



SURUHANJAYA
PENGANGKUTAN AWAM DARAT
LAND PUBLIC TRANSPORT
COMMISSION

making it **BETTER**



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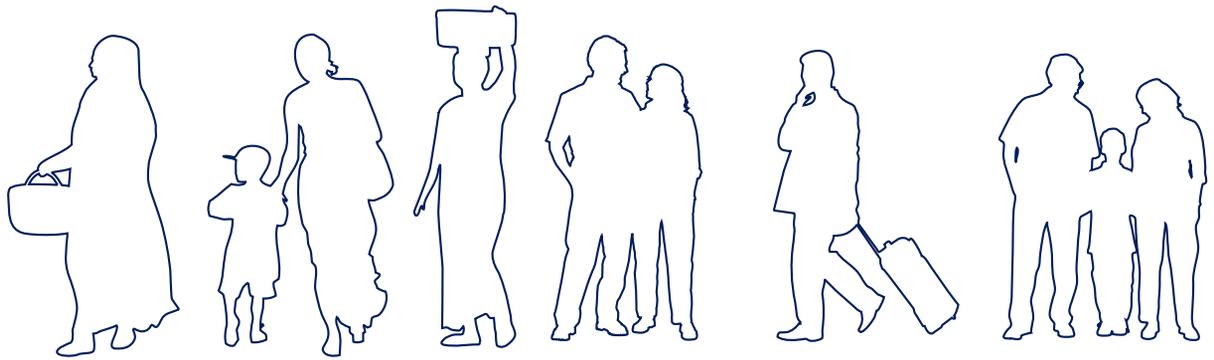
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VISION

To lead the transformation of land public transport to become the rakyat's mode of choice

MISSION

Ensuring a safe, reliable, responsive, accessible, efficient, planned, integrated, affordable, and sustainable land public transport system to enhance economic growth and quality of life

OUR JOURNEY

2010

- **03 JUN**
Establishment of S.P.A.D.
- **23 JUL**
Appointment of
Members of Commission
- **DEC**
Definition of S.P.A.D.
Vision, Mission & House

2011

- **31 JAN**
S.P.A.D. began Operations
- **01 APR**
Start of the re-registration
period for public service,
goods & tourism vehicles
- **08 JUL**
Ground-breaking
ceremony for
KVMRT Sungai Buloh-
Kajang Project by
our Prime Minister
- **07 NOV**
Publishing of
Draft GKL/KV LPT
Masterplan on
S.P.A.D. website
- **09 DEC**
First Annual S.P.A.D.
Strategic Retreat held



2012

- **31 JAN**
Issuance of first Operator License
- **29 FEB**
Opening of S.P.A.D.'s Enforcement office at Persada Plus
- **29 FEB**
Signing of the first Interim Stage Bus Support Fund (ISBSF) Agreement
- **09 JUN**
Inauguration of BRT Sunway by our Prime Minister
- **24 JUN**
Launch of the Tyre Replacement Voucher for taxi drivers
- **01 JUL**
Commencement of MRT Lines 2 & 3 alignment identification
- **11 & 12 JUL**
S.P.A.D. hosted the Inaugural Land Public Transport Forum
- **31 AUG**
Launch of GO-KL City Bus
- **AUG**
Enforcement strength has grown to 315 officers
- **09 NOV**
Launch of S.P.A.D.'s Hotline number and vehicle sticker
- **24 NOV**
Second Annual S.P.A.D. Strategic Retreat held

URBAN PUBLIC TRANSPORT NATIONAL KEY RESULT AREAS (UPT NKRA)

Initiatives under the UPT NKRA focus on the Greater Kuala Lumpur/ Klang Valley (Greater KL/KV) area. In 2010, the population of Greater KL/KV is approximately 6 million, and it contributes about RM263 billion to the nation's Gross National Income (GNI). This translates to 20% of the national population contributing 30% of the nation's GNI, proving that Greater KL/KV is indeed the engine of the nation's economic growth. There is clear global evidence that a comprehensive and well performing transport system is an important enabler of sustained economic prosperity. The end-goal of the initiatives under the UPT NKRA is to create an integrated Urban Public Transport, which will encourage a greater number of public transport commuters, raising the modal share to 40% by the year 2030.



