

Appendix E
Social Survey Methodology And Findings

APPENDIX E : SOCIAL SURVEY METHODOLOGY AND FINDINGS

1.0 INTRODUCTION

This appendix documents the methodology and the findings of the public perception survey and the various stakeholder engagement sessions carried out over the course of the DEIA.

1.1 APPROACH AND METHODOLOGY

Multiple approaches were used to collect data for analysis. It combines a variety of tools that range from use of secondary data for socioeconomic profiling to the use of primary data collection using a perception survey and face-to-face encounters such as focus group discussions (FGDs), case interviews, and public dialogues.

1.1.1 Secondary Data from Population and Housing Census 2010

A 400-metre corridor is identified from each side of the entire alignment. It serves as a broad impact zone based on the planning principle that an acceptable walking distance from a transit point is approximately 400 metres.

Secondary data was sourced from the Department of Statistics [DOS] (GIS unit) to obtain the socio-economic profile in the impact zone from the Population and Housing Census 2010. The information was extracted from the Census enumeration blocks. To facilitate data extraction from the enumeration blocks, the impact zone was subdivided into four major corridors as follows:

1. Northern segment - from Damansara Damai to Jalan Ipoh;
2. Underground segment - from Jalan Ipoh to TRX and Bandar Malaysia
3. Southern elevated segment 1 – Bandar Malaysia to UPM
4. Southern elevated segment 2 - from UPM to Putrajaya

The corridors were also used as basis for the delineation of the initial zones for the perception survey.

1.1.2 Perception Survey

The perception survey used a questionnaire, implemented through interviews by enumerators. The survey questionnaire is shown in **Appendix E1**. The findings were analysed through SPSS.

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The methodology of the perception survey is described below:

a) Sample Size¹

An overall sample target of 1,500 was adopted for the perception survey. It was based on the following criteria:

- 95% level of confidence;
- Margin of error of 5%;
- Stratification of sample across 4 corridors.

b) Stratification of Sample

A first level stratification of the sample was undertaken, dividing the sample into residential and non-residential (commercial and industrial operators). A heavier weight was assigned to residential respondents, assuming residents are generally more sensitive to this type of infrastructure development and would be among the first to express social concerns. The quota of 30% was assigned to non-residential activities because much of the route is along major commercial areas. The first level stratification of the 1,500 sample showed the following targeted distribution:

Respondent Type	Distribution Ratio	Sample Distribution
Residential	0.70	1,050
Non Residential	0.30	450
Total Sample		1,500

A second level stratification was carried out using the four corridors as the initial broad survey zones. These zones were further subdivided to facilitate implementation and management of the survey taking into consideration varying spatial characteristics within each corridor. Altogether, 9 survey zones were identified (see **Appendix 1-4** for breakdown of the corridors into survey zones). The sample distribution is shown in **Table 1.1**.

¹ Formula for estimating sample size (Source: *PennState Cooperative Extension*)

$$N = \frac{\frac{A^2}{Z^2} + \{P [1-P]\}}{N}$$

Where

N= sample size required

P= estimated variance in population, as a decimal here (i.e. 0.5)

A= Precision desired 50%, as a decimal (i.e.0.05)

Z= confidence level, either 95% (obtain values from z tables 95% -1.96)

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Table 1-1: Distribution of Sample by Segment and Survey Zone

Corridor	Area Description	Survey Zone	Sample Distribution
Northern Elevated Segment	Sri Damansara/ Menjalara	1	500
	Kepong/Jinjang	2	
	Batu/Jalan Ipoh	3	
Underground	City Centre	4	150
	TRX/Chan Sow Lin/Sg Besi Airfield	5	125
Southern	Kuchai Lama/ Sg Besi	6	375
	Serdang Jaya	7	
	Seri Kembangan/Sri Serdang	8	
Putrajaya Extension	Equine/Putra Permai/ Cyberjaya/Putrajaya	9	350
Total Sample			1,500

Source: DEIA SSP Line December 2014/February 2015

c) A third level stratification was undertaken by dividing the sample in each survey zone into two groups, i.e. (a) those who are within a 20-metre (20m) zone and (b) those within the 21 metre to 400 metre zone (21m-400m). The 20m zone was identified based on direct noise and vibrations impact. The aim is to assess the perceptions of those staying near and compare them with those further away from proposed alignment.

d) Survey Implementation

During the fieldwork, systematic random sampling was adopted in the sample selection on ground. In the absence of very detailed maps on ground, the 20m zone and 400m zones are indicative based on the identification of building and streets during preliminary site visits. This was deemed the most practical and effective way to carry the zone identification on ground.

e) Constraints during Survey Implementation

Some constraints during the survey are observed. Although a non-response rate has been factored in, the survey team is required to ensure that there was no fall-out from the targeted sample sizes. A larger survey team was organized to undertake the survey. Stratification by different levels, i.e. respondent type, survey zone and proximity to proposed alignment entailed detailed close supervision on ground.

Enumerators were required to follow quotas and to adhere to the process of systematic random sampling in order to reduce bias. The survey was carried out from December 2014 to February 2015. Both periods involved extensive holiday breaks which slowed down fieldwork. This was further complicated by a general reluctance, especially among urban households and small and medium manufacturers, to participate had posed numerous challenges to the survey team in carrying out their tasks within the given time frame.

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1.1.3 Stakeholders' Engagements

In order to give more depth to the perception survey findings, stakeholders' engagements were carried out using various methods, combining focus Group Discussions (FGDs), case interviews and public dialogues. The approach was to target selected groups and institutions, especially those which are located close to the proposed SSP Line and who could be significantly impacted by the project.

The general approach adopted in all these engagements included the use of presentation slides to explain the purpose and intent of these engagements, to show to participants the SSP Line alignment together with relevant information on the proposed development. Participants were given time to discuss and to share their views on the proposed project.

Case interviews were used mostly for institutions where face-to-face engagements would be more meaningful, allowing them opportunities to discuss the potential impacts on them. Focus groups were determined based on their locations and their shared characteristics, e.g. residents or commercial operators. Where such groups could be merged into larger groups, public dialogue sessions were held.

The initial target number for stakeholders' engagement set out under the Terms of Reference was 20 but during fieldwork, the number of engagements was raised to 33 after detailed site assessments on social impacts. While some groups have to be combined taking into considerations; others have to be further segregated due to their social characteristics. Some of such examples are given below:

- a) The proposed FGD for Sri Damansara Commercial Group were subdivided into 2 groups due to their different socio-economic characteristics;
- b) The FGD earmarked for occupants of Ampang Park was merged with those from Jalan Binjai due to insufficient quorum from Ampang Park;
- c) Two interviews with Hospital Kuala Lumpur (HKL) were carried out; the initial one with the technical personnel of HKL and another with the Director of the Hospital who requested for a briefing.
- d) Kg Malaysia group was separated from the Kuchai Lama residential group into a different discussion group.
- e) The landowners of commercial lots at Serdang Raya requested for a separate discussion. An interview with them was conducted.

Table 1-2 lists the stakeholders' engagements into various target groups, giving the dates and time of interactions. Detailed findings from the interviews, FGDs and public dialogues are given in **Appendix E3**.

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Table 1-2: List of Stakeholder Engagements

No	Type	Social Group		Date	Ref.
1	Interview	Institution	Hospital Kuala Lumpur	1/12/14	CI01
			Hospital Kuala Lumpur	16/12/14	
2	Interview	Institution	Kompleks Kraftangan, Jalan Conlay	4/12/14	CI02
3	Interview	Institution	Perbadanan Pembangunan Kampong Bharu	4/12/14	CI03
4	Interview	Institution	Istana Budaya	8/12/14	CI04
5	Interview	Institution	Perbadanan Putrajaya	15/12/14	CI05
6	Interview	Corporation	Cyberview Sdn Bhd	18/12/14	CI06
7	Interview	Corporation	Putrajaya Holdings	19/12/14	CI07
8	Interview	Commercial	Seri Kembangan	30/12/14	CI08
9	Interview	Commercial	Serdang Raya	5/03/15	CI09
10	Interview	Commercial/ Residential	Salak Selatan Baru	7/03/15	CI10
11	Interview	Institutional	Balai Polis, Pekan Sg Besi	9/03/15	CI11
12	Public Dialogue	Residential	Sri Damansara Community	11/12/14	PD1
13	Public Dialogue	Residential	Seri Kembangan North	30/12/14	PD2
14	Public Dialogue	Commercial/ Industrial	Kuchai Lama	25/02/15	PD3
15	Public Dialogue	Residential	Taman Salak Selatan – Taman Naga Emas	25/02/15	PD4
16	Public Dialogue	Residential	PPR Laksamana Jalan Peel	26/02/15	PD5
17	Public Dialogue	Commercial	Pekan Sg Besi	5/03/15	PD6
18	Public Dialogue	Commercial	Serdang Raya	6/03/15	PD7
19	Public Dialogue	Residential	Serdang Raya	6/03/15	PD8
20	FGD	Commercial	Damansara Damai	7/12/14	FGD1
21	FGD	Commercial	Metro Prima-Kepong	13/12/14	FGD2
22	FGD	Residential	Kg Batu Delima	14/12/14	FGD3
23	FGD	Residential	PPR Pekan Batu	15/12/14	FGD4
24	FGD	Commercial	Sri Damansara	17/12/14	FGD5
25	FGD	Residential	Taman Jinjang Baru	17/12/14	FGD6
26	FGD	Commercial	Ampang Park-Jalan Binjai	18/12/14	FGD7
27	FGD	Commercial	Jinjang-Jalan Kepong	19/12/14	FGD8
28	FGD	Residential	Seri Kembangan South (Taman Equine/)	20/12/14	FGD9
29	FGD	Residential	Putrajaya (Precincts 7, 8 & 9)	21/12/14	FGD10
30	FGD	Commercial	Jalan Ipoh	23/12/14	FGD11
31	FGD	Residential	Kg. Malaysia Raya	25/02/15	FGD12
32	FGD	Commercial/ Industrial	Jalan Chan Sow Lin	26/02/15	FGD13
33	FGD	Residential	Sg Besi PPR Raya Permai	5/03/15	FGD14

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1.2 SOCIAL PROFILE

1.2.1 Regional Context

The proposed SSP Line is among the measures identified to tackle the challenge of inadequate public transport in the Greater Kuala Lumpur. According to the Population and Housing Census 2010, population in the Greater Kuala Lumpur (GKL) touched 6.3 million in 2010. The ETP targeted GKL population to 10 million by 2020, with an immigrant population component of 2.5 million. With rapid population growth, it believes that GKL contributions to Gross National Income (GNI) would rise by 2.5 times from RM258 billion in 2010 to RM650 billion in 2020. This implies that 40% of GNI would be generated from GKL. To achieve this, the GKL NKEA identifies various measures to be undertaken.

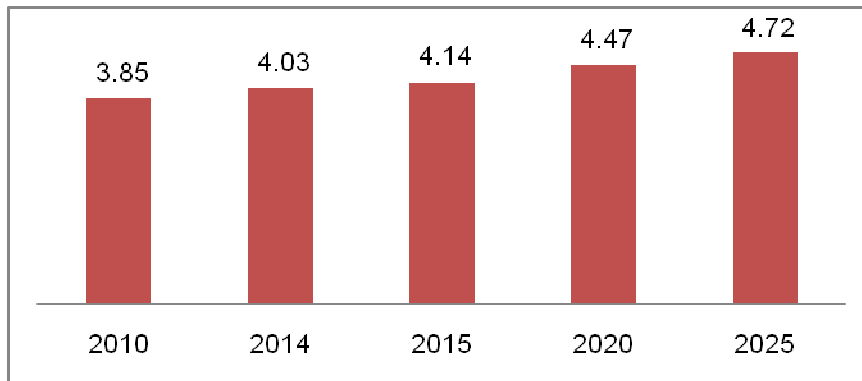
Among them, is the implementation of a comprehensive MRT system to improve public transportation which is said to be currently fragmented, often unreliable and where roads are almost always congested.

The SSP Line would complement the SBK Line which is presently under construction. Its proposed route covers six municipalities under GKL. Spatially, it stretches from the northern tip of GKL and serves the eastern part of Kuala Lumpur before cutting through Kuala Lumpur city centre towards the south of Kuala Lumpur into the south-western part of GKL which is under the jurisdiction of Majlis Perbandaran Subang Jaya. It then enters the municipality of Sepang to link to Cyberjaya city centre before terminating at Putrajaya Sentral, which is under the jurisdiction of Perbadanan Putrajaya. Along the way, it would integrate with other public transportation systems like the monorail, KTM Komuter and LRT as well as with SBK Line, enhancing connectivity, a factor critical for urban growth and for improving the labour productivity of the urban population through enhanced connectivity, faster travel time and savings in costs and travel time.

In 2010, total population of the 6 municipalities that serve as the regional corridor for SSP Line was estimated at 3.9 million (**Chart 1-1**). By 2015, the regional corridor population is estimated to rise to 4.1 million. By 2020, it would increase to 4.47 million or slightly less than half of GKL's 10 million target. In 2025, the regional corridor population is expected to increase to 4.7million (The estimates consider state population projections undertaken by DOS (2040) and the target population for Selangor under the recent structural plan study of Selangor).

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Chart1.1: Population of SSP Line Regional Coverage in 2020 and 2025 (in million)



Note: Adjusted for under-enumeration

Estimates from 2014 to 2022 based on projected DBKL and Selangor State population growth and DOS state population projections 2040

Sources: 1) Department of Statistics, "Population Distribution by Local Authority Areas and Mukim 2010
2) Department of Statistics, "Population Projections, 2040 by State" (Special Request)
3) Laporan Tinjauan Kajian Rancangan Struktur Negeri Selangor 2035 (Restricted)
4) Consultant's Estimates from 2014 to 2025.

1.3 SOCIAL PROFILE OF THE SSP LINE IMPACT ZONE

1.3.1 Total Population

The impact zone of 400m from each side of the proposed alignment from Sungai Buloh to Putrajaya is subdivided into 4 major corridors, i.e. Northern, Underground, Southern 1 and Southern 2. The Northern corridor covers the stretch from Sungai Buloh/Damansara Damai to Jalan Ipoh. The Underground corridor stretches from Jalan Ipoh through to KLCC to Tun Razak Exchange (TRX) to Jalan Chan Sow Lin up to the proposed development at Bandar Malaysia. The Southern 1 corridor covers Kuchai Lama to UPM and Southern 2 stretches from UPM to Cyberjaya and Putrajaya.

Total population in the impact zone in 2010 was estimated at 322,885 in 2010 (**Chart 1-2**). In 2014, overall population in the impact zone is estimated to have increased to 342,900, an increase of around 6.2% over the past 4 years.

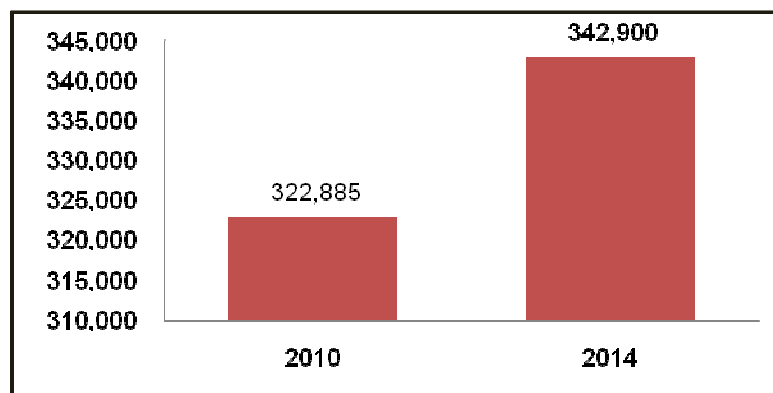
1.3.2 Population Distribution

Population distribution in the impact zone is as follows (**Chart 1-3**):

- 46% in the southern elevated 1 corridor;
- 23% in the northern corridor;
- 21% in the underground corridor;
- 10% in the southern elevated 2 corridor

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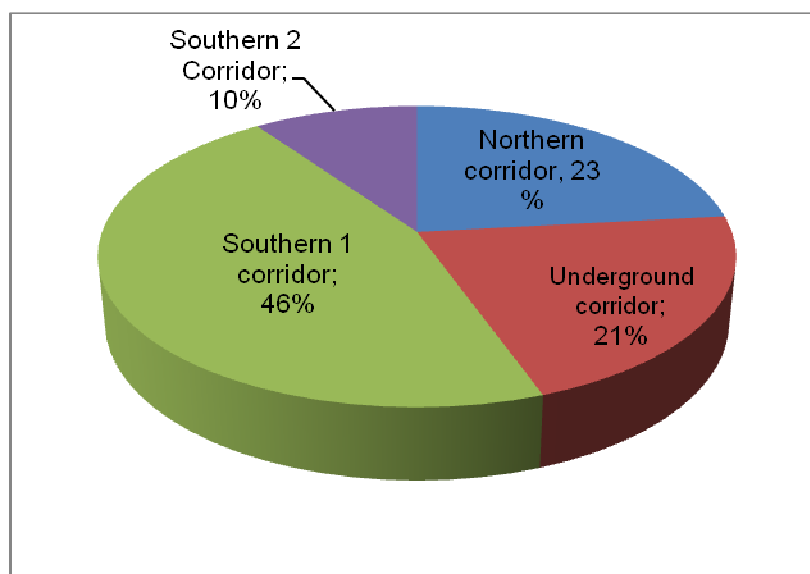
Chart 1-2: Population in SSP Line in 400m Impact Zone, 2010 and 2014



Notes: (1) All figures rounded to nearest
(2) 2014 is estimated based on population estimates by state from Department of Statistics

Sources: (1) Department of Statistics, Population & Housing Census 2010, "Special Request" (December 2014/February 2015)
(2) Department of Statistics, "DOS Quick Info" (pqj.stats.gov.my)
(3) Laporan Tinjauan Kajian Rancangan Struktur Negeri Selangor 2035 (Restricted)

Chart 1-3: Population Distribution in the Impact Zone by Corridor



Source: Department of Statistics, Population & Housing Census 2010, "Special Request" (December 2014/February 2015)

The Southern Elevated 2 sub-corridor has the lowest share because the stretch is relatively underdeveloped, with lower population density compared to elsewhere in the impact zone. The Southern 1 corridor covers parts of Kuchai Lama, Salak Selatan, Sungai Besi, Bandar Baru Seri Petaling, Serdang Jaya and Seri Kembangan; most of these areas are densely built up – hence the the huge concentration of population here. Whilst the alignment itself follows major highways and main roads where there are considerable commercial activities, the impact zone covers residential areas surrounding these commercial centres.

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The four main corridors were further subdivided into seven sub-corridors in line with its respective spatial characteristics. Population distribution across the sub-corridors is summarised in **Table 1-3**. The main population concentration areas are in Kepong-Jinjang sub-corridor (19%) and in Kuchai Lama-Salak South-Sg Besi sub-corridor (29%). Overall, population distribution is relatively uniform with the exception of Sri Damansara - Bandar Menjalara sub-corridor which has the lowest proportion of population at 6%.

Table 1-3: Distribution of Population in Impact Zone by Sub-corridor

	Sub-corridor	Pop (2010)	%
1	Damansara Damai, Sri Damansara & Menjalara	18,771	6
2	Kepong, Jinjang, Delima & Batu	56,313	17
3	Underground -Jalan Ipoh, Sentul, Pekeliling, City Centre	38,764	12
4	Underground from TRX, Chan Sow Lin to Bandar Malaysia	29,845	9
5	Kuchai Lama/Salak South/Pekan Sg Besi	84,670	26
6	Serdang Raya/Seri Kembangan/Sri Serdang	62,983	20
7	Tmn Universiti Indah, Tmn Equine, Putra Permai, Cyberjaya, Putrajaya	31,539	10
	Total	322,885	100

Source: Department of Statistics, Population & Housing Census 2010, "Special Request" (December 2014/February 2015)

The Northern sub-corridor that runs from Damansara Damai to Jalan Ipoh falls under three different municipalities, DBKL, MBPJ and MPS, but most of it falls under DBKL jurisdiction. This area is segmented into 2 parts, i.e. Damansara Damai/Sri Damansara and Menjalara which fall under MBPJ and MPS, and the other part which is under DBKL comprises Kepong/Jinjang and Batu right up to the northern tip of Jalan Ipoh before Segambut. Total population in this sub-corridor in 2010 was around 75,100; it is estimated to increase to 79,700 in 2014 (**Table 1-4**).

