Barrier-Free Planning in Malaysia

Collection of Information and Verification

November 2009

Japan International Cooperation Agency

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)

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Terms and Abbreviations

Abbr.	English (/*Malay*)	[ ]
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 / *Dewan Bandaraya*	
EPU	Economic Planning Unit	[ ]
ERL	Express Rail Link	
ISO	International Organization for Standardization	
JICA	Japan International Cooperation Agency	
JKR	Public Works Department of Malaysia / *Jabatan Kerja Raya*	[ ]
JKT	Local Government Department / *Jabatan Kerajaan Tempatan*	[ ]
KL	Kuala Lumpur	
KLIA	Kuala Lumpur International Airport	
KPKT	Ministry of Housing and Local Government /*Kementerian Perumahan dan Kerajaan Tempatan*	
KTM	Malayan Railway / *Karetapi Tanah Melaya*	
KTMB	Malayan Railway Limited / *Karetapi Tanah Melaya Berhad*	
LCCT	Low Cost Carrier Terminal	
LPKP	Commercial Transportation License / *Lembaga Pelesenan Kenderaan Perdagangan:*	[ ]
LRT	Light Rail Transit	

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MAHB	Malaysia Airport Holding Berhad
MAS	Malaysia Airlines
MB	City Council
	/ *Majlis Bandaraya*
MHA	Malaysian Highway Authority
MOT	Ministry of Transport
MP	Municipal Council
	/ *Majlis Perbandaran*
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
	/ *Orang Kurang Upaya*
PBT	Local government
	/ *Pihak Berkuasa Tempatan*
PLUS	PLUS Expressways Berhad
	Projek Lebuhraya Utara Selatan Berhad
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) shows, 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, the truth is that these countries still face many difficulties, making it less of a reality.

Malaysia experienced rapid economic growth in the 1990's, 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. Efforts went in every direction, 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 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 accommodation[1] in accessibility.

However, the law and plan do not have any specific numerical targets and no set penal code. Because of this, 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

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[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 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.

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 Expert – 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 researcher)

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) • Ms. Naziaty Mohd Yacob (Head, Dept. of Architecture Faculuty 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] • 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] • Mr. Indra Sumantri Eddie Mat Senal (Assistant Secretary, LRT) • Ms. Nurdiyana BT Shaharuddin (Assistant Secretary, NTTCC)
	Social Services Section, Economic Planning Unit	[Interview] • Mr. Dr Chua Hong Teck (Director)
	City Hall of Kuala Lumpur	[Interview] • Dr. Dalilah Bee BT. Abdullah (Architect Dept.) • Ms. Sharifah Junidah BT. Syed Omar (Architect Dept.) • Mr. Hew See Seng (Deputy Director, Architect Dept.)

Date	Location	Notes (persons interviewed, etc.)
		• Mr. Muhamad Suydb (Town Planning Dept.) • Mr. Tan Kim Bock (Urban Transport Dept.)
10/14	Communication Division, Rapid KL	[Interview] • Mr. Mok Yoke Wah (Manager, Customer Relations Management & Call Centre) • Mr. Laililnizan Zamri (Junior Exective)
	Commuter Service, Malayan Railway Limited	[Interview] • 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] • Madam Noraini Hashim (Director, Division for Communication Development)
10/15	Air Asia	[Interview] • Mr. Bo Lingam (People, Quality & Excellence) • Mr. V. Loganathan (Customer Experience) • BEAT Members
	Development Planning Dept. Petaling Jaya Municipal Council	[Interview] • Ms. Sharipah Marhaini Syed Ali (Director) • Ms. Khairul Nisa BT. Haron (Assistant Director)
	UNDP	[Interview] • Ms. Anita Ahmad (Programme Manager, Socio-Economic Development Cluster)
10/16	• KL Sentral Station Building • KL Sentral, LRT • Masjid Jamek, LRT • KL Sentral, KTM • Kepong Sentral, KTM	[Inspection] • 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) • 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) • Ms. Yeong Moh Fong (United Voice)
	JICA Malaysia	[Interim report - meeting]
10/17	Dr.Asiah	[Interview] • 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

From the legislative aspect of barrier-free design in Malaysia, it 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 was established in 2008 and following that, a five year Plan and National Policy. This indeed is an indicator of support for PWDs and the direction in which Malaysia's society, including persons with disabilities is leading.

