

Section 6
Public Perception Survey and
Stakeholder Feedback

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

6.1 INTRODUCTION

The public perception and stakeholder feedback are important inputs in the planning process of the SSP Line. The public perception survey provides vital information to the Project Proponent on how the proposed SSP Line is viewed by the public. Stakeholder feedback is vital in helping the Project Proponent to further improve on its planning and design of the SSP Line by considering inputs from stakeholders, especially the people staying close to the alignment and stations.

This section of the report documents:

- **Perception survey** - carried out from 22 November 2014 to 26 February 2015. 1500 respondents living along the SSP Line were interviewed.
- **Case interviews and Focus Group Discussions (FGDs) and public dialogues**- 33 interviews, FGDs and dialogues were conducted from 7 December 2014 to 9 March 2015.

6.2 PUBLIC PERCEPTION SURVEY

A survey to gauge the perception of the public staying within the 400-metre corridor from the SSP Line alignment was carried out in stages from November 2014 to February 2015. The survey zone was defined within 400 meters from both sides of the proposed alignment.

The perception survey was carried based on a questionnaire which was designed to capture the current perceptions of the respondents at a given point in time. It is a snap shot view. A showcard depicting the alignment and stations was shown to the respondents. Enumerators were trained to furnish respondents with basic information on the SSP Line before the interview commences. On this note, it must be stressed that the findings from the perception survey have to be complemented by other engagement tools such as case interviews, focus group discussion and public dialogues where more information can be divulged and time given for discussions and feedback. *[note : Public perception can change over time based on people's personal experiences with the project and other similar ongoing projects and current events]*

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6.2.1 Survey Methodology

A stratified sampling method was used to select the sample. The sample was stratified initially by residential and non-residential group. The impact zone, identified 400 metres from either side of the proposed alignment and stations, was subdivided into four major corridors to facilitate survey implementation. The four main corridors are:

1. Northern corridor – Damai Damansara/Sri Damansara – Kepong-Jalan Ipoh
2. Underground corridor –Jalan Ipoh-City Centre-Plaza Rakyat and from TRX to TUDM Sungai Besi
3. Southern corridor 1 – Kuchai Lama –Sg Besi-Serdang Raya-Seri Kembangan
4. Southern corridor 2 –Taman Equine –Putra Permai- Cyberjaya –Putrajaya

These were then further divided into nine sub-zones based on the socio-economic characteristics. Another level of stratification was made to facilitate analysis by respondents staying near to the proposed alignment, i.e. within a 20m corridor and those outside of this narrow corridor but within the impact zone. The distribution of the sample of 1500 by survey zone, respondent type and proximity to the alignment is shown in **Table 6-1**. The sample distribution shows 45% stay nearer to the alignment, i.e. within the 20m corridor and 55% stays outside it but within the 400m zone.

Table 6-1 Distribution of Sample by Survey Zone and Respondent Type

Zone / Locality	Within 20 m			21m -400 m			Impact Zone
	Residential	Commercial & Industry	Total	Residential	Commercial & Industry	Total	
1 Sri Damansara/ Menjalara	73	25	98	97	25	122	220
2 Kepong/ Jinjang	64	17	81	71	28	99	180
3 Batu/ Jalan Ipoh	27	18	45	33	22	55	100
4 Underground-Jalan Ipoh/ KLCC	44	22	66	56	28	84	150
5 Underground-TRX- TUDM Sg Besi	51	17	68	29	28	57	125
6 Kuchai Lama/ Salak South/ Sg Besi	39	25	64	61	20	81	145
7 Serdang Jaya	32	13	45	68	17	85	130
8 Seri Kembangan/ Sri Serdang	31	15	46	29	25	54	100
9 Equine/ Cyberjaya/ Putrajaya	123	45	168	132	50	182	350
Impact Zone	484	197	681	576	243	819	1,500
(%)	71%	29%	45%	70%	30%	55%	100%

Source: MRT2 Perception Survey December 2014 - February 2015

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The perception survey was undertaken by trained enumerators using a questionnaire designed to collect socio-economic information of respondents and their perceptions of SSP Line. Site visits were carried out extensively with the survey supervisor to ensure that enumerators were familiar with the route, the 400m corridor and the 20m corridor. Pre-testing was done and on the average, the questionnaire took between 20 – 30 minutes to complete. The survey methodology, including the questionnaire, is shown in **Appendix E**.

6.2.2 Socio Economic Characteristics of Respondents

The socio-economic characteristics of the survey respondents are as follows:-

- The survey respondents comprise 48% Malays and other Bumiputeras, 34% Chinese and 18% Indians and others (**Table 6-2**).
- More than 75% of respondents are below 50 years. Within this group, more than half are below 40 years. The older respondents form 23% of respondents; with about 9% above 60 years (**Chart 6-1**);
- The respondents are relatively well-educated with more than 40% holding certificate, diploma and degree. Only 8% have no formal education or have only primary school education (**Table 6-3**).
- About 80% of the respondents are employed, of which 67.4% are employees and the remaining are self-employed. The remaining are retirees, housewives, students and unemployed (0.6%)(**Chart 6-2**).
- About 58% of the respondents have monthly household income less than RM5000 (**Chart 6-3**). 35% have monthly household income below RM3,000 while another 17% have income below RM 2000

Table 6-2 Ethnic Profile of Respondents by Proximity to Alignment

	Malay/Other Bumiputeras	Chinese	Indian & Others	Total
< 20m % within corridor	51.0	31.7	17.3	100.0
21m – 400m % within corridor	46.1	36.0	17.9	100.0
Total %	48.3	34.1	17.6	100.0

Source: MRT2 Perception Survey December 2014/February 2015

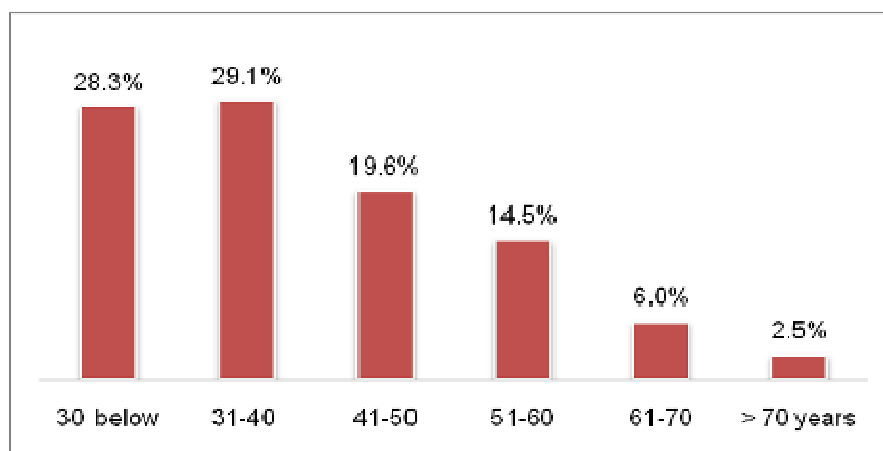
Table 6-3 Level of Education of Respondents

Highest Education Level Attained	< 20 m %	21m-400m %	Impact Zone %
No formal education	0.6	0.2	0.4
Completed primary school only	7.3	8.2	7.8
Completed secondary school	48.3	48.5	48.4
Certificate/ Diploma/ Degree	42.3	41.9	42.1
Postgraduate Qualifications	1.5	1.2	1.3
Impact Zone	100.0	100.0	100.0

Source: MRT2 Perception Survey December 2014 - February 2015

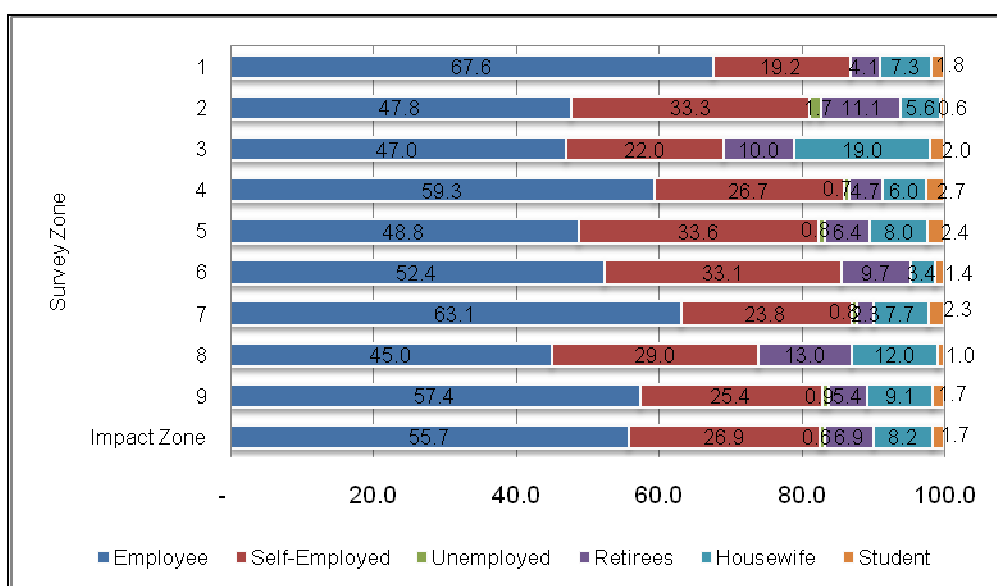
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Chart 6-1 Age Profile of Respondents



Source: MRT2 Perception Survey December 2014/February 2015

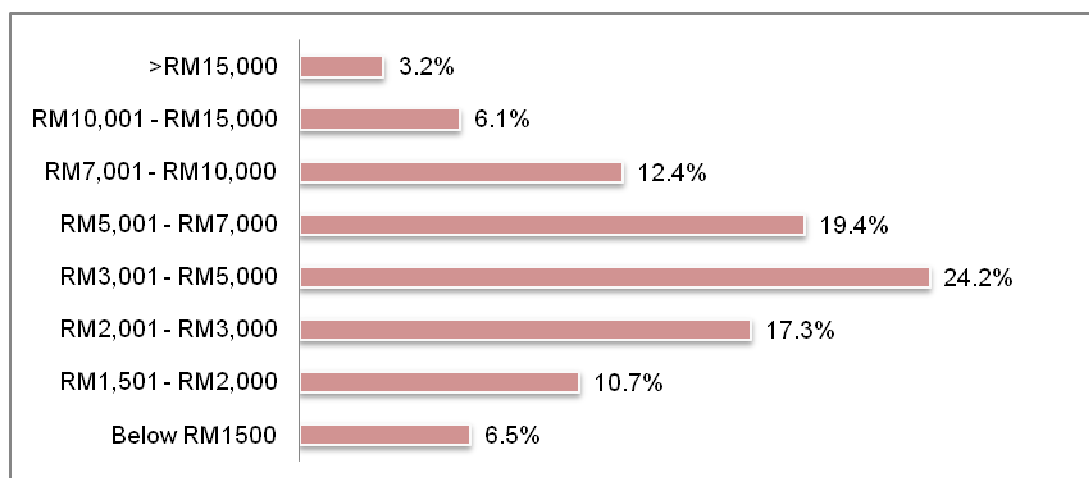
Chart 6-2 Employment Status of Respondents



Source: MRT2 Perception Survey December 2014 - February 2015

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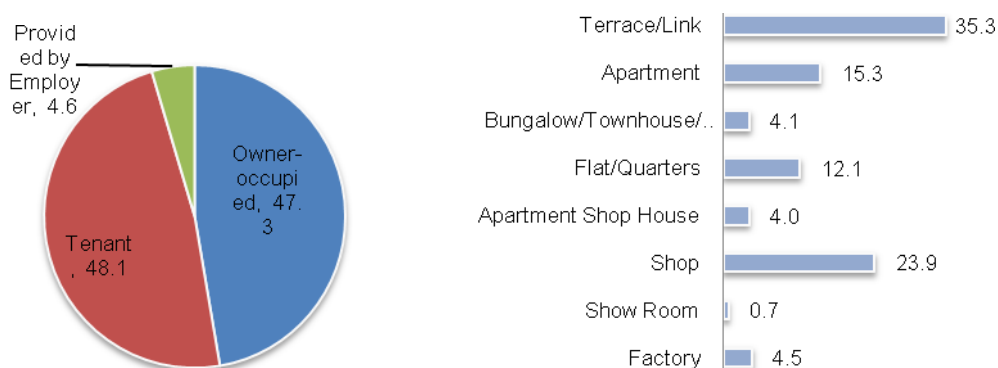
Chart 6-3 Monthly Household Income of Respondents



Source: MRT2 Perception Survey December 2014 - February 2015

The distribution of tenure is an important factor. There is a large proportion of tenanted premises (48.1%) in contrast to owner-occupied (47.3%) (**Chart 6-4**). The premise types comprise mostly residential premises such as terrace houses (35.3%), apartments (15.3%), flats and quarters (12.1%), and a small proportion of bungalows, townhouses and condominiums (4.1%). Shophouses make up 23.9% of the premises. Factories and showrooms' share of surveyed premises is 5.2%.

Chart 6-4 Distribution of Tenure by Premise Type



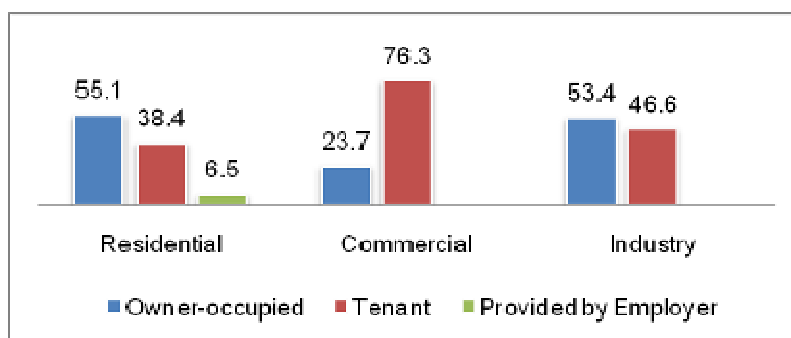
Source: MRT2 Perception Survey December 2014/February 2015

More than half of the residential premises are owner-occupied (**Chart 6-5**). The majority of the commercial premises are tenanted. During the engagements with commercial/industrial operators, many indicated that they fear they would not be kept informed of the project because of their status as tenants and they would not be compensated should they be affected by any property acquisition.

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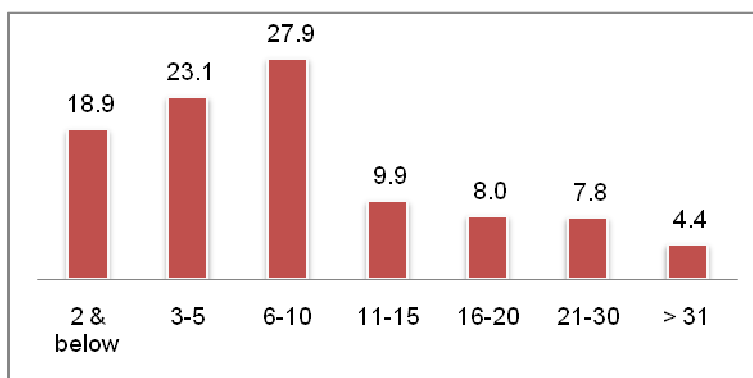
The situation is made worse by the fact that many commercial operators have been staying in the location for a long time. On average, most people have been staying for 10 years in their present location. About 58% have been staying here for more than 5 years and 12% have been here at least 20 years (**Chart 6-6**). This pattern cuts across all groups (**Chart 6-7**).

Chart 6-5 Distribution of Tenure by Respondent Type



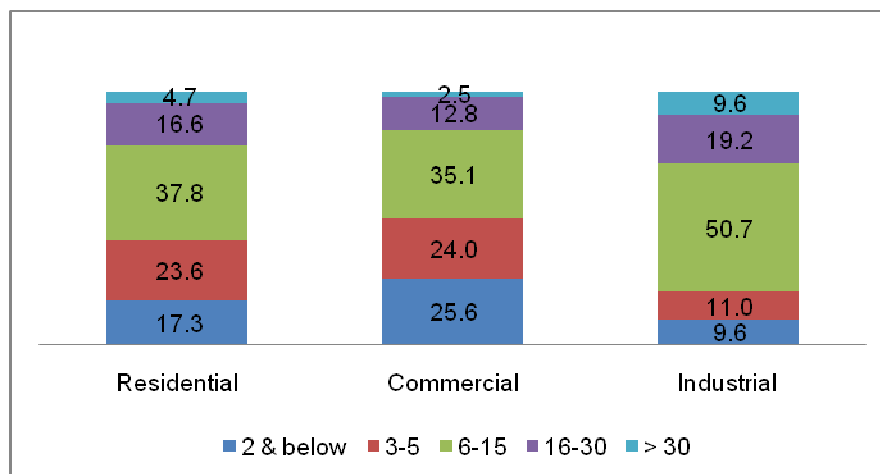
Source: MRT2 Perception Survey December 2014 - February 2015

Chart 6-6 Length of Stay/Operation in the Impact Zone



Source: MRT2 Perception Survey December 2014 - February 2015

Chart 6-7 Length of Stay/Operation in the Impact Zone



Source: MRT2 Perception Survey December 2014 - February 2015

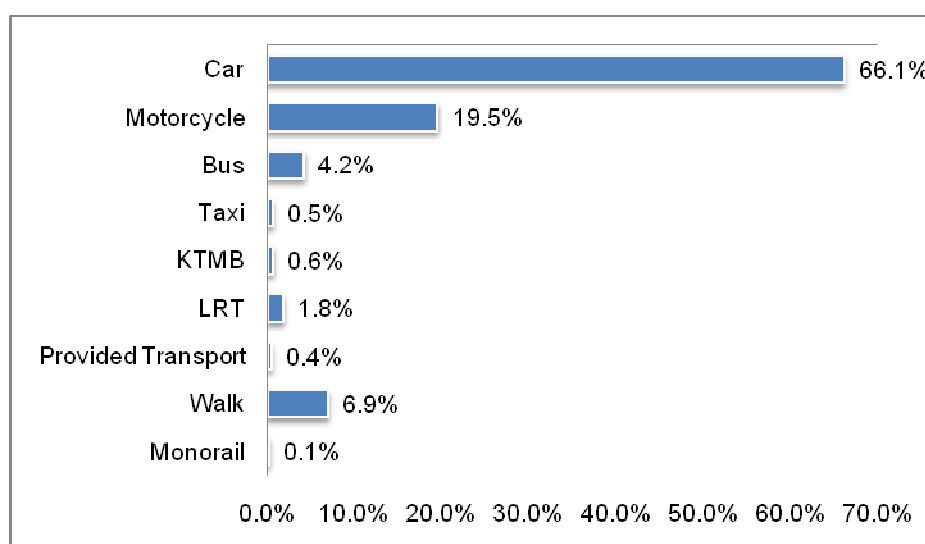
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6.2.3 Transport Mode and Travel Time

The observations on mode of transport provide an idea of how people staying in the impact zone travel, the mode of transport they use and their use of public transport. It could indicate the likelihood people in the impact may switch to public transport in their daily commute.