Table 1-4 : Northern and Underground Corridors -Population 2010 and 2014

Corridor	2010	2014	% Share of Impact Zone
Damansara Damai, Sri Damansara & Menjalara	18,800	19,900	6
Kepong, Jinjang & Batu	56,300	59,800	17
Northern Corridor	75,100	79,700	23
Underground - Jalan Ipoh, Sentul, Pekeliling, City Centre	38,800	41,200	12
Underground-TRX, Jalan Chan Sow Lin, Sg Besi RMAF base (Bandar Malaysia)	29,800	31,700	9
Underground Corridor	68,600	72,900	21
Total Northern and Underground Corridors to Total Impact Zone			44

Note: 2014 is estimated based on population estimates by state from Department of Statistics

Sources: (1) Department of Statistics, Population & Housing Census 2010, "Special Request"

(December 2014/February 2015). (2) Department of Statistics, "DOS Quick Info" (pqj.stats.gov.my). (3) Laporan Tinjauan Kajian Rancangan Struktur Negeri Selangor 2035 (Restricted)

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The Underground sub-corridor runs through the east of Kuala Lumpur city centre and through the city centre before turning south-west to an area of Kuala Lumpur that is earmarked for urban regeneration and redevelopment, i.e. the Tun Razak Exchange, which is proposed as the future financial district in Kuala Lumpur and the proposed Bandar Malaysia development at the Sg. Besi RMAF Base. It supports a combination of activities ranging from commercial to residential, with a stronger emphasis on commercial and institutional activities.

Residential areas include those in Sentul, Kampong Bharu and institutional quarters as well as some residential areas in the city centre and around Jalan Chan Sow Lin and Sg Besi Airfield.

In 2010, it was estimated that there were around 38,800 people in the northern underground sub-corridor and 29,800 people in the south-western underground sub-corridor. Combined, its total population was 68,600 (**Table 1-4**). In 2014, it is estimated that the population here has increased to 72,900. Its share of population in the impact zone is 23% compared to 25% for the northern sub-corridor.

In the Southern 1 corridor and Southern 2 corridor, the SSP Line crosses over the jurisdictions of 4 local authorities, from DBKL, MPSJ, MPSepang and PPJ. Population along this stretch of the impact zone is estimated at 222,500 in 2014, about 6% higher than 2010 population of 129,400 (**Table 1-5**). Most of the population are concentrated in the area around Kuchai Lama, Salak South, Bandar Seri Petaling, Sg Besi, Serdang Jaya, Seri Kembangan and Sri Serdang. Together with the Putrajaya extension, the impact zone in the southern corridor plus Putrajaya extension accommodates more than half its population (53%).

Table 1-5: Southern 1 and Southern 2 Corridors - Population 2010 and 2014

Corridor	2010	2014	% Share of Impact Zone
Kuchai Lama/Salak South/Pekan Sg Besi	84,700	89,900	26
Serdang Raya/Seri Kembangan/Sri Serdang	63,000	66,900	20
Southern 1 corridor	147,700	156,800	46
Taman Universiti Indah, Taman Equine, Putra Permai, Cyberjaya, Putrajaya	31,500	33,500	10
Total Southern 1 and Southern 2 Corridors	153,400	162,900	56

Note: 2014 is estimated based on population estimates by state from Department of Statistics

Sources: (1) Department of Statistics, Population & Housing Census 2010, "Special Request" (December 2014/February 2015)

(2) Department of Statistics, "DOS Quick Info" (pqi.stats.gov.my)

(3) Laporan, Tinjauan Kajian Rancangan Struktur Negeri Selangor 2035 (Restricted)

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1.3.3 Households and Living Quarters

The total population of more than 323,000 comprises of 85,471 households. The household size of 3.8 persons per household is smaller when compared to the national average of 4.2 persons per household (**Table 1-6**). Over the past ten years, the average household size in Malaysia has fallen from an average of 4.6 persons in 2000 to 4.2 persons in 2010. In Selangor, the reduction in household size has been relatively pronounced, with the average household size reduced to 3.9 persons in 2010. In Kuala Lumpur, the decline in average household size in 2010 was more pronounced at 3.7 persons in 2010. In Putrajaya, the average household size was observed to be even lower at 3.5 persons per household, largely due to the high concentration of single families comprising of workers. All these affect the mean household size in the Impact Zone which resulted in an average size that is smaller than the national average.

Table 1-6: Households and Living Quarters by Corridor, 2010

Corridor	Household (HH)	HH Size	Living Quarters (LQ)	LQ/HH
Northern	20,364	3.69	23,004	1.13
Underground	17,225	3.98	19,447	1.13
Southern 1	39,010	3.79	42,479	1.09
Southern 2	8,872	3.55	10,115	1.14
Total-Impact Zone	85,471	3.78	95,045	1.11

Source: Department of Statistics, Population & Housing Census 2010, "Special Request" (December 2014/February 2015)

Across the different corridors, the place with the largest mean household size of about 4 persons per household is in the underground corridor, which includes Kuala Lumpur city centre. This occurs in both the area from Jalan Ipoh through to Sentul, City Centre, TRX and Jalan Chan Sow Lin. The presence of a high concentration of low income households in affordable public low-income housing the city may have contributed to this. Poorer households often tend to stay closer to places of work in the city centre to reduce travel expenses.

The average household size in the southern corridor at 3.8 persons is higher than that in the northern corridor which has an average of 3.7 persons per household. Larger household size indirectly implies density is higher, leading to greater traffic congestion. It also implies that more people could be affected when acquisition occurs in these areas where acquisition is likely to affect more than two-person or 3-person families. In this case, the more sensitive areas fall within the underground corridor where acquisition is minimal and lesser number of households would be negatively impacted upon by relocation.

The analysis on living quarters shows that there are more living units available than occupied. Living quarters refer to homes and shelters and would include

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institutional housing. On the average, the ratio is 1.11 living quarters to one household (**Table 1-6**). A surplus of 11% is estimated, suggesting the presence of vacant premises. The incidence of vacancy is higher in the northern corridor and in the Putrajaya extension compared to elsewhere in the impact zone.

1.3.4 Ethnic and Gender Distribution

The dominant ethnic group in the impact zone are the Chinese who make up 46% of the total population here. The second largest group are the Malay and other Bumiputera with a share of 34%. The Indians and Others have a combined share of 9%. The non-Malaysians are relatively large. The group contributes to almost 10% of the population in the impact zone (**Table 1-7**).

The Chinese are the predominant ethnic group in the northern and southern 1 corridors of the route (**Table 1-7**). They are also found in large numbers in the segment of the underground corridor around Jalan Chan Sow Lin (**Table 1-8**). The Malays and Other Bumiputera are mostly concentrated in the Putrajaya extension sub-corridor although they contribute slightly more than a third of the population in the underground and southern corridors. The Non-Malaysians are mostly in the underground sub-corridor, with a share of about 18% of its population.

Table 1-7: Population Distribution by Corridor and Ethnicity, 2010

Corridor	Malay & Other Bumiputera (%)	Chinese (%)	Indians (%)	Others (%)	Non Malaysian Citizens (%)
Northern	23.7	58.9	9.4	0.5	7.5
Underground	32.7	39.7	9.2	0.6	17.7
Southern 1	37.5	44.7	8.4	0.3	9.1
Southern 2	51.3	28.2	8.2	0.6	11.7
Impact Zone	34.6	45.3	8.8	0.5	10.8

Source: Department of Statistics, Population & Housing Census 2010, "Special Request" (December 2014/February 2015)

Table 1-8 shows that the Chinese are mostly concentrated in Kepong, Jinjang, Jalan Chan Sow Lin, Kuchai Lama, Salak South, Sg. Besi and Serdang Raya. The Malay and Other Bumiputera population are concentrated in the Southern 2 stretch and contribute about a third of the population in sub-corridors like Jalan Chan Sow Lin, Kuchai Lama/Salak South/Sg Besi, Jalan Ipoh/Sentul/KLCC/TRX and Serdang Raya.

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Table1-8 : Distribution of Population by Sub-corridor and Ethnicity, 2010

Sub-corridor	Malay & Other Bumiputera (%)	Chinese (%)	Indians (%)	Others (%)	Non Malaysian (%)	Total
Sri Damansara & Menjalara	27.3	55.0	7.9	0.7	9.1	100.0
Kepong, Jinjang & Batu	22.5	60.2	9.9	0.5	6.9	100.0
Underground Jalan Ipoh, Sentul, City Centre	32.0	32.4	11.3	0.8	23.5	100.0
Underground TRX/Chan Sow Lin/Sg Besi Airfield	33.7	49.1	6.5	0.4	10.3	100.0
Kuchai Lama/Salak South/PekanSg Besi	38.3	47.3	9.1	0.2	5.1	100.0
Serdang Raya/Seri Kembangan/ Sri Serdang	36.5	41.2	7.5	0.4	14.4	100.0
Taman Universiti Indah, Taman Equine, Putra Permai, Cyberjaya, Putrajaya	27.3	55.0	7.9	0.7	9.1	100.0

Source: Department of Statistics, Population & Housing Census 2010, "Special Request" (December 2014/February 2015)

In terms of gender distribution, the average sex ratio of 108 males per 100 females is higher than the universal gender ratio of 106 males per 100 females (**Table 1-9**). In the northern corridor, there are more males than females and the sex ratio is higher at 111 males per 100 females whereas in the underground corridor, the sex ratio is lower at 103 males per 100 females, suggesting a stronger presence of female population staying here. In the Southern 1 corridor and in the Southern 2 corridor, the sex ratio remains relatively high at 109 males per 100 females. In Serdang Raya and Seri Kembangan, the sex ratio is observed to be similar to that of Putrajaya extension corridor.

Table 1-9 : Distribution of Population by Sub-corridor and Gender, 2010

Sub-corridor	Male (%)	Female (%)	Sex Ratio
Sri Damansara & Menjalara	53.8	46.2	117
Kepong & Jinjang & Batu	52.3	47.7	109
Northern corridor	52.6	47.4	111
Underground Jalan Ipoh, Sentul, City Centre to TRX	50.9	49.1	103
Underground Chan Sow Lin/Sg Besi Airfield	50.4	49.6	101
Underground corridor	50.6	49.4	103
Kuchai Lama/Salak South/Pekan Sg Besi	51.3	48.7	106
Serdang Raya/Sri Kembangan/Sri Serdang	53.5	46.5	115
Southern 1 corridor	52.3	47.7	109
Taman Universiti Indah, Taman Equine, Putra Permai, Cyberjaya, Putrajaya	52.2	47.8	109
Southern 2 corridor	52.2	47.8	109
Total Impact Zone	52.0	48.0	108

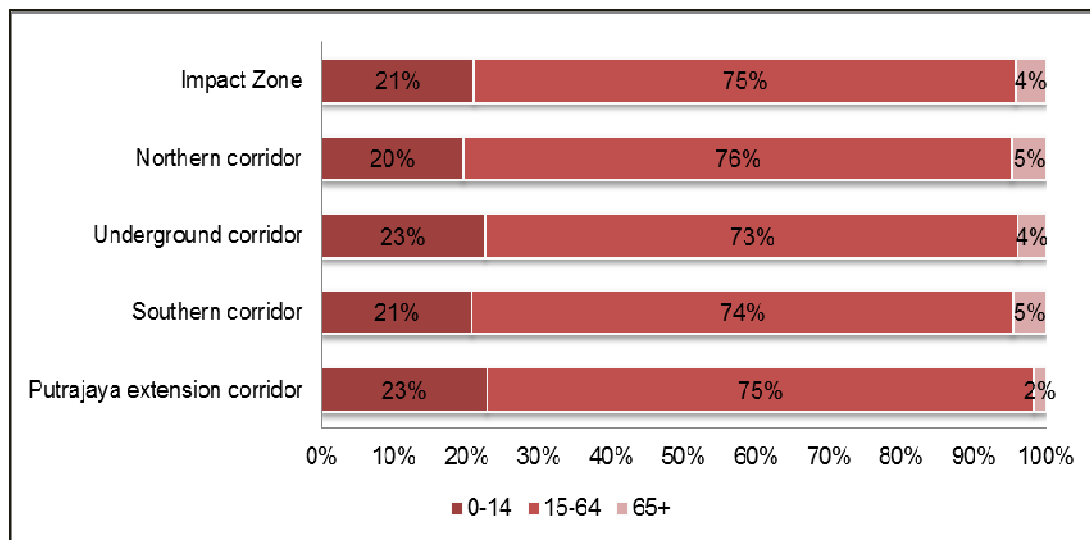
Source: Department of Statistics, Population & Housing Census 2010, "Special Request" (December 2014/February 2015)

APPENDIX E : SOCIAL SURVEY METHODOLOGY AND FINDINGS

1.3.5 Age Composition

The population in the impact zone are relatively young. This is because a fifth of them are below 14 years (**Chart 1-4**). The majority are also in the working age group, aged between 15 years and 64 years (74%).

Chart1-4 : Impact Zone-Age Composition of Population by Corridor



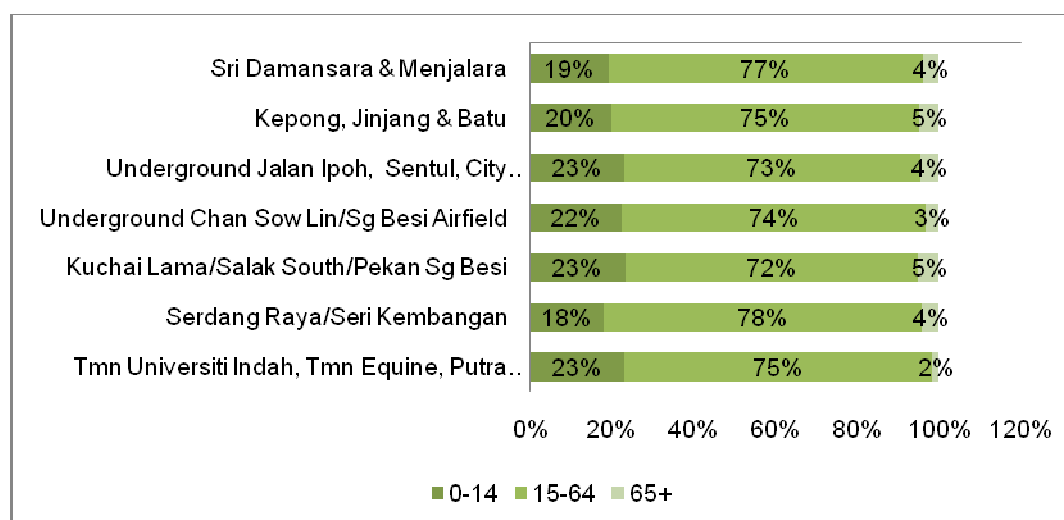
Source: Department of Statistics, Population & Housing Census 2010, "Special Request" (December 2014/February 2015)

At least three-quarters of the people staying in most corridors are in the working age group except for the Underground and Southern 1 corridors where the proportions are marginally lower (**Chart 1-4**). As a result, the proportion of elderly, at 4% of total population, is relatively low in the impact zone. In fact, in the Southern 2 corridor, it is exceptionally low at 2%, suggesting that currently, a large proportion of public sector retirees do not stay here in the corridor. As almost all corridors have high proportions of working-age population ranging from 73% to 76% it does justify having the MRT alignment passing through here because this group would be the most likely beneficiary of having access to a comprehensive public transportation.

Chart 1-5 shows the distribution of population by age groups across the sub-corridors. The age composition is almost similar although slight variations can be observed across all sub-corridors in the impact zone. Serdang Jaya/Seri Kembangan subcorridor has the highest proportion of working-age population (78%). That of Sri Damansara/Menjarala is also the same. However, in Kuchai Lama/ Salak South/Sg Besi sub-corridor, the share of the working age population is the lowest at 72%. Here, the share of the elderly population is observed to be higher at 5%. A similar observation is made for Kepong/Jinjang/Batu which has a 5% share of elderly population and a slightly smaller proportion of young people aged below 14 years (20%).

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Chart 1-5: Impact Zone -Age Composition of Population by Sub-corridor



Source: Department of Statistics, Population & Housing Census 2010, "Special Request" (December 2014/February 2015)

With a large working-age group and low proportion of older and younger people, the dependency ratios in these areas are found to be relatively low. The impact zone itself has a low dependency ratio of 34% and a low median age of about 23 years, indicating that the area has relatively young people (**Table 1-10**).

Table 1-10: Median Age of Population by Sub-corridor, 2010

Sub-corridor	0-14	%	15-64	%	65+	%	Dependency Ratio	Median Age
Sri Damansara & Menjalara	3,589	19	14,428	77	754	4	30.1%	24
Kepong & Jinjang	11,128	20	42,396	75	2,789	5	32.8%	24
Underground Jalan Ipoh/Sentul/KLCC /TRX	8,846	23	28,201	73	1,717	4	37.5%	23
Underground Chan Sow Lin/Sg Besi Airfield	6,674	22	22,197	74	974	3	34.5%	22
Kuchai Lama/Salak South/Pekan Sg Besi	19,550	23	60,903	72	4,217	5	39.0%	25
Serdang Raya/Seri Kembangan/Sri Serdang	11,233	18	49,085	78	2,665	4	28.3%	22
Southern 2	7,204	23	23,808	75	527	2	32.5%	23
Impact Zone	63,584	21	221,060	74	12,428	4	34.0%	23

Source: Department of Statistics, Population & Housing Census 2010, "Special Request" (December 2014/February 2015)

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1.3.6 Employment and Occupational Skills

The overall employment-population ratio in the impact zone is relatively high at about 52%, indicating that more than half the population here are economically productive (**Table 1-11**). The huge concentration of economically active population in the impact zone would be significant for the MRT as its major target group is likely to be the employed workers who need to access an efficient mode of transportation.

Table 1-11: Economically Active Population by Sub-corridor, 2010

Sub-corridor	Population	Employment	Employment-Population Ratio (%)
Sri Damansara & Menjalara	18,771	9,790	52.2
Kepong & Jinjang	56,313	29,358	52.1
Underground Jalan Ipoh/Sentul/KLCC/TRX	38,764	19,549	50.4
Underground Chan Sow Lin/Sg Besi Airfield	29,845	15,627	52.4
Kuchai Lama/Salak South/Pekan Sg Besi	84,670	43,380	51.2
Serdang Raya/Seri Kembangan/Sri Serdang	62,983	30,893	49.0
Southern 2	31,539	18,920	60.0
Impact Zone	322,885	167,517	51.9

Source: Department of Statistics, Population & Housing Census 2010, "Special Request" (January/February 2015)

The distribution of employment by main economic sector shows that services contribute significantly to employment in the impact zone. Almost 3/4 of employed population are engaged in services (**Table 1-12**). Services are especially important in the underground sub-corridor of from TRX-Jalan Chan Sow Lin (85.4%), indicating that this area has successfully converted from manufacturing into services. A similar pattern is found in Kuchai Lama/Salak South/Sg Besi (81%) and in Southern 2 (78%). Manufacturing contributes around 12% of jobs among the people in the impact zone. Industrial activities are limited in Kuala Lumpur, with most of these being changed to service industries that are usually related to the automotive industries. The sub-corridors that have relatively high proportion of people engaged in manufacturing are in Sri Damansara and Bandar Menjalara (18.6%); the underground sub-corridor of Jalan Ipoh/Sentul/KLCC/TRX (16%), and Serdang Jaya/Seri Kembangan (13.7%). The manufacturing areas in the impact zone are found in Sri Damansara, Kepong/Jinjang, upper Jalan Ipoh, west and south of Jalan Chan Sow Lin, Kuchai Lama, Sg Besi and Seri Kembangan. Many of these areas are small industrial areas, occupied mostly by small and medium enterprises (SMEs), which are engaged in service-oriented industry such as car or metal workshops.

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Table 1-12: Employment by Industry of Origin by Sub-corridor, 2010 (%)

Sub-segment	Main Economic Sector (%)				
	Agriculture, forestry, fisheries	Mining	Manufacturing	Construction	Services
Sri Damansara & Menjalara	1.8	1.0	18.6	11.4	67.2
Kepong, Jinjang & Batu	0.3	0.1	12.4	17.7	69.5
Underground Jalan Ipoh, Sentul, KLCC	0.1	0.3	16.0	18.9	64.8
Underground TRX, Jalan Chan Sow Lin/Sg Besi Airfield	0.1	0.1	9.4	5.1	85.4
Kuchai Lama/Salak South/Pekan Sg Besi	0.1	0.3	7.7	10.9	81.1
Serdang Raya/Seri Kembangan/Sri Serdang	0.3	0.2	13.7	14.3	71.5
Southern Elevated Segment 2	0.5	0.2	11.8	9.9	77.6
Impact Zone	0.3	0.2	11.9	13.0	74.6

Source: Department of Statistics, Population & Housing Census 2010, "Special Request" (January/February 2015)

The employed population is grouped by skill types, i.e. highly skilled, skilled, semi-skilled and unskilled.² The majority of employed persons in the impact zone (56%) are semi-skilled workers (**Table 1-13**). A very small proportion is in the unskilled category (8%). Most of the unskilled workers are found around Jalan Chan Sow Lin (12.7%), and in Serdang Raya/Seri Kembangan (12.7%). The highly skilled made up only 20.5% of the workforce in the impact zone; they are mostly in Kuala Lumpur city centre, in Chan Sow Lin and in Kuchai Lama/Salak South/Sg Besi. Some of these areas have contrasting combinations – a relatively high proportion of highly skilled workers combined with relatively high proportions of unskilled workers, indicating availability of a high diversity of occupations here. Combining the semi-skilled and unskilled, more than two-thirds of the employed population (64.5%) in the impact zone have low occupational skills (**Table 1-13**). It implies that in the impact zone, there is a strong presence of people in the lower income group who may be able to benefit most from having the MRT nearby.