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. Also, 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 antidiscriminatory law it had originally set out to be. Not only that, the National Council for Persons with Disabilities, the nucleus of PWD policies, is not permanent (please see Fig. 2-4-3). Because of this, it has been pointed out from all directions that capacity building so that the government can set forth a specific program to guarantee rights and encourage involvement, is the next issue. As for "Persons with Disabilities," applications for registration by persons with disabilities of the internal organs and persons with disabilities due to neuromuscular disorders

are not yet approved by the government. This and the absence of these persons during the final stages of enactment are problems that have also been pointed out.

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, the same time as 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 and 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. It shows 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. It also states that objects installed on the roads, excepting those that have been approved of or those that are sufficiently marked, posing as a threat to passersby, are subject to penalty by law.

Street, Drainage and Building Act (Act 133)

This is a principal law relating to streets, drainage and buildings in local authority areas, stipulating responsibilities, and permit 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 show how to organize maintenance or recommendations accommodating to design, according to the type of building, and also discusses ideas pertaining to management.

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. It is also 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. However, in view of the necessity promoting barrier-free environments for travelers, it can be considered 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 also a member of the Technical Working Committee on Transport, 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 ed 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 only 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. In other words, the standardization of accessibility in physical environment is also controlled by the two organizations.

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

Local government bodies of the municipal class also 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
The operation and maintenance of highways is basically privatized. However, 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 also flies internationally, 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). However, Johor only, 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. Ferries to Penang are operated by the Penang Port Authority. However 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. Public transportation organization Rapid KL also has plans to start operation in the near future.

2-3 Organizational Relationships with the System

Looking at 2-1 and 2-2 above and taking into account 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, but basically only the consistency with property use, plot radio, 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 regulation that requires it by law.

Management of the sidewalk depends on the type of road it is a part of (national road, state road, city/town road), but city streets are run by the local government, and are designed and built according to 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 precisely 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, there were several companies went out of business during the economic crisis in the late 1990s and are now run publicly (by Rapid KL), however 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 in the situation with private bus companies that went bankrupt, train companies also began as private enterprises. Therefore, there are differences between facilities. Some companies honored barrier-free design, while others ignored it. Newly constructed facilities since communization include barrier-free design in accordance to the UBBL. 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, but 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 (BF provider)	(Regulating body)	(Act concern)	(Subsidiary/Guidelines)	(Control Ministry)	(Standard concern) MS
House	Developer	Local Authority	Street, Drainage and Building Act 1974 (Act 133)	Uniform buildings By-Laws 1991 (UBBL)	(MDHLG)	
Pedestrian / Zebra crossing	Local Authority	Local Authority	Street, Drainage and Building Act 1974 (Act 133)	Planning Guidelines	(MDHLG)	MS 1331: 2003 Code of Practice For Access For Disabled People Outside Buildings: Department of Standards Malaysia, SIRIM
Traffic signal	Local Authority	Local Authority	Street, Drainage and Building Act 1974 (Act 133)	Planning Guidelines	(MDHLG)	
Bus Terminal Building	Local Government		Street, Drainage and Building Act 1974 (Act 133)	(Uniform buildings By-Laws 1991 (UBBL) by-law 34A Building requirements for Disabled Persons)	(MDHLG)	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
Bus Stop	Local authority	Local Authority	Street, Drainage and Building Act 1974 (Act 133)			
Bus vehicle	Rapid KL other private company)	MOT	Road Transport Act 1987(Act 333)		MOT	
Public car park	Local Authority	Local Authority	Local Government Act 1976(Act 171) & Street, Drainage and Building Act 1974 (Act 133)	Car park by law	(MDHLG)	
Car park(private property)	Private sector					
Taxi	Private company					
Railway station	Federal Government (KL CENTRAL st.)		Street, Drainage and Building Act 1974 (Act 133)	(Uniform buildings By-Laws 1991 (UBBL) By-law 34A Building requirements for Disabled Persons	MDHLG)	MS 1184: 2002 Code of Practices On Access For Disabled Persons To Public Buildings, Department of Standards Malaysia, SIRIM
	(Other station) KTMB/Rapid KL	Local Government		( ) Ministry of Housing and Local Government administrative document, 'Guidelines Requirements for Access into Public Buildings for Disabled Persons', 1999.		MS 1331: 2003 Code of Practice For Access For Disabled People Outside Buildings: Department of Standards Malaysia, SIRIM
Train car	KTM/Rapid KL	MOT				
Public Toilet	Local authority	Local authority		DBKL Public Toilet By Laws	City Hall of Kuala Lumpur	MS 2015: 2006 Public Toilet minimum Design Criteria
	(Developer			(Uniform buildings By-Laws 1991 (UBBL) By-law 34A Building requirements for Disabled Persons	MDHLG)	MS 1184: 2002 Code of Practices On Access For Disabled Persons To Public Buildings, Department of Standards Malaysia, SIRIM
	Federal Government (Local Government (			( ) Ministry of Housing and Local Government administrative document, 'Guidelines Requirements for Access into Public Buildings for Disabled Persons', 1999.	MOW)	MS 1331: 2003 Code of Practice For Access For Disabled People Outside Buildings: Department of Standards Malaysia, SIRIM
Government Building	Federal Government (Local Government)	Certificate of Completion & Compliance		( ) Guidelines Requirements for Access into Public Buildings for Disabled Persons, 1999, (MDHLG)	MOW)	MS 1184: 2002 Code of Practices On Access For Disabled Persons To Public Buildings, Department of Standards Malaysia, SIRIM
Public Buildings	Building owner/ Developer	Local authority One Stop Center	Street, Drainage and Building Act 1974 (Act 133)	(Uniform buildings By-Laws 1991 (UBBL) By-law 34A Building requirements for Disabled Persons ( ) Ministry of Housing and Local Government administrative document, 'Guidelines Requirements for Access into Public Buildings for Disabled Persons', 1999.	MDHLG)	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 shows 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 shown in relation to the flow of work by PWDs and national policy and law-making are shown. 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 1990 Malaysian Standards (MS1184, MS1331).

