.

## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS

Diagram 1



## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS

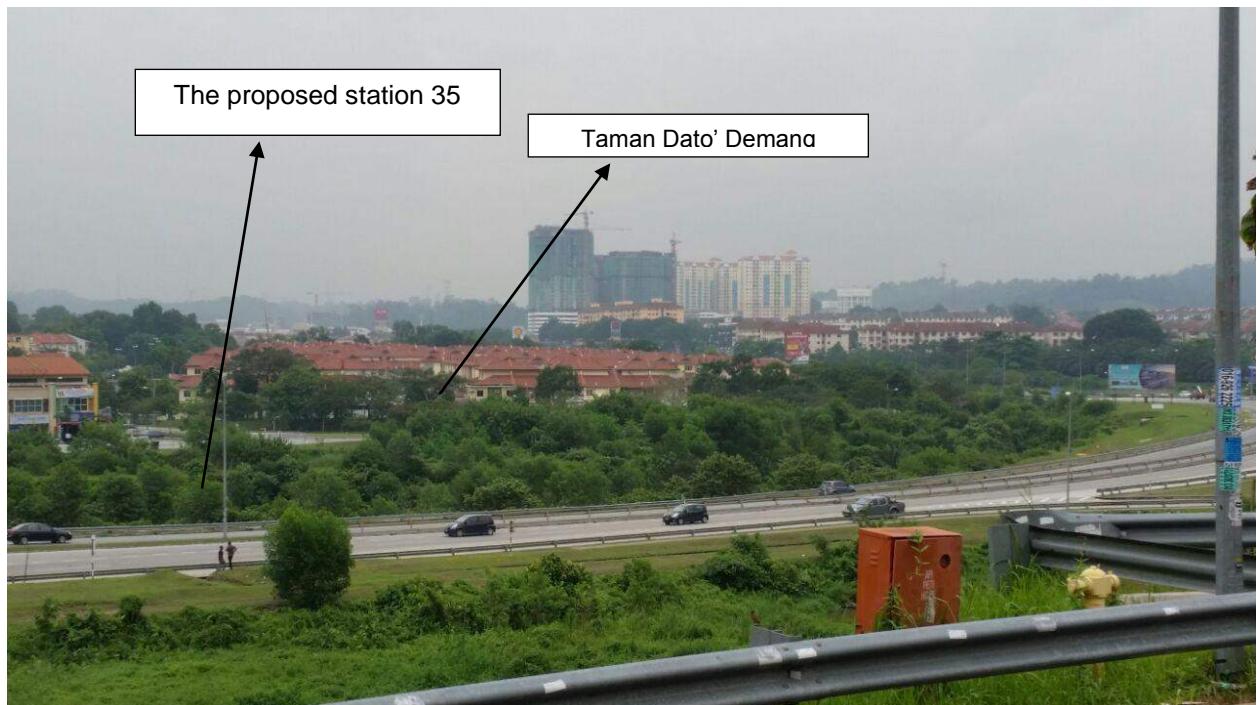


Photo taken on 24/12/14 – early morning



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## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **Focus Group Discussion 10**

Target Group : Residents of Putrajaya  
Venue : Club House, Tasik Putrajaya  
Date : 21<sup>th</sup> December 2014  
Time : 10.30 am-12.30 am.

Participants:

1. Datuk Hj Paiman – P16
  2. Azhan Yusof - P8 (Kementerian Kebajikan Masyarakat)
  3. Safian Md Salleh – P9
  4. Hamdan Bahari - P7 (Maritim)
  5. Hj Salleh bin Othman –P18
  6. Saripah Samsuri – P8
  7. Rahmah bt Ibrahim – P9
  8. Hjh Puziah Saad –P8 –Jabatan Peguam Negara
  9. Raja Muhamad Hilmi Raja Sulaiman –P8
  10. Zaiton bt Ibrahim –P9 (wakil komuniti)
  11. Afendi bin Ismail – P7 (Jabatan Imigration Malaysia)
  12. Hj. Roslan bin Abu Hanif –P8 (Komuniti Chairman)
  13. Mohd Noh Aripin – P8
  14. Zarina Ismail –P8 (PNB/Ahli Komuniti).
- 

#### **1. Brief Background**

Putrajaya was established on the 19<sup>th</sup> October, 1995 and made Federal Territory on the 1<sup>st</sup> of February 2001. Putrajaya was administered by Perbadanan Putrajaya.

Planned as a garden and intelligent city, 38% of the area is reserved for green spaces. A network of open spaces and wide boulevards were incorporated to the plan. Construction began in August 1995. In 2002, a rail link called KLIA Transit was opened, linking Putrajaya to both Kuala Lumpur and KL International Airport in Sepang. However, construction of the Putrajaya Monorail which was intended to be the city's metro system was suspended due to costs. One of the monorail suspension bridges in Putrajaya remains unused. In 2010, the population of Putrajaya was estimated to be over 67,964 which comprised mainly government servants.

#### **2. Support for SSP Line**

The participants at this FGD fully support the good project.

#### **3. Environmental Concerns**

##### **b. Social Issues**

None.

##### **d. Traffic congestion**

None

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **4. Other Concerns**

- The community felt that the proposed SSP Line alignment does not solve commuting issue and congestion in Putrajaya. Most are looking forward to having a link from the SSP Line to a proposed monorail in Putrajaya that passes all Precincts, government offices and shopping complexes. For them, it is the most feasible solution to traffic congestion in Putrajaya that is caused largely by civil servants and tourists and others coming in on a daily basis.
- Many civil servants move a lot daily in carrying out their duties, travelling between KL and Putrajaya so an MRT link is good but insufficient to make them turn to using it even in their daily travels to office, back to the Precincts and to KL. They do not use buses despite the provision of present bus system, saying that the present bus services are not meeting their needs. They prefer a rail link.
- The current park and ride bays in Putrajaya Sentral are already filled to the brim by outsiders coming into Putrajaya to use the KLIA transit. They do not support having a Park and Ride here again. It would bring in more outsiders and aggravate traffic congestion further in Putrajaya, especially during peak hours.
- The residents want a monorail or any rail link from SSP Line to the city centre, i.e. at Boulevard. They believe that without this link, the SSP Line does not serve its purpose in moving people into Putrajaya. They reiterate the presence of the tunnel provided for such a link and could not understand why such integrations are not thought through during the MRT initial design, especially when the monorail had been promised even as early as in 2003.
- In summary, the points raised are:
  1. Support for the SSP Line and that it would be good for the public
  2. Worried about traffic congestion that SSP Line would bring especially if there is a Park and Ride there. Present Park and Ride facility is too congested. Outsiders drive here to make use of the KLIA Transit. More will drive here to use the SSP Line when it is completed. There could never be enough parking for residents and civil servants especially as their trips to towns do not usually start early in the morning if this situation is not reviewed. They need to go to KL on errands –either personal or jobs and if the Park and Ride are filled early in the morning by commuters, there will be no space left for residents and civil servants. This will worsen when the SSP Line is completed.
  3. The link to a proposed monorail or tram line within Putrajaya is essential to make the SSP Line works well and serve Putrajaya more effectively. Without it, there is no assurance that the people here would use the SSP Line. The monorail or tram or any internal rail link will complement SSP Line as more tourists, workers and residents could make full use of the facility. Putrajaya is now emerging as a centre for international tourist events and these are held on an annual basis. There are now too many tourists converging into Putrajaya and this adds to traffic congestion.
  4. Feeder bus services are necessary. The present one does not seem very effective nor is it tuned to the needs of the people here. Also, people here like to have access from their homes (like in Singapore) and the present bus services do not seem to do this.
  5. The many international events in Putrajaya are pulling in the crowd but if they can only access up to Putrajaya Sentral and not beyond, it does not serve its purpose.

**APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

### **Focus Group Discussion 11**

Target Group : Business Operators, Jalan Ipoh (Commercial Group)  
Venue : Level 6, Dewan Mutiara, Mutiara Complex, Jalan Ipoh  
Date : Tuesday, 23 December 2014  
Time : 10.00 –11.30 am

Participants:

N O	NAME	POSITION	ADDRESS
1	Ong Boon Huat	Manager	South Auto
2	Choy	Manager	JMB Mutiara
3	Leslie Choong	Manager	N.E.S Oil Seal
4	Colin Low	Manager	Pets Haven
4	Cheok Seng Suan	Manager	Spare Parts Ship
5	Ng Wan Kei	Staff	Oon Brothers
6	Beh In Gig	Customer service	Oon Brothers
7	Lai Kok Fai	Manager	Bomin Auto
8	Muhamad Hairul	Maintenance staff	WismaKah Motor
9	Thirunyanamurugan a/l Jayaraman	Building cum maintenance manager	WismaKah Motor
10	Guan Ching Kong	Staff	Karya Kin SdnBhd
11	Ng Hong Yuen	Sales	Sykt Ban Hing Leong

#### **1. Brief Background**

The participants are glad that they have been consulted on this project. The meeting is to discuss on the proposed plan with business operators around Mutiara Complex. Participants who attended are owners or employees of workshop, car dealership, auto spare parts and accessories, and complex management. According to them, they are operating on private land. There are also schools nearby the complex (SMK Perempuan Jalan Ipoh and Lai Chee Chinese School). These schools have an enrolment of about 10,000 persons at a time.

#### **2. Support for MRT 2**

The participants appreciate the SSP Line coming into Kepong area but they prefer a realignment to the river reserve (Sg Batu) behind the Mutiara Complex as the original alignment passes through a narrow and congested road. They are hopeful that covered pedestrian walkways are built to connect passengers to business units at the main road. They do not want any acquisition of business units. The participant from Sykt Ban Hing Leong of Batu Cantonment area suggests that the alignment be directed to the army camp and from there to connect to Jalan Ipoh through a pedestrian lane, or that the proposed station be shifted to Petronas petrol station.

#### **3. Environmental Concerns**

##### **a. Environmental Issue**

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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They fear of vibration and cracks during construction and after construction of the SSP Line. Another concern is increase in the level of dusts during construction.

b. Social Issues

Guided by the experiences they learn from MRT1, they stress on the need to enforce safety aspects by contractors under SSP Line. They do not want any untoward incidents around their area.

c. Traffic Congestion

The participants are concerned with the construction phase of the proposed alignment as it will reduce the traffic to a snarl especially at peak hours in the construction phase. This will be aggravated by the proposed station in front of the Mutiara Complex and that there are schools nearby. They fear customers will refrain from coming to the congested area and this will affect their businesses.

d. Other Concerns

Participants say some may object to acquisition of their business premises while others say the concrete columns and guide ways may obstruct the views on their premises and signage.

