Section 5
Perception Survey and Stakeholder Feedback

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

5.1 INTRODUCTION

The public's perception and stakeholder views are important elements in the planning of the LRT3 Line. The public perception survey provides vital information to the Project Proponent on how the proposed LRT3 is viewed and perceived by the public. Stakeholder feedback is pertinent in assisting the Project Proponent to better plan and design the Project by considering inputs from stakeholders, especially people staying within the vicinity of the alignment and stations.

This section of the report documents:

- **Perception survey** – A total of 1,200 respondents living along the LRT3 Line were interviewed.

- **Case Interviews, Focus Group Discussions (FGDs) and Public Dialogues** – A total of 31 engagements were conducted.

5.2 PERCEPTION SURVEY

A survey to gauge the perception of the public towards LRT3 and its potential environmental impacts was carried out. The survey zone was defined within 400 meters from both sides of the proposed alignment and station.

A perception survey is a snap-shot tool which captures the perceptions of the interviewees at a point in time. The perceptions were based on the information respondents have then and their perceptions of the project may change over time. Show cards were used to provide the respondents with basic information regarding the project and its alignment before the interview began. More detailed information would have enabled the public to know more about the project and be able to provide better feedback on the LRT3 impacts and benefits to them. Therefore, the perception survey should be complemented by other tools such as case interviews, focus group discussions and public dialogues to allow for more discussions and probing of their views. Depending on the timeline of the project, public perception could change over time depending on their personal experiences with the project. As a result, it is acknowledged that there are limitations in these initial public engagements. Not all views and perceptions on the project could be captured in a comprehensive manner. Given the timeframe for the perception survey and public engagement, this study has attempted to do as much as it can to gauge the positive and negative feedback from the public on LRT3.

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

5.2.1 Methodology

A stratified sampling method was used to select the sample. The impact zone, identified 400 metres from either side of the proposed alignment and stations, was further divided into survey zones to facilitate the execution of the survey. It was initially divided into three main zones as follows:

- Bandar Utama – Persada PLUS
- Shah Alam (Glenmarie/Temasya and Shah Alam/Bukit Raja)
- Klang (Klang North and Klang South)

These were then further divided into five sub-zones based on the socio-economic characteristics of each area. In this case, the Shah Alam and Klang zones were further sub-divided into two sub-zones. The distribution of the sample of 1,200 by survey zone and respondent type are as follows (**Table 5-1**):

Table 5-1 Distribution of Survey Zone and Respondent Type

Survey Zone	Residential	Commercial	Institution	Industrial
Bandar Utama – Persada PLUS	370	20	15	
Temasya/ Glenmarie/Bukit Raja	30			60
Shah Alam	240	20	15	
Klang North (Kawasan 17 – Jalan Meru)	130	30		
Klang South (Jalan Tengku Kelana – Jalan Langat – Johan Setia)	250	20		
Total	**1,020**	**90**	**30**	**60**

The perception survey was undertaken by trained enumerators using a questionnaire. Pre-tests of the questionnaire were carried out, and on average, about 15 minutes was found to be required in order to complete an interview. Show cards were used to help respondents understand the proposed LRT3 alignment as it passes through the various residential areas. The survey methodology including the questionnaire is described in detail in **Appendix E**.

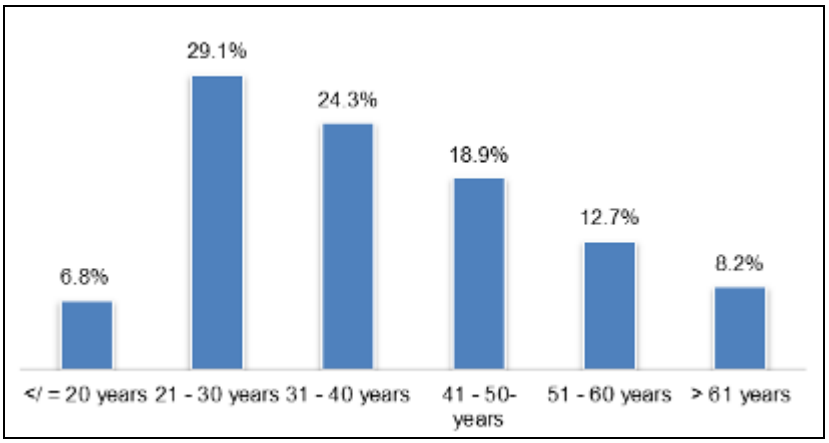
5.2.2 Socio-economic Characteristics of Respondents and their Satisfaction of Existing Neighbourhood

a) Socio-economic Characteristics of Respondents

Socio-economic characteristics of respondents for the perception survey can be summarised as follows:

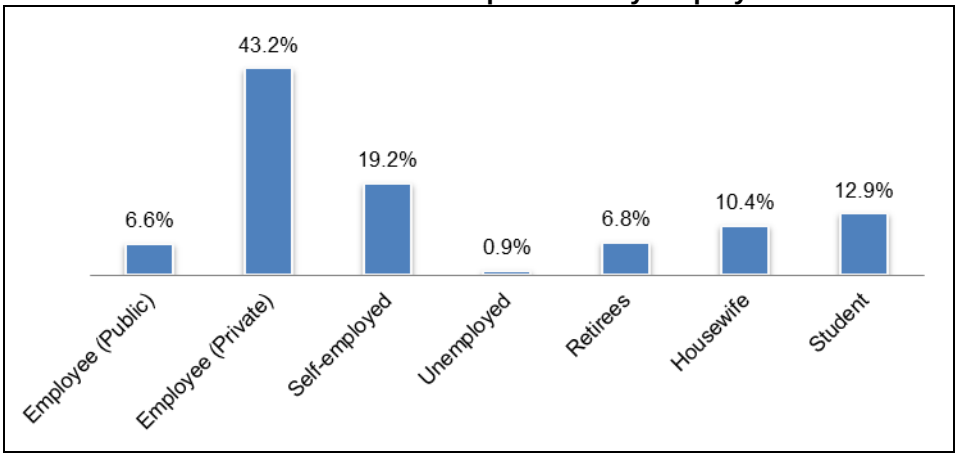
- About 72% of them fall under the 21 – 50 year old age group (**Chart 5-1**).
- Most of the respondents are relatively young and fall under the working age group (**Chart 5-1**).
- Nearly half of those employed work in the private sector (**Chart 5-2**).
- About 52% of them have monthly household income of more than RM 3,000 and 48% have monthly household income below RM 3,000 (**Figure 5-3**).
- Around 30% of them are living in the direct impact zone within 20 m from the proposed LRT3 (**Table 5-2**).

Chart 5-1 Distribution of Respondents by Age Group



Source: Perception Survey 2014

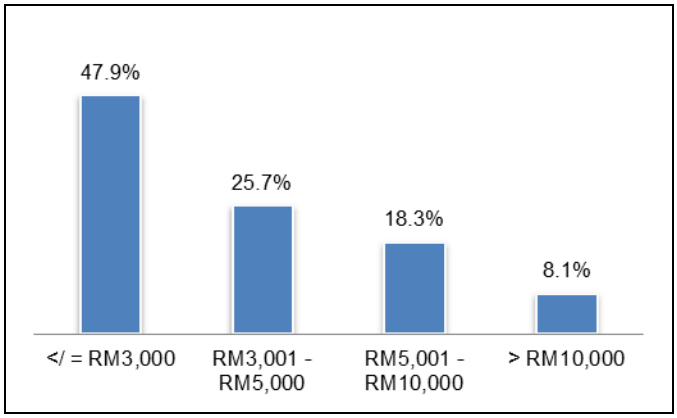
Chart 5-2 Distribution of Respondents by Employment Status



Source: Perception Survey 2014

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Chart 5-3 Distribution of Monthly Household Income of Respondents



Source: Perception Survey 2014

Table 5-2 Distribution of Respondent between 20 m Zone and 21 m – 400 Zone

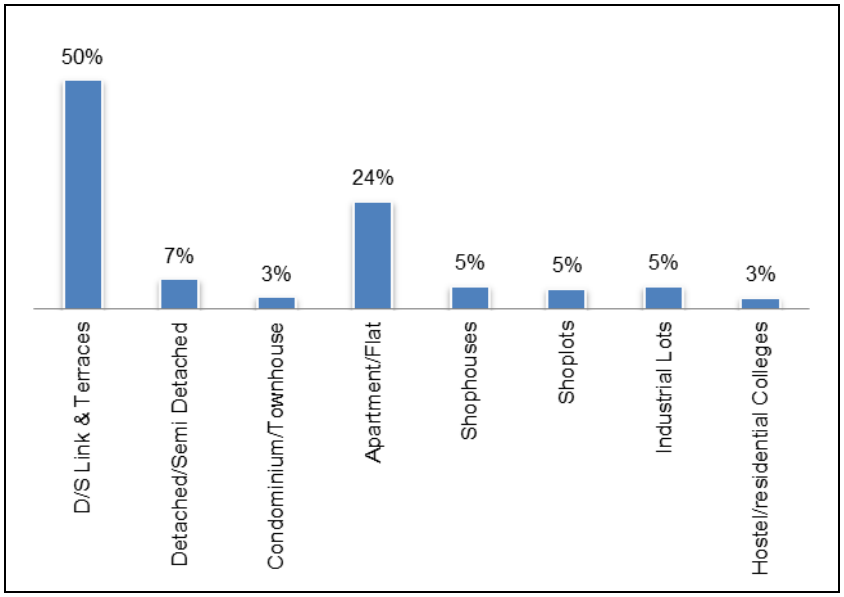
Subzone	Residential	Commercial	Institution	Industrial	Total
Within 20 m	81.1%	10.3 %	1.9%	6.7%	360
21 m – 400 m	86.7%	6.3%	2.7%	4.3%	840

Source: Perception Survey 2014

In terms of housing characteristics, about 50% of the respondents stay in double and single-storey terrace houses while another 27% reside in condominiums, townhouses, apartment and flats. Others stay in semi-detached houses and shophouses. Respondents who are industrialists, commercial operators and students occupy different types of premises (**Chart 5-4**). The percentage of owner-occupied premises in the overall impact zone is 55% compared to 45% tenanted premises (**Chart 5-5**). In the Temasya/Glenmarie area, the proportion of tenanted premises is the highest at almost 79%. This is because this area comprises mainly industrial premises and these are usually tenanted rather than owner-occupied. In Shah Alam, the proportion of tenanted premises is relatively high at 53%, again because of the presence of commercial premises. In Klang North and Klang South, owner-occupied premises dominate with shares of 69% and 68% respectively. The Bandar Utama – Persada PLUS area has a relatively balanced ratio of owner-occupied and tenanted premises at 52% for owner-occupied and 48% for tenanted premises.

