

**Data Collection Survey on the Socialization
of Barrier-Free Policy in Malaysia**

Final Report

November 2009

Japan International Cooperation Agency (JICA)

SURVEY PHOTOS



1. Meeting and interviews with Barrier-Free Environmental And Accessible Transport Group (BEAT).



2. Interviews at related agencies (e.g. Ministry of Women, Family and Community Development) (photo: Government buildings in Putrajaya)



3. Interview with city councils. (Photo: Kuala Lumpur City Hall)



4. Interview with transportation organizations. (Photo: Malayan Railway - KTMB)



5. Public transportation inspections. (Photo: on a Rapid KL ultra low-floor bus)



6. Joint inspections of public transportation with BEAT members. (Photo: KL Sentral Station)

Data Collection Survey on the Socialization of Barrier-Free Policy in Malaysia

Table of Contents

Table of Contents	TOC-1
Terms and Abbreviations	i
Data Collection Survey on the Socialization of Barrier-Free Policy in Malaysia.....	1
Chapter One – Summary of Survey Results	1
1-1 Purpose of this Survey	1
1-2 Background.....	1
1-3 Delegation Members.....	2
1-4 Schedule	2
Chapter Two – Content of the Survey	5
2-1 Legislative System Regarding PWDs and BF Design	5
2-2 Authorities in Charge of Barrier-Free Access	8
2-3 Organizational Relationships with the System	12
2-4 Trends towards becoming Barrier-Free	15
2-5 Observation of BF Areas in Public Transit and Urban Development	28
2-6 Efforts by Development Organizations	38
Chapter Three – Analyses of Survey Results	42
3-1 Assessing the Present.....	42
3-2 Analyzing the Causes.....	44
3-3 Existing Issues	46
Chapter Four – Recommendations and Upcoming Issues	50
4-1 Recommendations through Analysis	52
4-2 Future Issues to be Considered	57
Chapter Five - Conclusion	62
5-1 Purpose of the Survey.....	62
5-2 Overview of Present Situation	62
5-3 Survey Results	63
5-4 Recommendations for the future	65
Appendix 1: Interview Minutes (October 12 – 17)	
Appendix 2: Inspection Records (October 14 – 16)	
Appendix 3: List of Collected Resources	

Figures and Tables

Fig. 2-4-1	Transition of Barrier-Free Efforts in Public Transportation.....	16
Fig. 2-4-2	Transition of Barrier-Free Efforts in Cities and Municipalities	17
Fig. 2-4-3	National Council for Persons with Disabilities	18
Fig. 2-4-4	Kuala Lumpur Transit Map.....	24
Fig. 3-2-1	Structure of Problems Relating to Building a Barrier-Free Society in Malaysia	46
Fig. 4-2-1	Stakeholders Promoting a Barrier-Free Society and their Collaborations.....	53
Tab. 1-4-1	Survey Schedule	2
Tab. 2-3-1	Elements and Maintenance/Regulations, Related By-laws and Standards regarding Continued Guarantee of Daily Mobility	13
Tab. 2-4-1	Technical Working Committee on Universal Design (as of June 26, 2009)....	19
Tab. 2-4-2	Technical Working Committee on Transportation	19
Tab. 2-4-3	National Key Response Area (NKRA)	20
Tab. 2-4-4	Response Areas in Improving Public Transportation in the City under NKRA	21
Tab. 2-4-5	MOT Interactions with Other Agencies Regarding Response Areas	21
Tab. 2-4-6	Transportation and Coresponding Facilities where Efforts were Confirmed	23
Tab. 2-4-7	Barrier-Free Conditions at Rapid KL Facilities	25
Tab. 2-4-8	Stations with Barrier-Free Accessibility.....	26

Terms and Abbreviations

Abbr.	English (<i>/Malay</i>)
APCD	Asia Pacific Development Center on Disability
BEAT	Barrier-Free Environmental And Accessible Transport Group
BF	Barrier-Free
CBR	Community Based Rehabilitation
CSR	Corporate Social Responsibility
DSM	Department of Standard Malaysia
DB	City Hall / <i>Dewan Bandaraya</i>
EPU	Economic Planning Unit
ERL	Express Rail Link
ISO	International Organization for Standardization
JICA	Japan International Cooperation Agency
JKR	Public Works Department of Malaysia <i>/ Jabatan Kerja Raya</i>
JKT	Local Government Department <i>/ Jabatan Kerajaan Tempatan</i>
KL	Kuala Lumpur
KLIA	Kuala Lumpur International Airport
KPKT	Ministry of Housing and Local Government <i>/ Kementerian Perumahan dan Kerajaan Tempatan</i>
KTM	Malayan Railway <i>/ Keretapi Tanah Melaya</i>
KTMB	Malayan Railway Limited <i>/ Keretapi Tanah Melaya Berhad</i>
LCCT	Low Cost Carrier Terminal
LPKP	Commercial Transportation License / <i>Lembaga Pelesenan Kenderaan Perdagangan:</i>
LRT	Light Rail Transit
MAHB	Malaysia Airport Holding Berhad
MAS	Malaysia Airlines
MB	City Council <i>/ Majlis Bandaraya</i>
MHA	Malaysian Highway Authority
MOT	Ministry of Transport

MP	Municipal Council <i>/ Majlis Perbandaran</i>
MS	Malaysian Standard
MWFCD	Ministry of Women, Family and Community Development
NKRA	National Key Result Area
NGO	Non-governmental Organization
NTTCC	National Transit Transport Coordinating Committee
ODA	Official Development Assistance
OKU	Persons with Disabilities <i>/ Orang Kurang Upaya</i>
PBT	Local government <i>/ Pihak Berkuasa Tempatan</i>
PLUS	PLUS Expressways Berhad <i>Projek Lebuhraya Utara Selatan Berhad</i>
PWDs	Persons with Disabilities
SIRIM	Standards and Industrial Research Institute of Malaysia
SPC	State Planning Committee
SPNB	Syarikat Prasarana Negara Berhad
UBBL	Uniform Building By-Laws
UD	Universal Design
UNDP	United Nations Development Programme
UNESCAP	United Nations Economic and Social Commission for Asia and the Pacific
WHO	World Health Organization

Chapter One – Summary of Survey Results

1-1 Purpose of this Survey

Upon collecting information on policies and the legal system for the socially vulnerable in Malaysia, especially those which support self-help among persons with disabilities and barrier-free urban and transportation environments, and analyzing areas which are not successfully barrier-free, basic information has hereby been set forth for deliberating the direction of future cooperation by the Japan International Cooperation Agency (JICA).

1-2 Background

There are countless issues surrounding the conditions of public facilities in developing countries, be it volume or quality. Facilitation begins with securing the necessary volume, improving economic and social awareness and then bringing in quality with the help of political leadership. Implementing social services programs, especially those meant for the socially vulnerable will take much longer. As the 2008 Convention on the Rights of Persons with Disabilities (CRPD) illustrates, although societies are actively moving in the direction of including those who are said to be vulnerable – persons with disabilities, the elderly, and children – in their social structure, actually these countries still face many difficulties, making it less of a reality.

Malaysia experienced rapid economic growth in the 1990s, improving standards of life and raising the demand for a better social environment. From grassroots to the political level, it was a time of emerging policies. Enthusiastic efforts were seen in Community Based Rehabilitation (CBR), more so than in other countries, mainstreaming persons with disabilities and their families with neighboring residents. Wide-ranging efforts are under way, from vocational training for the personal empowerment of PWDs and policies to create educational opportunities. These experiences attracted other countries and contributed greatly to the success of the first Asian and Pacific Decade of Disabled Persons (1993-2002). Furthermore, programs in the Ninth Malaysia Plan (2006-2010) targeting the socially vulnerable were enhanced and in 2008 the Persons with Disabilities Act was established. With that, a five-year Plan for Persons with Disabilities and Policy were drawn. The new law reflects the content of the CRPD and stipulates equal opportunity and reasonable accommodation¹ in accessibility.

¹ The CRPD states that: “‘Reasonable accommodation’ means necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with

Nonetheless, the law and plan do not have any specific numerical targets and no set penal code. Consequently, there is a problem with enforcement capacity. Although numerous efforts of CBR, social inclusion of PWDs and improved accessibility are evident, barrier-free efforts in public facilities and transportation are as unclear as the capacity to execute the new law. After the situation and issues at hand are assessed, authorities, businesses and PWD organizations will be interviewed and observed to determine the possibility of JICA cooperation in realizing a comprehensive barrier-free environment in Malaysia.

1-3 Delegation Members

- General Affairs / PWD Support: Dr. Kenji Kuno (JICA Advisor– Social Security)
- Advisor: Dr. Katsushi Sato (JICA Thematic Assistance Member (Pads) - Associate Professor, Japan Women’s University)
- Social Infrastructure: Michimasa Takagi (ALMEC Corp.)
- PWD Accommodations: Akiko Iwamoto (ALMEC Corp.)
- Survey Planning: Mamiko Terakado (JICA Senior Country Officer)

1-4 Schedule

Table 1-4-1 Survey Schedule

Date	Location	Notes (persons interviewed, etc.)
10/11	(Travel day)	--
10/12	BEAT	[Focus group meeting] • Ms. Christine Lee Soon Kup (BEAT) • Mr. Sam Wong Chin Kah (Standard Users)
	JICA Malaysia	[Delegation meeting]
	Selangor Council of Welfare & Social Development	[Interview] • Ms. Noor Yasmin Abdul. Karim (Association of CBR Network Center Malaysia)
	BEAT	[Focus group meeting - interview] • Ms. Christine Lee Soon Kup (BEAT) • Mr. Sam Wong Chin Kah (Standard Users) • Mr. Muhammad Fairuz Bin Abdullah (Malaysian Association for the Blind) • Mr. Anthony Arokia (Persatuan Mobiliti Selangor & KL) • Mr. Lo Lit Whei (United Voice) • Ms. Josephine Koo Lee Imm (Pusat Majudiri Y for the Deaf) • Mr. Fong (Advisor to the Minister of Housing and Local Government Malaysia)

disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms.”
<http://www.ohchr.org/EN/HRBodies/CRPD/Pages/Convention.aspx#2> Denial of such is discrimination.

Date	Location	Notes (persons interviewed, etc.)
		<ul style="list-style-type: none"> • Ms. Naziaty Mohd Yacob (Head, Dept. of Architecture Faculty of Building Environment) • Ms. Morley Ng (Sign Interpreter, Pusat Majudiri Y for the Deaf) • Ms. Yeong Moh Fong (United Voice)
10/13	Aviation Division, Ministry of Transport	[Interview] <ul style="list-style-type: none"> • Mr. Mohammed Hosnie Shahiran B.Ismail (Assistant Secretary) • Mr. Mohd Najeeb Abdullah (Principle Assistant Secretary, Air Transport) • Ms. Rosida Ismail (Assistant Secretary, Air Transport)
	Land Division, Ministry of Transport	[Interview] <ul style="list-style-type: none"> • Mr. Indra Sumantri Eddie Mat Senal (Assistant Secretary, LRT) • Ms. Nurdiyana BT Shaharuddin (Assistant Secretary, NTTCC)
	Social Services Section, Economic Planning Unit	[Interview] <ul style="list-style-type: none"> • Mr. Dr Chua Hong Teck (Director)
	City Hall of Kuala Lumpur	[Interview] <ul style="list-style-type: none"> • Dr. Dalilah Bee BT. Abdullah (Architect Dept.) • Ms. Sharifah Junidah BT. Syed Omar (Architect Dept.) • Mr. Hew See Seng (Deputy Director, Architect Dept.) • Mr. Muhamad Suydb (Town Planning Dept.) • Mr. Tan Kim Bock (Urban Transport Dept.)
10/14	Communication Division, Rapid KL	[Interview] <ul style="list-style-type: none"> • Mr. Mok Yoke Wah (Manager, Customer Relations Management & Call Centre) • Mr. Laililnizan Zamri (Junior Executive)
	Commuter Service, Malayan Railway Limited	[Interview] <ul style="list-style-type: none"> • Mr. Shahril Sahak (Executive Customer Service) • Mr. Khair Johari b. Ishak (Operation Manager,) • Mr. Khair Johari B. Ishrk • Mr. Ahmad Adeli Mohamad Yunus (Project Management Dept.)
	Department of Social Welfare, Ministry of Women, Family and Community Development	[Interview] <ul style="list-style-type: none"> • Madam Noraini Hashim (Director, Division for Communication Development)
10/15	Air Asia	[Interview] <ul style="list-style-type: none"> • Mr. Bo Lingam (People, Quality & Excellence) • Mr. V. Loganathan (Customer Experience) • BEAT Members
	Development Planning Dept. Petaling Jaya Municipal Council	[Interview] <ul style="list-style-type: none"> • Ms. Sharipah Marhaini Syed Ali (Director) • Ms. Khairul Nisa BT. Haron (Assistant Director)
	UNDP	[Interview] <ul style="list-style-type: none"> • Ms. Anita Ahmad (Programme Manager, Socio-Economic Development Cluster)
10/16	<ul style="list-style-type: none"> • KL Sentral Station Building • KL Sentral, LRT • Masjid Jamek, LRT • KL Sentral, KTM • Kepong Sentral, KTM 	[Inspection] <ul style="list-style-type: none"> • Ms. Christine Lee Soon Kup (BEAT) • Mr. Sam Wong Chin Kah (Standard Users) • Mr. Muhammad Fairuz Bin Abdullah (Malaysian Association for the Blind)
		<ul style="list-style-type: none"> • Mr. Anthony Arokia (Persatuan Mobiliti Selangor & KL) • Ms. Wendy Yeong San Kuen (United Voice) • Ms. Josephine Koo Lee Imm (Pusat Majudiri Y for the Deaf) • Ms. Morley Ng (Pusat Majudiri Y for the Deaf)

Date	Location	Notes (persons interviewed, etc.)
		<ul style="list-style-type: none"> • Ms. Yeong Moh Fong (United Voice)
	JICA Malaysia	[Interim report - meeting]
10/17	Dr.Asiah	[Interview] <ul style="list-style-type: none"> • Dr.Asiah Abdul Rahim (Associate Professor, International Islamic University) • Ms. Christine Lee Soon Kup (BEAT)
	JICA Malaysia	[Delegation meeting]
10/18	JICA Malaysia	[Analyses of investigation results]
	BEAT	[Verification and discussion on investigation results]
10/19	JICA Malaysia	[Analyses of investigation results – delegation meeting]
	(Travel day)	--

Chapter Two – Content of the Survey

2-1 Legislative System Regarding PWDs and BF Design

Malaysia's barrier-free design legislation is characteristic in that a law and policy, in addition to a plan, have been established pertaining to persons with disabilities, and that adjustments are presently underway to include new standards from the perspective of PWDs to conform with existing transportation facilities and the legal system regulating construction.

2-1-1 Persons with Disabilities Act, PWDs Policy, Five year Plan for PWDs

The Persons with Disabilities Act, established in 2008, and a five-year Plan and National Policy in accordance with the Act are indicators of the fields of support for PWDs and the direction in which Malaysia's society is headed, with considering for PWDs.

1) Persons with Disabilities Act 2008

The Persons with Disabilities Act 2008, passed in December 2007, is the first comprehensive law regarding PWD welfare in Malaysia. From around 2001, in response to International trends, beginning with the Asian and Pacific Decade of Disabled Persons, government agencies, PWD groups and NGOs actively took part in encouraging the establishment of this law.

In the initial draft of this long and tireless effort, clauses from the WHO's former International Classification of Functioning, Disability and Health (ICF – then called International Classification of Impairments, Disabilities and Handicaps – ICIDH <http://www.who.int/classifications/icf/en/index.html>) were used. Where disadvantages in social functioning were deemed consequences of physical disabilities, statutory law states that it is omission from involvement, caused by social barriers created between personal conditions and society. Persons with intellectual disabilities who had not earlier been authorized and were unable to receive various support services were included in the draft to be recognized as persons with disabilities. Additionally, Malaysian sign language was formally accepted as the country's national sign language. The draft further states reasonable accommodation and universal design as fundamental ways of thinking, displaying the country's position regarding disabilities, represented by a privilege-oriented law.

Meanwhile, this law does not have a punitive clause worthy of the anti-discriminatory

law it had originally set forth. Furthermore, the National Council for Persons with Disabilities, the nucleus of PWD policies, is not permanent (please see Fig. 2-4-3). Consequently, it has been pointed out from all directions that capacity building so that the government can implement a specific program to guarantee rights and encourage involvement, is the next issue. As for “Persons with Disabilities,” the government does not yet approve applications for registration by persons with disabilities of the internal organs and persons with disabilities due to neuromuscular disorders. This and the absence of these persons during the final stages of enactment are problems that have been denoted as well.

2) Policy for Persons with Disabilities, Five-year National Action Plan for Disabled Persons

The Policy for Persons with Disabilities was established in December 2007, along with the Persons with Disabilities Act. The purpose was to support PWDs to be able to help themselves, through their rights, equal opportunities and guaranteed social involvement. The strategies are drawn up in 15 sections. Here, the words “Abolition of Discrimination” are stated, which were not clearly written in the Law. The 15 sections include issues regarding the facilitation of social infrastructures such as accessibility and housing, mainstreaming into society through education and employment, approaches on issues unique to PWDs such as research development, and references to women and children. These clearly indicate that the goal is to promote the integration of PWDs into all aspects of society.

There are a total of 82 programs and activities in the National Action Plan for Disabled Persons, divided into 28 strategies in 15 categories. Implementation periods for each program has been set, however there have not yet been any numerical goals determined. Organizations will be assigned to implementing strategies, rather than individual programs.

2-1-2 The Legal System Regarding a Barrier-Free Environment

When promoting a barrier-free environment, it is essential to make adjustments between roads, transportation facilities, and buildings and the legal system in the urban planning sector. Presently in Malaysia, there are installation standards and technical standards regarding accessibility, in the form of existing by-laws or guidelines.

Road Transport Act (Act 333)

The Road Transport Act is a general law concerning road transportation. It defines the authority of each road administrator and the roads under their commission. It states that permission must be obtained from the respective authority to build access roads and drainage installations under the conditions that they do not interfere with the daily lives of residents. Additionally, according to the Act, objects installed on the roads, excepting those that have been approved of or those that are sufficiently marked, when posing a threat to passersby, are subject to penalty by law.

Street, Drainage and Building Act (Act 133)

As a principal law relating to streets, drainage and buildings in local authority areas, it stipulates responsibilities, and permits applications. Enforcement regulations along with installment / technical standards are established under Act 133.

Town and Country Planning Act (Act 172)

An Act for the proper control and regulation of town and country planning, this standard law defines planning and stipulates responsibilities and procedures required to obtain developing permits.

Uniform Building By-Laws: UBBL (34A)

A By-law based on the Street, Drainage and Building Act (Act 133), regarding accessibility, 34A requires improvements to buildings for public use, to enable persons with disabilities to get into, out of and within. The By-law stipulates that all newly constructed buildings must be accessible and buildings that existed at the time of the amendment must comply within three years. Local governments are authorized to allow variations depending on individual circumstances. Although the requirements of this By-law includes privately owned buildings, schools and other government-related buildings are not subject to the same construction laws and planning/completion inspections set forth for private sector construction. Construction of these buildings will be approved in accordance with respective Ministry policy.

Malaysian Standard: MS

Four standards have been established regarding accessibility to built environments:

- MS 1183:1990
Code of Practice for Means of Escape for Disabled Persons
- MS 1184:2002
Code of Practice for Access for Disabled Persons to Public Buildings
- MS 1331:2003

Code of Practice for Access for Disabled Persons Outside Buildings)

- MS 2015: 2006

Public Toilet - Minimum Design Criteria

MS 1183 and MS 1184 are mentioned in the Uniform Building By-laws 34A and thus are considered legally binding technical standards.

Guidelines Requirements for Access into Public Buildings for Disabled Persons

These guidelines were established by the Ministry of Housing and Local Government (KPKT) in 1999 when a barrier-free related law was to be implemented, as reference for architects, construction companies, government authorities and other parties concerned. It includes tables and figures to demonstrate how to organize maintenance or recommendations accommodating to design, according to the type of building, and discusses ideas pertaining to management as well.

2-2 Authorities in Charge of Barrier-Free Access

Being a cross-sectional issue, authorities in charge of providing barrier-free access cover a wide range. Below is an outline of the roles to be carried out by authorities in the central government, local government, private sector, to provide barrier-free accessibility mainly in transportation facilities and urban design.

2-2-1 Central Government Agencies

Economic Planning Unit; EPU, Prime Minister's Department

- Social Services Section
- Infrastructure Section

This is the highest-ranking agency in the government that has jurisdiction over Malaysia's economic development plan. It has great authority in putting together development projects and determining budgets. In relation to barrier-free provisions, it is assumed that the Social Services Section, which handles social welfare and the Infrastructure Section, which handles public transportation, will be appointed.

Ministry of Women, Family and Community Development

- Department of Social Welfare
- Department of Development of PWDs

This agency was established to promote the status and social involvement of women and to improve social welfare through enhancement of the family system. Being the regulatory authority of the new Persons with Disabilities Act, the Ministry Chairs the National

Council for Persons with Disabilities. The Department of Social Welfare and the Department of Development of PWDs directly under that are in charge of barrier-free access. The Department of Development of PWDs supervised welfare services such as PWD registration, employment assistance, and rehabilitation. Furthermore, it is present in meetings concerning barrier-free access and provides PWDs with support in many areas within the society.

