

1. Reducing Crime

Summary of Results Presented by **Mr. Eugene Teh Yee**, NKRA Director

2011 NKRA Initiatives / NKPIs:

- **World Class Policing**
 - To benchmark policing, crime prevention and customer services in other developed countries with strong 'metropolitan police' practices.
- **Vehicle Theft Reduction Committee (VTREC) Workshop**
 - To brainstorm with all relevant ministries and agencies on car and motorcycle theft prevention methods and policies.
- **PDRM "Hari Bertemu Pelanggan"**
 - To increase PDRM and the community's relationship and provide a ready channel for complaints and feedback from the community.
- **Witness Management Unit**
 - To reduce the backlog of cases in courts by having an effective witness management unit to care and manage the witnesses.
- **PDRM Customer Service Rating**
 - Part of the efforts to improve PDRM's frontline services and image.

Achievements to date:

2011 NKPIs	Jan- June 2011 Results
i. Reduction in reported Index Crime	Jan – June 2010 : 88,785 Jan – June 2011 : 80,248 9.6% reduction in Index Crime from 2010
ii. Reduction in reported Street Crime	Jan – June 2009 (Baseline) : 19,346 Jan – June 2011 : 11,299 41.6% reduction in Street Crime from 2009 baseline
iii. Reduce 'fear of becoming a victim of crime'	TNS Survey "Fear of Crime" Index: Improved overall from 58.5% in December 2009 to 48.9% (March to May, 2011 survey)
iv. Additional violent crime offenders brought to trial	Jan – June 2011: IPs opened: 198,353 IPs charged: 46,844 23.6% of Investigation Papers (IPs) opened are brought to trial
v. Improved public perception on police performance	TNS Survey May 2011: 55% of respondents are satisfied with PDRM service from 35.8% in December 2009

2. Fighting Corruption

Summary of Results Presented by **Mr. Ravindran Devagunam**, NKRA Director

2011 NKRA Initiatives / NKPIs:

- **Integrity Pact**
 - MRT Project used as pilot for full Integrity Pact (IP) implementation. Auditor General has been included in oversight mechanism.
 - Corporate Integrity Pledge(CIP): Pilot for implementation of Anti-Corruption principles within a company being planned
- **Stiffer Punishment**
 - JPA in process of clearing amendments to General Orders, to create stiffer punishment for corruption offences (eg: termination, demotion).
- **Prosecution within 1 year**
 - 14 special corruption courts have been operational since February 2011, and have processed 379 cases to date.
- **Whistleblower framework**
 - Act has been brought into force, with the enforcement agencies now being advised on implementation with the guidelines. Preliminary data indicates that to date, agencies have received more than 6,000 reports of improper conduct.
- **Strengthen Integrity Unit**
 - PDRM, JPJ, Customs and Immigration have all set up compliance units. MACA has conducted first joint training. Preliminary data shows that over 80,000 officers being subject to compliance tests/inspections from Jan-June.
- **Recognition for Reporting Corruption**
 - Guidelines on providing recognition to civil servants who report bribes circulated on 11th May 2011.
- **PBT League Table**
 - Methodology has been agreed upon with Ministry of Housing & Local Government (KPKT) based on 2008 data. A baseline table is in the process of being formulated. 2010 – 2011 data will be ready in mid August. This initiative is ready to be rolled out before year end.

2. Fighting Corruption (Cont)

Summary of Results Presented by **Mr. Ravindran Devagunam**, NKRA Director

Achievements to date:

Sub-NKRA	Measurement	2011 Target	Mid-Year Target	Jan – June 2011 Achievement
Procurement Accountability	70% of Economic Partnership Programme (EPP) stakeholders have signed up to CIP	70% of EPPs announced since April	70% of EPPs announced since April	68%
Grand Corruption	No. of people in the database of convicted offenders	100	100	237
Overall Perception	Transparency International (TI) Global Corruption Barometer Score	50%	50%	45% <i>(TNS survey used as proxy: March '11 to May'11)</i>
Regulatory and Enforcement Agencies	TNS perception survey Q2	3.5 (1-5 scale, 1 being best and 5 worst)	3.5 (1-5 scale, 1 being best and 5 worst)	2.99 (1-5 scale, 1 being best and 5 worst)