The most common mode of transport is the car. Two-thirds of respondents rely on cars (**Chart 6-8**) and use it frequently to carry out their daily chores such as travel to work, send children to schools, shopping and entertainment (**Chart 6-9**). The motorcycles is another popular mode – a fifth uses it, especially for work and other activities. Public transport (bus, taxi, KTMB, LRT, and monorail) contributes only 7.2% of all modes, with bus being the more important among them.

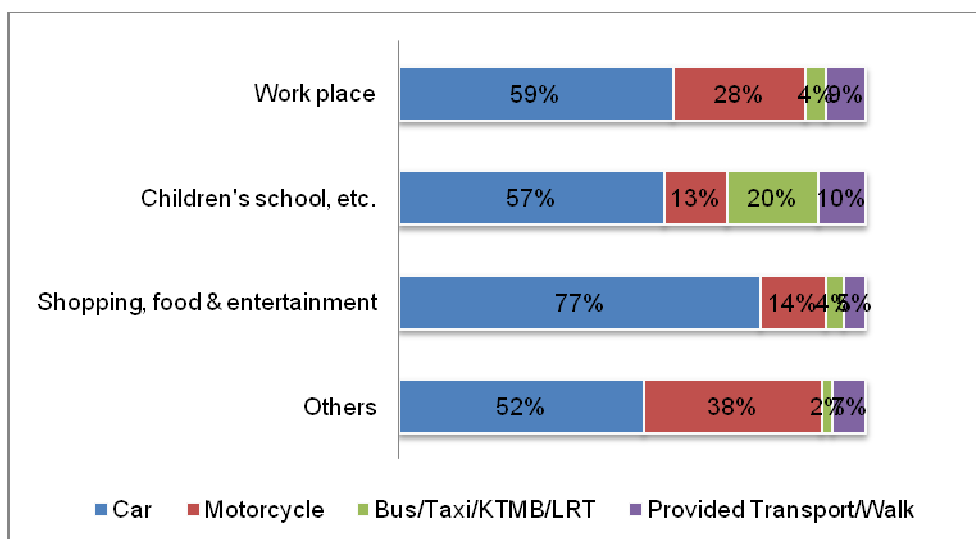
Chart 6-8 Modes of Transport in Impact Zone



Source: MRT2 Perception Survey December 2014 - February 2015

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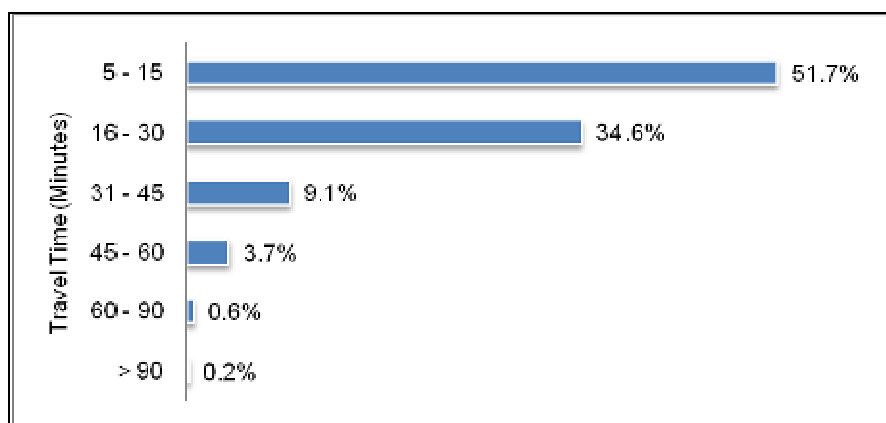
Chart 6-9 Purpose of Travel in Impact Zone



Source: MRT2 Perception Survey December 2014 - February 2015

A good reason for the heavy usage of their own vehicles is the travel time to their destination. Despite the concerns over traffic congestion, half (51.7%) of the respondents said that it took them between 5 to 15 minutes to reach their destinations (**Chart 6-10**). Another 34.6% said that it took them up to 30 minutes to reach their destination. This means that most respondents (86.3%) travel from 5 to 30 minutes to reach their destinations using mostly their own vehicles, either cars or motorcycles. On the average, the travel time to their destinations is 19 minutes which may be relatively acceptable for most people.

Chart 6-10 Travel Time



Source: MRT2 Perception Survey December 2014 - February 2015

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6.2.4 Satisfaction with Existing Neighbourhood

a) Satisfaction with Existing Neighbourhood

The respondents' satisfaction with their neighbourhood affects how they would react to the presence of the proposed SSP Line. Their satisfaction level is checked against seven neighbourhood parameters namely: overall neighbourhood; location; access to public transportation; access to major roads or highways; safety and security of their neighbourhoods; cleanliness of their neighbourhoods; and community cohesiveness.

In general, the respondents are satisfied with their neighbourhood (**Table 6-4**). Of the seven parameters, the three most satisfactory are location of neighbourhood (88%), access major roads and highways (86%) and the overall neighbourhood (82%). The lower ranked parameters are access to public transportation (68%) and safety and security (67%).

Table 6-4 Level of Satisfaction with Neighbourhood

Neighbour Parameter	Overall Neighbourhood (%)		
	Dissatisfied/ Very Dissatisfied	Neutral	Satisfied/Very Satisfied
Overall neighbourhood	1	20	79
Location of neighbourhood	1	12	87
Access to public transportation	15	15	70
Access to major roads & highways	4	12	84
Safety and security	8	25	66
Cleanliness of neighbourhood	5	23	72
Community cohesiveness	1	24	74

Source: MRT2 Perception Survey December 2014 - February 2015

A scorecard analysis was used to gauge the overall satisfaction with the neighbourhood. Weights were assigned to the responses which range from (1) for very dissatisfied; (2) for dissatisfied, (3) for neutral, (4) for satisfied and (5) for very satisfied. The results show that respondents are generally very satisfied with their neighbourhood. The average score is above 75% (76.6%) in most survey zones with the exception of Sri Damansara/Menjalara area which scored 73.8% because of the perceived lack of cleanliness and poor access to public transportation (**Table 6-5**). A comparison of the perceptions of the group that is close to the alignment and the one outside it shows both are very satisfied with their neighbourhood (**Table 6-6**).

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Table 6-5 Level of Satisfaction with Neighbourhood by Survey Zone

Survey Zone	Overall neighbourhood (a)	Location of neighbourhood (b)	Access to public transportation (c)	Access to major roads/highways (d)	Safety and security (e)	Cleanliness of neighbourhood (f)	Community cohesiveness (g)	Total score (h)	Max Score (i)	% Rank Score (j)
1	858	858	778	845	787	761	792	5,679	7,700	73.8 %
2	728	739	697	738	657	691	690	4,940	6,300	78.4 %
3	372	377	398	404	353	344	351	2,599	3,500	74.3 %
4	598	598	579	604	546	565	559	4,049	5,250	77.1 %
5	487	483	431	494	464	471	486	3,316	4,375	75.8 %
6	574	588	575	588	544	546	549	3,964	5,075	78.1 %
7	479	516	511	512	465	509	492	3,484	4,550	76.6 %
8	391	410	345	404	367	392	401	2,710	3,500	77.4 %
9	1,415	1,452	1,155	1,373	1,317	1,382	1,403	9,497	12,250	77.5 %
Impact Zone	5,902	6,021	5,469	5,962	5,500	5,661	5,723	40,238	52,500	76.6%

Notes: 1) Weights: Very dissatisfied (1); Dissatisfied (2); Neutral (3); Satisfied (4); Very satisfied (5)

2) Respondents: Zone 1(220); Zone 2 (180); Zone 3 (100); Zone 4 (150); Zone 5 (125); Zone 6 (145); Zone 7 (130); Zone 8 (100); Zone 9 (350). Total Respondents: 1,500

3) Total score for each zone: sum of weighted responses for each parameter

4) Maximum score for each zone: sum of maximum score for 7 parameters multiplied by total respondents in each zone

5) % rank score: column (h) divided by column (i)

Source: MRT2 Perception Survey December 2014 - February 2015

Table 6-6 Satisfaction with Neighbourhood by Proximity to Alignment

	Overall neighbourhood (a)	Location of neighbourhood (b)	Access to public transportation (c)	Access to major roads/highways (d)	Safety and security (e)	Cleanliness of neighbourhood (f)	Community cohesiveness (g)	Total score (h)	Max Score (i)	% Rank Score
<20 m	2,756	2,798	2,518	2,771	2,491	2,605	2,677	18,616	23,905	77.9
21-400m	3,273	3,321	2,949	3,282	3,036	3,145	3,160	22,166	28,595	77.5

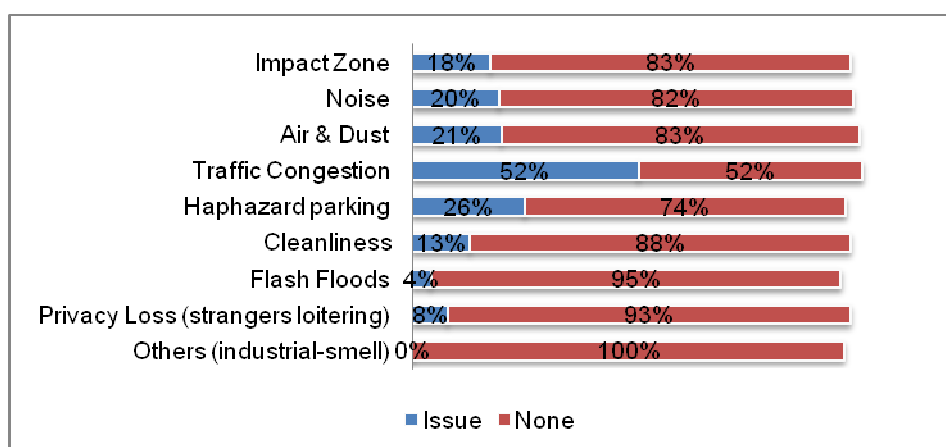
Source: MRT2 Perception Survey December 2014 - February 2015

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b) Environmental Issues in Neighbourhood and Level of Acceptance

In general, the majority of respondents (82%) do not encounter the listed environmental issues in their neighbourhoods. The most common problem is traffic congestion. More than half find that it is a problem whereas only 20% complained of noise, 21% of air quality and dust, and 26% complained of haphazard parking (**Chart 6-11**). Among those who face environmental issues in the neighbourhood, most are tolerant of them; either because they have learnt to accept them or that they believe no further improvements could be made.

Chart 6-11 Environmental Issues in Neighbourhood



Source: MRT2 Perception Survey December 2014 - February 2015

Table 6-7 Environmental Issues by Survey Zone

Neighbourhood Issues	Survey Zone (%)								
	1	2	3	4	5	6	7	8	9
Noise	28.2	21.1	24.0	22.7	28.8	21.4	20.8	14.0	10.3
Air & Dust	28.6	24.4	27.0	15.3	61.6	18.6	3.8	11.0	9.4
Traffic Congestion	56.8	47.2	54.0	62.0	73.6	33.1	56.9	41.0	49.7
Haphazard parking	44.5	33.9	51.0	24.7	16.0	29.7	13.8	21.0	12.3
Cleanliness	29.1	13.3	10.0	8.7	16.0	14.5	6.2	9.0	9.1
Flash Floods	4.5	6.7	1.0	8.0	5.6	4.1	0.0	15.0	0.6
Privacy Loss (strangers loitering)	17.3	14.4	23.0	1.3	5.6	10.3	0.2	3.0	1.7
Others (industrial-smell)	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Source: MRT2 Perception Survey December 2014 - February 2015

Table 6-7 shows the perceptions of respondents to their environment according to survey zone and the findings are as follows:

- Zone 1, the three key environmental issues are traffic congestion, haphazard parking, and lack of cleanliness.
- In Zone 2, the three main issues are traffic congestion, haphazard parking and air and dust pollution.

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- In Zone 3, the three main issues are traffic congestion, haphazard parking and air and dust pollution.
- In Zone 4, traffic congestion is a key issue, followed by a lower level of concern over haphazard parking and noise pollution.
- In Zone 5, the 3 main environmental concerns are traffic congestion, air and dust pollution and noise pollution.
- In Zone 6, the three key concerns are traffic congestion, haphazard parking and noise pollution.
- In Zone 7, traffic congestion is identified as the key issue. Other areas of concerns are noise pollution and haphazard parking.
- In Zone 8, the three key issues are traffic congestion haphazard parking and flash floods. Noise pollution is also identified as a major issue here.
- In Zone 9, traffic congestion is identified as a key problem; other issues that worry the public are haphazard parking and noise pollution.

6.2.5 Awareness of and Support for SSP Line

a) Awareness of the SSP Line

Overall, the level of awareness of the SSP Line is low. Only about half the respondents have, over the past 6 months, read or heard about the SSP Line. Across the survey zones, the level of awareness varies. In some zones, the level of awareness is relatively poor such as in Seri Kembangan where only 34.4% have heard of SSP Line; in the Kepong/Jinjang area, the proportion who has heard about SSP Line is only 40% and in Serdang Raya (Zone 7), the awareness level is 47% (**Table 6-8**).

Table 6-8 Awareness of SSP Line by Survey Zone

Zone	% Read/Heard of MRT 2	% visited any website to read about MRT
1	50.0	25.9
2	40.0	30.6
3	60.0	50.0
4	54.7	38.0
5	55.4	6.2
6	64.0	41.0
7	46.6	33.4
8	34.4	12.0
9	64.8	6.2
Impact Zone average	50.7	27.3

Source: MRT2 Perception Survey December 2014 - February 2015

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On whether respondents have visited any website to read about SSP Line, the level is very low as only 27.3% have read from any website. It shows that while the MRT SBK Line is under construction and information is available on the MRT Corp's website, few people visit the website to find out more (**Table 6-9**).

Table 6-9 Awareness of SSP Line by Proximity to Alignment

Locality	Heard of SSP Line prior to survey		Total
	Yes	No	
< 20m (%)	50.5%	49.5%	100.0%
21m-400m (%)	50.8%	49.2%	100.0%
Total (%)	50.7%	49.3%	100.0%

Source: MRT2 Perception Survey December 2014 - February 2015

Among those who said they have heard about the SSP Line, knowledge among them is scanty with the majority (91.6%) indicating they know little or very little about the MRT and the remaining 8.4% saying they know a lot or a fair bit (**Table 6-10**). Comparing the two groups that are near to the alignment and outside, there are similarities – 10% of those who are near and 9.7% of those further away claim they know a lot or a fair amount (**Table 6-10**). The level of awareness is similar among residents and commercial and industrial operators.

What is striking is that among those who claim to know, almost two-thirds have a little knowledge. **Table 6-11** indicates what people would like to know about SSP Line which is centred mainly on the exact location of stations and alignment.