Ministry of Housing & Local Government / KPKT

- Department of Town Planning
- Department of Local Development

This Ministry has jurisdiction over urban development and local development and supervises local governments. The Town and Country Planning Act (Act 172) and the Street, Drainage and Building Act (Act 133) are under the jurisdiction of this Ministry, which is also in charge of local government budgets. It is assumed that the budgeting necessary to provide barrier-free access within the local authority would either come from the local government budget or subsidized by the KPKT. Related agencies are the Department of Town Planning and the Department of Local Development.

Ministry of Works / Kementerian Kerja Raya: KKR

- Public Works Department of Malaysia / JKR
- Highway Planning Unit: Urban Transportation Planning
- Malaysian Highway Authority: MHA: Highways

This agency has overall control over the construction and management of roads, schools, parks and other public facilities and buildings, and is responsible for various standards of design and structure. The Public Works Department is in charge of the construction and management of public facilities and the Highway Planning Unit handles urban transportation planning. Service areas along the highways are supervised by the Malaysian Highway Authority (MHA).

Ministry of Tourism

The purpose of this agency is the development of tourism. In spite of this, in view of the necessity promoting barrier-free environments for travelers, it is regarded as a related agency.

Ministry of Transport

- Land Division
 - Malayan Railway Limited / KTMB: a national railway company
 - Rapid KL: A government-run company that operates public transit with the

exception of the Klang Valley district in the capital region

- Aviation Division
 - Malaysia Airport Holdings Berhad: MAHB: A national airport servicing and operation company
 - Malaysia Airlines: MAS

The MOT is in charge of all permits, vehicle inspections and registrations related to the transport business. This includes land transport such as roads and railways, as well as air transport/airports, and marine transport. The Land Division and the Aviation Division each own the above transport companies, involved in barrier-free transportation. The Land Division is a member of the Technical Working Committee on Transport as well, under the National Council of PWDs.

Ministry of Education

The Ministry of Education has control over all educational organizations, operations and development. Based on the Education Act of 1996, it ensures that special education is provided through special schools or regular elementary and middle schools with special education classes. There are four programs (for persons with visual disabilities, for persons with hearing disabilities, combined class and comprehensive education) for children who need social assistance, through which they are provided educational opportunities at schools. It is assumed that applications for barrier-free designing of school construction go through either the Ministry of Works or the Ministry of Education.

Standards and Industrial Research Institute of Malaysia: SILIM

Department of Standards Malaysia: DSM

The Standards and Industrial Research Institute of Malaysia is chiefly in charge of manufacturing and manufactured goods, promoting standardization and quality management, as well as providing technical services and consultations to industries. The institute is also the sole testing organization that can accredit industrial standards such as ISO (International Organization for Standardization). It was incorporated in September 1996, and the government holds all shares. Along with this incorporation, the Department of Standards Malaysia was established under the Ministry of Science, Technology and the Environment, where standardization services are conducted under the Law of Malaysia Act 549. Specifically, the standardization of accessibility in physical environment is controlled by the two organizations as well.

2-2-2 Local Government Agencies

State Economic Planning Unit

Each state has an economic planning unit and an agency to oversee their budget. As opposed to central government ministries who have authority regarding the legal system, this agency in the state governments plays an important role in starting businesses.

City and Municipal Governments

- City Hall / Dewan Bandaraya: DB
- City Council / Majlis Bandaraya: MB
- Municipal Council / Majlis Perbandaran: MP

Moreover, local government bodies of the municipal class have specific projects and managerial duties. Cities are divided into three categories, depending on their size and functions. Sections concerned with barrier-free design are among the following:

- Planning Department: City planning and other related projects.
- Engineering Department: Management of public facilities such as roads.
- Architect Department: Management of public buildings

2-2-3 Private Organizations

The following are private organizations that operate and manage facilities concerned with barrier-free design:

Railway: Kuala Lumpur Airport Express (Express Railway Link: ERL)

Express train connecting Kuala Lumpur Airport with KL Sentral Station.

Highway: PLUS Expressways and others

Although the operation and maintenance of highways is basically privatized, management firms vary, depending on the route. The name of the company that runs the longest highway stretching north and south is PLUS Expressways.

Private Buses: Intrakota, Park May and others

Although there are public bus services such as Rapid KL mentioned above, Malaysia's buses are basically privately run.

Private Airlines: Air Asia and others

Private airline companies with scheduled flights are Air Asia, Berjaya Air and Transmile Air Services. Of the three carriers, Air Asia that flies internationally as well, has the largest traffic volume and is a low cost private airline company, with its hub in one corner of the Kuala Lumpur International Airport, at the Low Cost Carrier Terminal (LCCT).

Privatized Airport: Johor Airport

Malaysia's airports are generally built and operated by the above mentioned airport servicing and operating company (MAHB) except Johor, which is privatized.

Private Developers

Large-scale commercial development and urban development projects are carried out by private investors and enterprises that are approved by the afore-mentioned related agencies.

Ferries

Ferry transit is under different management depending on the location. Whereas ferries to Penang are operated by the Penang Port Authority, ferries located on national roads are the responsibility of the Ministry of Works.

Welfare Taxis / Feeder-Buses: Mobility and others

Welfare taxis and feeder-buses are operated to ensure transportation for PWDs (especially those using wheelchairs). The Non-Government Organization Mobility and Petaling Jaya City Council presently run these taxis. In addition, public transportation organization Rapid KL has plans to start operation in the near future.

2-3 Organizational Relationships with the System

In the case of 2-1 and 2-2 above and in accordance to the law, by-law, guidelines and standards, and the flow of mobility (for example: home sidewalk bus stop bus bus stop sidewalk station train station sidewalk office / commercial facility), Table 2-3 describes which law/by-law/guideline/standard goes with which facility and the system responsible for that facility.

The home is inspected by the local government according to construction application, regarding the compliance to road, waterworks and construction laws, yet basically only the consistency with property use, plot ratio, building to land-ratio and other inspections are carried out as an individual investment. Although technical standards for barrier-free design are stipulated in the Uniform Building By-Law (UBBL), there is no apparent legal regulation.

Management of the sidewalk depends on the type of road it is a part of (national road, state road, city/town road), yet city streets are run by the local government, and are designed and built according to the Street, Drainage and Building Act. Barrier-free design is implemented as deemed necessary by the designer. Completion inspections check to see that construction

has been precise according to drawings and unless there are accommodations in the drawings, they will not be required.

Barrier-free accommodation is required in bus terminals and public parking areas newly constructed under the Street, Drainage and Building Act, however there are no restrictions concerning existing facilities.

As far as bus transit is concerned, several companies went out of business during the economic crisis in the late 1990s and are currently run publicly (by Rapid KL), still as a rule, management and operation is run according to the Road Transport Act which regulates road traffic and transport. The law has no stipulations for barrier-free design in vehicles, thus this is largely left to the business strategies of the operating companies.

Trains and railway stations are under the management and operation of the national railway company, who along with buses, are promoting barrier-free design for better service. Presently, a public company known as Rapid KL runs public transportation such as the Kuala Lumpur LRT and monorail, as well as station facilities. As with private bus companies that had gone bankrupt, train companies also began as private enterprises. Therefore, there are differences between facilities. Some companies honored barrier-free design, while others ignored it. After becoming public, newly constructed facilities have included UBBL designated barrier-free design. Public toilets and other public buildings are the responsibility of local governments. Barrier-free design is required by the UBBL for newly constructed facilities, however as for the existing ones, the decision is left to the government.

As can be seen from above, the UBBL is applied to new construction; nonetheless there is no apparent system that provides barrier-free access in existing facilities. Transport facilities such as sidewalks and bus stops are based on the Street, Drainage and Building Act, under which barrier-free design is not required.

Tab.2-3 -1 Elements and Maintenance/Regulations, Related By-laws and Standards regarding Continued Guarantee of Daily Mobility

	BFの整備実施主体(BF provider)	許認可組織(Regulating body)	関連法令(Act concern)	細則(Subsidiary/Guidelines)	管轄省庁 (Control Ministry)	関連規準(Standard concern) (マレーシア規格:MS)
住宅 House	ディベロッパー (Developer)	地方自治体 (Local Authority)	街路・下水・建築法 (Street, Drainage and Building Act 1974 (Act 133))	統一建築物細則 (Uniform buildings By-Laws 1991 (UBBL))	住宅地方政府省 (MOHLG)	
歩道 Pedestrian	地方自治体 (Local Authority)	地方自治体 (Local Authority)	街路・下水・建築法 (Street, Drainage and Building Act 1974 (Act 133))	計画ガイドライン (Planning Guidelines)	住宅地方政府省 (MOHLG)	MS 1331: 2003 – Code of Practice For Access For Disabled People Outside Buildings: Department of Standards Malaysia, SIRIM.
交差点 Zebra crossing						
交差点 (信号) Traffic signal	地方自治体 (Local Authority)	地方自治体 (Local Authority)	街路・下水・建築法 (Street, Drainage and Building Act 1974 (Act 133))	計画ガイドライン (Planning Guidelines)	住宅地方政府省 (MOHLG)	
バスターミナルビル Bus Terminal Building	地方自治体 (Local Government)		街路・下水・建築法 (Street, Drainage and Building Act 1974 (Act 133))	統一建築物細則 (Uniform buildings By-Laws 1991 (UBBL) By-law 34A – Building requirements for Disabled Persons)	住宅地方政府省 (MOHLG)	MS 1183: 1990 – Specification for fire Precautions in the Design and Construction of Buildings. Part 8: Code of Practice for Means of Escape for Disabled People: SIRIM
バス停 Bus Stop	地方自治体 (Local authority)	地方自治体 (Local Authority)	街路・下水・建築法 (Street, Drainage and Building Act 1974 (Act 133))			
バス車両 Bus vehicle	バス公社・民間会社 (Rapid KL・other private company)	運輸省 (MOT)	道路交通法 (Road Transport Act 1987(Act 333))		運輸省 (MOT)	
公共駐車場 Public car park	地方自治体 (Local Authority)	地方自治体 (Local Authority)	(地方自治法 & 街路・下水・建築法) Local Government Act 1976(Act 171) & Street, Drainage and Building Act 1974 (Act 133)	駐車細則 (Car park by law)	住宅地方政府省 (MOHLG)	
民間駐車場 Car park(private property)	民間部門 (Private sector)					
タクシー Taxi	民間会社 (Private company)					
駅舎 Railway station	国 (Federal Government) (KL CENTRAL st.) 鉄道会社 (Other station) (KTMB/Rapid KL)	地方自治体 (Local Government)	街路・下水・建築法 (Street, Drainage and Building Act 1974 (Act 133))	統一建築物細則 (Uniform buildings By-Laws 1991 (UBBL) By-law 34A – Building requirements for Disabled Persons 公共建築物への障害者対応アクセスガイドライン(住宅地方政府省) (Ministry of Housing and Local Government administrative document, 'Guidelines Requirements for Access into Public Buildings for Disabled Persons', 1999.)	住宅地方政府省 (MOHLG)	MS 1184: 2002 – Code of Practices On Access For Disabled Persons To Public Buildings, Department of Standards Malaysia, SIRIM MS 1331: 2003 – Code of Practice For Access For Disabled People Outside Buildings: Department of Standards Malaysia, SIRIM.
鉄道車両 Train car	鉄道会社 (KTM/Rapid KL)	交通省 (MOT)				
公共トイレ Public Toilet	地方自治体 (Local authority) ディベロッパー (Developer) (民間建築物内にあり、誰でも使用できるもの) 国 (Federal Government) 地方自治体 (Local Government) (公的建築物内にあり、誰でも使用できるもの)	地方自治体 (Local authority)		(公共トイレに関するクアラルンプール市の細則) DBKL Public Toilet By Laws 統一建築物細則 (Uniform buildings By-Laws 1991 (UBBL) By-law 34A – Building requirements for Disabled Persons 公共建築物への障害者対応アクセスガイドライン(住宅地方政府省) (Ministry of Housing and Local Government administrative document, 'Guidelines Requirements for Access into Public Buildings for Disabled Persons', 1999.)	クアラルンプール市役所 (City Hall of Kuala Lumpur) 住宅地方政府省 (MOHLG) 公共事業省 (MOW)	MS 2015: 2006- Public Toilet – minimum Design Criteria MS 1184: 2002 – Code of Practices On Access For Disabled Persons To Public Buildings, Department of Standards Malaysia, SIRIM MS 1331: 2003 – Code of Practice For Access For Disabled People Outside Buildings: Department of Standards Malaysia, SIRIM.
公的建築物 Government Building	国 (Federal Government) 地方自治体 (Local Government)	公共事業省が所管する公的建築物に関してはCertificate of Completion & Complianceの手続きは不要 (関連法規、ガイドラインに準拠させることは当然求められている)		ガイドラインがあるとのことだが、今回の調査では入手できていない、「公共建築物への障害者対応アクセスガイドライン(住宅地方政府省) (Guidelines Requirements for Access into Public Buildings for Disabled Persons, 1999. (MOHLG))と同じ可能性あり	公共事業省 (MOW)	MS 1184: 2002 – Code of Practices On Access For Disabled Persons To Public Buildings, Department of Standards Malaysia, SIRIM
公共建築物 Public Buildings	建築主 (Building owner/ Developer)	地方自治体 (Local authority / One Stop Center)	街路・下水・建築法 (Street, Drainage and Building Act 1974 (Act 133))	統一建築物細則 (Uniform buildings By-Laws 1991 (UBBL) By-law 34A – Building requirements for Disabled Persons 公共建築物への障害者対応アクセスガイドライン(住宅地方政府省) (Ministry of Housing and Local Government administrative document, 'Guidelines Requirements for Access into Public Buildings for Disabled Persons', 1999.)	住宅地方政府省 (MOHLG)	MS 1331: 2003 – Code of Practice For Access For Disabled People Outside Buildings: Department of Standards Malaysia, SIRIM. MS 1183: 1990 – Specification for fire Precautions in the Design and Construction of Buildings. Part 8: Code of Practice for Means of Escape for Disabled People: Department of Standards Malaysia, SIRIM

2-4 Trends towards becoming Barrier-Free

This section is a summary of results obtained from interviews on barrier-free trends from the past to present.

2-4-1 Changes over the years, regarding barrier-free environments

Programs, namely barrier-free efforts, for a comprehensive group of transit vulnerable and socially vulnerable people, including persons with disabilities, began in response to movements initiated by PWDs. Figure 2-4-1 illustrates the motions made by PWDs to transport entities, commencement of projects by the organizations, barrier-free conditions, and the state policy and law making, on a timeline. In figure 2-4-2, the efforts by the nation's two core cities, Petaling Jaya and Kuala Lumpur, where barrier-free programs are said to be more plentiful than in other cities are explained in relation to the flow of work by PWDs and national policy and law-making. Efforts by transport entities to provide barrier-free access gained momentum in the 1990s and these were joined by city councils after 2000. Jurisdiction under the city councils was wide spread and the fact that other sections and departments needed to be involved made progress relatively slow. Improvements in the legal system began in the 1990s and have continued to this day, beginning with the 1990 Malaysian Standards (MS1184, MS1331).

In response to this trend, many transport entities began expressing interest in promoting barrier-free efforts. The Kuala Lumpur Airport Express (ERL), a private company, which opened for business in 2002, has been praised for its accessibility. On the other hand however, despite this trend, only Braille tiles were seen at the monorail station that started in 2003, with no other accommodations. With regard to the situation, Rapid KL states that the monorail had originally begun as a private business and that private businesses had difficulty securing funds for barrier-free improvements.

Fig. 2-4-1 Transition of Barrier-Free Efforts in Public Transportation

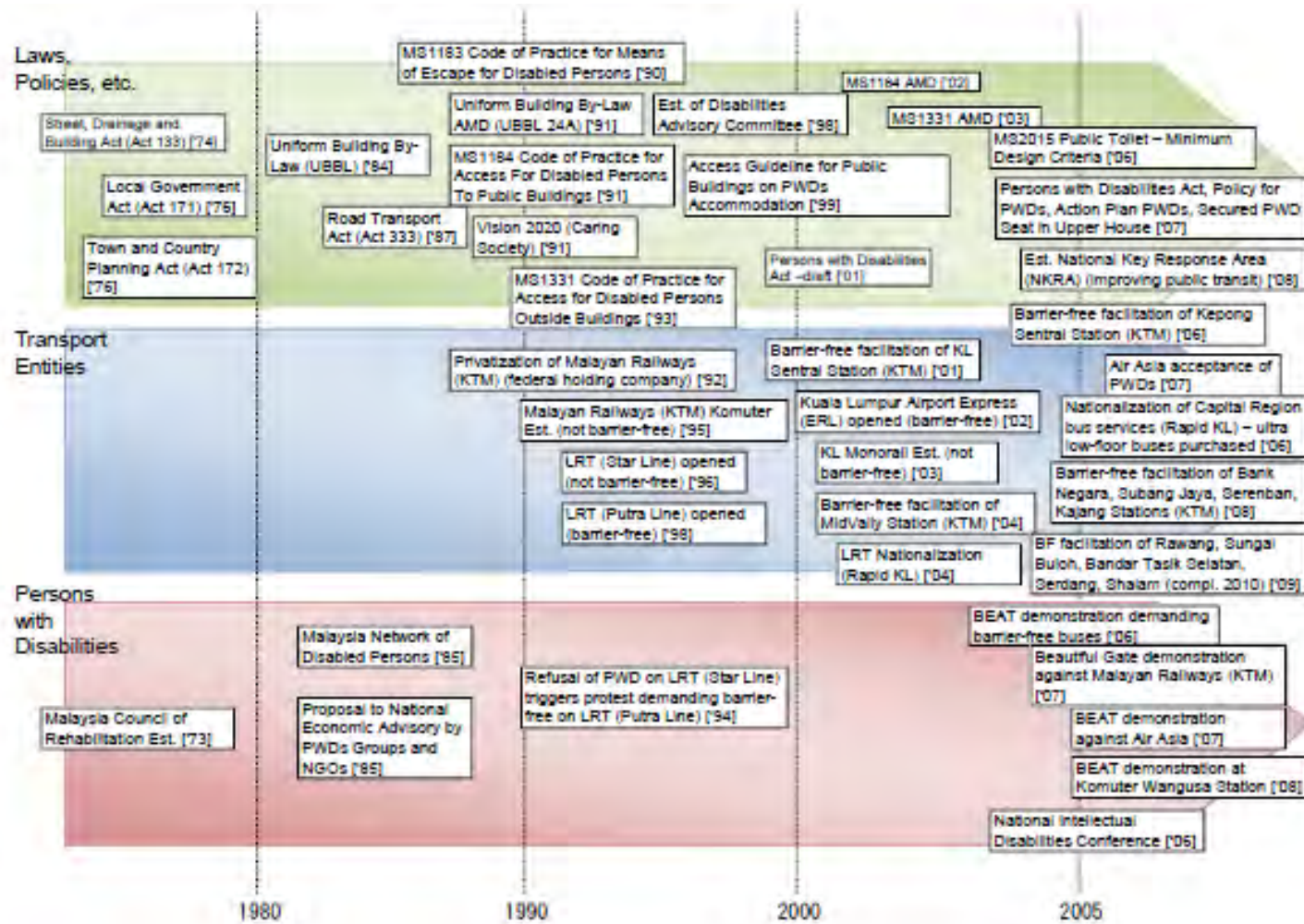
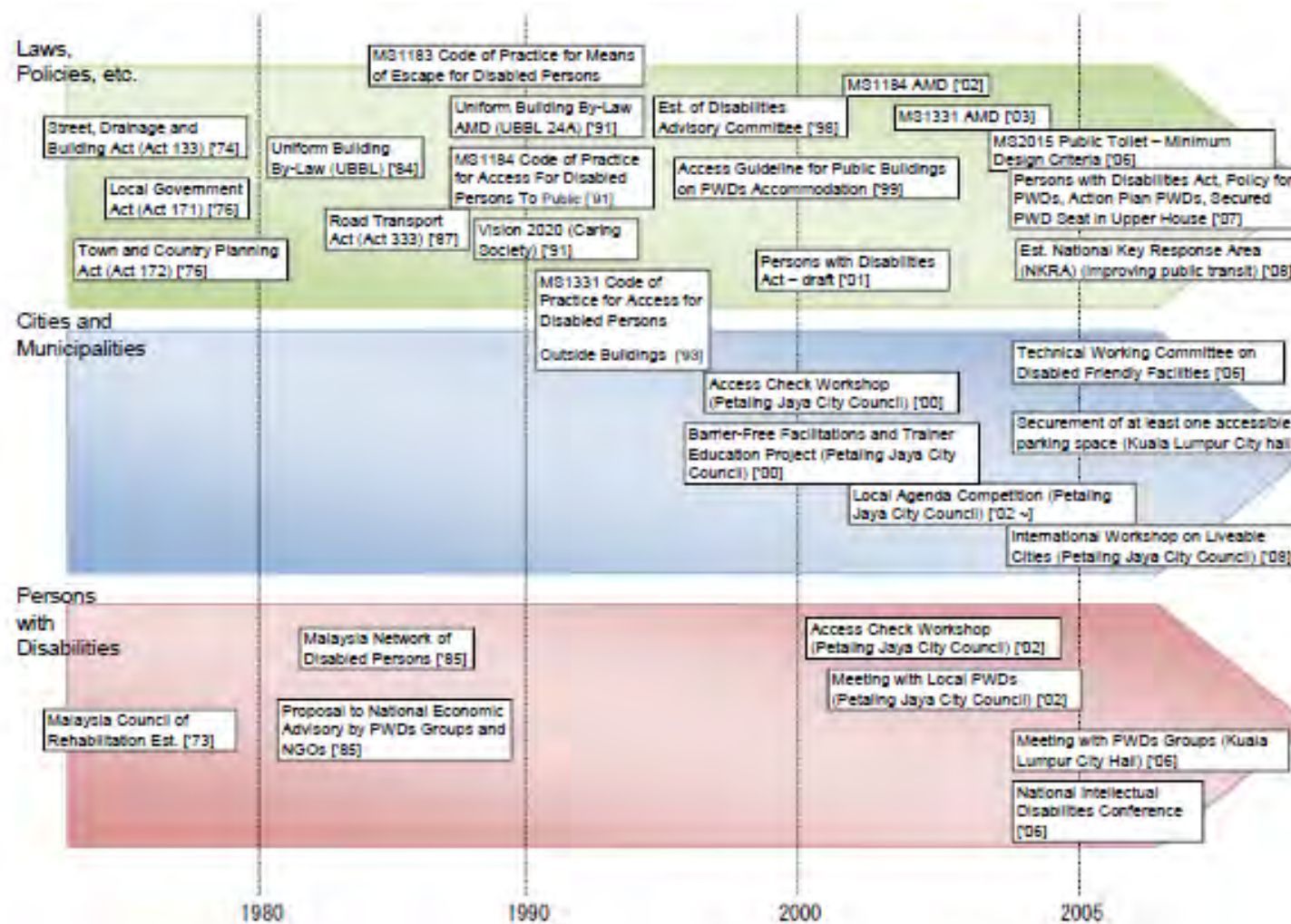