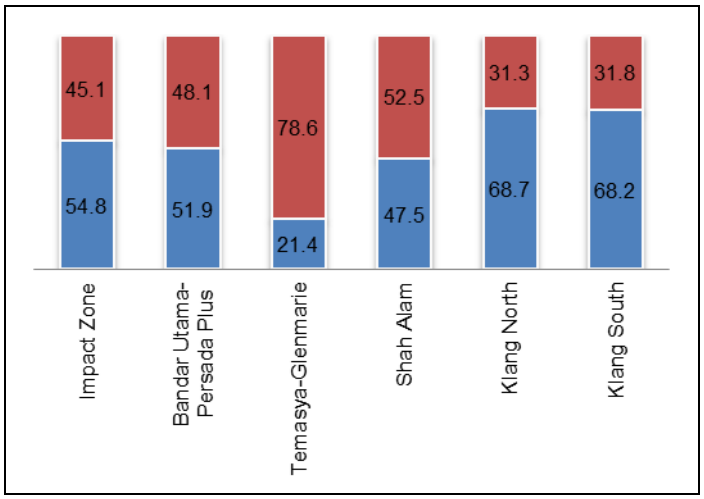
SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Chart 5-4 Distribution of Types of Premises in Survey Zones



Source: Perception Survey 2014

Chart 5-5 Distribution of Tenure of Premises in Survey Zones



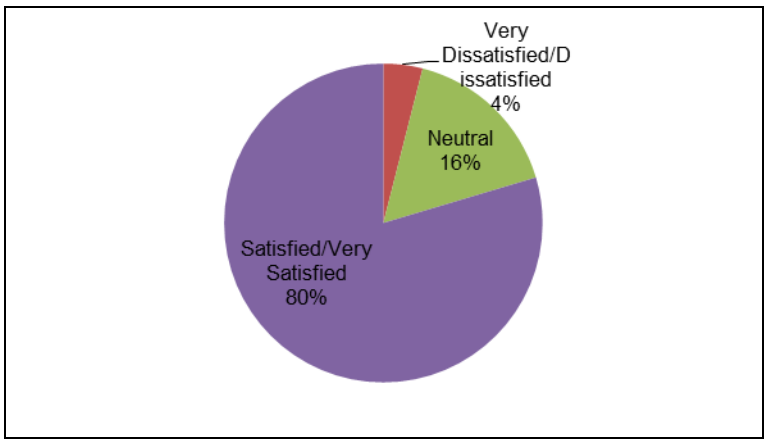
Source: Perception Survey 2014

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

b) Satisfaction with Existing Neighbourhood

Respondents' satisfaction with their existing neighbourhood would affect how they would react to the Project especially pertaining to issues such as acquisition and relocation, increase in noise levels and disruptions to the community. In terms of satisfaction, the overall feedback is they are satisfied with their existing neighbourhood, finding their location to be strategic and convenient, peaceful and quiet, and a friendly and cohesive community.

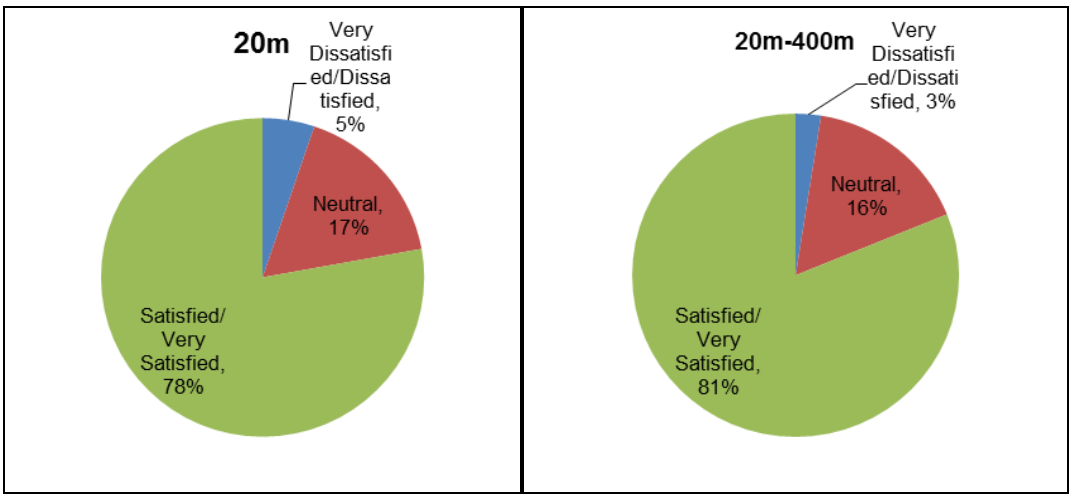
Chart 5-6 Satisfaction with Existing Neighbourhood



Source: Perception Survey 2014

A comparison is also made between the perceptions of communities within the 20 m zone from the alignment and stations and those further away on the environment around them. The findings are consistant with the earlier observations that these communities are generally satisfied with their present environment.

Chart 5-7 Satisfaction with Existing Neighbourhood for Those in the 20 m and in 21 m – 400 m Zones



Source: Perception Survey 2014

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Satisfaction with the neighbourhood is further explored by adopting five factors to gauge the respondents' perceptions of the existing environment in their neighbourhood. These five factors are commonly associated with major road or urban rail development especially during construction.

The overall perception is positive where 63% of the respondents perceived their present neighbourhood environment to be good and very good. With such positive responses, it is important that mitigating measures be implemented during construction stage especially to address the common environmental issues associated with such developments, e.g. traffic congestion, noise and vibrations.

The environment satisfaction index based on weighted rank scores shows an overall score of 74% which indicates a relatively high level of satisfaction (**Table 5-3**). **Table 5-4** compares the environment satisfaction index between those who stay nearer to the alignment and stations and those who are further away. Those who are nearer appear more satisfied compared to those staying further away. The general discontent of those who are further away is traffic congestion.

Table 5-3 Weighted Environment Satisfaction Index by Survey Zone

Survey Zone	Noise (%)	Dust/Air Quality (%)	Traffic (%)	Rubbish (%)	Crime (%)	Environment Satisfaction Index (%)
Bandar Utama – Persada PLUS	70	65	60	67	66	66
Temasya – Glenmarie	71	61	56	68	68	65
Shah Alam	73	71	67	70	67	70
Klang North	68	65	68	65	58	65
Klang South	72	68	66	64	64	67
					Overall	**67**

Source: Perception Survey 2014

Table 5-4 Weighted Environment Satisfaction Index

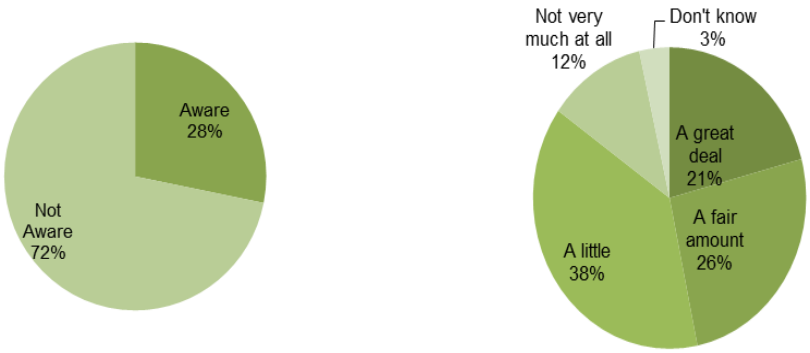
Proximity to Alignment and Station	Noise (%)	Dust/Air Quality (%)	Traffic (%)	Rubbish (%)	Crime (%)	Environment Satisfaction Index (%)
Within 20 m	71	70	66	68	66	68
21 m – 400 m	71	66	63	67	64	66
					Overall	**67**

Source: Perception Survey 2014

5.2.3 Perceptions on LRT3 Project

The level of awareness of the LRT3 Project is found to be low where only 28% are aware of the Project. Among those who said they are aware, only 47% believe they know a great deal or a fair amount about the Project. The majority has a little knowledge about the Project. The level of awareness and extent of awareness are shown in **Chart 5-8** and in **Table 5-5**. Across the survey zones, Klang North has the highest proportion of respondents who are not aware of the Project.

Chart 5-8 Awareness of LRT3 and Extent of Awareness



Source: Perception Survey 2014

Table 5-5 Awareness of the LRT3 Project

	Bandar Utama – Persada PLUS (%)	Temasya – Glenmarie (%)	Shah Alam (%)	Klang North (%)	Klang South (%)	Total (%)
Yes	47.2	22.9	20.7	**12.7**	18.2	28.2
No	52.8	77.1	79.3	**87.3**	81.8	71.8

Source: Perception Survey 2014

Most of the respondents who claimed they know about the Project said that they heard about it from family and friends (**Table 5-6**). This information source may not be the most effective nor are they the most reliable or accurate. The second major source of information is the newspapers but at less than a third of the overall sources, it is relatively insignificant. Among the groups, the largest proportion that identified newspapers as their key source of information is those from Klang South. These sources are important for formulating future strategies on public outreach programmes.