Table 6-10 Extent of Awareness of SSP Line by Proximity to Alignment and Respondent Type

Proximity	Extent of Awareness by Proximity					Total
	A lot	A fair amount	A little	Very little	Not at all	
< 20m (%)	1.2%	8.2%	64.4%	25.1%	1.2%	100.0%
% of Total	0.5%	3.7%	29.0%	11.3%	0.5%	45.0%
21m-400m %	0.7%	6.9%	61.1%	29.8%	1.4%	100.0%
% of Total	0.4%	3.8%	33.6%	16.4%	0.8%	55.0%
Total %	0.9%	7.5%	62.6%	27.7%	1.3%	100.0%
Respondent Type	Extent of Awareness by Respondent Type					Total
	A lot	A fair amount	A little	Very little	Not at all	
Residential %	1.1%	7.7%	63.0%	27.2%	.9%	100.0%
Commercial & Industry %	0.4%	6.9%	61.6%	28.9%	2.2%	100.0%

Source: MRT2 Perception Survey December 2014 - February 2015

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Table 6-11 Information on SSP Line that the Respondents want to know

	%
The numbers of railway coaches	0.5
The exact position of station and the alignment	44.1
The nearest station to my residence	4.4
Whether the new line is connected to the previous line	1.5
When to start and when it will be ready	28.3
Whether fares will increase compared to existing	8.4
Construction period is expected to be completed	2.9
Whether the premise will be taken for the construction of the SSP Line	2.3
Whether the roads in the affected area will be closed	1.2
How deep will be the underground tunnels	1.0
Other benefits of SSP Line to community	4.2
The frequency of trains within a day	1.1
Is there any feeder bus provided by MRT Corp	0.3
Want to know about compensation	0.3
Impact Zone	100.0

Source: MRT2 Perception Survey December 2014 - February 2015

b) Support for SSP Line

The respondents were shown a show card of the SSP Line alignment with explanations on approximate location of stations. Asked whether they would support the proposed SSP Line, there is a strong support at 89% (**Table 6-12**) with about 7% taking a neutral stance and only 4.4% who do not support. There are variations on the level of support across zones. Zone 3 (Batu/Jalan Ipoh) has the highest proportion (10%) that does not support SSP Line, followed by Zone 7 (Serdang Raya/Seri Kembangan) (8%). Other zones that showed strong support for SSP Line are Zone 5 (Jalan Chan Sow Lin) and Zone 9 (Putrajaya extension).

Table 6-12 Support for SSP Line by Zone & Proximity to Alignment

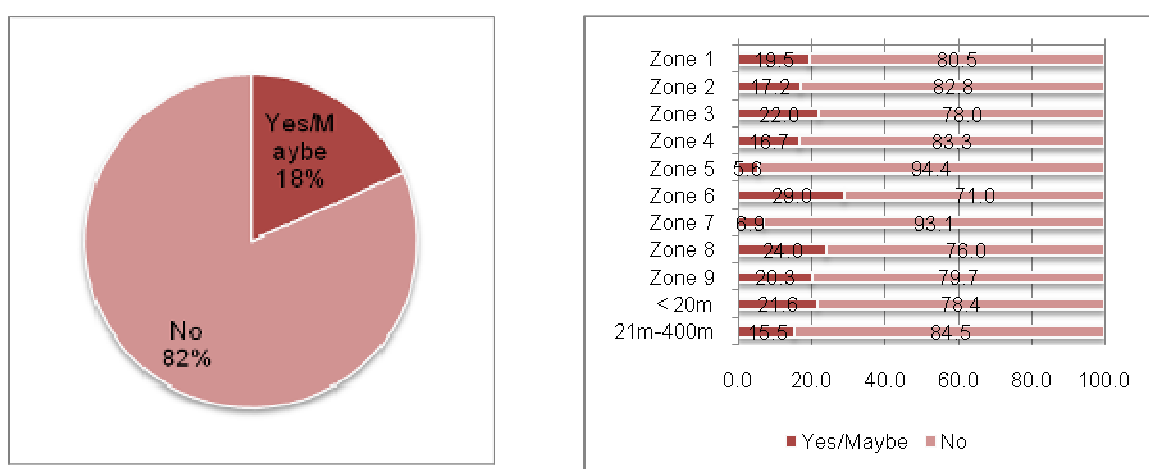
	Strongly/ Do not Support (%)	Neutral (%)	Strongly/Support (%)
Total	4.4	6.9	88.7
By Zone			
Zone 1	4.1	4.5	91.4
Zone 2	4.4	8.9	86.7
Zone 3	10.0	9.0	78.2
Zone 4	4.0	6.0	90.0
Zone 5	0.0	1.6	98.4
Zone 6	6.2	11.0	82.8
Zone 7	3.8	8.5	87.7
Zone 8	8.0	12.0	80.0
Zone 9	3.1%	5.1	91.7
By Proximity to Alignment			
20 metre	5.3	7.0	87.7
21m-400m	3.7	6.7	89.6

Source: MRT2 Perception Survey December 2014 - February 2015

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Often, people indicate their support based on the assumption that they would not be adversely impacted. If they think they would be affected by acquisition and relocation, their response could change and become more negative. Less than a fifth of the respondents believe they would or could be impacted upon by the SSP Line development (**Chart 6-12**) and the remaining 82% think that they would not be affected. This explains why there is a strong support for the SSP Line as most believe there will be minimal personal impacts.

Chart 6-12 Perceived Impacts on Individuals and their Families by Zone



Source: MRT2 Perception Survey December 2014 - February 2015

This positive perception permeates throughout all the survey zones as well as between the groups that are near and further from the alignment. There are of course some variations in opinions; for example, the highest proportions who believe they would not be impacted personally by SSP Line development are in Zone 5 (Jalan Chan Sow Lin/TUDM Sg Besi), and in Zone 7 (Serdang Jaya/Seri Kembangan). Between the groups who are near and further away from the alignment, the proportion who believe they would not be affected is higher for the group who is further away (84.5%) relative to the one nearer (78.4%).

Those who have indicated that they would be affected by the proposed SSP Line were asked to list two impacts from MRT (**Table 6-13**). Almost all impacts identified are negative. The most dominant negative impact is traffic congestion, followed by noise. Fears over traffic congestion worry both groups who live near to the alignment and further away. Both groups are also concerned over noise from the SSP Line (**Table 6-14**). A comparison of among residential and commercial/industrial groups shows that residents are more worried over traffic congestion in contrast to commercial/industrial groups who also fear a loss of business if the project takes too long to construct and a loss of customers as a result of parking problems and traffic congestion (**Table 6-15**).

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Table 6-13 Perceived Impacts from SSP Line on Individuals and their Families

Type	Type of Impact	Impact Zone %
Negative	Existing parking area will decrease with increasing number of vehicle during MRT operation	3.9
Negative	Safety of children is affected if MRT is close to home	2.6
Negative	Difficulties for outdoor activities if construction works being carried out	1.9
Negative	Dusty conditions will affect health, especially children and elderly	6.8
Negative	Cracks to houses during construction	1.9
Negative	Roads will be damaged	1.0
Negative	Traffic congestion will worsen	42.9
Negative	Loss of business if the project construction is too long	8.4
Negative	Loss of customers due to parking problem and traffic congestion	9.0
Negative	Noise	11.9
Negative	Safety of people and property could be compromised	5.8
Negative	Rental rates will increase	0.3
Negative	Forced to move, difficulty getting home near the workplace	1.9
Positive	Sales increase when businesses are near to the MRT station	1.0
Positive	Easy to get to work/ other places	0.6
Impact Zone (%)		100.0

Source: MRT2 Perception Survey December 2014 - February 2015

Table 6-14 Perceived Impacts on Individuals and their Families from SSP Line by Proximity to Alignment

Impact	< 20m %	21 – 400m %
Existing parking area will decrease with increasing number of vehicle during SSP Line operation	4.7	2.9
Safety of children is affected if SSP Line is close to home	2.3	2.9
Difficulties for outdoor leisure activities if construction works being carried out	2.3	1.4
Dusty conditions will affect health, especially children and elderly	7.6	5.8
Cracks to houses during construction	1.2	2.9
Roads will be damaged	0	2.2
Traffic congestion will worsen	42.7	43.2
Loss of business if the project construction is too long	7.6	9.4
Loss of customers due to parking & traffic congestion	8.8	9.4
Noise	12.3	11.5
Safety of people and property could be compromised	5.8	5.8
Rental rates will increase	0.6	0
Forced to move, difficulty getting home near the workplace	2.9	0.7
Sales increase when businesses are near to the SSP Line station	0.6	1.4
Easy to get to work/ other places	0.6	0.7
Impact Zone	100.0	100.0

Source: MRT2 Perception Survey December 2014 - February 2015

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Table 6-15 Perceived Impacts on Individuals and Families from SSP Line by Respondent Type

Impact	Residential (%)	Commercial (%)
Existing parking area will decrease with increasing number of vehicle during MRT operation	4.1	4.0
Safety of children if it is close to home	3.7	-
Difficulties for leisure activities due to construction work that will be carried out	2.8	-
Dusty conditions will affect health, especially children and elderly	7.4	6.0
Fractures to the house during construction	2.3	0.7
The roads will surely damaged	1.4	-
Traffic congestion will get worse	43.3	28.5
Loss of business if the project construction is too long	3.7	21.9
Loss of customers due to parking & traffic congestion	6.9	26.5
Noise	16.1	4.0
Safety of people and property could be compromised	5.5	4.0
Rental rates will increase	-	0.7
Forced to move, difficulty getting home near the workplace	2.3	0.7
Sales increase when close to the MRT station	0.5	2.0
Easy to get to work/ other places	-	1.3
Impact Zone	100.0	100.0

Source: MRT2 Perception Survey December 2014 - February 2015

6.2.6 Positive and Negative Perceptions

a) Positive Perceptions

Respondents were asked to rank 9 common benefits from public transportation in order of importance (**Table 6-16**). The first four (4) benefits are commonly known. The rankings of respondents are weighted, with higher weights assigned to the higher rankings.

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Table 6-16 Total Rank Scores and Mean Benefit Scores in Impact Zone

Rank	1	2	3	4	5	6	7	8	9	Total Scores	Mean Score
Weights	9	8	7	6	5	4	3	2	1		
Saves travel cost, both in terms of toll and petrol expenses	4,590	1,680	1,750	1,476	575	512	45	26	13	10,667	7.1
Shortens travel time	2,457	3,520	2,793	1,290	430	196	57	30	4	10,777	7.2
Quick, easy and convenient mode of transport	2,448	3,520	2,779	1,272	450	156	72	36	8	10,741	7.2
Reduces traffic congestion	2,799	1,928	1,491	2,106	1,000	344	186	48	12	9,914	6.6
Reduces air pollution in the neighbourhood	288	192	700	984	1,710	1,232	768	176	186	6,236	4.2
Reduces risks of road accidents	180	352	371	876	2,185	1,672	627	224	61	6,548	4.4
Improves mobility i.e. easier travel within Klang Valley	594	344	357	780	700	1,152	1,023	484	199	5,633	3.8
Creates new pockets of growth	54	48	98	108	285	484	1,095	1,210	308	3,690	2.5
Enhances the market value of properties within the vicinity of stations	81	416	154	96	205	252	630	764	705	3,303	2.2
Total Scores	13,491	12,000	10,493	8,988	7,540	6,000	4,503	2,998	1,496	67,509	5.0

Note: Weights were assigned to the rank, with value of 9 to Rank 1 and descending value to subsequent ranking
Source: MRT2 Perception Survey December 2014 - February 2015

Based on the estimated mean benefit scores, the four main benefits are identified:

- Savings in travel expenses (7.1); and
- Reduced travel time (7.2);
- Quick and convenient mode of transport (7.2);
- Reduction in traffic congestion (6.6).

Other benefits such as improvement in air quality and reduced accidents' risks do not score highly with mean scores falling within a range of 4.2 and 4.4. Two economic benefits often associated with public infrastructure development such as an LRT or an MRT being a growth catalyst and enhancing property values do not stand out as important. Their mean scores fall below the overall mean of 5.0.

When the perceived benefits of the two groups near and further away from the alignment are compared, their mean benefit scores are similar, with both groups emphasizing the benefit of reduced travel time and quick easy transport mode, cost saving and reduction in traffic congestion as more important than other benefits (Table 6-17).

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Table 6-17 Mean Benefit Scores by Proximity to Alignment

Mean Benefit Scores	20m	21m-400m
Saves travel cost, both in terms of toll and petrol expenses	7.1	7.1
Shortens travel time	7.2	7.2
Quick, easy and convenient mode of transport	7.1	7.2
Reduces traffic congestion	6.6	6.6
Reduces air pollution in the neighbourhood	4.1	4.2
Reduces risks of road accidents	4.3	4.4
Improves mobility i.e. easier travel within Klang Valley	3.9	3.7
Creates new pockets of growth	2.5	2.4
Enhances the market value of properties within the vicinity of stations	2.1	2.2
Mean Benefit Score	5.0	5.0

Source: MRT2 Perception Survey December 2014 - February 2015

b) Negative Perceptions

Negative perceptions were analysed for two aspects, namely during construction and during operations. These perceptions could stem from what people read, heard, and seen from ongoing construction activities for the LRT and MRT. Their views could be biased by these observations or reading of current news/events.

▪ During Construction

Top of the perceived negative impact during construction is safety and security (90.3%) (**Table 6-18**). This perception could be influenced by recent incidents at construction worksites. The second most important negative impact is traffic congestion (88.7%). Again, this perception could be influenced by experiences with ongoing existing construction works on the LRT and MRT. Other major negative impacts are dust and air pollution (84.3%), vibrations and cracks (83.1%), and noise (74.8%).

The impacts that have lower priority are loss of aesthetics/vista (28%), and loss of business income (47.5%). About 61% of the respondents believe acquisition of properties and relocation issues is important during construction, with 10% expressing that it is not important. This differs considerably from the feedback during stakeholders' engagement where the topic of acquisition frequently emerged as a key issue.

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Table 6-18 Perceived Negative Impacts during Construction in Impact Zone

Impact Zone	Rank	Very important /Important	Neutral	Very unimportant/ Unimportant	Total
Safety and security	1	90.3	0.1	2.3	92.6
Traffic congestion	2	88.7	0.1	2.1	90.8
Dust and air pollution	3	84.3	0.1	3.1	87.6
Vibration and cracks	4	83.1	0.1	3.0	86.2
Noise	5	74.8	0.1	3.2	78.1
Parking problems	6	74.1	0.2	3.3	77.6
Disruptions to utilities	7	67.6	0.2	3.3	71.1
Close proximity to worksites	8	63.6	0.2	5.1	68.9
Public inconveniences	9	63.1	0.2	6.8	70.1
Loss of privacy	10	61.7	0.2	10.2	72.2
Acquisition of properties and relocation issues	11	60.8	0.2	10.4	71.4
Reduction of property value	12	56.6	0.2	9.5	66.3
Flash floods	13	52.2	0.2	18.2	70.6
Loss of business income	14	47.5	0.3	22.3	70.1
Loss of aesthetics/ vista	15	28.0	0.4	22.0	50.4
Impact Zone		65.1	26.2	8.6	100.0

Source: MRT2 Perception Survey December 2014 - February 2015

The perceived negative impacts during construction were also analysed by survey zones and proximity to alignment. The five major negative impacts during construction by zone are summarized as follows:

- In zone 1, traffic congestion is the most important negative impact, followed by safety and security, noise, dust and air pollution and parking problems;
- In zone 2, the most important concern is traffic congestion, followed by safety and security, parking problems, dust and air pollution and noise;
- In zone 3, the most important negative impact is traffic congestion, with dust and air pollution and safety and security sharing equal importance. The others are vibrations and cracks, and noise;
- In zone 4, traffic congestion is identified as the most important negative impact, followed by dust and air pollution, safety and security, vibrations and cracks and noise.
- In zone 5, vibration and noise is identified as the most important negative impact, followed by dust and air pollution. Traffic congestion is ranked third, with parking problems in fourth place and noise is ranked fifth. In this zone, the incidence of neutrality is relatively high.
- In zone 6, the negative impacts are safety and security, traffic congestion, dust and air pollution, vibrations and cracks, and parking problems.

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- In zone 7, the key concern is traffic congestion, followed by safety and security, vibrations and cracks, dust and air pollution, and noise.
- In zone 8, safety and security, traffic congestion and dust and air pollution are ranked equally as important. The other negative impacts are vibrations and cracks and noise.
- In zone 9, dust and air pollution is perceived to be very important, followed by traffic congestion, safety and security, vibrations and cracks and noise.

The comparison between the two groups near and further from the alignment indicates similarity in perceptions on the negative impacts during construction of the SSP Line. Both groups identified (1) traffic congestion as a key concern, (2) safety and security, (3) dust and air pollution, and (4) vibration and cracks, and (5) noise (**Table 6-19**).

Concern over acquisition of properties and relocation is higher for the group nearer to the alignment (71.9%) compared to the level of concern for the group further away (66.2%). The group that is nearer is also very concerned over public inconveniences (disruptions to utilities, etc.) generated from the MRT construction (80.1%) whereas only 74.2% of the group further away shares this concern.