The participants want to be enlightened on the procedure for compensation for losses in their businesses especially during the construction period. As there are schools nearby, the security of school-going children is paramount.

4. **Suggested Mitigating Measures**

- (1) Realign the route to Sg Batu river reserve.
- (2) Ensure safety of school children.
- (3) Require an effective traffic management plan.

**APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **Focus Group Discussion 12**

Target Group : Kg Malaysia Raya (R)  
Venue : Dewan Rukun Tetangga Salak Selatan  
Date : 25 February 2015  
Time : 9.30p.m. – 10.30 pm

No	Name	Position
1	Zubedah	RA Kg Malaysia Raya
2	Teoh Sak Kheng	Ketua, Tmn Sri Petaling Zone C (Castlefield)
3	Mohd Fakri	Kg Malaysia Raya
4	Khairul Salleh Bin Hasan	Kg Malaysia Raya
5	Zahari Hamid	Secretary, Kg Malaysia Raya
6	Kardin Baggu Khain	Kg Malaysia Raya
7	Sanusi Hj Dahlani	Kg Malaysia Raya
8	Nor Fizah Motaffz	Kg Malaysia Raya
9	Fazil B Noor Mohamad	Kg Malaysia Raya
10	Jmrinag Mohd Daud	Kg Malaysia Raya
11	Mohd Ms Daud	Kg Malaysia Raya
12	Basarudin Mohd Tapi	Kg Malaysia Raya
13	Saiful Azman	Kg Malaysia Raya
14	Nordin	Kg Malaysia Raya

#### Brief background of Residential Area

The majority of the residents at Kg Malaysia Raya are Malays. They were invited due to close proximity of units at Jalan Pauh Kijang to the proposed alignment. Like the business and residential communities at Taman Salak Selatan and Taman Naga Emas, they claim to have been ignored when development took place at their area, including Terminal Bas Selatan (TBS) which they feel is affecting them daily in terms of noise of announcements, honks and passing by buses. The participants brought their ill-effects from such projects before to the discussion, and this could explain their responses below.

#### Support for SSP Line

The participants at this FGD generally do not support SSP Line. They state that SSP Line will affect the aesthetics of their village.

#### Environmental Concerns

The participants are wary of the noise from the TBS. They are also unhappy with noise from buses honking and announcements at TBS. They fear SSP Line would also bring similar negative impact onto Kg Malaysia Raya although the alignment is a little away from Jalan Pauh Kijang. They are also worried about SUKE coming to their area.

They have witnessed cars plunging from overhead lanes at BESRAYA and this they quote could happen at SSP Line too. They thus fear for their safety. The residents are disturbed by the noise levels omitted by the bus' brakes, and the noisy announcements from the Terminal Bas Selatan.

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Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)  
They do not want the alignment to pass anywhere close to the village. They claim that the village used to be conducive and attractive until physical development took place around the village. Some promises made before from the developers were also not fulfilled.

### Traffic congestion

They do not want any feeder bus entering into their village as their narrow road could not cope additional traffic. Such buses may cause congestions. They are already facing delays in accessing main roads, including BESRAYA which is congested at peak hours. The attendees state that traffic congestion starts as early as 6 am, clogging up traffic in their village

### Other Concerns

They want to be consulted again with more details in the next round. They ask as to why there is a need to connect this area with a MRT system when it is already served by a LRT from Chan Sow Lin to Bandar Tasik Selatan and Sg Besi. They see the alignment serving Salak Selatan to Sg Besi as redundant and a waste of public funds.



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### **Focus Group Discussion 13**

Target Group : Fraser Business Park and Chan Sow Lin (Commercial)  
Venue : Room 1, One Stop Hotel & Residence, Fraser Business Park.  
Date : 26 February 2015  
Time : 3.30pm-5.00 pm

Participants:

No	Name	Organization	Position
1	Loy Yit Ngor	WTF Auto Service	Director
2	Low Yoke Guan	WTF Auto Service	Admin Assistant
3	How Sue Yee	Allied Pharmacy	Pharmacist
4	Chong Yeong Wen	Allied Pharmacy	Pharmacist
5	Joe Randhawa	Gala Track Sdn Bhd	Director
6	Chong Chee Hoong	Sing Huat Premium SdnBhd	Manager
7	Yue Khin Meng	Sum Hing Engineering	Director
8	Senny Hou	JS xxxxx	Consultant
9	M. Shahrul Azrun	Tan Chong Express	Sales Assistant
10	Mazlun Mikhat	Tan Chong Express	Sales Assistant
11	Goh Chee Song	Car Max Auto Garage	Director
12	SJ Mannan	Car Max Auto Garage	Employee

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#### Brief background of Commercial Area

Fraser Business Park is a commercial area which includes various business activities and offices. HELP College of Arts and Technology is also located nearby. Chan Sow Lin area comprises both commercial and industrial areas on Jalan 1, 2, 3, and 4.

#### Support for SSP Line

The participants at this area support the proposed SSP Line project.

#### Environmental Concerns

The participants anticipate vibration and dust during and after the construction of SSP Line. As Chan Sow Lin is an automotive centre for car sales and service of various brands, customers would be unhappy of dust lining their serviced cars. As the area is served by SMART tunnel, they are also worried about flooding as a mud-flood once affected the area. Furthermore, Chan Sow Lin area is an ex-mining land. The soil here is soft, and construction has to take this into account. The business owner' here also express their concern over adverse environmental effects that could arise from MRT construction and want to know how MRT Corp would deal with such problems should they arise.

#### Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)

The participants explain that are so many 'cavities' found during the construction of SMART tunnel. Some express concern over land acquisition especially if they think there would need a need for ventilation shaft. Some areas at grade may have to be acquired.

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

### Traffic congestion

The participants said that Chan Sow Lin is a busy road. They raise concerns over possible aggravation of traffic congestion, especially during SSP Line construction. Many want to know whether there would be widening of existing roads to cope with congestion during the construction. They suggest a proper traffic impact assessment to be undertaken at Chan Sow Lin to reduce grievances of businesses and residents in the area during construction. Their concern about traffic congestion is caused by their fear that traffic congestion would affect negatively on their business, especially as many are automotive service centres. They state that detailed planning is necessary to allow Chan Sow Lin meet the increase in the pedestrian traffic at the stations once the MRT 2 is operational.

### Other Concerns

Other concerns pertain to disruption to utilities that are underground. They worry over this and request for communication channels to be in place to enable the public to report and lodge complaints during construction. They also enquire on how compensation could be given should construction cause damages to their premises or their operations. Many are looking to have more details on the alignment.

### Suggestions

- (1) They suggest that the alignment for SSP Line goes deeper below the SMART tunnel.
- (2) They suggest a road should be built to link them to BESRAYA as a traffic dispersal measure.



## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **Focus Group Discussion 14**

Target Group : PPR Raya Permai and Pangsapuri Permai  
Venue : Dewan Persatuan PPR Raya Permai  
Date : 5 March 2015  
Time : 9.30pm – 11pm

Participants:

No	Name	Organization	Position
1	Mohd Hassan	Head, PPR ommitee	Leader
2	Zain Mahmun	Unreadable	Leader
3	Azman Ahmad	Resident	PP Raya Permai
4	Siti Hajar bt Mat Zain	Resident	PPR Raya Permai
5	Firdaus Rashid b Abdul Rashid	AJK	PPR Raya Permai
6	Rozita bt Ramly	AJK	PPR Raya Permai
7	Mohammad Nasir	AJK	PPR Raya Permai
8	Ahmad Fuad Busu	AJK	PPR Raya Permai
9	Sanqiah Sani	AJK	PPR Raya Permai
10	Sitikhadijah Ishak	Resident	PPR Raya Permai
11	Siti Hamidah Md Fashir	AJK	PPR Raya Permai
12	SuriadiMohone	JMB Pengerusi Pangsapuri Permai	Pangsapuri Permai
13	Hasnan Mohd Noor	AJK Permai	Pangsapuri Permai
14	Ismail Othman	AJK	Pansapuri Permai
15	SulmiDollah	AJK	Pangsapuri Permai
16	Zahimah Mohd Zahid	JMB Pangsapuri Permai	AJK
17	Zarina Abdul Rahim	JMB Pangsapuri Permai	AJK Pangsapuri Permai
18	Amir Aziz	PPR Raya Permai	AJK PPR Raya Permai

#### Brief background of Residential Area

PPR Raya Permai and Pangsapuri Permai have 1264 and 1380 units of apartments, respectively, with residents totaling 15,000. These houses are located near the Sungai Besi Interchange and IWK Sewage Treatment Plant. Sg Besi LRT station is also near PPR Raya Permai and most of the residents walk to the LRT station. The LRT passes close to Block B of PPR Raya Permai. Population here comprise of Malays (50%), Chinese (25%) and Indians (25%).

#### Support for SSP Line

The residents at PPR Raya Permai and Pangsapuri Permai support the proposed SSP Line as it will bring benefits to them as well as the future generation.

#### Environmental Concerns

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

The residents anticipate that there will be a noise pollution during and after the construction of SSP Line. They want the MRT Corp to take precautionary measures to prevent the problem from the beginning itself. They cite noise pollution even after construction of SSP Line learning from LRT line which is noisy and vibrates the apartments when it passes by. They also worry that SSP Line will cause flooding which will then affect traffic movement. They warned that the area was once an ex-mining land.

### Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)

None

### Traffic congestion

The participants raise their concerns with regard to parking woes in their residential area and introduction of SSP Line may worsen the situation if a Park & Ride facility is not provided at the station. They expect more severe traffic congestions during the construction of SSP Line if the developers do not give due attention to traffic management. The residents enquired avenues for them to channel their problems if they experience traffic congestion in the future.

### Other Concerns

The residents request for feeder buses and parking facilities (Park & Ride). In addition, they would wait for more details on the alignment. They request to have a cordial relationship with MRTC so that any untoward issues/problems can be avoided wisely and promptly. The participants also suggest that the proposed station be built on this side of the existing LRT station.



## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS

### Public Dialogue 1

Target Group : Sri Damansara Residential Community  
Venue : Sri Damansara Club  
Date : Thursday 11<sup>th</sup> December 2014  
Time : 11.00 am – 12.30 pm

Participants:

1	Lee Kim Seong, Jonathan, BSDRA President	
2	Chai Hong You, Chairman	1 Jalan SD4/5
3	Fareeza Abdul Rahman	41 SD2/1C, JalanDagang
4	Abdul NashirSaib	SD4/4 JalanJati
5	SiewWooi On	SD4/4 JalanJati
6	Savithiriy a/p Jeganathan	SD2/12
7	Yip WaiMeng	9, SD4/2
8	Lim Hui Chin	SD2/1B
9	Meiyathan a/l Mariappan	SD2/2E
10	Wong Chee Hong	SD2/1C
11	Izwanltam	SD2/1E
12	Loh Folk Sun	5, SD4/6
13	ChakMunWai	44 Jalan SD2/2G
14	Chek Kun Sing	46 Jalan SD2/2E
15	Abdul Razak Idris	25 Jalan SD4/4
16	Yap SweeSiong	33 Jalan SD2/2G
17	Siew Yen Len	30 Jalan SD2/2G
18	Asmar Hassan	SD4/2
19	Gun Liew Kwan	Jalan SD2/2G
20	Len SiewPhong	44 SD 2/1C
21	Tan GuatWah	43 SD 2/1D
22	Tan Guat Bee	43 SD 2/1D
23	Lai Yoon Loy	1 SD 4/1
24	Chia KiukHiang	1 SD 4/1
25	SaudahYunos	1 SD 4/2
26	Ms Ong	45 SD 2/1E
27	Chiam Yow Hong	43 SD 2/1E
28	Aw JitBeng, Thomas	31 SD 4/4
29	Chong Chee Meng	44 SD 2/1D
30	Chia Siew Hsia	44 SD 2/2G
31	Lau Chit Mooi	42 SD 2/1G
32	Ng Kim Ming	42 SD 2/1G
33	Chai Yu Fook	78 SD 4/4
34	Mah Chun Wai	5 SD 1/3
35	Chai Min Choong	13 SD 2/2A

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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Feedback:

### **1. Support for MRT2**

Two residential groups from the housing area turned up for the discussion. One group was from SD 1 to 4; the other from the remaining part of Sri Damansara. The affected group is from SD 4.

In general, the community is not against having the MRT, acknowledging there are benefits from the public transport. However, they would not give their full support because the alignment is likely to affect some homes in their area. The unaffected group expressed empathy with those that could be adversely affected by the alignment.

The groups stated clearly that they would support the MRT only if the alignment is readjusted to the main road, away from the residential areas. Otherwise, they would object and protest.

Some indicated that they have seen bore holes being done in their housing area and suspected these were related to soil tests. These have caused them to worry thinking that the MRT2 alignment has been finalised.

### **2. Environmental Concerns**

#### **a. Environmental concerns**

Key concerns stem from the possibility of the alignment entering into their residential area:

- For those not affected by acquisition, the remaining houses would be close to the alignment and would suffer from noise, air pollution, vibrations, crime, potential safety issues, and traffic congestion during construction.
- Post construction, they still fear noise, vibrations, crime and traffic congestion.
- During construction, the worries are over (1) air pollution, (2) traffic congestion, (3) noise, (4) vibrations, and (5) safety
- Possibility of land subsidence.

They request for a risk assessment be done during the construction in their area.

#### **b. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)**

Displacement and acquisition of houses became a strong contentious point during the entire dialogue session. The residents could not accept that the alignment would enter into their housing area and that houses may be acquired.

They argued for:

- Realignment of the MRT2 onto the main road.
- Move the alignment onto the commercial activities fronting the main Jalan Kuala Selangor which they claimed are illegals, pointing out that these should be the target and not freehold, residential homes like theirs.
- Building underground if there are difficulties in building overhead.
- Relocating the utilities rather than take people's homes.
- Using the railway line to Kepong Sentral as an alternative corridor on the assumption that the corridor is wide enough to share.

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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- Pointing that such construction uses taxpayers' monies so cost should not be a major factor of consideration that overrides the lives and homes of people.

The undertone from the groups is anger that the design of the alignment fails to acknowledge that there are people staying in the affected houses; many of whom are old, retired and any displacement and acquisition would cause upheaval to their lives. There is sadness and anger, directed at what they claimed is the callous way in which the MRT2 alignment is done along this part of the route.

Other social concerns, although not necessarily areas of main contention are (1) likely presence of too many foreign workers; (2) increase in crime due to presence of foreign workers and opportunists; (3) safety especially for those who believe that their homes would be near to the alignment (some perceive that after the acquisition of the end lots, the adjoining lots could be exposed to the MRT 2 alignment); (4) loss of privacy due to such proximity.

### c. Traffic congestion

Traffic issues are perceived to occur during construction and post construction. During construction, traffic congestion occurs along their main road as access becomes difficult. Lives are disrupted from any traffic diversions and congestion.

Post construction issues are related to people using their residential areas as car parks. They would be exposed to unnecessary traffic, making their homes unsafe. The general fear is being 'besieged' by outsiders who enter their housing area to access the MRT.

### 3. Others

In view of possible acquisition, residents are worried over the time line. They seek information on:

1. When they would be notified about the final alignment.
2. Whether their suggestions to readjust the alignment would be acceptable.
3. Whether there are further opportunities for them to continue to voice their concerns over the acquisition.

The Resident Association also showed a map of the area prepared by the developer then, Land & General (L&G), showing the approved layout and provisions for community facilities and amenities, i.e. telecoms, fire brigade and police stations. The map also shows a provision of an LRT line along the reserve of the main road. The Association states that it would also strongly object if the parcel of land earmarked for the Police Station is taken for the proposed MRT station as the RA has been working for years towards building a full-fledged police station in Sri Damansara to protect and safeguard the community. The area needs urgently the service of the last two agencies mentioned.

The participants expect MRTC to brief them in detail when the alignment is in its final stage of planning and design for further feedback during which they invite more residents to attend.

## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS

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### 4. Written Responses - Sticky Notes (stated as it is)

1. Rakyat didahulukan, pencapaian diutamakan.  
Please align line along MRR2 (Toyota Road).  
Not going into our housing road. By aligning the line into our housing road, you are causing untold misery to the resident. (Thomas: 0193028378)
2. Don't affect our house.
3. 1. Explain noise & vibration  
2. Impact to human health issue  
3. MRT take response to ...  
4. Foundation impact to nearby house vibration issue
4. We refuse (Fareeza Abd Raheem)
  - Pencemaran udara & bunyi
  - Risk semasa pembinaan & selepas pembinaan
  - Tempat tinggal kami akan sesat kerana orang akan park di tepi rumah kami
  - vibration affect rumah kami
  - health vibration
5. - Vibration  
- Noise  
- Traffic & Parking  
- Crime rate
6. Safety
  - Pillar Collapse
  - Buglary / Snatch thief
  - MRR2 pillar – has cracked before
  - safety issue to road user & residence. For such mega project
7. Please don't disturb us
8. Please realign the line using main road
9. Use other way
10. Build it far away lah
11. MRT shouldn't build too close to houses
12. We don't want MRT close to our place
13. Don't want it at our house
14. Masalah-Masalah Dihadapi
  - 1) Pencemaran Bunyi - semasa pembinaan dan selepas
  - 2) Impact of vibration - sekitar rumah atau perumahan dimana kelonggaran tanah
  - 3) Pencemaran udara - semasa pembinaan
  - 4) Gangguan panorama - halangan udara atau pengudaraan/ angin
  - 5) Traffic congestion - tiada pantauan semasa pembinaan
  - 6) social impact - gangguan bekalan air, elektrik kerana semasa pembinaan kontraktor melanggar atau rosakkan
  - 7) masalah sosial - kecurian atau pecah masuk rumah oleh pekerja asing
  - 8) Safety issue - semasa pembinaan di mana "Method of Statement" atau "Risk assessment, hazard perlu diadakan (Cth: Berlaku kemalangan di Subang Jaya, Bangsar dan sebagainya)
  - 9) Harga rumah akan jatuh - Nilai rumah akan jatuh
  - 10) Need buffer zone

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**



## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **Public Dialogue 2**

Target Group : Residents of Seri Kembangan (S)  
Venue : Dewan Persatuan Penduduk PKNS, 7/1, Seri Kembangan.  
Date : 30<sup>th</sup> December 2014  
Time : 8.45pm-10.45pm.

#### Participants:

1. Mr Lee Tak San – Taman Bukit Serdang
  2. Mr Chang ToongWoh - Taman Bukit Serdang
  3. Mr Wong Lee Fatt – Taman Serdang Raya
  4. Encik SyaifulHazreen bin Hasan Nadin – Taman Universiti Indah
  5. Encik Abdul Kadirbin Selamat –Taman Serdang Jaya
  6. HjShamsuddin bin Ahmad Nordin – Taman Muhibbah
  7. Encik Shuib bin Ismail – Taman Bukit Serdang
  8. Encik Ahmad Hamdan b. Din – Seri Kembangan (PKNS)
  9. Encik Abd Rahman Bachik – Timb. Pengerusi KRT, Kembangsari 2B.
  10. Mr A. Sivalingam – Taman Universiti Indah.
  11. Mr. Kang Yoke Luen–Seri Kembangan, PKNS.
  12. Encik Najilan Che Pha – BOMBA
  13. Encik Nasharudin - BOMBA
  14. Encik Khairul Azri – BOMBA
  15. Puan Latifah Salim – BOMBA
  16. Puan Suhana Mohd Noor – Taman Universiti Indah
  17. Encik Dzulkifli – Taman Serdang Jaya.
  18. Encik Mahmuri – Seri Kembangan (PKNS)
  19. Encik Abdul Halim – Taman Universiti Indah
  20. Encik Rashid Hassan – Taman Universiti Indah
  21. Encik Subramaniam - Taman Muhibbah
  22. Puan Noor Zalizabt Zainal Abidin – Pembantu Ahli Majlis Zon 20, MPSJ
  23. Encik Mohd Roslibin Abdul Majid – AJK Persatuan Penduduk, Pangsapuri, PKNS.
  24. Encik Mohd Halizan Yusuf – AJK Persatuan Penduduk Pangsapuri, PKNS.
  25. Encik Abu Talib – Secretary RA, Pangsapuri PKNS.
  26. Encik Mohd Adhah Mohamad – Pangsapuri PKNS.
  27. Encik Latif bin Rosdi – Pangsapuri PKNS
  28. Encik Mohd Fazli bin Mohd – Pangsapuri PKNS.
  29. Encik Johari bin Lelor- Pangsapuri PKNS
  30. Encik Fauzan bin Yaakob – Pangsapuri PKNS
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#### 1. Background

The FGD was targeted at a smaller group of residents in Taman Bukit Serdang, Sri Kembangan, Taman Serdang Jaya, Taman Universiti Indah, Pangsapuri PKNS, Bomba staff quarters and Taman Muhibbah. Early discussions on holding the FGD were initiated with heads of relevant residents' association in the area. The venue was recommended by the community leaders as an appropriate place for the discussion on the proposed MRT2. However, due to the time and venue, the FGD attracted much more participants than anticipated. Around 30 persons attended. They included mostly males but there were female participants (10%) who came to listen and know more. This has a positive social implication for this community-based FGD itself because often, female participation at such functions is limited or negligible.