URBAN PUBLIC TRANSPORT MODAL SHARE*



* A modal share is the percentage of travelers using a particular type of transportation. In the context of the public transport, it refers to the percentage of public transport users against that of private vehicle users.



**AM PEAK
PUBLIC TRANSPORT
RIDERSHIP***

558,298
commuters
2010

521,589
commuters
2011

635,245
commuters
2012



* In public transport, ridership refers to the number of passengers carried per certain time in a mode of public transit system. AM refers to the morning rush hours from 6am to 10am



KEYNOTE MESSAGE FROM THE CHAIRMAN

Dear Stakeholders,

When we started our journey as the Land Public Transport Commission we were aware that we could not accomplish all our goals overnight. We have faced many challenges, but I am proud to state that so far there have been none we have not been able to overcome. We are cognisant that there will likely be more challenges in the future, but our past success makes me confident we will be more than equal to any task.



KEYNOTE MESSAGE FROM THE CHAIRMAN (cont'd)

In 2011 S.P.A.D. committed to laying down a strong foundation that we could use as the cornerstone in our endeavour to develop a world-class land public transport system in Malaysia. For all our success so far, however, we cannot afford to rest just yet, even as the Government's effort to transform the nation into a high-income nation is bearing fruit. We must continue our efforts to provide an efficient and integrated land public transport system that our nation deserves.

Despite the challenges faced, 2012 saw the public transport modal share increase to 20% from 17% in 2010, the year S.P.A.D. was established. As more of our transformation plans are implemented, I am convinced we can achieve our long-term 2030 goal of securing a 40% modal share for public transport in urban areas, and establishing public transport as the rakyat's travel mode of choice.

S.P.A.D. 2012: MAKING IT BETTER

The past 12 months have been a busy time for all of us at S.P.A.D., and I am pleased to report that we have done much to realise our 2012 Annual Report's theme of 'Making It Better'. The details of our accomplishments in the key areas of Planning, Regulation and Enforcement are available in the Commission Report appended to this document, but I would like to highlight some major accomplishments of 2012.

The year 2012 have seen us deliver on the initiatives that were promised in the previous year during our planning stage. Under our guiding framework, which is the S.P.A.D. House, we promised to deliver a National Master Plan for the country's land public transport system. The Plan is presently still in the draft stage, but S.P.A.D. plans to expedite implementation the moment the final draft has been approved.

We have also introduced enhancements to the existing land public transport system to ensure reliability, efficiency and affordability on all modes of land public transport. These include increasing the existing capacity of our trains and thereby significantly increasing the efficiency of our systems.

We have also acted to improve the level of service offered by our operators through such initiatives as the new licensing regime, better training and the provision of financial and non-financial incentives. Our efforts in this area also extend to freight operators who are significant road users.





MOVING FORWARD INTO 2013

Moving forward, S.P.A.D. commits itself to working on a total of 40 projects. These projects are tailored to address the challenges mentioned above as well as to continuously improve Malaysia's land public transport system to become the rakyat's mode of choice.

Our planning division has identified several key areas of change we must focus on in the short term. Improvements are needed in the public opinion of Malaysian public transport; in connectivity and efficiency to enhance the appeal of the system; and in the overall accessibility of public transport. This development however must proceed in keeping with our commitment to sustainability, which is one of our key concerns. Our long term goal is thus not only to transform the land public transport system but to ensure that the solutions introduced are sustainable.

S.P.A.D. has highlighted the safety and security of our public transport system as a top priority, and we are committed to building on the foundations established over the last few years. In 2013, we will introduce new programmes to better train our operators and establish a monitoring system to improve visibility on operators' performance.

In hand with this we will also be introducing new measures to improve our enforcement operations, which will see us further develop the capacity of our enforcement team. We recognise that our officers need the best training and equipment to serve as best they can, and we will take steps to ensure they are properly prepared for their tasks.