²Highly skilled refer to managers and professionals; Skilled refer to technicians and associate professionals; Semi skilled refer to clerical support, sales and administrative, machine operators, etc. Unskilled refer to elementary occupations

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Table 1-13: Employment by Occupational Skill by Sub-corridor, 2010

	Highly Skilled (%)	Skilled (%)	Semi- Skilled (%)	Unskilled (%)	Total (%)
Sri Damansara & Menjalara	19.5	13.9	58.9	7.8	100.0
Kepong, Jinjang & Batu	17.3	13.9	61.1	7.7	100.0
Underground Jalan Ipoh, Sentul, KLCC, TRX	23.9	18.4	46.6	11.1	100.0
Underground Chan Sow Lin/Sg Besi Airfield	23.3	8.0	56.0	12.7	100.0
Kuchai Lama/Salak South/Pekan Sg Besi	20.5	14.0	57.4	8.1	100.0
Serdang Raya/Seri Kembangan	19.4	19.8	50.7	10.1	100.0
Putrajaya Extension	19.9	15.7	56.0	8.4	100.0
Impact Zone	20.3	15.2	55.3	9.2	100.0

Source: Department of Statistics, Population & Housing Census 2010, "Special Request" (January/February 2015)

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2. PERCEPTION SURVEY FINDINGS

The final distribution of the sample is summarised in **Table 2-1**. **Table 2-2** gives a more detailed breakdown of the sample in the impact zone by survey zone, respondent type and proximity to the alignment of SSP LINE.

Table 2-2: Final Sample Distribution

	Sample	%		Sample	%
Residential	1,060	70.7	Within 20m	681	45.4%
Commercial & Industrial	440	29.3%	21m-400m	819	54.6%

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Table 2-2: Sample Distribution by Survey Zone, Respondent Type, and Proximity to Alignment

Description	Survey Zone	Residential	Commercial & Industry	Within 20 m	Residential	Commercial & Industry	21m -400 m	Impact Zone
Sri Damansara/Menjalara	1	73	25	98	97	25	122	220
Kepong/Jinjang	2	64	17	81	71	28	99	180
Batu/Jalan Ipoh	3	27	18	45	33	22	55	100
Underground-Jalan Ipoh/KLCC	4	44	22	66	56	28	84	150
Underground-TRX-Chan Sow Lin-Sg Besi Airfield	5	51	17	68	29	28	57	125
Kuchai Lama/Salak South/Pekan Sg Besi	6	39	25	64	61	20	81	145
Serdang Jaya	7	32	13	45	68	17	85	130
Seri Kembangan/Sri Serdang	8	31	15	46	29	25	54	100
Equine/Putra Permai/ Cyberjaya/Putrajaya	9	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

APPENDIX E : SOCIAL SURVEY METHODOLOGY AND FINDINGS

2.1 SURVEY RESPONDENTS' PROFILE

2.1.1 Ethnic Profile

The respondents' profile across survey zone, as given in **Table 2-3** shows the ethnic composition of the surveyed respondents. The largest group are the Malays/Other Bumiputera with a share of 48.3%, the Chinese at 34.1% and the Indians and Others at 17.6%. The Malays/Other Bumiputera population are predominantly in survey zone 5 and 6 while a larger Chinese majority is observed in survey zone 2. In the remaining survey zones, the ethnic composition is relatively balanced although in some zones, the Malays/Other Bumiputera form about half the respondents surveyed. The Indian and Others are the minority group, contributing about a quarter or less of the respondents in the perception survey.

Table 2-3: Ethnic Profile of Respondents by Survey Zone

Survey Zone	Malay/Other Bumiputera		Chinese		Indian & Others		Total	
		% within Zone		% within Zone		% within Zone		% within Zone
1	111	50.5	56	25.5	53	24.1	220	100.0
2	43	23.9	108	60.0	29	16.1	180	100.0
3	27	27.0	47	47.0	26	26.0	100	100.0
4	85	56.7	35	23.2	30	20.0	150	100.0
5	80	64.0	27	21.6	18	14.4	125	100.0
6	88	60.7	42	29.0	15	10.3	145	100.0
7	60	46.2	52	40.0	18	13.8	130	100.0
8	53	53.0	30	30.0	17	17.0	100	100.0
9	178	50.9	114	32.6	58	16.6	350	100.0
Impact Zone	725	48.3	511	34.1	264	17.6	1,500	100.0

Source: MRT2 Perception Survey December 2014/February 2015

The ethnic composition of respondents in terms of proximity to the alignment shows that the Malays/Other Bumiputera have a slight majority with a share of 51% among those within the 20m radius to the alignment/related structures. Outside of the 20m radius, the ethnic distribution is more balanced, with the Malays/Other Bumiputera contributing a share of 46%, the Chinese with a share of 36% and the Indians/Others having a share of 18% (**Table 2-4**).

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Table 2-4: Ethnic Profile of Respondents by Proximity to Alignment

	Malay/Other Bumiputera	Chinese	Indian & Others	Total
< 20m	347	216	118	681
% within Radius	51.0	31.7	17.3	100.0
21m – 400m	378	295	146	819
% within Radius	46.1	36.0	17.9	100.0
Impact Zone	725	511	264	1,500
%	48.3	34.1	17.6	100.0

Source: MRT2 Perception Survey December 2014/February 2015

2.1.2 Gender

The gender distribution among respondents is weighed heavily towards male respondents who comprise 65% of respondents (**Table 2-5**). Females made up 35% of respondents.

Table 2-5: Gender Profile of Respondents by Survey Zone

	Male	Female	Total
Zone 1	136	84	220
% within Zone	61.8%	38.2%	100.0%
Zone 2	116	64	180
% within Zone	64.4%	35.6%	100.0%
Zone 3	57	43	100
% within Zone	57.0%	43.0%	100.0%
Zone 4	90	60	150
% within Zone	60.0%	40.0%	100.0%
Zone 5	86	39	125
% within Zone	68.8%	31.2%	100.0%
Zone 6	113	32	145
% within Zone	77.9%	22.1%	100.0%
Zone 7	88	42	130
% within Zone	67.7%	32.3%	100.0%
Zone 8	51	49	100
% within Zone	51.0%	49.0%	100.0%
Zone 9	232	118	350
% within Zone	66.3%	33.7%	100.0%
Impact Zone	969	531	1,500
% within Zone	64.6%	35.4%	100.0%

Source: MRT2 Perception Survey December 2014/February 2015

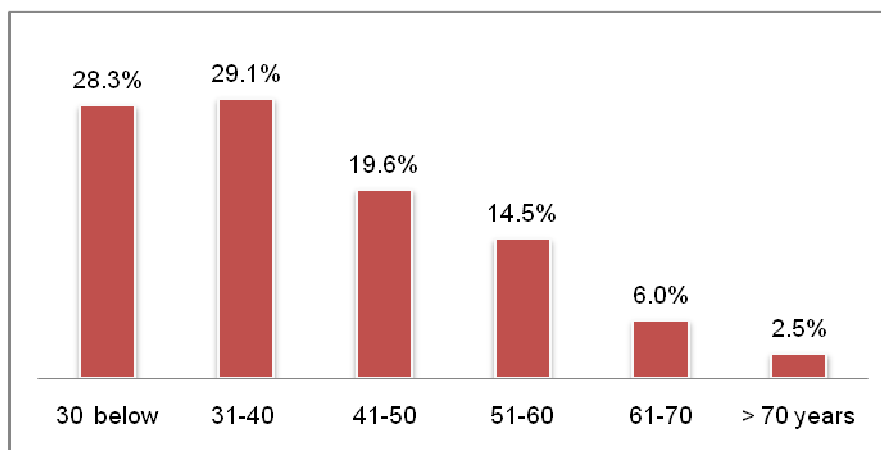
2.1.3 Age Composition

More than 75% of the respondents are young, i.e. they are below 50 years (**Chart 2-1**). Among them, 57% are below 40 years. The older respondents form about

APPENDIX E : SOCIAL SURVEY METHODOLOGY AND FINDINGS

23% of respondents, with 8.5% above 60 years. The estimated mean age is 37 years, with the median age estimated at 38.5 years.

Chart 2-1: Age Profile of Respondents



Source: MRT2 Perception Survey December 2014/February 2015

2.1.4 Educational Attainment

The achieved educational level among respondents reflects and indicates, to some extent, the distribution of skills and income levels among the respondents. Overall, the respondents in the impact zone are relatively well-educated with more than 40% holding certificate, diploma and degree (**Table 2-6**). Those with postgraduate qualifications form a very small minority of less than 1.5%. In addition, only a very small proportion have no formal education or have only primary school education (8%). This indicates that most of the respondents are able to comprehend and understand the questions posed in the perception survey.

Table 2.6: Level of Education of Respondents by Proximity to Alignment

Highest Education Level Attained	20 metre		21m-400m		Impact Zone	
		%		%		%
No formal education	4	0.6	2	0.2	6	0.4
Completed primary school only	50	7.3	67	8.2	117	7.8
Completed secondary school	329	48.3	397	48.5	726	48.4
Certificate/ Diploma/ Degree	288	42.3	343	41.9	631	42.1
Postgraduate Qualifications	10	1.5	10	1.2	20	1.3
Impact Zone	681		819		1,500	

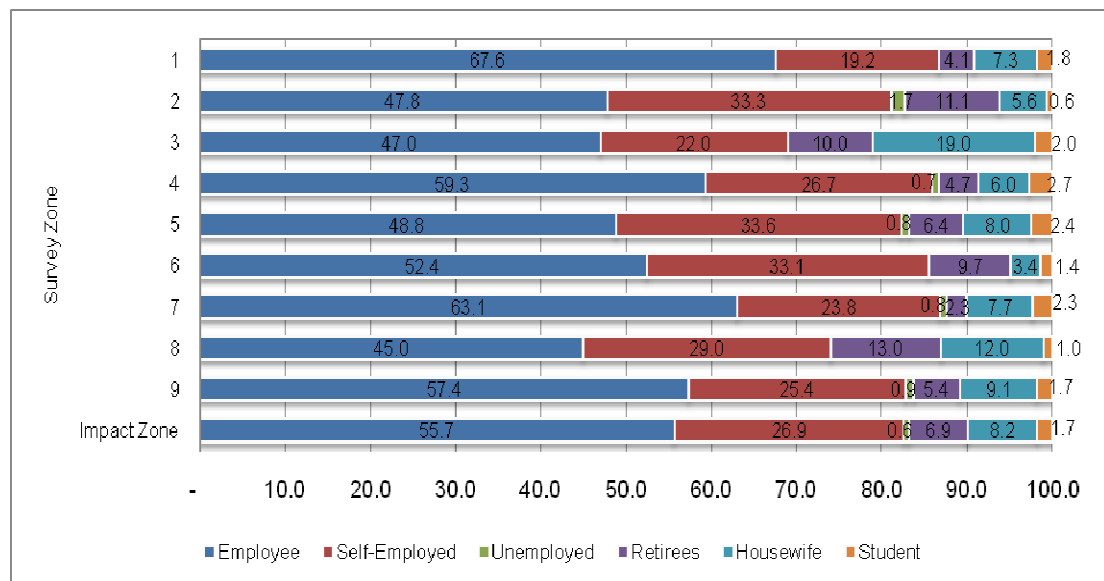
Source: MRT2 Perception Survey December 2014/February 2015

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2.1.5 Employment Status

Around 80% of the respondents are employed, of which 67.4% of them are employees and the remaining are self-employed. Apart from these two large groups, the remaining are retirees (6.9%), housewives (8.2%), students (1.7%) and unemployed (0.6%) (**Chart 2-2**).

Chart 2-2: Employment Status of Respondents (%)



Source: MRT2 Perception Survey December 2014/February 2015

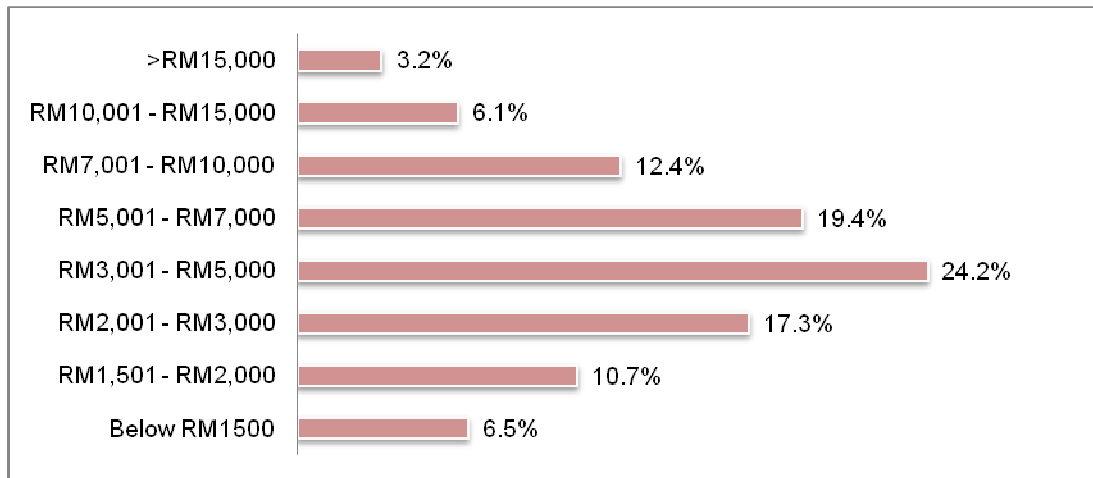
The distribution of respondents by their employment status across survey zones shows that zone 1 and zone 7 have the highest concentration of employees, i.e. 68% and 63% respectively. The self-employed made up 27% in the impact zone. In zones 2, 5 and 6, a third of the respondents are self-employed. In the other zones (except for zone 1), they comprise at least a fifth or a quarter of total respondents. The remaining 20% comprises retirees, housewives, unemployed and students. Retirees are mostly in zone 8 (13%) and zone 2 (11%). Housewives are mostly in zone 3 (19%), zone 8 (12%) and zone 9 (9%).

2.1.6 Monthly Household Income Distribution

The mean monthly household income is estimated at RM5,266. The median household income shows a lower estimate of RM3,530 a month. This is reflected in the income distribution where 24% of the households earn between RM 3,000 a month and RM 5,000 a month (**Chart 2-3**). About 58% earn below RM5,000 a month; and 35% earn below RM3,000 a month. The proportion of poor families with monthly income of less than RM2,000 is relatively high at 17%. These families would likely use public transport and who are more likely to want a reasonable fare for the MRT.

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Chart 2-3: Monthly Household Income Distribution of Respondents



Source: MRT2 Perception Survey December 2014/February 2015

2.1.7 Distribution of Tenure and Premise Types

The distribution of tenure indicates a larger proportion of tenanted premises (48.1%) in contrast to owner-occupied (47.3%). (Chart 2-4). About 4.61% of the premises have a different tenure, i.e. they are provided by employers.

The distribution of premise types in the impact zone comprises 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 are common (23.9%) along the main roads where the alignment runs (Chart 2-4). Some shophouses have apartments which are also surveyed. Factories and showrooms' share of surveyed premises is 5.2%.

Chart 2-4: Distribution of Tenure by Premise Type

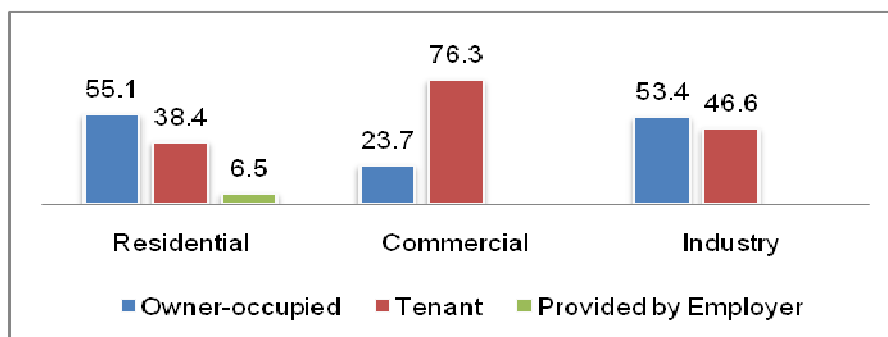


Source: MRT2 Perception Survey December 2014/February 2015

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Chart 2-5 shows the distribution of tenure by respondent type. Among residential premises, the dominant tenure type is owner-occupied. For commercial premises, the majority are tenanted. This raises a concern among commercial operators. During the public engagements with various groups (residents and commercial/industrial operators) for the DEIA, many respondents 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 land/property acquisition by implementation of the SSP Line. The situation is further aggravated by the fact that many commercial operators have been staying in their location for a long time (**Chart 2-7**).

Chart 2-5: Distribution of Tenure by Respondent Type



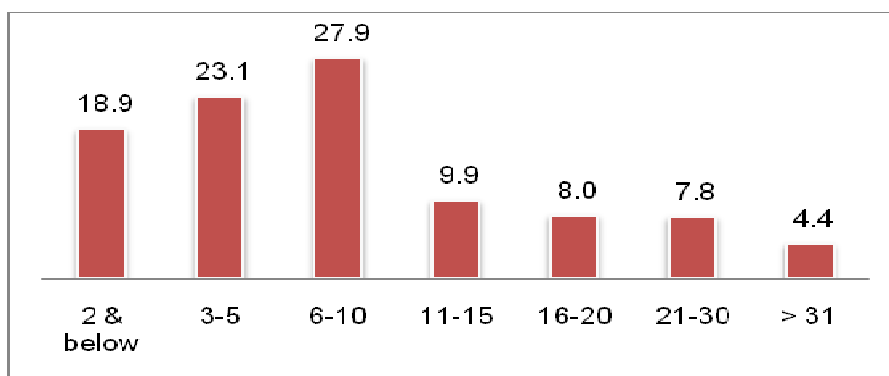
Source: MRT2 Perception Survey December 2014/February 2015

2.1.8 Length of Stay

The mean number of years is estimated at 10 years. However, about 12% of the people here have been staying in the impact zone for more than 20 years (**Chart 2-6**). In short, the majority of people (58%), whether residents or businesses have been in the impact zone for a long time. About 42% of them have shorter stay, ie. 5 years or less. Within the group with shorter stay, about 19% has been there for 2 years or less, and 23% are here for the duration of 3 years to 5 years. The length of stay has implications on how they would react should the SSP Line cause displacement. For those who have been here for a long time, any displacement or relocation could pose adverse social and psychological impacts. This could explain why participants in the public engagement are concerned of acquisition and relocation. **Chart 2-7** shows that 37.8% of residents have stayed here from 6 years to 15 years; similarly 35.1% of commercial operators and half of the industrial operators. It is also observed that 21.1% of residents, 15.3% of commercial operators and 28.8% of industries have been staying here for longer than 15 years. The estimated mean length of stay for residents is 11 years; for commercial enterprises, it is 9 years, and for industrial operators, it is 14 years.

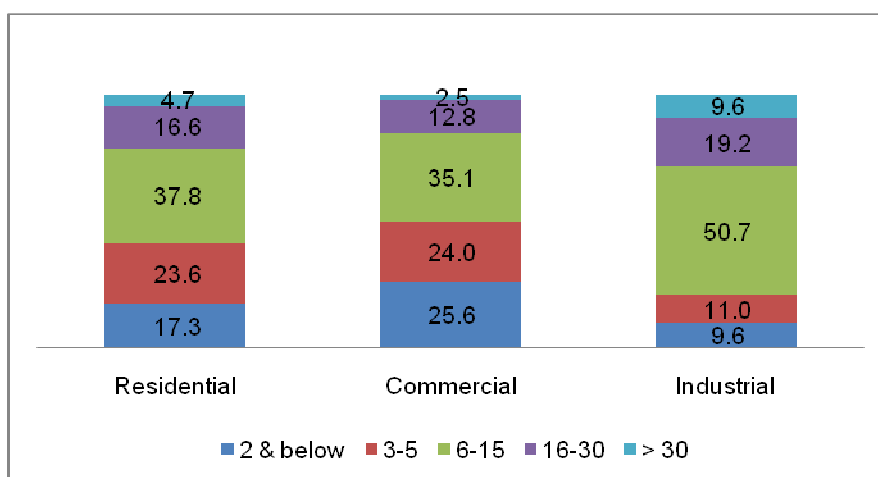
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Chart 2-6 : Length of Stay/Operation in the Impact Zone



Source: MRT2 Perception Survey December 2014/February 2015

Chart 2-7: Length of Stay/Operation by Respondent Type



Source: MRT2 Perception Survey December 2014/February 2015

2.1.9 Profile of Commercial and Industrial Activities

The range of non-residential activities in the impact zone indicates mostly retail operations and manufacturing activities; with retail trade contributing more than half of these activities in the 20m zone (**Table 2-7**). It remains relatively strong in the area outside of the 20m zone with a share of 42%; more manufacturing activities can be found here (22.3%).