In response to this trend, many transport entities began showing 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. Rapid KL explains that the reason for this is 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
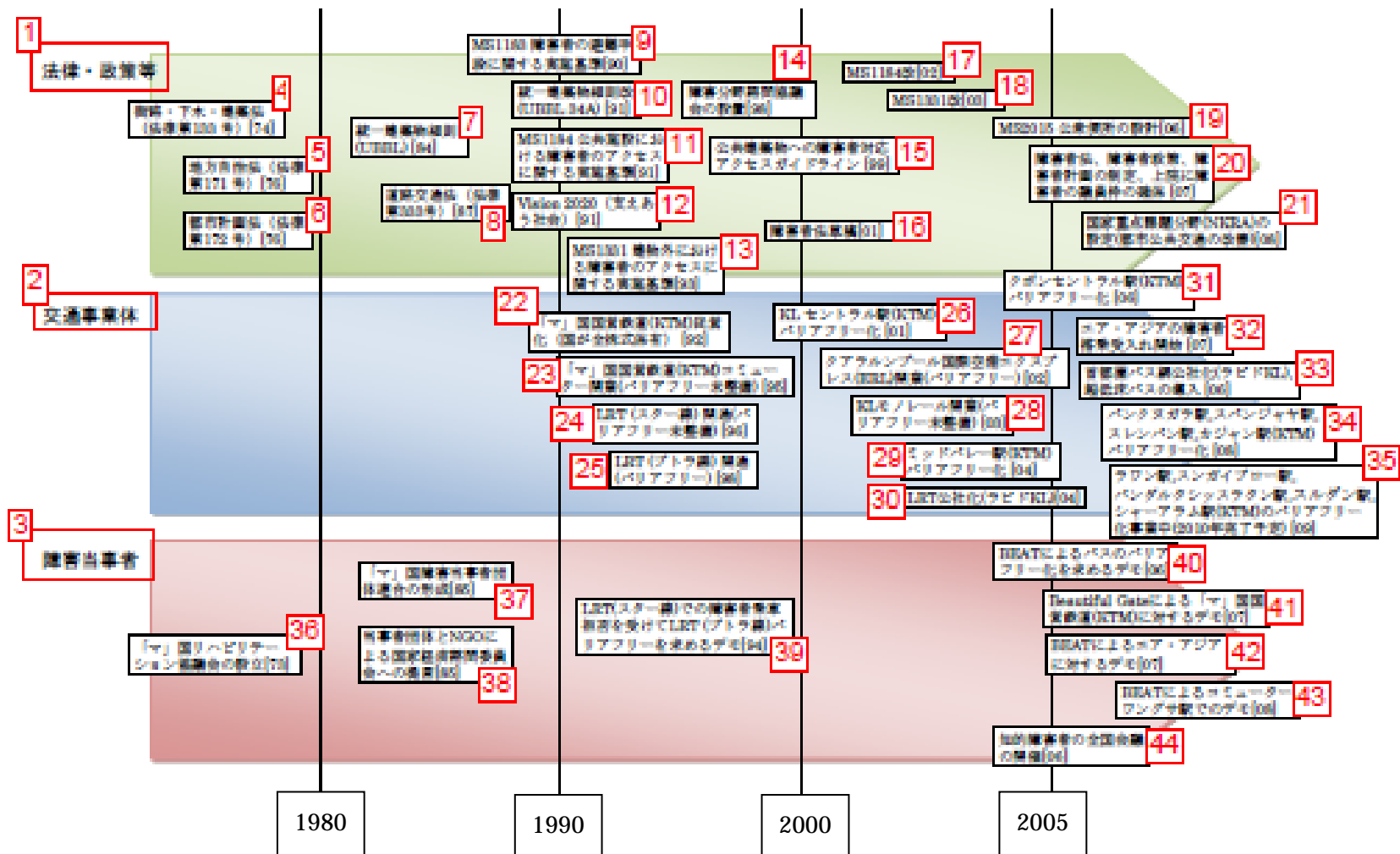
1   Laws, Policies, etc.