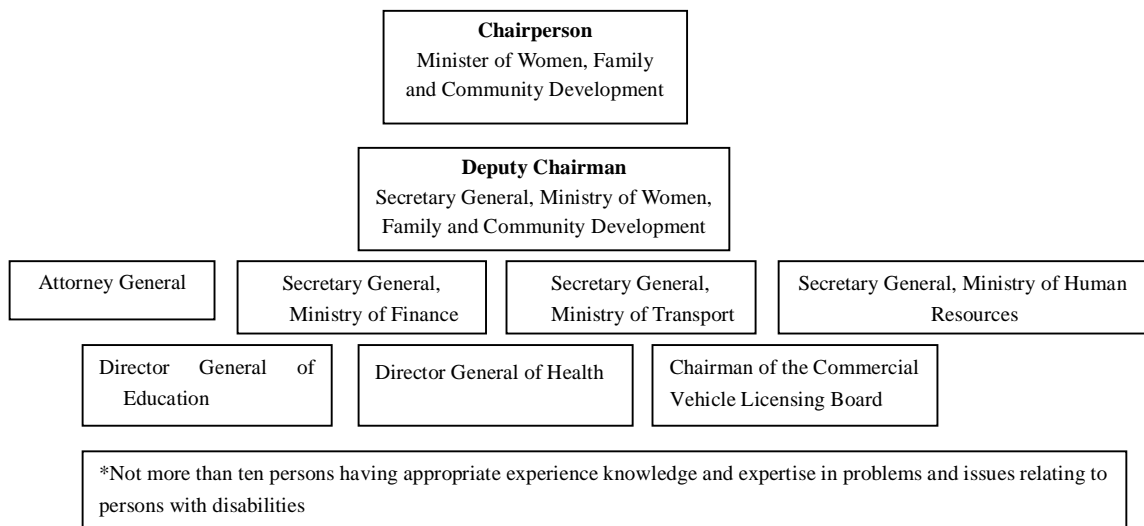
Fig. 2-4-2 Transition of Barrier-Free Efforts in Cities and Municipalities



2-4-2 National Efforts

The Persons with Disabilities Act was established in 2008 and at the same time, the Policy for Persons with Disabilities and then the Five-year National Action Plan for Disabled Persons, accordingly. The National Council for Persons with Disabilities was set up as a place for policies regarding these PWD issues to be deliberated, where national policies and action plans are reviewed and suggestions for implementations passed on to the central government. Technical Working Committees have been set up under the Council, to handle issues such as employment, education and universal design and to promote projects relating to welfare for the PWDs.

Fig. 2-4-3 National Council for Persons with Disabilities



Persons with Disabilities Act

*Persons With Disabilities Act 2008.pdf (<http://www.asiacommunityservice.org>)

Members of the Technical Working Committees are appointed by the TWC Chairperson and include persons with disabilities. The Secretary General of the Ministry of Women, Family and Community Development chairs the Technical Working Committee on Universal Design that works with construction and town building. Members are as illustrated in Table 2-4-1. The Chairperson of the Technical Working Committee on Transport is the Secretary General of the Ministry of Transport. Nonetheless, the other members are not appointed, and representatives from the various organizations listed in Table 2-4-2 attend the meetings. TWCs where chairpersons are from the MWFCDD have regular meetings with chosen members and submit substantial reports. Other TWCs cannot be described as being particularly active.

Table 2-4-1 Technical Working Committee on Universal Design (as of June 26, 2009)

No.	Name	Affiliation / Position
1	Tan Sri Faizah bt Mohd Tahir	Chairperson / Ministry of Women, Family and Community Development
2	Dato' Shamsiah bt Abd. Rahman	Deputy-chairperson / Advisor to the Minister of Women Family and Community Development
3	Cik Naziaty Mohd Yaacob	Instructor, Univ. of Malaya (no longer member)
4	Encik Anthony Arokia	NGO Mobility Representative
5	YBhg. Dato' Dr Zaliha Omar	Former Prof. of Rehabilitation, Univ. of Malaya Present Rehabilitation Consultant
6	YBrs. Puan Tan Choo Lan	Head of Housing Department, Ministry of Housing and Local Government
7	Mr. Fong Tian Yong	Advisor to the Minister of Housing and Local Government
8	Farah Abdul Samad	Public Works Department of Malaysia Architect (Deputy Chief)
9	Puan Ch'ng Gaik Bee	Kuala Lumpur City Hall
10	(representative)	Federation of Malaya Society of Architects

Minutes of the 2nd universal design meeting

Table 2-4-2 Technical Working Committee on Transportation

No.	Name	Agency / Position
1	Y.Bhg Dato' Long See Wool	Chairperson / Vice-Minister of Transport
2	(representative)	Ministry of Housing and Local Government
3	(representative)	Commercial Transportation License
4	(representative)	Capital City Council Office
5	(representative)	Commercial Transportation License
6	(representative)	Malay Peninsula Marine Transport
7	(representative)	PWDs Organization
8	(representative)	Public Transportation Operator
9	(representative)	Aviation, Land or Marine, MOT

Delegation resources

In light of such trends demonstrated by the national government, interviews were conducted regarding present BF-related efforts, with the MWFCD responsible for social welfare policies, the MOT in charge of barrier-free issues in public transportation, and the Economic Planning Unit (EPU) with a stronghold on the National Plan. The following is a summary of the results.

1) Department of Social Welfare, Ministry of Women, Family and Community Development

The MWFCD Minister is simultaneously the chairperson of the National Council. With Social Welfare and the Department for the Development of Persons with Disabilities, the Ministry is in charge of social welfare related policies. The Department for the Development of Persons with Disabilities established with the new policies presently has a staff of 50 members. Efforts mainly focus on public welfare services, however department personnel represent the government at meetings concerning barrier-free issues.

2) Land Division, Ministry of Transport

Of the 24 items in the National Key Result Area (NKRA) for the 10 Malaysia Plan set by the national government, six have been announced to the public (as of October 2009). Of them is the topic; “Improving urban public transport in the medium-term.” The Ministry of Transport has come forward and set of three further response areas: 1) Journey Times, 2) Comfort and Convenience and 3) Accessibility and Continuity. A barrier-free project is suggested in the accessibility item (please see Tables 2-4-3 and 2-4-4). Sessions are underway to discuss policy-making in the response area with interaction among related agencies, including the Department of Social Welfare. (Please see Table 2-4-5)

Table 2-4-3 National Key Response Area (NKRA)

No.	Area
1	Widening access to affordable and quality education.
2	Improving urban public transport in the medium-term.
3	Combating corruption.
4	Reducing crime rate.
5	Improving infrastructure in rural areas.
6	Improving standards of living of low-income households.

Table2-4-4 Response Areas in Improving Public Transportation in the City under NKRA

No.	Area	Content
1	Journey Times	Door-to-door journey times, including in-vehicle and out-of-vehicle travel times during AM peak periods.
2	Comfort and Convenience	Journey experience on public transport including out-of-vehicle travel experience.
3	Accessibility and Connectivity	Ability of rakyat to have accessibility sufficient to make public transport services an attractive alternative to cars.

MOT resources

Table 2-4-5 MOT Interactions with Other Agencies Regarding Response Areas

Interactions	Agencies
“Positive Interactions with Various Agencies”	<ul style="list-style-type: none"> • Syarikat Prasarana Negara Berhad ² • Malayan Railway Commuter • Rapid KL • Dept. of Social Welfare, Dept. of Works
“We will start to reach out to the others, critical ones”	<ul style="list-style-type: none"> • Ministry of Home Affairs • EPU

MOT resources

A work group has been established within the Ministry (MOT-PMO) for barrier-free access and design. To date, there haven't been any specific projects implemented,³ however, materials have been compiled on the barrier-free legal system, including Malaysian Standards.

3) Social Services Section, Economic Planning Unit (EPU)

Under the theme, “Quality of Life,” the key areas are set forth as 1) public safety, 2) health, 3) environment, and 4) other social services. Welfare policies concerning PWDs are included in all areas.

² Syarikat Prasarana Negara Berhad (SPNB) is a national holding company that supervises national infrastructure, including Rapid KL.

³ From interview with Land Transport Section, Ministry of Transport

2-4-3 Efforts in City and Municipal Governments

The effectiveness of barrier-free infrastructure can only be appreciated by connecting all the dots, that is, from public transportation to residential areas, to commercial districts. This type of comprehensive barrier-free planning cannot be made possible without involvement from urban planning and city development perspectives. Malaysia, as a nation, does not have a clear barrier-free guideline for city improvements. Neither the City Hall of Kuala Lumpur, nor the City Council of Petaling Jaya has a guideline of its own. Even though buses, trains and stations may well be facilitated with barrier-free access, often the bus stops and station vicinities demonstrate no connectivity and maintenance is left up to the regional governments. Meanwhile, new districts such as Putrajaya, regardless of whether they have a guideline, have proactively implemented barrier-free design and have a relatively large number of accessible locations.

The following are descriptions of barrier-free efforts by local governments.

1) Kuala Lumpur City Hall

- There is no department for PWDs. Two staff members of the Architect Department are the central figures working on barrier-free efforts.
- At Kuala Lumpur City Hall, construction permits are presently being provided after PWD and City staff access checks, with follow-up monitoring.
- Pursuant to a meeting with PWDs held in 2006, it was decided that at least one parking space would be designated exclusively for the use of PWDs in every parking lot.

2) Selangor Council of Welfare & Social Development

- Barrier-free training is being implemented with the inclusion of officials from 12 local governments / Pihak Berkuasa Tempatan (PBT)
- Four local governments including Petaling Jaya are proactive in creating barrier-free environments. This enthusiasm will provide momentum for further training and projects.

3) Petaling Jaya City Council

- With no department for PWDs, two staff members of the Department of Development Planning are in charge.
- All policy issues are discussed at Full Board Meetings, where policies are implemented. A working group has been set up for PWD-related facilitation, headed by a PWD. Social issues are forwarded to the Sustainable Development Committee and infrastructure issues to the One Stop Center Committee. The issues are discussed within

the committees and then forwarded to the Full Board Meeting.

- Accessibility is inspected at government facilities and shopping centers.
- Additionally, issues surrounding accessibility are taken up at “Livable City” workshops.
- Fund-raising competitions are held in the Local Agenda Programme, where a disability projects are accepted and implemented.

2-4-4 Public Transportation Efforts

Barrier-free efforts among transportation organizations, which began in response to PWD movements, are gradually advancing. Areas verified are listed in Table 2-4-6. In addition to facilitations, a few organizations have training programs and lectures for the better understanding of and appropriate care for persons with disabilities.

Table 2-4-6 Transportation and Corresponding Facilities where Efforts were Confirmed

No.	Transportation : Corresponding Facilities
1	Rapid KL <ul style="list-style-type: none"> • Light Rapid Transit (LRT): trains, station facilities • Monorail: trains, station facilities • Ultra Low-floor Buses: buses, bus stops
2	Malayan Railway: trains, stations facilities
3	Kuala Lumpur Airport Express (ERL): trains, station facilities
4	Air Asia / Low Cost Carrier Terminal (LCCT): aircraft, airport and surrounding facilities
5	Welfare Taxis
6	Long Distance Buses

Fig. 2-4-4 Kuala Lumpur Transit Map



Rapid KL website

One of the key functions of a transit organization is to ensure connectivity to the final destination. Even so, from a PWD viewpoint, there were obstacles at every point on the way; between the bus and the bus stop; between the train and the station; from the station to town and from the aircraft to the airport terminal. Connectivity was less than adequate. The biggest cause is likely that the transportation companies and other facilities are under separated jurisdiction. The monorail, which was recently installed, has no accommodation for PWDs other than a few Braille blocks for those with visual disabilities. Members of the MOT and Rapid KL attribute this to the difficulty in laying incentives for providing barrier-free access because of the cost burden to private enterprises. In addition to the massive expenses needed to facilitate barrier-free access to existing buildings, these results revealed a necessity to raise awareness among businesses regarding the vulnerable in public transit.

(1) Rapid KL

Rapid KL, under the management of national holding company Syarikat Prasarana Negara Berhad (SPNB), operates public transportation (LRT, monorail and bus system) in the Capital Klang Valley Region. This government-run company consolidated two LRT lines and one monorail line, which were run privately until July 2004, along with the capital region bus service. Table 2-4-7 illustrates the company's barrier-free efforts.

Table 2-4-7 Barrier-Free Conditions at Rapid KL Facilities

Facility	Barrier-Free Conditions
LRT Lines	Accommodation was included in the construction of existing facilities along the Kelana Jaya Line (former Putra Line) at the time of privatization. In contrast, facilities along the Ampang Line (former Star Line) are incomplete. 【Kelana Jaya Line】 <ul style="list-style-type: none">• Priority seats• Designated areas for wheelchairs (space can be secured by lifting train seat)• Wheelchair accessible toilets• Elevators
Monorail	Braille blocks are being laid, yet most of the work is incomplete.
Capital City Bus Routes	1,000 buses were purchased at the time of communalization in 2006, along with 100 ultra low-floor (non-step) buses in response to demonstrations held by PWDs.

LRT extensions will be completed in 2012, when all 26 new stations (13 along each line) will be barrier-free.

(2) Malayan Railway / KTM (Komuter)

The KTM Komuter started business in August 1995, with 39 stations. At the moment, there are 47 being used by over 10,000 passengers per day. Malayan Railway Limited / KTMB is in charge of operational management. Work is still being done on electricity and multiple lines on existing lines as well as construction of new stations.

In order to promote a barrier-free environment, KTM Komuter offers employee training in attending to PWDs in addition to the following five improvements:

- 1) Elevators (Two)
- 2) Slopes at the station entrance and platforms

- 3) Accessible toilets
- 4) Braille blocks
- 5) PWD Parking

The seven completed stations listed below are in compliance with the above improvements.

Table 2-4-8 Stations with Barrier-Free Accessibility

No.	Station	Year
1	KL Sentral	2001
2	Mid Valley	2004
3	Kepong Sentral	2006
4	Bank Negara	2008
5	Subang Jaya	2008
6	Seremban	2008
7	Kajang	2008
8	Rawang	Due to be completed by May 2010
9	Sungai Buloh	
10	Bandar Tasik Selatan	
11	Serdang	
12	Shah Alam	

materials provided by Malayan Railway Ltd.

A budget of 10 million ringgits was allocated to the barrier-free designing of five stations, by the MOT during the ninth national master plan. These projects are scheduled to be completed by May 2010. A further 20 million ringgits will be applied for, to upgrade 10 stations during the 10th master plan.

Regarding the sixth improvement, which is personnel training, a program was conducted in 2008 by the State of Selangor and the Kuala Lumpur Mobility Organization with the help of Mr. Anthony (Mobility representative in charge of wheelchairs).

(3) Kuala Lumpur Airport Express(Express Rail Link: ERL)

As of April 2002, the ERL connects KL Sentral Station with KLIA in approximately 30 minutes. The KLIA Transit shares the same line and is a popular commuter which stops at

three major stations, including the new government city of Putrajaya.

The stations and trains were originally designed to be barrier-free and the International Airport and KL Sentral Station are staffed with helpers to assist PWDs and other travelers alike, with boarding and de-boarding the trains.

(4) Air Asia

Air Asia, which operates mid-to long-term flights, started up as part of a government-run heavy industries company but went private in 2001. With the restructuring of Malaysia Airlines in 2006, 96 local routes were added to Air Asia operations. In 2007 the airlines joined International long hauls and operates out of its hub, the Low Cost Carrier Terminal (LCCT) at Kuala Lumpur International Airport.

In the beginning, the airlines refused unaccompanied PWDs, yet later changed its policy, with the help of PWD demonstrations. To date, it has installed equipment for easy access and has added the wheelchair mark to its aircrafts, with the slogan “for all,” using the barrier-free concept as a vital sales strategy. Major efforts towards a barrier-free environment involve scheduled meetings with BEAT, a network of PWD Organizations, and disability accommodation training. Newly registered staff members are required to take a disability accommodation-training course, taught by a PWD member of BEAT, the network that instigated the demonstrations.

(5) Welfare Taxis⁴ (Voice, Mobility, etc)

In addition to NGO operated taxi services for PWDs such as Voice and Mobility, the City Council of Petaling Jaya runs a similar service as part of its welfare program as well. The bus and railway company Rapid KL is presently planning to start up a welfare taxi operation called Rapid KL Mobility.

(6) Long Distance Buses

Although it was not verified during this survey, it is said that PWDs are expected to be accompanied on long distance buses and bus terminals.

2-4-5 PWD Efforts

It would not be an exaggeration to say that the success to date in creating barrier-free environments in Malaysia is all due to movements orchestrated by the PWDs themselves.

⁴ “Welfare Taxis refer to licensed taxi operators that have received permits to operate within specified duties of utilizing standard taxis or welfare motor vehicles for the purpose of providing transportation for persons with disabilities, as stated in Section 3 of the Road Transportation Act” – translated from Ministry of Land, Infrastructure, Transport and Tourism website http://www.mlit.go.jp/jidosha/jidosha_tk3_000007.html (November 2009)

While PWD organizations, represented by the BEAT (Barrier-Free Environmental And Accessible Transport) Group, initiate demonstrations, they actively help businesses and organizations that are trying to implement the barrier-free concept as well. Largely divided, barrier-freeing efforts by PWDs are raising public awareness through movements and raising personnel awareness through training.

1) Demonstration Activities that Lead to Barrier-Free Accommodation

PWD groups have approached the transit companies and government agencies in a number of ways to ensure PWD accessibility. Moreover, when Rapid KL purchased new buses in 2006, BEAT initiated a movement to persuade the company to purchase buses that can easily be used by PWDs. As a result, of the 1000 new buses Rapid KL bought, 100 were the ultra low-floor buses that currently run in Titiwangusa and Petaling Jaya.

Regarding the refusal of low cost air carrier service Air Asia to allow PWDs on board, groups demonstrated and persuaded the company to install ambulifts for lifting wheelchairs on and off of aircrafts. This actually influenced Air Asia's marketing strategy (Please see Air Asia at Table 2-4-4 above).

The PWD movement started as a network of 18 groups and has continued to negotiate for a barrier-free environment. One of the motions was to request accessibility inspections, where they could go in and make checks themselves and give constructive feedback. They represent various disabilities and vulnerability to public transit and are equipped with placards displaying whether they are elderly, pregnant or ill, with paintings. By joining and working together they are successfully creating projects leading to barrier-free environments on public transportation and in cities.

2) Training Programmes

Another important role of the PWDs in realizing barrier-free environments in transportation systems and city environments is training and education. Air Asia presently requires new personnel to undergo training for accommodating to disabilities. The program is run by BEAT and the instructors are wheelchair users, or persons with visual, hearing or intellectual disabilities. Malayan Railways is asking wheelchair users to instruct railway personnel on how to respond to wheelchair users in their training program.

2-5 Observation of BF Areas in Public Transit and Urban Development

Barrier-free efforts of each organization have been discussed above. The following are specific examples and results of accessibility checks conducted with PWDs. Furthermore, facilitation may have at one time been complete, lack of maintenance has created some problems.

2-5-1 Railway [KL Sentral Station]

This is the largest station in Kuala Lumpur, with over 100,000 passing through each day. Offices and homes make up part of the station and there is a bus terminal immediately outside the building. Railways that have stations in this structure are the Kuala Lumpur Airport Express (ERL), Malayan Railway Commuter (KTM Komuter), Malayan Railway Intercity (KTM Intercity Trains) and Rapid KL (LRT). The KL monorail station is situated roughly 140 meters from KL Sentral Station.