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 5-6 Main Source of Information about the Project

Source of Information	Bandar Utama – Persada PLUS (%)	Temasya – Glenmarie (%)	Shah Alam (%)	Klang North (%)	Klang South (%)	Total (%)
Newspaper	25.8	35.0	36.2	28.6	43.9	60.5
Family and friends	**70.5**	**40.0**	**46.8**	**57.1**	**41.5**	**30.4**
*Special interest group	1.6	10.0	2.1	-	4.9	2.5
Don't know/Can't remember source	2.1	15.0	14.9	14.3	9.8	6.6
Total	100	100	100	100	100	100

* Special interest groups include Residents' Associations, neighbourhood groups and others
Source: Perception Survey 2014

Despite their lack of awareness, the overall support for the proposed LRT3 is very strong with 87% of the respondents indicating that they support it. The exception is from Klang North which shows a lower level of support at 70% (**Table 5-7**). This situation arises because more of them took a neutral stance, choosing not to favour or to object. This arises probably because of a lack of awareness among them, i.e. 87% were unaware of the Proposed Project (**Table 5-5**) and 73% of them (**Table 5-8**) believe they would not be impacted by the LRT3. These factors make them uncertain and unsure of benefits, leading them to adopt a "wait and see" attitude.

The survey findings also showed that 1.2% of the respondents are against and strongly against the proposed Project. Although this proportion is small and insignificant; in absolute terms, the number may be relatively large enough to cause objections and protests should they be impacted upon negatively. The neutral group, at 10%, is relatively high.

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 5-7 Support for LRT3 by Survey Zones

Survey Zone	Strong favour/Favour (%)	Neutral (%)	Strongly against/Against (%)	Undecided/Need to know more (%)	Total (%)
Bandar Utama – Persada PLUS	89.9	9.6	0.2	0.2	100
Temasya – Glenmarie	95.7	2.9	-	1.4	100
Shah Alam	91.2	6.8	0.7	1.4	100
Klang North	70.0	22.0	3.3	4.7	100
Klang South	85.7	11.1	2.1	1.1	100
Total	**87.1**	**10.4**	**1.2**	**1.3**	**100**

Source: Perception Survey 2014

The perceptions of those staying within the 20 m zone and those outside are studied and the findings show both groups favour and support the proposed Project. The difference is those who live nearer to the alignment or stations have a lower support level of 84% compared to 88% for those who live away from the alignment and station (**Table 5-8**).

Table 5-8 Support for LRT3 by Location

Proximity to Alignment & Station	Strong favour/Favour (%)	Neutral (%)	Strongly against/Against (%)	Undecided/Need to know more (%)	Total (%)
Within 20 m	83.9	12.5	1.4	2.2	100
21 m – 400 m	88.4	9.5	1.1	1.0	100

Source: Perception Survey 2014

The strong support likely stems from the fact that the majority of respondents believe they would not be impacted personally by the proposed LRT3 project. However, around a fifth thinks that they could be impacted (**Table 5-9**). This group believes that the impacts on them could be positive or negative (**Table 5-9**). The comparison between the group who lives near and those who are away from the 20 m zone, indicates 23% of those who are near the alignment and station believe they would be personally impacted; only 18% among those who are outside this zone think they would be impacted (**Table 5-10**). The majority think there would not be any personal impacts. This belief underpins the respondents' positive perception because if they do not perceive that the LRT3 would affect them personally (land acquisition, relocation, noise, vibrations, traffic congestion); they would favour the project as a mass public transportation that brings wider societal benefits.

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 5-9 Perception on Anticipated Impacts from the Project

Survey Zone	Yes, Impacted (%)	No Impacts (%)	Don't Know (%)	Total (%)
Bandar Utama – Persada PLUS	12.8	64.2	23.0	100
Temasya – Glenmarie	28.6	38.6	32.9	100
Shah Alam	19.7	58.6	21.7	100
Klang North	26.7	44.0	29.3	100
Klang South	23.6	47.5	28.9	100
Total	**19.7**	**54.9**	**25.4**	**100**

Source: Perception Survey 2014

Table 5-10 Anticipated Personal Impacts from LRT3 by Location

Proximity to Alignment & Station	Yes (%)	No (%)	Don't Know (%)
Within 20 m	23.3	49.4	27.2
21 m – 400 m	18.1	57.3	24.6

Source: Perception Survey 2014

On the negative impacts, their most important concern is traffic congestion during construction stage (**Table 5-11**). This is not surprising in view of the traffic congestion currently experienced by the public as a result of both LRT Extension and MRT construction. This is followed by negative impacts to the neighbourhood which are largely associated with traffic congestion, noise and dust and security issues during construction.

Table 5-11 Respondents Perception of Positive and Negative Impacts

Positive Impacts	Total (%)	Within 20 m (%)	21 m – 400 m (%)
Efficient Mode of Public Transport	39.0	25.8	44.9
Convenient Mode of Public Transport	31.0	41.9	2.1
Economic Benefits	20.0	22.6	18.8
Cost and Time Savings	10.0	9.7	10.1
Total	**100**	**100**	**100**

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 5-11 Respondents Perception of Positive and Negative Impacts (Cont'd)

Negative Impacts	Total (%)	Within 20 m (%)	21 m – 400 m (%)
Traffic Congestion during Construction	40.8	58.6	28.0
Negative Impacts on the Neighbourhood	39.5	31.0	42.0
Negative Impacts on the Environment	23.7	10.4	30.0
Total	**100**	**100**	**100**

Source: Perception Survey 2014

5.2.4 Quantitative Impact Assessment

A quantitative assessment of the impact of the proposed LRT3 is undertaken by cross tabulating the perceptions of respondents on the importance of impact and a series of positive statements on the LRT (**Appendix E**). This assessment is used to evaluate further public support for the LRT, especially when they are made aware of some negative implications from the LRT.

Eleven broad impact from the proposed LRT3 were evaluated by the respondents. The majority (> 80%) identified impact as important to them (**Table 5-12**).

Table 5-12 Importance of Impacts of Proposed LRT3

	Very Unimportan/ Unimportant	Neutral	Very Important/ Important
Minimal relocation and displacement of people and business	17.8%	14.0%	68.2%
Safety and reliability of LRT	1.3%	9.8%	88.9%
Reduced journey time and cost	0.8%	8.4%	90.8%
Reduced traffic congestion	0.6%	7.3%	92.1%
Improved business opportunities	1.8%	12.0%	86.2%
Enhanced employment opportunities	1.5%	10.3%	88.3%
Enhanced property values	1.7%	12.8%	85.6%
Improved air quality from less cars on roads	1.0%	12.3%	86.8%
Properly mitigated noise level and vibrations	1.2%	14.9%	83.9%
Protection of aesthetics – culture, religious and heritage values	1.3%	18.2%	80.6%
Minimal impacts on landscape & physical environment	1.3%	16.1%	82.6%

Note: Mid-Point is 50%. Above it is considered important or very important.
Source: Perception Survey 2014

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Among them, the five most important impacts are (1) reduced traffic congestion (92%), (2) reduced journey time and cost savings (90.8%), (3) safety and reliability (88.9%), (4) enhanced employment opportunities (88.3%), and (5) improved air quality from fewer cars on the roads (86.8%). Relocation and displacement impacts are found to be less important than the others; possible reason is because many perceive that they would not be personally impacted and relocation and displacement is often a very personal and individual impact.

The maximum perception score for the LRT3 is 525. This is the total score if everyone has a perfect score for all positive statements and all types of impact. The resultant scores indicate that while the respondents continues to show a relatively strong support for the proposed Project, their overall support is lower when they are made more aware of the negative impacts of the Project, i.e. noise and vibrations during construction and possibly during operations, land acquisition, safety and crime issues. Across the survey zones, it is observed that the range of support has fallen to below 80% and in some areas such as Temasya/Glenmarie, the support level is below 70% whilst in Klang North, the support is around 70% (**Table 5-13**). Only respondents in the Shah Alam, Bandar Utama – Persada PLUS Zone and Klang South continue to favour strongly the LRT3, seeing more positive impacts than negative impacts.

Table 5-13 Quantitative Assessment of Impacts of the LRT by Survey Zone

Impact Statements	Survey Zone				
	Bandar Utama – Persada PLUS	Temasya – Glenmarie	Shah Alam	Klang North	Klang South
LRT would enhance connectivity for people who live nearby	20.5	16.9	21.1	20.3	21.6
Acquisition of properties and lands is an acceptable necessity in building this LRT	2.7	15.1	15.0	14.8	20.2
Acquisition and relocation could be acceptable as long as there is a fair compensation and relocation plan	2.8	15.5	15.3	15.7	20.4
LRT would not disrupt social interactions and movements within neighbourhoods	20.4	15.0	19.9	11.1	16.4
LRT construction would not disturb the privacy of nearby homes	20.9	13.9	19.5	11.0	16.4
LRT would help to reduce road accidents and deaths	17.7	16.0	21.4	20.3	17.1
LRT is a reliable transport mode	17.5	16.5	21.7	20.6	17.2
LRT would encourage cost savings on vehicle maintenance	22.1	16.7	21.6	20.5	21.4
Noise from LRT construction could be mitigated to acceptable level	22.0	15.3	20.0	19.4	16.4

Source: Perception Survey 2014

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 5-13 Quantitative Assessment of Impacts of the LRT by Survey Zone (Cont'd)

Impact Statements	Survey Zone				
	Bandar Utama – Persada PLUS	Temasya – Glenmarie	Shah Alam	Klang North	Klang South
Operational noise from LRT would be mitigated to an acceptable level	22.0	15.4	19.9	19.2	16.5
Vibrations from LRT construction would be managed to acceptable level	21.7	15.5	19.8	19.4	16.5
During construction, LRT would not cause disruptions to traffic in the neighbourhoods under a good management plan	21.6	17.6	19.3	18.5	20.1
LRT would be better for the urban environment as fewer people need to use cars	21.6	15.9	20.3	20.2	21.0
LRT would reduce congestion on main highways to KL from Shah Alam and Klang	21.7	20.6	21.5	20.7	21.5
LRT would not have major negative effect on the overall aesthetics of neighbourhoods	21.4	15.6	15.9	19.3	16.9
Investors would be encouraged to invest in commercial centres connected by the LRT	21.5	16.1	20.0	20.1	20.9
LRT would not impact negatively on crime and security in nearby neighbourhoods	20.9	14.5	19.4	11.1	16.2
LRT construction would boost the local economy	21.8	16.0	20.9	19.9	21.2
LRT would make it easier for people to access job opportunities through increased connectivity	22.2	20.9	21.2	16.2	21.6
LRT construction would increase job opportunities	22.1	20.1	21.3	16.5	21.4
Land and properties near to LRT stations would benefit from enhanced values	21.8	15.6	20.6	15.7	21.6
Weighted Mean Values	406.7	344.6	415.5	370.4	402.6
Impact Perception Scores	77.5	65.6	79.2	70.6	76.7

Source: Perception Survey 2014

The quantitative assessment was also undertaken for those who stay within the 20 m zone and those who are outside (**Table 5-14**).