2   Transport Entities

3   Persons with Disabilities

4   Street, Drainage and Building Act (Act 133) ['74]

5   Local Government Act (Act 171) ['76]

6   Town and Country Planning Act (Act 172) ['76]

7   Uniform Building By-Law (UBBL) ['84]

8   Road Transport Act (Act 333) ['87]

9   MS1183 Code of Practice for Means of Escape for Disabled Persons ['90]

10   Uniform Building By-Law AMD (UBBL 24A) ['91]

11   MS1184 Code of Practice for Access For Disabled Persons To Public Buildings
     ['91]

12   Vision 2020 (Caring Society) ['91]

13   MS1331 Code of Practice for Access for Disabled Persons Outside Buildings ['93]

14   Est. of Disabilities Advisory Committee ['98]

15   Access Guideline for Public Buildings on PWDs Accommodation ['99]

16   Persons with Disabilities Act –draft ['01]

17   MS1184 AMD ['02]

18   MS1331 AMD ['03]

19   MS2015 Public Toilet – Minimum Design Criteria ['06]

20   Persons with Disabilities Act, Policy for PWDs, Action Plan PWDs, Secured PWD
     Seat in Upper House ['07]

21   Est. National Key Response Area (NKRA) (improving public transit) ['08]

22   Privatization of Malayan Railways (KTM) (federal holding company) ['92]

23   Malayan Railways (KTM) Komuter Est. (not barrier-free) ['95]

24   LRT (Star Line) opened (not barrier-free) ['96]

25   LRT (Putra Line) opened (barrier-free) ['98]

26   Barrier-free facilitation of KL Sentral Station (KTM) ['01]

27   Kuala Lumpur Airport Express (ERL) opened (barrier-free) ['02]

28   KL Monorail Est. (not barrier-free) ['03]

29   Barrier-free facilitation of MidVally Station (KTM) ['04]

30   LRT Nationalization (Rapid KL)]'04]

31   Barrier-free facilitation of Kepong Sentral Station (KTM) ['06]

32   Air Asia acceptance of PWDs ['07]

33   Nationalization of Capital Region bus services (Rapid KL) – ultra low-floor buses
     purchased ['06]

34   Barrier-free facilitation of Bank Negara, Subang Jaya, Serenban, Kajang Stations