Table 6-19 Perceived Negative Impacts during Construction by Proximity

	< 20 metre			21m-400m		
	Very important/ Important	Neutral	Very unimportant/Unimportant	Very important/ Important	Neutral	Very unimportant/Unimportant
Noise	85.1 [5]	12.0	2.9	83.0 [5]	13.6	3.4
Vibration and cracks	87.3 [4]	10.0	2.8	86.5 [4]	10.2	3.3
Dust and air pollution	89.5 [3]	7.8	2.8	87.8 [3]	8.9	3.3
Traffic congestion	91.7 [1]	6.7	1.6	93.4 [1]	4.5	2.1
Safety and security	89.6 [2]	8.3	2.0	91.1 [2]	6.9	2.1
Loss of aesthetics/ vista	41.7	42.2	16.1	34.0	45.5	20.4
Parking problems	82.0	15.7	2.3	78.0	18.2	3.8
Loss of privacy	75.8	19.3	4.8	68.8	24.4	6.9
Acquisition of properties and relocation issues	71.9	22.3	5.9	66.2	27.1	6.7
Loss of business income	48.6	28.8	22.5	44.9	28.9	26.2
Disruptions to utilities	79.5	18.2	2.3	76.6	19.6	3.8
Close proximity to worksites	78.5	18.3	3.2	72.2	23.1	4.7
Flash floods	64.4	17.7	17.9	55.9	20.1	24.0
Public inconveniences	80.1	17.4	2.5	74.2	21.3	4.5
Reduction of property value	71.4	22.4	6.1	63.9	26.7	9.4

Note: Figures in parenthesis indicate ranking

Source: MRT2 Perception Survey December 2014 - February 2015

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▪ During Operations

The five major negative impacts (**Table 6-20**) identified by respondents during the operations of SSP Line are:

- (1) Inadequate parking at stations (84.9%);
- (2) Safety and security (82.9%);
- (3) Vibration and cracks (80.6%);
- (4) Dust and air pollution (80.6%); and
- (5) Inadequate or poor feeder bus services.

Both vibrations and cracks and dust and air pollution have equal scores. Their identification as two major negative impacts related to the operations of the rail line indicates to a certain extent a lack of information and comprehension on how the rail functions and its impacts during operations. It suggests a need for dissemination of such information to the public to raise better awareness.

Table 6-20 Perceived Negative Impacts of MRT Operations

Impact Zone	Very important/ Important (%)	Neutral (%)	Very unimportant/ Unimportant (%)
Inadequate parking at stations [1]	84.9	12.4	2.7
Safety and security [2]	82.9	14.3	2.7
Vibration and cracks [3]	80.6	15.7	3.7
Dust and air pollution [4]	80.6	15.5	3.9
Inadequate or poor feeder bus services [5]	77.2	18.7	4.1
Traffic congestion [6]	75.1	17.5	7.4
Noise [7]	74.5	21.9	3.6
Parking problems near stations [8]	74.5	22.0	3.5
Loss of privacy [9]	58.8	30.8	10.4
Loss of property values due to close proximity to MRT Line [10]	52.9	33.3	13.7
Loss of business income [11]	46.5	31.9	21.7
Loss of aesthetics/ vista [12]	40.1	40.5	19.4
Impact Zone	69.5	22.5	8.0

Note: Figures in parenthesis indicate ranking

Source: MRT2 Perception Survey December 2014 - February 2015

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Across survey zones, respondents perceived negative impacts from MRT operations as important or very important. In zone 1, 70.2% found them important/very important; in zone 2, 71.4% have similar observations. In zone 3, the proportion is much higher at 78.4% and in zone 4, it is 68.5%. In zone 5, the proportion that perceived to be important or very important is much lower at 46.2%, with 37.9% adopting a neutral stance while in zone 6, the proportion is 69%.

In zone 7, 82.3% perceived the negative impacts to be important or very important while in zone 8, it is also high at 82.3%, and in zone 9, it is 74.9%. A summary of feedback by survey zone shows the following:

- In zone 1, the most important concern is the inadequate parking at stations. The other 4 important negative impacts, in order of ranking, are traffic congestion, parking problems near station, safety and security, and dust and air pollution. Aside from safety and security, their concerns are centred on traffic and parking.
- In zone 2, the most important worry is traffic congestion, followed by fear of inadequate parking at stations and parking problems near stations. Again, the focus of concern during operations is traffic and provision of inadequate parking. The other concerns are safety and security and dust and air pollution.
- In zone 3, traffic congestion stands out as the most important concern during operations, followed by safety and security, dust and air pollution, vibrations and cracks and noise.

In zone 4, the key negative impact is traffic congestion from operations. The other worries, in order of ranking, are dust and air pollution, safety and security, vibrations and cracks and noise.

- In zone 5, the most important negative impact is the perceived inadequate parking at stations, followed by inadequate feeder bus services, parking problems at stations, vibrations and cracks, and dust and air pollution.
- In zone 6, safety and security was perceived as a key negative impact, followed by traffic congestion, inadequate parking at stations, vibrations and cracks and inadequate or poor bus services. Here, whilst traffic congestion is not identified as a top concern, traffic and its related aspects are still important to the respondents.
- In zone 7, traffic congestion is perceived as the most important negative impact. Safety and security is ranked second, followed by dust and air pollution, worry over inadequate parking at stations, and vibration and cracks.
- In zone 8, the main concern is traffic congestion, followed by safety and security, dust and air pollution, inadequate parking at stations, and vibration and cracks.

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- In zone 9, respondents highlight safety and security as the key negative impact, followed by traffic congestion, inadequate parking at stations, vibrations and cracks and dust and air pollution.

Overall, traffic congestion and inadequate parking or parking problems at stations are uppermost in their minds when they consider possible negative impacts from MRT operations. Another major concern is safety and security from its operations. These perceived negative impacts would have to be addressed through engagements and communications that focus more on technical aspects.

It is noted that the a higher proportion of the group nearer to the alignment (71.4%) find the negative impacts during operations important or very important compared to the group that is further away (68.6%) (Table 6-21) although they do share almost similar perceptions on the types of negative impacts during operations such as traffic congestion and inadequate parking at stations.

Table 6-21 Perceived Negative Impacts of SSP Line Operations by Proximity

	20 metre			21m-400m		
	Very important / Important	Neutral	Very unimportant/ Unimportant	Very important/ Important	Neutral	Very unimportant/ Unimportant
Noise	74.3	23.1	2.6	74.7	20.9	4.4
Vibration and cracks	80.6 [4]	16.7	2.6	80.6 [4]	14.8	4.6
Dust and air pollution	80.6 [5]	16.7	2.6	80.6 [5]	14.8	4.6
Traffic congestion	84.9 [2]	12.5	2.6	85.5 [1]	11.6	2.9
Safety and security	81.9 [3]	16.0	2.1	83.8 [3]	12.9	3.3
Loss of aesthetics/ vista	43.8	39.9	16.3	37.0	41.0	22.0
Parking problems near stations	76.8	20.7	2.5	72.5	23.1	4.4
Loss of privacy	61.8	30.7	7.5	56.3	30.9	12.8
Loss of business income	50.8	28.8	20.4	42.9	34.4	22.7
Loss of property values due to close proximity to MRT Line	55.8	32.5	11.7	50.5	34.1	15.4
Inadequate parking at stations	86.3 [1]	11.7	1.9	83.6 [2]	12.9	3.4
Inadequate or poor feeder bus services	79.1	17.6	3.2	75.6	19.7	4.8
Impact Zone	71.4	22.2	6.4	68.6	22.6	8.8

Note: Figures in parenthesis indicate ranking

Source: MRT2 Perception Survey December 2014 - February 2015

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During the stakeholder engagement sessions, people have raised concerns that they do not want to be near the alignment and stations. The underlying reason is the fear of acquisition. However, beyond acquisition, some have mentioned that having viaducts outside their premises is not good for business or their spiritual welfare.

From **Table 6-22**, it is clear that respondents do not want the alignment, its structures and stations to be close to them. It is obvious that the further the alignment and the stations are from someone's premise, the more acceptable they would be. Within a 10-metre corridor from the both alignment and stations, almost two-thirds find it unacceptable and 63.4% do not want to be near stations.

As the distance increases from the alignment and stations, the level of acceptability improves. If these structures are more than 100m away, the level of acceptability improves to 80.4% for alignment and 82% for stations.

Table 6-22 Overall Perceptions on Proximity to Alignment and Stations

	Proximity to Alignment			Proximity to Station		
	Highly/ Acceptable (%)	Neutral (%)	Totally Unacceptable/ Unacceptable (%)	Highly/ Acceptable (%)	Neutral (%)	Totally Unacceptable/ Unacceptable (%)
Within 10m	15.5	18.8	65.7	27.3	9.3	63.4
11m-50m	21.8	19.7	58.5	32.1	13.2	54.7
51m-100m	44.9	23.9	31.2	50.5	23.4	26.1
> 100m	80.4	16.1	3.5	82.0	14.3	3.7

Source: MRT2 Perception Survey December 2014 - February 2015

Comparing the perceptions of the group nearer to the alignment and that further away shows that both groups would not accept it if the alignment and stations fall within 10m from them (**Table 6-23**). The proportions are relatively higher for the group that is nearer the alignment. Again, as the distance increases, the level of acceptability improves for both groups. At more than 100m away, 79.3% of the near group accepts having the alignment and 80.0% accepts the stations. In the case of the group further away, 81.3% accepts the alignment and 82.9% accepts the station. In both situations, the level of acceptability is higher for the group that is further away compared to the group that in the 20m corridor.

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Table 6-23 Perceptions on Acceptability to Alignment and Stations

Proximity to Alignment -Within 20m (%)				Proximity to SSP Line Stations -Within 20m (%)		
	Highly/ Acceptabl e	Neutral	Totally Unacceptable/ Unacceptable	Highly/ Acceptable	Neutral	Totally Unacceptable/ Unacceptable
Within 10m	15.1	17.8	67.1	25.1	10.6	64.3
11m-50m	22.8	17.5	59.8	31.6	13.4	55.1
51m-100m	43.2	22.9	33.9	50.1	22.5	27.5
> 100m	79.3	16.4	4.3	80.9	14.5	4.6
Proximity to Alignment -21m-400m (%)				Proximity to MRT Stations- 21m-400m (%)		
	Highly/ Acceptabl e	Neutral	Totally Unacceptable/ Unacceptable	Highly/ Acceptable	Neutral	Totally Unacceptable/ Unacceptable
Within 10m	15.9	19.7	64.5	29.2	8.2	62.6
11m-50m	21.0	21.6	57.4	32.5	13.1	54.5
51m-100m	46.3	24.8	28.9	50.8	24.2	25.0
> 100m	81.3	15.8	2.9	82.9	14.0	3.1

A further assessment is made to gauge the public attitude and perception of the SSP Line to find out whether the support level remains strong after they have been sensitised on the possible negative impacts from the SSP Line. The respondents were asked to indicate their level of agreement to nine positive statements on SSP Line development. Their level of acceptability could indicate the extent of positive perception and support they give to SSP Line despite their negative perceptions of impacts during construction, operations, and being near to the alignment and stations.

Overall, there is a lower level of support and acceptability compared to the response on support of 89%. However, as can be seen from **Table 6-24**, the level of acceptability of the SSP Line is still relatively strong at 73.3%. People, in general, think the SSP Line is beneficial. Most believe the negative aspects could be managed and mitigated such as traffic congestion (93.7%), security risks (90.7%), noise, dust and air pollution (82.3%), and noise, dust, and vibrations (71.5%). There are four aspects that are indicated as highly unacceptable as follows:

- Acquisition of land and properties even if compensation could be good (56.1%);
- Proximity of station to premise (53.1%),
- Proximity of alignment (57.2%),
- Construction of alignment below their premises (58.1%)

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Table 6-24 Positive Perception Statements on SSP Line

	Strongly/ Disagree (%)	Highly/ Agree (%)
I don't mind acquisition of my land or property if compensation is good	43.9	56.1
I don't mind if the alignment comes close to my premise provided the mitigating measures are effective	42.8	57.2
I don't mind if the station is close to my premise	46.9	53.1
I think the noise, dust and vibrations from SSP Line will be tolerable	28.5	71.5
I don't mind if the alignment passes below my premise provided safety measures are in place	41.9	58.1
I think the dust and air pollution will be minimal	17.7	82.3
I think park and ride facilities MUST be provided at all stations	3.5	96.5
I think traffic congestion will be reduced after the SSP Line is operational	6.1	93.9
I think the security risk in my neighbourhood from SSP Line is minimal	9.3	90.7
Impact Zone	26.7	73.3

Source: MRT2 Perception Survey December 2014 - February 2015

6.2.7 Perceptions on Effectiveness of Mitigating Actions

Adopting appropriate and effective mitigating actions for the SSP Line are important (1) to reduce concerns the public have over its construction and operations; (2) to raise the public awareness that would enable them to make informed judgments; and (3) to share information in a timely and transparent manner that would enable the public to be more informed on the SSP Line and its impacts on them.

The respondents placed considerable emphasis on mitigating actions that they perceive could be effective in dispelling their concerns. There is a general consensus that most of the proposed mitigating actions are relatively effective (**Table 6-25**). The five actions that they view as being most effective are:

- Feeder bus service to and from station (71.5%)
- Safety and security measures (70.9%)
- Traffic management plan (65.6%)
- Noise buffering equipment (62.0%)
- Physical barriers to protect privacy (61.0%)

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Table 6-25 Effectiveness of Existing Mitigating Actions

	Ranking of Effectiveness of Actions	Impact Zone		
		Effective (%)	Not Effective (%)	Don't know (%)
Feeder bus service to and from station	1	71.5	6.4	22.1
Safety and security measures	2	70.9	10.9	18.1
Traffic management plans	3	65.6	15.5	18.9
Noise buffering equipment	4	62.0	17.7	20.3
Physical barriers to protect privacy	5	61.0	14.0	25.0
Construction barriers/hoardings	6	59.6	17.6	22.8
Compensation for property acquired	7	58.9	8.9	32.2
Preventive measures on vibrations and cracks	8	57.7	19.0	23.3
Public engagement	9	57.3	13.3	29.4
Dust control measures	10	53.3	23.2	23.5
Relocation assistance	11	52.7	11.5	35.8
Water pollution control	12	52.5	20.3	27.1
Impact Zone		60.3	14.9	24.9

Source: MRT2 Perception Survey December 2014 - February 2015

Table 6-26 shows 62% of the group further away believes available mitigating actions are effective compared to 59% of the group nearer to the alignment, indicating although there are marginal differences in opinions between them, the group nearer is more concerned over the effectiveness of available mitigating actions.

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-26 Effectiveness of Mitigating Actions by Proximity to Alignment

	< 20 m			21m-400m		
	Effective (%)	Not Effective (%)	Don't know (%)	Effective (%)	Not Effective (%)	Don't know (%)
Public engagement	54.8	13.1	32.2	59.5	13.4	27.1
Noise buffering equipment	59.8	16.7	23.5	63.9	18.4	17.7
Preventive measures on vibrations and cracks	57.0	18.1	25.0	58.2	19.8	22.0
Construction barriers/hoardings	58.1	18.4	23.5	60.8	17.0	22.2
Traffic management plans	66.2	14.2	19.5	65.1	16.6	18.3
Safety and security measures	68.7	11.5	19.8	72.8	10.5	16.7
Dust control measures	50.7	21.0	28.3	55.4	25.0	19.5
Water pollution control	50.5	17.3	32.2	54.2	22.8	23.0
Compensation for property acquired	55.5	10.7	33.8	61.8	7.3	30.9
Relocation assistance	50.1	12.8	37.2	54.9	10.4	34.7
Physical barriers to protect privacy	58.9	16.0	25.1	62.8	12.3	24.9
Feeder bus service to and from station	71.5	5.7	22.8	71.6	7.0	21.5
Impact Zone	58.5	14.6	26.9	61.7	15.0	23.2

Source: MR2 Perception Survey December 2014 - February 2015

Some of the reasons for thinking the mitigating actions taken are ineffective include:

- Accidents on site which are caused by negligence
- Traffic management is poor because traffic controllers are not trained
- Monitoring is weak and inconsistent
- Dust and noise control measures are usually not effective
- Relocation assistance will not solve residents' problems when they have to relocate
- Sound barrier is not effective, especially for those in high-rise buildings
- The equipment used to prevent noise and dust does not work
- Feeder buses aggravate traffic congestion rather than relieve it
- Barriers used during construction are fragile and easily displaced.

The mitigating actions suggested by the respondents are summarised in the **Table 6-27** and **Table 6-28**. During construction, the proposed actions are targeted mostly at safety and security (39.6%), traffic congestion (21.3%); safety and risk management (20.2%), and management of foreign workers (8.7%). Safety and security of construction site stands out as a key action area with almost 69% of feedback on mitigating actions direct at this area of concern.

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-27 Suggested Mitigating Actions during Construction

Proposed Actions during Construction	Total %	<20m %	21m-400m %
<u>Traffic Management</u>			
Work with Police to manage traffic congestion	8.9	12.6	5.8
Traffic management needs to be more efficient	8.1	8.4	7.9
Create lanes for lorry only (construction vehicle)	3.0	3.8	2.4
Create a special parking area for heavy vehicles (construction vehicles)	1.3	0.8	1.7
Subtotal	21.3	25.6	17.8
<u>Site and Construction Management</u>			
Optimise the management of noise pollution	10.2	10.1	10.3
Construction works preferably at night	8.9	8.0	9.6
Ensure drainage system is good to avoid flooding	7.4	8.4	6.5
Control occurrence of cement spill on public road	3.0	3.4	2.7
Reduce vibration	2.6	3.4	2.1
Avoid pools of stagnant water which would breed mosquito breeding and cause health issues	1.3	1.7	1.0
Repairs immediately if roads are damaged	1.5	0.8	2.1
Accelerate the construction period	1.5	1.3	1.7
Provide a generator for emergency purposes	0.8	0.4	1.0
Create Zebra crossing for people to cross	2.5	1.3	3.4
Subtotal	39.6	38.7	40.4
<u>Safety and Risk Management</u>			
Authorities should monitor in terms of safety and pollution level at least once a week	9.2	5.9	12.0
Just follow the S.O.P –this way accidents can be reduced	8.3	10.5	6.5
Use latest technology to reduce risk on construction sites	2.6	2.1	3.1
Subtotal	20.2	18.5	21.6
<u>Management of Foreign Workers</u>			
Placement of foreign workers in an area away from residential areas	4.5	4.6	4.5
Send back foreign workers upon completion of their work	4.2	2.5	5.5
Subtotal	8.7	7.1	
<u>Communications Plan</u>			
Signboard in various languages	8.3	6.7	9.6
Establish One stop centre/ hotline	0.8	1.7	0.0
Subtotal	9.1	8.4	9.6
Other- Find an alternative route	1.1	1.7	0.7
Impact Zone	100.0	100.0	100.0

Source: SSP Line Perception Survey December 2014 - February 2015

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During operations, the expected mitigating actions are mostly targeted at safety and security measures (53.3%), especially working with the police to ensure public safety and to minimise traffic congestion. Another main area where actions are desired is the provision of social amenities and facilities (22.2%), where the provision of covered pedestrian walkways is emphasised.