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 5-14 Quantitative Assessment of Impacts of the LRT by Proximity to Alignment and Station

Perception Statements	Proximity	
	Within 20 m	21 m – 400 m
LRT would enhance connectivity for people who live nearby	20.8	20.9
Acquisition of properties and lands is an acceptable necessity in building this LRT	15.3	13.1
Acquisition and relocation could be acceptable as long as there is a fair compensation and relocation plan	15.9	13.5
LRT would not disrupt social interactions and movements within neighbourhoods	15.6	20.2
LRT construction would not disturb the privacy of nearby homes	15.5	20.2
LRT would help to reduce road accidents and deaths	21.6	17.1
LRT is a reliable transport mode	21.7	17.1
LRT would encourage cost savings on vehicle maintenance	21.7	21.6
Noise from LRT construction could be mitigated to acceptable level	16.0	21.0
Operational noise from LRT would be mitigated to an acceptable level	15.9	21.0
Vibrations from LRT construction would be managed to acceptable level	15.6	20.9
During construction, LRT would not cause disruptions to traffic in the neighbourhoods under a good management plan	19.2	20.5
LRT would be better for the environment as fewer people need to use cars	20.4	21.1
LRT would reduce congestion on main highways to KL from Shah Alam and Klang	21.3	21.5
LRT would not have major negative effect on the overall aesthetics of neighbourhoods	16.1	20.8
Investors would be encouraged to invest in commercial centres connected by the LRT	20.4	21.0
LRT would not impact negatively on crime and security in nearby neighbourhoods	15.4	20.3
LRT construction would boost the local economy	21.0	21.1
LRT would make it easier for people to access job opportunities through increased connectivity	21.3	20.5
LRT construction would increase job opportunities	21.4	21.5
Values of land and properties near to LRT stations would be enhanced	21.0	21.1
Weighted Mean Values	392.9	415.5
Impact Perception Scores (%)	74.8	79.1

Source: Perception Survey 2014

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

The quantitative assessment shows that:

- Shah Alam respondents give the LRT very high scores, especially in relation to aspects such as (a) reliability (b) cost savings (c) reduction in traffic congestion along major highways (d) reduction in road accidents and deaths and (e) enhancement in values of properties around stations.

- Respondents from the Bandar Utama – Persada PLUS zone gave the LRT high positive scores and picked out aspects where they believe have positive impacts such as (a) enhancement of land values near stations, (b) local economic growth, (c) reduction in traffic congestion, (d) manageable vibration levels, and (e) minimal traffic congestions from a good traffic management plan. Apart from seeing strong economic benefits arising from the LRT, their views also indicate that they do have a relatively high degree of trust in the authorities' ability to manage traffic congestion and vibrations, which are frequent subjects of discord during implementation. Despite these positive beliefs, they are very wary of acquisition of properties and lands, and these fears do affect their overall positive view of LRT.

- The third highest positive perception score is from respondents from Klang South. Here, priority is accorded to (a) enhanced property values near LRT stations, (b) increased connectivity giving people quick access to job opportunities, (c) connectivity for people, (d) reduction in traffic congestion, and (e) local economic growth. Again, the focus is on the positive economic impacts that they perceive would occur when the LRT is implemented.

- The group with the lowest weighted score is those from Temasya – Glenmarie. These are mostly industrialists and commercial operators. Due to their neutral stand on most of the positive statements on the LRT, their scores are relatively low. It hints of a high level of uncertainty amongst them on the positive impact.

- There is a difference between the perceptions of the groups who stay nearer to the alignment and stations and those further away; those who are nearer have a slightly lower level of support at 75% compared to 79% for those who stay further away

In summary, throughout all survey zones, respondents recognise there are positive contributions from the LRT, especially at the community and societal level and even after they are sensitised to the negative elements of LRT during construction and post construction, they continue to favour the LRT. The proportion of support is, however, lower when compared to the proportion who answered positively in response to the direct question on whether they favour LRT.

When comparing the perceptions of those who are closer to the alignment and those further away, their perceptions do not differ considerably although the proportion who favours the LRT3 is lower especially among those who stay closer to the alignment compared to those who are further away.

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

It implies that those who stay nearer are more concerned over the negative impacts of the proposed Project. This difference can be seen in the mean scores when the perception statements are grouped into positive and negative impacts as shown in **Table 5-15**.

Table 5-15 Mean Perception Scores of Impacts by Proximity to Alignment and Station

Impact	Perception Statement	Within 20 m	21 m – 400 m
Positive	LRT would enhance connectivity for people who live nearby	4.16	4.18
	LRT would help to reduce road accidents and deaths	4.32	4.27
	LRT is a reliable transport mode	4.34	4.28
	LRT would encourage cost savings on vehicle maintenance	4.33	4.31
	LRT would be better for the urban environment as fewer people need to use cars	4.07	4.22
	LRT would reduce congestion on main highways to Kuala Lumpur from Shah Alam and Klang	4.25	4.30
	Investors would be encouraged to invest in commercial centres connected by the LRT	4.08	4.19
	LRT construction would boost the local economy	4.19	4.22
	LRT would make it easier for people to access job opportunities through increased connectivity	4.26	4.31
	LRT construction would increase job opportunities	4.28	4.29
	Land and properties near to LRT stations would benefit from enhanced values	4.20	4.21
	Average Value	4.22	4.25
Negative	Acquisition of properties and lands is an acceptable necessity in building this LRT	3.83	3.28
	Acquisition and relocation could be acceptable as long as there is a fair compensation and relocation plan	3.97	3.37
	LRT would not disrupt social interactions and movements within neighbourhoods	3.90	4.04
	LRT construction would not cause disturb the privacy of nearby homes	3.88	4.03
	Noise from LRT construction could be mitigated to acceptable level	4.00	4.19
	Operational noise from LRT would be mitigated to an acceptable level	3.98	4.19
	Vibrations from LRT construction would be managed to acceptable level	3.97	4.17
	During construction, LRT would not cause disruptions to traffic in the neighbourhoods under a good management plan	3.83	4.09
	LRT would not have major negative effect on the overall aesthetics of neighbourhoods	4.03	4.16
	LRT would not impact negatively on crime and security in nearby neighbourhoods	3.84	4.05
	Average Value	3.92	3.96

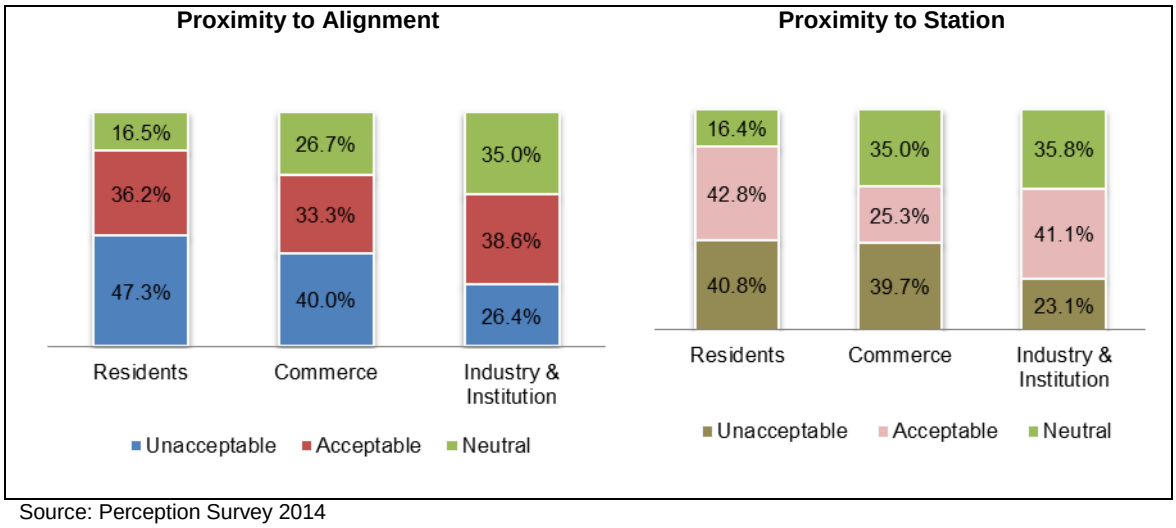
Source: Perception Survey 2014

5.2.5 Perceptions on Proximity to Alignment and Stations

Respondents' perceptions on the proximity of the proposed LRT3 in terms of the alignment and stations were also assessed taking into considerations negative impacts such as noise, vibration, dust, safety, traffic and loss of privacy.

Broadly, the survey results indicated high level of objections against the Project by both residents and commercial operators if the alignment or stations are located near to their premises. For the residential and commercial groups, the unacceptable level is 47% and 40% respectively as shown in **Chart 5-9**.

Chart 5-9 Overall Acceptance of Proximity to Alignment and Station



Source: Perception Survey 2014

With regards to proximity to the station, the level of acceptance for residents is higher (43%) as compared to commercial group (25%). For the commercial group, this is surprising as they would normally benefit from proximity to stations due to high pedestrian movements. This was probably because about 35% of the commercial group opted to take a neutral stance. A possible reason for this could be due to a fear that their businesses could be adversely affected during the construction stage and that it is difficult for them to ascertain the potential benefits once the Project is completed and operational.