     (KTM) ['08]

35   BF facilitation of Rawang, Sungai Buloh, Bandar Tasik Selatan, Serdang, Shalam
     (compl. 2010) ['09]

36   Malaysia Council of Rehabilitation Est. ['73]

37   Malaysia Network of Disabled Persons ['85]

38   Proposal to National Economic Advisory by PWDs Groups and NGOs ['85]

39   Refusal of PWD on LRT (Star Line) triggers protest demanding barrier-free on
     LRT (Putra Line) ['94]

40   BEAT demonstration demanding barrier-free buses ['06]

41   Beautiful Gate demonstration against Malayan Railways (KTM) ['07]

42   BEAT demonstration against Air Asia ['07]

43   BEAT demonstration at Komuter Wangusa Station ['08]

44   National Intellectual Disabilities Conference ['06]

Fig. **2-4-**2 Transition of Barrier-Free Efforts in Cities and Municipalities
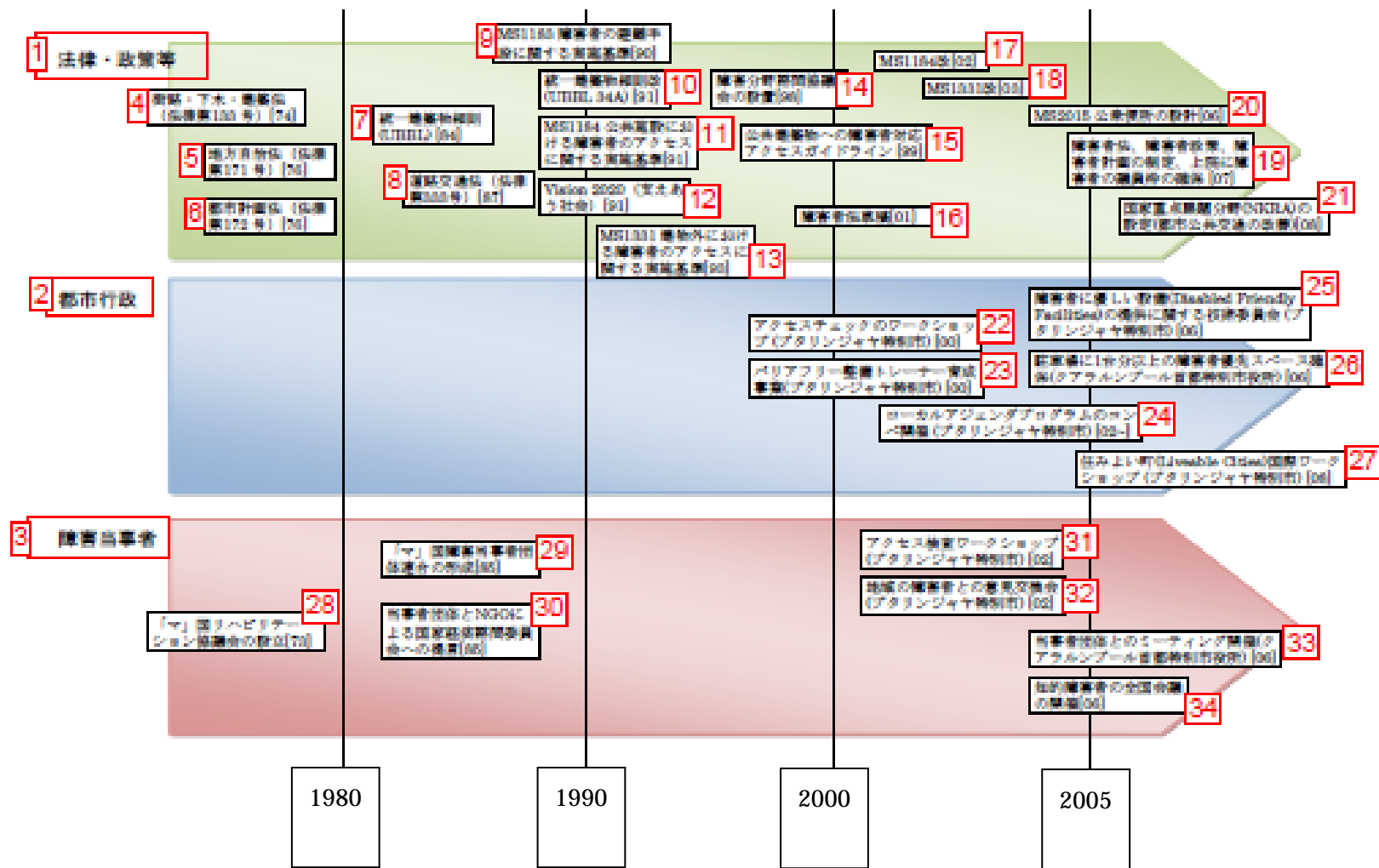
1	Laws, Policies, Etc.
2	Cities and Municipalities
3	Persons with Disabilities
4	Street, Drainage and Building Act (Act 133) ['74]
5	Local Government Act (Act 171) ['76]
6	Town and Country Planning Act (Act 172) ['76]
7	Uniform Building By-Law (UBBL) ['84]
8	Road Transport Act (Act 333) ['87]
9	MS1183 Code of Practice for Means of Escape for Disabled Persons
10	Uniform Building By-Law AMD (UBBL 24A) ['91]
11	MS1184 Code of Practice for Access For Disabled Persons To Public
12	Vision 2020 (Caring Society) ['91]
13	MS1331 Code of Practice for Access for Disabled Persons Outside Buildings
14	Est. of Disabilities Advisory Committee ['98]
15	Access Guideline for Public Buildings on PWDs Accommodation ['99
16	Persons with Disabilities Act – draft ['01]
17	MS1184 AMD ['02]
18	MS1331 AMD ['03]
19	Persons with Disabilities Act, Policy for PWDs, Action Plan PWDs, Secured PWD Seat in Upper House ['07]
20	MS2015 Public Toilet – Minimum Design Criteria ['06]
21	Est. National Key Response Area (NKRA) (improving public transit) ['08]