Table 6-28 Suggested Mitigating Actions during Operations

Proposed Actions during Operations	Total %	< 20m %	21m-400m %
Safety and Security			
Police cooperation is necessary to add to monitoring of congestion and public safety	28.5	32.0	25.8
Add more CCTV especially at the project site	4.8	3.9	5.6
Add more police forces at each rail station	6.6	4.6	8.1
Should have gated parking area for safety purpose	3.1	2.6	3.5
Need regular monitoring by the authorities	10.3	13.7	7.6
Subtotal	53.3	56.9	50.5
Provision of Parking Facilities			
Provide parking areas for rail far from shops	3.7	6.5	1.5
Increase parking space at station	9.4	8.5	10.1
Subtotal	13.1	15.0	11.6
Environmental Management			
Reduce noise pollution	3.1	3.3	3.0
Use the latest technology to reduce risk during operations	5.7	3.3	7.6
Make sure station locations are far from shops	1.7	2.0	1.5
Subtotal	10.5	8.5	12.1
Provision of Social Amenities and Facilities			
Provide covered pedestrian walkways	13.7	9.2	17.2
Add more coach for ladies/ elderly/ disabled and students	4.6	6.5	3.0
Need additional coaches so more passengers can use	1.4	1.3	1.5
Provide comfortable waiting area	2.6	2.0	3.0
Subtotal	22.2	19.0	24.7
Other-find an alternative route	0.9	0.7	1.0
Impact Zone	100.0	100.0	100.0

Source: SSP Line Perception Survey December 2014 - February 2015

6.2.8 Preferred Communications Media

The survey findings indicate a low level of awareness and knowledge among the public on MRT. Knowing more and having relevant information helps them to make better informed decisions and to provide relevant feedback on the proposed SSP Line. **Table 6-29** indicates that the 5 best ways to reach out to the public, especially those in the impact zone are (1) pamphlets and brochures. (2) Short message service (SMS). (3) Mail drops, (4) public notice boards, and (5) residents' associations. The next best 5 communication types of media could include public exhibitions and road shows, Facebook, MRT Info Centre and the MRT Corp's website and public dialogues and engagements.

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-29 Preferred Communications Media

Communication Media	Rank	Total (%)
Pamphlets and brochures	1	12.6
SMS	2	9.1
Mail drops	3	9.1
Public notice boards	4	8.9
Residents' Associations	5	9.0
Public exhibitions and road shows	6	6.7
Social Media-Facebook	7	6.0
MRT Info Centre	8	3.2
Public dialogues and engagements	9	5.5
MRT Corp Website	10	3.4
Kiosks at shopping malls	11	3.8
Email	12	3.9
Mainstream Media -Harian Metro	13	3.1
Television	14	2.2
Mainstream Media -The Star	15	2.1
Mainstream Media-Berita Harian	19	1.6
Hotline	16	1.3
Mainstream Media-Sin Chew JitPoh/Nanyang Siang Pau	18	1.6
Mainstream Media -New Straits Times	20	2.0
Mobile Info Trucks	17	1.3
Mainstream Media –Sinar Harian/ Kosmo	22	0.8
Social Media-WhatsApp	21	1.1
Mainstream Media -Utusan Malaysia	23	0.8
Mainstream Media -Nanban/ Tamil Nesan	24	0.5
Social Media-Tweeter	25	0.5
Radio.fm	26	0.1
Social Media-Instagram	27	0.0
Total		100

Source: SSP Line Perception Survey December 2014 - February 2015

6.3 STAKEHOLDERS' ENGAGEMENT

Stakeholders' engagement was undertaken to complement the perception survey. They are framed to allow further probing of perceptions, especially from groups who are close to the proposed alignment and stations. These groups may enjoy benefits from their proximity to SSP Line; they may also experience reservations and worries over such proximity, and if so, what actions could be taken to mitigate the adverse impacts, and if possible, to reduce their concerns, enabling them to move on with their lives when the SSP Line is being implemented.

In order to identify stakeholders for engagement, the communities along the SSP Line route were divided into two main social groups, i.e. residential and commercial groups. The latter includes business operators, institutions and industrialists. A further stratification was undertaken by subdividing the SSP Line corridor into zones (**Table 6-30**), similar to the zones of the perception survey. This expedited the targeting of the various residential and business groups for engagement. Stakeholders were approached in various ways through the local authorities, local councillors, chair persons of residents associations, KRT or JKP, survey respondents and site visits.

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Table 6-30 List of Stakeholder Engagements

No	Stakeholder	Social Group	Type of Engagement
Zone 1			
1	Damansara Damai	Commercial	FGD
2	Sri Damansara – Menjalara	Commercial	FGD
3	Sri Damansara Community	Residential	Public Dialogue
Zone 2			
4	Metro Prima-Kepong	Commercial	FGD
5	Taman Jinjang Baru	Residential	FGD
6	Jinjang-Jalan Kepong	Commercial	FGD
7	Kg Batu Delima	Residential	FGD
Zone 3			
8	Pekan Batu PPR/Taman Rainbow/Taman Bamboo	Residential	FGD
9	Jalan Ipoh	Commercial	FGD
Zone 4			
10	Hospital Kuala Lumpur	Institution	Interview
11	Istana Budaya	Institution	Interview
12	Perbadanan Pembangunan Kampong Bharu	Institution	Interview
13	Kompleks Kraftangan, Jalan Conlay	Institution	Interview
14	Ampang Park-Jalan Binjai	Commercial	FGD
Zone 5			
15	PPR Laksamana Jalan Peel	Residential	Public Dialogue
16	Chan Sow Lin	Commercial//Industrial	FGD
Zone 6			
17	Kuchai Lama	Commercial//Industrial	Public Dialogue
18	Salak Selatan Baru	Commercial/Residential	Interview
19	Taman Salak Selatan – Taman Naga Emas	Residential	Public Dialogue
20	Kg Malaysia Raya	Residential	FGD
21	Police Station, Pekan Sg Besi	Institution	Interview
22	Pekan Sg Besi	Commercial	Public Dialogue
23	PPR Raya Permai – Pangsapuri Permai	Residential	FGD
Zone 7			
24	Serdang Raya	Corporate	Interview
25	Serdang Raya	Commercial	Public Dialogue
26	Serdang Raya	Residential	Public Dialogue
Zone 8			
27	Seri Kembangan North	Residential	Public Dialogue
28	Seri Kembangan South (Taman Equine/ Taman Dato' Demang/ Taman Pinggiran Putra)	Residential	FGD
29	Seri Kembangan (Commercial & Industrial)	Commercial	Interview
Zone 9			
30	Putrajaya (Presint 7, 8 & 9)	Residential	FGD
31	Perbadanan Putrajaya	Institution	Interview
32	Cyberview Sdn Bhd	Corporation	Interview
33	Putrajaya Holdings	Corporation	Interview

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

The modality of an engagement session includes a briefing about the proposed Project by the EIA Consultant and a feedback session. The briefing includes provision of information pertaining to the EIA process and purpose and anticipated environmental impacts, information on the SSP Line, alignment options, basis for the selection of the proposed alignment under the feasibility study and the show of the proposed alignment on a map at a scale where local stakeholders could study and provide feedback. For many stakeholders, it was observed that these interactions are the first time that the Project was formally described to them. Each session lasted from one to three hours, depending on the intensity of discussions.

6.3.1 Feedback from Stakeholders' Engagements

The feedback combines both positive and negative impacts from the proposed SSP Line. Positive impacts are generic. There is a general consensus that the SSP Line, like any public transportation project, will be good for Kuala Lumpur and the surrounding areas. In this context, there is general acknowledgement that they support this development even though they find some segments objectionable. These segments are the ones that affect them directly.

At the engagement sessions, stakeholders tend to focus more on the negative impacts of the SSP Line. These are snapshot assessments and the stakeholders' perceptions could change over time, depending on future engagements and the dissemination of more information to them.

A common feedback across groups of stakeholders met along the route of the proposed SSP Line is a strong objection to having their premises acquired for the development. **Table 6-31** also gives the feedback of stakeholders by zone along the SSP Line route. More details on stakeholders' feedback are given in **Appendix E**.

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions

ZONE 1: SRI DAMANSARA	Comments
DAMANSARA DAMAI	
Business Community (ref: FGD 1)	
<p>The business community supports the proposed alignment and the proposed location of the station at Damansara Damai. Although the feedback is positive, some concerns are raised.</p> <p>Environmental Concerns:</p> <ul style="list-style-type: none"> • The site adjacent to the proposed station serves as a dump site for the area. • Possible increase in dust and noise levels • As the alignment and the location of the station are on river reserve, there is a fear of land subsidence here, which would cause disruptions to water supplies. <p>Social Concerns:</p> <ul style="list-style-type: none"> • A concern over rising operating costs from rental costs as they are mostly tenant business operators. Although they expect their business to benefit from SSP Line, they fear increasing in rentals. <p>Traffic concerns:</p> <ul style="list-style-type: none"> • A serious concern is that Damansara Damai is only accessible through a single road, i.e. Jalan PJU10/1. The road is already congested during peak hours causing delays and long queues. Construction of SSP Line would worsen this situation if no alternative routes are provided. • There is currently an insufficient number of parking bays in the commercial area. If the SSP Line is operational, more people would use parking bays in the commercial areas for extended, causing inconvenience to their customers, and hence to them. 	<p>Overall, the feedback is positive. The SSP Line would improve economic activities in Damansara Damai, especially with a station there. No acquisition of properties is envisaged. The area near the site of the station will see improved aesthetics as currently it is an illegal dump site. The SSP Line is expected to make the place more vibrant and attractive for business in the long run.</p> <p>There are fears that vibrations from construction activities may damage shop houses, especially those near the proposed station. Another issue raised is land subsidence.</p> <p>More importantly, the question of access is seen as critical because at present Damansara Damai has only one access road. During construction, the present traffic congestion would be aggravated This need to be addressed at design stage.</p> <p>As this is a busy commercial centre, it is important that business operations should not be unduly disturbed and interrupted during the construction. For them, traffic congestion is detrimental to their business.</p> <p>The proposed Park & Ride facility at the proposed station should provide sufficient bays to cater for passengers of SSP Line and that the passengers should not be impinged on using existing car parks intended for the business community.</p>

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Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

SRI DAMANSARA	Comments
Residential Community (ref: PD 1)	
<p>The feedback from the residential community is mostly from those along Jalan Jati SD1 to Jalan Jati SD4 and Persiaran Dagang. They are worried over possible acquisition of properties. Another concern is the proposed station at Bandar Menjalara as they feel it would conflict with the planned use for the site in question.</p> <p>Environmental Concerns:</p> <ul style="list-style-type: none"> • Possibility of land subsidence. There is a need for a risk assessment study. • Noise, dust and vibrations as the alignment and station are too close to residential units. <p>Social Concerns:</p> <ul style="list-style-type: none"> • Acquisition of their properties would displace them. They fear compensation would not be sufficient to enable them to find freehold properties in a similar area that is quiet and peaceful. • Possible occurrences of crime, safety issues, and loss of privacy due to close proximity to the alignment and station during both construction and operational phases. • Likelihood of many foreign workers in the neighbourhood during the construction. • Their suggestion is to use the government land between MRR2 and the residential area for the SSP Line alignment. This should be done at all costs rather than having the alignment in their residential area and having to acquire their homes. According to them, the reserve land is currently occupied by illegal activities. • Alternatively, they propose the alignment to go underground to avoid acquisition and many physical obstructions above ground. <p>Traffic Concerns:</p> <ul style="list-style-type: none"> • Anticipate traffic congestion during construction and operational phases. • They await detailed plans to be presented to them soonest by MRT Corp for further feedback. 	<p>The community here acknowledges benefits from SSP Line. As the map shows the alignment traversing into their residential area and some residential homes could be impacted by acquisition, it raises objections from the group. Some would only support if the alignment is moved away from their properties. There is concern. Some of the residents are retirees; some are elderly and most are not prepared to move and relocate. Overall, the residents registered strong objections.</p> <p>The alignment entering into this part of Sri Damansara, with possible acquisition of residences, especially corner houses, would impact negatively on the people here, especially those who have been staying here for many years.</p> <p>All the usual environmental issue such as noise, vibrations and dust are very likely to be faced as the alignment draws very close to residences.</p> <p>Traffic congestions will occur at the residential area during construction. In addition, during operations, SSP Line users may park haphazardly in the residential area to avoid paying parking fees.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

Business Community (ref: FGD 5)	Comments
<p>The feedback is from the business community along Jalan Kuala Selangor, especially those near the proposed station at Sri Damansara; Jalan Jati (including FMM) and those along Persiaran Cemara.</p> <p>Environmental Concerns:</p> <ul style="list-style-type: none"> • Increased noise levels especially during construction <p>Social Issues:</p> <ul style="list-style-type: none"> • The proposed station at Sri Damansara is too close to their buildings, thus affecting their aesthetics, • Business operations could be badly affected during construction, leading to loss of income. Customers would refrain from coming there during the construction stage. • Unsure whether the foundation of their buildings could withstand the heavy construction works of SSP Line • The BHP dealer objected strongly to any acquisition as his livelihood and those of his staff would be severely affected by acquisition. • Many business operators here are tenants of commercial premises. They stand to lose a lot from acquisition, having no stake and no rights in the properties under acquisition. They lose their means of livelihood. Their workers would lose their jobs. The older workers would face difficulty in finding new employment. <p>Traffic Concerns:</p> <ul style="list-style-type: none"> • FMM is worried the entrance to its premises will be obstructed during construction. • Persiaran Dagang is deemed too narrow to accommodate heavy traffic from SSP Line. • Feeder buses will be required to serve the communities around to the station. 	<p>Participants give a conditional support for SSP Line provided their businesses would not be adversely affected by land acquisition. They are worried that land acquisitions would occur and they would lose their businesses, if this happens.</p> <p>On the whole, the proposed Sri Damansara station is likely to benefit the business community here, especially those near to it, e.g. Hotel Sri Damansara, BHP petrol station, SSF building, AIA and 8trium, provided there is no land acquisition.</p> <p>It is observed that the proposed alignment could impact on some commercial establishments such as MH Prestige Honda 3S, and Wisma FMM along Jalan Jati as well as Proton Service Centre and Esso fuel station at the end of Persiaran Cemara. The impacts could either be close proximity or land acquisition in which case, there would be objections.</p> <p>Some organisations such as Federation of Malaysia Manufactures whose headquarters is located here find the SSP Line beneficial as it helps to increase their accessibility to members.</p> <p>Vibration from construction activities is seen to be a problem especially for properties that are near to the proposed Sri Damansara station.</p> <p>Furthermore, during construction, it is likely the road leading to the proposed station be congested. Another problem is car parking, especially during operations. Participants believe that haphazard car parking, especially around the station, would occur and aggravate traffic congestion. Actions should be taken to resolve such problems.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

Business Community (ref: FGD 5)	Comments
<p>Suggestion:</p> <ul style="list-style-type: none"> To swing the alignment and station across Jalan Kuala Selangor to an area near Shell petrol station and then to swing back to the river reserve opposite the S. D. Business Park. 	<p>It would appear that the participants' suggestion to swing the alignment across Jalan Kuala Selangor may not be feasible because in doing so there could be more acquisitions especially when the alignment has to swing back to continue along the river reserve.</p>
<p>KEPONG METRO PRIMA AND JINJANG</p>	<p>Comments</p>
<p>Business Community (ref: FGD 2 & FGD 8)</p>	
<p>Environmental Concerns:</p> <ul style="list-style-type: none"> Increase in noise levels especially during construction and operation of SSP Line Vibrations could affect their business operations. The position of viaducts could intrude on the vista of the area, and block their buildings. The hotels are concerned over this. <p>Social Issues:</p> <ul style="list-style-type: none"> Cordoning-off certain areas will affect their business during construction. Acquisition of commercial properties, hawker centres, existing car parks, temples and homes is not acceptable at all to all parties here. The compensation mechanism is deemed insufficient to allow them to purchase another unit elsewhere. The Selangor Omnibus business has been in existence there since 1937. It will not accept any relocation overtures as it believes it cannot find a suitable alternative site to operate from Kuala Lumpur. Its stand is it must be located in Kuala Lumpur to carry on its business. According to them, its current location is extremely suitable for it to operate its route between Kepong and Kuala Selangor/Rawang. Hence, it does not want the proposed station to be near to its office. The Shell petrol station operator objects strongly to being displaced by a possible acquisition. He would lose his livelihood and is too old to start all over again. Infringement of privacy when the alignment comes too close to their businesses and residences. 	<p>Both Metro Prima and Jinjang business communities support SSP Line because according to them, Kepong needs a good mass public transportation system that has been long overdue. The Metro Prima business community further iterates the current public transport system there is bad even though they are served by Metrobus, Wawasan Sutera, RapidKL and Selangor Omnibus.</p> <p>It is observed that the business people in Jinjang only give conditional support to SSP Line i.e. if it does not involve any land acquisition.</p> <p>When it is operational, the SSP Line can help to ease daily traffic congestion along Jalan Kepong but during construction, it is feared that it may make traffic congestion worse. It would also affect business operations and some fear a loss in business income during construction.</p> <p>Although the discussions with both groups yielded relatively positive perception, the commercial community at Jinjang is relatively apprehensive due the location of the proposed station and possibly land acquisition here.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