3. Improving Student Outcomes

Summary of Results Presented by **Tengku Azian Tengku Shahrman**, NKRA Director

2011 NKRA Initiatives/NKPIs:

- **Pre-School:** To increase enrolment of age 4+ and 5+ children in pre-schools accross the country from 72% in 2010 to 80% in 2011.
- **LINUS:** To increase literacy and numeracy rates to 95% of children in Year 1 and Year 2, compared to 90% target for Year 1 in 2010.
- **High Performing Schools (HPS):** Award HPS status to 30 additional schools, in addition to the 20 schools awarded in 2010
- **Extend the New Deals** to 3% of Head Teachers and Principals in 2011 compared to only 2% of Head Teachers and Principals in 2010
- **School Improvement Programme:** To reduce the number of Band 6 and Band 7 schools from year 2010 by 20% by providing them additional support

Achievements to date:

2011 NKPIs	2011 Target	Jan-June 2011 Results	% Achieved
i. Increase pre-school enrolment rate	80%	58.3%	72.88%
ii. Increase LINUS literacy rate	95%	90%	95%
iii. Increase LINUS numeracy rate	95%	95%	100%
iv. Produce High Performing Schools (HPS)	50 schools	52 schools	106%
v. *New Deals	3%	N/A	N/A
vi. *School Improvement Programme	20%	N/A	N/A

Note: Objectives marked () are new NKPIs*

4. Raising Living Standards of Low-Income Households

Summary of Results Presented by **Dr Chua Hong Teck**, NKRA Director

2011 NKRA Initiatives/NKPIs	Target	Jan-June 2011 Results	% Achieved
1AZAM programme	Ensure 57,793 Poor Households (registered in eKasih) participate in 1AZAM Programme by 31st December 2011	A total of 20,650 Ketua Isi Rumah (KIR) and Anggota Isi Rumah (AIR) are participating in 1AZAM programme. Some have started working (AZAM Kerja), receiving equipments and loans (AZAM Tani, AZAM Niaga and AZAM Khidmat) from the respective champions in implementing the various 1AZAM initiatives	80% of the June 2011 target achieved 35.7% overall target achieved
eKasih verifications	<ul style="list-style-type: none"> To complete 100% processing of backlog cases registered before 31st December 2010 by March 2011 To complete 100% processing of backlog cases registered before 31 May 2011 by 31 December 2011 ~ 6 months (01 June 2011 - 31 December 2011) 	<ul style="list-style-type: none"> As of 31 March 2011, a total of 220,741 or 90% people have been verified under the eKasih open registration. N/A – *New NKPI 	90% of the 2011 target has been achieved
Developing women entrepreneurs	To develop 1,000 women entrepreneurs by 31st December 2011 <i>(Total target is to achieve 4,000 women entrepreneurs by end of 2012)</i>	430 Women Entrepreneurs have successfully become Entrepreneurs by May 2011	100% of June 2011 target has been achieved 43% - overall target of 1,000 by end of 2011
Restoring abandoned houses and building Rumah Mesra Rakyat	To restore 2,465 abandoned houses and build 2,500 Rumah Mesra Rakyat under SPNB by 31st December 2011	As of Q2 (20 June 2011), a total of 401 houses were completed and handed over.	100% over Q2, 2011 target and 10% achievements against overall 2011 target of 4,965 houses to be built by 31 December 2011

5. Improving Rural Basic Infrastructure

Summary of Results Presented by **Mr. Eugene Teh Yee**, NKRA Director

2011 NKRA Initiatives/NKPIs:

	Sabah	Sarawak	Peninsular
Road	366.67km	222.95km	315.5km
Water Connection	18,063 houses	13,024 houses	27,000 houses
24 hour Electricity Supply	4,509 houses	21,792 houses	581 houses
New or Restored Houses	2,794 units	3,816 units	2,536 units