Further analysis of the results showed that about 10% to 15% of the respondents would object to the proposed LRT3 regardless of the distance to their premises, i.e. at even more than 100 m away, they still find any LRT alignment or stations unacceptable (**Table 5-16**). This result is observed especially in Klang South and Bandar Utama – Persada PLUS areas, highlighting that these areas are likely to be very sensitive to any negative environmental impacts arising from construction activities or even during operations.

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 5-16 Survey Zone – Perceptions on Proximity to Alignment and Station

	Very unacceptable/unacceptable		Highly Acceptable/acceptable	
	Proximity to Alignment	**Proximity to Station**	**Proximity to Alignment**	**Proximity to Station**
Bandar Utama – Persada PLUS				
Within 10 m	79.5%	60.5%	10.4%	24.9%
Between 11 m and 50 m	73.8%	54.3%	10.4%	27.4%
Between 51 m and 100 m	48.1%	31.4%	30.1%	48.6%
More than 10 0m	9.9%	2.5%	74.8%	83.7%
Temasya/Glenmarie				
Within 10 m	51.4%	52.9%	32.9%	30.0%
Between 11 m and 50 m	47.1%	45.7%	28.6%	32.9%
Between 51 m and 100 m	12.9%	12.9%	42.9%	44.3%
More than 100 m	2.9%	2.9%	71.4%	68.6%
Shah Alam				
Within 10 m	46.8%	45.1%	32.9%	35.3%
Between 11 m and 50 m	43.4%	40.7%	34.6%	36.3%
Between 51 m and 100 m	26.4%	25.8%	47.8%	47.1%
More than 100 m	3.1%	3.7%	74.9%	75.3%
Klang North				
Within 10 m	66.0%	61.3%	19.3%	25.3%
Between 11 m and 50 m	60.7%	56.7%	18.7%	29.3%
Between 51 m and 100 m	46.7%	44.0%	29.3%	30.7%
More than 100 m	8.0%	14.7%	71.3%	67.3%
Klang South				
Within 10 m	73.6%	73.6%	14.6%	15.0%
Between 11 m and 50 m	69.6%	69.6%	13.9%	14.6%
Between 51 m and 100 m	57.9%	57.9%	25.7%	27.1%
More than 100 m	15.4%	15.0%	65.4%	67.5%

Source: Perception Survey 2014

A comparison of perceptions between those in the 20 m zone and those outside showed that more than half of those staying close to the proposed alignment (57.8%) or station (56.1%) would object if they are within 10 m – 50 m from their premises (**Table 5-17**). This negative perception is even higher for those who live further away from the proposed alignment and stations (60.8% for stations and 70.6% for alignment).

The general trend is if the alignment and stations are further away from them, people tend to find it more acceptable. This implies that if both the alignment and stations are within a 10-metre to 50-metre distance from people, there is a very strong likelihood they would protest against the LRT development. The areas which are further away from the proposed alignment also tend to be higher cost housing and here, people are very sensitive to negative environmental impacts such as noise, vibrations and traffic congestion.

Table 5-17 Perceptions on Proximity to Alignment and Station by Location

Location	Very unacceptable/unacceptable		Highly Acceptable/acceptable	
	Proximity to Alignment	Proximity to Station	Proximity to Alignment	Proximity to Station
Within 20 m Impact Zone				
Within 10 m	57.8%	56.1%	23.6%	24.4%
Between 11 m and 50m	56.4%	53.3%	23.3%	26.1%
Between 51 m and 100 m	32.5%	32.5%	40.8%	43.1%
More than 100 m	7.2%	9.2%	73.6%	71.9%
21 m – 400 m Impact Zone				
Within 10 m	70.6%	60.8%	17.5%	26.0%
Between 11 m and 50m	64.4%	54.8%	17.5%	27.6%
Between 51 m and 100 m	47.3%	38.5%	31.2%	39.8%
More than 100 m	9.5%	6.4%	71.3%	76.2%

Source: Perception Survey 2014

5.3 STAKEHOLDER ENGAGEMENTS

Stakeholder engagement sessions comprising focus group discussions, case interviews and dialogue sessions were held to discuss key issues in greater depths especially in areas where there are social concerns such as close proximity to alignment or station, potential land acquisition or displacement, and activities that are sensitive to noise and vibrations. The reasons for these engagements are to cater to the interests of the local communities. Details of each of the sessions or discussions are presented in **Appendix E**.

A total of 31 FGDs, interviews and public dialogues were carried out with various groups and organisations (**Table 5-18**).

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 5-18 List of Case Interviews, FGDs and Public Dialogues

No	Type	Social Group	
1	Interview	Institution	Shah Alam Stadium, Shah Alam
2	Interview	Institution	SMK Kwang Hua, Taman Eng Aun, Klang
3	Interview	Institution	SK Convent Klang 1, Jalan Tengku Kelana, Klang
4	Interview	Institution	SK Convent Klang 2, Jalan Tengku Kelana, Klang
5	Interview	Institution	SK (2) Jalan Meru, Klang
6	Interview	Institution	SK (1) Jalan Meru, Klang
7	Interview	Institution	SMK Tinggi Klang, Jalan Meru Klang
8	Interview	Institution	SM Kwang Hua (Private) Jalan Serindit 17, Klang
9	Interview	Institution	Sri Veerakaliammal Temple, Kawasan 17
10	Interview	Institution	Sri Maha Mariamman Alayam Temple, Kawasan 17
11	Interview	Institution	Sri Maha Kaliamman Temple, Kawasan 17
12	Interview	Commercial	Blue Wave Hotel, Section 14, Shah Alam
13	Interview	Commercial	Shah Alam Convention Centre (SACC), Section 14, Shah Alam
14	Interview	Residential	Kg Sg Kayu Ara Residential Group
15	FGD	Institution	UiTM, Shah Alam
16	FGD	Institution	Temple Committee, Devi Sri Maha Karumariamman, Sri Muniswarar, Sri Kotai Muniandy Temple, Klang
17	FGD	Institution	Hospital Tengku Ampuan Rahimah, Klang
18	FGD	Institution & Commercial	SJK Tamil Midlands, Section 7, Shah Alam & Midlands Convention Centre, Shah Alam
19	FGD	Residential	Klang North and Klang South
20	FGD	Residential	Klang North (Meru) Residential Group
21	FGD	Residential	Klang South (Bukit Tinggi) Residential Group
22	FGD	Commercial	Klang North (Meru) Commercial Group
23	FGD	Commercial	Klang South (Bukit Tinggi) Commercial Group
24	FGD	Commercial	Shah Alam Commercial Community
25	FGD	Industrial	Temasya/Glenmarie Industrial Group
26	FGD	Residential	Idaman Villas Residential Group
27	FGD	Industrial	Federation of Malaysia Manufacturers (Selangor Branch)
28	Public Dialogue	Commercial	Selangor Indian Chamber of Commerce and Industry (Klang) and Persatuan Usahawan Little India, Klang
29	Public Dialogue	Residential	Shah Alam Residential Group

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Table 5-18 List of Case Interviews, FGDs and Public Dialogues (Cont'd)

No	Type	Social Group	
30	Public Dialogue	Residential	Bandar Utama Residential Group
31	Public Dialogue	Residential	Tropicana /Kg Sg Kayu Ara Residential Group

The modality of an engagement session includes a briefing about the proposed Project by the EIA Consultant and a feedback session. The briefing includes provision of information pertaining to EIA process and purpose and anticipated environmental impacts, information on the LRT3 alignment and its options, basis for the selection of the proposed alignment under the feasibility study and the show of the proposed alignment on a map at a scale where local stakeholders could study and provide feedback. For many stakeholders, it was observed that these interactions are the first time the Project was formally described to them. Each session lasted between two and three hours for the FGDs and public dialogues and case interviews are shorter, ranging from an hour to an hour and a half.

5.3.1 Perceptions from Case Interviews

Case interviews were conducted with agencies or organisations located near to the alignment or to stations where it may not be possible to bring them together for a meaningful discussion under the FGD framework. Participants in the interviews are mostly from the commercial and institutional sectors.

A. Positive Perception

The general consensus is the LRT is a much needed public transport for the Shah Alam – Klang corridor. They acknowledge that having LRT3 would be good for the towns and the community who, at present, do not have access to good public transport. Some are glad of the connectivity to Bandar Utama and appreciate the provisions for connectivity to other public transport modes as well as for the provision of park and ride facilities.

B. Negative Perceptions

People also expressed concerns over the proposed LRT3. These do not necessarily constitute negative perceptions but these are aspects that worry the participants and for which they hope some mitigating actions or plans could be put in place during implementation. These social concerns vary according to the interests of the different groups interviewed but top of their concerns are traffic congestion and land acquisition. Details on the interviews are in **Appendix E** and summarised as follows:

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

1) Traffic Congestion

A major concern is traffic congestion, especially during construction. Much of this are from those living in Klang because the main roads where the proposed LRT3 is to pass through are already congested Jalan Pekan Baru, Jalan Meru, Jalan Tengku Kelana and even Jalan Langat. However, this does not mean that those in Shah Alam do not share the same worry.

As the alignment is traversing Persiaran Hishamuddin and Persiaran Dato' Menteri, which are among the busiest roads in Shah Alam, there is concern that construction would further aggravate traffic congestion, especially at the Kayangan and stadium roundabouts. At Tengku Kelana, the Convent schools have also pointed out their concerns over traffic congestion, fearing that it would get worse at Bulatan Simpang Lima during morning peak hours.

Another aspect of traffic congestion is the narrowness of some roads which the LRT3 is to pass through. Although they acknowledge the alignment is elevated; most believe that there would not be sufficient space on the road to allow for bus layby, taxi stops and drop-off points. They think these activities would encroach onto the roads and cause traffic congestion during operational stage as well as haphazard parking.