1) Barrier-Free Projects

Major barrier-free projects include:

- A) PWD parking spaces and slopes
- B) Braille tiles
- C) Accessible Toilets
- D) Elevators

2) Inspection Results

- A) PWD parking spaces and slopes

Because the Kuala Lumpur Airport Express (ERL) stops here, there are many passengers who drive to this station. Slopes and Braille tiles are facilitated at entrances to the station, but the angle of the slope next to the PWD parking space was so steep that it was not possible to climb in a wheelchair alone. A number of facilities are difficult to use. (Photo 2-5-1)

Photo 2-5-1 Slope at KL Sentral Station Entrance



B) Braille tiles

Although there are Braille tiles in the station and out, there were objects placed on the tiles here and there. Furthermore, “warning” and “guide” tiles are set backwards. In some areas, the tiles are covered by garbage cans or rest areas. (Photos 2-5-2 and 2-5-3)

Photo 2-5-2 Braille tiles at entrance of KL Sentral Station (1)

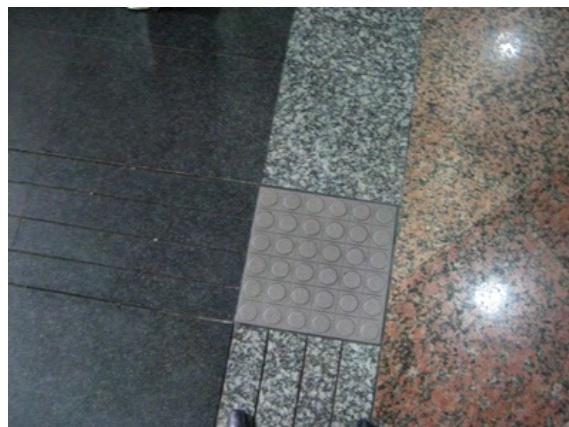


Photo 2-5-3 Braille tiles at entrance of KL Sentral Station (2)



As seen in photos 2-5-2 and 2-5-3, sections of the Braille tiles are yellow, like the type seen in Japan. On the contrary, inside the station building, the blocks blended in with the gray floor and were nearly leveled. (Photo 2-5-4)

Photo 2-5-4 Braille tiles at KL Sentral Station (concourse) (3)



Even though the gray tiles are likely the result of interior designing, such coloring is challenging for users who have difficulty seeing. Moreover, as can be seen in photo 2-5-4,

there are tiles that have four to eight grooves for alternation, but grooves are not deep enough to make a difference.⁵

C) Accessible Toilets

Some of the doors were locked and there is a problem with management. Handrails needed by wheelchair users to mobilize themselves to the toilet were not in place and there were a number of noticeable aspects that revealed lack of consideration for users in the design.

D) Elevators

There were not enough indicators guiding the way to the elevator. Braille tiles and voice guides were non-existent. The elevator buttons were marked in Braille.

Photo 2-5-5 KL Sentral Station elevator (1)



E) Lack of information security

While it was apparent from the slopes and tiles that the designing process and management disregarded the perspective of the user there was almost no information provided. Wheelchair accessible logos could not be seen on the toilet signs⁶ and there were no markings, Braille tiles or voice guidance to elevators and toilets. Not all personnel were able to answer, when asked. (Photo 2-5-6)

⁵ Braille tiles can difficult for non-users to walk on. Added to this, the interview with Malayan Railway (KTMB) revealed that the tiles are difficult to obtain in Malaysia. Although this may be one style, varying the tiles could very likely weaken the barrier-free functionality.

⁶ Regarding logo markings, there are cases when the logo is not used such as when it is assumed that all toilets are accessible or that users don't feel the need. However, in Malaysia, the number of accessible toilets is still limited and thus there is a need to mark them clearly.

Photo 2-5-6 KL Sentral Station Signpost



A comment came from one of the PWD members with intellectual disabilities, on avoiding the LRT Ampang Line due to the complicated signposts. It is desired that in the future, information will be provided with different colors and other visual and audio methods.

2-5-2 Buses [Ultra low-floor Rapid KL bus]

Rapid KL is the only bus service in the city that purchased ultra low-floor buses during communalization in 2006.

1) Major barrier-free projects include:

A) 100 wheelchair accessible buses.

Service areas are limited to Titiwangusa and Petaling Jaya. 20 buses are on stand-by at all times and 30 buses regularly service Titiwangusa and 50 regularly service Petaling Jaya.

2) Inspection Results

A) 100 Ultra Low-floor buses

The Rapid KL ultra low-floor buses have wheelchair accessible logos on all four sides of the exterior and can be recognized as ultra low-floor buses from a distance. They were purchased as a result of the movement in 2006, however are very seldom used by persons with disabilities. Two reasons can be suggested.

- i) Connectivity with the bus stop
- ii) Use inside the vehicle

- i) Connectivity with the bus stop

These Rapid KL buses are much lower than conventional buses and there is no step at the entrance. (Photo 2-5-7, 2-5-8)

Photo 2-5-7 conventional bus (Rapid KL)



Photo 2-5-8 ultra low-floor bus (Rapid KL)



Photo 2-5-9 ultra low-floor bus and connectivity with the bus stop



Photo 2-5-10 non-step bus (Shinjuku, Tokyo)



In spite of these reasons, as seen in photo 2-5-9, there needs to be some height at the bus stop, in order to connect with the bus well. Photo 2-5-10 explains a non-step bus used in Japan. The floor is still higher than the level of the bus stop, yet there isn't as much of a difference as seen with the Rapid KL ultra low-floor bus. In addition, the ramp is slip-proof and the bus itself can be lowered further if necessary.

In the case of the ultra low-floor buses, it is assumed that all of the bus stops are of the same height. Nevertheless, in actuality, they are all different. Moreover, in many cases the buses themselves are often lacking in maintenance, making it difficult for users to adjust to, when they have to travel from their place of departure to the bus stop and then from the bus stop to their destination.

Photo 2-5-11 Bus terminal slope (Kelana Jaya)



Even if a slope is in place, the grade is often too steep to climb and too dangerous if a wheelchair ends up sliding out into the street when descending.

ii) Use inside vehicle

Although the buses are equipped with retainers, BEAT members who use wheelchairs have expressed difficulty in affixing them.

Photo 2-5-12 space for wheelchair users on the ultra low-floor bus



2-5-3 Airlines (Air Asia)

Air Asia, who launched their barrier-free efforts due to the movements in 2007 have been highly evaluated by the PWD groups, for their continuance in their efforts.

1) Main barrier-free projects include:

- A) Installation of ambulifts for easy access onto and off of aircrafts.
- B) Disability accommodation training.
- C) Scheduled meetings with PWD groups.

2) Inspection and interview results

- A) Installation of ambulifts for easy access onto and off of aircrafts.

Lifts are installed at Kotakina Balu Terminal, and the Low Cost Carrier Terminal (LCCT) at Kuala Lumpur so that wheelchair users can safely be transferred onto and off of aircrafts. (Photo 2-5-13 and 2-5-14)

Photo 2-5-13 Lifting a passenger onto an aircraft (1)



Photo 2-5-14 Lifting a passenger onto an aircraft (2)



Air Asia resources

The Low Cost Carrier Terminal (LCCT) does not have a boarding bridge and therefore, passengers are required to walk or ride a bus out to the aircraft and board by climbing the stairs. Needless to say, this made it very difficult for wheelchair users. Since its installation by Air Asia, the company that operates the airport has requested the airline to share the ambulift with other companies. Air Asia has entered negotiations with the airport and will continue discussing, since the lift is a facility that should have been installed by the airport in the first place.

B) Disability accommodation training

This is a hands-on course on how to accommodate to passengers with disabilities and to teach employees about what disabilities are. It is conducted with the help of PWDs themselves with the inclusion of persons with hearing, visual, and intellectual disabilities.

Photo 2-5-15 Disability accusation training



Air Asia resources

C) Scheduled meetings with PWD groups

Meetings are scheduled with BEAT, the network of PWD groups that initiated the movement in 2007, to update information and conduct monitoring. The position that the company holds on continued monitoring is highly evaluated by the PWDs.

2-5-4 Brickfields and vicinity

1) Main barrier-free projects include:

- A) Signs to caution persons with disabilities
- B) Braille sidewalk tiles

2) Inspection results

- A) Signs to caution persons with disabilities

There are many residents in Brickfields who have visual disabilities. There are many massage parlors and it is not uncommon to see street signs displaying someone crossing the street using a cane. (Photo 2-5-16)

Photo 2-5-16 street sign (Brickfields)



As with other districts, sections of road pavement lacking maintenance were noticeable.

B) Braille sidewalk tiles

Braille tiles are installed along the sidewalk that connects the KL Sentral monorail station with KL Sentral Station where the LRT and Kuala Lumpur Airport Express stop. Shops line the walkway where there is a roof covering and foot traffic is heavy. (Photo 2-5-17)

There were areas that were mainly covered in Braille tiles, which could become an obstacle for wheelchair users. (Photo 2-5-18)

Photo 2-5-17 KL Sentral Station connecting sidewalk (1)



Photo 2-5-18 KL Sentral Station connecting sidewalk (2)



2-6 Efforts by Development Organizations

The lack of proactive examples of barrier-free involvement among development organizations is not unique to Malaysia. The following is a summary of a UNDP project presently underway in Penang; interviews with workers at Kuala Lumpur City Hall, Petaling Jaya City Council and university professors; UNESCAP training that was apparently implemented in the past, which people have said they were influenced by; and JICA's study on the maintenance of space for pedestrians based on a comprehensive viewpoint that is vital

in further promoting barrier-free environments.

2-6-1 UNDP Project

The UNDP, in collaboration with the Government of Malaysia, implemented a project for the accessibility of public transportation in Penang, which began in 2008. This is in alignment with the Convention on the Rights of Persons with Disabilities (CRPD) and the Persons with Disabilities Act.

■ Penang Public Transportation Accessibility Project (2008 – 2010):

This project is to promote an accessible public transit system. The implementing authorities are Penang EPU and UNDP and the executing authority is the Ministry of Women, Family and Community Development. The project period is two years, ending in February 2010, by when access inspections of public transit and facilities will have been complete, strategies on the improvement of transportation established, on-demand door-to-door transportation services provided and capacity-building and disability equality training within the transportation businesses implemented.

To promote PWD rights, the UNDP has proposed a review of the Persons with Disabilities Act, promotion of social awareness among the public sector regarding the CRPD, the involvement of PWDs in processes leading to project implementation and the revision or new establishment of anti-discriminatory law.

2-6-2 UNESCAP Project

The United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) has contributed greatly to mainstreaming PWDs into society and development in Asia and the Pacific. Many of the Malaysian people who attended the Regional Training Course for on the Promotion of Non-handicapping Environment for Persons with Disabilities held with the Asia Pacific Center for the Disabled as part of the first Asian and Pacific Decade for Disabled Persons are currently key members of barrier-free, universal design efforts of the nation.

■ Training Course for the Promotion of Non-handicapping Environment for Persons with Disabilities (2000, 2002, 2003, 2004)

With the cooperation of the APCD and Thai Ministry of Social Development and Human Security, UNESCAP conducted this training course for four consecutive years beginning in the year 2000 (except 2001) to 2004. The purpose was to educate and support those who came from all of the Asian and Pacific countries to become leaders in their own

nations, responsible for carrying out universal design and other ways to break down constricting barriers in city life. Moreover, by encouraging participants to connect by creating a network, the promotion of a non-handicapping environment would spread throughout the entire Asia and Pacific region. The training programs were two weeks long and focused on disability awareness lectures, accessibility checks, case studies in Bangkok and other contents to connect theory to practicality.

Participants included architects, engineers, city planners, public transportation planners, government officials, Disability NGO representatives and representatives of PWD self-help organizations. In 2003, there were 30 members from 9 countries.

2-6-3 JICA efforts (1998)

JICA's efforts concerning the improvement of PWD environments are diverse, with involvement in CBR and the APCD in the joint project with UNESCAP illustrated in 2-6-2 and is currently investigating areas for pedestrians, which is likely to become the foundation to facilitating a livable social environment in Malaysia. The inclusion of PWDs is helping to mainstream barrier-issues into infrastructure building and maintenance.

■ Investigating pedestrian areas in Malaysia

In the mid-1990s, the awareness of the importance of having a public transportation system triggered policy-making debates regarding the use of private vehicles in Kuala Lumpur and an LRT system was proactively put into place. However, it did not attract the anticipated numbers of passengers, due to poor pedestrian facilities. As a result, private vehicles are still mainstream. Kuala Lumpur has been promoting indoor walkways and malls, building areas for pedestrians in their effort to realize a city that is "people friendly." In spite of this, the problem seems to be that there is not enough basic information available and because of that, the elderly, small children, persons with disabilities and other citizens who are vulnerable in traffic are not sufficiently accommodated. Recognizing this as a problem, in August 1998 the Government of Malaysia requested an overseas development investigation by Japan (JICA), which led to the following.

- 1) Collection of data and analyses regarding foot traffic (demand, characteristics, facilities, etc.)
- 2) Finding problems and issues regarding pedestrian areas.
- 3) Deliberating and evaluating a network of pedestrian areas and creating a facilitation program.

- 4) Establishing a basic plan for an emergency project and considering a business plan.

In finding problems and issues regarding pedestrian areas, PWD groups conducted barrier-free checks and problems were deciphered from their perspectives.

In response to this investigation, Kuala Lumpur City Hall actually made improvements to pedestrian areas, mainly in the Bukit Bintang area. Even to date, these improvements are continuing, especially in and around large commercial developments and LRT stations. However, the barrier-free level is limited to the individual area or facility and has not been established as a network.

The project itself is highly commendable for the groundbreaking role it played in including barrier-free design in pedestrian areas. The mindset would surely be carried on to new developments. At the same time, it was not established as city policy in relation to creating a better environment, including existing facilities. Therefore, it is difficult to say that the project was fully made use of. A pilot project will only reach beyond one phase of assistance and recognized as a policy with some sort of follow-up. Especially when the theme is “barrier-free” as it is this time, and being an issue about cleaning up the social environment, it involves a great number of agencies with a great number of logistic difficulties such as consensus building and extra funding. The interdisciplinary involvement of JICA as an International Organization should have positive effects.

Chapter Three – Analyses of Survey Results

In this chapter, results from earlier mentioned surveys are clarified and analyzed through existing issues according to contributing and limiting factors regarding barrier-free efforts in Malaysia.

3-1 Assessing the Present

The following are summaries of policies concerning barrier-free efforts in Malaysia along with the present situation.

1) The Legal System

Persons with Disabilities Act: With the help of those concerned, including PWDs themselves, the Persons with Disabilities Act was passed in 2008. Based on this, a Council for Persons with Disabilities with Technical Working Groups to deliberate various issues was established, marking the start to welfare policies, including those related to barrier-free design. The Council, which meets three times a year is chaired by the Minister of Women, Family and Community Development, and the Secretary General of the Ministry of Transport has been appointed to a Technical Working Group.

National Policy: The policy regarding social welfare is the fourth of five key policies stated under “Vision 2020” which has a goal of joining the developed countries by the year 2020. It is one of the policies established for Quality of Life. In this regard, however at present, barrier-free projects are not necessarily a priority area.

Construction Permit System: With the authority to grant permits for development and construction, the State Planning Committee (SPC), along with local government planning and construction departments are promoting the provision of barrier-free access in buildings. At Kuala Lumpur City Hall, buildings are inspected by evaluation groups made up of government officials including PWDs as a follow-up for granted construction permits. In Selangor as well, barrier-free inspection activities begin with the training of government officials who will conduct the inspections.

Guidelines: Although barrier-free guidelines and technical standards for building exist, they are focused toward wheelchair users and do not fully support persons with visual, hearing or intellectual disabilities.

2) Transport

Transportation [Jurisdiction]: A working group (MOT-PMO) has been set up within the

Land Division, Road Transport Division (RTD), Department of Railways and Road Safety Department (JKJR) to deliberate barrier-free policies. The main body for policy implementation regarding commuter trains is Malayan Railways (KTMB) and for Kuala Lumpur and Klang Valley LRT and monorail, Rapid KL. Airport facilities are under the jurisdiction of a number of organizations including Malaysian Airport Holdings (MAHB) and the Kuala Lumpur Airport Express (ERL). Transport sections on local governments are responsible for bus stops and other road facilities.

Transportation Facilities [Businesses]: Barrier-free conditions of public transportation organizations and transportation facilities greatly depend on the facility. Specific barrier-free design is implemented at airport facilities, in compliance to international standards. The private Kuala Lumpur Airport Express line, Express Rail Link (ERL) has barrier-free accommodations as well. There were originally no provisions for persons with disabilities at the Low Cost Carrier Terminal (LCCT) or within Air Asia, however after demonstration activities held by PWD groups, this has been rectified. Of the two LRT lines presently in service, the Kelana Jaya line has barrier-free accommodations, however the Ampang is not yet facilitated. Regarding bus service, 100 of the 1000 buses running are the ultra low-floor type, accommodating to wheelchair users, however bus stops and approaches to bus stops (sidewalks and crosswalks) still need work. Efforts can be seen regarding barrier-free design by each responsible agency, on areas that have not yet been improved.

Transportation Facilities [Public Agencies]: Many of the transit organizations that became public after private companies went under in the 1990s are still using the older facilities and vehicles. Furthermore, the transportation facilities run by Rapid KL (LRT, buses) started out as private business. Rapid KL took over after their businesses had gone bankrupt and presently the company is in charge of operation and management. Because the older facilities and vehicles are still being used in some areas, the “non-exclusion” of passengers expected of public transit is not always met.

3) Conditions of Facilities

Installation and Management: Although the use of barrier-free and universal design is progressing, the conditions of facilitation and management are not necessarily adequate. Some installations are in error. Signboards, signposts and vendors block the use of Braille tiles, and steep curb slopes ignoring standards and illegal use of public spaces caved in pedestrian block inappropriate adaptation and lack of management are among a number of problems observed.

Connectivity (Town Planning): From the viewpoint of town planning, proactive barrier-free efforts are underway in Kuala Lumpur, Petaling Jaya and Penang. On the other hand, improved transit lines, areas and facilities are limited and users are not guaranteed connectivity between departure and destination. Although there is a comprehensive plan, it is not yet at the stages of implementation. Moreover, as it is not necessarily regarded as high priority budgeting is not ensured. There are many issues remaining, regarding sustainability and development.

4) Development Organizations

Development Organizations: The United Nations Development Programme (UNDP), with Penang Economic Planning Unit as its counterpart is conducting a pilot project regarding the provision of barrier-free environments on Rapid Penang (sister company of Rapid KL), which began in January 2008 and will continue through to February 2010. Although facilities are designed according to Malaysian standards, some issues have been pointed out, such as construction not following designs and lack of collaboration between concerned parties.

3-2 Analyzing the Causes

With the help of PWD movements, along with cooperation from NGOs and some government officials, the provision of barrier-free environments in Malaysia is progressing. Meanwhile, responsibilities for continuance have not been ensured. There are cases in which the completion of barrier-free facilitation has been verified, but the facilities cannot be used or are very difficult to use. Contributing and inhibiting factors are established below.

1) Contributing Factors

PWD Group Activities: Movements (demonstrations) by PWD groups and the presence of NGOs such as BEAT have played a great role in the establishment of the Persons with Disabilities Act and the promotion of barrier-free projects, which followed.

Presence of Leadership: The Ministry of Women, Family and Community Development and its Department of Welfare and Department of the Development of Persons With Disabilities, the Government of Selangor, Kuala Lumpur City Hall and Petaling Jaya City Council have influential leaders with knowledge and perception regarding barrier-free improvements. Many of these leaders have participated in the UNESCAP Training Programme discussed in 2-6-2.

2) Inhibiting Factors

Systematic Policy Initiatives: With “Vision 2020⁷” as its long-term goal, the Department of Welfare is taking the lead in contemplating barrier-free projects using strategies based on Malaysia’s National Plan, Structure Plans and Local Plans. However, collaboration with the Ministry of Transport and Departments of Town Planning and Technology, who have total responsibility for construction and maintenance of buildings and transportation facilities, is not sufficient. Similarly, in local governments, Kuala Lumpur City Hall, which is the center of activities for the Construction Bureau and Petaling Jaya City Council, where the Department of City Planning is active, have different agencies in charge, creating an ad hoc situation.

Insufficient Monitoring and Management: Inadequacies in the system such as failing to check for compliance to laws or lack of monitoring are evident in barrier-free facilities not provided according to standard or plan and in some cases not even used effectively due to lack of management.

Low Policy Priority: The necessity of providing barrier-free access is indeed understood, yet its priority is weak and not adequately responded to. The consensus is that it is only for a small minority and the awareness that beneficiaries of environmental improvement are the general public including the elderly and children, is very low.

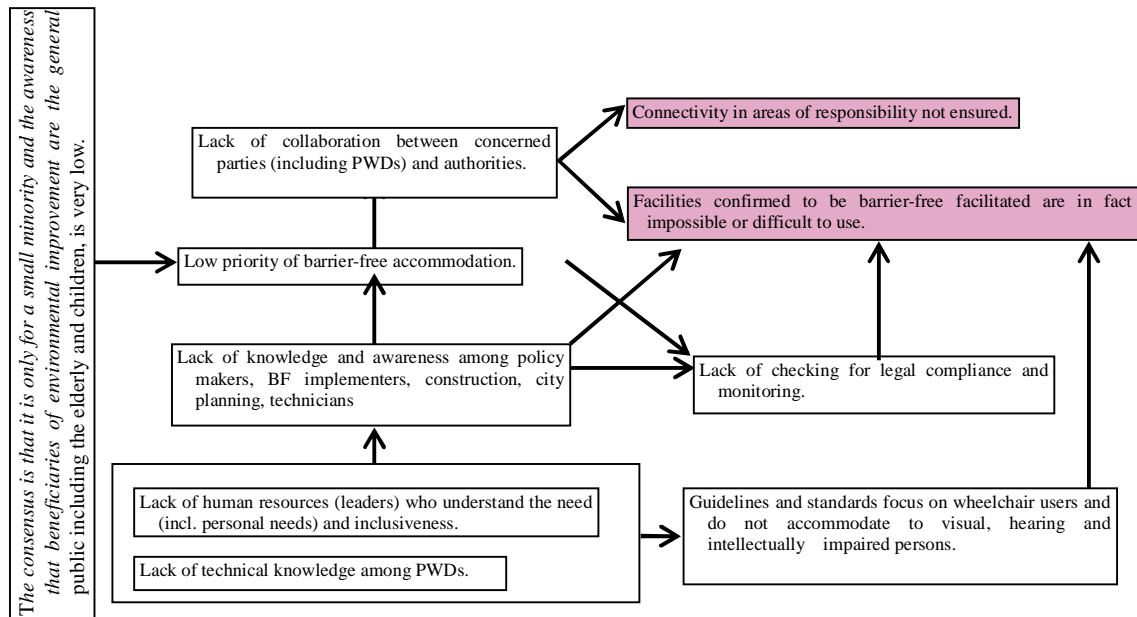
Public Awareness: The lack of public interest was apparent in the state of management of barrier-free facilities and interviews with station attendants who stated that there isn’t much of a demand because PWDs do not use public transit.