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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The large crowd at the FGD has turned the planned discussion more into a public dialogue. Underpinning this active participation in the FGD is the strong interest shown by the residents in the proposed MRT2. They note their appreciation of this opportunity provided to them to voice their views. Whilst they appeared ready for the briefing on MRT2, their only focus and interest was on the ALIGNMENT. Their main areas of concern are (1) Proximity to their homes (2) Acquisition of their properties.

When informed that the proposed alignment is mostly on road median, the general feedback was relief that properties would not be affected. This is because of concerns that this Seri Kembangan, Bukit Serdang and Taman Universiti segment of the MRT2 alignment could mean acquisition of residential properties. They appeared not to be concerned that this may not occur at the proposed stations.

### **2. Support for MRT2**

- The overwhelming response from the community at the FGD/forum is positive as they fully support the project. Whilst they support and favour the MRT2 in principle, they have made some comments and suggestions which they hope could be taken into consideration in improving the design and planning of MRT2.
- Someone wants to know why the route did not factor in Hospital Serdang-according to him if GHKL is in, why not Hospital Serdang as many of those around there patron this hospital.

### **3. Environmental Concerns**

#### **(a) Noise and Vibration**

Noise and vibrations is their next concern. Their key concern appears to be the impact of vibrations and fear of cracks in their homes. They want to know what actions are being taken when this happens and whether they can seek compensation. Noise is raised but not too much a concern among them.

#### **(b) Social Issues**

- Safety of the construction is raised because of the incident in Subang. They hope measures are in place to prevent such occurrences. Safety of the community must be given priority especially during the construction.
- Some of the areas are prone to flash floods e.g. in front the police station and BOMBA so cautionary measures/mitigation steps have to be taken during the construction period.
- One complains that construction works would dirty the place; usually no one cleans up and leaves debris all over the place. Therefore, this should be taken into consideration by the project contractor.

#### **(c) Traffic Congestion**

- Traffic congestion as we are made to understand is bad in Seri Kembangan. It is always bad and with the Chinese primary school nearby plus the Sri Serdang school and religious school, the main road is always congested for the most part of the day especially during school term notwithstanding the nearby industrial area. During construction, this will worsen and they don't want to bear with this.

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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- Traffic problems during construction are a main concern. The main roads Jalan Raya 1, Jalan 7/4, Jalan Raya 4 etc. face heavy traffic in the morning and evening. There is a concern that construction could aggravate the situation.

### **4. Other Concerns**

- A proposal is to share the ERL line and avoid troubling them. They have too many such developments since (highways/expressways), they do not want all these troubling them.
- Once public display is ready to be viewed, the community proposes that they should be kept informed on that and invitations extended to them to attend more briefings.



## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **Public Dialogue 3**

Target Group : Kuchai Lama (Commercial)  
 Venue : Dewan Rukun Tetangga Salak Selatan  
 Date : 25 February 2015  
 Time : 4.00 pm – 6.00 pm

Participants:

No	Name	Organization	Position	Address
1	Ong Chin Wah	Syarikat FotoLitho	Owner	AS 46, Jln Hang Tuah 3
2	Lai Asang W Boon Sang	Syarikat FotoLitho	Owner	AS 46, Jln Hang Tuah 3
3	Ong Ah Cheong	RA Tmn Naga Emas	Assistant Secretary	DewanTmnSalak Selatan
4	Azman	SgBesiBarang-baranglusuh	General Manager	Lot 2618, Batu 5164, JlnSgBesi
5	Dato Seri Lee Wan Beng	SgBesi Reality	Director	Lot 2618, Batu 5164, JlnSgBesi
6	Chong Chen Lee	Chong Chen Lee S/B	Director	AS 37, Jln Hang Tuah 3
7	KanSweerHoon	RA Salak Selatan	Penduduk	K 29, Jalan 2.
8	R.Sathasivam	RA Salak Selatan	Ahli	125. 2A, TmnSalak Selatan
9	G.P.Sivam	RA Salak Selatan	Pengerusi	6, JlnCahaya.
10	HarJoon Hong	BS Anges Enterprise	Employee	25, Jln Hang Tuah 3
11	KeongKam Seng	Yin Fatt	Boss	AS 29, Jln Hang Tuah 3
12	Koo Lim Cheong	Percetakan Keel	Wakil Boss	AS 22, Jln Hang Tuah 3
13	TengKokWai	Pan Ocean	Wakil Boss	AS 21, JLn Hang Tuah 3
14	Khan Yong	Owner Building	Owner	AS 44A, Jln Hang Tuah 3
15	Chan Goo Beng	Owner Building	Owner	AS 44A, Jln Hang Tuah 3
16	Lee Chee Loong	Comet Image S/B	Director	AS 24, Jln Hang Tuah 3
17	Tay Bee Loo	Comet Image S/B	Employee	AS 45, Jln Hang Tuah 3
18	James	AMLSAP Enterprise	Director	AS 22A
19	Wong Sai Kuan	WSK furniture	Director	Lot 25 SgBesi
20	Liow Chee Keong	Percetakan Oscar	Marketing	No 37, Jln Hang Tuah 3
21	YeapSiewMoi	SioMoi Ent	Boss	No 37, Jln Hang Tuah 3
22	R.SelvaKumaran	SiewMoi	Marketing	No 37, Jln Hang Tuah 3
23	Yong Lee Kok	JKKK Salak South	Chairman	Salak South Garden
24	Cheng Kow	JKKK Salak South	Setiausaha	Salak South Garden
25	Bannie Chin	JKKK Salak South	TimbalanPengerusi	Salak South Garden
26	Fatty Mok	Fatty Mok	Owner	AS 27, Jln Hang Tuah 3
27	S.Season	Market	Owner	AS 27, Jln Hang Tuah 3
28	Kelvin Lee	Restoren New Han Shine	Director	AS 45, Jln Hang Tuah 3
29	See Kim Piow	RT Salak Selatan	NaibPengerusi	AS 33, JlnGempita 3
30	John Lee	The Leafz	Penduduk	17-1, The Leafz
31	Hew FoongFatt	Kedai	Boss	AS 28, Jln Hang Tuah 3
32	Liew Lei Yee	SieowMoi Ent	Designer	AS 37, Jln Hang Tuah 3
33	Albert Leong	Ezy Die Cut	Boss	As 50, Jln Hang Tuah 3

## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS

34	Koh Chin Kek	Percetakan SHF	Boss	A 34, Jln Hang Tuah 3
35	William Tang	RT taman Naga Emas	Penduduk	42, Jln 1/140
36	Ling Kon King	PersatuanKebajikan Orang Ramai South Garden	-	-
37	Yeo Kim Siang	Fu Chang Enterpirse	Owner	AS 42A
38	Teh Sim Fong	Owner	Owner	AS 42A
39	Kan Yew Fei	Owner	Owner	AS 48
40	Liong Ah Lik	Owner	Owner	N5. Jln Hang Tuah 1
41	Lee Chok Lim	Miatnam Org.	Owner	AS 35, Hang Tuah 3
42	Steven Heng	The Leafz	Penduduk	13-3, The Leafz

### 1. Brief background of Commercial Area

The participants comprise owners of the businesses located at Kuchai Lama. Among the types of businesses in the area are restaurants, printing, textiles, steels, and so on. There are also some businesses located near the Muslim cemetery and Chinese temple.

Some participants are members of associations and groups who have protested against some developments, especially highways and of late a low-cost 512 unit high-rise apartment, in their area. They feel they have been sidelined and cheated in many ways as well as not being consulted in past projects. Thus, they came to this session with the same feeling to go against any development in their area. This explains the tone and their behavior during this engagement with them. Among the participants, it was observed that there are various factions among them with varying interests.

In addition, a number of the participants expressed their unhappiness over the fact that they were given short notice to attend the discussions as well as the session is being held on an auspicious day of the 15-day Chinese New Year Celebrations. In view of this, some participants were observed to leave earlier while others continue the discussion.

### 2. Support for MRT2

The majority of the participants are dissatisfied that the information provided to them are vague. They find the information presented in the engagement, especially the map, as insufficient for them to provide any meaningful feedback. The alignment is indicated on a corridor that is too wide. They want to know more details about the alignment as they are afraid that their businesses could be affected or be acquired. They suggest that detailed maps be presented to them to enable to provide better feedback. The participants support the proposed MRT2 as long as the implementation of the project is done properly. One of the main reasons for their support of the MRT is they badly need public transportation in their area

### 3. Environmental Concerns

#### a. Environmental Issues

None.

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

- b. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)

The majority of the participants raised their concerns over the possibility of their businesses being affected by acquisition. They assert clearly that they do not want their premises acquired. However, they are worried that the station indicated at Taman Naga Emas has no access for residents and outsiders to use.

- c. Traffic congestion

The participants believe it is quite impossible to construct the MRT2 station at the proposed station as most of the service roads near the proposed station are too narrow. Parking problems may worsen when the proposed housing high-rise residential project is built near the proposed station (the participants are against the housing development). They want a Park & Ride facility next to the station.

### **4. Other Concerns**

The participants also request for feeder buses and parking facilities (Park & Ride).



## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS

### Public Dialogue 4

Target Group : Kg Baru Salak Selatan, and Taman Naga Emas (R)  
Venue : Dewan Rukun Tetangga Salak Selatan  
Date : 25 February 2015  
Time : 8.15 pm-9.30pm

Participants:

Bil	Nama	Organization	Address
1	KhooSueeHoon	RukunTetangga	K29, JlnCahaya, TmnSalak Selatan
2	R. Sathasivam	RA Salak Selatan	125-2A, JlnCahaya 2, TmnSalak Selatan
3	Leong Peng Seng	RA Naga Emas	32, JlnMentari 1, Tmn Naga Emas
4	Choong Kun Hong	RA Naga Emas	No 3, Jln 4/140, Tmn Naga Emas
5	Tan Lay Yiat	Chairman, RT Salak Selatan	12A, Jln Perkasa 1, Sungai Besi
6	Wong Yie Yee	Secretary, RA Salak Selatan	16, Jln Perkasa 1. Sungai Besi
7	G.P Sivam	Chairman, RA Salak Selatan	6, JlnCahaya 2, Salak Selatan
8	CS Yap	RA Taman Naga Emas	2, JlnMentari 2, Tmn Naga Emas
9	SL Yap	RA Taman Naga Emas	2, JlnMentari 2, Tmn Naga Emas
10	SN Chow	RA Taman Naga Emas	2, JlnMentari 2, Tmn Naga Emas
11	Loh Ah Foong	RA Taman Naga Emas	20, JlnMentari 2, Tmn Naga Emas
12	Lam Kok On	RA Taman Naga Emas	47, Jln 2/140, Tmn Naga Emas
13	Pan EngGi	RA Taman Naga Emas	33, Jln 4/140, Tmn Naga Emas
14	Yong Mei Yen	RA Taman Naga Emas	8, Jln 4/140, Tmn Naga Emas
15	Chong Kim Loy	RA Taman Naga Emas	4, JlnMentari 2,Tmn Naga Emas
16	Bruce Ong	Tmn Naga Emas	51, Jln 2/140
17	Wong Chin Wah	Tmn Naga Emas	33, Jln 4/140
18	Liew Chee Kiong	Tmn Naga Emas	8, Jln 4/140
19	Lee Yoke Lan	Tmn Naga Emas	36, Jln 3/140
20	Wong Kai Ping	Tmn Naga Emas	4, Jln 4/140
21	Mary Ting	Tmn Naga Emas	5, Jln 4/140
22	Yik Cho Fatt	Tmn Naga Emas	6, Jln 4/140
23	Goh Chow Meng	TmnSalak Selatan	K31, JalanCahaya 2
24	Choy YiuOon	Tmn Naga Emas	Jln 5/140, Tmn Naga Emas
25	Aiw Chee Kiong	Tmn Naga Emas	Jln 2/140, Tmn Naga Emas
26	Fong Yue Seng	Tmn Naga Emas	34, Jln 1/140, Tmn Naga Emas
27	Chan Ah Chee	Tmn Naga Emas	10, Jln 5/140, Tmn Naga Emas
28	Lee Siao Chin	Tmn Naga Emas	E5, JlnGempita 3, Tmn Naga Emas
29	Lee Yoke Keen	Tmn Naga Emas	31, Jln 2/140, Tmn Naga Emas
30	Justhyn Yap	Tmn Naga Emas	22, JlnMentari 2, Tmn Naga Emas
31	Poon TyeHean	Tmn Naga Emas	B2, JlnGempita 3
32	Lee Kim Hiua	TmnSalak Selatan	29, JlnMentari 2, Tmn Naga Emas

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **1. Brief background of Residential Area**

The majority of the residents at both Taman Salak Selatan and Taman Naga Emas are Chinese. There are about 4500 houses here. Many of the residents are said to be using LRT or bus to work.

### **2. Support for MRT2**

The participants from Taman Salak Selatan and Taman Naga Emas support MRT2 as it would bring benefits to them.

### **3. Environmental Concerns**

#### **d. Environmental concerns**

The participants anticipate that there will be noise pollution during the implementation of MRT2. They are worried that the train's brakes would disturb their neighborhood.

#### **e. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)**

They do not want any acquisition of their houses.

#### **f. Traffic congestion**

The residents raised their concerns with regard to the possibility of traffic congestion during the construction of MRT2. They claim the proposed site for the station at Taman Naga Emas may cause some problems to the residents as many may park their vehicles at the neighborhood to use the train. In addition, they would object if the 18-feet service roads at their housing estate are used by MRT2 as the roads are very narrow and unsafe to use by heavy machineries. They don't want heavy vehicles used for the construction to use their internal roads. Some participants are adamant that Jalan Sinar must not be used as an access road.

The participants insist that a Park & Ride facility is provided next to the site of the station to meet the demand of users, but warn that the Park & Ride facility should not be accessed from Taman Naga Emas. They suggest that a new access road is built from Kuala Lumpur – Seremban Expressway (see map enclosed).

### **4. Other Concerns**

The participants are concerned that DBKL is planning a JV development of a high-rise residential development near the site of the proposed station. The development will increase the parking woes at the area.

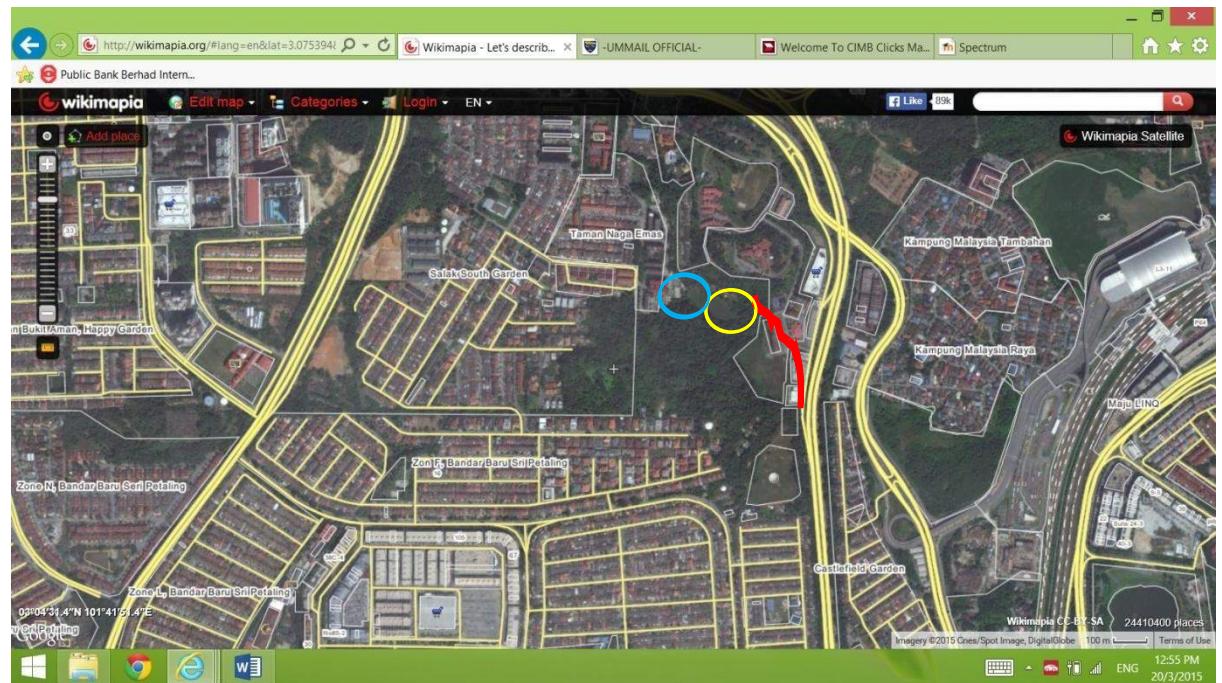
They want to be consulted again with more details at the next stage of engagement under the Railway Scheme.

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS



Blue circle – proposed station

Yellow circle – suggested location of P & R

Red line – suggested access road from highway.

## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS

### Public Dialogue 5

Target Group : PPR Laksamana (Residential)  
Venue : Bilik Mesyuarat Persatuan Penduduk PPR Laksamana  
Date : 26 February 2015  
Time : 9.30 pm -11.00 pm

Participants:

No	Name	Organization	Position	Address
1	HalimantunSaadiahBinti Wokiah	PPR Laksamana	Bendahari	A 6-10
2	Palmin B. Rekol	PPR Laksamana	AJK	A 6-8
3	Jaredah Ibrahim	PPR Laksamana	AJK	11-14 Blok C
4	NorainiBtUrif	PPR Laksamana	AJK	D-8-1
5	Rozita Arshad	PPR Laksamana	Juruaudit	C-5-10
6	Dzulkifli Bin Yaseh	PPR Laksamana	AJK	B-0-5
7	Raudah Idris	PPR Laksamana		B-1-16
8	Noriah Mat	PPR Laksamana		B-1-13
9	Kudari Othman	PPR Laksamana	Setiausaha	B-02-01
10	Jamaliah Musa	PPR Laksamana	Penduduk	C-13-11
11	CheRohani Abdullah	PPR Laksamana	Penduduk	A-2-8
12	Ismail Bin Kassim	PPR Laksamana	Penduduk	A-1-3
13	Muslim Bin Ismail	PPR Laksamana	Pengerusi	A-4-11
14	Chik Tahir	PPR Laksamana	Pengerusi (Surau)	D-8-9
15	Na'manA.MoAris	PPR Laksamana	Penduduk	A-1-13
16	SawiahBtJalil	PPR Laksamana	Penduduk	A-1-13
17	TajulAriffinMohd Tahir	PPR Laksamana	Penduduk	D-3-11
18	Mohammad Bin Johari	PPR Laksamana	Penduduk	D-2-8
19	HjhZamrud Abu Ched	PPR Laksamana	Penduduk	D-8-6
20	HjMohd Anwar	PPR Laksamana	KetuaUmnoCawanganJlnKenanga	D-1-1
21	MohdRosleyNazir	PPR	Penduduk	D-1-2

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

		Laksamana		
22	MohdShairibAriffin	PP SS3B	V.C	64-02-05 Sri Sabah
23	AzizahBorhan	PP SS3B	Setiausaha	64-02-06 Sri Sabah
24	MohdJaudhari	PP SS3B	Penduduk	64-17-03 Seri Sabah
25	Hj Zainal AbidinAbdWahab	PP SS3B	Pengerusi	70-01-10 PA Seri Sabah
26	Halim Zakaria	PPR Laksamana	Penduduk	A-5-17
27	Omar Ali	PPR Laksamana	Penduduk	A-1-6
28	Ahmad Wahab	PPR Laksamana	Penduduk	A-8-8

### **1. Brief background of Residential Area**

PPR Laksamana consists of 740 units of low-cost housing spread over 4 blocks at Jalan Peel. Block D is located at Jalan Keledek just opposite Block A across Jalan Peel. The housing estate faces a number of schools, namely SMK Convent Jalan Peel, SK Convent Jalan Peel, and SK Pendidikan Khas Jalan Peel and others including Cheras Recreation Center, Aeon Big Jalan Peel while Cochrane MRT 1 station is under construction close by.

### **2. Support for MRT2**

The residents at PPR Sri Laksamana support the proposed MRT2 as they believe it would bring benefits especially for the future generation here and others around Kuala Lumpur.