ACKNOWLEDGEMENTS

On behalf of the Members of Commission of S.P.A.D., I wish to express my gratitude to all our stakeholders including all land public transport operators and related government agencies. Together, we can realise our national vision of an integrated and efficient public transport system.

My sincere thanks also go to S.P.A.D.'s management and staff for their hard work and dedication over the past year. My heartfelt gratitude also goes to my fellow Members of Commission for their insight and counsel. Our job has not always been easy but together we can achieve our vision and mission as we work towards transforming Malaysia's land public transport landscape.

Finally, I would like to take this opportunity again to thank all public transport stakeholders, both from within and outside S.P.A.D. for your support and cooperation over the past year. I believe that the successes we enjoyed last year should be a clear indication of what we can achieve together as a team, and I am confident that together we will accomplish the goals that we have set for ourselves.

Thank you.

TAN SRI DATO' SERI SYED HAMID SYED JAAFAR ALBAR
Chairman

Suruhanjaya Pengangkutan Awam Darat (S.P.A.D.)

MEMBERS OF COMMISSION



TAN SRI DATO' SERI SYED HAMID SYED JAAFAR ALBAR
Chairman



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1. Mohd Nur Ismal Mohamed Kamal
Chief Executive Officer
2. Tan Sri Dr. Mohd Irwan Serigar Abdullah
(until 23 July 2013)
3. Datuk Himmat Singh Ralla Singh
4. Datuk Wan Ahmad Shihab Ismail Wan Ismail
5. Prof. Dr. Ahmad Farhan Mohd Sadullah
6. Dato' Dr. Mahani Zainal Abidin
(until 29 June 2013)
7. Dato' Siow Kim Lun
8. Dato' Khalid Ahmad
(until 23 July 2013)

MEMBERS OF COMMISSION MEETINGS

During the financial year ended 31 December 2012, seven (7) Members of Commission Meetings, nine (9) Members of Commission Special Meetings, and three (3) Audit Committee Meetings were held. S.P.A.D. also held the 2nd Annual S.P.A.D. Strategic Retreat in November.

No.	Date	Session
1	9 February 2012	MOC Meeting – No. 17/2012
2	9 March 2012	MOC Special Meeting on Subsidiary Legislation
3	15 March 2012	MOC Meeting – No. 18/2012
4	17 April 2012	MOC Special Meeting on Rail Transit System (RTS)
5	24 April 2012	Audit Committee Meeting – No. 1/2012
6	26 April 2012	MOC Meeting – No. 19/2012
7	8 May 2012	MOC Special Meeting on Performance Monitoring Hub System (PMhS)
8	24 May 2012	MOC Special Meeting No. 3 on National Land Public Transport Master Plan
9	29 May 2012	MOC Special Meeting on Operator License for Public Service Vehicle Goods
10	31 May 2012	MOC Meeting – No. 20/2012
11	28 June 2012	MOC Meeting – No. 21/2012
12	3 August 2012	Audit Committee Meeting – No. 2/2012
13	6 August 2012	MOC Special Meeting No. 4 on National Land Public Transport Master Plan
14	9 August 2012	MOC Meeting – No. 22/2012
15	11 October 2012	MOC Meeting – No. 23/2012
16	18 October 2012	MOC Special Meeting on Bus Rapid Transit (BRT)
17	19 November 2012	MOC Special Meeting No. 5 on National Land Public Transport Master Plan and High Speed Rail
18	24-25 November 2012	2nd Annual S.P.A.D. Strategic Retreat
19	6 December 2012	MOC Special Meeting on MRT Lines 2 & 3
20	14 December 2012	Audit Committee Meeting – No. 3/2012





S.P.A.D. MANAGEMENT

From left to right:

Mohd Nur Ismal Mohamed Kamal

Chief Executive Officer

Azmi Abdul Aziz

Chief Development Officer

Azhar Ahmad*

Chief Operating Officer





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- | | |
|---|--|
| <p>1 Farizul Hazli Baharom
Head of Legal & Secretarial Division</p> <p>2 Fauzi Che Rus
Head of Organisation of Support Division</p> <p>3 Annafi Zulkifli
Head of Transformation Management Office</p> <p>4 Major General (RTD) Dato' Paduka Che Hasni Che Ahmad
Head of Enforcement Division</p> <p>5 Raja Zamilia Raja Dato' Seri Mansur*
Head of Communications Division</p> <p>6 Tonny Yeap
Head of Special Projects & Technology Division</p> | <p>7 Dr Prodyut Dutt
Head of Policy, Planning and Research Division</p> <p>8 Yuslizar Daud
Head of Rail & MRT Division</p> <p>9 Zamri Mahmud
Head of Road Public Transport Division</p> <p>10 A. Halim Hussain
Head of Freight Division</p> <p>11 Mohd Fuad Ahmad*
Head of Terminal Licensing Division</p> <p>12 Azlan Shah Al Bakri
Head of State Operations Division</p> |
|---|--|

* Resigned

COMMISSION REPORT



MAKING IT BETTER

S.P.A.D.'s work over the past 12 months can aptly be encapsulated by the theme of "Making It Better", which refers to improving the foundations laid down when the Commission was first created in 2010. Since its inception, S.P.A.D. has undertaken to improve the public transport system for all stakeholders—transport terminals, operators, enforcement agents and the commuting public.

The initiatives undertaken focused on both road- and rail-based land public transport. This section provides a detailed overview of some of the Commission's achievements in 2012.

RAILWAY PROJECTS

Rail travel is presently the most used public land transport option in terms of absolute ridership numbers, and will thus continue to play an integral role in all public transport planning. S.P.A.D. is aware however that the rail service can be improved, and is committed to enhancing service for all commuters. The following accomplishments were achieved in 2012:

- Increasing KTM Komuter capacity and ridership numbers:** KTM Berhad, the country's national rail operator, introduced 38 units of Six-Car Sets (SCS) Electric Multiple Unit (EMU). The trains were put into operation on 8th March 2012 servicing KTM Komuter Sg. Gadut – Rawang and Pelabuhan Klang – Batu Caves routes. The 38 sets of SCS EMU were manufactured by China's CSR Zhuzhou Electric Locomotive Co Ltd and purchased for RM1.8 billion. The outcome of this investment has been an increase in KTM Komuter service ridership from 2.7 million passengers in



March 2012 to 3.7 million passengers in December 2012. At the same time, service punctuality improved from 76% to 90%, with a maximum frequency of every 15-minutes during peak operating periods.

- Increasing LRT and monorail capacity and efficiency:** Syarikat Prasarana Negara Berhad, operator and owner of the LRT system, increased the capacity of the Kelana Jaya Line (KLJ) by an additional 35 four-car sets. With this additional capacity, frequency during peak hours was reduced to 2.5 minutes and ridership increased from 4.8 million passengers in January 2012 to 6.8 million by December 2012, while maintaining service punctuality at 99%.

Meanwhile, the Ampang Line (AG) improved its ridership numbers from 4.5 million passengers in March 2012 to 5 million in December 2012 while maintaining service punctuality at 99%. Finally, the KL Monorail System improved its ridership over the same period from 1.8 million to 2.4 million commuters utilising 12 two-car sets, while maintaining a maximum 5-minute frequency during peak operating periods.

S.P.A.D. is also overseeing a number of other projects that are at different stages of completion. The projects are detailed in the table below:

Project In-Progress	Start	Target	
		Completion	Status
KTMB Electrified Double Track Project (Seremban-Gemas)	2010	2013	In Progress
ERL Line Extension to KLIA 2	2011	2014	In Progress
PRASARANA LRT Line Extension Project (Kelana Jaya & Ampang Lines)	2011	2015	In Progress
KL Monorail Fleet Expansion	2011	2014	In Progress
KTMB Electrified Double Track Project (Gemas-Johor Baharu)	2013	2018	In Progress
KTMB ETS Fleet Expansion	2013	2015	In Progress
PRASARANA LRT Fleet Expansion	2012	2015	In Progress
PRASARANA LRT Refurbishment	2013	2015	In Progress
MRT1	2012	2017	In Progress
Melaka Tram	2013	2015	In Progress
Skypark Subang – LCCT	2013	2015	In Progress
Aerorail Melaka	2013	2015	In Progress
Project at Feasibility Study Phase	Start	Target Completion	Status
MRT Line 2 & Line 3	July 2012	Dec 2012	Completed
KTMB Freight Relief Line	2012	2013	In Progress
Rapid Transit System (Johor Baharu - Singapore)	2012	2018	In Progress
High Speed Rail	2012	2020	In Progress