Lack of Human Resources: Although there is a presence of leadership, aside from there being a Department for the Development of Person’s with Disabilities, it has not been made clear as to which sections within local governments are in charge of barrier-free projects and as a result, there is a limit to human resources.

Ensuring finance can be considered as an inhibiting factor as well. Below is a diagram, charting this issue.

⁷ In 1991, Malaysia proposed the “Vision 2020” policy with the goal of joining the developed countries by the year 2020, through “Development of the State” and “Improving Intellectual Levels of Malaysians.”

Fig. 3-2-1 Structure of Problems Relating to Building a Barrier-Free Society in Malaysia



3-3 Existing Issues

As a result of the above analysis, the following seven themes can be considered as issues.

(1) Cross-Sectional Collaboration

A person with disabilities traveling from point of departure to point of destination will come across various barriers. For example, if the person is a wheelchair user and wants to travel by bus, first the sidewalks must be leveled. It is essential to improve the bus stop would and the bus itself would have to allow for wheelchairs users to board easily. Then there are the roads from the bus stop after deboarding, before arriving at the destination. And if the building at the destination is not barrier-free, the purpose of the trip is void. If the person has visual disabilities and Braille tiles and voice guidances are not properly in place, crossing the street would be excessively difficult, never mind reaching the bus stop. Having to transfer would only add to the confusion. People who normally use public transit might leave their point of departure (e.g. home) → on foot (wheelchair) → public transit (bus: bus stop, bus) → transfer (terminal) → public transit (train: station, train) → on foot (wheelchair) → and arrive at their destination

(building/facility). Each step, according to management, might look like this: departure (individual home) → pedestrian (local government, technical division) → public transit (public or private bus company) → transfer (public or private terminal operator) → pedestrian (local government, technical division) → destination (public facility: local government construction bureau).

In order to ensure mobility for persons with disabilities, seamless continuity from departure to destination is desirable. Nevertheless, in reality, the conditions are all different depending on the facility, line or authority in charge and continuity is not ensured. The situation is especially poor between road facilities and buildings, and road facilities and transportation.

In Malaysia, where barrier-free projects have presently begun, it would be more constructive to find an ideal way to improve interaction between organizations, rather than to criticize the existing situation. In order to do that successfully, it is vital to have the cooperation of PWDs, experts and government officials.

(2) Priority Policy

In order to implement a policy effectively and efficiently through a number of organizations, it will be necessary to have the government clarify the priority of the policy so that each concerned department can carry out its duties in a regulated manner. However, the existing situation demonstrates as stated earlier, that the policy is supported by only a few with high awareness and hence, methods and authorities needed to support the activities are all different. This cannot be regarded as an established policy. It is important to realize that the Economic Planning Unit (EPU), which is the top authority, does not have a clear policy on barrier-free issues.

As illustrated in Figure 3-2-1, in actuality the general consensus that these issues are “accommodations for only the minority” is difficult to overcome. On the other hand, Quality of Life is being debated as a National Policy and efforts are being made to raise wages and deal with environmental issues. It is most important at the moment that efforts for a barrier-free society are discussed as part of the Quality of Life being debated and not as something that will only benefit a few people. Discussions are needed in order for society to accept wheelchairs simply as they do trains, buses, cars, bicycles and baby buggies – for society to accept persons with disabilities entirely as they do children, the elderly and pregnant women. It is vital that barrier-free efforts are developed to accommodate to all persons who are vulnerable in public transit and not merely for persons with particular disabilities.

Moreover, when accommodating to persons who are vulnerable in public transit, unless it is clear as to which authority will implement which policy, under what standards and specifically how those policies will be implemented, there can be no sustainable development of government policy. Tidying up the social environment will take time and therefore sustainability as a government policy is essential. It is necessary to realize that barrier-free aspects alone will never be priority policy and as such, to promote the framework of a more comprehensive national policy to include barrier-free issues, and to move towards ensuring the priority of that policy.

(3) Resource Development

Human resources – to provide barrier-free technology, to promote that through society and to reflect that within the government – are all extremely limited. There are those who underwent UNESCAP and JICA training, nevertheless in light of the fact that these courses were offered between the year 2000 and 2004, it can be assumed that there has been no further development of human resources since.

Despite the fact that some of the universities have established barrier-free research departments from which young experts can gradually be expected, there will be difficulties in responding to the issues faced today.

Presently, PWD groups are playing a vital role. However, they are not technical, legal or social security experts. Their movements and demonstration activities are the core and cannot be depended on to pursue specific systematic reform.

In order to organize the social environment, a cross-sectoral collaboration as mentioned earlier is indeed necessary. At the same time, each sector must have the human resources needed to take leadership. Especially in the government agencies, having a leader or not will determine success or failure in the future. Moreover, in order to raise priority as a policy, it is vital that the public be involved. As an effective method, it is recommended that media and journalists are active involved.

(4) Linking Systemization with Project Implementation (Reinforcement of penal codes including those regarding flaws or defects in management, installment standards and enforcement regulations).

Even though a law has been established and there are installation and technology standards, the reality of Malaysia's barrier-free efforts is; barrier-free environments are not ideally provided, there are installation errors and management is not adequate. Looking at this from a public policy viewpoint, there are two major problem areas. One

area is regarding the system and the other is the problem with governance or compliance.

The problem with the system is that although a principal law has been enacted, related by-laws to enable implementation (e.g. enforcement law, enforcement regulations, penal code). As for compliance or governance, the problem is that there are flaws in the regulations governing agency procedures for adequate, effective operation to apply the legal system.

In Japan, if there is an accident on a public road or any other public facility, compensation is guaranteed to the victims based on the Act concerning State Liability for Compensation, because of error of management on the part of the government. This same act would apply if a person with visual disabilities incurs injury as the result of a signpost set on top of Braille tiles, as this would be the responsibility of the agency in charge of road management. In the case of maintenance management as well, if an accident occurs as the result of inadequate maintenance, the authority in charge is held responsible. It is said that in Malaysia, various standards and regulations are applied to private facilities and that public facilities do not have compliable regulations. Perhaps this is true. At the same time, it is still necessary to establish some sort of regulatory standards regarding error of management in public facilities. In privately operated facilities as well, it is necessary to consider stricter management and supervisory regulations, when taking into account the public nature of the facilities. Enhancing the legal system to regulate monitoring and penalties would be effective.

(5) Empowerment of PWDs (technical interaction)

PWD groups have played an important role in “breaking down barriers” and raising awareness through their movements. To date, renewed efforts are being called for so that they may take constructive and cooperative roles in further promoting barrier-free issues. However, there are not enough PWDs within the groups that have the capability to be effective in both areas. If it were possible to offer constructive alternatives or facilitation plans in response to potholes in the road from lack of maintenance for example, this would lead to smooth negotiations encouraging effects other projects.

In the 1990s, these groups initiated widespread movements in order to break down barriers. Today, their wide range of activities include working with the transit management agencies they were opposed to, to provide disability equality training. The next issue is perhaps educating the next generation of PWDs who will help to continue these activities.

Hereinafter, it would be ideal for transportation businesses to work hand-in-hand with the construction industry, connected through technical discussion and empowerment within the entire PWDs network.

(6) Increasing the Beneficiaries (From Barrier-Free to Universal Design)

Barrier-free environments are still seen as areas set up for persons with disabilities. The notion that they are also for the elderly, pregnant, ill and a great many others who would benefit is not yet widespread. As a result, it is very low on the list of priorities as a policy, leading to differences in action between the sectors, making collaboration all the more difficult.

In the developed, especially English-speaking countries and in the United Nations, where a convention on the rights of persons with disabilities has been established, the term “barrier-free,” which gives the impression of physically leveling areas for the benefit of PWDs, is being replaced with “universal design” as a more familiar term. In Malaysia as well, the PWD network BEAT has been using the term “user friendly” in their movement as they request transportation businesses to broaden their perspective of persons who are vulnerable in transit to include pregnant women, those who are ill and the elderly. In response however, the transportation organizations continue to focus on PWDs, especially wheelchair users, and only to the bare minimum. Promoting the universal design concept targeting the entire society as beneficiaries and especially the elderly who are progressively increasing, will most likely lead to raising the level of priority. Then the most reasonable leaders would not be PWDs, but persons without disabilities. Furthermore, enthusiastic government officials, who are in an excellent position to take lead, have begun using the Malay term for PWDs, “OKU” to refer to barrier-free areas such as elevators and slopes and are at present calling them “OKU Facilities.” So that each organization can focus on the purpose of the project being to benefit the entire society, it is important for the leaders to have this awareness from the time of project design.

(7) Removing Barriers from Existing Buildings

Newly constructed buildings will meet barrier-free restrictions from the blueprint. At the same time, facilitating existing buildings is very costly, making the promotion of barrier-free improvements very difficult. Especially in public transportation and other public facilities where much of the funding for management and operation comes from taxes, cutting costs is a continuing issue. With the existence of some public transportation organizations that took over the debts of businesses that had originally

started out as private companies, another key issue is how to manage the funding with financial shortages.

Furthermore, for stations along the LRT Ampang Line, including the monorail and underground areas to become barrier-free involves land issues and complicated civil engineering, posing technical difficulties as well.

Chapter Four – Recommendations and Upcoming Issues

4-1 Recommendations through Analysis

As compiled in the first three chapters, the biggest issue surrounding the successful implementation of a barrier-free environment in Malaysia is the “lack of cross-sectional collaboration.” (Please refer to figure 3-2-1: Structure of Problems Relating to Building a Barrier-Free Society in Malaysia.)

It is due to the fact that none of the responsible government officials, construction and transit experts or technicians fully understands the issue at hand and therefore, the priority level among those responsible for environmental improvements is low. Thus, a problem structure is created in which adjustments are not made with other sectors when they should be, because there is not collaboration.

Indeed, there are people who are fully aware of the necessity for barrier-free environments. They understand the priority and are active in various areas including construction, city planning and university education. However, their numbers are limited and they have few sympathizers, giving the impression that they are “fighting alone.”

PWD groups are also actively appealing the necessity and urgency of barrier-free environments. However, their activities seem to focus on pointing out the problems, with obvious difficulty in trying to find technical solutions on their own.

Meanwhile, a law, guideline and regulations necessary for successful implementation of a barrier-free environment have been established and facilitations are above average, from the viewpoint of accessibility in buildings. Nevertheless, even if the facilities may have been built according to standards, many of them cannot be used for various reasons – errors in design / installation, differences in areas of responsibility causing boundaries and so on. (photo 4-1-1 – 4-1-3). This phenomenon, as mentioned earlier, is the result of non-collaboration between concerned parties and lack of knowledge among designers and designers and builders and greatly contributed to by the lack of awareness, understanding and knowledge of agencies and persons in charge of checking legal compliance (design review and final inspection).

Photo 4-1-1 Braille tiles at KL Sentral Station



Braille tiles leading from the entrance of KL Sentral Station to the ERL (Airport Express). A close look reveals the installation of warning tiles (dots) in place of guidance tiles (straight lines).

Photo 4-1-2 Access to sidewalk from accessible parking



The curb ramp especially facilitated to accommodate wheelchair users is too steep (approx. 25%). There is the danger of the wheelchair toppling over.

Photo 4-1-3 Accessible toilet at Kelana Jaya Station



Wash area in the wheelchair accessible toilet at Kelana Jaya Station. The basin for wheelchair users is in the back where it is difficult to maneuver. Moreover, there is no lap space.

The present law and standards focus on wheelchair users and there is not enough accommodation to persons with visual disabilities, especially for those with reduced vision. Improvements are needed.

Obviously, the problem is not only material. Awareness issues, of facility operators and the public resulted in the use of an accessible toilet as a broom closet (photo 4-1-4). Broken things remain broken. This is the type of thing that was seen in Japan in the past. This is why it is necessary to strictly monitor facility operation and maintenance management. A group of experts, including PWDs should be in charge.

In order to break through and overcome such problem, it is vital to establish a cross-disciplinary human network in order to develop personnel who understand the necessity and inclusiveness of barrier-free facilitation and work in the various fields of creating barrier-free environments.

Ideally, related government agencies and departments would begin cross-sectional

Photo 4-1-4 Accessible toilet at KL Sentral Station



After assistance to unlock the door, the inside was found to be a broom closet.

interactions and establish a government authority. At the same time, as seen in Japan and other countries, this is not easily done in a short period of time.

As an alternative, the first recommendation is to create a “place and process” where stakeholders related to barrier-free planning can understand each other and discuss, research and develop practical solutions to existing problems.

If such a “place” could be established, then government, construction, city planning, transit planning, service providers and other persons involved in barrier-free planning and operations will have the opportunity to gain a better understanding of the needs of PWDs, the elderly and others who would benefit from a barrier-free environment to enhance their livelihood. At the same time, PWDs would be able to use this as a place to learn about the technical aspects of creating such environments, thus expanding their network to include government officials, experts and technicians.

In other words, creating a foundation by understanding each other and finding practical answers through research, discussions and development, a broad human network will be created and further expanded for the promotion of barrier-free environments in Malaysia.

Activities conducted by the “Japanese Association toward Caring Society For All” would be a good example to study for this type of networking.

The “Japanese Association toward Caring Society For All” was established in July 1997 as a group called “Welfare Town Planning Research Group.” Although their title suggests that they are academics, the nature of the group is far more relaxed, as their interest is creating a foundation for livelihoods (town, home, transportation life), where everyone can live with peace of mind. People from all sectors (PWDs, government officials, people studying law, social welfare, economics, IT, physical therapy, occupational therapy, ergonomics, rehabilitation, medicine, gardening, civil engineering, construction, city planning and more) gather together and through interactions are striving to create a “welfare town” framework that provides equal opportunity to all citizens and a better quality of life.

It is only 10 years or so since this group started out, however their activities have demonstrated results. Local governments and the national government have involved them as a group or as individual researchers to help with city planning and legal and guideline improvements, assigning them to key roles.

For such a research group to be established in Malaysia by relevant parties and associations,

to discuss and research solutions to cross-sectional issues, a pilot project to use as a trigger would likely be necessary. Of course, the pilot project would take a catalytic role and its true purpose would be the creation of a research group for the sustainability of barrier-free society with universal design. The intention of the pilot project would not be to formulate one model, but to provide a place to start a coalition so that groups can interact and develop more realistic, practical discussions and research. Subsequently, a foundation for a network will be laid, undoubtedly leading to better awareness and understanding of and among related parties. Otherwise, there would be the danger of it simply becoming a group that repeats discussions without attaining any practical know-how.

Some activities and results from a research group developed through a pilot project could include:

- Mutual understanding of Ideas and opinions from various people from associations that were not interactive (government officials, construction related personnel, technicians, PWD groups, senior citizens' groups, etc.) and the promotion of a human network (breaking down barriers between related groups).
- Insurance of effectiveness of laws, guidelines and standards; raising awareness, understanding and knowledge of those involved, for appropriate monitoring and maintenance.
- Development of project management methods, facilitators, and general public awareness to conduct pilot projects that would include citizens.
- Resource development (promote knowledge and network sustainability by involving students and other members of the younger generation in the research groups).
- Promote research connected to reforming requirements for accommodation planning (legal, guideline, regulations – e.g. deliberation of more accommodation to persons with visual and hearing disabilities).
- Raising the priority level of barrier-free projects as a research group goal (barrier-free to universal design).

In response to the above analysis-based recommendations, members of the PWD network BEAT expressed their understanding as the following, which includes one possibility for problem solving.

- Having only a pilot project would end in a dot, and would not ensure connectivity.
- Organizing a research group to include participation from various angles and to

hold series of discussion would likely break through existing issues. This should be done.

- Raising awareness and understanding among architects and technicians is vital and BEAT can play a key role.

4-2 Future Issues to be Considered

4-2-1 Issues for Consideration

Seven issues arose from analyzing the survey results: (1) Cross-sectional Collaboration, (2) Priority Policy, (3) Resource Development (Technical Training), (4) Reinforcement of penal codes including those regarding flaws or defects in management, installment standards and enforcement regulations, (5) Empowerment of PWDs Technical Interaction, (6) From Barrier-Free to Universal Design (public involvement and awareness, (7) Removing Barriers from Existing Buildings. With these issues in mind, this section will discuss further investigation and deliberation that will likely arise if specific cooperation is to be considered.

(1) Technical Cooperation for a More Developed Country

Malaysia has a goal of joining the developed nations by the year 2020 and has been demonstrating steady economic growth. This means that the country is at the stage of graduation from Japan's Official Development Assistance (ODA). In this situation, it is first necessary to determine the technical cooperation that can be provided.

Hereinafter especially, it is presumed that rather than economic assistance, the direction will be more of a comprehensive assistance for social development, including the establishing governance, improving social services, developing human resources and CSR and promoting the growth of social capital.

The facilitation of social infrastructures such as presently thematic barrier-free project indeed have an increase in investment costs, yet compared to conventional viewpoints from economic development, it has been regarded as not being necessary, or having very low priority. There is no doubt however, that the improvement of social services and social welfare a major factor from the social viewpoint.

In view of Malaysia's technological standards, it is likely that the country will no longer be considered for technological cooperation regarding social infrastructure (equipment and facilities). Furthermore, technical guidelines differ from country to country; nevertheless

looking at Malaysia's example, it should be concluded that the nation has fostered its capacity to respond to its state of affairs.

The Persons with Disabilities Act and Five Year Master Plan were established but have not been implemented. Although there is a barrier-free policy, it is not implemented. Transportation organizations recognize the need for barrier-free improvements, but they have not been implemented. Only demonstrations by PWDs draw responses, yet these are also haphazard and where facilitations have been made, they are not adequately used or they are not adequately maintained. Issues are mountain-high, not only in the government, but also in the awareness of facility management and the general public. Changes should be made so that facilities can be improved and maintained without demonstration activities by PWDs. It is necessary to build a society that will support this and in turn expect it to contribute to the Quality of Life as expressed in Vision 2020.

What remains is the issue of how Japan can design a programme to provide cooperation under these policies. The programme will need to be understood and agreed upon by the receiving party, and when asked; "Why Japan?" the answer should be clear.

(2) Collaboration with Key Policies

The present theme "barrier-free" is a rights-based key issue for persons with disabilities and their supporters, yet it is generally not considered to be very high priority as a policy. As long as the priority level is low, it will continue to have ad hoc response, making it difficult to ensure the continuity among facilities and the quality of barrier-free zones. At the same time, it will become more and more difficult to raise awareness and motivation of government officials, those in charge and the general public. (Results from interviews and observations.)

In order to raise the level of priority, it will be important to collaborate with national key policies on a broader range. Would it be more effective to work with the issue as a "PWD Policy" or to work with it as "Town Planning?" Would it be best to collaborate with "Aging Society" or promote a "User-friendly Social Transit System?" There are many options. In the larger picture, the priority needs to be taken into consideration by each sector as a goal within each policy from now on, in order to reach the ultimate goal, "Quality of Life" – a National Key Policy.

It is essential that a consensus will be built with the Government of Malaysia after further investigating and deliberating compliance and collaboration of the above plan, as counterparts, stakeholders and methods will differ depending on which key policy to interact

with.

(3) Establishing a Theme and Selecting a Counterpart

As stated above, depending on the theme – whether it is from a social welfare aspect, town planning viewpoint or a different program – the counterpart representing it will likely be different. If the subject is social welfare, on the grounds of the newly established Persons with Disabilities Act and its governing agency, the Ministry of Women, Family and Community Development will likely play the center role. If the subject were town planning, then the Ministry of Housing and local Government would be more likely. If the theme were transit society, the representing party would likely be the Ministry of Transport. Collaboration with policies concerning the aging society will lead to yet another agency. It is necessary to consider various possibilities.

Nonetheless, the duties of these central government agencies are mainly creating the policies regulations and guidelines. It is the local governments that implement them at city facilities and the Ministry of Transport transportation companies (including public companies) that are involved with transportation facilities. Therefore, it will be necessary to secure linkage between sectors for effective implementation. The system necessary to do that, the structure of the system and the people who run the system will be important.

(4) Verifying the Legal System

During this survey, the basic laws and by-laws were verified, however detailed information regarding enforcement laws, enforcement regulations and ordinances, in addition to monitoring, public participation and penal code have not been fully obtained. In order to positively implement a barrier-free policy, it is necessary to make detailed deliberation and analysis under the premise of the entire institutional design, thus making it possible to choose a suitable partner.