KEPONG METRO PRIMA AND JINJANG	Comments
Business Community (ref: FGD 2 & FGD 8)	
Traffic Concerns: <ul style="list-style-type: none"> • Need for adequate parking facilities at Kepong Metro Prima to avoid indiscriminate parking including in the residential areas. • Object to having a Park & Ride facility at Jinjang as it will lead to acquisition of properties. • In addition, there is no assurance that the Park & Ride will serve the users here as this part of Jalan Kepong is mainly occupied by business operators and industries where pedestrian flow is minimal. • Both business communities foresee traffic congestion during the construction phase. 	<p>The suggestion to move the proposed Park & Ride facility away from its present location near to the Selangor Omnibus may have merit and could be considered. A possible proposed site is the DBKL towed car depot or the MCA office across from Petronas.</p>
KEPONG JINJANG BARU – KG BATU DELIMA	Comments
Residential Community (ref: FGD 6 & FGD 3)	
Social Issues: <ul style="list-style-type: none"> • The key concern is possible land acquisition. In Kg Batu Delima, residents object to the possibility of acquisition of their traditional houses. If they affected, they ask for an adjustment of the proposed alignment. • Object to having a Park & Ride facility at Kg Batu Delima. It will only serve a small population near the village. They suggest the Park & Ride facility be moved to the front of TNB building. • The community at Taman Jinjang Baru finds the proposed Park & Ride facility in Jinjang to be inappropriate. They suggest that it be shifted into the DBKL depot for towed vehicles where access is available to people from Jinjang North. (The same suggestion is also made by Jinjang business community). • Safety and security concerns are raised, especially among the ageing residents in Kg Batu Delima. 	<p>Both Jinjang Baru and Kg Batu Delima participants welcome the SSP Line. Despite the support from both groups, the development SSP Line could pose some social risks to Kg Batu Delima, especially if there is land acquisition here.</p> <p>Kg Delima has experienced a reduction in its size after a part of its settlements was taken over for a condominium development at the edge of Delima Lake. There is an ongoing protest against the plan for an access road into the condominium through the village. This does not augur well for SSP Line if more lands have to be acquired from Kg Batu Delima. The only access road to the village (Jalan Kepong Lama) is heavily used by those heading to Taman Wahyu.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

KEPONG JINJANG BARU – KG BATU DELIMA	Comments
Residential Community (ref: FGD 6 & FGD 3)	
<p>Traffic Concerns:</p> <ul style="list-style-type: none"> • Participants from Jinjang Baru are concerned more cars will be parked at their neighbourhood which is already congested. • Residents from Kg Batu Delima do not want the narrow Jalan Kepong Lama to be used by SSP Line as the road is already being used by some road users to bypass traffic jams along Jalan Kuching. • Kg Batu Delima’s participants suggest some adjustments of the alignment as follows, either: <ul style="list-style-type: none"> i. Go along JPS reserve and TNB pylons near the banks of the Delima Lake (which serves as a retention pond); or ii. Go along JPS reserve along the banks of Delima Lake close to Kg Batu Delima and at the back of TM building towards the fringes of Taman Wahyu to Batu 	<p>The community has suggested that the proposed station be relocated to the DBKL Depot. It believes this would avert the problem of land acquisition as well as it would better serve the large communities at Jinjang South and Jinjang North (including Taman Rimbunan, Fadason Park Jinjang). The villagers’ have also suggested that the alignment be realigned along the retention pond in order to reduce the negative impacts on them and those in Taman Wahyu.</p> <p>Due consideration should also be given to avoid displacement of members of this traditional community. The social risks to them can be considerable. As such the suggestion to move the alignment onto JPS land reserve – TNB pylon reserves – rear of TM building – fringes of Taman Wahyu – Batu has merit if the intent is to minimise unnecessary social impacts on Kg Delima residents.</p>
PEKAN BATU – JALAN IPOH	Comments
Residential Community (ref: FGD 4)	
<p>Environmental Concerns:</p> <ul style="list-style-type: none"> • Increase in dust and noise levels during construction and operational phases of SSP Line. <p>Social Issues:</p> <ul style="list-style-type: none"> • Fear of acquisition of their properties, especially along Jalan Ipoh. • Fear for safety and security during construction, emanating from recent spate of accidents at the construction sites of MRT SBK Line and LRT Extension. 	<p>PPR Batu is a low income community. Having the SSP Line there would give them better access to public transportation. It connects with the KTMB Line which serves them well.</p> <p>The proposed station at Batu is likely to be connected to the KTMB Line station for seamless transfer of passengers. It is located within a heavily congested area; including PPR Batu located about 200m from the proposed alignment. The proposed alignment traverses residential and commercial communities that are served by narrow roads and offer limited accessibility. SSP Line would have a positive impact of mobility for the low income residents here.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

PEKAN BATU – JALAN IPOH	Comments
Residential Community (ref: FGD 4)	
<p>Traffic Concerns:</p> <ul style="list-style-type: none"> • Traffic congestion especially during the construction period. • Those from Taman Rainbow and Taman Bamboo are sceptical of the benefits from SSP Line as they claim no major public transportation system serves their area at Jalan Ipoh. 	<p>Southbound along Jalan Ipoh, the alignment is likely to provide benefits to the residential and commercial communities within the service area as they do not have easy access to public transport.</p>
JALAN IPOH	Comments
Business Community (ref: FGD 11)	
<p>Environmental concerns:</p> <ul style="list-style-type: none"> • Fear of dust and vibrations (causing cracks to their properties) during construction. • Aesthetics/vista to their business premises would be obstructed. <p>Social Issues:</p> <ul style="list-style-type: none"> • Acquisition of their properties, which they would oppose • Fear for safety during construction, emanating from recent spate of accidents under MRT SBK Line and LRT Extension. As there are schools here, safety of school children is raised, especially during construction. <p>Traffic Concerns:</p> <ul style="list-style-type: none"> • The main road is narrow and congested, thus the fear of aggravation to traffic congestion during construction. • Traffic congestion, especially during the construction period. There are schools here with huge enrolment which would add to traffic congestion. The public and businesses will suffer. 	<p>The area between the complex and the portal for underground segment has a number of places of worship and schools; the latter has a total enrolment of about 10,000 pupils. The business community appreciates the SSP Line serving their area but hope that it can be realigned along Sg Batu reserve behind the Mutiara Complex</p> <p>The alignment passes in front of Mutiara Complex. Around the Complex, there are various business, petrol refuelling stations, automotive second-hand dealers, schools and places of worship. Between Kentonmen station and Mutiara Complex, there are numerous business establishments, squatters and scrap metal businesses. The stretch from the Shell petrol station and the north portal of SSP Line has many diverse activities. Some shops may be affected by acquisition, leading to loss of livelihood and jobs.</p> <p>There is no indication of acceptance of the alignment from participants. Many are wary of the outcome of the proposed development and implications on them. Some are concerned over acquisition and want to know more ahead of the Railway Scheme.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

TITIWANGSA - HKL	Comments
Institutional Community (ref: CI 1 and CI 4)	
<p>Environmental Concerns:</p> <ul style="list-style-type: none"> • Fear of vibrations as these may disrupt power supply to the hospital; distort medical results and functioning of operation theatres of HKL. • Fear of flash floods during construction in and around the area where HKL is located. • Fear of land subsidence at HKL. Similar concern from Istana Budaya that could arise from possible water seepage from Lake Titiwangsa. <p>Traffic Concerns:</p> <ul style="list-style-type: none"> • Possible aggravation of daily traffic congestion at the site of the proposed station during construction. <p>Other Concerns:</p> <ul style="list-style-type: none"> • Fear of disruptions to unidentified (and unknown) underground utility lines at HKL. • Underground linkages from the proposed station at Istana Budaya to HKL need to be detailed out with HKL. 	<p>The proposed stations at Titiwangsa and Istana Budaya would benefit the residential and commercial communities here as well as institutions such as Istana Budaya, HKL, National Visual Arts Gallery, National Blood Centre, IJN, the National Library and institutions around, as well as those heading to Lake Titiwangsa.</p> <p>Negative impacts, if any, are believed to be minimal and are mostly related to concerns over flash floods and land subsidence arising from construction works, which could be easily avoided through careful planning of construction works.</p>
KAMPONG BHARU	
Residential Community (ref: CI 3)	
<p>Environmental Concerns:</p> <ul style="list-style-type: none"> • Possibility of land subsidence. <p>Other Concerns:</p> <ul style="list-style-type: none"> • The current location of station and the alignment proposed at Kampong Baru appears to have departed from that approved location under the Kampong Bharu Development Master Plan. 	<p>The residents are represented by Perbadanan Pembangunan Kampong Bharu (PPKB). SSP Line is acknowledged by the PPKB as a 'must have' high impact development project that will serve as a further catalyst for the development of Kampong Bharu.</p> <p>The proposed location of the station at Kampong Bharu appears fine on the surface as it would benefit the communities around the proposed station. However, if the station location is maintained, it could incur some acquisition of business establishments. Under a urban regeneration programme, land acquisition can be resolved during the process.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

KG BARU	Comments
Residential Community (ref: CI 3)	
	<p>However, PPKB is uncomfortable with the proposed location which deviates from that in its own Master Plan that has been approved and believed to be acceptable to the residents here. MRT Corp was asked to review and reassess its current proposed station location.</p>
AMPANG PARK – JALAN BINJAI – CONLAY	Comments
Institutional and Business Community (ref: FGD 7 and CI 2)	
<p>Environmental Concerns:</p> <ul style="list-style-type: none"> • Noise level could rise (Ampang Park, Jalan Binjai, and Kompleks Kraftangan). • Vibrations from construction (Ampang Park, Jalan Binjai) affect their premises. • Possibility of flash floods occurring (Ampang Park). • Land subsidence occurring during construction (Ampang Park, Jalan Binjai, Kompleks Kraftangan) <p>Social Issues:</p> <ul style="list-style-type: none"> • Possibility of land acquisition (Ampang Park, Kompleks Kraftangan). <p>Traffic Concerns:</p> <ul style="list-style-type: none"> • Narrow service road (Kompleks Kraftangan) • Abuse of open car park facilities by SSP Line users (Kompleks Kraftangan). • Question asked is whether the KLCC underground car parking facility currently under construction would be connected to SSP Line. <p>Other Concerns:</p> <ul style="list-style-type: none"> • Whether there is seamless connectivity between Kelana Jaya Line and SSP Line at Ampang Park station. • Whether there could be acquisition of properties outside Ampang Park Complex for the SSP Line station. 	<p>Ampang Park and Jalan Binjai have a sizeable number of business establishments. The Jalan Binjai area also houses some residential units. Ampang Park is currently served by Kelana Jaya LRT Line. All groups welcome the proposed project.</p> <p>The stations at Ampang Park, Jalan Binjai and Conlay are likely to benefit not only the business communities but also the residential communities, especially those in Jalan Binjai.</p> <p>Possible adverse impact may occur during construction when there could be obstructions to the traffic flow. This negative impact could be mitigated through traffic management plan.</p> <p>There is likely to be acquisition of land for the station at the rear of Ampang Park and also at Kompleks Kraftangan. Kompleks Kraftangan has open car parks that would be used by non-visitors to the complex. They may be affected. It would be good for the area if there is a linkage from the KLCC underground car park to the proposed station at Jalan Binjai.</p> <p>Generally, we find the stakeholders receptive to the proposed SSP Line. Whilst there could be acquisition, this could be resolved through consultations with Kraftangan to achieve a win-win situation.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

PPR Laksamana (Jalan Peel)	Comments
Residential Community (ref: PD5)	
<p>Environmental Concerns:</p> <ul style="list-style-type: none"> • Noise and dust pollution especially experiencing from current MRT SBK Line construction nearby • Worried if there is rock blasting as well under SSP Line as it may cause cracks to buildings. • Likelihood of flash floods arising from improper construction site management. <p>Social Issue:</p> <ul style="list-style-type: none"> • Health of residents affected by dust pollution emanating from MRT SBK Line • Vibration from construction works may affect the apartments, schools and mosque nearby • Worried about land subsidence • Worried flash floods (if any) will stifle traffic flows and attendance at schools. <p>Traffic Concerns:</p> <ul style="list-style-type: none"> • Worried about traffic congestions and that traffic could be diverted to Jalan Peel and Jalan Keledek, and this has to be avoided at all cost. <p>Suggestions:</p> <ul style="list-style-type: none"> • Want more stakeholders to be engaged in the next stage. • Expect project contractors to be monitored closely on their safety and security management outside the construction surrounding. 	<p>PPR Laksamana is located close to the existing construction of MRT SBK Line and where other commercial development is taking place. Residents here are affected by ongoing construction works. They have been in touch with MRT Corp and have been briefed about noise and vibrations expected from SBK Line This group is relatively knowledgeable and informed about MRT in general, which makes them relatively receptive and supportive of the project. They claim that they do experience some disturbances from SBK Line construction and are concerned that SSP Line could repeat the same problems. When assured it is some distance from them, the group is less worried.</p> <p>They do have some additional concerns such as traffic movement and avoidance of airborne health hazards. Although the alignment passes underground, they want SSP Line to ensure the area does not experience flash floods due to blocked drains and avoid diversion of traffic into their area.</p> <p>Overall, this group of stakeholders are receptive and supportive of the SSP Line.</p>
Fraser's Park and Chan Sow Lin	Comments
Business and Industrial Community (ref: FGD13)	
<p>Environmental Concerns:</p> <ul style="list-style-type: none"> • Vibration and dust during and after construction of SSP Line –could affect the automotive hub at Chan Sow Lin. • Worried of mud-floods • Land subsidence 	<p>The business and industrial community here is appreciative of the proposed alignment. Their concern is mainly on traffic flows and traffic congestion during construction of SSP Line.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

Fraser's Park and Chan Sow Lin	Comments
Business and Industrial Community (ref: FGD13)	
<p>Social Issue:</p> <ul style="list-style-type: none"> • Concerned whether there are any acquisition of the premises. <p>Traffic Concerns:</p> <ul style="list-style-type: none"> • Likelihood of worsening traffic congestion during construction and adverse effects on the automotive service centres. <p>Other Concerns:</p> <ul style="list-style-type: none"> • Any disruption of the utilities underground will badly affect businesses. • Want to know more about procedures and avenues for grievances. <p>Suggestions:</p> <ul style="list-style-type: none"> • Widen existing roads • Need a traffic impact assessment study especially at the site for station. • Have a traffic dispersal system especially to BESRAYA • To be consulted further in the next phase. 	<p>Some raise the issue of soil conditions as this area was once mining land. They cited previous experiences during construction of the SMART tunnel and MRT SBK Line worksites examples of land subsidence and sinkholes and are afraid that this area could suffer from such incidents. Traffic congestion could be a problem for them as the place is an automotive hub and there is high flow of cars moving in and out of this area on daily basis. It is important, then, to put in place traffic management and dispersal plan.</p> <p>There does not appear to be any land acquisition problem with the alignment running underground here.</p>
Taman Salak Selatan – Taman Naga Emas	Comments
Residential Community (ref: PD4)	
<p>Environmental Concerns:</p> <ul style="list-style-type: none"> • Anticipate noise pollution from moving railway stock especially at curves <p>Social Issue:</p> <ul style="list-style-type: none"> • Oppose to any acquisition of their houses as they do not want to be displaced. <p>Traffic Concerns:</p> <ul style="list-style-type: none"> • Service roads at the housing estates are narrow for use by SSP Line during construction. Would oppose if their roads are used for the purpose. • Likely no proper access to construction sites and the proposed station 	<p>The stakeholders have had previous bad experiences over infrastructure development and they came for the meeting reserved. However the overall feedback from the stakeholders is relatively positive.</p> <p>There were some who are not happy that the alignment shown to them has limited information on affected lots and units. However, once they are briefed on the EIA process and the corridor shown, they are more receptive and open, providing more opportunities to discuss and exchange views.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