22	Access Check Workshop (Petaling Jaya City Council) ['00]
23	Barrier-Free Facilitations and Trainer Education Project (Petaling Jaya City Council) ['00]
24	Local Agenda Competition (Petaling Jaya City Council) ['02 ~]
25	Technical Working Committee on Disabled Friendly Facilities ['06]
26	Securement of at least one accessible parking space (Kuala Lumpur City hall)
27	International Workshop on Liveable Cities (Petaling Jaya City Council) ['08]
28	Malaysia Council of Rehabilitation Est. ['73]
29	Malaysia Network of Disabled Persons ['85]
30	Proposal to National Economic Advisory by PWDs Groups and NGOs ['85]
31	Access Check Workshop (Petaling Jaya City Council) ['02]
32	Meeting with Local PWDs (Petaling Jaya City Council) ['02]
33	Meeting with PWDs Groups (Kuala Lumpur City Hall) ['06]
34	National Intellectual Disabilities Conference ['06]

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

| Chairperson |
| Minister of Women, Family and Community Development |

| Deputy Chairman |
| Secretary General, Ministry of Women, Family and |

| Attorney General | Secretary General, Ministry of Finance | Secretary General, Ministry of Transport | Secretary General, Ministry of Human Resources |

| Director General of Education | Director General of Health | Chairman of the Commercial Vehicle Licensing Board |

*Not more than ten persons having appropriate experience knowledge and expertise in problems and issues relating to persons with disabilities

<div align="right">

Persons with Disabilities Act

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

</div>

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 shown in Table 2-4-1. The Chairperson of the Technical Working Committee on Transport is the Secretary General of the Ministry of Transport, however 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 MWFCD 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 shown 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 also 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. 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 the government is represented at meetings concerning barrier-free issues by department personnel.

2) Land Division, Ministry of Transport

Of the 24 items in the National Key Result Area (NKRA) for the 10 Malaysia Plan set by 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, in mind. (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.

MOT resources

Table**2-4-4**   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"	• 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"	• Ministry of Home Affairs • EPU

<div align="right">MOT resources</div>

A work group has been established within the Ministry (MOT-PMO) for regarding 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.

2-4-3 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 had a guideline of its own, either. Buses, trains and stations may well be facilitated with barrier-free access. However, often the bus stops and station vicinities show no connectivity, where 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 now being provided after PWD and City staff access

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[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

checks, with follow-up monitoring.

■ Pursuant to a meeting with PWDs held in 2006, it was decided to designate at least one parking space in parking lots, exclusively for the use of PWDs.

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.

■ Issues surrounding accessibility are also taken up at "Livable City" workshops.

■ Fund-raising competitions are held in the Local Agenda Programme, where a disability project was 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　　　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

One of the key functions of a transit organizatioin is to ensure connectivity to the final destination. However, 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 those who are 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. Two LRT lines and one monorail line, which were run privately until July 2004, along with the capital region bus service were

consolidated by this government-run company. Table 2-4-7 shows 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. However, facilities along the Ampang Line (former Star Line) are incomplete. Kelana Jaya Line Priority seats Designated areas for wheelchairs (space can be secured by lifting train seat) Wheelchair accessible toilets Elevators
Monorail	Braille blocks are being laid, but 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. Now 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	MidValley	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, but later changed its policy, with the help of PWD demonstrations. Now 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 Taxis[4] (Voice, Mobility, etc)

In addition to NGO operated taxi services for PWDs such as Voice and Mobility, the City Council of Petaling Jaya also runs a similar service as part of its welfare program. 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. While PWD organizations, represented by the BEAT (Barrier-Free Environmental And Accessible Transport) Group, initiate demonstrations, they also actively help businesses and organizations that are trying to implement the barrier-free concept. 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. 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 well. As a result, of the 1000 new buses Rapid KL bought, 100 were the ultra low-floor buses that now run in Titiwangsa 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).

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[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)

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 showing 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 now required 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. Also 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 just 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. Also, "warning" and "guide" tiles were set backwards. In some areas, the tiles were covered by garbage cans

28

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. However, inside the station building, the blocks blended in with the gray floor and were nearly leveled. (Photo 2-5-4)

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

The gray tiles were likely the result of interior designing. However, this coloring is challenging for users who have difficulty seeing. Also, as can be seen in photo 2-5-4, there are tiles that have four to eight groves for alternation, but groves are not deep enough to make a difference.[5]

C) Accessible Toilets

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[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.