2) Acquisition of Properties

The major integration proposed at the Shah Alam Stadium causes some concern to the Stadium management because they could not sight detailed plans of the proposed LRT3 station at Shah Alam Stadium. They fear their operations could be badly affected and these would have negative economic and social impacts. The economic impacts are in terms of a reduction in their own revenue flows as their weekly agricultural mart has to be closed or diverted. The social impacts are in terms of impacts on the farmers and traders who have come to rely on the agricultural mart as a reliable source of income. They ask for early consultation to help alleviate these perceived issues.

Another group is the Hindu shrines that are presently located on or near to the proposed station in Kawasan 17, Klang. The temples' occupational rights to the land they sit are presently unclear and they fear evacuation without compensation. For them, relocating is not an issue but it is the disruptions to the prayers and services, and the lack of funds to rebuild the shrines again which worry them. The shrines are built from private funds which the temple committees fear may no longer be forthcoming should they be asked to vacate and relocate.

3) Noise and Vibrations and Security

The perceived fear on noise from SMK Tinggi, Klang is a potential problem because the school is near a proposed station at Jalan Meru. Its school hostel is close to Jalan Meru and noise from train is perceived to affect the students living in the hostel more than the normal school which is set further in from Jalan Meru. Another concern is security but this comes from the perception that proximity to stations could increase truancy which is already a problem for a large school like SMK Tinggi with over 1,600 students, all boys except for its Sixth Form.

It is noted that vibrations have not been raised by those interviewed. It could be many are unaware of such possible impacts during construction.

4) Inappropriate Location of Proposed Stations

Some proposed stations are considered inappropriate. This is especially for the proposed stations at Kawasan 17 and on Jalan Meru. The proposed station at Kawasan 17 is believed inappropriate as it is right in the midst of a residential area and on a congested road. The feedback is that it does not benefit directly the schools nearby, especially SMK Kwang Hua which has over 3,000 students who could benefit from it. SMK Tinggi also finds the proposed station at Jalan Meru near to them to be not appropriate. Their suggestion is to adjust the locations of these stations as follows:

- Adjust the proposed station at Kawasan 17 further north, possibly to Klang Parade or Klang large wet market or Klang Central.
- Readjust the proposed station at Bukit Raja to Bandar Baru Klang which is a commercial centre. Here, it can be accessible to SMK Kwang Hua by foot which is better than its current proposed location near to Pelangi Court.
- Adjust the proposed station at Jalan Meru further away from the school field, either south or north so that it is away from the school hostel.

5.3.2 Perceptions from FGDs and Public Dialogues

A total of 31 FGDs, case interviews and public dialogues were carried. The FGDs and dialogues are carried out with larger groups who are expected to be significantly impacted by the proposed LRT3. The main findings are summarised as follows:

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

A. Positive Perceptions

From the discussion with residential, commercial and industrial groups undertaken, the general feedback is they support the LRT in principle because of its beneficial effects on society and the economy. Despite rejections from some people in Little India, Bandar Utama and Idaman Villa, the people have indicated they do recognise the need for this public transport although they may not understand why the preferred alignment shown takes a particular route. Here, they question the preferred route and recommend adjustments to the alignment and stations where they perceived could be an improvement for the better of their communities.

The positive responses from groups are generally linked to the benefits they believe the LRT3 could bring to their communities such as:

1) Acceptability of the alignment and the stations as strategic, especially from those in Klang and Shah Alam.
2) Enhanced accessibility for the majority of people, especially those in Klang and Shah Alam.
3) Good opportunities for businesses that are near to stations, provided there is easy access like pedestrian links and bridges and feeder buses to the stations.

The positive response is largely from a community viewpoint and they are from (1) Klang residential groups (north and south), (2) Shah Alam residential group, (3) Shah Alam commercial group, (4) Klang commercial groups (north and south excluding the Little India/Tengku Kelana group), (5) UiTM, (6) Hospital Tengku Ampuan Rahimah, (7) Temasya/Glenmarie industrial group, (8) Tropicana/Kg Sg Kayu Ara group, and (9) Devi Sri Maha Karumariamman, Sri Muniswarar, Sri Kotai Muniandy Temple Committee, Klang.

B. Negative Perceptions

There are three major groups who object strongly to the LRT3 entering their neighbourhoods – at Bandar Utama, at Jalan Tengku Kelana (note: the alignment has since been moved away, see Section 5.4) and at Idaman Villa. Each has their respective reasons which are tied up with their perceptions of the environment of their respective neighbourhoods. Despite their strong objections to the proposed LRT3 entering their neighbourhoods, it is observed that they do not completely reject the LRT3. All three suggested some alternative routes that would avoid their areas or circumvent their neighbourhoods, hoping that the LRT project could proceed but through these alternatives they have suggested.

The FGDs and public dialogues also provide opportunities for participants to voice their concerns and fears on the proposed LRT3 even while they acknowledged the wider benefits that could accrue. Again, different groups have different concerns and below are a summary of their common concerns.

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

1) Inappropriate Location of Proposed Stations and Alignment Route

The negative feedback on positions of stations and the route of some segment of the alignment from the FGDs is quite considerable because each group perceives it in terms of how they could be directly impacted.

The strongest objections are from:

- Little India/Tengku Kelana commercial community
- Bandar Utama residents
- Idaman Villa

The Little India/Tengku Kelana commercial community does not want the LRT3 to pass through Jalan Tengku Kelana because:

- Their business operations will be severely disrupted during construction and they would not be able to recover from such disruptions.
- Traffic congestion will be aggravated during construction.
- The road is too narrow to accommodate construction.
- The area is deemed a Heritage Area and has cultural and social implications because the traders have been practising there for at least three generations.
- Vibrations will be an issue for them as these could cause damages to their pre-war buildings; some are believed to be more than 100 years old.
- An elevated line that goes above their premises is not acceptable from a cultural viewpoint.

The Bandar Utama residential community does not want the LRT3 to pass their residential area because:

- Traffic congestion on Persiaran Bandar Utama and Lebuh Bandar Utama, especially Lebuh Bandar Utama, will get worse during construction.
- Proposed station at Centre Point would aggravate traffic congestion because it is very near to the interchange with SPRINT Highway and traffic here is currently very heavy.
- Noise and vibrations that would disturb the residents living along the route.
- Acquisition of properties which they believe would take place, resulting in displacement of families and relocation.

The community from Idaman Villa could not see any benefits from the alignment passing close to them and having a station adjacent to them because:

- Noise level would increase further.
- Traffic congestion from people trying to access the proposed station from their area where roads are narrow.
- The proposed station and route should be across the NKVE in Dataran Prima where demand is strongest and not near their residential area.

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Objections to the route and stations have to be reviewed and evaluated during the stage of detailed planning and design. The Little India/Tengku Kelana commercial group has outlined alternative routes to circumvent this situation and to bypass Little India. Suggestions include creating a station near to the Post Office or using the abandoned bridge nearby and between Jalan Jambatan Kota and Jambatan Musaeddin or to Jalan Jambatan Kota linking to Bulatan Simpang Lima before it joins with Jalan Langat. The Bandar Utama residential community also put forward alternatives, suggesting a route beside Sg Kayu Ara and nearer to Kg Sg Kayu Ara while those at Idaman Villa suggested that it may be more appropriate to have the alignment across the NKVE and opposite their residential areas, i.e. at Dataran Prima where there is a presence of strong commercial activities.

In addition to the above, suggestions were received to improve the alignment route and station locations and their perceived environmental impacts as follows:

- **Shah Alam**

  The suggestion is to consider adjusting the alignment into Puncak Alam, Section 7, Shah Alam as well as adjusting the proposed UiTM station by placing it into the university grounds to take advantage of a potential 100,000 student population in UiTM by 2020.This view stems from the belief that the alignment is not reaching out to high impact areas in Shah Alam.

- **Klang**

  Some adjustments to the alignment route and proposed stations should be made, especially at Bukit Raja, Kawasan 17, Jalan Meru, Little India and Bandar Botanik. It is suggested that the proposed station at Bukit Raja be shifted across the Klang Straits By-Pass to Bandar Baru Klang where there is a higher intensity of commercial activity and from where it can be easily accessible to the Klang community. Another suggestion is to adjust the proposed station at Kawasan 17 to Klang Parade or further north towards Pekan Meru where there are more commercial activities. During construction, traffic at Jalan Pekan Baru, especially at peak hours would be too congested. Even after construction, it is likely that there would be additional traffic entering Jalan Pekan Baru especially where there is an LRT station there. Adjusting the proposed station at Kawasan 17 could also entail amending the location of the proposed station at Jalan Meru, either pushing southwards to the town centre and northwards near to Klang Parade. This, in turn, could facilitate an adjustment to the proposed station at Jalan Tengku Kelana.

  On the location of the proposed Bandar Botanik station, Hospital Tengku Ampuan Rahimah has a suggestion to move it nearer to the Klang district health clinic to support the heavy daily patient traffic between the clinic and Hospital Tengku Ampuan Rahimah.

In general, the Klang community's view is a consensus that the proposed station at Little India should be adjusted largely because they think the road there is too narrow to accommodate construction, and the buildings may be too old to withstand the impacts from construction (vibrations).

They are also of the view that the proposed LRT3 does not serve adequately the northern parts of Klang such as Setia Alam and that an additional feeder line should be built to do this.

- **Tropicana – Kg Sg Kayu Ara**

The residential community at Kg Sg Kayu Ara is concerned that they are not able to readily access the proposed LRT3 even though two proposed stations appear to be nearby – at TV3 in Persiaran Bandar Utama and at Centre Point in Lebuh Bandar Utama. Their suggestion is to move the alignment further into their community and to have a station close by and another at the new development at 10 Boulevard to cater to the other half of the village which has been separated by the SPRINT Highway which cuts the village into two parts.

2) Traffic Congestion

Fears of traffic congestion during construction remain a key concern across communities who participated in the FGD and public dialogues. Whilst they acknowledge that traffic congestion would be reduced once the LRT is operational, they are worried over the intensification of traffic congestion during its construction, especially when they find out that the construction period may stretch for four years. Many find that the roads where the alignment runs are already congested or facing heavy traffic flows which could get worse during construction.