Taman Salak Selatan – Taman Naga Emas	Comments
Residential Community (ref: PD4)	
<p>Traffic Concerns:</p> <ul style="list-style-type: none"> • Fear that users would park at Taman Naga Emas residential area to avoid parking charges at the Park & Ride facility. They only want a pedestrian access lane to the station from their housing estate. • Request for a Park & Ride • Proposed high-rise residential development at the proposed site for SSP Line station adds to parking problems. <p>Other Concerns:</p> <ul style="list-style-type: none"> • The participants are currently opposing a DBKL's initiative to build high-rise, low-cost residential units near the site of the proposed station. <p>Suggestions:</p> <ul style="list-style-type: none"> • Have a new access road from the highway into the proposed alignment. 	<p>They are generally supportive of having the alignment and a station at Taman Naga Emas. They do have some concerns over acquisition and would oppose strongly if there are acquisitions of their homes.</p> <p>They raise the issue of access to the proposed station, pointing out that their residential roads are too narrow to cater to traffic moving to the station. They want proper access roads that do not use their internal roads, if possible. They want a park and ride facility here so that the SSP Line can service the residents here</p> <p>On the whole, this group of stakeholders are quite supportive of the SSP Line. However, should there be acquisition of residential properties, there could be objections..</p>
Salak Selatan Baru	Comments
Residential and Business Community (ref: CI 10)	
<p>Environmental Concerns:</p> <ul style="list-style-type: none"> • Noise pollution <p>Social Issue:</p> <ul style="list-style-type: none"> • Would oppose strongly if the alignment is brought to their land as they have been there long enough and relocation will not be able to find them a location that is cheap and some are too old to move. Moving would have adverse effects on their business clientele and employment. 	<p>The settlement here is an outcome of several highways splitting it from the original Kg Baru Salak Selatan. It now sits beside BESRAYA(Sg.Besi Highway)</p> <p>The area around Jalan 34, Jalan 35 and Jalan 38 is a neglected neighbourhood with poor road conditions. The neighbourhood is not properly kept and cleanliness is poor. The residential area has since been turned over for non-residential uses. Mixed with houses are car workshops, storehouses, warehouses, hardware store and recycling centres.</p> <p>The feedback is negative as they do not want to move if they are affected by the alignment. They have been staying here for a long time.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

Salak Selatan Baru	Comments
Residential and Business Community (ref: CI 10)	
<p>Traffic Concerns:</p> <ul style="list-style-type: none"> BESRAYA is already facing traffic congestions. SSP Line will add further to the congestion. Existing serious parking problems. <p>Other Concerns:</p> <ul style="list-style-type: none"> Unanimously oppose any acquisition or relocation of their units. <p>Suggestions:</p> <ul style="list-style-type: none"> Keep the alignment away from Jalan 34, Jalan 35 Consider going underground. 	<p>We find that at present, the alignment does not infringe into their area; it passes by it and there are no benefits for the community here since there is no identified station. If there is a possible land acquisition, there could be strong objections from the commercial operators.</p>
Kg Malaysia Raya	Comments
Residential Community (ref: FGD12)	
<p>Environmental Concerns:</p> <ul style="list-style-type: none"> Noise pollution from existing TBS forewarns them of potential noise from SSP Line during operations. Worried about excessive development in their area <p>Social Issue:</p> <ul style="list-style-type: none"> Fear for safety if any accidents were to take place during SSP Line operations. They fear excessive development will deteriorate their life further. Their village has been affected by all the development some of which were empty promises on good things to come. Trust is an issue. <p>Traffic Concerns:</p> <ul style="list-style-type: none"> BESRAYA is already congested. Roads are narrow at their village. No feeder buses to enter their village. <p>Other Concerns:</p> <ul style="list-style-type: none"> Don't want alignment encroach their village. Asks why the area needs another rail system when it is already served by LRT Chan Sow Lin – Bandar Tasik Selatan – Sg Besi. They consider this wastage of public funds. 	<p>The community is not affected by the alignment which skirts its boundary. They joined the discussion to know more about the SSP Line.</p> <p>However, they came with a strong view to object to any infrastructure development that is within their vicinity or appear to be within their vicinity. Their earlier experiences over other infrastructure development such as BESRAYA have made them extremely wary of such proposals. They have expressed that such development does not help them but cause congestion in their village. According to them, it is now harder to get out of their village as early as 6am in the morning due to external congestion. Their negative attitude is towards public transport in general and do not see the need for SSP Line to come even to the outskirts of their village. They would oppose this development and inform they would use all possible channels to protest if the SSP Line passes by their village.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

PPR Raya Permai – Pangsapuri Permai	Comments
Residential Community (ref: FGD14)	
<p>Environmental Concerns:</p> <ul style="list-style-type: none"> • Noise pollution and vibration from existing LRT line which comes too close to some of the blocks. • Fear of flooding if construction site is not managed well. <p>Traffic Concerns:</p> <ul style="list-style-type: none"> • Parking woes. • Anticipate traffic congestions during construction. <p>Other Concerns:</p> <ul style="list-style-type: none"> • Asks for avenues to consult if they face problems during construction. <p>Suggestions:</p> <ul style="list-style-type: none"> • Request for feeder buses to the station • Build the SSP Line station at this side of the current LRT station at Sg Besi instead of facing Sg Besi town. • Build a Park & Ride facility at the station. 	<p>The location here is very close to the existing Sg Besi LRT station. Many walk to this station towards their daily destinations. DBKL is currently building an elevated pedestrian walkway to connect the PPR to the station.</p> <p>Passing LRT trains are noisy, rattling over the tracks and when they draw near stations, their wheels screech a lot. For them they would like to have measures in place to reduce the noise. According to some whose block is near to the LRT station, the trains screech when they draw near it. Of late, this noise has become louder and intolerable. These participants are sharing real-life exposure with the LRT and believe the same experience would happen with the SSP Line.</p> <p>Participants suggest that the SSP Line alignment should cross the BESRAYA to the opposite side of the Sg Besi LRT station in order to capture the large population there. We find that this suggestion may have merit and should be considered in the design review. A Park and Ride facility could be built in and around the land owned by the Ministry of Health</p>
Kuchai Lama	Comments
Business Community (ref: PD3)	
<p>Social Issue:</p> <ul style="list-style-type: none"> • Would oppose any acquisition of their properties <p>Traffic Concerns:</p> <ul style="list-style-type: none"> • Worried that the site of the proposed station does not have a proper access to the station at Taman Naga Emas. • There is a need for a Park & Ride facility near the site of proposed station. 	<p>The stakeholders fear their villages would be negatively impacted by separation and acquisition. The initial target group was to be not more than 20 participants from community leaders but it was expanded to include a large crowd, including local politicians, who purportedly represent the people's interest in this area. The feedback was anger directed at any development project for fear it would create more problems here, e.g. traffic congestion, parking problems and too much crowding from overpopulation. At the core of their issue is a mistrust of authorities and what they represent.</p> <p>All of this has nothing to do with the proposed SSP Line but in this engagement, it has been identified as a problem to add to the numerous the community here is facing.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

Kuchai Lama	Comments
Business Community (ref: PD3)	
<p>Other Concerns:</p> <ul style="list-style-type: none"> • The participants are currently opposing a DBKL's initiative to build a high-rise, low-cost residential development near the site of the proposed station. <p>Suggestions:</p> <ul style="list-style-type: none"> • Need a new access road from the highway to the proposed construction site of SSP Line • Have a Park & Ride facility • Need feeder buses to the surrounding area • Request for further consultation with more details 	<p>The key thing that they want to know is whether their properties would be acquired. Should this happen, they would object vehemently.</p> <p>Although they were informed of a proposed station in the industrial area, participants were more interested in the proposed station at Taman Naga Emas.</p> <p>There is a strong possibility that industrial units could be impacted by acquisition. The participants' claim that their roads are very narrow to support heavy construction vehicles during construction appears to be valid based on site visit. Access into the proposed Taman Naga Emas could pose a problem and participants want more information on how it could be resolved.</p>
Pekan Sg Besi	Comments
Business Community (ref: PD6)	
<p>Environmental Concerns:</p> <ul style="list-style-type: none"> • Worry of possible flooding during construction due to poor site management. <p>Social Issue:</p> <ul style="list-style-type: none"> • Majority do not want any acquisition. <p>Traffic Concerns:</p> <ul style="list-style-type: none"> • Serious existing parking problems at Pekan Sg Besi. • Worried about further congestions during construction of SSP Line • Their <i>pasar malam</i> may be affected. <p>Other Concerns:</p> <ul style="list-style-type: none"> • Divided on whether the alignment should be elevated or goes underground. Some oppose underground citing Smart Tunnel as often getting flooded (sic). Those supporting cited it would be good for Pekan Sg Besi as it would not require acquisition or affect their businesses. 	<p>The business community here fears that the proposed SSP Line would cause them to lose their business. They also say that the township will be upgraded by DBKL quite soon and they request that MRT Corp talks to DBKL about this so that the SSP Line can be integrated into whatever DBKL plans to do for Pekan Sg. Besi.</p> <p>For this small town, traffic is a major problem. Parking is problematic because the roads are narrow. The mosque and the night market in the town centre also add to the congestion when they are open for prayers and business. There is a need to address this problem. The SSP Line and its proposed station could aggravate the situation if it is not studied properly.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

Pekan Sg Besi	Comments
Business Community (ref: PD6)	
<p>Suggestions:</p> <ul style="list-style-type: none"> • Build underground rail until Pekan Sg Besi • Provide a Park & Ride facility at the station • Build the SSP Line station at the other side of the current LRT station at Sg Besi instead of facing Sg Besi town. • Build a pedestrian bridge to connect them to the station. 	<p>The proposed plan indicates the alignment would affect the police barracks as well as the stretch of food stalls opposite the current LRT station. There is a vacant plot of land that belongs to the Ministry of Health. An abandoned clinic is located there. This, together with the hawker stalls that abut the main road could be used to accommodate park and ride facilities for the SSP Line. The hawkers do not have to be displaced permanently. They could be relocated temporarily and then, brought back to trade in a new park and ride complex. This needs a careful study and discussions with the local authorities would be useful.</p> <p>An alternative is to move the alignment away from this side of road and Pekan Sg Besi to the opposite side of the LRT station where PPR Raya Permai is located. There are some buildings here including an orphanage. The number of affected premises is a handful and manageable. The advantage is it would serve directly both the communities at Pekan Sg Besi as well as those across at PPR Raya Permai and Pangsapuri Permai residents, and reduce the acquisition and relocation of commercial activities</p>
Pekan Sg Besi – Balai Polis Sg Besi	Comments
Institution (ref: CI11)	
<p>Environmental Concerns:</p> <ul style="list-style-type: none"> • Noise and vibration would affect the operations of the police station (learning from existing LRT Sg Besi with noise level increasing over time due to lack of maintenance). • Worry about flash floods during construction. <p>Social Issue:</p> <ul style="list-style-type: none"> • Acquisition of police barracks would disrupt their operations of the police station. • The officers will be displaced to find accommodation elsewhere. 	<p>The alignment is seen to affect five blocks of police barracks. Apart from losing accommodation for its personnel, the police station would also lose its car parks for the occupants. This could pose a problem for the staff as they would have to find alternative accommodation elsewhere and drive to work, using the car park at the station. This is not possible as the station car parks are intended for official use and for the public on police business. Part of the police modus operandi is to have their personnel stay close to be effective in their duties. Acquiring their police barracks would have serious repercussions on their operations.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

Pekan Sg Besi – Balai Polis Sg Besi	Comments
Institution (ref: CI11)	
<p>Traffic Concerns:</p> <ul style="list-style-type: none"> • Parking for staff and the public will be affected. • Pekan Sg Besi is facing acute parking problems. • Acquisition of barracks would worsen parking woes at Pekan Sg Besi. <p>Other Concerns:</p> <ul style="list-style-type: none"> • DBKL has plans to redevelop the town. <p>Suggestions:</p> <ul style="list-style-type: none"> • Consider acquiring land that belongs to the Health Department and the site of hawker stalls for the station or a Park & Facility. • Provide a Park & Ride facility at the station • Consider moving the SSP Line station at the other side of the current LRT station at Sg Besi instead of facing Sg Besi town. • Communicate with IPK (Logistics) if acquisition of barracks sets in. • Rebuild barracks • Find means to reduce noise and vibration levels. 	<p>The police also inform that the nearby LRT and station are causing noise and vibrations in their barracks. They fear SSP Line would add to this environmental problem.</p> <p>The police propose to use the vacant plot of land owned by the Ministry of Health and the stalls adjoining it to develop a Park & Ride facility for the proposed SSP Line station. This could help to alleviate the parking problem in the town. They suggest shifting the alignment across to the opposite side of the LRT station. Doing all this may avoid acquiring their barracks and resultant relocation of their personnel. However, they believe this matter should be taken up at a higher level. If and when acquisition takes place, they suggest a redevelopment that includes residential units for the police. This could take the shape of a high-rise building.</p>
Serdang Raya	Comments
Business Community (ref: PD7)	
<p>Environmental Concerns:</p> <ul style="list-style-type: none"> • Noise during operations. <p>Social Issue:</p> <ul style="list-style-type: none"> • Alignment would affect most businesses along the alignment here. • Difficult to re-establish the business elsewhere, long start-up period and rebuild clientele. • Could be paying high rental at the new site. • Elevated structure blocks their advertisements. 	<p>The participants are commercial operators who have leased land from landowners (see CI09). They have invested on their buildings. One participant had indicated that their investment runs to more than 1 RM million. They have a vested interest to know more and to understand what could happen to them. The landowners have requested that their tenants be excluded from the discussion but many opted to stay and listen to the briefing.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

Serdang Raya	Comments
Business Community (ref: PD7)	
<p>Traffic Concerns:</p> <ul style="list-style-type: none"> • Jalan Serdang Raya – Jalan Utama is badly congested during peak hours. • SSP Line would add further to the congestions. This will affect their businesses. <p>Other Concerns:</p> <ul style="list-style-type: none"> • Need to ensure the premises are not acquired. SSP Line can anticipate serious objections. <p>Suggestion:</p> <ul style="list-style-type: none"> • Realign it to populated area or along KTMB-BESRAYA to South City Plaza before crossing over to Sri Kembangan. 	<p>The general feedback from them is the lack of information over the maps shown. They also object to the possibility of acquisition of the land where they are on. They point out that it has been difficult for them to find the right location to operate their business and this is an area which they have settled down. The thought of relocation is not acceptable. Their business would be disrupted; they would lose their livelihood. For them, building up their business takes time and relocating is not easy. It takes a long gestation period to get their business running. If they move, they would have to find alternative place with reasonable rental and it is not easy now to find this in Kuala Lumpur or its outskirts. Even in Kajang, rental rates have gone up.</p> <p>There are suggestions to review the alignment to avoid acquisition. They have suggested moving the alignment on the road reserves of the Kuala Lumpur – Seremban Highway. Another alternative is to move this part of the alignment along BESRAYA from Pekan Sg to South City Plaza before turning into Sri Kembangan. This adjustment would also serve The Mines with its future development of 24,000 houses. The latter could be a better alternative and may avoid displacing these commercial operators.</p> <p>This group of stakeholders are unhappy over the SSP Line coming to their area. However, they have been open and are prepared to listen provided they have access to more information on the proposed SSP Line.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

Serdang Raya	Comments
Business Community (ref: PD8)	
<p>Environmental Concerns:</p> <ul style="list-style-type: none"> • Noise pollution during construction and operations of SSP Line, affecting those living in high rise apartments. • Worry about vibration and its effects it may cause on the former mining land. • In any case, river should not be used for SSP Line – they will protest strongly. <p>Social Issues:</p> <ul style="list-style-type: none"> • No houses to be acquired nor should it come too close to any of the houses. • Fear of damages to their buildings from SSP Line. The concern is more about long-terms effects of SSP Line on their properties (e.g. cracks). <p>Traffic Concerns:</p> <ul style="list-style-type: none"> • Traffic congestions have become more serious. SSP Line may worsen further during construction. <p>Other Concerns:</p> <ul style="list-style-type: none"> • The proposed alignment is bad for businesses. <p>Suggestions:</p> <ul style="list-style-type: none"> • Establish an effective monitoring system to monitor SSP Line during construction and at operations. • Build alignment on the median of Jalan Serdang Raya – Jalan Utama, or along BESRAYA reserves to South City Plaza before turning into Sri Kembangan. The latter is their first preference. 	<p>The residential community is supportive of the idea of SSP Line coming to their place. However, their issue concerns the access to the MRT from their residential areas, especially those from SR1 to SR9. Here the roads are narrow with cars parked along them. They want feeder buses to serve them but their narrow roads could pose a challenge to the normal feeder bus services and slow them down. They request vans as an alternative to such buses.</p> <p>Common concerns of residents are noise and vibration from the SSP Line. This would need some attention.</p> <p>The participants are also concerned that the SSP Line could affect the business community along Jalan Serdang Raya – Jalan Utama and make a suggestion to realign this segment of the SSP Line across BESRAYA. Their suggestion synchronises with that of the business community and strengthens the proposal to have the SSP Line moving along BESRAYA to South City Plaza and from there to Seri Kembangan, This may be a better alternative and should be considered, subject to technical and other relevant factors. It would help to diffuse the problem over acquisition. On another suggested alternative to use the reserve along Sg Kuyoh, the residents object to this suggestion).</p>
Serdang Raya	Comments
Corporate (ref: CI 09)	
<p>Social Issue:</p> <ul style="list-style-type: none"> • Acquisition will affect many businesses to whom they have leased out their land to. • Safety during construction. <p>Suggestion:</p> <ul style="list-style-type: none"> • They are open for full or partial acquisition of their land for SSP Line. 	<p>The corporate entity is the landowner of the commercial lots along Jalan Serdang Raya – Jalan Utama. They are not objecting directly to land acquisition. They believe this can be worked out with the Project Proponent. However, they are concerned over the impacts on their tenants and their livelihoods.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