### **3. Environmental Concerns**

#### **a. Environmental Issues**

The residents anticipate that there would be noise pollution during the construction of MRT2. The residents have already experienced noise pollution since MRT1 commenced its construction. Rock blastings till late night and dust pollution at the site have residents all riled up. The participants quote that more residents have fallen ill after MRT1 commenced their construction works. Despite having briefed before the project, the residents are disturbed by the construction works there. Hence, they do not want this problem to recur under MRT2.

#### **b. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)**

The residents are worried about the potential dust pollution during the construction of MRT2 as it would affect the health of the residents. Besides that, the residents predict that there will be vibration from construction works of MRT2 starts and this will affect the schools and a mosque nearby. Some buildings already have cracks. The residents worry that their houses will be affected as there has been land subsidence during construction of MRT1. They also worry that the project will cause

## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS

flash floods at Jalan Peel and this would stifle traffic flows and affect children going to schools here.

### c. Traffic congestion

The residents are concerned with the possibility of traffic congestions during the construction of MRT2. They are hopeful that traffic would not be diverted to Jalan Peel during the construction phase as this would cause hardship to all residents and occupants along Jalan Peel. They expect that roads will be maintained at all times. They hope that traffic studies are conducted to ensure minimal disruption to the lifestyle of the people here.

### 4. Other Concerns

The participants suggest that the project proponent invites more stakeholders in the next round of public engagement here during which they expect detailed information concerning the impact of MRT2 to their area. They expect residents here would benefit from MRT2 especially by offering employment. They want project contractors monitored on their responsibility to the communities nearby.



## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### **Public Dialogue 6**

Target Group : Commercial at Jalan Suasa, Jln Suasa 1&3.  
 Venue : Dewan Merdeka, Jalan Suasa 3, Sungai Besi  
 Date : 6 March 2015  
 Time : 4pm – 6pm

Participants:

No	Name	Organization	Position	Address
1	Lim Lea Kuan	Pasar Raya Kawanku	Manager	No.15 JalanSuasa 4
2	Lim Lea Kuan	Pasar Raya Kawanku	Manager	No.16 JalanSuasa 3
3	Chua Boon Kiat	Pasar Raya Kawanku	Employee	No.15 JalanSuasa 4
4	RosnaniDollah	Selera 2 Dalam 1	Shop Owner	No.33 JalanSuasa 2
5	Salim bin Salikin	-	Owner	No.02 JalanSuasa
6	Tati Widayatibt.Keesmiyanto	BB JalanSuasa 3	Owner	BB JalanSuasa 3
7	Loh Yoon Fook	Mata Public Optics		No.16 JalanSuasa
8	Lee Swee Sang	Koon Kee S/B		No.5 JalanPasar Sungai Besi
9	Rosshamlshak	Acham Motor	Pengurus	No.32 JalanPejabatPos Sungai Besi
10	Rosshahlshak	Aca Car Wash	Boss	No.32 JalanSuasa
11	Kamaruddin b Cikmood	SeleraKampung	Owner	(JalanDekatStesen LRT)
12	BehMengWah	Max Photo Studio	Boss	JalanSuasa 1
13	Chen CheowKhiew	KedaiUbat Sam Foo Thong	Boss	8 JalanSuasa 3
14	Azmi b Mohd Noor	KedaiJahit	Boss	No.19 JalanSuasa 3
15	KadirMohideen bin Omarkhan	KedaiRuncitKadeer	Boss	No.18 JalanSuasa 3
16	Tan Chor Pin	SweeHuat JK	Owner	14 JalanSuasa
17	Gulab Bibi	KedaiMakJah	Owner	No.7 JalanSuasa 1
18	NorbanilawateyJusoh	HentianTomyam	Owner	2 JalanSuasa
19	Khong Pak Ho	RumahKedai	Owner	3, Jalan_Suasa 3
20	CheRohaniChe Mat	Restoran Tom Yam	Owner	DepanStesen LRT
21	HakimahbtDeraman	Setor	Owner	No.9 JalanSuasa
22	Natasha Alia Sahazali	KedaiRuncit	Owner	DepanStesen LRT
23	RosminibtMohama	Minie Corner	Owner	DepanStesen LRT
24	Hj. MdJahaber	KedaiMakanRahmat	Owner	JalanPejabatPos
25	Wan Mustaffa Wan Hasan	Gerai Burger	Owner	DepanStesen LRT
26	MohdIkhwan b Saharipin	Ensau Corner	Owner	P.738 JalanSuasa 2
27	Abd Rashid Baharuddin	Dewan Merdeka	Owner	SgBesiPekan
28	Abdullah b Idris	Car Wash	Owner	SgBesiPekan
29	LiewMooi Tan	Siew Ling Saloon	Owner	1 JalanSuasa 3
30	Muhamad Ejaz	Car Wash	Owner	TepiDewan UMNO
31	MuhdIzak b Umar Baki	KBI Car Wash	Owner	JalanSuasa 3

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### Brief background of Commercial Area

Pekan Sg Besi is a small town that is busy with commercial units along its main roads. Jalan Suasa is a commercial area located near the LRT Sungai Besi Station. According to the participants, DBKL has intentions to upgrade the whole township into a “bumihijau”.

#### **2. Support for MRT2**

The majority of the participants support the MRT2 project.

#### **3. Environmental Concerns**

##### **a. Environmental concerns**

The participants are divided as to whether the alignment should be built elevated or underground. Those who do not want it underground cite Smart Tunnel as an example which often gets flooded, despite being informed that it is one of the functions of the Smart Tunnel. They do not want the same problem to occur in their township. Others suggest for the alignment to go underground as a better choice like in Singapore and Japan where road traffic is not affected.

They also warn that Pekan Sg Besi sits on an ex-mining land and there could be issues over soil erosion and sink holes during construction.

##### **b. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)**

The majority of them do not want any acquisition of their building/businesses.

##### **c. Traffic congestion**

The participants state that Pekan Sg Besi is known for its traffic congestions and parking problems for so long. The people are very concerned over traffic congestion during the construction phase of the project. They advise that there is a *Pasar Malam* here every Wednesday and Saturday and such activity could aggravate traffic problem during construction.

#### **4. Other Concerns**

The participants request for the MRT2 line to be built underground from TUDM to Pekan Sungai Besi and an underground Park & Ride facility is to be provided near the proposed station as the town is badly congested. In addition, they also suggest that the alignment be adjusted to move across the existing LRT station so that it will not affect the businesses in the town. According to them, this would serve PPR Raya Permai and Pangsapuri Permai residents. For them, this would be the best solution as their businesses would not be affected at all and acquisition is limited and restricted (refer to maps). They suggest a pedestrian bridge to connect them to the station across BESRAYA.

One participant is afraid of land acquisition and wrote a lengthy letter of protest.

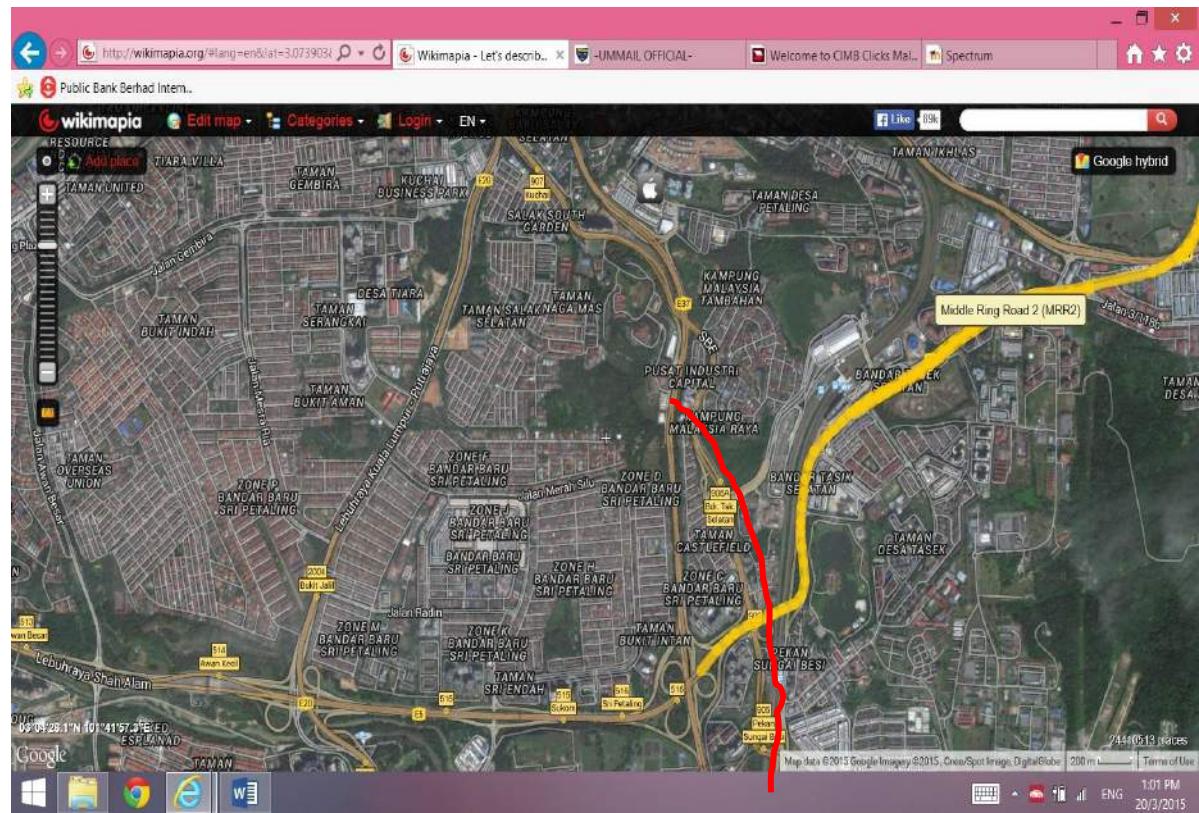
## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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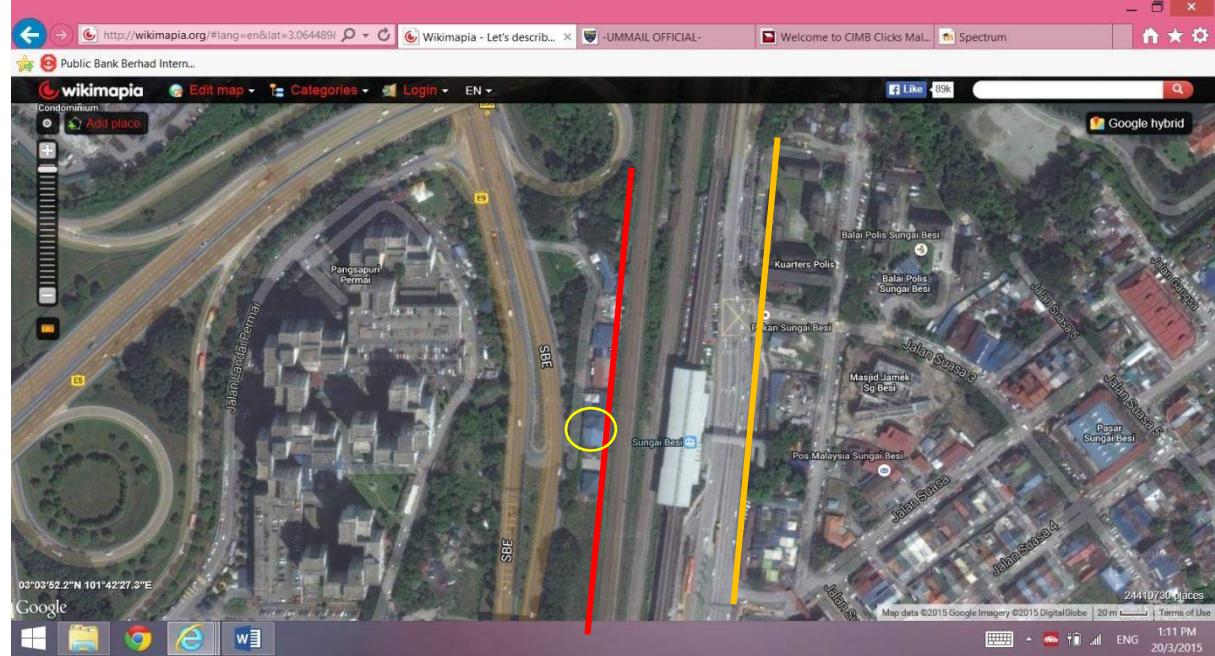