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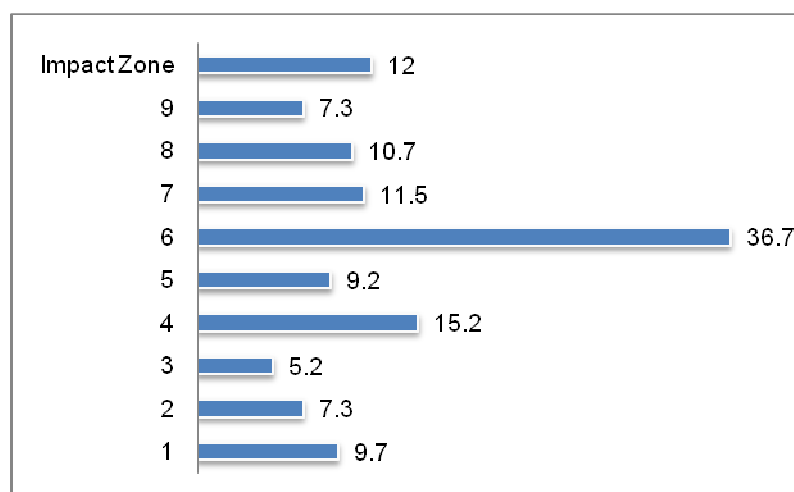
Table 2-7: Non-Residential Activities in the Impact Zone

	< 20 meter	21 meter - 400 meter	Impact Zone
Retail	52.8	42.5	47.1
Industry	9.1	22.3	16.4
Food	6.1	6.9	6.5
Transport	1.5	0.4	0.9
Workshop	3.6	4.0	3.8
Service	12.7	7.7	9.9
Finance	1.0	1.6	1.4
Institution	2.0	1.2	1.6
Hotel	2.0	0.8	1.4
Others	9.1	12.6	11.0

Source: MRT2 Perception Survey December 2014/February 2015

Where there are more manufacturing activities, the average number of workers tend to be higher than the average 12 workers per firm for the impact zone. For example, in areas around Jalan Ipoh (near to Segambut industrial area), the average is 15 workers per firm; in Kuchai Lama, it is very high at 37 workers per firm, and in Sg Besi, it is 12 workers per firm (**Chart 2-8**). A comparison of mean number of workers per firm between the 20m zone and outside shows that a lower mean of 11 workers per firm in the 20m zone and 13 workers per firm in the area 21m-400m.

Chart 2-8: Average Number of Workers per Commercial/Industrial Establishment by Survey Zone



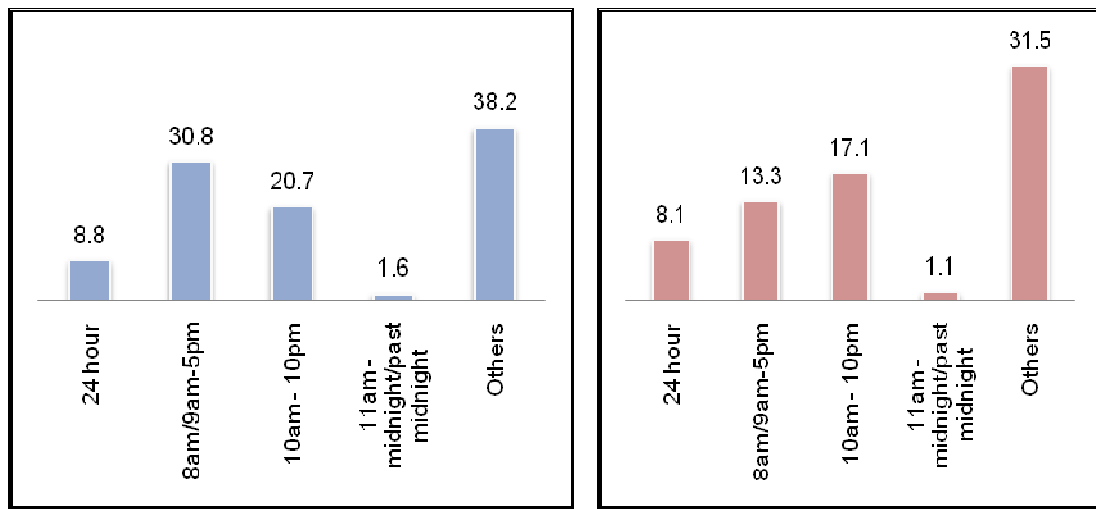
Source: MRT2 Perception Survey December 2014/February 2015

Business operations of the commercial and industrial firms provide an indication of the intensity of activities in the impact zone at certain hours of a workday and weekends (**Chart 2-9 and 2-10**). They could be useful for scheduling of certain

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sensitive construction activities during implementation. On workdays, it is common for most activities to run from 8 am to 5 pm (30.8%), there is a significant proportion (38.2%) having different schedule in operating hours during weekdays as well as during weekends. The various combinations of working hours grouped under Others would pose a challenge in scheduling construction activities.

Chart 2-9: Business Operations of Commercial and Industrial Establishments during Weekdays and Weekends in the Impact Zone

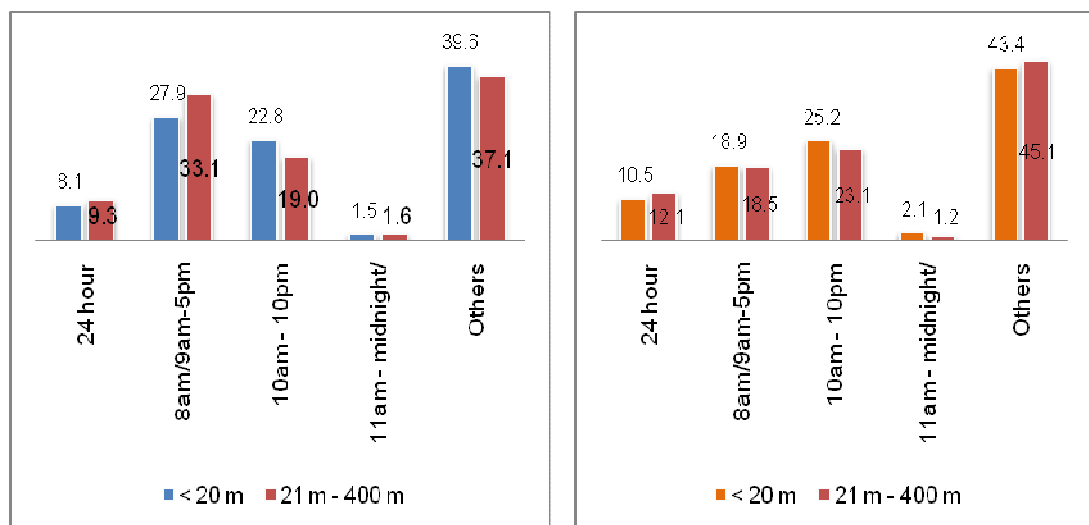


Business Operations during Weekdays

Business Operations during Weekends

Source: MRT2 Perception Survey December 2014/February 2015

Chart 2-10: Business Operations of Commercial and Industrial Establishments during by Proximity to Alignment



Business Operations during Weekdays

Business Operations during Weekends

Source: MRT2 Perception Survey December 2014/February 2015

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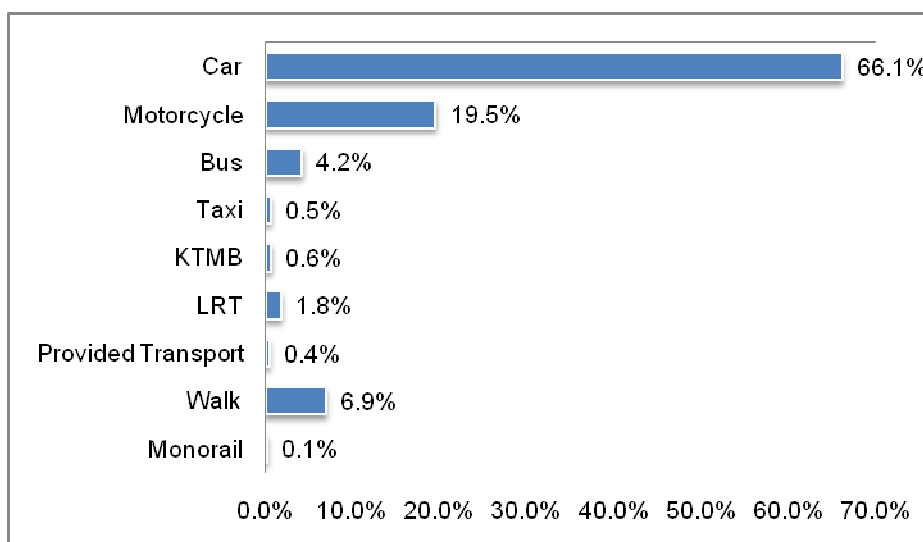
2.1.10 Mode of Transport to Major Destinations and Travel Time

The observations on mode of transport provide a background on how people staying in the impact zone travel, the mode of transport they frequently use and their use of public transport. The latter is important for this study as it indicates the extent to which people have turned to public transport in their daily commute.

The most common mode of transport is the car. Two-thirds of respondents rely on cars (**Chart 2-11**) and use it frequently to carry out their daily chores such as travel to work, send children to schools, shopping and entertainment as well as for other activities such as going to the mosques and the hospitals (**Chart 2-12**). The motorcycles is another popular mode – a fifth uses it, especially for work and other activities.

Public transport as a group (including bus, taxi, KTMB, LRT, and monorail) contributes only 7.2% of all modes, with bus being the more important among them (**Chart 2-11**). In terms of use, it does not seem to play an important role especially as a mode of transport for going to work (**Chart 2-12**).

Chart 2-11: Modes of Transport in Impact Zone



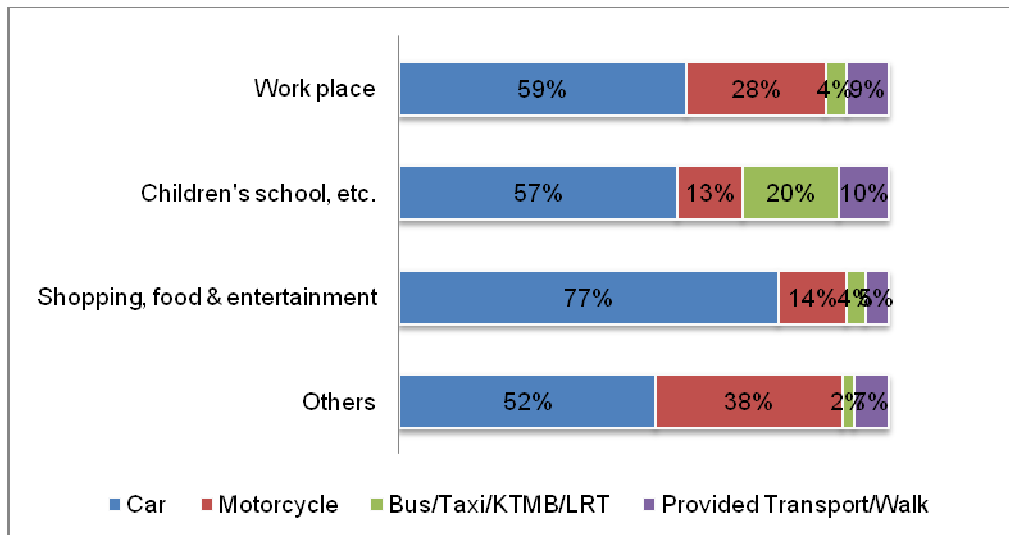
Source: MRT2 Perception Survey December 2014/February 2015

A good reason for this heavy usage of their own vehicles to carry out their common daily travel is the estimated travel time to their destination. Despite the concerns over traffic congestion, half (51.7%) of the respondents said that it took them from 5 to 15 minutes to reach their destinations (**Chart 2-13**). Another 34.6% said it that it took 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 estimated travel time to their destinations is 19 minutes which may be relatively acceptable travel time for most people. Using their own vehicles is considered more convenient as it takes

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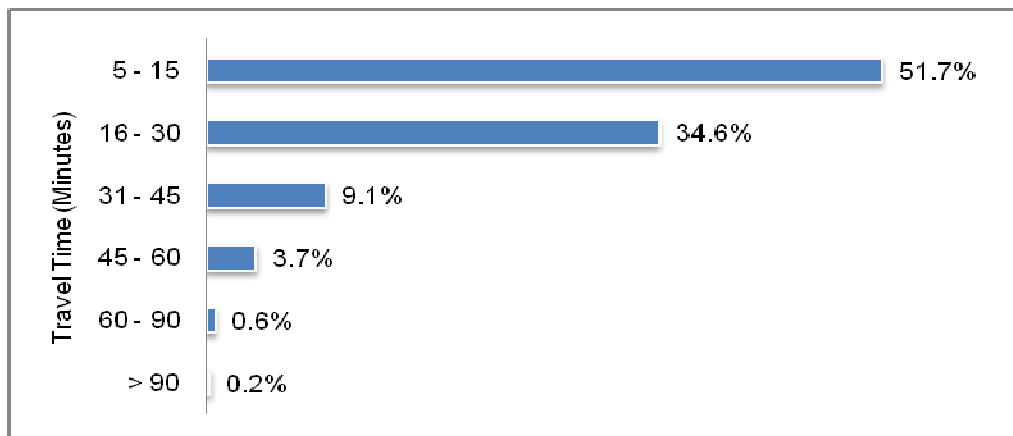
them directly to doorsteps of their destinations and back home, without having to wait for a transport to arrive. Only about 13% took longer, up to 45 minutes/an hour to reach their destinations. Less than 1% travel more than an hour to reach their destinations.

Chart 2-12: Purpose of Travel in Impact Zone



Source: MRT2 Perception Survey December 2014/February 2015

Chart 2-13: Travel Time



Source: MRT2 Perception Survey December 2014/February 2015

2.1.11 Usage of Public Transport

Respondents in the impact zone were asked to indicate their use of public transport in order to gauge the level of use at this point in time. The findings show that the majority do not use public transport as a norm. Across all modes of public transport, the use is occasional.

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On a daily basis, less than 10% use public transport in any form. The most frequent is bus and even then, it is used by 7% of the respondents on a daily basis and it scores the highest among all modes of public transport (**Table 2-8**). On a weekly or monthly basis, usage continues to be low among respondents. Here, they may turn more to KTMB or LRT but at once or twice a month, this is still low usage. Despite the low usage, most of those who use public transport are satisfied with the services, with LRT achieving almost 100% level of satisfaction, followed by the monorail. The level of satisfaction is lower for bus (92%) and for KTMB (94%). A comparison of use of different modes of public transport shows that users of bus, taxi and KTMB are mostly those from zone 9, zone 1 and zone 2. LRT users are mostly from zone 9, zone 6 and zone 4. Monorail users are mostly from zone 9, zone 4 and zone 2 (**Table 2-9**).

Table 2-8: Type of Public Transport Used, Level of Satisfaction and Frequency

	% Usage	% Satisfied	Daily	1-2 times a week	1-2 times a month	Sometimes
Bus	41%	92%	6.4%	7.5%	11.9%	74.1%
Taxi	43%	95%	0.9%	6.4%	10.3%	82.4%
KTMB	37%	94%	1.8%	5.0%	16.7%	76.4%
LRT	48%	99%	2.6%	8.0%	14.0%	75.3%
Monorail	17%	97%	1.2%	7.7%	11.7%	79.4%

Source: MRT2 Perception Survey December 2014/February 2015

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Table 2-9: Use of Public Transport & Level of Satisfaction by Survey Zone

	Bus		Taxi		KTMB		LRT		Monorail	
	Use	Satisfied	Use	Satisfied	Use	Satisfied	Use	Satisfied	Use	Satisfied
Zone 1	109	98	95	88	111	106	68	68	27	26
% satisfied		89.9		92.6		95.5		100.0		96.3
Column %	17.8	17.3	14.6	14.2	19.9	20.3	9.4	9.5	10.9	10.8
Zone 2	85	72	78	69	78	71	64	63	29	28
% satisfied		84.7		88.5		91.0		98.4		96.6
Column %	13.8	12.7	12.0	11.2	14.0	13.6	8.9	8.8	11.7	11.6
Zone 3	63	59	54	53	45	44	38	38	18	18
% satisfied		93.7		98.1		97.8		100.0		100.0
Column %	10.3	10.4	8.3	8.6	8.1	8.4	5.3	5.3	7.3	7.5
Zone 4	58	57	68	67	56	53	99	97	60	58
% satisfied		98.3		98.5		94.6		98.0		96.7
Column %	9.4	10.1	10.4	10.8	10.1	10.2	13.7	13.6	24.2	24.1
Zone 5	44	41	73	71	20	19	74	74	7	6
% satisfied		93.2		97.3		95.0		100.0		85.7
Column %	7.2	7.3	11.2	11.5	3.6	3.6	10.3	10.3	2.8	2.5
Zone 6	37	31	49	42	36	33	113	112	16	15
% satisfied		83.8		85.7		91.7		99.1		93.8
Column %	6.0	5.5	7.5	6.8	6.5	6.3	15.7	15.7	6.5	6.2
Zone 7	22	22	46	45	42	41	68	68	2	2
% satisfied		100.0		97.8		97.6		100.0		100.0
Column %	3.6	3.9	7.1	7.3	7.5	7.9	9.4	9.5	0.8	0.8
Zone 8	46	46	35	35	37	36	29	29	12	12
% satisfied		100.0		100.0		97.3		100.0		100.0
Column %	7.5	8.1	5.4	5.7	6.6	6.9	4.0	4.1	4.8	5.0
Zone 9	150	139	154	148	132	119	168	166	77	76
% satisfied		92.7		96.1		90.2		98.8		98.7
Column %	24.4	24.6	23.6	23.9	23.7	22.8	23.3	23.2	31.0	31.5

Source: MRT2 Perception Survey December 2014/February 2015

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2.2 SATISFACTION WITH NEIGHBOURHOOD AND ITS ENVIRONMENT

2.2.1 Satisfaction with Overall Neighbourhood

The respondents' satisfaction with their neighbourhood affects how they would react to the presence of the proposed SSP Line, especially if it is to traverse through their residential and commercial areas. Their satisfaction level is checked against seven (7) neighbourhood parameters, i.e. (1) overall neighbourhood, (2) location, (3) access to public transportation, (4) access to major roads or highways, (5) safety and security of their neighbourhoods, (6) cleanliness of their neighbourhoods, and (7) community cohesiveness.

In generally, respondents are satisfied with their neighbourhood (**Table 2-10**). However, out of the 7 neighbourhood parameters assessed, the ones they found the most satisfactory are location of neighbourhood (88%), access major roads and highways (86%) and the overall neighbourhood (82%). The ones which scored medium are community cohesiveness (76%) and cleanliness of neighbourhood (74%). The lower ranked parameters are access to public transportation (68%) and safety and security (67%).

Table 2-10: Level of Satisfaction with Overall 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 is used to obtain an overall satisfaction with the neighbourhood by respondents in the impact zone. Weights are assigned to the responses. They range from (1) for very dissatisfied; (2) for dissatisfied, (3) for neutral, (4) for satisfied and (5) for very satisfied. For each survey zone, the responses to each neighbourhood parameters are weighted and total scores computed as shown in **Table 2-11**. The total scores on overall satisfaction with the neighbourhood are checked against the possible maximum score that can be obtained had respondents all agreed that their neighbourhood conditions are excellent in all aspects. The results show that people are in the impact zone are generally very satisfied with their neighbourhood.

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The average score is above 75% (76.6%); in most areas, the scores are relatively high. The lowest is in zone 1 which is the Sri Damansara/Menjalara area with a score of 73.8% that indicates dissatisfaction with cleanliness and poor access to public transportation (**Table 2-11**). A comparison of rank scores in terms of proximity to the alignment show that overall satisfaction with neighbourhood remains relatively high at around 78% regardless of whether people stay near or far from the alignment (**Table 2-12**).