ZONE 8: SERI KEMBANGAN/SERDANG ZONE 9: CYBERJAYA AND PUTRAJAYA SERI KEMBANGAN - PUTRAJAYA Residential Community (ref: PD2, FGD9 and FGD10)	Comments
<p>Environmental Concerns:</p> <ul style="list-style-type: none"> • Vibrations and cracks-concerns over are raised. Participants want to know what recourse is available if this happens and whether there are compensations. • Noise is raised but it is not too much of a concern • Flash floods, especially in some areas at Seri Kembangan North, e.g. in front the Police Station and BOMBA. Seri Kembangan South (Aeon Jaya Jusco junction, Taman Equine) is prone to flash floods. • Land subsidence-some areas in Taman Dato' Demang face land subsidence and siltation could get worse during SSP Line construction. <p>Social Issues:</p> <ul style="list-style-type: none"> • Land acquisition - a generic concern. The question raised by the community is whether their homes would be affected. • Safety issue is from Seri Kembangan North participants who are sensitised by recent incidents on construction sites of LRT2 and SBK Line <p>Traffic Issues:</p> <ul style="list-style-type: none"> • At Seri Kembangan North, traffic congestion is aggravated by the presence of the Chinese primary school (SRJK (C) Serdang Baru (2)). • Congestion on Jalan Raya Satu in Seri Kembangan is a daily affair. It is compounded by container trucks from nearby industrial area. Residents do not want added congestion from SSP Line. • Residents from Seri Kembangan South also face traffic congestion, especially in the area around the proposed station in Equine Park. 	<p>The overall feedback is positive, with the residential groups in these areas acknowledging the importance of having a good public transport system such as the SSP Line in their neighbourhoods.</p> <p>Fears over vibrations, especially cracks in premises are perceived by them as a major worry, especially during construction. This problem apparently overrides any complaints on noise from those who believe they are very close to the proposed alignment.</p> <p>Their concerns over flash floods are believed to occur during heavy rains and should be looked into during construction.</p> <p>Fears over land acquisition are raised because of the psychological, social and economic consequences but aside from suggesting that some segments where acquisition is serious be reviewed, it would be difficult to resolve these at the EIA stage where the focus is more on an SSP Line corridor.</p> <p>It is acknowledged that their concerns over traffic congestion could arise during the MRT construction and traffic management plan would be placed to address these fears. The present traffic conditions in some parts along the ongoing MRT SBK Line construction do experience traffic congestion at certain peak times.</p>

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

ZONE 8: SERI KEMBANGAN/SERDANG ZONE 9: CYBERJAYA AND PUTRAJAYA SERI KEMBANGAN - PUTRAJAYA Residential Community (ref: PD2, FGD9 and FGD10)	Comments
<p>Traffic Issues:</p> <ul style="list-style-type: none"> • The residents are concerned about the proposed SSP Line station at Putrajaya Sentral. They are worried over potential building-up of traffic that would affect the existing Park & Ride facility and interference with the services of Putrajaya Hospital and the Fire Brigade. • They are also concerned that there is no provisional link from SSP Line to the internal proposed monorail within Putrajaya city centre. • All groups want effective feeder bus services to support SSP Line <p>Other Concerns</p> <ul style="list-style-type: none"> • The suggestion from the Seri Kembangan South residents is to move the proposed Station at Equine Park southwards because of parking problems at Aeon Jaya Jusco. • An alternative suggestion is to combine this station at Equine Park with the one at Putra Permai and locate it at the Selangor Wholesale Market. <p>Suggestion: The residential community would like to view more detailed plans of the SSP Line alignment, especially to resolve fears over land acquisition.</p>	

SECTION 6 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 6-31 Feedback from Stakeholders Engagement Sessions (Cont'd)

Institutional and Business Community (ref: CI 5, 6, 7, and 8)	Comments
<p>Environmental Concerns:</p> <ul style="list-style-type: none"> Noise and Vibrations - This is indicated by Farm in the City and the restaurant operator in Seri Kembangan North and South. <p>Social Issues:</p> <ul style="list-style-type: none"> Safety - this is raised by the small group of commercial operators in Seri Kembangan. <p>Traffic Concerns</p> <ul style="list-style-type: none"> Traffic congestion raised by Selangor Wholesale Market and the Farm in the City largely because of their business activities involve heavy vehicular traffic 	<p>The response from the business community is very positive. Both Putrajaya Holdings and Cyberview Sdn Bhd find the proposed SSP Line to be beneficial to their townships. This positive view is shared by those in Seri Kembangan North and South which are located far from the main road where the alignment is. However, noise and vibrations could affect the fire brigade station and the police stations.</p> <p>Safety issue raised should be manageable given MRT Corp experiences with MRT SBK Line. Traffic concerns could also be managed by traffic management plan.</p> <p>On discussions with the commercial and institutional stakeholders on alignment and stations, there is a need for further discussions between them and the Project Proponent once the project moves ahead into design stage.</p>

** All groups requested for more engagement sessions/ dialogues.

6.3.2 Summary of Feedback from Stakeholders' Engagements

Unlike the perception survey where participants had referred to a show card of the SSP Line, the engagement process involved a more detailed briefing and maps which have more information on the alignment.

Most stakeholders engaged show a general support for the proposed SSP Line although some express conditional support and others object strongly because of perceived negative impacts. The overriding fear is acquisition of properties, which affects both residential and commercial stakeholders. In the case of commercial groups, it is found that a large proportion are tenants and therefore, acquisition becomes a major issue for them as they believe their rights in the negotiation process would be overlooked or they would be blind sighted. Many stakeholders' perceptions at this point in time are snapshots of their perceptions. They could change their perceptions anytime depending on the future engagement process and information made available to them.

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(a) Positive Perceptions

The general consensus is that the SSP Line is a much needed public transport for Greater Kuala Lumpur. They acknowledge that having SSP Line would be good for the communities and the towns they live in. Communities all over the SSP Line corridor appreciate this provision for enhanced connectivity to other public transport modes and the Park & Ride facilities which are quite substantial in number. In many instances, stakeholders have highlighted that this mode of public transport is long overdue for their areas. In places like Damansara Damai, having the SSP Line reduces their need to rely on motor vehicles and the use of only one entry into their housing area. In other areas such as Pekan Batu and Kepong, stakeholders see the SSP Line as providing them with an additional public transport mode. Through integration with other urban rail lines, many stakeholders acknowledge with the SSP Line, they could have access to seamless connectivity across the entire Klang Valley using the MRT, LRT and Kommuter.

Those along the underground segment see more benefits, with minimal risks, except for Perbadanan Pembangunan Kampong Bharu, which prefers the location of proposed station in their area to conform to their Master Plan. Still, they recognise the benefits of the MRT and how it would benefit its residents and future investors.

Business establishments, especially those near to proposed stations, perceive the SSP Line as an opportunity to increase their earning power. This view is found in Damansara Damai and Chan Sow Lin. The Hospital Kuala Lumpur and Kompleks Budaya along the proposed alignment also see SSP Line as beneficial to the public and this benefit does, to some extent, outweigh some of the concerns they have of the SSP Line being too close to them. In places like Cyberjaya and Putrajaya, having the SSP Line would serve as a strong catalyst for growth in their areas. Putrajaya is experiencing a tourism boom and sees the SSP Line as another mode of transport that would enhance its connectivity to Kuala Lumpur. When SSP Line is linked to High Speed Rail, the communities here are seen to benefit further in many ways, including connectivity improvements and higher sales turnover for businesses.

Istana Budaya recognises the advantage of having the SSP Line station nearby as it could boost their visitors. The commercial group in Seri Kembangan (N) and (S) find the SSP Line as an impetus for more people to come to their area and boost the local economy. The Farm in the City and Selangor Wholesale Market sees this as a possible long term benefit.

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(b) Negative Perceptions

The concerns over the SSP Line expressed by all groups met during the engagements vary according to their varying interests but top of their concerns are land acquisition, traffic congestion, and increase in noise levels and vibration. The stakeholders' engagement undertaken has clearly changed the priority focus of negative impacts from environmental issues to social and traffic issues because land acquisition and traffic congestion are frequently highlighted during discussions.

Land acquisition

Land acquisition from such infrastructure development can cause emotional and psychological impacts on affected individuals and families. Often monetary compensation is believed to adequately provide for the displaced people. The economic solution is seen as adequate but for many; it may not be enough to cover the non-financial consequences of land acquisition. For those who own properties, albeit many properties, land acquisition is part of a normal property transaction. However, not all fall into this category. Residents, especially older and retired ones, could be the worse impacted upon. Many are entrenched in a certain area, tied down by their life experiences and social and personal relationships and would be alienated should they be forced to relocate. Those who have to move and relocate may find themselves moving very far from where they are presently staying. The entire process of searching for appropriate replacement homes, packing, moving out and moving in could place most affected families in difficult situations.

The majority of the stakeholders' engagement sessions raise land acquisition as a serious issue. The vital question for all of them is whether they could be affected by acquisition. Only a few did not raise this issue, e.g. those at Jinjang Baru (residents), PPR Pekan Batu (residents). For the rest, it is a very contentious issue and they worry about this happening to them.

Many want to know more about the alignment as they want to know whether their premises are affected by the SSP Line. Among those who vehemently opposed land acquisition are residents and business operators from Sri Damansara (along Jalan Jati), Kepong Metro Prima (commercial), Jinjang (commercial), Jalan Ipoh (commercial), Ampang Park (commercial), Salak Selatan Baru (commercial), Taman Salak Selatan (commercial), Serdang Raya (commercial), an Seri Kembangan (North-Residential). It is important that the impacts of land acquisition on affected groups be given priority in reviewing the alignment largely because it is extremely sensitive and contentious. We think individual attention is important for each affected individual and each may have to be treated differently from the other.

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Safety

Although this is often not seen as a serious issue, it has become one that is frequently highlighted by stakeholders during engagement. Recent accidents influenced their views. However, since it has been raised so frequently, some attention should be given to this concern through appropriate communication channels that could provide adequate and timely information to the public to enable them to understand and make an informed judgement on safety measures in place and are being considered for implementation. The experiences of MRT SBK Line could be put to best use here for SSP Line.

Concerns on safety are raised by residents from Damansara Damai, PPR Pekan Batu, PPR Laksamana and Seri Kembangan (North). They are also mentioned by commercial groups in Jalan Ipoh; institutions such as Perbadanan Putrajaya, and private corporations like Gapurna, Putrajaya Holdings and Cyberjaya. The fear is that whilst recent accidents involve construction workers, this problem could also affect the public. Generally, they are looking to know that safety at work site is prioritised.

Traffic congestion

Traffic congestion is frequently raised by all groups met along the entire stretch of the proposed SSP Line. In many of these areas, traffic congestion is already a daily problem. Examples include Damansara Damai, Kepong and Jinjang, Chan Sow Lin, Salak Selatan Baru, Kg Malaysia Raya, Sg. Besi, Serdang Raya and Seri Kembangan. Here, the main roads are congested daily and get worse during peak hours in the morning and evening. During construction, this could be further aggravated; most believe they could not bear with it.

During construction, often the number of lanes on the affected road is reduced. However, road users find that this arrangement is often done in a manner by contractors to suit their needs and not those of road users. Many express frustrations when barriers are not properly placed and existing roads are further reduced by haphazard placement of barriers that are at risk of causing road accidents. It indicates a need to advise site contractors to be aware of their actions and consequences when they are not vigilant in adhering to traffic guidelines during construction.

The police at Sg Besi Station have indicated they would like to be involved in the traffic management process during construction and to assist, where appropriate. This problem requires urgent attention and consideration should be given to devise an efficient and effective traffic management plan that is sensitive and tailor-made according to each area that is likely to suffer from aggravation of traffic congestion.

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Traffic diversions

Many communities have mentioned about traffic congestion during construction of SSP Line. However, there are also some who are worried about their area, especially residential, being using for traffic diversion or dispersal during the construction period. This includes PPR Laksamana who also indicates safety as a key issue if such diversions are made into Jalan Peel and Jalan Keledek.

Park and Ride Facility

Different views are obtained from stakeholders on the provision of Park & Ride facility. They range from requesting a P & R at every station or at least one near to them to a shift from proposed location to another site and a complete removal of proposed P&R facility. Among those who want a P & R facility near them are the business community at Kepong Metro Prima, Taman Salak Selatan, Taman Naga Emas, and Sg Besi (business). Their suggestion is to integrate such facility with their existing open car park at the proposed station. This is based on an overriding fear that if such P&R is not provided, train users would impinge upon existing commercial parking and thus cause undue hardship to their customers.

On the other hand, there are stakeholders who oppose having a P & R in their area. They comprise Jinjang (business), Jinjang Baru (residents), and Kg Batu Delima (residents). Under these circumstances, their suggestion is to either move the proposed P & R away to another location (e.g. Jinjang (business), Jinjang Baru (residents) and Kg Batu Delima (residents)), or to completely remove the P & R facility, pointing out the MRT users should not be using cars to access MRT stations but instead use feeder buses (Jinjang Baru (resident); Jinjang (business)). For those in Jinjang, it is suggested that the proposed P & R facility be moved to the DBKL depot for towed vehicles, a short distance from its current proposed location. This idea is also shared by those from Kg. Batu Delima.

Putrajaya residents are worried about traffic congestion that SSP Line would bring especially when they find the current P & R facility in Putrajaya Sentral is inadequate for local users. It is heavily being used more by KLIA Transit passengers who are from outsider of Putrajaya. They find that the users of their P&R facility start early in the morning. This causes car park shortage for late users, especially those from the government offices who normally would begin their journey to Kuala Lumpur later in the morning to carry out their duties and tasks. They want the P&R facility at Putrajaya facility to be expanded. Currently, the P&R facility at Putrajaya Sentral can accommodate 1,500 cars but there is provision for expansion up to 3,000 bays.

At Sg Besi, car parking facility is available under the elevated guide ways of the LRT. This parking appears limited. Across the LRT station, there is a P & R facility in Pekan Sg Besi. Feedback from stakeholders here implies that parking remains inadequate. Both business community and the police officers (institutional) suggest an additional P&R facility for SSP Line be developed. This needs further study by

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SSP Line to determine whether existing P&R facility is adequate to serve both the LRT and the SSP Line, when it is completed, or additional facility has to be created.

Noise and Vibration

For stakeholders who are staying near the proposed alignment, the immediate concern is on noise and vibration. Noise is frequently mentioned but most stakeholders are unable to measure and evaluate the impacts of noise on them. They cite examples of existing LRT and the noise emanating from its operations but are unable to gauge how the noise from SSP Line would be like. For those who are in areas considered as quiet and serene, they find the SSP Line disturbance and prefer it to be elsewhere noisier.

To many, the key concern is the impacts of vibrations, especially on their properties. They fear cracks and fissures appearing in their premises. These fears cut across a wide spectrum, comprising commercial operators and residents. They include Damansara Damai, Sri Damansara, Kepong Metro Prima, Jalan Ipoh, Ampang Park, Jalan Binjai, Chan Sow Lin, Kuchai Lama, Serdang Jaya, and Seri Kembangan (N). Part of their concerns comes from the fact that they do not know what recourses are available and what measures or actions are in place to enable them to obtain clarifications, and seek remedial actions. Concerns over vibrations and cracks in buildings are generally confined to the construction period and participants believe that they would diminish once the SSP Line is operational.

For the HKL, noise and vibrations are key concerns due to their operations. Vibrations could be seen as a serious threat to them. The well-being of their patients could be compromised. Their operations could be jeopardised. They want actions to be in place to avoid such occurrences as they do not want to face unwarranted legal actions on negligence on them as a result of the SSP Line construction.

Dust and Air Pollution

The issue of dust and air pollution is raised but is not seen as rampant or of great concern. Some of the Damansara Damai business operators and those at Seri Kembangan (N) and Jinjang have highlighted them. Many of them are in certain business that is sensitive to dust, e.g. hotels or food.

Flash flood

Residents in places such as Ampang Park, and Seri Kembangan (police station, fire brigade, Aeon junction) are conscious of this. In places like Pekan Sg Besi, Seri Kembangan (N) and Seri Kembangan (S), there is concern that during construction of the proposed SSP Line, the problem of flash flood in their areas would escalate. Some residents who stay near rivers also express similar fears (e.g. Serdang Raya). The Police at Sg Besi Station has also highlighted this problem occurring.

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Land subsidence

In other instances, safety is seen in terms of environmental protection. They involve ground stability. The concerns are over land subsidence and erosion of river banks. A few locations along the SSP Line alignment are believed to experience land subsidence. The fear among the communities here is that it could occur again, especially during construction of the SSP Line. This fear is relatively strong especially among those located in the northern portion of the proposed alignment as well as those the underground segment where their properties are on limestone. Stakeholders have quoted examples of the sinkholes in Jalan Imbi and are worried, especially those in Damansara Damai, Sri Damansara, GHKL, Istana Budaya, Kampong Bharu, Ampang Park, Jalan Binjai, Kompleks Kraftangan, Chan Sow Lin, Pekan Sg Besi and Taman Dato' Demang (Seri Kembangan). Precautionary measures must be in place to manage this potential problem during construction. Further investigations are needed to validate these comments.