(5) A Comprehensive Approach Including Education

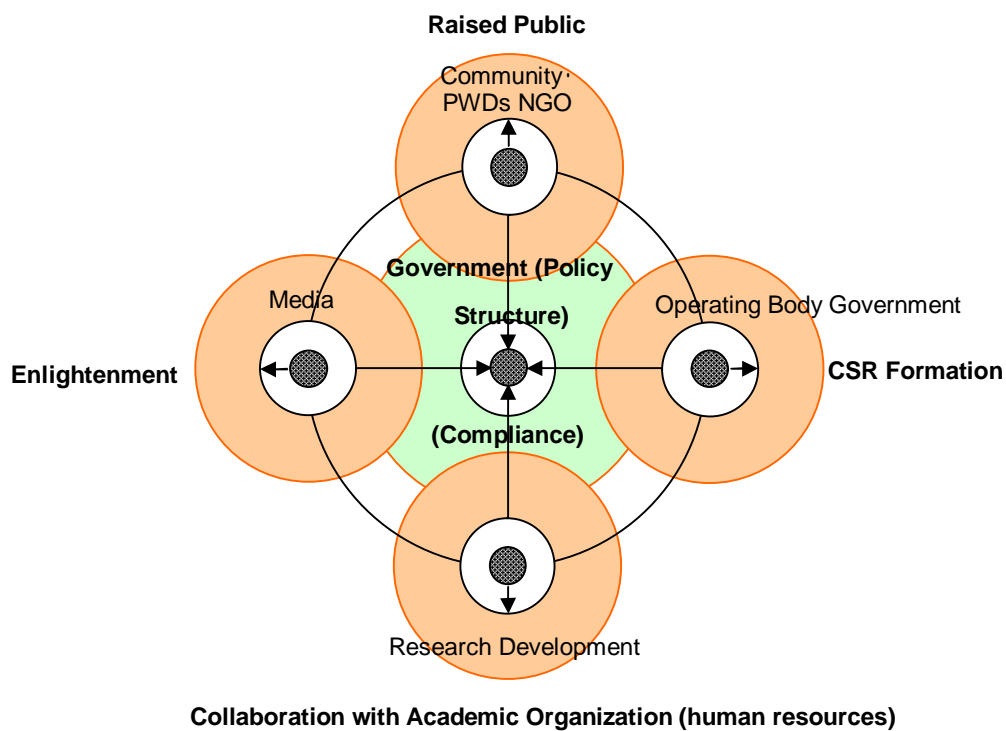
Barrier-free efforts are being implemented on public transportation and other public facilities. However, of the improved facilities, there are a conspicuous number of those that are not or cannot be used. In addition, there are some improvements that have no information leading to them. There are many issues pointing in the direction of so-called completed barrier-free projects.

Businesses being conducted on top of Braille tiles and locked accessible toilets are indicators of the level of social awareness, social responsibility and social ethics and reflect

the need for social education and promoting awareness beginning with school education.

It indicates that government authority must not deal with social issues alone, but to interact with NGOs, community, media, education and research institutions, while building the knowledge and capacity of each stakeholder as an organization while improving individual knowledge and capacity. In addition, it is desire to put efforts to raise CSR among private businesses. Below is a figure depicting stakeholders promoting a barrier-free society and their collaborations.

Fig. 4-2-1 Stakeholders Promoting a Barrier-Free Society and their Collaborations



(6) Fostering Commitment between Organizations

Cooperation targeting policy issues among sectors demands a strong commitment between the parties involved. Effective cooperation cannot be expected if everyone involved agrees with every plan in general but does not compromise on details. At the focus meetings during this visit, one of the comments was; “even the pilot project runs smoothly, it will only be a one time thing. There is no connectivity.” In order to have an effective cooperation programme, it will be necessary to hold workshops and seminars and for experts to assess

the basic structure and system, and confirm that organizations are in agreement, before beginning full-fledged cooperation.

4-2-2 Suggestions for Future Project Formation Surveys

As mentioned above, before entering negotiations regarding assistance in barrier-free policies, it is necessary to consider priority issues in Malaysian national policy and the necessity for Japan to help Malaysia on these issues. This investigation and the information collected suggest that issues that will become the premises of Japanese cooperation should be clarified.

From the viewpoint of providing cooperation with Malaysia as a more developed country as well, new methods of formulating a project that could serve as a model to other countries should be investigated.

Chapter Five - Conclusion

A Barrier-Free Society could also be called an Accessible Society, or an Inclusive Society. This refers to a society that allows all members to equally participate in society no matter what physical or emotional functional differences they may have.

The UN Convention on the Rights and Dignity of Persons with Disabilities does not treat a disability as simply a functional limitation of the mind and body but stipulates that it is a “restriction of involvement” because of social barriers imposed by a society that does not have consideration for individual differences. To aim for a barrier-free society is to simply abolish such “barriers.”⁸ This would mean a more livable society not only for those defined as having disabilities, but also the aging, ill, pregnant and all the other people who might be experiencing a temporary difference (restriction) of mind and body.

5-1 Purpose of the Survey

Even though in Malaysia, there are a number of social infrastructures such as the new LRT system, many of these facilities are not barrier-free. Despite the fact that in 2008 the Persons with Disabilities Act was passed, there is no clear direction regarding barrier free efforts.

In this survey, detailed information was gathered from all areas, regarding barrier-free situations in transportation and city infrastructure and with that, analyses were made to determine the direction of JICA’s cooperative efforts.

5-2 Overview of Present Situation

In 2008, Malaysia passed a law entitled the Persons with Disabilities Act. The law stipulates that disabilities limit social participation. Based on this, a policy for persons with disabilities and a five-year master plan promoting barrier-free design were created. Of the eight committees in conjunction with this new law, two are directly related to barrier-free efforts. Barrier-free design in transit facilities is handled by the Ministry of Transport and barrier-free design in town planning by the Ministry of Women, Family and Community Development.

⁸ In the past, disabilities were thought to be caused by individual functional limitations and the solution was to help these people functionally recover, or to make them “able-bodied” so that they could return to society. In fact, that was not realizing any sort of return to society for persons with disabilities. Rather, it was simply a return to society by becoming “able-bodied” and society remained a place where only the “able-bodied” were allowed to participate. Persons with disabilities who could not functionally recover were never included and became outcasts. Their capacity was not the only reason they could not get an education or find employment. Schools and places of business, buses and trains for commuting... none of these places were accessible for someone who was in a wheelchair. (The term “able-bodied” that is used as a comparison makes it sound as though PWDs are not healthy and because of this connotation could be considered discriminatory. In essence, “persons without disabilities” would probably be a better choice. However, the term is used here for literary effect, to emphasize the discriminatory nature of the past.)

There are by-laws concerning barrier-free accommodation in construction, and construction is targeted in standards and guidelines as well.

In the capital region, there are plans to extend the subway and build new lines as part of the infrastructure as detailed in the 10th master plan for urban transport. Barrier-free design is called for in such civil and social infrastructure.

5-3 Survey Results

Barrier-free efforts in transport and town planning have been analyzed in two sections; present conditions and issues. The following is an outline, followed by the direction of cooperation, as deliberated by the delegation to Malaysia.

(1) Present conditions

In essence, the barrier-free conditions in transport and town planning are only progressing in large cities and only in very limited areas at that. It is implemented in points; nevertheless there are no effective connections from there.

As for barrier-free efforts in transit, this was instigated by a PWD movement. As such, barrier-free improvements can be seen on some of the transit lines, but in places not affected by PWD protests, barrier-free design does not exist. What triggered barrier-free progress on transport was the refusal by the new Light Rail Transit (LRT) built in 1996, to allow persons with disabilities to use the trains. This was when the PWD groups protested and demanded barrier-free design. In response to this, the following LRT, which opened up in 1998, was equipped with elevators, Braille tiles and level floors. However when the monorail was constructed in 2003, there was no sign of any barrier-free design, indicating that decisions were left to the private companies and that policy had nothing to do with promoting barrier-free transit.

Regarding city planning, architects and government officials who took part in barrier-free training offered by UNESCAP and JICA at the Asia Pacific Development Center on Disability (APCD), with the involvement of PWDs, have formed a core group for promoting barrier-free design. In government jurisdictions, Kuala Lumpur City Hall, Petaling Jaya City Council, Putrajaya Municipality and other townships have involved key persons in individual pilot-style efforts.

Noteworthy as issues are what goes on in the boundaries between jurisdictions. For example, the Klang Valley public bus company servicing the capital and surrounding areas that bought 100 ultra low-floor buses (non-step buses). When the private company went

public, it bought these buses in response to PWD protests. Meanwhile, the Department of Works in charge of sidewalks did not have a uniform height standard for them. This meant that a slope grade could not be set for flap use and therefore it never got used. This is merely one example of the difficulty involved in collaborating between town planning and transit.

(2) Analyzing the Issues

Barrier-free design in Malaysia is only implemented in big cities and only small portions of the cities, at that. It would not be an exaggeration to say that it is hardly implemented at all. Another issue is that even if facilities under one jurisdiction are barrier-free, there is no effective connectivity with any other area and thus ends up existing as a point.

Nevertheless, there are laws and standards and each organization has its guideline. The problem is the system of inadequate implementation, a cause that needs to be rectified.

For example:

Cross-Sectional Collaboration As in the bus example mentioned above, the agencies are not cooperating with each other. Moreover, the lack of cooperative collaboration with PWDs, experts and government officials for example, add to the cause of these issues.

Priority as a Policy There is a strong mindset that barrier-free design is for a minority group and the idea that all people, including the elderly, are beneficiaries of environmental improvements is very weak. As a result, the level of priority is low, which leads to delays in facilitation and further to lack collaboration as mentioned above.

Resource Development Human resources who technologically support barrier-free efforts, those who promote barrier-free efforts in society, and those who take them to be reflected in the government. All of these are extremely limited. Indeed there are those who have undergone UNESCAP and JICA training programmes, but their expansion is slow, which is slowing down the promotion of barrier-free environments.

Linking System Maintenance with Project Execution There are many cases where facilitation was “completed according to law and regulations,” yet in reality, those facilities are not usable. Lack of collaboration with concerned parties and lack of

knowledge on the part of designers and builders is obvious. Another contributing factor is the lack of awareness and knowledge of the officers in charge of compliance inspections.

PWD Empowerment Persons with disabilities have the role of “breaking barriers” through awareness activities such as the movement seen. At the same time, they are expected to play the role of “constructive and cooperative” promotion of the new barrier-free environments. However, there are not enough members of the PWD groups who have the capacity to take both roles.

Increasing Beneficiaries Barrier-free facilitation is still thought to be only for persons with disabilities. The idea that it is actually for a much broader span of beneficiaries including the elderly, pregnant and ill is not widespread.

Barrier-Free Improvements to Existing Buildings Although newly constructed buildings are bound by new restrictions to build in barrier-free environments, making barrier-free improvements to existing buildings poses a difficulty.

5-4 Recommendations for the future

When considering barrier-free issues, it is necessary to take in the entire picture to comprehensively assess the situation before targeting the issues. Macro-vision, not micro-vision.

- Possible Areas of Assistance

In view of the problem structure discussed above, cooperation could be divided into two areas. One area would be cooperation based on governance or compliance with public policy and the other, the education of human resources (leaders) to comprehensively understand the necessity for barrier-free facilitation, in addition to the formulation of societal capital formation that would lead to the creation of a cross-disciplinary human network so that people from all aspects will all views can help to build a barrier-free environment.

Specifically, it would be cooperation toward campaign development for the effective and efficient implementation of barrier-free (or universal design) policy, and especially to build a structural system to check for and monitor compliance with the law, including error of management. In addition, helping to create a “place” where stakeholders involved in barrier-free facilitation can gather to understand each other’s positions and to discuss, research and develop practical methods in finding solutions to problems could be another

style of cooperation. The Japanese Association toward Caring Society for All would be a wonderful example.

- The necessity of more detailed information and analysis and collaboration (formulation of agreement)

By studying conditions and issues regarding barrier-free environments in town planning and transportation in Malaysia, and viewing the whole picture, through a time frame, through sectors and through mutual relationships, the picture became clear, as did the whys and wheres of the problem areas. Meanwhile, through the course of events, it also became clear that in order to find solutions to these issues, a more detailed understanding and analysis is needed. Especially with the priority issue as a policy and understanding governance and compliance in relation to public policy, related laws should be studied from the beginning. If there is indeed going to be a cooperation project, details based on trends concerning the roles and activities of committee members in charge of the Persons with Disabilities Act, in addition to close collaboration (formulation of agreement) will become necessary, to determine the most suitable key counterpart.

Appendix 1: Interview Minutes (October 12 – 17)

Date and Time		2009/10/12, 9:00-11:30
Interviewee	Group	BEAT (Barrier-Free Environmental and Accessible Transport Group)
	Names	<ul style="list-style-type: none"> • Ms. Christine Lee • Mr. Sam Wong Chin Kah (Standard Users)
Members	JICA	Expert Kuno, Expert Shikata, Expert Examiner Terakado, Officer Shirlyna
	Experts	Dr. Sato, Takagi, Iwamoto
Agenda		<ol style="list-style-type: none"> 1. Introduction of Members 2. Confirmation of Purpose and Content 3. Confirmation of Schedule and Shared Information
Resources	Handouts	<ul style="list-style-type: none"> • Questionnaire (First/Second Proposals), Research Schedule
	Collected Resources	<ul style="list-style-type: none"> • Standard Users Reports

• **About BEAT:**

- BEAT started out as a network of 18 groups conducting activities towards barrier-free accessibility. At present, there are 16 to 17 groups. Since its commencement in 1994 and as a result of requests from related organizations regarding accessibility checks and training programs for persons with disabilities (including wheelchair users, and persons who have vision, hearing and intellectual disabilities), the network has taken the responsibility of dealing with barrier-free issues. Although there are other organizations (such as Beautiful Gate) funded by Christian organizations, BEAT does not rely on any particular resources. Finances and human labor are all on a volunteer basis. It is essential to take measures in order to ensure a barrier-free society require the involvement of all disciplines, for which our capacity is limited. (Ms. Christine)

• **Goals of this Survey:**

(After introducing participants, JICA Expert Hisano explained the purpose of this survey. Takagi added the 3rd goal and Ms. Christine approved.)

- 1st goal Analyzing factors for the success and failure of barrier-free efforts
- 2nd goal Collecting information for the first goal
- 3rd goal Determining future strategies and directions

• **Contents of this Survey**

- In a comparison analysis of good and bad barrier-free examples, it is likely that KL

Sentral Station is a good example and Malayan Railway (KTMB) is a bad example.
(Ms. Christine)

- **Related Information:**

- Even though two years ago, JICA sponsored a meeting to discuss barrier-free access for tourists, the only participants were those working in social welfare. Mainstreaming of disabilities is not possible with only social welfare members. (Ms. Christine)
- Each region has its own city planning proposal and operation; nevertheless the master plans of the five major cities are also under the supervision of the Ministry of Transport. (Ms. Christine)
- Those in charge of the UNDP projects were able to achieve results without interviewing May Asian PWDs. (Ms. Christine)

- **Barrier-free Issues in Malaysia:**

- It is important to work with connectivity and seamlessly, not to stop at individual points (Ms. Christine, Sato)
- Social awareness needs to be raised, political leadership needs to be developed (Takagi)
- Each sector needs to be sectionalized, problems shared, solutions emphasized (Ms. Christine)
- Organizational improvements, one organization to coordinate all groups needed (Ms. Christine, Takagi)

- **Expectations of this Survey (Ms. Christine, Mr. Sam)**

- Would like specific suggestions in taking the next step or going on to the next level.
- As Takagi indicated with the traffic safety example, this is becoming a regional issue. Would like to know how to implement a mindset to convince society that this is not only a PWDs issue.
- Community development among PWDs is needed as well (capacity-building, human resource development)

Date and Time		2009/10/12, 15:50-17:10
Interviewee	Group	Selangor Council of Welfare & Social Development
	Names	• Ms. Noor Yasmin Abdul. Karim (Setiausaha Kehormat) (Association of CBR Network Center Malaysia)
Members	JICA	Expert Shikata, Expert Researcher Terakado, Officer Shirlyna
	Experts	Dr. Sato, Takagi, Iwamoto
Agenda		1. Introduction of members 2. Barrier-Free project interviews being held in Selangor 3. Other shared information
Resources	Handouts	• None
	Collected Resources	• None

- **Selangor Project**

- A training programme is presently being held in Selangor, for officers of 12 local governments (PBTs), providing them with instruction on accessibility checking methods and disability awareness. A meeting was held in January 2009 to discuss project goals, programme and detailed design. Discussions followed and in June, a three-day programme began, with the participation of 40 members. The Minister of Women, Family and Community Development in charge is a very understanding person. The programme was stalled during the time she was not in charge. Nevertheless, when she was selected again to take charge, the programme started to move ahead. The entire programme is scheduled to be completed within three years. It follows the UNESCAP training programme and provides first-hand experiences in mobility problems. Mosques and shopping malls are visited to check accessibility. Response from the participants has been good, especially regarding the hands-on disability workshops, which are highly evaluated. Participants are required to submit a progress report every three months. Presently, Petaling Jaya, Ampang Jaya, Kuala Lumpur and Penang are likely models for other cities to follow. After attending the training programme, each participant returns to his or her local jurisdiction to check accessibility. If improvements are necessary, their state is to provide funding. After that, a goal is set to provide barrier-free accessibility within a five-kilometer radius of the city center. The final plan is to expand throughout the entire region. The programme is limited to physically barrier-free environments and improvements must be approved by persons with disabilities. Total spending on the project depends on each government's budget. In the case of Selangor, public will is a factor in state budgeting. There is proactive social involvement and information is provided relatively well. The area definitely has an advantage.

- **CBR Network:**
 - Children born in the community with disabilities (especially learning disabilities) are sent to a CBR center. Presently there are 400 CBR centers regularly staffed with educators and specialists. Empowerment programmes are provided to graduates, if they cannot find employment. CBR Malaysia is a relatively new member of the network.

- **Barrier-Free Issues in Malaysia:**
 - Information and available knowledge change when representatives do. As was seen with personnel relocation in the Ministry of Women, Family and Community Development, it is difficult to maintain sustainability in the project. Although there was a time when only 1% of the entire budget was for welfare services, currently more has been allotted. That the Persons With Disabilities Act does not have binding authority is a major problem.

Date and Time		2009/10/12, 18:15-21:15
Interviewee	Group	BEAT (Damoi Disabled Organization)
	Names	<ul style="list-style-type: none"> • Ms. Christine Lee Soon Kup (BEAT) • Mr. Sam Wong Chin Kah (Standard Users) • Mr. Muhammad Fairuz Bin Abdullah (Malaysian Association for the Blind) • Mr. Anthony Arokia (Persatuan Mobiliti Selangor & KL) • Mr. Lo Lit Whei (United Voice) • Ms. Josephine Koo Lee Imm (Pusat Majudiri Y for the Deaf) • Mr. Fong (Advisor to the Minister of Housing and Local Government Malaysia) • Ms. Naziaty Mohd Yacob (Head, Dept. of Architecture Faculty of Building Environment)
Members	JICA	Expert Kuno, Expert Shikata, Expert Terakado, Officer Shirlyna
	Experts	Dr. Sato, Takagi, Iwamoto
Agenda		<ol style="list-style-type: none"> 1. Introduction of participants 2. Reaffirming survey objective 3. Interview
Resources	Handouts	<ul style="list-style-type: none"> • None
	Collected Resources	<ul style="list-style-type: none"> • None

- **Reaffirming survey objectives**

(In response to the survey objectives explained by Expert Kuno, Ms. Christine confirmed that “considering strategies” would also be included)

- **Regarding places visited**

- Kepong Sentral Railway Station was accessible, compared with other stations.
- Negotiations with Rapid KL took a very long time, with no accompanying results, thus it is worth seeing.

- **Shared information**

- Accessibility has always been obtained through movements (Mr. Fairuz)
- Places at the station and public facilities that are said to be barrier-free, are not facilitated with PWDs in mind. There are dangerous and ineffective areas. Monitoring is needed. (Mr. Fairuz)
- There a wide gap between policy, planning policy and implementation. (“Not following the plan is worse than not making considerations the planning stage.” Ms. Naziaty, Mr. Fong)
- Local enforcement agencies are organized by state governments. Nevertheless, if they could be appointed by the country, it would be possible to notify the entire nation at

once by passing a circular. A top-down approach is needed.

- There is a barrier-free guide for construction, but not for transport.
- The cost of barrier-free facilitation is not included in the recently announced ‘Standard and Cost’
- A system where the federal government directly provides local governments with a budget would allow for adequate budgeting.
- **PWD Accommodation**
 - Some toilets are constructed for use by both men and women (opposition)
 - When initiating barrier-free movement, representatives of each disability should take responsibility to speak of his or her disability.
 - Barrier-free standard means ensuring wheelchair access.
 - 1) Elevators
 - 2) Toilets
 - 3) Parking Lots
 - Terminology should be:
 - “User-friendly,” ”Universal / Accessible for All”
 - To establish a general consensus, “barrier-free” and “universal design” can be used as well.

Date and Time		2009/10/13, 9:00-
Interviewee	Group	Aviation Division, Ministry of Transportation
	Names	<ul style="list-style-type: none"> • Mr. Mohammed Hosnie Shahiran B. Ismail (Assistant Secretary) • Mr. Mohd Najeeb Abdullah (Principle Assistant Secretary, Air Transport) • Ms. Rosida Ismail (Assistant Secretary, Air Transport)
Members	JICA	Expert Terakado, Expert Shikata, Officer Shirlyna
	Experts	Dr. Sato, Takagi, Iwamoto
Minutes		<ul style="list-style-type: none"> • Roles regarding barrier-free access • Confirmed responsibilities at airport facilities
Resources	Handouts	<ul style="list-style-type: none"> • None
	Collected Resources	<ul style="list-style-type: none"> • None

- **Position regarding barrier-free access.**
 - Airport management should be consulted regarding barrier-free access. Our section (aviation) is responsible for policy making and planning for the aviation sector. We do not operate airports, airplanes or services. The International Department within the Ministry of Transport is bound to have barrier-free responsibilities. In our section, we are aware that the demand for accessibility is rising from the tourism perspective.