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Table 2-11: 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

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Table 2-12: Level of 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%

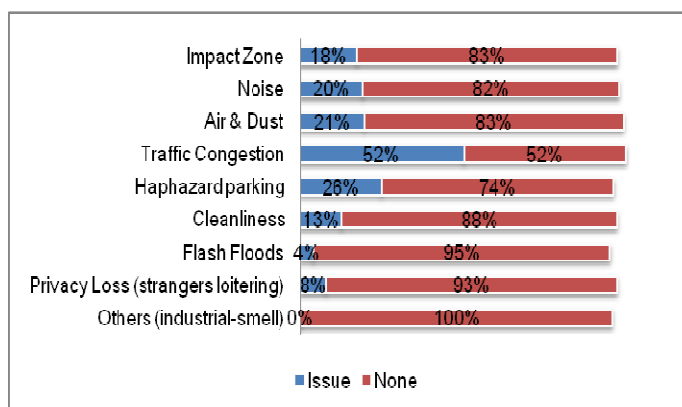
Source: MRT2 Perception Survey December 2014/February 2015

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2.2.2 Neighbourhood Environmental Issues and Level of Acceptance

Seven environmental issues commonly found in neighbourhood were listed and respondents requested to indicate the existence of such issues in their respective neighbourhoods as well as their level of acceptance. In general, the majority of respondents do not encounter such issues in their neighbourhoods. Only 18% indicated there are such neighbourhood environmental issues. The issue that most identify as common 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 2-14**).

Chart 2-14: Environmental Issues in Neighbourhood



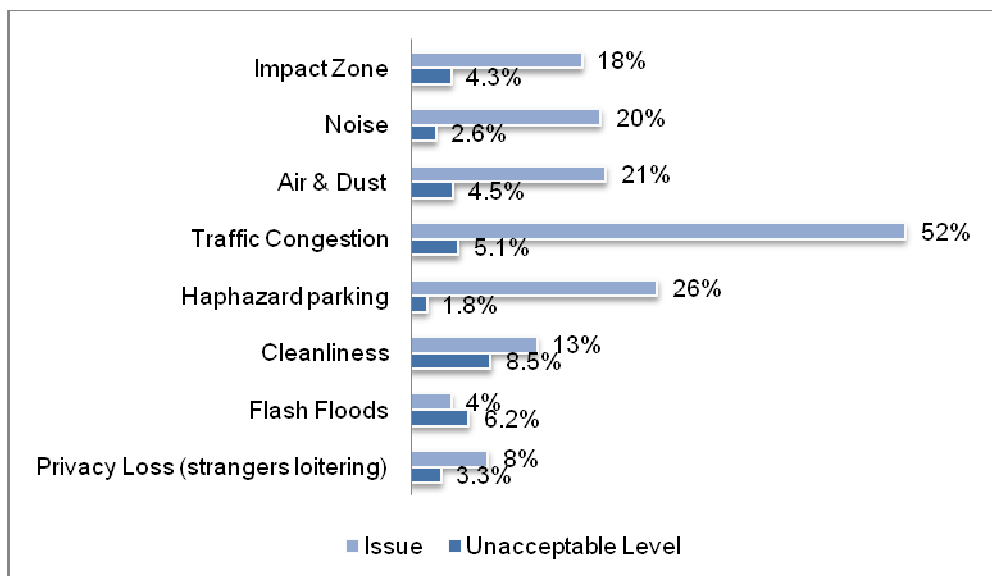
Source: MRT2 Perception Survey December 2014/February 2015

Despite facing these environmental issues, the respondents are generally tolerant of them; either because they have learnt to accept them or that they believe nothing could be done to tackle them. When probed, the response was that to find them unacceptable would mean having to relocate and many do not want to do so.

From **Chart 2-15**, although 18% complained of environmental issues, only 4.3% find them unacceptable. In the case of traffic congestion, 52% complained but only 5.1% find it unacceptable. Two areas that the public does appear to feel strongly about is the issue of cleanliness and flash floods. In the former, 13% of residents complained and 8.5% among them find such situation unacceptable. In the case of flash floods, 4% of the respondents indicated this problem and 6.2% of them find it intolerable.

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Chart 2-15: Level of Acceptance of Environmental Issues in Neighbourhood



Source: MRT2 Perception Survey December 2014/February 2015

Table 2-13: 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

From **Table 2-13**, the analysis by survey zone shows that in:

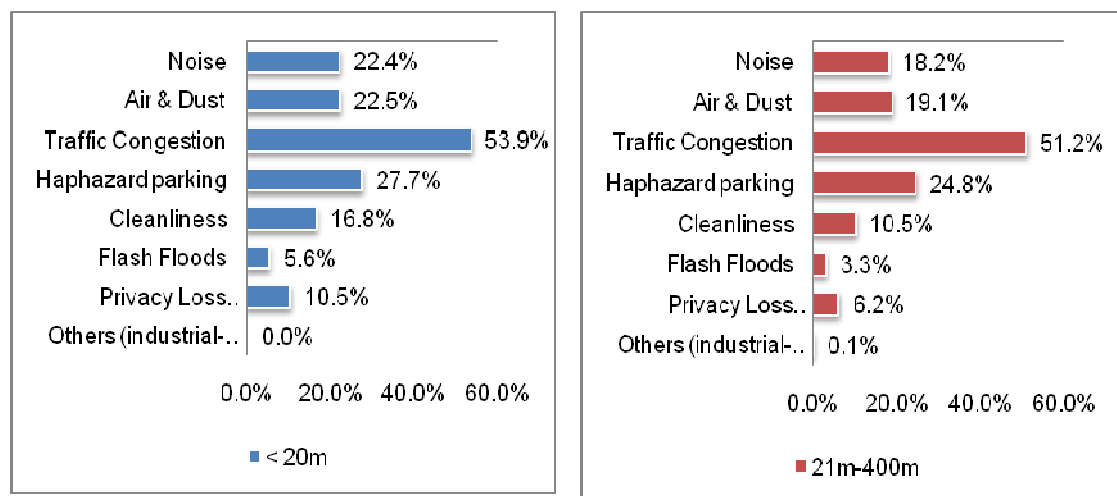
- Zone 1, the three key environmental issues are traffic congestion, haphazard parking, and lack of cleanliness.
- In Zone 2, the three main issues are traffic congestion, haphazard parking and air and dust pollution.
- In Zone 3, the three main issues are traffic congestion, haphazard parking and air 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.

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- 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.

A comparison between the group closer to the alignment and the one further away they share two similar key concerns, i.e. (1) traffic congestion and (2) haphazard parking. However, the group closer to the alignment is more worried over noise pollution (22.4%) compared to the one further away (18.2%). In any case, noise and air and dust pollution are issues that concern both groups (**Chart 2-16**).

Chart 2-16: Neighbourhood Environmental Issues by Proximity to Alignment



Source: MRT2 Perception Survey December 2014/February 2015

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2.3 AWARENESS AND SUPPORT FOR SSP Line

2.3.1 Level of Awareness

Overall, the level of awareness about the SSP Line is observed to be low. Only about half of respondents in the impact zone 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. For example in Seri Kembangan, slightly more than a third (34.4%) have heard of SSP Line; in Kepong/Jinjang area, the proportion who has heard is also relatively low at 40% (**Table 2-14**). In the Serdang Raya area (Zone 7), the awareness level is also found to be relatively low at around 47%.

On whether respondents visited any website to read about SSP Line, the awareness level is even lower as only 27.3% made the effort to read from any website. It shows that while the SBK Line is under construction and it is likely information on MRT or SSP Line could be on the MRT Corp website, yet few people visit the website to find out more. A similar observation can also be seen from **Table 2-15** where about half of the respondents were not aware of the proposed SSP Line prior to the perception survey. A comparison by zone and two groups that is near and far from the alignment shows a relatively low level of awareness among both groups (**Table 2-16**)

Table 2-14: Awareness of MRT by Survey Zone

Zone	Read/Heard of SSP Line	% of Total in Zone	Visited any website to read about MRT	% of Total in Zone	Total in Zone
1	110	50.0	57	25.9	220
2	72	40.0	55	30.6	180
3	60	60.0	50	50.0	100
4	82	54.7	57	38.0	150
5	72	55.4	8	6.2	130
6	64	64.0	41	41.0	100
7	163	46.6	117	33.4	350
8	43	34.4	15	12.0	125
9	94	64.8	9	6.2	145
Impact Zone	760	50.7	409	27.3	1500

Source: MRT2 Perception Survey December 2014/February 2015

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Table 2-15: Awareness of SSP Line by Proximity to Alignment

	Heard of SSP Line prior to Survey		Total
	Yes	No	
< 20m	344	337	681
% within Radius	50.5%	49.5%	100.0%
21m-400m	416	403	819
% within Radius	50.8%	49.2%	100.0%
Total	760	740	1500
% within Impact Zone	50.7%	49.3%	100.0%

Source: MRT2 Perception Survey December 2014/February 2015

Table 2-16: Awareness of SSP Line by Survey Zone and Proximity to Alignment

Zone	Read about the SSP Line						Visited any Website to read about SSP Line					
	< 20m	Total in 20m	%	21 m-400 m	Total in 21m-400 m	%	< 20 m	Total Near	% of Close Proximity	21m-400 m	Total	%
1	53	98	54.1	57	122	46.7	32	98	32.7	25	122	20.5
2	24	81	29.6	48	99	48.5	21	81	25.9	34	99	34.3
3	28	45	62.2	32	55	58.2	28	45	62.2	22	55	40.0
4	33	66	50.0	49	84	58.3	25	66	37.9	32	84	38.1
5	36	45	80.0	36	85	42.4	1	45	2.2	7	85	8.2
6	28	46	60.9	36	54	66.7	20	46	43.5	21	54	38.9
7	81	168	48.2	82	182	45.1	60	168	35.7	57	182	31.3
8	17	68	25.0	26	57	45.6	7	68	10.3	8	57	14.0
9	45	64	70.3	49	81	60.5	4	64	6.3	5	81	6.2
Impact Zone	345	681	50.7	415	819	50.7	198	681	29.1	211	819	25.8

Source: MRT2 Perception Survey December 2014/February 2015

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Among those who said they have heard about the MRT or SSP Line, knowledge among them is scanty with less than 9% indicating that they know a lot or a fair bit (8.4%). The majority (91.6%) have little or very little knowledge on the MRT (**Table 2-17**). In fact, a large number indicates that they know a little bit and a very small proportion claims that they have no knowledge. A comparison between the extent of awareness of the 2 groups who are near and further away shows similarities – 10% of those who are near and 9.7% of those further away claim they know a lot or a fair (**Table 2-17**).

Table 2-17: 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	4	28	221	86	4	343
% within Radius	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	3	29	256	125	6	419
% within Radius	.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	7	57	477	211	10	762
% within Impact Zone	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	6	41	334	144	5	530
% within Residents	1.1%	7.7%	63.0%	27.2%	.9%	100.0%
Commercial & Industry	1	16	143	67	5	232
% within Commercial & Industry	0.4%	6.9%	61.6%	28.9%	2.2%	100.0%

Source: MRT2 Perception Survey December 2014/February 2015

For those who have not heard about the SSP Line, what they would like to know is usually basic information about the project is shown in **Table 2-18**. What they want to know most is the exact location of the stations and the alignment (44%) and when construction would start and completion date (28%). The information they want may be important for them to gauge and evaluate potential impact on them from the project.

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Table 2-18: Information on SSP Line that Respondents want to know

	Total	%
The numbers of railway coaches	4	0.5
The exact position of station and the alignment	359	44.1
The nearest station to my residence	26	4.4
Whether the new line is connected to the previous line	9	1.5
When to start and when it will be ready	204	28.3
Whether fares will increase compared to existing	52	8.4
Construction period is expected to be completed	18	2.9
Whether the premise will be taken for the construction of the MRT	14	2.3
Whether the roads in the affected area will be closed	8	1.23
How deep will be the underground tunnels	6	1.0
Other benefits of SSP Line to community	26	4.2
The frequency of trains within a day	7	1.1
Is there any feeder bus provided by MRT	2	0.3
Want to know about compensation	2	0.3
Impact Zone	737	100.0

Source: MRT2 Perception Survey December 2014/February 2015

2.3.2 Support for the SSP Line

Based on the show card of the alignment, respondents in the survey were given an indication of the proposed alignment of SSP Line. They were then asked to indicate their level of support for the proposed SSP Line. The results show a strong support at 89% (**Table 2-19**) with about 7% taking a neutral stance. A small proportion of 4.4% does not support the SSP Line.

The proportion not in favour of the MRT varies by zone, with Zone 3 (Batu/Jalan Ipoh) having the highest proportion of 10%, followed by Zone 7 (Serdang Raya/Seri Kembangan) at 8%. For Zone 7, there is also a relatively high proportion (12%) of people who adopt a neutral view of the SSP Line. A strong support for SSP Line comes from Zone 5 (Jalan Chan Sow Lin/Sg Besi Airfield) and from Zone 9 (Putrajaya extension).

When the perceptions of the group nearer the proposed alignment and that of that further away are compared, support for SSP Line remains relatively strong for both group, with 88% of the group nearer to the alignment showing support and almost 90% of the group staying further away (**Table 2.19**). Often, these groups would indicate their support based on the assumption that they would not be adversely impacted by the MRT development. If they think they would be affected by acquisition and relocation, their response could change towards being more negative.

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Table 2-19: Support for the SSP Line

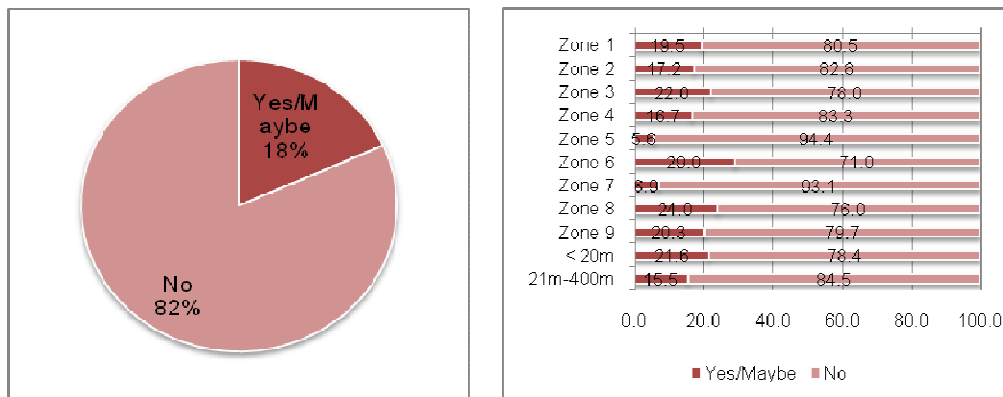
	Strongly/ Do not Support (%)	Neutral (%)	Strongly/Support (%)
Total	4.4	6.9	88.7
By Zone			
Zone 1	4.1	4.5	91.4
Zone 2	4.4	8.9	86.7
Zone 3	10.0	9.0	78.2
Zone 4	4.0	6.0	90.0
Zone 5	0.0	1.6	98.4
Zone 6	6.2	11.0	82.8
Zone 7	3.8	8.5	87.7
Zone 8	8.0	12.0	80.0
Zone 9	3.1%	5.1	91.7
By Proximity to Alignment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

Source: MRT2 Perception Survey December 2014/February 2015

2.3.3 Perceptions of Impacts on Individuals and their Families

Less than a fifth of the respondents believe they would or could be impacted upon by the MRT development (**Figure 2-17**) and the remaining 82% think that they and their families 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 on them.

Figure 2-17: Perceived Impacts on Individuals and their Families



Source: MRT2 Perception Survey
Decembe2014/February 2015

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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 some differences across survey zones, for example, in Zone 5 (Jalan Chan Sow Lin/Sg Besi Airfield), and in Zone 7 (Serdang Jaya), the proportions who believe they would not be impacted by SSP Line construction are higher than in other zones.

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 SSP Line were asked to list two impacts (**Table 2-20**). Almost all impacts identified are negative with the exception of two, i.e. an increase in sales due to proximity to MRT stations and ease of movements. However, only a few indicate these two beneficial impacts. The negative impacts dominate with the most worrying identified as traffic congestion (**Table 2-20**). The next concern is noise. Noise is raised, especially by those who are exposed to LRT operations, either near to their homes or to their workplaces.

Fears over traffic congestion continue to worry both groups who live near to the alignment and further away. Both groups are also concerned over noise from the SSP Line (**Table 2-21**). 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 and traffic congestion (**Table 2-22**).

Table 2-5: Overall Perceived Impacts 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 leisure 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

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Table 2-6: Perceived Impacts on Individuals and their Families by Proximity to Alignment

Impact	20m %	21m-400m %
Existing parking area will decrease with increasing number of vehicle during MRT operation	4.7	2.9
Safety of children is affected if MRT 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 problem and 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 MRT 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

Table 2-7: Perceived Impacts on Individuals and Families 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	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 and traffic problems	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

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2.4 PERCEIVED POSITIVE AND NEGATIVE IMPACTS FROM MRT

2.4.1 Perceived Positive Impacts

Nine benefits were identified and respondents were asked to rank them in order of importance to them. The first four are commonly known. They include savings in travel expenses; savings in travel time; quick and convenient mode of transport; and reduction in traffic congestion. The rankings of respondents are weighted, with higher weights assigned to the higher rankings. The results are given in **Table 2-23**. The mean benefit scores are estimated.

Based on the estimated mean benefit scores, the four main benefits are also those that are commonly associated with an efficient public transport. According to respondents, the key benefits are (1) reduced travel time (7.2); (2) quick and convenient mode of transport; (3) savings in travel expenses (7.1); and reduction in traffic congestion (6.6). Other benefits associated with improvement in air quality and accidents' risks do not score highly, with mean scores falling within the 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 among respondents in the impact zone. Their mean scores fall below the overall mean of 5.0.

Although the 4 key benefits are similarly identified for all survey zones, there are variations in rankings across survey zones where in some zones such as zones 1, 2, 3, 4, 7 and 8, more people identify savings in travel expenses as an important benefit, in zones 9, 10 and 11, they are not as important as savings in travel time and reduction in traffic congestion (**Table 2-24**). When the perceptions on 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 as more important than other benefits (**Table 2-25**).

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Table 2-8: 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

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Table 2-9: Mean Benefit Scores by Survey Zone

Survey Zone	Mean Benefit Score								
	1	2	3	4	5	6	7	8	9
Saves travel cost, both in terms of toll and petrol expenses	7.6	7.9	7.9	7.8	5.6	5.7	5.1	7.4	7.7
Shortens travel time	7.0	7.3	7.2	7.3	7.5	6.8	7.3	7.3	7.2
Quick, easy and convenient mode of transport	6.7	6.9	6.9	7.1	7.3	7.2	7.8	7.7	7.3
Reduces traffic congestion	6.3	5.9	6.3	6.0	7.8	7.1	7.5	6.8	6.5
Reduces air pollution in the neighbourhood	3.7	4.0	4.4	4.2	3.7	4.8	4.1	4.8	4.2
Reduces risks of road accidents	4.6	4.2	4.1	4.1	4.6	4.7	4.8	4.2	4.2
Improves mobility i.e. easier travel within Klang Valley	4.0	3.8	3.6	3.7	4.7	4.5	4.1	2.7	3.2
Creates new pockets of growth	2.5	2.5	2.2	2.6	1.9	2.6	2.4	2.3	2.6
Enhances the market value of properties within the vicinity of stations	2.8	2.6	2.4	2.3	1.9	1.8	1.8	1.8	2.1
Mean Benefit Score	5.0	5.0	5.0	5.0	5.0	4.9	5.0	5.0	4.9

Source: MRT2 Perception Survey December 2014/February 2015

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Table 2-10: 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

2.4.2 Perceived Negative Impacts during Construction

Respondents have perceived concerns over the SSP Line during its construction. These concerns could stem from what they have read, heard, seen from the present operations of the LRT and the ongoing construction activities of the SBK Line. Although these are perceived concerns and the reality could be different but for many, some of these concerns are especially worrying during construction.

The overall feedback is that 65% of them believe these negative impacts are important to them during construction (**Table 2-26**). Top of the perceived negative impact during construction is safety and security (90.3%). This perception could be influenced by recent incidents on worksites of existing construction. 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%). Around 61% of respondents believe acquisition of properties and relocation issues is important during construction, with 10% believing it is not important. This differs considerably from the feedback during stakeholders' engagement where the topic of acquisition frequently emerged as a problem.

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Table 2-11: Perceived Negative Impacts during Construction

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	0.2	8.6	74.0

Source: MRT2 Perception Survey December 2014/February 2015

The negative impacts during construction are also analyzed here by survey zone (**Table 2-27**) and Proximity to Alignment (**Table 2-28**). Across the survey zone, safety and security and traffic congestion are frequently identified as key negative impacts during construction. Also important are worries over vibrations and cracks and dust and air pollution. Among the top 5 negative impacts, noise is frequently placed last among them.