Suggestion to Adjust MRT2 Alignment

## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS



Suggestion on Adjustment to Proposed SgBesi station



Amber line – Proposed MRT2 alignment.  
 Redline – suggested adjustment to alignment  
 Yellow circle – suggested location of station

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

### **Public Dialogue 7**

Target Group : Commercial establishments along Jalan Utama, Serdang Raya.

Venue : 1<sup>st</sup> Floor, Restaurant Mat Ayam Kampung, Serdang Raya.

Date : 6 March 2015

Time : 4.00 pm – 6.00 pm

Participants:

No	Name	Organization	Position	Address
1	Chin Ning Nam	PTM Communications	Manager	Lot K87.B7 13 Jalan Cheras Kajang
2	Ng Kiat Ho	CTN Auto S/B	Owner	Lot 36255 Jalan Serdang
3	Kwan Yeow Ci	CTK Auto S/B	Owner	Lot 1 Plot B
4	Chong Yik Kin	TCT Automotive (S/B)	Owner	Lot 48D Jalan Utama
5	Tan Kek Leong	HGC Auto BNT	Owner	Lot 2 Jalan Utama
6	Foo Ying Kee	Soon Seng Motor Trading	Owner	Lot. 36253A Jalan Serdang Raya
7	Hor Chi Chiam	Hor Motor	Owner	Lot 3 Jalan Utama
8	Chock Taikin	OK Design	Owner	26,27 VISION Home Depot
9	Fung Gid	Vision Home Expo	Building owner	Lot 9 Jalan SS8/1
10	Wong Min Choon	MC Duty	Owner	
11	Wong Yuen Kwong	Soon YB	Owner	Lot 64550
12	Lim Kian Hin	LH Car Enterprise	Owner	Lot 2B
13	Siti Aidah Maylin	C&R Furnishing	Owner	Lot 28
14	M A Ahad	C&R Furnishing	Owner	Lot 28
15	Tang Kong Wai	Wai Aero Sales Sdn. Bhd	Owner	Lot 64547
16	Fong Chin Wong	Livin Motor	Director	Lot 36255 Jalan Utama
17	Geoy Hock Seng	Win Auto	Representative	Lot 36255 Jalan Utama
18	Wong Voon Yzh	Megah Jaya Auto	Director	Lot 3 Jalan Utama
19	Wan Nabil Azruan	Ahli Majlis MPSJ	PA Ahli Majlis	Balai Masyarakat Taman Muhibbah
20	Md. Monad Hassain	Vision Home Furniture	Wakil Director	Unit 20, Vision Home Expo
21	M. Rahman	Forest Wood Furniture	Manager	Unit 29, Vision Home Expo
22	Ang Kang Wah	Radiant Auto	Owner	Lot 19, Jalan Utama
23	Zuraila Abd Jalal	AJC Sdn. Bhd	Assistant Manager	Presint 15, Putrajaya
24	Shuhaimi Yusop	AJC Sdn. Bhd	Manager	Presint 15, Putrajaya
25	Yon Moe	Richyan Mornting	Manager	Unit 20, Vision Home Expo

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

26	Wah	New Century	Supervisor	Unit 16,17,18
27	Tan Ong Kong	City Pets Vet	Manager	C1-00-27 Jalan SR1/9
28	Ramy	Mat AyamKampung	Manager	Unit 22, Mat AyamKampung
29	Liew Yann Pin	City Food Court	Manager	Lot G.G4450

### **5. Brief background of Commercial Area**

A number of the participants were hostile at the session as they fear any adverse impact on their businesses. A few of them express their dissatisfaction that there were no details on the map at this stage on the proposed alignment which makes them question the purpose in engagement. On that note, many want to wait until the Railway scheme where they could see details of the alignment being displayed. The question of viewing detailed map has been raised in many of the stakeholders' engagements.

There are several businesses along the Jalan Utama, which include furniture shops, about 30 lots of used cars shops, restaurants, hardware shops and a food court. The majority of them are tenants. The pieces of land they occupy between Jalan Utama and Kuala Lumpur–Seremban Highway are owned by Gapurna Sdn Bhd and Sagu Prestasi Sdn Bhd. The participants were informed by their landowners to refrain from attending the discussion as the landowners would discuss with this matter directly with the Project Proponent and with them. At the start of the engagement, these participants were informed of their landlord's request and were given the choice to stay or to leave the meeting. Many opt to remain to learn more.

### **6. Support for MRT2**

Generally, the participants at this area support the proposed MRT2 project provided their businesses are not acquired.

### **7. Environmental Concerns**

#### **d. Environmental Issues**

The participants are worried over noise from MRT2 during its operations, especially when the train is moving around curves.

#### **e. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)**

It is believed that the proposed alignment would affect most of the businesses that are located along Jalan Utama. Many are not happy to know this. Their reason is the nature of their business which they find difficulty in securing appropriate locations to operate. This is supposedly ideal for them and at the right cost. If they are to move further away into Kajang, the cost of rental in Kajang has risen tremendously. If they are forced to relocate, many would have to shut down if they cannot find appropriate location to relocate. They would encounter difficult to obtain licences from local authority. They would lose their existing customers. Once

## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS

disrupted, they believe it would be difficult to recover their business. Another issue is even if they are not relocated, the thought of the alignment being built near to them and the possibility of the viaducts being in front of their premises scare them. Not only would these block their advertisements but they could affect their *fengshui*, making it bad for business. The general feedback just because of the MRT2, they would have to close their business, lose their livelihood and jobs of their workers affected. Such possibility is not acceptable to them.

### f. Traffic congestion

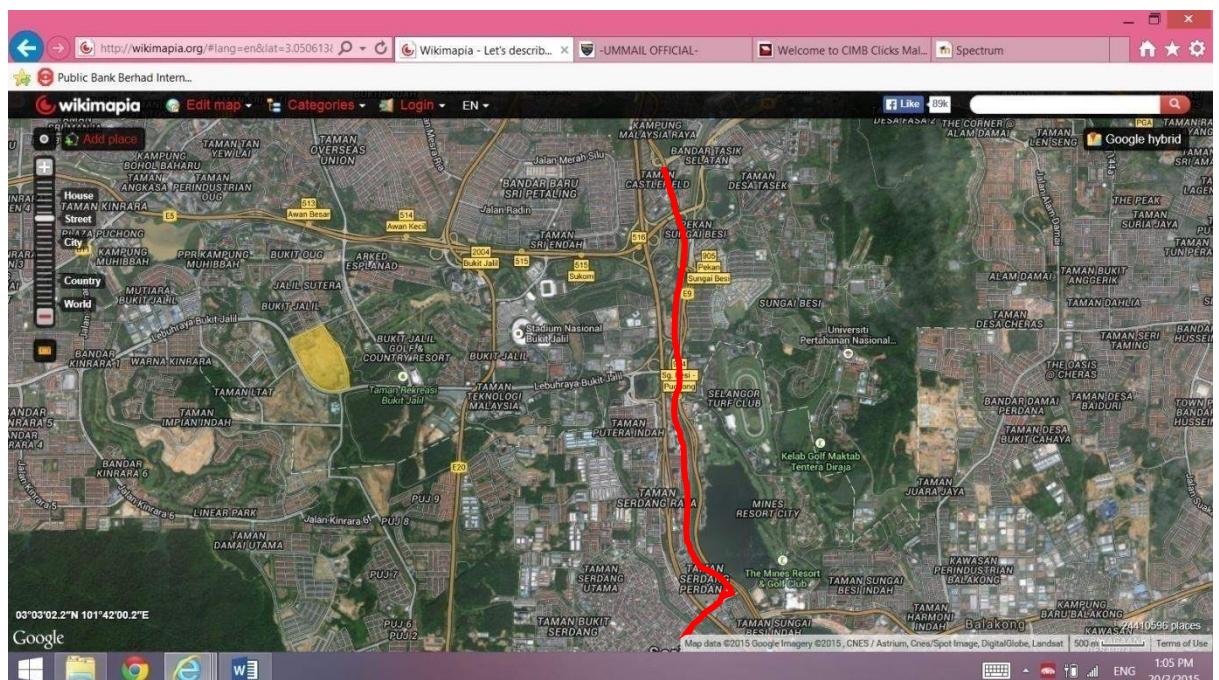
The participants raised their concerns with regards to the potential traffic congestions during the construction of MRT2. They say that the existing Jalan Serdang Raya – Jalan Utama is already congested during peak hours and the construction activities by MRT2 will likely worsen traffic conditions further.