- **Regarding Airport Facilities**
 - Of Malaysia's seven International airports, only Senai International Airport in Johor is managed by an independent airport operator different from the others. In addition to the International airports, Malaysia has 16 domestic airports. The government is in charge of airport construction; nonetheless the facilities are managed and supervised by a separate company. Since airport construction is handled by the Ministry of Works there are Ministry of Works officials working in the Bureau of Airport Standards, which is under the Ministry of Transport.
 - There is no clear guideline for Ministry of Transport Accessibility, which is not surprising. They don't want one. Recent activity includes an airport access check requested by BEAT. We are waiting for feedback.

Date and Time		2009/10/13, 10:00-
Interviewee	Group	Land Division, Ministry of Transport
	Names	<ul style="list-style-type: none"> • Mr. Indra Sumantri Eddie Mat Senal (Assistant Secretary, LRT) • Ms. Nudiyana BT Shahrudin (Assistant Secretary, NTTCC)
Members	JICA	Expert Terakado, Expert Shikata, Officer Shirlyna
	Experts	Dr. Sato, Takagi, Iwamoto
Agenda		
Resources	Handouts	<ul style="list-style-type: none"> • None
	Collected Resources	<ul style="list-style-type: none"> • National Key Result Area (internal resources), List of barrier-free standards (Table compiled by Ministry of Transport)

- **National Key Result Area (NKRA)**
 - The Ministry of Transport sets its issues in accordance to the National Key Result Area. Under this, there is a section on accessibility where barrier-free access is mentioned. The 5th Result Area meeting was held in June 2009 and the 6th is scheduled for October 15th. (Internal sources obtained as resources with permission)

- **Persons with Disabilities Act and related laws**
 - There are suggestions for access to public transport facilities, yet there is no compulsory wording to bind all business to conform.

- **Transport Facilities**
 - One of the biggest concerns is that barrier-free facilities are costly. As part of the economic stimulus package in 2008, an allotment was made in the budget. Malayan Railways asked for 150-million ringgits, whereas our budget was 10-million ringgits. The plan is mostly for the station, which includes the facilitation of Braille tiles, slopes, toilets and parking spaces. The monorail is presently non-accessible, since the facilities were built when it was under private ownership. It's difficult to demand accessibility to private owners. The LRT however is presently public so provision of barrier-free access is highly necessary.
 - The International accessibility logo for vehicles can be purchased anywhere. Although it may be inconvenient for visitors, we feel the necessity for licensing.

Date and Time		2009/10/13, 11:15-
Interviewee	Group	Social Service Section, Economic Planning Unit
	Name	• Mr. Dr Chua Hong Tech (Director)
Members	JICA	Expert Terakado, Expert Shikata, Officer Shirlyna
	Expert	Dr. Sato, Takagi, Iwamoto
Agenda		
Resources	Handouts	• None
	Resources Collected	• None

- **Roles of the Social Service Section**
 - We provide social services including sports and cultural activities

- **National Key Response Area(NKRA)**
 - 24 Key Response Areas were established in the 10th Master Plan and of those, six have been announced. One of those six is transport

- **Barrier-Free Environment**
 - I am aware of the 2008 Persons with Disabilities Act and five-year plan for persons with disabilities. Barrier-free access is very important access to education and to culture activities. Lately there is not much discrimination towards persons with disabilities in education and employment. In fact, there isn't enough access to cultural activities. At the same time, I feel that barrier-free accessibility is a very important topic, but there are not enough resources. Although social development is necessary and it must include persons with disabilities who suffer from poverty, there are not detailed plans in the Persons with Disabilities Act or in the five-year plan. What is important is finding a way to involve the public in solving these issues.

Date and Time		2009/10/13, 16:00-
Interviewees	Group	City Hall of Kuala Lumpur
	Names	<ul style="list-style-type: none"> • Dr. Dalilah Bee BT. Abdullah (Architect Dept.) • Ms. Sharifah Junidah BT. Syed Omar (Architect Dept.) • Mr. Hew See Seng (Deputy Director, Architect Dept.) • Mr. Muhamad Suyab (Town Planning Dept.) • Mr. Tan Kim Bock (Urban Transport Dept.)
Members	JICA	Expert Terakado Expert Shikata, Officer Shirlyna
	Experts	Dr. Sato Takagi, Iwamoto
Agenda		
Resources	Handouts	• None
	Collected Resources	• None

(Explanation by Dr. Dalilah on the barrier-free situation in Kuala Lumpur City by PowerPoint)

- **Kuala Lumpur's Aging Population**
 - The aging population of Kuala Lumpur, which is presently 4%, is expected to grow. The percentage of persons with disabilities is 1.13.

- **Support for persons with disabilities**
 - After childbirth, if it is discovered that the infant was born with disabilities, a nurse will visit the home and give childcare guidance. Later, the child will be entered into a special needs classroom and when the curriculum is complete, the Public Community Center will offer assistance. After retirement there is care at a home for senior citizens. In this way, care is provided from birth to old age.

- **Barrier-Free Efforts**
 - Kuala Lumpur has a master plan with a focus on 2020. Five policies principles included in the master plan are economics, safety, accessibility, environment and involvement. There is an awareness to ensure access for all citizens, including PWDs. During a meeting with PWDs in 2006, there were a number of requests regarding employment and ICT technologies. From the same year, at least one parking space has been allotted for PWDs. Taking into account the fact that 1.13% of the citizens have disabilities; the City Hall is discussing the provision of 1.2% barrier-free housing.
 - The city has just begun efforts in connection with the Persons with Disabilities Act and is currently contemplating disability awareness training for 200 city employees. As for implementation of Accessibility Checks, the Urban Design Department is planning to follow with monitoring. The first step will be to make barrier-free

improvements to the City Hall and then slowly broaden the projects. Facilitation will initially focus on areas close to where there have already been improvements made. After construction, PWDs and city employees will conduct accessibility checks. The projects will mainly be improvements to public roads and buildings. There is insufficient planning for, or provision of information to persons with hearing and visual disabilities.

- The railway presently planned for refurbishing will be a public project and the facilities will accommodate to PWDs.

- **Present Barrier-Free conditions and Issues at Hand**

- Essentials for becoming barrier-free
 1. Facility Maintenance
 2. Adjustments among concerned parties
 3. Enforcement
 4. Public awareness
 5. Maintenance costs
 6. Physical limitations (size, etc)
 7. Involvement of private sector

1) Transportation

- Traffic lights with sound have been erected for those with visual disabilities, yet it is difficult to decipher which sounds to follow at cross-junction traffic signals. This is presently a technological issue.
- Public buses are manufactured by a number of companies and so they are not uniform. A solution is presently being deliberated regarding whether or not to involve the driver in helping PWDs getting on and off the buses.

2) Buildings

- Elevator maintenance is extremely costly.
- Emergency procedures for PWDs have not been clearly defined.

3) In town

- Problem areas discovered while checking accessibility with those with visual disabilities were street vendors blocking walkways and the phenomenon of stolen manhole covers leaving open holes in the ground. There is a conspicuous lack of consideration for others.
- There is a difficulty in adjusting the grade level between sidewalks and streets in front of shops in Kuala Lumpur. There are fairness, cost and technical problems, such as the fact that the cost must be covered by the shop owner and that the

height at the entrance of each shop is different.

4) Hotels

- There is a need to supply hotels with accessibility maps and to consider ranking hotel accessibility on a point system.

Date and Time		2009/10/14, 9:45-
Interviewee	Group	Rapid KL
	Names	• Mr. Mok Yoke Wah (Manager, CRM & Call Center) • Mr. Lailinizan Samri (Junior Executive) and four others
Members	JICA	Expert Shikata
	Experts	Dr. Sato, Takagi, Iwamoto
Agenda		1. PowerPoint Presentation of Barrier-Free Projects 2. Test-riding low-floor buses and LRT
Resources	Handouts	• None
	Collected Resources	• None

- **Rapid KL**

- Rapid KL is a 100% wholly government subsidized stock company with two types of funding: working capital and developing fund. Operations include two LRT lines, the Kelana Jaya line (former PUTRA LRT) and the Ampang line (former STAR LRT), a monorail and bus services. Of 1000 buses owned by Rapid KL, 600 are in service daily.

- **Barrier-Free Efforts**

- Even if there is no specialized department set aside, basically Ms. Norzie Pak Wan Chek is in charge. Barrier-free efforts are being implemented discussed with the Ministry of Transport and BEAT and in August 2009 the company had two consultants look into possible barrier-free efforts. Moreover, a consultant from the UN Development Plan came to inspect facilities and informed the company that facilities could not be improved to accommodate every individual. It is desired to continue whatever is possible.

1) LRT

- Wheelchair spaces are provided, as are priority seats. Barrier-free facilitation is

complete on the Kelana Jaya line, on trains as well as accessible facilities. The Ampang line is not yet completed, as facilities are older. Surveillance cameras are set up on both lines and monitored at the station control center (customer service) so that persons with disabilities can be tended to the moment they arrive at the station. Extensions are planned (passed September 15, 2009) on both lines and when they are complete, each line will have 13 stations. Public opinion is being elicited and will be accepted for three months. The monorail cannot support persons with disabilities.

2) Buses

- 100 ultra low-floor buses have been purchased and 80 service two regions every day. 30 vehicles are used on the Wangsa Maju – Titiwangsa route and 50 are on the Petaling Jaya – Jalan Klang line. 20 buses are on standby.

3) Taxis

- A welfare taxi called Rapid Mobility is in the planning stages. A lower fare than regular taxis is scheduled.

- **Barrier-Free Issues at Hand**

- Businesses are sometimes in charge of barrier-free issues in public transportation. At other times it is the government. It is difficult to understand when this situation keeps changing. The same is true with connectivity between buses and trains. If the roads and bus stops are in Kuala Lumpur, the authority is City Hall. Thus, collaboration is difficult.

Date and Time		2009/10/14, 14:40-
Interviewee	Group	Dept. of Social Welfare, Ministry of Women, Family and Community Development
	Name	• Ms. Noraini Hashim (Director, Division for Communication Development)
Members	JICA	Expert Shikata
	Expert	Dr. Sato, Takagi, Iwamoto
Agenda		
Resources	Handouts	• None
	Collected Resources	<ul style="list-style-type: none"> • “Caring for Malaysia – 60 years of Social Welfare”(document) • Published by disability-focused NGO

- **Persons with Disabilities Act the Department of Persons with Disabilities**
 - The Department of Persons with Disabilities was created under the Department of Social Welfare. Although it is part of a department, it is still a department. The head of other departments is the Director General, yet the head of the Dept. of PWDs is merely a Director. There are 50 workers and none with particular expert knowledge. Studies in Social Work and the establishment of major university courses are needed to pursue work involving disabilities. Our duties are creating jobs for PWDS and vocational training for those jobs. In addition, ensuring educational opportunities and PWD registration are key responsibilities. Disability training for government workers and accessibility checks are also conducted. Moreover, the Department serves as the secretariat for the National Council for Persons with Disabilities. The Economic Planning Unit in charge of this council is the Department of Social Services.
 - The government is obliged to have a 1% employment rate of persons with disabilities.
 - The Persons with Disabilities Act is no more than a fundamental law and must be made into an implementation law. Accordingly, the law must stipulate interaction and shared work. There is no plan regarding implementation and penalty. This needs to be handled with a full understanding of regional character and regional circumstances.

- **Issues Regarding Barrier-Free Implementation.**
 - We feel the need for experts in various fields. The lack of social awareness is a big problem as well.

- **Corporate Social Responsibility (CSR)**
 - The number of business conducting PWD-related programs through CSR is increasing.

Date and Time		2009/10/14, 16:00-
Interviewee	Group	Malayan Railways (KTMB)
	Names	<ul style="list-style-type: none"> • Mr. Shahril Sahak (Executive Customer Service) • Mr. Khair Johari b. Ishak (Operation Manager,) • Mr. Khair Johari B. Ishrk • Mr. Ahmad Adeli Mohamad Yunus (Project Management Dept.)
Members	JICA	Expert Shikata
	Experts	Dr. Sato, Takagi, Iwamoto
Agenda		
Resources	Handouts	<ul style="list-style-type: none"> • None
	Collected Resources	<ul style="list-style-type: none"> • `Information – Persons with Disabilities Facilities at KTM Komuter Stations` (PowerPoint) • Uniform Building by Laws, 1991

(PowerPoint explanation regarding barrier-free projects)

- **Malayan Railways**

- The Malayan Railway Komuter began operation on August 3rd 1995 with 39 stations. Now there are 47 stations. Presently, existing lines are being facilitated and extensions are under planning. The average number of passengers per day is 100,000. The workforce is 240.

- **Barrier-Free Projects**

- There are 8 members operating the Project Management Department. (Mr. Ahmad Adeli Mohamad Yunus is attached to the Project Management Department). There is no original guideline, yet the station buildings have been constructed in compliance with the Uniform Building By-Law (1984). Barrier-Free improvements have been completed at seven stations so far. (KL Sentral (2001), Mid Valley (2004), Kepong Sentral (2006), Bank Negara (2008), Subang Jaya (2008), Seremban (2008), and Kajang (2008). The cost of facilitating the three stations in 2008 was 4.3 million ringgits. Basic barrier-free improvements involved the following four areas. Mobile ramps are used for places where the construction of slopes was difficult.
 - Elevator installment (2)
 - Slope construction (station entrance, platform)
 - Braille tiles (not yet complete at some stations)
 - Parking spaces
- 10-million ringgits were provided from the Ministry of Transport for barrier-free improvements at five stations, as part of the ninth national plan. This project is scheduled to be completed by May 2010. (Rawang, Sungai Buloh, Bandar Tasik

Selatan, Serdang and Shah Alam. Applications will be submitted for barrier-free project at 10 stations, during the 10th national plan. The expected budget is 20-million ringgits. Additionally, the trains being used at the moment are 10 years old. When they are replaced, the new trains will be equipped with barrier-free facilities

- The Seremban-Ipoh Line, which opened in 2009, is not barrier-free.

- **Personnel Training**
 - Personnel training programs are being conducted at the Mobility Association of Kuala Lumpur and Selangor, with the help of Mr. Anthony (Mobility representative – wheelchair user). The first one was conducted in 2008 and only 25 members of the staff of 1000 have received this training, which needs to be continued, rather than starting out something new.

- **Present Issues**
 - Not enough Braille tiles are available. They are presently being imported from China, as domestic production is limited.
 - Issues discussed regarding connectivity from the station to surroundings are well understood; nonetheless improvements have not been made, as the area is government jurisdiction.

Date and Time		2009/10/15
Interviewee	Group	Air Asia
	Names	<ul style="list-style-type: none"> • Mr. Bo Lingam • Mr. V. Loganathan • BEAT
Members	JICA	Staff member Shirlyna
	Expert	Dr. Sato, Takagi, Iwamoto
Agenda		
Resources	Handouts	<ul style="list-style-type: none"> • None
	Collected Resources	<ul style="list-style-type: none"> • Air Asia personnel disability training PowerPoint, Barrier-free project PowerPoint

- **Air Asia**
 - Workforce of 6,800, with offices also in Thailand (over 1,000 employees) and Indonesia (690).

- **Barrier-free Project**
 - The company's barrier-free efforts began in response to a major demonstration conducted by BEAT (network of PWD groups) in 2007. It was at that time that the company learned that International aviation standards existed. Since then, training classes for the accommodation of PWDs, lead by Mr. Anthony who is also a BEAT member, are being conducted with the cooperation of persons with hearing, visual and intellectual disabilities. New staff members are required to take the course, which is a full day programme from 9:00 a.m. to 6:00 p.m. A minimum budget is allotted. Present barrier-free efforts are mainly; an elevator to lift passengers onto the aircraft, guiding assistance for persons with disabilities and training classes. There is no original manual. Scheduled meetings are held with BEAT members, when the members evaluate company efforts (this is only regularly being conducted at Air Asia). Essentially, the airport management company should have an elevator to be used by a number of airline companies to help their passengers on board. The operating company, delayed in its actions, is presently requesting use of Air Asia's lift. Negotiations are underway. For the time being, training will continue, as will negotiations with the airport company.

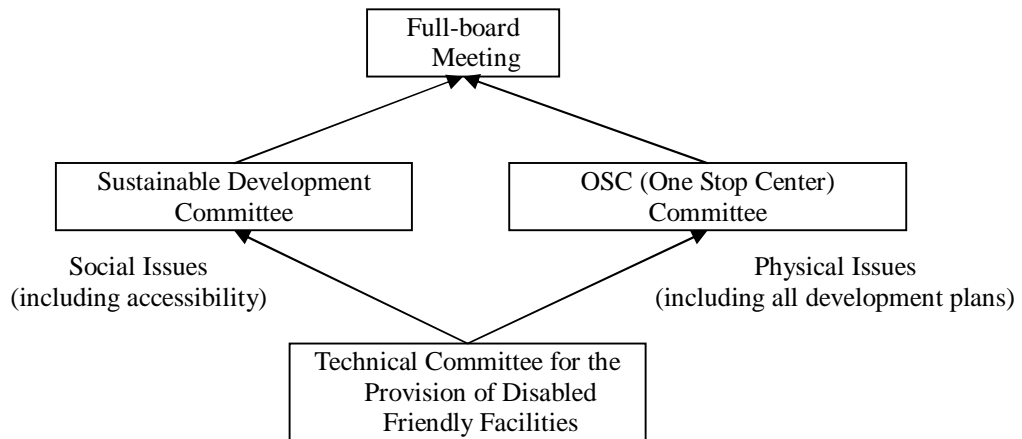
- **Successful barrier-free efforts (comment from Mr. Bo)**
 - The following are necessary in implementing barrier-free projects: 1) Cautious study, being the delicate issue that it is, 2) Continual evaluation (continued monitoring) and 3) High awareness regarding safety and comfort. Implementation all depends on

corporate will.

Date and Time	2009/10/15, 14:40-	
Interviewee	Group	Petaling Jaya / MBPJ
	Names	<ul style="list-style-type: none"> • Ms. Sharipha (Director of Dept. of Development Planning) • Ms. Khairul Nisa BT. Haron (Assistant Director)
Members	JICA	Expert Shikata
	Experts	Dr. Sato, Takagi, Iwamoto
Agenda		
Resources	Handouts	<ul style="list-style-type: none"> • None
	Collected Resources	<ul style="list-style-type: none"> • PowerPoint resources on Petaling Jaya's barrier-free efforts. • Petaling Jaya photo collection.

- **Policy-making at Petaling Jaya City Council.**

- All policies are discussed at a full-board meeting chaired by the mayor.



- **Barrier-free efforts**

- Improvements were first made to make the library accessible, followed by facilitation at the City Hall and further expansion of project areas. Accessibility checks are conducted at public buildings and shopping centers. Barrier-free environments are provided in the Beautiful Gates Disabled Center vicinity as well. A project for courtesy shuttle vans for PWDs is presently being planned. The City of Selayang has requested consultation regarding barrier-free efforts, which will be responded to by sharing Petaling Jaya's experiences.

- **Local Agenda**

- Programme with the goal of being a Livable City. Part of a Ministry of Housing and Local Government project. Planning began in 1999 and the programme officially started in 2000. A budget of 250,000 ringgits is allotted to advertising, training and competition. The competition is called the Best Neighborhood Fund and citizens send in actions plans on Community Development with themes including Social

Integration, Environment, Safety and Economy. First prize is 50,000 ringgits, second prize 40,000 ringgits and third prize, 300,000 ringgits. The competition began in 2002 and less than three plans submitted from PWDs have been implemented, however, plans including barrier-free environments are drawing attention (it is not clear as to whether they have been used or not).

- **Barrier-free issues**

- Not enough knowledge (including technological know-how) and social awareness
Accommodation to PWDs and barrier-free projects could be a burden on organizations. Organizations that can provide breakthrough policies defining choices should be established.
- Barrier-free designs are included in city planning. Even though it is easy to design, the designs are not implemented.

- **On ageing society • employment • poverty**

- As far as barrier-free environments are concerned, most discussions are with wheelchair users. Although it is a big issue for all citizens including the elderly and children, those targeted are few. The aging population is definitely growing and there are many care homes for senior citizens. Barrier-free design is important for strategies regarding aging as well.
- Presently there are 300 to 400 households in poverty and care for the children from these homes who have disabilities is an issue.
- Employment for PWDs is talked about as an issue; nevertheless no definite action has been taken.

Date and Time		2009/10/15, 16:50-
Interviewee	Group	United Nations Development Plan(UNDP)
	Name	• Ms. Anita Ahmad (Programme Manager, Social Economic Development Clusters)
Members	JICA	Expert Terakado, Expert Shikata, Officer Shirlyna
	Experts	Dr. Sato, Takagi, Iwamoto
Minutes		
Resources	Handed out	• None
	Received	• Penang Project Photos (Data)

- **UNDP disability projects**

1. Employment assistance project in Johor (finished this year)
2. Barrier-free project in Penang
 - This was started in January last year, yet implementation was delayed until July. Completion is scheduled for February next year.

- **Barrier-free conditions in Malaysia**

- There was supposed to be an access check in 2006; nevertheless we have received no report as of yet. Although many issues are bound to have been found, there is no follow-up. Malaysia has a problem with its policy enforcement capacity so it is necessary to look at the policy first. In the case of the Persons with Disability Act, it is easy to see that the priority level is low because members appointed to the National Council of Persons with Disabilities are not Ministers but Director Generals. Furthermore, transfers of human resources make a big difference. For the Penang Project, it was because a Minister who has understanding for disabilities returned to the Ministry of Women, Family and Community Development that it started moving. What's more, collaboration with universities and research organizations is very important. The issue should be taken up more often. Overall, the situation of PWDs is pathetic for those with intellectual and mental disabilities. A combination of low capacity and poor conditions.