In Shah Alam, they identified Persiaran Hishamuddin and Persiaran Dato' Menteri, Persiaran Permai in Section 7 and Persiaran Kerjaya in Glenmarie where heavy industrial vehicles could pose an obstacle during construction. In Klang, respondents identified Jalan Pekan Baru, Jalan Meru, Jalan Tengku Kelana, and Jalan Langat. According to respondents, these roads are narrow and current traffic is heavy. They are concerned over access to stations, provisions for bus laybys, taxi stops, and drop-off areas where roads are narrow. They want to know whether adequate feeder bus services are in place and how traffic would be managed during and after construction to ease their worries over traffic congestion. In Bandar Utama, Lebuh Bandar Utama is identified as a traffic problem spot, especially during peak hours. In Tropicana, the road around the condominium such as Bayu Apartment is narrow and traffic congestion occurs during peak hours in the mornings and evenings. Having a proposed station at Tropicana (near to Merchant Square) could aggravate their problem of egress and ingress into their residences.

3) Acquisition of Properties

Concerns over acquisition of properties were raised by several groups, especially those in Shah Alam, Bandar Utama, and Klang. In Klang, the commercial groups have raised this matter because they perceive that it could occur especially in Kawasan 17 and Jalan Meru. The same issue was also mentioned by the Temasya/Glenmarie industrial group. Those at Bandar Utama are also concerned over this.

The general feedback is that even at this early stage of planning, people are worried the most about acquisition and want to know more. They are looking for some form of assurance that they would not be directly impacted by acquisition. This because impacts of dislocation and relocation affect social integration in a community and they do affect have psychological impacts. Some people have over time build up strong social ties and any relocation is an upheaval in their lives; some may not be able to cope. There is no certainty that monetary compensation is sufficient to ease social and psychological displacement among affected communities.

Another group that could be impacted indirectly is the Devi Sri Maha Karumariamman, Sri Muniswarar, Sri Kotai Muniandy Temple which is beside the planned Andalas station, Klang. At this stage of planning, the temple is not directly impacted. However, in the absence of definitive plans on the proposed station for reference, and the fact that the temple's occupation rights to their lands have yet to be formalised, this close proximity is a concern for them.

4) Noise and Vibrations, Loss of Privacy

Proximity to the alignment and stations would entail fears over noise and vibrations and loss of privacy. In Shah Alam, problems of noise and vibrations, loss of privacy have been identified by the residential group and by the Tamil school in Section 7, Shah Alam which is sited near to a proposed station. Concerns are over noise and vibrations during construction. In Klang, Hospital Tengku Ampuan Rahimah worries about vibrations which could affect its laboratory works; and in Little India, vibrations are seen as a major problem. There is also a concern that the alignment in Kawasan 17, Klang will be too close to Pelangi Court, Klang and could raise noise, vibrations and privacy issues.

5) Safety and Security

Safety during construction is frequently raised in view of recent site accidents. These concerns are raised by the Tamil school (Section 7), and the Temasya/Glenmarie industrial group. Hospital Tengku Ampuan Rahimah identifies safety of train and security at stations, especially for female passengers as areas of concerns. The industrial group also points out that security in the community could be compromised due to the strong presence of foreign workers during construction and suggests that this should be managed well to avoid any emerging problem.

6) Others

Other concerns include:

- Flooding during construction which is raised by the Little India commercial group and the Temasya/Glenmarie industrial group as a potential issue.
- Concerns over provision of car parks and amenities for disabled and elderly at stations.
- Feeder bus services and their reliability.
- Implementation without proper phasing over the 4 years would intensify traffic congestion in Shah Alam and Klang.

5.4 FEEDBACK ON THE AMENDMENT TO PROPOSED LRT3 ALIGNMENT

As a result of the stakeholder feedback, three major changes weren made to the proposed alignment. One amendment affected the segment of the alignment from Bandar Utama to the proposed station at Tropicana. The other two major changes are in Klang; one change affects the location of the proposed station at Kawasan 17 and the other is the proposed station at Jambatan Musaeddin going into Jalan Tengku Kelana. In the amended alignment, the location of the proposed stations were also changed.

As a result of these changes, an extension of the stakeholder engagement was undertaken in January 2015. It was decided to carry out interviews with selected groups in the impacted areas. Two groups were identified, i.e. the residential community in Kg Sg Kayu Ara and the North Klang residential group.

Members of the Jawatan Kuasa Kecil Sg Kayu Ara (including the Ketua Kampung) and the village imam were invited to a discussion. The discussion was held in Masjid Al-Ma'muriah Kg Sg Kayu Ara on 14 January 2015. The objective was to explore their views on the proposed change to this stretch of the alignment where the proposed station at Centre Point, Lebuh Bandar Utama has been moved to a new station located in Kg Sg Kayu Ara with provisional name of Station Damansara Utama.

In Klang, selected participants from the earlier engagement with the North Klang residential community were invited to join in a discussion on the proposed change to the alignment from Bukit Raja to Kawasan 17 and from Jalan Meru to Persiaran Tengku Ampuan Rahimah. The team included the Chairman of the Associated Klang Residents' Associations and representatives from the JKKK of Taman Eng Ann.

5.4.1 Feedback from Kg Sg Kayu Ara on the Change of Alignment from Bandar Utama to Kg Sg Kayu Ara

The change in alignment involves a shift from the proposed One Utama station towards Damansara Utama and along the river reserves of Sg Kayu Ara. A new station is proposed on the play field besides Sg Kayu Ara. It is next to the existing sewage treatment plant in Kg Sg Kayu Ara (refer **Figure 3-17**).

After the proposed station provisionally known as Damansara Utama station, the alignment would cross over to the opposite side of the river and runs parallel along it before it turns into the Spring Highway where the showroom of Fella Design is located. This proposed amendment brings the LRT3 directly into Kg Sg Kayu Ara when previously it did not.

There are challenges going into Kg Sg Kayu Ara. It is traditional village in an urban setting. The village is densely built up, with extremely narrow roads. Its people work in urban jobs, some near and some far away. They would appreciate having access to this modern fast speed rail but to build it inside their area, it would be extremely challenging as vacant land here is scarce. Already, at the edge of the northern part of the village, there are high-rise flats and apartments and the alignment would likely pass by them. In its midst, Glomac Centro is being developed; this huge commercial development has impacts on the village during its construction.

By proposing to use the river reserve, the adjusted alignment may have avoided negative impacts such as the feared acquisition of villagers' homes. However, this does not mean construction works would be any easier. A major constraint is the narrow roads. Potential damages to the roads and homes nearby could occur from heavy construction vehicles. Vibrations could be felt by villages, most of whom stay in single storey detached homes, some of bricks and some half bricks and wood.

When met, the community representatives were shown a map that depicted the original and proposed alignment in their area. According to them, the proposed new alignment appears to be on the river reserves and this looks to be the most acceptable location for Kg Sg Kayu Ara if it is to avoid land acquisition and displacement of villagers. Already, they were unhappy that the SPRINT Highway had divided their once large village into half and now the southern half is isolated from the northern half of the village. They do not want further segregation from LRT3 development.

Secondly, they are worried that the proposed Damansara Utama Station will be located on the existing *pasar malam* site in Kg Sg Kayu Ara. They also do not want the mosque to be disturbed in any way, especially during construction with heavy vehicles blocking internal roads.

The level of acceptance of the adjusted alignment appears less enthusiastic when compared to the earlier discussion on proposed LRT3 when the proposed station had been at Centre Point. Then, the request was to bring the alignment and station nearer to Kg Sg Kayu Ara. Now that the LRT3 alignment has been moved into the village, the general response is focused more on the possible negative aspects, especially during construction.

Negative Perceptions

1. Environment

- Dust and air pollution during construction, especially from construction vehicles.
- Noise could likely affect those staying in the flats and apartments which are near to the river reserve.
- Vibrations are also another area of concern and could affect houses.
- Flash floods could arise due to construction on the river reserves.

2. Social

- Generally, they find any land acquisition unacceptable and are glad the proposed alignment avoids this.
- They do not want the mosque to be impacted at all.
- They do not want the existing *pasar malam* site to be acquired for the proposed station at Damansara Utama. They need more details on the proposed station and whether there will be a Park and Ride here.
- They worry about safety during construction. They request that precautionary measures be taken to safeguard the general welfare of villagers.
- They find that there is an absence of a communication channel for villagers to lodge their concerns and complaints on the construction activities in their village. They need to communicate more with the Project Proponent so that feedback is faster and targeted at complaints.

3. Traffic Congestion

- They worry the narrow roads in Kg Sg Kayu Ara would be congested during construction. The main road to their village, Jalan Masjid is too narrow. They point out that Jalan Tanjung near to Fella Design is also very narrow and could not accommodate construction. They request that during this planning and design stage, the narrow roads in the village should be assessed and if necessary, be widened.

- They ask that an overhead pedestrian bridge be constructed over the SPRINT Highway to enable villagers from Kg Sg Kayu Ara (S) to access the LRT3 station at Kg Sg Kayu Ara (N).
- They worry about KIDEX highway and how it could affect the entire development of LRT3 and their village as well as it is near to them.

4. Others

- To take note of underground existing NGV pipe gas lines and sewerage connections during construction to avoid unnecessary disruptions of utilities.

5. Suggestions

- To have appropriate noise barriers;
- To ensure dust and air pollution is managed during construction**;**
- To ensure greening projects surrounding LRT station at Damansara Utama as a "screen;"
- To build a covered pedestrian overhead bridge to link to Kg Sg Kayu Ara (S); and
- To improve and upgrade Jalan Tanjung

5.4.2 Feedback on the Change of Amendment stations at Kawasan 17 and Jalan Tengku Kelana in Klang

In August 2014, discussions were held with the residential community in Klang (North and South Residential Communities) and the commercial operators of Jalan Tengku Kelana on the LRT3 alignment. Since then, two amendments were made to the proposed alignment in Klang (refer **Figure 3-18** and **Figure 3-19**). The first involved the proposed station at Kawasan 17. It has been moved away from the land beneath TNB transmission and is now in Bandar Baru Klang, on Persiaran Bukit Raja. The second amendment involves a shift of the alignment from the Musaeddin Bridge to Kota Bridge. Beyond the Kota Bridge, the alignment would continue until Bulatan Simpang Lima where it joins Persiaran Tengku Ampuan and Jalan Langat. The position of the proposed Klang station is now changed from Musaeddin Bridge to the MPK/Pejabat Daerah complex.