COMMISSION REPORT (cont'd)

KLANG VALLEY MASS RAPID TRANSIT (KVMRT)

The KVMRT is the Klang Valley region's new urban rail system designed to create an efficient public rail transport network to enhance existing public transport options. Designated as an Entry Point Project (EPP) under the country's Economic Transformation Programme (ETP), the KVMRT is intended to further encourage use of public transport and to alleviate road congestion in the Klang Valley.

The Sungai Buloh – Kajang (SBK) Line's final railway scheme was approved in June 2011 and construction of the line was officially launched on 8th July 2011 by Dato' Sri Mohd Najib bin Tun Abdul Razak, Prime Minister of Malaysia. Construction has commenced on the SBK Line, with the first phase (Sungai Buloh – Semantan) expected to be completed by the end of 2016, and the rest of the SBK Line by July 2017.

The KVMRT Project was identified as Entry Point Project (EPP) #4 within the Greater KL/Klang Valley (GKL/KV) National Key Economic Area (NKEA). Key Performance Indicators (KPIs) were set in the Greater KL/Klang Valley Steering committee (GKLKV SC).

KVMRT SBK LINE 2012 KPI

Description	2012 Target	2012 Achievement
1 Issuance of notice (Borang K) — formalisation of the possession of the land by the state for land acquisition	100% issuance of Borang K	Borang K issued (94%)
2 Award of MRT tenders for elevated and underground civil work packages	100%	41/41 (100%)
3 Feasibility Studies for KVMRT Line 2 (Circle Line) & Line 3 (North-South Line)	Complete Feasibility Studies by 2012	100%

S.P.A.D. had also completed the Feasibility Study for the second and third KVMRT lines, the Circle Line and North-South Line. The feasibility study was conducted to identify the Preferred Route Alignment (PRA), station and depot locations, ridership projections, project costs and project phasing.



Bandar Kajang Station Realignment

The project owner of KVMRT SBK Line proposed to S.P.A.D. that the alignment and location of the Bandar Kajang station be shifted in 2011. The Prime Minister granted conditional approval to the Supplementary Railway Scheme detailing the Bandar Kajang station realignment. This conditional approval required that a public display of the realignment be held, which was subsequently undertaken from 3rd October 2011 to 2nd January 2012. The Prime Minister approved the Final Supplementary Railway Scheme for the Bandar Kajang station realignment on 21st February 2012.

Transfer of ownership

Ownership of KVMRT SBK Line was transferred to Mass Rapid Transit Corporation Sdn Bhd (MRT Corp) from Syarikat Prasarana Negara Berhad on 14th March 2012 following approval by the Prime Minister. Since the transfer, MRT Corp has assumed ownership, rights and obligations with respect to the implementation of KVMRT SBK Line.

S.P.A.D.'s mandate is to ensure that the development of the MRT line complies with the Land Public Transport Act 2010 and all applicable railway schemes and regulations. S.P.A.D. is also responsible for disbursements related to land acquisition exercises for the KVMRT SBK Line.

MALAYSIA-SINGAPORE RAPID TRANSIT SYSTEM (RTS)

The Malaysia-Singapore RTS was conceived in 2010 to create a cost-effective and integrated system connecting the Iskandar region in southern Malaysia with the island republic. The first phase of the plan called for a Joint Engineering Study which was awarded and initiated in May 2012.

Phase 1 of the Study is expected to be completed in 2013, while Phase 2 is expected to begin at the end of 2013 or early 2014. The Study is being conducted by a consortium comprising Aecom Perunding Sdn Bhd, Aecom Singapore Pte Ltd and SA Architects Sdn Bhd.