- **The Penang Project**

- This project began at the request of the Social Welfare Department. Under the state EPU cooperation came from the Social Welfare Department. Unlike Kuala Lumpur, in Penang, poverty and social rejection are co-related. There were grounds for implementation. A consultant was called in from Singapore to conduct an accessibility check. One of the issues was the design of bus stops. Even though a project began with Rapid Penang through a cooperative structure, there are issues remaining with

the other bus companies.

Date and Time		2009/10/17, 13:00-
Interviewee	Group	Putrajaya • Dr. Asiah
	Names	• Dr. Asiah • Ms. Christine(BEAT)
Members	JICA	Expert Terakado, Expert Shikata
	Experts	Dr. Sato, Takagi, Iwamoto
Agenda		1. Interview at Dr. Asiah's residence 2. Exploring Putrajaya
Resources	Handouts	• None
	Collected Resources	• None

- **Putrajaya**
 - Putrajaya is a new government town and residential area, which is relatively accessible. There are many buildings.

- **International Islamic University's barrier-free environment**
 - In response to a request from the government, investigation and research is being conducted regarding persons with disabilities and the elderly. Lectures are on universal design, covering product design as well as construction. Presently, a unit is being formed to involve the cooperation of five universities.¹ Students within the university are recruited and activities conducted. There seems to be the impression that there are few people interested in universal design in Malaysia. However, with the aging population as well, the students are expressing a great interest. There is a doctoral program in the process of being established.

- **Implementing barrier-free projects**
 - Division of responsibilities: Implementation - Ministry of Public Works, Technology - Ministry of Housing and Local Government, Front Office - Ministry of Women, Family and Community Development. An International Study Group on Universal Design will be formed to coincide with Persons with Disabilities Day in December

¹ Additional information from Expert Terakado
International Islamic University, Malaysia (IIUM)
Universiti Kebangsaan Malaysia (UKM)
Universiti Teknologi Malaysia (UTM)
Universiti Teknologi MARA (UiTM)
Universiti Sains Malaysia (USM)

2009.

Appendix 2: Inspection Records (October 14 – 16)

Inspection 1

Date and Time	2009/10/14, 11:00-13:00	
Participants	JICA	Expert Shikata
	Experts	Dr. Sato, Takagi, Iwamoto
	Rapid KL employees	Rapid KL employees
Schedule	<p>1. Ultra Low-floor bus from Rapid KL head office to Kelana Jaya (LRT) 2. Return trip from Kelana Jaya to Asia Jaya 3. Ultra Low-floor bus from Kelana Jaya to Rapid KL head office</p> <p style="text-align: center;"> Rapid KL Head Office ↓ (Ultra Low-floor Bus) ↓ Kelana Jaya Station ↓ LRT (Kelana Jaya Line) ↓ Asia Jaya Station ↓ Kelana Jaya Station ↓ (Ultra Low-floor Bus) ↓ Rapid KL Head Office </p>	

After the interview at Rapid KL, there was a test ride on an ultra low-floor bus purchased in 2006, followed by inspections of the Kelana Jaya LRT, which has completed barrier-free facilitation.

1) Ultra Low-floor Bus (Rapid KL – from main office to Kelana Jaya Station)

Photo 1: International symbol of access on the buses

- The International accessibility logo is affixed to all four sides of the buses.



Photo 2: Wheelchair space

- There is a space for wheelchairs with retainers
- There are cushions to alleviate shock when the bus stops (photo 2)



Photo 3: Connectivity to the bus stop (1)

- The height at each bus stop is different. The bus ramps are designed for a certain height, making them unstable at some locations.
- The bus stops are the jurisdiction of the local governments and used by several bus companies, making adjustments difficult.
- Since posting bus schedules is charged as with advertisements, they are often not posted.



Photo 4: Connectivity with bus stop (2)

- There are railings to prevent falling.
- It is necessary for buses to get as close to the bus stop as possible to set the ramp.



Photo 5: Connectivity with bus stop (3)

- Many areas surrounding bus stops are not barrier-free, making mobility difficult after de-boarding.



2) Kelana Jaya Station (Bus Terminal, LRT Station)

Photo 6: Conventional bus

- Conventional buses have high steps inside the door.
- PWDs were seen using these buses, nevertheless seemed to have much difficulty.



Photo: Slope at bus terminal

- The slope after de-boarding is excessively steep that wheelchairs end up on the street. Furthermore, there is a 10 cm step up at the bottom of the slope, making mobility difficult for wheelchair users.

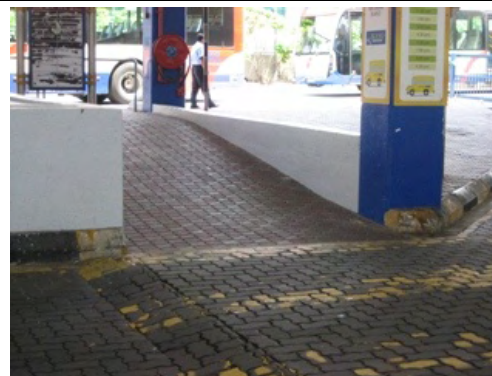


Photo 8: Parking space at station (in front of bus terminal)

- The sign at the bus terminal parking space states designated parking for PWDs and Rapid KL employees.
- There are steps between this parking space and the station building, making mobility difficult for PWDs.



Photo 9: Braille tiles / grooved lines

- Tiles with grooved lines are occasionally seen with Braille tiles. These cannot easily be felt underfoot. On the day of inspection, station attendants who did not understand the reason for these tiles were seen setting signs on them.



Photo 10: Accessible toilet

- An accessible toilet was available in the station. Although the sink was lowered for wheelchair users, the lap area was used to store cleaning goods. Additionally, the thick base makes it difficult to use.



3) LRT (Kelana Jaya Line)

Photo 11: Space between train and platform

- There is very little space between the train and platform along the Kelana Jaya line and it is level.

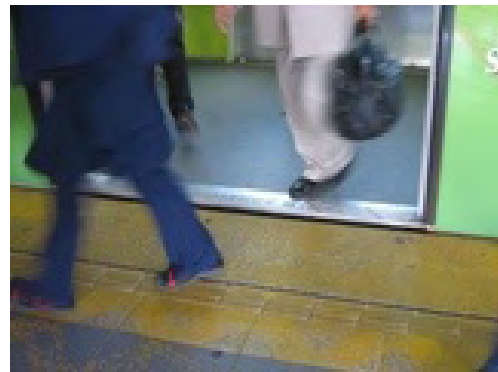


Photo 12: Wheelchair space

- Seats are lifted to accommodate wheelchairs. If the accompanying person is familiar with the system, it is not necessary to call an attendant. There is a lever underneath to anchor the wheelchair.



4) Asia Jaya Station

Photo 13: Parking space (2)

- As at Kelana Jaya Station, the accessible parking space is shared with Rapid KL employees. Nonetheless, at Asia Jaya, many of the signs were faded.



Photo 14: Road surface

- Wheelchairs and white canes can easily get stuck in drain coverings with wide grooves used in Kuala Lumpur. Holes and bumps due to lack of maintenance are conspicuous on Kuala Lumpur streets.



Inspection 2

Date and Time		2009/10/16, 10:00-15:00
Members	JICA	Officer Shirlyna
	Experts	Dr. Sato, Takagi, Iwamoto
	BEAT	<ul style="list-style-type: none"> • Ms. Christine (BEAT) • Mr. Sam (Standard Users) • Mr. Fairuz (MAB) • Mr. Anthony (Mobility) • Ms. Josephine (YMCA) • Ms. Wendy (United Voice) • Ms. Morley (YMCA) • Ms. Moh Fong (United Voice)
Schedule		<p>1. KL Sentral Station building 2. LRT (Kelana Jaya Line) to Masjid Jamek Station and back 3. Malayan Railway Komuter to Kepong Sentral Station and back</p> <p style="text-align: center;">KL Sentral Station Entrance ↓ KL Sentral Station Interior ↓ LRT (Kelana Jaya Line) ↓ Masjid Jamek Station - surroundings (confirmed inadequate connection with Ampang Line) ↓ KL Sentral Station ↓ Malayan Railways Komuter ↓ Kepong Sentral Station - surroundings ↓ KL Sentral Station</p>

PWD BEAT members were asked to write comments on the check sheet – next to purpose (buy ticket, use toilet, etc) – regarding inconveniences in accessibility of transit facilities, including the station, while the entire group conducted inspections together.

1) KL Sentral Station Building

Photo 1: Slope at the entrance

- The curb next to the accessible parking space is too steep for a wheelchair.



Photo 2: Braille tiles at the entrance

- Braille tile guides leading to walls and garbage cans. This type of lack of functionality was often seen.



Photo 3: Information counter (2nd floor)

- Because directions to toilets and ticket gates are not posted and Braille tiles are not functional, there is a need to use the information counter, which is also high for wheelchair users.



Photo 4: Toilet sign

- The toilet sign was indicating a taxi. The Braille tiles near the toilet were also set wrong. The design does not take a PWD viewpoint into consideration.
- The toilet could not easily be used, as there were no handrails.



Photo 5: Braille tiles / straight grooves and color

- The Braille is almost level and there are tiles with straight grooves. The coloring blends with the rest of the floor making it difficult for those with reduced vision to use as a guide.



2) LRT (Kelana Jaya Line)

Photo 6 : Guiding at LRT

- Employees and other passengers as well, were often seen guiding people with visionary disabilities. From the interview it was learned that employees keep a close eye on the surveillance camera at customer service and run to assist when a PWD arrives.



Photo 7: Inside LRT

- The announcements are only heard from above, making it difficult for persons with visionary disabilities to tell which door to leave from. The wheelchair space explained at Rapid KL is difficult to use on a crowded train or when the ride is short.



3) Masjid Jamek Station

Photo 8: Transferring to the Ampang line

- Transferring to the Ampang line was difficult because the signs are difficult to understand. There are arrows pointing in different directions indicating the same destination. Consequently, a BEAT with intellectual disabilities does not use the Ampang line.



Photo 9: Transfer route for wheelchair users

- The transfer route for wheelchair users goes toward the parking lot where cars block the way.



Photo 10: Outside the station

- The slope from the sidewalk onto the road is steep and the surface is not maintained. This is difficult not only for wheelchair users but also for users of strollers.



4) Malayan Railway Komuter

Photo 11: Platform announcements

- Whenever a commuter train is delayed, the boarding area changes. There is only voice guidance and thus people with hearing disabilities do not receive the information. Information guarantee is generally behind and is an issue.



Photo 12: Space between train and platform

- There is a large opening between the train and the platform. In addition, the train door is narrow, making it impossible for some wheelchair users to board.



Photo 13: Space between train and platform (3)

- Caution is needed for wheelchair users, as there is a large space.



5) Kepong Sentral Station

Photo 14: Locked toilet

- Not only was the toilet locked, the door would not open because the lock was broken. Cleaning was inadequate, and the area was unsanitary. There was a slope immediately inside the door, making it difficult for a wheelchair user to lock the door from the inside.



Photo 15: The end of the ramp

- The ramp from the station leads to a pedestrian bridge and ultimate to steps.



Photo 16: Braille tiles

- Braille tiles are fixed into the long route and “guide” tiles were sometimes confused with “warning” tiles.



Access Audit Results (Respondents: BEAT) (Oct. 16)

Note 1: Answers do not necessarily reflect only the respondents' disabilities.

Note 2: Unanswered sections are left blank.

Access Audit (16th Oct. 2009)			
1st Audit: KL Sentral Station Building	KL Sentral (Putra LRT)	Masjid Jamek	KL Sentral
2nd Audit: KL Sentral (KTM Komuter)	Kepong Sentral	KL Sentral	

Name			Mr. Muhammad Fairuz Bin Abdullah	Ms. Wendy Yeong San Kuen	Ms. Josephine Koo Lee Imm	Mr Anthony Arokia				
Name (Personal Assistance)			Ms.-	Ms. Yeong Moh Fong	Ms. Morley Ng	none				
Impairment (Organization)			Blind (Malaysian Association for the Blind)	United Voice	Deaf (YMCA)	Wheelchair User (Persatuan Mobiliti Selangor & KL)				
Field	No.	Action	✓ or x	Comments	✓ or x	Comments	✓ or x	Comments		
KL Sentral	Station Entrance	1 Come into the station	Slope		Outside the station, a lot of obstacles on the tactile	Information counter should be put in the middle, not in one corner. Signals for toilet and lift is in wrong direction should put facing people coming in from entrance.	No problem for deaf Slope is too high Tactile has big problem for blind - got tactile on front "Stop Taxi" Information counter's table is too high	Drop off point. Disabled parking is available The logo is on the floor, and no sign board standing (upside logo) Curb ramp too steep		
			Tactile	x						
			Information	✓						
			etc.							
	Ticket Gate to Concourse (Putra Line)	2 Go through the station	3 Go to the bathroom / Find the bathroom etc.	4 Use the toilet	Problem to go by alone No tactile guiding	✓	ok	No signage to the lift Information counter is ok		
					No tactile guiding		1 floor - got no signing "Toilet" or "Taxi"?			
					Open the door Come into the room Lock the door etc.	✓	Outside toilet - lights should be brighter signals Signals - arrows wrong directions	✓	No grab handle to pull/close the door which open outwards Should have a proper latch to lock the door	
						✓				
	✓									
	Emergency	5 Buy the ticket	6 Go through the ticket gate	7 Go to the bathroom inside the gate	✓	✓	x	Counter desk high too		
					x	No tactile guiding	✓	Words on information board a bit bigger	✓	
					✓		✓		✓	
					Open the door Come into the room Lock the door etc.	✓	Steel bar on toilet seat is uncomfortable	✓	To pull and close the toilet door which open outwards is difficult. Need a handle.	
	✓									
	✓									
Train (Putra Line)	1	Emergency route	2	Emergency information			x			
							x			
	Comments to Use the Station									
	From the Concourse to the Platform	1	Go up / down to the platform	Step	x	✓	✓	✓		
				Lift	✓					
				Escalator	✓					
				Gap	x					
	Q1	Do you need to ask a staff to support you?	Q2	Do you need to ask a staff about where you will get off the train?	✓	No		x		
					x	No, because here the announcement or fellow passengers	✓	No		x
	To the Other Station	1	Stay in the train	Space		✓	Space ok but train are not well maintain	✓		
Announce information				✓	Sometimes no announcement Sometimes announcement not loud and clear enough	x	Deaf people need sign board information (delay, time, go where) In train, must have sign board information (which to stop, station place)			
Sign board information				x						
Comments to Use the Train										
Masjid Jamek (LRT-MJ) / Kepong Sentral (KTM-KS)	In the Other Station	1	Go down / up to the concourse	Step		✓ (KS)	✓ (MJ)	✓ (MJ)		
				Lift						
				Escalator		✓ (KS)	✓ (MJ)	✓ (MJ)		
				Escalator		✓ (KS)	✓ (MJ)	✓ (MJ)		
	Emergency	2	Go through the ticket gate	3	Go to the bathroom		✓ (KS)	✓ (MJ)	✓ (MJ)	
							✓ (KS)	✓ (MJ)	✓ (MJ)	
							(KS)	No light and dirty when after use cannot flush	✓ (MJ)	✓ (MJ)
							(KS)	No signales		x(MJ)
Comments to Use the Station	1	Emergency route	2	Emergency information		(KS)	No information at all	x(MJ)		
						(KS)	No information at all		x(MJ)	
Connectivity from Putra line to Star LRT is not possible. Star LRT is not accessible for wheelchair users.										

Access Audit Results (Continued)

Note 1: Answers do not necessarily reflect only the respondents' disabilities.

Note 2: Unanswered sections are left blank.

Access Audit (16th Oct. 2009)			
1st Audit: KL Sentral Station Building	KL Sentral (Putra LRT)	Masjid Jamek	KL Sentral
2nd Audit: KL Sentral (KTM Komuter)	Kepong Sentral	er	Kepong Sentral
			KL Sentral

Name		Mr. Sam Wong Chin Kah		Ms. Christine Lee Soon Kup		Ms. Morley Ng			
Name (Personal Assistance)		none		none		none			
Impairment (Organization)		Physical (Standard Users)		Wheelchair User (BEAT)		Sign Language Interpreter (YMCA)			
Field	No.	Action	✓ or x	Comments	✓ or x	Comments	✓ or x		
KL Sentral	Station Entrance	1	Come into the station	Slope	There is a post on the tactile track Got car park, park by others - no ramp - too steep	Entrance (outside) gap Ramp not level, Keep ramp 1:4 (High: Depth)	x	Slight slope to entrance doore, but on roadside have very steep	
				Tactile					
				Information					
				etc.					
	2	Go through inside the station	No tactile cross the road	Information counter too high					
	3	Go to the bathroom / Find the bathroom etc.	No tactile on the floor	No signage	x	No signage			
	Ticket Gate to Concourse (Putra Line)	4	Use the toilet	Open the door	No lead tactile to toilet (Staffs will take), no signage outside Door should be sliding door Cleaner use OKU toilets	✓ ✓ ✓	No bar at the door Bad signage		No bar
				Come into the room					
				Lock the door					
				etc.					
5	Buy the ticket	No light for the deaf No announcement (direction)	✓	ok		Counter too high			
6	Go through the ticket gate	The counter too high	✓	ok	✓				
Emergency	7	Go to the bathroom inside the gate	Use the toilet inside the gate	No clear signage	ok	bad signage	✓		
				Open the door	No clear signage Toilet can be used	✓ ✓	✓		
				Come into the room					
Lock the door									
8	Emergency route		x						
2	Emergency information		x				x		
Comments to Use the Station				Putra LRT has no connection to Star LRT. Star LRT no lift to platform					
From the Concourse to the Platform	1	Go up / down to the platform	Step	Putra got lift Star no access Putra ramp at the back	✓		✓		
			Lift						
			Escalator						
			Gap						
Q1	Do you need to ask a staff to support you?	Small gap between	✓		✓				
Q2	Do you need to ask a staff about where you will get off the train?	Can ask if needed		yes	x				
Train (Putra Line)	1	Stay in the train	Space	(KTM) Crowded	✓	No designated spaces	✓		
			Announce information	(KTM) Announcement is not clear, never tell where to go	✓		x		
			Sign board information						
Comments to Use the Train				The ramp too long, no landing area					
Masjid Jamek (LRT-MJ) / Kepong Sentral (KTM-KS)	In the Other Station	1	Go down / up to the concourse	Step	(KS) The gap	✓ (KS)		✓ (MJ)	
				Lift					
				Escalator					
				2					Go through the ticket gate
	3	Go to the bathroom	(KS) Cannot open, Toilets block by the stalls	✓ (KS)	Toilet dirty, locked	✓ (MJ)			
	4	Use the toilet	(KS) Very dirty, not sustainable design	✓ (KS)		✓ (MJ)			
Emergency	1	Emergency route		(KS)				x(MJ)	
									2
Comments to Use the Station				Unnecessary tactile block, turn around tactile lead to the road and staircase, Go to no where Confuse No connectivity, can't connect to other lines.(MJ) Bad Signages, Poorly designed, Car park wrongly placed (MJ) Staircase without grab bar (Kepong Sentral)					

Appendix 3: List of collected resources

No.	Title	Source	Description	Date Received	Media
1	GRK Project from Legal Stands Point 2008	Mr. Fong (Advisor to the Minister of Housing and Local Government Malaysia)	Outline of regional development legal framework	October 12	PowerPoint
2	PKP Toilet Design and Technology	Mr. Fong	Accessible toilets and improvement methods	October 12	PowerPoint
3	UBBL	Mr. Fong	About the Universal Building Bylaws	October 12	PowerPoint
4	`KANDUNGAN`	Division of Land, Ministry of Transport	List of barrier-free related laws (table)	October 13	Hard copy
5	National Key Result Area (Confidential)	Division of Land, Ministry of Transport	Content of National Key Result Area – methods of procedure	October 13	Photo data (photos of PowerPoint)
6	By Law 34 A of the Uniform Building Bylaws	Division of Land, Ministry of Transport	Outline of UBBL and accessibility guideline for inside buildings	October 13	Hard copy
7	Persons with Disabilities Facilities at KTMB Komuter Stations	Malayan Railways	KTMB Komuter Station and train barrier-free facilities - business outline	October 14	Power Point
8	Caring for Malaysia	Department of Social Welfare	History of social welfare in Malaysia – outline	October 14	Document
9	Employment for people with Disabilities & Entrepreneurship	Department of Social Welfare	Guidebook for PWDs on employment and	October 14	Document

No.	Title	Source	Description	Date Received	Media
	handbook 2008		entrepreneurship		
10	Implementing `Barrier-free city` Concept	Petaling Jaya City Council	Outline of Petaling Jaya district barrier-free projects.	October 15	Hard copy of PowerPoint
11	Petaling Jaya `Truly SHE`	Petaling Jaya City Council	Petaling Jaya district photo book	October 15	Document
12	(Publicity resources regarding PWD accommodations)	Air Asia	PWD demonstrations against Air Asia and present situation.	October 15	PowerPoint
13	Memorandum to Rapid KL Regarding Accessible Buses	Ms. Christine (BEAT)	Minutes from negotiations with Rapid KL regarding accessibility	October 15	Hard copy
14	Penang Project Photos	United Nations Development Plan (UNDP)	Photos of UNDP Penang Project	October 15	Photo data
15	Access Audit Checklist for Non-Technical Persons	Ms. Christine (BEAT)	BEAT checklist Ms. Nasiati, editor	October 17	Hard copy
16	Disability Equality Training for Air Asia	Mr. Anthony Arokia (Mobility Rep.)	Air Asia disability training resources.	October 18	Hard copy
17	How to Interact with, and Assist a Wheelchair User	Mr. Anthony Arokia (Mobility Rep.)	Air Asia disability training resources.	October 18	Hard copy