It is decided that these changes should be brought back to the residential community for a further discussion. A meeting was held in Klang on 14 January 2015 with three representatives from North Klang residential community. They include the Chairman of the Association of Klang Residents' Association, the Secretary of the Residents' Association, Taman Eng Ann and an ordinary member of the Residents' Association of Taman Eng Ann.

All three are members of the Klang Chinese Chamber of Commerce and shall represent the Klang business community. All three had also participated in the discussions held in August 2014 on the proposed LRT3. This meeting provided an opportunity for them to assess the amended alignment and the impacts on the residential and commercial communities in Klang. During the discussion, they were shown maps on the proposed amendments and original proposal in Klang.

The general response to the amendments is positive. The revised relocation of the station to Bandar Baru Klang from Kawasan 17 is an improvement. It would remove concerns over traffic congestion and parking issues related to Kawasan 17 and the congested Jalan Pekan Baru. It would no longer be too near to Pelangi Court, an apartment complex where the original station is to be placed. The Hindu shrines below the TNB transmission lines could be safeguarded.

Secondly, the revised alignment away from Jalan Tengku Kelana is found to take into consideration the concerns of the business community there. It would save the old buildings from the negative impacts of construction. It would diffuse worriesover traffic congestion in Jalan Tengku Kelana. Concerns over the negative impacts on cultural and heritage of the buildings would no longer exist. The general feedback from the discussion on the measure to realignLRT3 to Jalan Jambatan Kota is very positive. There are fewer worries over sensitive impacts on the people and the environment. They could see the positive implications of being near to MPK and the District Office where daily visitor numbers are relatively high.

1. Environment

- **Proposed Kawasan 17 Station at Persiaran Bukit Raja**

  They think that concerns over noise and vibrations can be mitigated as Persiaran Bukit Raja is relatively wide. Some residents living here may complain but the road is not densely built.

- **Proposed Klang Station at Jambatan Kota**

  No issue with noise and vibrations is anticipated.

2. Social

- **Proposed Kawasan 17 Station at Persiaran Bukit Raja**
  The general consensus here is residents do not want to be impacted by land acquisition nor do they want proposed stations to be very near to them. There are bungalows and terrace houses along Persiaran Bukit Raja; they acknowledged that some households would not be happy with being in such close proximity to this new alignment. They hope that the objections could be managed. By bringing the alignment into Bandar Baru Klang is good as it would make the commercial centre at Bandar Baru Klang more vibrant and therefore, enhances the economic benefits of LRT3.

They were informed that as the alignment passes through Kawasan 17 into Jalan Meru, premises could be impacted by acquisition. They hope land acquisition could be avoided, especially residential premises. However, if it cannot be avoided, then, they hope measures are in place to manage this situation. They find that the acquisition of commercial properties on Jalan Meru can be managed properly through engagement.

- **Proposed Klang Station at Jambatan Kota**

By moving the station to Jambatan Kota, this would resolve the anticipated issues associated with Jalan Tengku Kelana. The adverse economic, social and cultural issues at Jalan Tengku Kelana would be contained. The proposed station is now very near to Majlis Perbanaran Klang and Pejabat Daerah Complex where daily visitor numbers are high; it is also within walking distance to the KTM station and Jalan Tengku Kelana itself.

However, there are some social issues over this station. They perceive that during the evenings and at nights, the proposed station at MPK/Pejabat Daerah complex could become unsafe, especially for females, elderly and young users. It would be too quiet and lonely once the MPK and District offices are closed for the day. As a result, passengers, especially females, elderly and the young may avoid using the LRT3 station here in the evenings and nights. They believe this would compromise the viability of the proposed Klang Station.

3. Traffic Congestion

- Some concerns over traffic congestion at Persiaran Bukit Raja during construction that may affect residents there.

4. Suggestions

- *Moving Meru Station to Another Location along Jalan Meru*

During the discussions, the position of the proposed station at Jalan Meru was raised. The shift of the original proposed station at Kawasan 17 to Persiaran Bukit Raja has left a void at Kawasan 17. The distance between Persiaran Bukit Raja and Jalan Meru is now too far to make the Jalan Meru Station effective. In addition, the proposed Meru station does not make any economic sense it is too far from a strong customer base to benefit the LRT3. In the absence of a stop at Kawasan 17 near to the north of Jalan Meru, places like the Klang Parade and the Klang market complex are no longer accessible from the LRT3 as there are no stations nearby. The housing areas in the northern parts of Jalan Meru are not able to access LRT3. The Jalan Meru station would only serve Sekolah Menengah Tinggi but this has social issues like truancy and noise to school hostel. They suggest moving the Meru Station further north to be nearer to Klang Parade in line with the earlier proposed Kawasan 17 station.

1) Two optional locations are proposed for consideration. One is to have a station located at the open space surrounded by Jalan Kelicap 44, Jalan Kelicap 45, Jalan Kelicap 46 and Jalan Kelicap 48. The adverse impact is it would be too near to the residential area and could entail more land acquisition in addition to issues with noise, vibrations and safety as well as traffic congestion in the area.

2) The other option is to move the Meru station northwards along Jalan Meru just after the alignment steps out from Kawasan 17 into Jalan Meru. The area is a commercial area. The station could be located at the median of Jalan Meru, just in front of the BHP petrol station. This way the LRT3 would have access to a strong customer base.

Between the two options, the group favours Option 2 as more practical for LRT3.

- *Moving Proposed Klang Station to Main Town Centre*

As there are social concerns over the current proposed Klang Station at the MPK complex during evenings and nights when safety of passengers could be compromised, it is suggested that the proposed station be moved nearer to Klang town centre where the land is privately owned and can be made available through acquisition. There is ample space here to build a Park and Ride facility. It is near to a large food court, the Emporium Makan and form part of a busy night life in Klang. It would be accessible to Court Mammoth, Mydin and Mosque Diraja Klang Utara and is still within walking distance to MPK. The Emporium Makan or Food Court here generates considerable customer traffic to make this proposed location attractive for LRT3.

5.5 PERCEPTIONS ON MITIGATING ACTIONS AND COMMUNICATION MEASURES

The respondents have also selected several mitigation measures that are perceived as important to them to minimise the negative effects of the project (**Table 5-19**). Of the six mitigating measures likely to be taken during construction stage, they expect almost all to be accorded high priority. This is probably because these measures affect the community at large and their daily life and hence, the expectations to pay more attention and focus on them.

It is not surprising that the top three measures are measures to mitigate dust, noise and vibration impacts as well as traffic because of perceived concerns that they could be directly impacted. It is interesting that the respondents pointed out the need for continuation of pubic engagement even after construction is completed. This shows that the people want to be kept informed about the Project not only during construction stage and also during operation.

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

Based on **Table 5-19**, **r**esidents in Bandar Utama recognise land acquisition and other mitigation measures as important. They placed higher priorities on public engagement and communication compared to other survey zones. In Temasya-Glenmarie, less than half of the respondents think that land acquisition and relocation should be given high priorities. They believe that management of traffic and parking during construction is the most important measure that needs to be taken. In Shah Alam and Klang, the respondents believe that traffic management should be placed as the utmost concern as well as management of dirt and dust during construction.

The majority of respondents in Klang South felt very strongly towards management of land acquisition and relocation compared to other zones. They also placed the highest emphasis on mitigating dust and dirt during construction.

In some areas, management of land acquisition and relocation appears to be given lower priority than other measures. Again, this is probably because land acquisition and relocation affects a few and most people prefer not to think about them unless and until they are directly affected.

Table 5-19 Mitigation Measures Ranked by Survey Zones

Mitigating Actions	Ranking	Bandar Utama – Persada PLUS	Temasya – Glenmarie	Shah Alam	Klang North	Klang South
Management of Land Acquisition and Relocation	Low	42.5	-	2.7	4.0	3.9
	Medium	19.5	51.4	26.1	24.0	10.4
	High	38.0	48.6	71.2	72.0	85.7
	Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Management of dust and dirt during construction	Low	-	1.4	1.4	2.7	1.8
	Medium	14.6	35.7	20.0	18.0	6.8
	High	85.4	62.9	78.6	79.3	91.4
	Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Management of traffic and parking during construction	Low	0.7	1.4	1.4	2.0	2.1
	Medium	11.6	22.9	18.3	20.0	16.1
	High	87.7	75.7	80.3	78.0	81.8
	Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Hotline service and public engagement during construction	Low	0.5	2.9	1.0	1.3	2.1
	Medium	17.5	30.0	29.8	32.7	28.6
	High	82.0	67.1	69.2	66.0	69.3
	Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Continuation of public engagement after completion of construction	Low	1.2	-	1.4	2.0	1.1
	Medium	17.8	30.0	30.5	24.0	26.1
	High	81.0	70.0	68.1	74.0	72.9
	Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Source: Perception Survey 2014

SECTION 5 : PERCEPTION SURVEY AND STAKEHOLDER FEEDBACK

With regards to modes of communication to disseminate information about the proposed Project, the preferred mode is via newspaper (72%). This is followed by SMS, residents associations and Facebook. It is interesting to note that only 10% prefers accessing information via the Project's website (**Table 5-20**).

Table 5-20 Preferred Modes of Communication

Modes of Communication	%	Rank
Newspaper	71.8	1
SMS	33.4	2
Residents' Associations	28.6	3
Facebook	28.2	4
Public Forum	16.7	5
Email	14.7	6
Project Website	9.5	7
Twitter	8.8	8
Phone call	0.8	9
Television	0.7	10
Letter	0.4	11

Source: Perception Survey 2014