When completed, the RTS will connect transport services in Johor Bahru, Malaysia with transport services in Woodlands, Singapore. The project also calls for the development of a Customs, Immigration and Quarantine facility specific to the project in both countries.



HIGH SPEED RAIL (HSR)

The HSR aims to provide quick and integrated connection for the southern states of Peninsular Malaysia featuring trains that travel upwards of 250km/hour. HSR is expected to provide an alternative form of domestic travel which is more environmentally sound and cost-effective than travelling by air.

A feasibility study looking into the possibility of an HSR link between Kuala Lumpur and Singapore was proposed under the ETP. The last 12 months saw the commencement of the Detailed Feasibility Study Phase 1B, which is expected to be completed in May 2013. Phase 1A of the study was completed and presented to the Economic Council in October 2011.

COMMISSION REPORT (cont'd)

BUS RAPID TRANSIT (BRT)

The BRT is a part of the country's Bus Transformation Plan (BTP) which calls for improvements to the stage bus system, specifically due to changes in passenger needs and changes in the public transport system. Under the Urban Public Transport National Key Result Area (UPT NKRA), a component of the nation's Government Transformation Programme (GTP), bus travel will be modernised and expanded for greater efficiency and connectivity.

BRT is a key project under this plan creating express corridors—otherwise known as BRT corridors—that facilitate quicker bus travel between destinations. Twelve corridors have been identified for the Greater KL/Klang Valley region, with the first BRT corridor, the Kuala Lumpur – Klang route, launched in 2012. Meanwhile, S.P.A.D. is continuing to work on its Engineering Survey of proposed routes and is conducting studies on alternative routes.



INTERIM STAGE BUS SUPPORT FUND (ISBSF)

The Government implemented the Interim Stage Bus Support Fund (ISBSF) to meet the needs of the UPT NKRA after the Prime Minister expressed concerns about the impact that the loss of bus service, due to operators cancelling loss-making routes, might mean for the affected rakyat. The initiative is an interim measure covering shortfalls in the daily operations of affected stage bus operators, especially on social routes.

The ISBSF initiative will help ensure that buses continue to service all routes, even those currently unprofitable. The fund will also encourage bus operators to reactivate discontinued routes, and to improve service quality by increasing the frequency of trips and improving the general condition of vehicles.

With an allocation of RM400 million from the Government, S.P.A.D. started disbursing funds on 3rd January 2012. Stage bus operators eligible for ISBSF assistance can apply to S.P.A.D. for funding. Throughout 2012, S.P.A.D. held 13 sessions with bus operators across the country to brief on the ISBSF initiative and to encourage bus operators to apply for funding assistance.

A total of 75 bus operators in Peninsular Malaysia and 23 bus operators in East Malaysia bus received ISBSF funding in 2012.

GO-KL CITY BUS – MALAYSIA'S FIRST FREE BUS SERVICE

The GO-KL City Bus is a free bus service operating within the Kuala Lumpur Central Business District (CBD). The brainchild of the Prime Minister, GO-KL is also part of the Government Transformation Plan to improve public transport and increase ridership numbers.

GO-KL was launched on 31st August 2012 to help improve mobility within the CBD by providing easier access to public transport. It also aims to increase tourism within the city centre by providing easy access to places of interest, and helps alleviate traffic congestion, particularly during peak hours, by reducing the need for private vehicles in the CBD.

GO-KL presently operates two routes: the Green Line and Purple Line. Both routes have been identified as high catchment areas with connectivity to other modes of transport for seamless transfers. The Green Line operates from KLCC to Bukit Bintang (7.4km), while the Purple Line operates from the Central Market Hub to Bukit Bintang (6.5km).

GO-KL boasts a number of features including service at each stop every five minutes, dedicated bus lanes for specific routes and free WiFi for passengers.

TEKSI RAKYAT 1 MALAYSIA – TR1MA

The 1Malaysia People's Taxi (TR1Ma) Programme is a government effort designed to improve the quality of taxi service throughout the nation. Under the TR1Ma programme the first driver of each taxi will receive a tyre subsidy voucher valued at RM520 to replace four tyres over a period of two years.