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Table 2-12: Perceived Negative Impacts during Construction by Survey Zone

	Zone 1			Zone 2		
	Very Important/ Important	Neutral	Very Unimportant/ Unimportant	Very Important/ Important	Neutral	Very Unimportant/ Unimportant
Noise	81.7 [3]	16.1	2.2	81.7 [5]	16.1	2.2
Vibration and cracks	74.1	18.2	7.7	80.6	17.8	1.7
Dust and air pollution	80.0 [4]	11.8	8.2	83.3 [4]	15.6	1.1
Traffic congestion	89.1 [1]	5.9	5.0	91.1 [1]	7.8	1.1
Safety and security	82.3 [2]	13.2	4.5	87.2 [2]	11.7	1.1
Loss of aesthetics/ vista	30.9	45.5	23.6	37.2	46.1	16.7
Parking problems	76.4 [5]	17.7	5.9	84.4 [3]	13.9	1.7
Loss of privacy	55.9	29.5	14.5	66.7	28.3	5.0
Acquisition of properties and relocation	68.9	24.4	6.7	68.9	24.4	6.7
Loss of business income	33.2	40.0	26.8	53.3	24.4	22.2
Disruptions to utilities	65.9	27.7	6.4	71.7	26.7	1.7
Close proximity to worksites	59.5	31.8	8.6	73.3	26.1	0.6
Flash floods	55.5	25.5	19.1	63.9	27.2	8.9
Public inconveniences	59.5	28.2	12.3	74.4	23.9	1.7
Reduction of property value	49.5	34.5	15.9	64.4	28.9	6.7
Zones 1 & 2	63.9	24.8	11.3	72.1	22.6	5.3
	Zone 3			Zone 4		
	Very important/ Important	Neutral	Very unimportant /Unimportant	Very important/ Important	Neutral	Very unimportant /Unimportant
Noise	88.0 [5]	12.0	0.0	83.3 [5]	13.3	3.3
Vibration and cracks	94.0 [4]	6.0	0.0	85.3 [4]	12.0	2.7
Dust and air pollution	95.0 [2]	5.0	0.0	88.0 [2]	8.7	3.3
Traffic congestion	96.0 [1]	4.0	0.0	91.3 [1]	6.7	2.0
Safety and security	95.0 [3]	4.0	1.0	87.3 [3]	10.0	2.7
Loss of aesthetics/ vista	35.0	53.0	12.0	29.3	49.3	21.3
Parking problems	80.0	18.0	2.0	70.0	24.0	6.0
Loss of privacy	80.0	19.0	1.0	49.3	38.0	12.7

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Acquisition of properties and relocation	67.0	30.0	3.0	55.3	35.3	9.3
Loss of business income	60.0	19.0	21.0	45.3	30.0	24.7
Disruptions to utilities	63.0	34.0	3.0	72.7	21.3	6.0
Close proximity to worksites	68.0	27.0	5.0	65.3	27.3	7.3

	Zone 3			Zone 4		
	Very important/ Important	Neutral	Very unimportant /Unimportant	Very important/ Important	Neutral	Very unimportant/ Unimportant
Flash floods	57.0	26.0	17.0	58.7	27.3	14.0
Public inconveniences	79.0	20.0	1.0	72.0	24.0	4.0
Reduction of property value	77.0	20.0	3.0	50.7	35.3	14.0
Zones 3 & 4	75.6	19.8	4.6	66.9	24.2	8.9
	Zone 5			Zone 6		
	Very important/ Important	Neutral	Very unimportant /Unimportant	Very important/ Important	Neutral	Very unimportant/ Unimportant
Noise	55.2 [5]	44.8	0.0	61.4	33.1	5.5
Vibration and cracks	76.8 [1]	23.2	0.0	80.7 [4]	14.5	4.8
Dust and air pollution	73.6 [2]	26.4	0.0	81.4 [3]	14.5	4.1
Traffic congestion	65.6 [3]	32.8	1.6	87.6 [2]	9.7	2.8
Safety and security	43.2	55.2	1.6	91.7 [1]	6.2	2.1
Loss of aesthetics/ vista	4.0	55.2	40.8	24.1	48.3	27.6
Parking problems	59.2 [4]	39.2	1.6	71.0 [5]	26.2	2.8
Loss of privacy	23.2	52.8	24.0	61.4	26.9	11.7
Acquisition of properties and relocation	30.4	34.4	35.2	60.0	29.7	10.3
Loss of business income	38.4	20.0	41.6	51.7	33.1	15.2
Disruptions to utilities	25.6	71.2	3.2	69.7	26.2	4.1
Close proximity to worksites	22.4	70.4	7.2	62.1	29.0	9.0
Flash floods	20.8	70.4	8.8	44.1	31.7	24.1
Public	19.2	73.6	7.2	53.1	31.0	15.9

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inconveniences						
Reduction of property value	28.0	67.2	4.8	44.1	40.7	15.2
Zones 5 & 6	39.0	49.1	11.8	62.9	26.7	10.3

	Zone 7			Zone 8		
	Very important/ Important	Neutral	Very unimportant/ Unimportant	Very important/ Important	Neutral	Very unimportant/ Unimportant
Noise	53.1 [5]	45.4	1.5	91.0 [5]	9.0	-
Vibration and cracks	80.8 [3]	17.7	1.5	93.0 [4]	7.0	-
Dust and air pollution	78.5 [4]	19.2	2.3	98.0[3]	2.0	-
Traffic congestion	86.9 [1]	10.8	2.3	98.0 [2]	2.0	-
Safety and security	81.5 [2]	15.4	3.1	98.0 [1]	2.0	-
Loss of aesthetics/ vista	5.4	67.7	26.9	34.0	50.0	16.0
Parking problems	61.5	33.8	4.6	81.0	19.0	-
Loss of privacy	44.6	32.3	23.1	86.0	14.0	-
Acquisition of properties and relocation	51.5	29.2	19.2	81.0	19.0	-
Loss of business income	48.5	30.8	20.8	49.0	41.0	10.0
Disruptions to utilities	50.8	48.5	0.8	87.0	12.0	1.0
Close proximity to worksites	36.2	57.7	6.2	85.0	14.0	1.0
Flash floods	37.7	46.2	16.2	51.0	17.0	32.0
Public inconveniences	31.5	50.8	17.7	81.0	18.0	1.0
Reduction of property value	32.3	50.0	17.7	76.0	22.0	2.0
Zones 7 & 8	52.1	37.0	10.9	79.3	16.5	4.2
	Zone 9					
	Very Important/ Important	Neutral	Very Unimportant/ Unimportant			
Noise	82.9 [5]	13.7	3.4			
Vibration and cracks	87.1 [4]	9.4	3.4			
Dust and air pollution	98.0 [1]	2.0	-			
Traffic congestion	90.6 [2]	7.7	1.7			
Safety and security	90.3 [3]	7.4	2.3			
Loss of aesthetics/ vista	35.7	46.6	17.7			

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Parking problems	76.9	20.3	2.9
Loss of privacy	76.3	19.4	4.3
Acquisition of properties and relocation issues	69.1	26.9	4.0
Loss of business income	51.7	29.4	18.9
Disruptions to utilities	80.6	17.1	2.3
Close proximity to worksites	78.6	18.6	2.9
Flash floods	60.3	17.4	22.3
Public inconveniences	77.4	20.0	2.6
Reduction of property value	72.6	22.3	5.1
Zone 9	74.1	19.4	6.6

Note: Figures in parenthesis indicate ranking. **Source:** MRT2 Perception Survey December 2014/February 2015

The five major negative impacts during construction 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, vibrations 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.
- 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 MRT. Both groups identified traffic congestion as a key concern, followed by safety and security. Third rank is concerns over dust and air pollution. In fourth place is the fear over vibration and cracks and lastly noise. Concern over acquisition of properties and relocation is higher for the group nearer to the alignment (71.9%)

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compared to the level of concern for the group further away (66.2%). The group which is near is also very concerned over public inconveniences generated from the MRT construction (80.1%) whereas only 74.2% of the group further away shares this concern.

Table 2-28: Perceived Negative Impacts during Construction by Proximity to Alignment

	<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

2.4.3 Perceived Negative Impacts from MRT Operations

The five major negative impacts identified by respondents during the operations of the SSP Line (**Table 2-29**) are (1) inadequate parking at stations (84.9%); (2) safety and security (82.9%); and (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.

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Table 2-29: 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
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

Note: Figures in parenthesis indicate ranking

Source: MRT2 Perception Survey December 2014/February 2015

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 (**Table 2-30**). 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%.

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 that previously deemed necessary.

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Table 2-30: Perceived Negative Impacts of MRT Operations by Survey Zone

	Zone 1			Zone 2		
	Very important / Important (%)	Neutral (%)	Very unimportant / Unimportant (%)	Very important / Important (%)	Neutral (%)	Very unimportant / Unimportant (%)
Noise	71.8	20.5	7.7	70.0	28.3	1.7
Vibration and cracks	76.4	15.9	7.7	77.8	21.1	1.1
Dust and air pollution	80.5 [5]	10.5	9.1	78.9 [5]	19.4	1.7
Traffic congestion	85.0 [2]	9.1	5.9	85.6 [1]	13.3	1.1
Safety and security	83.2 [4]	10.9	5.9	81.7 [4]	17.2	1.1
Loss of aesthetics/ vista	40.0	39.1	20.9	45.0	39.4	15.6
Parking problems near stations	85.0 [3]	11.4	3.6	81.7 [3]	17.2	1.1

Loss of privacy	57.3	29.5	13.2	70.6	25.6	3.9
Loss of business income	40.5	34.1	25.5	48.3	33.3	18.3
Loss of property values due to close proximity to MRT Line	57.3	28.6	14.1	66.7	27.8	5.6
Inadequate parking at stations	89.5 [1]	7.3	3.2	83.3 [2]	16.1	0.6
Inadequate or poor feeder bus services	76.4	20.5	3.2	67.8	25.6	6.7
Zones 1 & 2	70.2	19.8	10.0	71.4	23.7	4.9

	Zone 3			Zone 4		
	Very important / Important (%)	Neutral (%)	Very unimportant / Unimportant (%)	Very important / Important (%)	Neutral (%)	Very unimportant / Unimportant (%)
Noise	85.0 [5]	13.0	2.0	79.3 [5]	16.7	4.0
Vibration and cracks	90.0 [4]	8.0	2.0	82.0 [4]	14.0	4.0
Dust and air pollution	91.0 [3]	7.0	2.0	87.3 [2]	9.3	3.3
Traffic congestion	94.0 [1]	4.0	2.0	92.0 [1]	4.7	3.3
Safety and security	93.0 [2]	5.0	2.0	84.0 [3]	12.0	4.0
Loss of aesthetics/ vista	43.0	46.0	11.0	32.0	48.7	19.3
Parking	84.0	15.0	1.0	74.7	20.0	5.3

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problems near stations						
Loss of privacy	80.0	17.0	3.0	48.7	38.0	13.3
Loss of business income	60.0	20.0	20.0	45.3	34.0	20.7
Loss of property values due to close proximity to MRT Line	62.0	33.0	5.0	50.7	30.7	18.7
Inadequate parking at stations	77.0	20.0	3.0	74.7	16.0	9.3
Inadequate or poor feeder bus services	82.0	15.0	3.0	71.3	20.7	8.0
Zones3 & 4	78.4	16.9	4.7	68.5	22.1	9.4

	Zone 5			Zone 6		
	Very important/ Important (%)	Neutral (%)	Very unimportant/Unimportant (%)	Very important/ Important (%)	Neutral (%)	Very unimportant/Unimportant (%)
Noise	46.4	52.8	0.8	78.6	15.2	6.2
Vibration and cracks	60.0 [4]	40.0	-	81.4 [4]	11.7	6.9
Dust and air pollution	56.8 [5]	42.4	0.8	75.2	17.9	6.9
Traffic congestion	48.0	51.2	0.8	86.9 [2]	8.3	4.8
Safety and security	38.4	59.2	2.4	91.0 [1]	5.5	3.4
Loss of aesthetics/ vista	10.4	43.2	46.4	44.1	26.9	29.0
Parking problems near stations	60.8 [3]	35.2	4.0	56.6	33.8	9.7
Loss of privacy	10.4	43.2	46.4	57.2	29.7	13.1
Loss of business income	42.4	16.0	41.6	46.2	35.9	17.9
Loss of property values due to close proximity to MRT Line	20.0	32.0	48.0	46.9	40.0	13.1
Inadequate parking at stations	80.8 [1]	19.2	-	83.4 [3]	11.7	4.8
Inadequate or poor feeder bus services	80.0 [2]	20.0	-	80.7 [5]	15.2	4.1
Zones 5 & 6	46.2	37.9	15.9	69.0	21.0	10.0
	Zone 7			Zone 8		

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	Very important/ Important (%)	Neutral (%)	Very unimportant/Unimportant (%)	Very important/ Important (%)	Neutral (%)	Very unimportant/Unimportant (%)
Noise	92.0	8.0	0.0	92.0	8.0	-
Vibration and cracks	94.0 [5]	6.0	0.0	94.0 [5]	6.0	-
Dust and air pollution	97.0 [3]	3.0	0.0	97.0 [3]	3.0	-
Traffic congestion	98.0 [1]	2.0	0.0	98.0 [1]	2.0	-
Safety and security	97.0 [2]	3.0	0.0	97.0 [2]	3.0	-
Loss of aesthetics/ vista	47.0	48.0	5.0	47.0	48.0	5.0
Parking problems near stations	86.0	14.0	0.0	86.0	14.0	-
Loss of privacy	79.0	21.0	0.0	79.0	21.0	-
Loss of business income	49.0	38.0	13.0	49.0	38.0	13.0
Loss of property values due to close proximity to MRT Line	68.0	32.0	0.0	68.0	32.0	-
Inadequate parking at stations	96.0 [4]	4.0	0.0	96.0 [4]	4.0	-
Inadequate or poor feeder bus services	85.0	15.0	0.0	85.0	15.0	-
Zones 7 & 8	82.3	16.2	1.5	82.3	16.2	1.5

	Zone 9		
	Very important/ Important (%)	Neutral (%)	Very unimportant/ Unimportant (%)
Noise	78.9	17.7	3.4
Vibration and cracks	83.4 [4]	12.3	4.3
Dust and air pollution	82.3 [5]	13.7	4.0
Traffic congestion	87.7 [2]	9.7	2.6
Safety and security	88.9 [1]	9.4	1.7
Loss of aesthetics/ vista	46.6	42.9	10.6
Parking problems near stations	79.4	18.3	2.3
Loss of privacy	71.4	24.3	4.3
Loss of business income	50.9	30.3	18.9
Loss of property values due to close proximity to MRT Line	61.1	31.1	7.7
Inadequate parking at stations	86.6 [3]	11.4	2.0
Inadequate or poor feeder bus services	81.1	13.4	5.4
Zone 9	74.9	19.5	5.6

Note: Figures in parenthesis indicate ranking

Source: MRT2 Perception Survey December 2014/February 2015

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The perceptions on negative impacts from SSP Line operations are also compared between the group that is near and the other further away, it is observed the group near has a higher proportion (71.4%) that find the impacts important or very important compared to the group that is further away (68.6%) (Table 2-31). However, they share almost similar perceptions on the types of negative impacts from MRT operations. The group that is nearer ranks inadequate parking at stations as a key impact, followed by traffic congestion whereas the group further away ranks traffic congestion as their main concern followed by inadequate parking. For both groups, traffic is a major worry. They share the same perception on safety and security, vibrations and cracks and dust and air pollution.

Table 2.31: Perceived Negative Impacts of SSP Line Operations by Proximity to Alignment

	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

Respondents also indicated additional concerns they have. They are listed in Table 2-32. Some concerns are repetitive of the earlier stated impacts, for example, concerns over traffic congestion, safety and security aspects, and parking issues. They highlight the intensity of worries they on traffic congestion as a result of the project.

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Table 2.32: Other Perceived Negative Impacts of SSP Line

Other Perceived Negative Impacts	Number	%
Increase in foreign workers bring problems to the locals	47	15.1
Severe traffic congestion	35	11.2
Safety and security aspects when using MRT	30	9.6
Roads in the surrounding area will be damaged	26	8.3
Worry about landslides	27	8.7
MRT users will be parking near the premise, customers facing difficulty to park near the premise	21	6.7
Accidents at the project site should be avoided, public safety is priority	21	6.7
Dusty conditions will affect health, especially children and elderly	18	5.8
Functioning escalators	11	3.5
Lack of facilities for the elderly and the disabled	8	2.6
Roads will be damaged, the impact will be too late to work/office	8	2.6
Cracks to the house during construction	7	2.2
Make sure pedestrian walkways are not disturbed	7	2.2
Control of noise that cannot be solved	7	2.2
Reasonable compensation	7	2.2
Project delay	6	1.9
Thefts of cars and motorcycles will be increased	6	1.9
Worried green area for recreational activities will be undertaken for this project	6	1.9
Safety of children and property if the house adjacent to the station	5	1.6
Worry roads will be closed, customers cannot come to the shop	4	1.3
Heavy vehicles will be parking around the residences	3	1.0
Add more lighting in the pedestrian area and parking area	2	0.6
Impact Zone	312	100.0

Source: MRT2 Perception Survey December 2014/February 2015

2.4.4 Perceived Proximity to Alignment and Stations

An analysis of how people perceive their proximity to the alignment and its structures and stations is undertaken. During public engagement, some people raised concerns that they do not want to be near the alignment and its structures or they do not want to be near stations. From the public engagement, the underlying reason is the fear of acquisition. However, beyond acquisition, some have mentioned that having viaducts outside of their premises is not good for business or the spiritual welfare of residents. This analysis aims to quantify the perception of being in close proximity to the alignment and stations.

Generally respondents do not want the alignment, its structures and stations to be close to them (**Table 2-33**). The further the alignment and its structures including stations are from someone's premise, the more acceptable would be. Within a 10-metre corridor from the both alignment and stations, many people find unacceptable - 65.7% do not want to be near the alignment and 63.4% do not want to be near stations. As the distance increases from both alignment and stations, the level of

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acceptability improves. If these structures are more than 100m away, the level of acceptability improves to 80.4% for alignment and 82% for stations as opposed for 3.5% who objects to alignment and 3.7% who objects to station.

Table 2-33 : Overall Perceptions on Proximity to Alignment and Stations

	Proximity to Alignment/Structure			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

When perceptions of the group nearer to the alignment and that further away are compared, it shows both groups would not accept at all if the alignment and stations fall within 10m from them (**Table 2-34**). The proportions are relatively higher for the group that is near (67.1% for alignment and 64.3% for stations compared to 64.5% for alignment and 62.6% for stations). 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, it is observed that 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 is within 20m from the alignment and stations.

Table 2-13 : Perceptions on Proximity to Alignment and Stations by Proximity to Alignment

	Proximity to Alignment - Within 20m (%)			Proximity to MRT Stations - Within 20m (%)		
	Highly/ Acceptable	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

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Proximity to Alignment -21m-400m (%)				Proximity to MRT Stations- 21m-400m (%)		
	Highly/ Acceptable	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

Source: MRT2 Perception Survey December 2014/February 2015

2.4.5 Overall Assessment of Perceived Impacts from MRT

Respondents were asked to indicate their level of agreement with nine positive statements on MRT development. The aim is to obtain an overview of respondents' attitude and general perception of the MRT. The level of acceptability could indicate the extent of positive perception the public has of the MRT and their support for MRT despite their concerns and the fears over the negative impacts during construction and after completion of the development.

From **Table 2-35**, it is observed that the level of acceptability of the MRT is still relatively strong at 73.3%. Compared to the earlier support of 89%, it has dropped but it continues to show that people in general think the MRT is beneficial. Most respondents 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%). They also have expectations on the provision of park and ride facilities with 96.5% indicating that all MRT stations must have such facilities. There are, however, four aspects that are not highly acceptable such as:

- 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%)

These aspects remain relatively sensitive and should be taken into consideration during the design and planning of the MRT route.

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Table 2-145: Perceptions on Positive Perception Statements on MRT

	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 MRT 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 MRT is operational	6.1	93.9
I think the security risk in my neighbourhood from MRT is minimal	9.3	90.7
Impact Zone	26.7	73.3

Source: MRT2 Perception Survey December 2014/February 2015

2.5 PERCEPTIONS ON PROPOSED MITIGATING ACTIONS

Adopting appropriate and effective mitigating actions for the SSP Line development 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 MRT and its impacts on them.

2.5.1 Perceptions on Effectiveness of Existing Mitigating Actions

From **Table 2-36** it is observed that the public places considerable emphasis on various 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. 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 2-15: 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 2-37 shows the views on the efficacy of mitigating actions between the group that is near to the alignment and the one that is further away. About 62% of the group further away believes available mitigating actions are effective compared to 59% of the group nearer to the alignment, indicating marginal differences in opinions between them.