### 8. Other Concerns

The participants reiterate the need to ensure their premises are spared from acquisition by MRT2. Some suggest moving the alignment elsewhere especially to areas where there is a high concentration of residents and not to affect adversely the business community. The participants propose three alternative options to the alignment in their area as follows:

- (i) Move it along Sg Kuyoh river reserve;
- (ii) Use the reserve along the Kuala Lumpur – Seremban Highway adjacent to their business premises;

Build along the KTMB line and BESRAYA to meet with South City Plaza across BESRAYA (see map below).



**APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS

### Public Dialogue 8

Target Group : Serdang Raya Residential Community (R)  
Venue : 1<sup>st</sup> Floor, Restaurant Mat AyamKampung, Serdang Raya.  
Date : 6 March 2015  
Time : 8.45 pm – 10.45 pm

Participants:

No	Name	Organization	Address
1	Ong Kian Ming	Member of Parliament	Putra Indah
2	Ong See Keow	Member of Parliament (Assistant)	No.9 Jalan SR1/1
3	AnpalaganVayapun	Resident	No.15 Jalan SR1/1
4	ThelahaMunusamy	Resident	No.17 Jalan SR1/1
5	Sunda a/p Murugesu	Resident	No.19 Jalan SR1/1
6	Baharuddin	Treasurer, JMB Serdang Raya	9-3F, Jalan SR2/1 Serdang Raya
7	Mohd Isa Ainain	Committee Member, JMB Serdang	No.2-1F Jalan SR2/1
8	Kiew Su Lin	Resident	No.1582, Seri Kembangan
9	Woon Yen Foong	Resident	No.58 Jalan 2/1 Serdang Jaya
10	Chin Yiew Thai	Resident	No.24 Jalan SR1/1 Taman Serdang Raya
11	Elias Jafary	Resident	No.21 Jalan SR1/1
12	Chong Wai Fong		No.23 Jalan SR1/1
13	Zanariahb Abdul Hamid	Resident	B3-3 Block B, Jalan SR1/1
14	Zakaria b Said	Resident	B3-1 Block B, Jalan SR1/1
15	Noreidin b Hamad	Resident	1-8 Tingkat 1 Block B, Jalan SR1/1
16	Singam	Resident	No.22 Jalan SR1/2
17	Visa	Resident	No.22 Jalan SR1/2
18	Abu Zarin b Omar	Resident	BG-3 Block B Jalan SR1/1
19	LiewWohHin	Resident	AG-04 Block A Jalan SR1/1
20	Subrial a/l Munusamy	Resident	No.11 Jalan SR1/1
21	Baharun b Utar	Resident	BG2 Jalan SR1/1
22	Senol b Keling	Resident	B2-07 Block B
23	Syed Yahya	Chairman, JMB Serdang Raya	13-1F Jalan SR2/1
24	Wan Ahmad Failan b Wan Mohamed	Resident	Block B-B4-84
25	Wan Kwee Loy	Resident	No.9 Seri Kembangan
26	Jarah b Majid	Resident	B-2-8, Jalan SR1/1
27	Azmi b Mohamed	Resident & Committee Member	No B-3-4 Jalan SR1/1
28	Nk Mustafa Mat Ika	Resident	B2-8, Jalan SR1/1
29	Kong YauKiong	Resident	A 3-5 Jalan SR1/1
30	MdNooh b Keling	Resident	1157, Jalan 18/47
31	Abdul RazakKanip	Resident	Block B4-6 Jalan SR1/1
32	MohdZaminb Mat Yudin	Resident	Bo B1-7, Block B Jalan SR1/1

## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS

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33	Attaw b Kasim	Resident	B1-5 Block B
34	Kwan Peng Khoon	Resident	5. Jalan SR1/1
35	Tea Chin Seng	Resident	16. Jalan SR5/6
36	Azizi b Idris	Resident	B2-4. Tingkat 21 Block B Jalan SR1/1
37	Wong Koon Meng	Resident	3, Jalan 2/3 Kota Perdana
38	Lee Fook Meng	Resident	A 1-2 Jalan SR1/1
39	Lew GeokChing	Resident	AG5 Jalan SR1/1
40	Woon Yan Ching	Resident	35, Jalan BS 3/1 Seri Kembangan

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### 9. Brief background of Residential Area

Participants here came mostly housing areas along Jalan Utama – Jalan Serdang Raya and those staying across the other side of Sg Kuyoh. Taman Serdang Rayaat Jalan Utama consists of terraced and flats housing. There are also shops located parallel to the houses. Jalan Utama separates the housing estate and the commercial area where the alignment is planned to traverse at. The Member of Parliament of the area YB Ong Kian Meng and his assistant Ong See Keow were present as they are residents here. Some commercial operators who have missed the earlier session in the afternoon also attended this engagement.

### 10. Support for MRT2

The residents at Serdang Raya support the proposed MRT2 project as they said that the project would be beneficial to them. They said that this project is good because it will improve the public transportation and the value of houses here would also rise.

### 11. Environmental Concerns

#### a. Environmental Issues

The residents anticipate there would be noise pollution during and after the construction of MRT2. The proposed elevated alignment would create noise especially for residents of high rise flats. In addition, they worry over vibration especially as they find that their area is on a former mining land which is soft. Construction here could cause vibrations and thus, affect the buildings/houses. Additionally, the residents take an opposing stand that they do not want the MRT to use SgKuyoh, fearing that this would affect adversely the river flow. They want to preserve the river for the future generations.

#### b. Social Issues (acquisition, relocation, aesthetics, loss of privacy, safety and security)

They do not want any of their houses acquired unless there is fair compensation. They ask about distance to existing buildings and want to know how close it would be. According to them, if it is 6m, they point out this is completely unacceptable as it would be too close to the homes. They acknowledge that price of houses will rise if MRT2 is built here.

## **APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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### c. Traffic congestion

The residents raise their concerns over possible traffic congestion during the construction of MRT2. They said that roads at Sri Kembangan are already congested and they do not want this project to worsen the situation. They said that previously, it took only about 5 minutes to go out from their houses. But now, it takes about 30 minutes and it causes unnecessary waste of energy, money and time.

As a suggestion, they request the MRTC consider using feeder vans (not feeder buses) to service the MRT when it is completed. They say such vans maybe better than buses as they are smaller and can move easily within the housing area to serve them, especially in SR 1 and SR9 where the roads are narrow.

### 12. Other Concerns

The residents want the MRTC to establish a monitoring system during and after the implementation of MRT2 to address any problems caused by the project. Residents fear damages to their buildings resulting from the construction of MRT2. They are worried more on the long term consequences of the MRT2 during operations rather adverse impacts during construction.

They suggest that the proposed location of stations 26 and 27 be subject to further study in order to best serve the people. They also request the MRTC to carry out Traffic Impact Assessments at the stations.

### 13. Suggestions

Some suggestions on alternative route in their area were sought. Some representatives from the business community believe that the present proposed alignment would cause acquisition and affects their businesses. They suggest (1) to go along Sag Kuyoh; (2) use Jalan Utama itself as the base of the alignment, and (3) to move the alignment along BESRAYA and to South City Plaza and the Mines (see map below).

Participants were asked to express their preference through a show of hand. Most of them chose the proposal to realign the MRT2 along Besraya and across it to the east. If this is the case, it may cater to the development at the Mines where some 24,000 houses are being planned, and also Serdang Perdana. The participants rejected the proposal to use the reserves along Sg. Kuyoh.



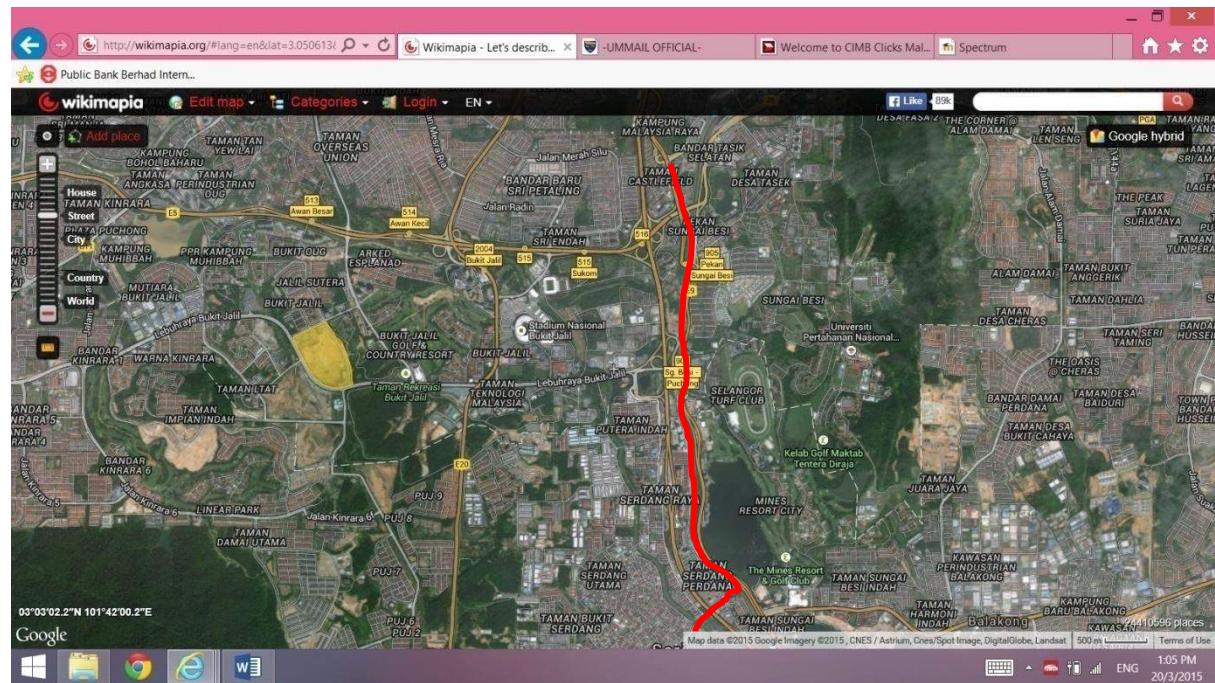
**APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS**

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Suggestion to shift the alignment away from Serdang Raya:

## APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND PUBLIC DIALOGUE FINDINGS



**APPENDIX E2 : CASE INTERVIEWS, FOCUS GROUP DISCUSSIONS AND  
PUBLIC DIALOGUE FINDINGS**

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