



PEMANDU
UNIT PENGURUSAN PRESTASI DAN PELAKSANAAN

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A Performance Management Hub to Regulate Public Transport

KUALA LUMPUR: The public transport services, especially in Kuala Lumpur, are set to see marked improvements in the quality of service delivery, as the Urban Public Transport (UPT) National Key Results Area (NKRA) of the Government Transformation Programme (GTP) undertakes concrete measures to develop a standard that will serve as a guideline for all bus operators.

“Since June this year, we have begun gathering reports from bus operators such as RapidKL, Len Seng, Klang Banting and Setara Jaya (SJ),” said Land Public Transport Commission (SPAD) chief executive officer Mohd Nur Ismal Mohamed Kamal.

“We will make our assessments on the various situations based on the reports collected from these public transport operators,” Nur Ismal said. “We will identify and more importantly, address the issues that may affect the performance of their services and work to resolve them to ensure that their services to the Rakyat are not in any way hampered. The assessment will have to meet the standards set by our stringent key performance indicators (KPIs) such as punctuality, comfort and cleanliness.”

Currently the Integrated Transportation and Information System (ITIS) is being used to monitor traffic, accidents, construction and other situations that occur on the roads and highways.

Nur Ismal said the government was exploring the possibility of repurposing ITIS as an initiative of the UPT NKRA to become the Performance Management Hub to monitor, among others, the performance of the bus services in the Klang Valley.

From merely a system to monitor traffic and road occurrences, the hub would now monitor all public transport vehicles, enforce regulations as well as monitor the safety and security of all public transport. It would also serve as a data management centre that will allow the exchange of information among the relevant agencies working together. Information will be transmitted 'live' from the operators directly to the hub for effective performance monitoring.

Nur Ismal said all the necessary upgrades and replacement of existing equipment would be made as part of the repurposing transition to enhance functionality and operations of the facility.

"The Performance Monitoring Hub has very specific functions – to regulate public transport, monitor compliance and enforce the Public Land Transport Act," Nur Ismal said. "The long-term plan is to monitor public transport vehicles not only in the Kuala Lumpur, but also in Klang Valley followed by the various states in the peninsula as well as Sabah and Sarawak," said Nur Ismail. The Performance Management Hub would be implemented in stages beginning next year and is expected to be fully functional by 2012.

The UPT NKRA is one of the six NKRA's under the on-going GTP aimed at improving and enhancing the public service delivery and infrastructure. To date, some of the major achievements under the UPT NKRA include the 18 sets of four-car train which started their operation for the RapidKL LRT Kelana Jaya line in October 2010. This

initiative has increased the monthly LRT ridership by 6.5 percent when compared to the first nine months of 2009. As a result of the additional four-car trains, the load factor for LRT had exceeded the target of 125 percent for 2010.

Meanwhile, the five Bus Express Transit (BET) lines designed with the sole aim of shortening travel times for the routes chosen to improve urban public transport where buses utilise existing highways to link heavily populated areas and the city centre, are fully operational. The refurbishment of 634 bus stops is also on track for completion, with 91 percent either completed or nearing completion

Also, the RM570 million Integrated Transport Terminal (ITT) in Bandar Tasik Selatan designed to cater to south-bound road-based public transport of the peninsula, namely Negeri Sembilan, Malacca and Johor, is already in the final stages of construction and will be opened in January next year. ITT Gombak, which aims to disperse 780 north- and east-bound buses that are stationed in the city centre and ease traffic congestion is expected to be ready later next year.

As at August 2010, the UPT NKRA has achieved 17 percent of the public transport modal share, which had exceeded this year's target of 15 percent. Under the GTP, the UPT NKRA has aimed to achieve a 25 percent public transport usage by the year 2012.