Achievements to date:

	Achievements as of 30 June 2011	Detailed Breakdown	2011 Targets
Road	- 474.41 km or roads completed	- 121.97 km in Sabah - 78.44 km in Sarawak - 274.00 km in Peninsular Malaysia	905.12 km
Water Connection	- 12,004 houses connected with water supply	- 2,756 houses in Sabah - 5,762 houses in Sarawak - 3,486 houses in Peninsular Malaysia	58,087 houses
24 hour Electricity Supply	- 2,906 houses connected with 24 hour electricity supply	- 57 houses in Sabah - 2,507 houses in Sarawak - 342 houses in Peninsular Malaysia	26,882 houses
New or restored houses	- 2,567 houses built or restored	- 624 houses in Sabah - 739 houses in Sarawak - 1,204 houses in Peninsular Malaysia	9,146 houses

6. Improving Urban Public Transport

Summary of Results Presented by **En. Ahmad Suhaili Idrus**, NKRA Director

2011 NKRA Initiatives/ NKPIs:

No.	NKPIs	2011 Target	Actual Results (Nov 2010)
1	Public transport modal share	21%	17%
2	% population within 400 metres of public transport route	70%	63%
3	Ratio of Public Transport journey time vs. Private Transport journey time	1.7:1	1.86:1
4	Customer satisfaction survey	50%	48%
5	Bus peak hour load factor	56%	44%
6	KTM Komuter load factor	125%	130%
7	Rapid KL Kelana Jaya line load factor	80%	80%
8	AM peak public transport ridership	346,148	236,412
9	Road Safety Index (road fatalities/10,000 vehicles)	3.12	Not applicable

Achievements to date:

Bus	<ul style="list-style-type: none"> ▪ Bus Expressway Transit (BET) routes <ul style="list-style-type: none"> - BET 1-4 ridership increased by 22% - BET 6 launched in June 2011 saved more than 1 hour of travel time from Bukit Beruntung to Kuala Lumpur. ▪ Bus Rapid Transit (BRT) <ul style="list-style-type: none"> - Feasibility study is currently being conducted to implement BRT in Klang Valley. The study is expected to be completed by Sept 2011 ▪ Rapidbus Expansion <ul style="list-style-type: none"> - 250 buses (out of 470) have been delivered as of June 2011.
Rail	<ul style="list-style-type: none"> ▪ Rail Ridership (RapidKL KJ& AG line, Monorail, KTM Komuter, KLIA Transit) <ul style="list-style-type: none"> - Rail ridership has shown improvement by 15.7% from Jan-May 2011 compared to Jan-May in 2010 (increase of 79,269 ridership) ▪ RapidKL Kelana Jaya LRT Line <ul style="list-style-type: none"> - 29 new four-car train set for the Kelana Jaya Line is fully operational. Headway during AM Peak is now at 2.37 min
Integration	<ul style="list-style-type: none"> ▪ Puduraya Refurbishment <ul style="list-style-type: none"> - Opened on 16th April 2011, the refurbished landmarks now hosts world-class infrastructure ▪ Integrated Transport Terminal Bandar Tasik Selatan (ITT BTS) <ul style="list-style-type: none"> - Well-received by rakyat since start of operations in March 2011 - Reduced 500 buses from the city centre

	<ul style="list-style-type: none">▪ LRT Station Integration<ul style="list-style-type: none">- Masjid Jamek (connecting KJ and AG Line) and Titiwangsa (connecting monorail and AG Line) is completed. Physical integration sees the works of pedestrian bridge connecting monorail and LRT Ampang Line, while adding more safety elements for commuters to transfer between modes.▪ RapidKL New Bus Ticketing (Cashless Ticketing Touch n Go) System<ul style="list-style-type: none">- 67% penetration for RapidKL New Bus Ticketing System (Cashless Ticketing TnG) since its launch in Feb 2011 in all Rapid KL buses (data as at June 2011)
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