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Table 2-37: Effectiveness of Mitigating Actions by Proximity to Alignment

	20 metre			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: MRT2 Perception Survey December 2014/February 2015

Some of the reasons given as to why they think the mitigating actions are not effective comprise the following

- 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.

2.5.2 Suggested Mitigating Actions during Construction and Operations

To address their concerns during construction and even after completion of construction, respondents have suggested some mitigating actions which they perceive could help address their concerns. They have identified a set of three (3) mitigating measures each for construction and operations. These are combined and the results given in **Table 2-38** and **Table 2-39**. Some respondents have made

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additional suggestions (**Table 2-40**) that continue to reflect their concerns over construction and safety.

During construction, the proposed actions are targeted at two major areas of concern, i.e. traffic congestion through actions on traffic management (21.3%); and on safety and security through actions on site and construction management (39.6%); 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.

Table 2-38: Suggested Mitigating Actions during Construction

Proposed Actions during Construction	Total	%	20 m	%	21m-400 m	%
Traffic Management						
Work with Police to manage traffic congestion	47	8.9	30	12.6	17	5.8
Traffic management needs to be more efficient	43	8.1	20	8.4	23	7.9
Create lanes for lorry only (construction vehicle)	16	3.0	9	3.8	7	2.4
Create a special parking area for heavy vehicles (construction vehicles)	7	1.3	2	0.8	5	1.7
Subtotal	113	21.3	61	25.6	52	17.8
Site and Construction Management						
Optimise the management of noise pollution	54	10.2	24	10.1	30	10.3
Construction works preferably at night	47	8.9	19	8.0	28	9.6
Ensure drainage system is good to avoid flooding	39	7.4	20	8.4	19	6.5
Control occurrence of cement spill on public road	16	3.0	8	3.4	8	2.7
Reduce vibration	14	2.6	8	3.4	6	2.1
Avoid pools of stagnant water which would breed mosquito breeding and cause health issues	7	1.3	4	1.7	3	1.0
Repairs immediately if roads are damaged	8	1.5	2	0.8	6	2.1
Accelerate the construction period	8	1.5	3	1.3	5	1.7
Provide a generator for emergency purposes (utilities disruptions)	4	0.8	1	0.4	3	1.0
Create Zebra crossing for people to cross	13	2.5	3	1.3	10	3.4
Subtotal	210	39.6	92	38.7	118	40.4
Safety and Risk Management						
Authorities should monitor in terms of safety and pollution level at least once a week	49	9.2	14	5.9	35	12.0
Just follow the S.O.P –this way accidents can be reduced	44	8.3	25	10.5	19	6.5
Use the latest technology to reduce risk on construction sites	14	2.6	5	2.1	9	3.1

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Subtotal	107	20.2	44	18.5	63	21.6
<u>Management of Foreign Workers</u>						
Placement of foreign workers in an area away from residential areas	24	4.5	11	4.6	13	4.5
Must send back foreign workers upon completion of their work	22	4.2	6	2.5	16	5.5
Subtotal	46	8.7	17	7.1	29	9.9
<u>Communications Plan</u>						
Signboard in various languages	44	8.3	16	6.7	28	9.6
Establish One stop centre/ hotline	4	0.8	4	1.7	0	0.0
Subtotal	48	9.1	20	8.4	28	9.6
Other- Find an alternative route	6	1.1	4	1.7	2	0.7
Impact Zone	530	100	238	100	292	100

Source: MRT2 Perception Survey December 2014/February 2015

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 2-39: Suggested Mitigating Actions during Operations

Proposed Actions during Operations	Total	%	20 m	%	21m-400m	%
<u>Safety and Security</u>						
Police cooperation is necessary to add to monitoring of congestion and public safety	100	28.5	49	32.0	51	25.8
Add more CCTV especially at the project site	17	4.8	6	3.9	11	5.6
Add more police forces at each rail station	23	6.6	7	4.6	16	8.1
Gated parking area for safety purpose	11	3.1	4	2.6	7	3.5
Need regular monitoring by the authorities	36	10.3	21	13.7	15	7.6
Subtotal	187	53.3	87	56.9	100	50.5
<u>Provision of Parking Facilities</u>						
Provide parking areas for rail far from shops	13	3.7	10	6.5	3	1.5
Increase parking space at station	33	9.4	13	8.5	20	10.1
Subtotal	46	13.1	23	15.0	23	11.6
<u>Environmental Management</u>						
Reduce noise pollution	11	3.1	5	3.3	6	3.0
Use the latest technology to reduce risk during operations	20	5.7	5	3.3	15	7.6
Make sure station locations are far from shops	6	1.7	3	2.0	3	1.5
Subtotal	37	10.5	13	8.5	24	12.1
<u>Provision of Social Amenities and Facilities</u>						
Provide covered pedestrian walkways	48	13.7	14	9.2	34	17.2
Add more coach for ladies/ elderly/ disabled	16	4.6	10	6.5	6	3.0

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and students						
Need additional coaches so more passengers can use	5	1.4	2	1.3	3	1.5
Provide comfortable waiting area	9	2.6	3	2.0	6	3.0
Subtotal	78	22.2	29	19.0	49	24.7
Other-find an alternative route	3	0.9	1	0.7	2	1.0
Impact Zone	351	100.0	153	100.0	198	100

Table 2-40: Additional Proposed Mitigating Actions

Additional Proposed Mitigating Actions	Respondents	%
Actions on Construction Aspects		
Ensure strict control in the construction area – for safety purpose	73	54.9
Doing construction in an area that is covered, enclosed and protected	10	7.5
Need to use more advanced technology to address pollution problems	9	6.8
Do not work during public holidays or weekends	8	6.0
There should be a contingency plan to address problems that arise	6	4.5
Control of dust and noise pollution must be prioritised	4	3.0
The drainage system must be in good condition	3	2.3
Road barriers should be more durable	4	3.0
Immediately repair roads damaged by construction activities	1	0.8
Provide masks for all residents	1	0.8
Actions on Route Design		
Create a special route to the station so that it is faster for users	9	6.8
MRT Project should be moved from our area	5	3.8
Impact Zone	133	100.0

Source: MRT2 Perception Survey December 2014/February 2015

2.5.3 Preferred Communications Media of respondents

The survey findings indicate a low level of awareness of the SSP Line. They also show that the public does not know much about the project. Reaching out to them on the MRT is important for them to have sufficient information to make informed decision and to provide important feedback on the proposed development. **Table 2-41** shows what could be the medium to reach out to the public, especially those in the impact zone and in the various survey zones. According to the respondents, the 5 best ways to reach out to them 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 Corporation website and public dialogues and engagements.

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Table 2-41: Preferred Communications Media by Survey Zone

Communication Media	Zone 1 (%)	Zone 2 (%)	Zone 3 (%)	Zone 4 (%)	Zone 9 (%)	Zone 10 (%)	Zone 11 (%)	Zone 7 (%)	Zone 8 (%)	Total (%)	Rank
Pamphlets and brochures	10.8	11.3	13.8	10.6	18.0	11.2	15.7	15.4	12.0	12.6	1
SMS	14.8	10.6	10.9	11.6	3.1	7.9	3.7	11.8	7.5	9.1	2
Mail drops	7.0	8.1	9.5	12.1	5.8	8.7	11.6	14.7	8.4	9.1	3
Public notice boards	6.3	7.7	8.0	8.5	4.8	11.8	11.8	10.2	9.8	8.9	4
Residents' Associations	4.9	9.7	7.7	6.6	12.7	10.7	10.4	12.3	8.9	9.0	5
Public exhibitions and road shows	4.9	5.1	7.4	6.5	2.5	8.4	11.2	8.4	7.0	6.7	6
Social Media-Facebook	7.1	6.7	4.9	3.2	6.2	6.2	3.9	3.1	7.7	6.0	7
MRT Info Centre	4.3	6.2	5.2	3.7	0.2	0.5	0.8	1.0	4.0	3.2	8
Public dialogues and engagements	3.9	4.2	3.7	6.6	8.5	5.3	6.5	7.1	5.1	5.5	9
MRT Corp Website	4.2	4.3	5.2	5.1	0.4	0.8	1.4	1.3	4.6	3.4	10
Kiosks at shopping malls	5.3	3.4	4.6	4.9	6.4	1.6	2.9	1.3	3.6	3.8	11
Email	6.0	3.6	6.0	3.4	5.2	2.6	1.6	1.8	4.2	3.9	12
Mainstream Media -Harian Metro	3.6	3.4	0.3	2.2	3.9	4.4	2.7	3.1	3.0	3.1	13
Television	4.5	3.1	0.9	2.8	1.5	0.3	2.0	0.5	2.1	2.2	14
Mainstream Media -The Star	1.8	2.3	3.4	1.8	2.1	3.1	1.0	1.0	2.2	2.1	15
Mainstream Media-Berita Harian	2.1	1.9	4.3	2.1	0.2	0.8	0.4	2.4	1.4	1.6	19
Hotline	1.4	1.9	2.3	2.4	0.4	0.2	-	0.5	1.5	1.3	16
Mainstream Media-Sin Chew Jit Poh/Nanyang Siang Pau	1.4	1.7	-	0.9	2.7	2.0	3.3	1.3	1.3	1.6	18
Mainstream Media -New Straits Times	1.8	1.6	-	0.9	7.1	2.3	3.5	0.5	1.2	2.0	20

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Table 2-41: Preferred Communications Media by Survey Zone (%) (cont'd)

Communication Media	Zone 1 (%)	Zone 2 (%)	Zone 3 (%)	Zone 4 (%)	Zone 9 (%)	Zone 10 (%)	Zone 11 (%)	Zone 7 (%)	Zone 8 (%)	Total (%)	Rank
Mobile Info Trucks	0.8	1.3	0.6	1.2	2.1	0.8	2.4	-	1.8	1.3	17
Mainstream Media -Sinar Harian/ Kosmo	0.8	1.1	-	1.0	0.4	2.1	-	0.5	0.5	0.8	22
Social Media-WhatsApp	0.4	0.1	-	1.2	0.4	3.8	1.4	1.0	1.1	1.1	21
Mainstream Media -Utusan Malaysia	0.7	0.1	0.3	0.3	4.6	1.3	0.6	0.3	0.1	0.8	23
Mainstream Media -Nanban/ Tamil Nesan	0.7	0.3	-	0.3	0.2	1.0	0.4	0.3	0.6	0.5	24
Social Media-Tweeter	-	0.3	0.6	0.3	0.6	1.8	0.6	-	0.3	0.5	25
Radio.fm	-	-	0.6	-	-	0.3	-	-	0.1	0.1	26
Social Media-Instagram	0.3	-	-	-	-	-	-	-	-	0.0	27
Total	100	100	100	100	100	100	100	100	100	100	

Source: MRT2 Perception Survey December 2014/February 2015

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In reaching out to the different groups of respondents, there are variations in their choices of preferred communications media (**Table 2-41**). The residents and commercial operators stated pick pamphlets and brochures as their top choice but on the second rank choice, residents prefer the residents' associations whereas commercial operators prefer mail drops. Industries, on the other hand, prefer mail drops, followed by pamphlets and brochures. Short Message Service (SMS) appears popular with all three groups - residents and industrialists rank it in third place and the commercial operators place it at fourth rank. Apart from the key media identified, other media that could potentially be useful include public notice boards, public exhibitions and road shows, Facebook, public dialogues and engagements especially for residents, and mainstream media such as newspapers.

Table 2-42: Preferred Communications Media by Respondents

Communication Media	Residents (%)	Commercial (%)	Industry (%)
Pamphlets and brochures	11.9	14.8	14.1
SMS	9.0	9.1	9.9
Mail drops	8.5	10.0	14.5
Public notice boards	8.8	9.3	7.3
Residents' Associations	11.2	3.4	3.8
Public exhibitions and road shows	7.1	5.9	4.6
Social Media-Facebook	6.2	5.5	4.6
MRT Info Centre	3.0	4.3	1.5
Public dialogues and engagements	6.2	3.6	3.4
MRT Corp Website	3.2	3.9	3.4
Kiosks at shopping malls	3.6	4.9	1.5
Email	3.4	5.3	5.7
Mainstream Media -Harian Metro	3.5	2.4	0.8
Television	2.4	1.6	2.7
Mainstream Media -The Star	1.8	2.9	3.1
Mainstream Media-Berita Harian	1.0	3.0	3.8
Hotline	1.2	1.6	0.4
Mainstream Media-Sin Chew Jit Poh/Nanyang Siang Pau	1.1	2.4	4.6
Mainstream Media -New Straits Times	2.3	1.1	0.4
Mobile Info Trucks	1.1	1.4	5.0
Mainstream Media -Sinar Harian/ Kosmo	0.7	0.9	1.9
Social Media-WhatsApp	1.1	1.0	0.4
Mainstream Media -Utusan Malaysia	0.8	0.6	0.8
Mainstream Media -Nanban/ Tamil Nesan	0.6	0.3	-
Social Media-Tweeter	0.3	0.7	1.9
Radio.fm	0.1	0.1	-
Social Media-Instagram	0.0	-	-
Total	100.0	100.0	100.0

Source: MRT2 Perception Survey December 2014/February 2015

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2.6 SUMMARY OF PERCEPTION SURVEY FINDINGS

1. The perception survey covered residential, commercial and industrial groups within the 400 impact zone from each side of the proposed SSP Line alignment. The survey also covered those who supposedly stay near to the proposed alignment (within 20m corridor) and outside of it. There are 9 survey zones to cover the entire 52km length of the SSP Line. The zones stretch from Damansara Damai into Sri Damansara and Kepong/Jinjang to Jalan Ipoh and Jalan Tun Razak, Jalan Raja Muda Abdul Aziz to KLCC West, Jalan Binjai and to the proposed Tun Razak Exchange before it enters the industrial area of Jalan Chan Sow Lin and the proposed Bandar Malaysia and crossing the East West Link into Kuchai Lama, Sg Besi, Serdang Raya, Seri Kembangan, UPM, Taman Equine, Taman Putra Permai into Cyberjaya and eventually ends in Putrajaya Sentral. A total of 1,500 respondents were interviewed.
2. The average age of those interviewed is 37 years with a median age of 39 years. Most are educated; the majority have completed secondary education and hold certificates or diplomas or degrees. Around 80% are employed; of which two thirds are employees and the balance are self-employed. The mean monthly household income is estimated at RM5,300 but the median is found to be lower at RM3,500. It is observed that about 17% of the respondents have household income of RM2,000 or less a month. This group is also expected to turn to public transport if it is affordable and efficient compared to using their own motor vehicles. For this group, a main competitor would be motorcycles. At this point in time, cars and motorcycles are the most popular mode of transport and are used mainly in people's daily travels such as to work, to fetch their children around, and to shop. The use of public transport, comprising bus, taxi, KTMB, LRT and monorail makes up about 7% of their use and even then, public transport is often used occasionally rather than on a regular, daily basis. Those who use public transport are generally satisfied, especially with the LRT and monorail and to some extent, KTMB but for now, they appear to rely more on their automobiles and motorcycles to move around.
3. The distribution between tenanted and owner-occupied premises is relatively equal, with a slightly higher proportion of tenanted premises. Among residential premises, more than half are owner-occupied but among commercial premises, more than three-quarters are tenanted. This poses an issue among commercial operators who, during public engagements, are worried that they would not be involved in any negotiations over acquisition of land should the alignment affects them directly. It explains also that many of them object to any possible acquisition. Another dimension that lends weight to their concerns is that most of them have been staying or operating in their premises for a considerable length of time. On the average, they have been where they are for 10 years. Twelve percent have been staying there for 20 years and there are some who have been in their premises for more than 30 years. Although the survey findings did not show considerable worries over acquisition, during stakeholders' engagements fears over such a possibility are quite obvious.

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Such fears are also fuelled by a lack of knowledge, information and understanding on how the Land Acquisition Act works and impacts on them during such a development. Some participants at the stakeholders engagements raise questions on (1) how their propriety rights could be protected in the face of the Land Acquisition Act (2) whether at the stage of the Railway Scheme, it would be too late to object, (3) how does the compensation arrangement works if they are affected, and (4) what are the tenants' rights in the entire process of acquisition and relocation. These gaps in their knowledge and information generate fears and misconceptions on this aspect of social impact, i.e. land/property acquisition and the immediate response for some is to object to the SSP Line coming into their areas

4. Respondents were asked to assess their level of satisfaction with their neighbourhood. The aim is to find out if there is any underlying reason that could prompt them to accept the development of the MRT within their neighbourhood or in close proximity to them and relocation, should it happen. The overall feedback is the majority are satisfied with their neighbourhoods. They were asked to check against seven parameters that are believed to be important for a neighbourhood to be considered good. The seven are (1) overall neighbourhood, (2) location, (3) access to public transportation, (4) access to major roads or highways, (5) safety and security of their neighbourhoods, (6) cleanliness of their neighbourhoods, and (7) community cohesiveness. Most people are satisfied with the location of neighbourhood (88%), access major roads and highways (86%) and their overall neighbourhoods (82%). Aspects that they ranked as medium include community cohesiveness (76%) and cleanliness of neighbourhood (74%). Those that scored low are access to public transportation (68%) and safety and security (67%). The overall satisfaction score is relatively good at about 77%.

5. Overall, the level of awareness on the MRT is observed to be low. Only about half of respondents in the impact zone have over the past 6 months read or heard about the MRT. Across the survey zones, the level of awareness varies. In some zones, the level of awareness is relatively poor, e.g. in Seri Kembangan, slightly more than a third have read or heard of the MRT. In Kepong/Jinjang, the proportion is observed at 40% -still relatively low. When asked whether they have visited any website to read about MRT or MRT2, the response is poor with 27.3% acknowledging that they did. Among those who indicated that they have heard and are aware, two-thirds said that they know a little about the MRT. There are gaps in information and awareness and this could affect their attitude and responses to the project and how it could impact them. This knowledge is also reflected at stakeholders' engagement where the key interest is to find out the whether the alignment affects them directly and if it does not, the level of interest is reduced.

6. Despite gaps in knowledge, when shown the show card depicting the broad alignment, the majority of respondents (89%) support having an MRT. A small proportion of 4.4% did not. Those who did not probably worried about any

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direct impacts on them. When a comparison is made between the group that is near and that further away, support for the SSP Line remains strong; with 88% of the former and 90% of the latter saying they would support the proposed development. It is possible that most people believe that they and their families would not be directly and adversely affected by having the SSP Line. This is apparent when less than a fifth of the respondents think that they could be affected by the project. This positive perception permeates all through the survey zones and between the groups that are near and far, thus, explaining why they would support the MRT development. Among those who perceive they could be impacted upon, the main fears are over traffic congestion and noise.

7. Positive impacts are based on perceptions. Nine benefits commonly identified with mass public transportation are put forward to the respondents to rank in order of importance. The more generic benefits that are usually associated with public transport include (a) savings in travel expenses; (b) savings in travel time; (c) quick and convenient mode of transport; and (d) reduction in traffic congestion. These four are easily agreed by the respondents. They are identified in order of importance as follows (1) Reduction in travel time, (2) quick and convenient mode of transport; (3) savings in travel expenses; and (4) reduction in traffic congestion.
8. Perceived negative impacts usually occur during construction although the public do have some concerns over operations of the rail transport. The negative impacts during construction and operations are listed and respondents asked to rank them in terms of importance to them. On the whole, 65% believe the negative impacts are important to them during construction. Top of the perceived negative impact during construction is safety and security (90.3%). This perception could be influenced by recent incidents on worksites of existing construction. 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. Others in terms of their importance are dust and air pollution (84.3%), vibrations and cracks (83.1%), and noise (74.8%). The last three impacts are usually associated with the environment and they are accorded lower significance compared to safety and security and traffic congestion. It is also interesting to note that people are less concerned over the aesthetics or damage to the vista as a result of an overhead MRT construction, and loss of business income. The last could be due to an overwhelming presence of residents in the sample. This may not be true when discussing with commercial operators during stakeholders engagements. Quite a number of commercial operators, when met, do express concerns that their business could be adversely impacted during construction.