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 showed 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 2-5-3 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 signs[6] 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)

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[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 2-5-4 KL Sentral Station Signpost

A comment came from one of the PWD members with intellectual disabilities, on avoiding the LRT Ampang Line because of the confusing signposts. Hopefully 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 2-5-5 conventional bus (Rapid KL)

photo 2-5-6 ultra low-floor bus (Rapid KL)

photo 2-5-7   ultra low-floor bus and connectivity with the bus stop

Photo 2-5-8 non-step bus (Shinjuku, Tokyo)

However, 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 shows a non-step bus used in Japan. The floor is still higher than the level of the bus stop, but there isn't as much of a difference as seen with the Rapid KL ultra low-floor bus. Also, 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. However, 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 them from the bus stop to their destination.

photo 2-5-9   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 2-5-10   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 2-5-11 Lifting a passenger onto an aircraft (1)   **Photo 2-5-12 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, however the lift is a facility that should have been installed by the airport in the first place. Talks will continue.

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 2-5-13 disability accusation training

<div align="right">Air Asia resources</div>

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 showing someone crossing the street using a cane. (Photo 2-5-16)

Photo 2-5-14   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 2-5-15 KL Sentral Station connecting sidewalk (1)

Photo 2-5-16 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 now 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 now 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." However, 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 now, 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. However, 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 factors 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 varies 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. 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 focuses 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) also has barrier-free accommodations. 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. The transportation facilities run by Rapid KL (LRT, buses) also started out as private business. Rapid KL took over after their businesses had gone bankrupt and now 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: Also 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. However, 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. Facilities are designed according to Malaysian standards, however 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. However, responsibilities for continuancy 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 2020[7]" 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. In local governments too, 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

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[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."

week 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 also be considered as an inhibiting factor. Below is a diagram, charting this issue.

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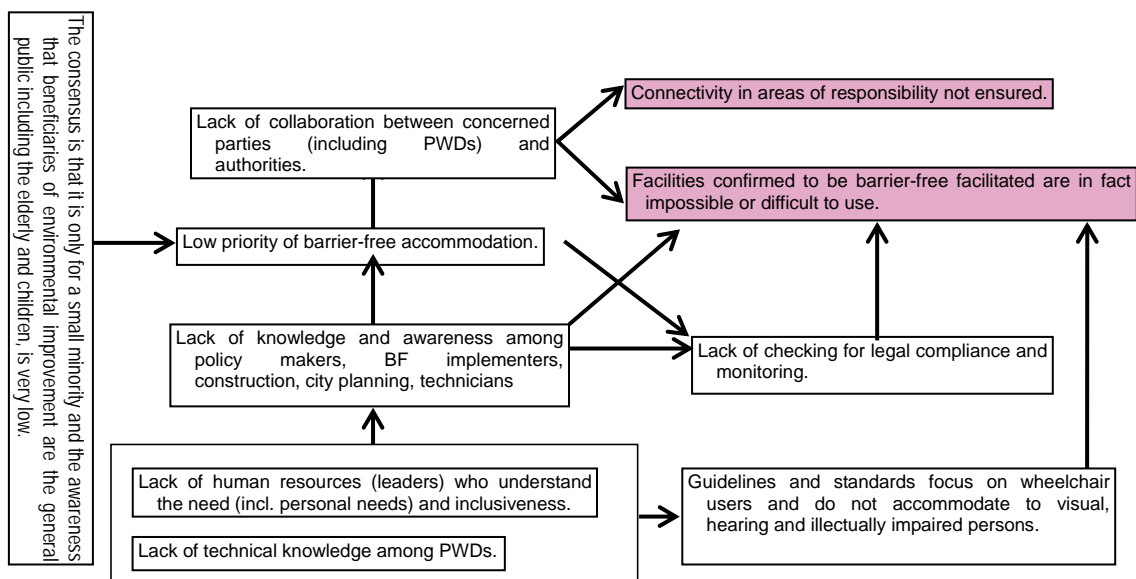
3-3 Existing Issues

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. The bus stop would need to be improved 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 too 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 is from departure to destination is desirable. However realistically, 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 just 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 shows as stated earlier, that the policy is supported by only a few with high awareness and because of this, 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 shown in Figure 3-2-1, it can still be determined that the general consensus is that these issues are accommodations for only the minority. On the other hand however, 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 now, 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 just as they do trains, buses, cars, bicycles and baby buggies – for society to accept persons with disabilities just 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 just 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) Training Leaders

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, but 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.

Some of the universities have established barrier-free research departments from which young experts can gradually be expected. However, 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. However, 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. Also, 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).

A law has been established and there are installation and technology standards. However 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 also, 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 so. However, it is still necessary to establish some sort of regulatory standards regarding error of management in public facilities. In privately operated facilities as well, stricter management and supervisory regulations need to be considered, 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. Now, 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 also, 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. Enthusiastic government officials too, 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 now 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. However, 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.