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9. Perceptions on impacts during operations of the MRT2 are also explored. The five major impacts identified as important to respondents during MRT operations are (1) inadequate parking at stations (84.9%); (2) safety and security (82.9%); and (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. The two most important perceived negative impacts are linked to MRT operations which reflect gaps in respondents' knowledge on vital information such as availability of car parking and safety and security features of the rail transport. The lack of information can cause undue psychological fears over the rail operations when it should not. The identification of over traffic congestion as a key negative impact is an irony because the MRT is address traffic congestion when it is ready and operational and yet people perceive that it would cause traffic congestion.
10. Perceptions of respondents on proximity to the MRT alignment and stations were explored to gauge their acceptability to having the MRT in close proximity. The overall response is a rejection of the alignment or stations being close to them. Up to 50m distance, the level of rejection occurs among two-thirds of respondents. As the distance increases, the level of acceptability improves. At more than 100m away, 80% of respondents find it acceptable. During stakeholders' engagement, reasons for objecting to proximity include possible acquisition, viaducts affecting their premises and hence, their luck, haphazard parking near stations, lack of customer parking and traffic congestion around stations.
11. The earlier analyses have looked at overall support for MRT combined with perceived positive and negative impacts without yielding an overall acceptability of MRT among the respondents. In an attempt to obtain an overall gauge, respondents were asked to indicate their acceptance of a set of positive statements on the MRT. The implications of these statements are to that many of the issues related to the MRT can eventually be resolved through proper mitigating actions. The result shows that a high level of acceptance to these statements (73.3%) against 26.7% who disagreed/strong disagreed, suggesting that despite perceived concerns and worries, there is a relatively strong support for the MRT. For an infrastructure of this nature, it is usual for the DEIA study to recommend an environmental management plan and traffic management plan to address the concerns of the public. The general consensus among respondents is most of the proposed mitigating actions are relatively effective, especially those that cover (1) provision of feeder bus service to and from station (71.5%); (2) safety and security measures (70.9%); (3) traffic management plan (65.6%); (4) noise buffering equipment (62.0%); and (5) physical barriers to protect privacy (61.0%). These responses show a high level of trust among the public that such actions would work even though at this point in time, there is no example of an operational MRT for them to base their opinions. However, despite this positive feedback, it must be reminded that on the average, around 30% -40% of respondents have a different view. There could be reasons. For example, during some

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stakeholders' engagement, there is negative feedback on noise and vibrations. Participants from PPR Raya Permai and Pangsapuri Permai, including the police personnel from Sg Besi Station indicated that the nearby LRT station and its operations are noisy and disturbing to some of them. Some from PPR Laksamana Peel indicated that the construction activities on the SBK Line near to them are noisy and caused discomfort to some residents.

12. The respondents have suggested some mitigating actions to be taken during construction and operations. The proposed actions appear to address directly their concerns. The proposed actions during construction are directed at (1) traffic management where they believe that it should be done jointly with the police (an action that the police at Sg Besi station has also recommended) as well as the management of movements and parking of construction vehicles; (2) site and construction management, much of which are aimed at management of noise, vibrations, damages to roads, utilities, maintenance of drainage and cleanliness of site, languages of signboards, and safety measures. 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.
13. In earlier observations, information and knowledge gaps are identified and have to be addressed. The respondents are asked to indicate how best to reach out to them. This is important for SSP Line when it moves into operational stage and wants to provide information to the public. The general feedback is people rely most on the distribution of pamphlets and leaflets, short message service (SMS), mail drops, public notice boards, and residents' associations. Although there are similarities in choices of communication modes, there are also variations across types of respondents. Residents and commercial operators pick pamphlets and brochures as their top choice but on their second rank choice, residents prefer the residents' associations whereas commercial operators prefer mail drops. Industries, on the other hand, prefer mail drops, followed by pamphlets and brochures. In selecting their top choice, all groups seem to prefer a less personal touch in communicating with them. Short Message Service (SMS) appears popular with all three groups.

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3. FEEDBACK FROM STAKEHOLDERS' ENGAGEMENT

Stakeholders' engagement is undertaken to complement the findings from 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 the 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. This section identifies the various stakeholders along the alignment for engagement and discusses the issues raised from such feedback.

3.1 STAKEHOLDER GROUPS IN THE SSP LINE CORRIDOR

The proposed SSP Line stretches over 52km. It is a long alignment, passing through many town centres and residential areas along the fringes of Kuala Lumpur and in the city centre itself. In order to identify stakeholders for engagement, the communities along the SSP Line route are divided into two main social groups, i.e. residential and business/commercial groups. The latter includes business operators, institutions and industrialists. Each group may share similar views on impacts; they also would have differing views, especially on impacts affecting them directly. A further stratification is then taken by subdividing the SSP Line corridor into zones, similar to the zones of the perception survey. This enabled and expedited the targeting of the various residential and business groups for engagement. There are nine zones as summarized in **Table 3-1**. Stakeholders were identified and approached in various ways through the local authorities, residents associations, KRT or JKP, survey respondents, and site visits. In many instances, personal invitations were extended to invite shopkeepers and commercial operators along the route, especially those near to the alignment to join these engagements.

Table 3-1: List of Stakeholder Engagements and Types of Engagement

No	Stakeholder	Social Group	Type of En
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

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Zone 4			
10	General 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 (Precincts 7, 8 & 9)	Residential	FGD
31	Perbadanan Putrajaya	Institution	Interview
32	Cyberview Sdn Bhd	Corporation	Interview
33	Putrajaya Holdings	Corporation	Interview

Table 3-2 provides the rationale for the selection of stakeholders targeted for engagements. The key criteria for their selection are: (a) their location throughout the various spatial zones covered by the proposed SSP Line; and (b) possible impacts on them from the development of SSP Line, especially the development of its stations. The final selection is a broad mix of different social groups comprising residents, businessmen, private corporations, and institutions.

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Table 3-2: Rationale for Selection of Stakeholders

	Zone/Location	Rationale
1	Damansara Damai	There will be a station proposed in Damansara Damai commercial centre. The focus was on the business community. No major negative impact is anticipated here or on the commercial group. They are consulted to detect issues and for early buy-in.
2	Sri Damansara – Menjalara (Residents)	The proposed station at Sri Damansara appears to come close to the businesses here. A station is proposed where Jalan Kuala Selangor meets with MRR2 and the LDP. Some possible impacts on businesses are anticipated. In addition, the alignment enters into a residential area in Sri Damansara. It appears to come close to houses along Jalan Jati/ Persiaran Dagang. It is also likely some commercial enterprises at Persiaran Cemara could be impacted. In view of this, stakeholders’ views were sought. Target groups are business operators, institutions and residents from this area.
3	Sri Damansara Business Community	
4	Metro Prima Kepong	A station is designated at Metro Prima where there are considerable commercial activities. The target group comprises business and food court operators along Jalan Kepong, and especially in the Metro Prima area.
5	Taman Jinjang Baru	This residential group is along Jalan Kepong. It is a part of a huge residential community in Kepong. The engagement was carried out to seek their views on possible impacts of the SSP Line in Kepong.
6	Jinjang-Jalan Kepong	A station is proposed towards the part of Jalan Kepong where it is near to Jinjang. There are many business operators at this stretch. The proposed station is close to the office of the Selangor Omnibus Company. This is likely to be a hot spot where acquisition may occur. They were identified for engagement.
7	Kg Batu Delima	A station is proposed opposite Kg Batu Delima, a traditional village. It also includes a Park & Ride facility. There could be impacts from the SSP Line on the traditional village. There is likely to be opposition to the alignment passing through the village taking into consideration aspects related to culture and heritage.
8	PPR Pekan Batu / Taman Rainbow / Taman Bamboo	The area around the proposed station at Pekan Batu is densely populated. Access roads into this area are narrow and congested. The proposed station is to be connected to KTMB Line. The public engagement targeted residents from PPR Pekan Batu and its surrounding areas including those from Jalan Ipoh such as the resident committees of Taman Rainbow and Taman Bamboo.
9	Jalan Ipoh	At Jalan Ipoh, the SSP Line will go underground. It is to accommodate the designed north portal. Site visits indicated that the area around Batu Kentonmen and this end of Jalan Ipoh are likely to be impacted, possibly through acquisition of properties. The engagement was to focus on the business community here.
10	General Hospital Kuala Lumpur	Hospitals are sensitive to noise and vibrations during construction. The proposed underground station for HKL is to be located across Jalan Tun Razak at Istana Budaya. Proximity to a MRT station may be important to the hospital. The underground section may run below the hospital. Engagement is needed.
11	Istana Budaya and Kompleks Kraf	The proposed SSP Line has identified stations that are very close to these two premier cultural institutions in the country. The stations are to be located in front of these institutions. They could be affected by such development and engagements with them would provide insights on their views on SSP Line.

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12	Kampong Bharu	Kampong Bharu is a traditional village located right in the heart of Kuala Lumpur city. It is earmarked for redevelopment under the management of Perbadanan Pembangunan Kampong Bharu (PPKB). PPKB was identified for engagement to obtain early feedback. PPKB is earmarked here as the voice of the village community at this point in time.
13	Ampang Park – Jalan Binjai	This underground segment stretches from Ampang Park towards Kuala Lumpur City Centre (KLCC). It is a commercial area comprising office space, shopping complex, hotels, and high-end residential apartments. Ampang Park, in particular, is a key focus as a station is proposed here to integrate with Kelana Jaya LRT Line. The engagement earmarked the management of Ampang Park and those of nearby buildings for feedback and discussion.
14	PPR Laksamana	The underground segment continues to this area where there are a large number of residential apartments, institutions and commercial centres operating. This is also an area where the stakeholders are experiencing the impacts of the ongoing construction of SBK Line. The residents here may not enjoy direct benefits as they are located between TRX and Chan Sow Lin stations but they have a choice in using SSP Line. The engagement aims to provide them with information and to obtain feedback which they did not experience during the SBK Line.
15	Chan Sow Lin	The proposed SSP Line is to run underground in this busy area which is a hub for industrial and commercial activities. The area has seen urban regeneration taking place. The west is dominated by Fraser's Park which is a commercial centre. The east continues to be an industrial area which is evolving into an automotive hub. The alignment here provides potential link to an existing LRT station and runs along the SMART tunnel. No negative impacts are anticipated; the engagement is intended for early buy-in and to provide briefing to the commercial and industrial operators here.
16	Bandar Malaysia	TUDM Sungai Besi has been planned to be redeveloped into a mixed development as Bandar Malaysia. There would also be a station here for the proposed High Speed Rail. Opposite Bandar Malaysia are industrial, commercial and residential activities sited across Jalan Sungai Besi. The communities that are sandwiched between Jalan Sungai Besi and Lebuhraya Kuala Lumpur – Putrajaya (MEX) are expected to be beneficiaries of the SSP Line. So would the development at Bandar Malaysia which would have 2 stations.
17	Kuchai Lama and Salak Selatan Baru	The alignment is elevated after Bandar Malaysia. The site where the station is proposed is an industrial area. Some acquisition of industrial properties is expected here. Across BESRAYA, the alignment moves into Salak South New Village and probably goes into an area along Jalan 34, Jalan 35 and Jalan 38. Here, there is a mix of residential houses and commercial activities in semi-wooden buildings. From a site visit, it was observed that this area has been cut off from the main village. This is seen as a hot spot in terms of acquisition. An engagement is necessary.
18	Taman Salak Selatan and Taman Naga Emas	This area is identified for engagement as the proposed SSP Line passes through green areas fringed by the residential areas A station is proposed station at Taman Naga Emas. Anticipated issues are access to the proposed station and proximity. Residents around here would require engagement for early feedback.

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19	Pekan Sungai Besi	In order for SSP Line to build its station parallel to existing LRT station at Sg Besi, it is highly probable that a few blocks of police barracks including some food stalls running parallel to the barracks have to be acquired. Site visits indicated that the proposed station would be near to night market site where trading is held twice a week. Additionally, this part of the small town is observed to experience severe traffic congestion due to its narrow roads. This could pose difficulty during construction. The target groups for engagement identified include a residential group nearby (Kg Malaysia Raya), and commercial operators in Pekan Sg Besi. As there is a large population across the railway line and the LRT station at PPR Raya Permai and Pangsapuri Permai, they were also included in the stakeholders' engagement. The Sg Besi Police Station was also earmarked for consultation as they could lose their residential quarters.
20	Serdang Raya	After Pekan Sg. Besi, the alignment passes through Serdang Raya, through an area lying between Jalan Serdang Raya / Jalan Utama and the Kuala Lumpur-Seremban Expressway. This area is expected to be impacted due to potential acquisition. Affected businesses range from used-car dealers, hardware shops, a food court, furniture shops and petrol stations. This is a hot spot area and objections to the SSP Line are expected. The target groups include the landowners, business operators along Jalan Serdang Raya / Jalan Utama and the nearby residential communities.
21	Seri Kembangan/ Taman Bukit Serdang/ Taman Universiti (R)	From Serdang Raya, the alignment continues to Jalan Raya Satu in Seri Kembangan. Here, a station is proposed near the fire station. It would move to the industrial area before it crosses over a green space towards Taman Universiti. The SSP Line is anticipated to bring benefits to the area by enhancing its connectivity to Kuala Lumpur and elsewhere. Two groups are identified for engagement. They comprise a residential group from Seri Kembangan and Bukit Serdang and a commercial and industrial group.
22	Seri Kembangan (Commercial & Industrial) (C&I) (Selangor Wholesale Market, Farm in the City & Restoran Anjung)	
23	Sri Kembangan (S)Taman Equine/Putra Permai (R)	From Seri Kembangan, the MRT Line 2 is planned to enter Taman Equine and Taman Pinggiran Putra through Jalan Putra Permai. The proposed station is in the commercial centre in Taman Dato' Demang. The SSP Line is expected to bring positive impacts to the area. The residential community here is targeted for engagement.
24	Perbadanan Putrajaya	Perbadanan Putrajaya is the local authority for Putrajaya, the national administrative centre. A station is proposed at Putrajaya Sentral. The SSP Line is important to Putrajaya City as it would provide a quick and vital link to Kuala Lumpur. As the local authority plays an important role here, an engagement with it would help to create awareness and early buy-in.

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25	Cyberview Sdn Bhd	Cyberview Sdn Bhd is the master developer for Cyberjaya. Development of Cyberjaya has been relatively slow despite its launch almost 10 years ago. The presence of the MRT is likely to benefit the future development of Cyberjaya. The engagement with the master developer is expected to have positive feedback.
26	Putrajaya Holdings	Putrajaya Holdings (PJH) is the master developer of Putrajaya. Like Cyberjaya, development in Putrajaya would benefit from the expected linkages to Kuala Lumpur and parts of Greater KL that SSP Line can offer. The master developer is included for consultation and to obtain early feedback on the proposed SSP Line.
27	Putrajaya (Presint 7, 8 & 9) (R)	Residents in Presint 7, 8 and 9 from Putrajaya are identified as a likely beneficiary group from the SSP Line. Their homes are close to Putrajaya Sentral where the MRT Line 2 would end its journey. They are included in the engagement process.

3.2 FEEDBACK FROM STAKEHOLDERS

The stakeholders feedback are summarised in **Table 3-3**. Detailed feedback are given in **Appendix E2**.

Table 3-3: Feedback from Stakeholders Engagement Sessions

ZONE 1: SRI DAMANSARA	
DAMANSARA DAMAI	Comments
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 	<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</p>

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<p>their business to benefit from SSP Line, they fear increasing in rentals.</p> <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>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 SSP Line 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>
<p>SRI DAMANSARA</p>	<p>Comments</p>
<p>Residential Community (ref: PD 1)</p>	
<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 rather than having the alignment in their residential area and having to acquire their 	<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 real 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>

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<p>homes. According to them, the reserve land is currently occupied by illegal commercial activities.</p> <ul style="list-style-type: none"> 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>Business Community (ref: FGD 5)</p>	
<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 objects 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 	<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</p>

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<p>will be obstructed during construction.</p> <ul style="list-style-type: none"> • 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>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>believe that haphazard car parking, especially around the station, would occur and aggravate traffic congestion. Actions should be taken to resolve such problems.</p> <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 Business Community (ref: FGD 2 & FGD 8)</p>	<p>Comments</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 of the petrol station. 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> <p>The concerns over car parking are in line with the concerns of most commercial operators along the route. Many object to their car parks being used by SSP Line passengers because according to them, it would scare off their customers.</p> <p>The suggestion to move the proposed Park & Ride facility away from its present location near</p>

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<p>Traffic Concerns:</p> <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>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>
<p>KEPONG JINJANG BARU – KG BATU DELIMA Residential Community (ref: FGD 6 & FGD 3)</p>	
<p>Social Issues:</p> <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>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, 	<p>Both Jinjang Baru and Kg Batu Delima participants welcome the SSP Line. Despite the support from both groups, the 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> <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</p>

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<p>either:</p> <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 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>
<p>PEKAN BATU – JALAN IPOH</p>	<p>Comments</p>
<p>Residential Community (ref: FGD 4)</p> <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 SBK Line and LRT2. <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>PPR Batu is a low income community. Having the SSP Line here 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> <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>
<p>JALAN IPOH</p>	<p>Comments</p>
<p>Business Community (ref: FGD 11)</p> <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 SBK Line and LRT2. As there are schools here, safety of school children is raised, especially during construction. 	<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</p>

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<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>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>
<p>TITIWANGSA - HKL</p>	<p>Comments</p>
<p>Institutional Community (ref: CI 1 and CI 4)</p>	
<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 GHKL. Underground linkages from the proposed station at Istana Budaya to GHKL need to be detailed out with GHKL. 	<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, GHKL, 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>
<p>KG BARU</p>	<p>Comments</p>
<p>Residential Community (ref: CI 3)</p>	
<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 Kg Baru.</p> <p>The proposed location of the station at Kampong Baru appears fine on the surface as it would benefit the communities around the</p>

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	<p>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> <p>However, PPKB is uncomfortable with the proposed location which is not consistent with 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>
PPR Laksamana (Jalan Peel)	Comments
Residential Community (ref: PD5)	

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<p>Environmental Concerns:</p> <ul style="list-style-type: none"> Noise and dust pollution especially experiencing from current MRT 1 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 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 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, we find this group of stakeholders to be receptive and supportive of the SSP Line.</p>
<p>Fraser's Park and Chan Sow Lin</p>	<p>Comments</p>
<p>Business and Industrial Community (ref: FGD13)</p>	
<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>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>	<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> <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 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>

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<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>There does not appear to be any land acquisition problem with the alignment running underground here.</p>
<p>Taman Salak Selatan – Taman Naga Emas</p>	<p>Comments</p>
<p>Residential Community (ref: PD4)</p>	
<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 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 add 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>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> <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>
<p>Salak Selatan Baru</p>	<p>Comments</p>
<p>Residential and Business Community (ref: CI)</p>	

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<p>10)</p> <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>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>The settlement here is an outcome of several highways splitting it from the original Kg Baru Salak Selatan. It now sits beside BESRAYA.</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> <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>
<p>Kg Malaysia Raya</p>	<p>Comments</p>
<p>Residential Community (ref: FGD12)</p> <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 of residents 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>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>

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<p>Other Concerns:</p> <ul style="list-style-type: none"> • Don't want alignment to 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>PPR Raya Permai – Pangsapuri Permai</p>	<p>Comments</p>
<p>Residential Community (ref: FGD14)</p>	
<p>Environmental Concerns:</p> <ul style="list-style-type: none"> • Noise pollution and vibration from existing LRT line which is 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>
<p>Kuchai Lama</p>	<p>Comments</p>
<p>Business Community (ref: PD3)</p>	
<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</p>

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<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>overpopulation.</p> <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>
<p>Pekan Sg Besi</p>	<p>Comments</p>
<p>Business Community (ref: PD6)</p>	
<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>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 	<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> <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</p>

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<p>of the current LRT station at Sg Besi instead of facing Sg Besi town.</p> <ul style="list-style-type: none"> • Build a pedestrian bridge to connect them to the station. 	<p>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>
<p>Pekan Sg Besi – Balai Polis Sg Besi</p>	<p>Comments</p>
<p>Institution (ref: CI11)</p>	
<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>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 	<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> <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</p>

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<p>other side of the current LRT station at Sg Besi instead of facing Sg Besi town.</p> <ul style="list-style-type: none"> • Communicate with IPK (Logistics) if acquisition of barracks sets in. • Rebuild barracks • Find means to reduce noise and vibration levels. 	<p>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>
<p>Serdang Raya</p>	<p>Comments</p>
<p>Business Community (ref: PD7)</p>	
<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>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 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> <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>

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	<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>
Serdang Raya	Comments
Residential 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 business operators to whom they have leased out 	<p>The corporate entity is the landowner of the commercial lots along Jalan Serdang Raya – Jalan Utama. They are not objecting directly to</p>

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<p>their land to.</p> <ul style="list-style-type: none"> 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>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>
<p>LINE 8: SERI KEMBANGAN/SERDANG LINE 9: CYBERJAYA AND PUTRAJAYA</p>	
<p>SERI KEMBANGAN - PUTRAJAYA</p>	Comments
<p>Residential Community (ref: PD2, FGD9 and FGD10)</p>	
<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 	<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 MRT 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 SBK Line construction do experience traffic congestion at certain peak times.</p>

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<p>around the proposed station in Equine Park.</p> <ul style="list-style-type: none"> • The residents are concerned about the proposed MRT 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:</p> <p>The residential community would like to view more detailed plans of the SSP Line alignment, especially to resolve fears over land acquisition.</p>	
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 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</p>

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	stations, there is a need for further discussions between them and the Project Proponent once the project moves ahead into design stage.
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** All groups requested for more engagement sessions/ dialogues.

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