Also, 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.)

The reason for this is that none of the responsible government officials, construction and transit experts or technicians fully understands the issue at hand and because of this, 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 need to 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 too, are 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. However, the facilities may have been built according to standards, but 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 phenomena, 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. Also 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.

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.

Ideally, related government agencies and departments would begin cross-sectional interactions and establish a government authority. However, 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 shown 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. By doing so, 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.

- Leader education (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) Training Leaders (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 showing 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). Also, technical guidelines differ from country to country, but 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. There is a barrier-free policy but 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 need to 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. However, 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.

A consensus will need to 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 is likely to 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 like 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. Various possibilities need to be considered.

However, 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. Doing so will make it possible to choose a suitable partner.
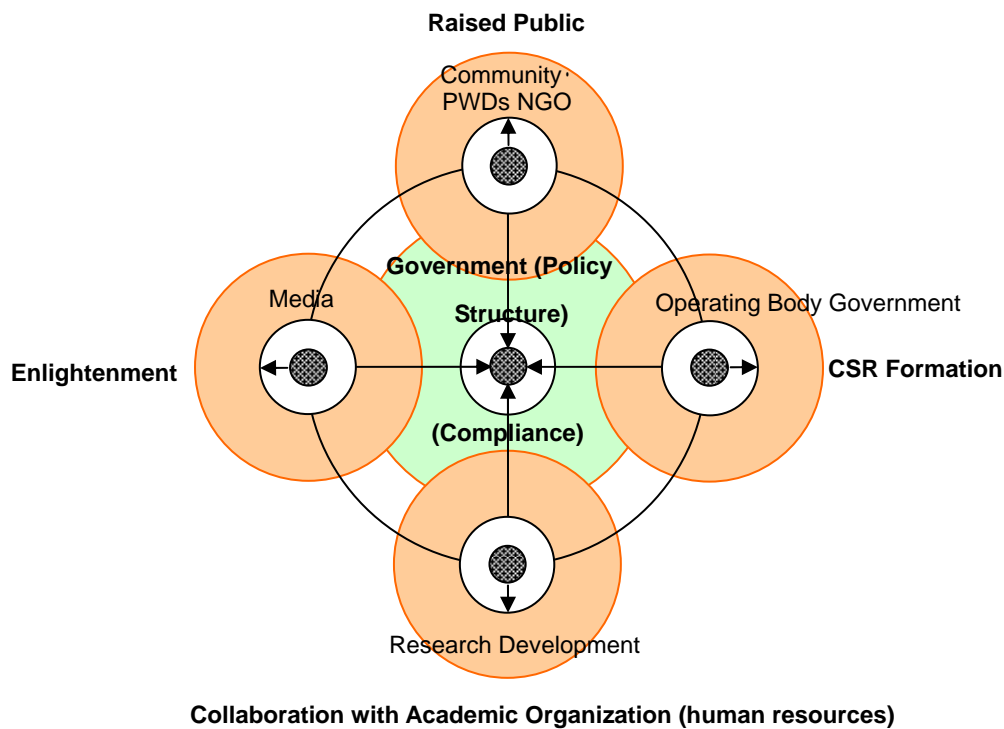
(5) A Comprehensive Approach Including Education

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. Also, 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.

What this means is that government authority must not be left to 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, efforts to raise CSR among private businesses are desired. Below is a figure showing stakeholders promoting a barrier-free society and their collaborations.

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

Raised Public

Community
PWDs NGO

**Government (Policy
Structure)**

Media   Operating Body Government

Enlightenment   **CSR Formation**

(Compliance)

Research Development

Collaboration with Academic Organization (human resources)

(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, priority issues in Malaysian national policy and the necessity for Japan to help Malaysia on these issues need to be considered. What this investigation and the information collected suggest is that issues that are to be the premises of Japanese cooperation need to 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 need to be investigated.

Chapter Five - Conclusion

A Barrier-Free Society could also be called an Accessible Society, and 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 who 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

In Malaysia, there are a number of social infrastructures such as the new LRT system. However, many of these facilities are not barrier-free. In 2008 the Persons with Disabilities Act was passed. However, 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.

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

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[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 be 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.)

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 a word, 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, but 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 just 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.

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

Below are the main issues.

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.

Leader Training 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.

Empowering PWDs 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 Newly constructed buildings are bound by new restrictions to build in barrier-free environments. However, 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 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 whys and wheres of the problem areas. Through the course of events however, 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 need to 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.