In 2012 RM34.84 million was channelled by 1Malaysia Development Berhad to 67,000 taxi drivers nationwide. Taxis eligible to receive the subsidy included budget taxis, executive taxis, hire cars and airport taxis. TR1Ma was launched by the Prime Minister on 24th June 2012 at the Bukit Jalil Sports Complex.

Taxi drivers face a number of challenges including the rising cost of living and the increasing cost of vehicle maintenance, as well as fierce competition. At the same time, the lack of profitability for certain routes has also created patchy taxi service in parts of the country, and the TR1MA plan is an initiative by the government to help alleviate the issue.



TOTAL NO OF TR1MA VOUCHERS DISTRIBUTED IN 2012

NO.	STATES	VOUCHERS
1	JOHOR	12,564
2	KEDAH	4,922
3	KELANTAN	2,188
4	KL & PUTRAJAYA	58,938
5	MELAKA	1,168
6	NEGERI SEMBILAN	1,546
7	PAHANG	1,922
8	PERAK	3,075
9	PERLIS	1,254
10	PULAU PINANG	1,876
11	SABAH	5,973
12	SARAWAK	1,588
13	SELANGOR	2,758
14	TERENGGANU	2,446
TOTAL		102,218*

* Each Taxi Driver receives 2 TR1Ma vouchers for 4 tyres, therefore this figure reflects that a total of 51,109 Taxi Drivers have collected their voucher

RAPIDKUANTAN

The RapidKuantan bus service was launched by the Prime Minister on 30th November 2012 at the Putra World Trade Centre in Kuala Lumpur. Based in Kuantan, Pahang, operations commenced with 32 vehicles servicing three routes with a bus frequency of every 15 minutes. When launched, free rides were offered to passengers until 31st May 2013, and as of 31st December 2012 some 274,000 passengers had availed themselves of the free service. The RapidKuantan service operates along three routes: Laluan 100 operates between Terminal Makmur and Gambang; Laluan 200 operates between Indera Mahkota 1 and Telok Cempedak; and Laluan 300 operates between Kompleks Mahkamah and POLISAS in Semambu.

COMMISSION REPORT (cont'd)

BUS STOP ENHANCEMENT PROGRAM

While the bus service remains a central mode of public transport, growth in private vehicle ownership has contributed to greater congestion on both urban and suburban roads. S.P.A.D. has thus taken steps to improve bus service and facilities to ensure that buses are seen as an attractive alternative by commuters.

To this end, under the Government Transformation Plan (GTP) an initiative has been implemented to refurbish old and to construct new bus stops in the Klang Valley to retain current bus users and attract new riders. Since the start of the GTP, the Government has refurbished and built over 1,300 bus stops in the Klang Valley.

Under this initiative, bus stops were refitted with proper lighting and solar modules, as well as LED information panels. The stops also receive regular maintenance and upgrades including re-roofing, painting, re-seating and the installation of accessible ramps. New bus stops have also been equipped with these features.

No. of new & refurbished bus stops

Year	Total Completed
2010	648
2011	468
2012	271
Total	1,387

S.P.A.D. sought the support and collaboration of local authorities to deliver the new bus stops, which included Majlis Perbandaran Sepang, Majlis Perbandaran Kajang, Majlis Perbandaran Subang Jaya, Majlis Perbandaran Selayang, Majlis Perbandaran Klang and Majlis Bandaraya Shah Alam.

The initiative is on-going, with the next key step being to undertake a proper audit and inventory list of every bus stop and their facilities in each municipal area. The aim of the audit is to allow greater ease in the planning and management of Klang Valley bus stops.



PLANNING



Planning is a key element of all transport systems, and S.P.A.D. has committed itself to the creation of a national plan that will relieve present congestion while allowing for future expansion. The overall planning process requires that the various public transport networks be brought together in a way that allows seamless travel through the integration of various modes of public transport.

S.P.A.D.'s planning activities in 2012 are divided into five workgroups:

- i) National Land Public Transport Master Plan
- ii) Greater Kuala Lumpur/Klang Valley Land Public Transport Master Plan
- iii) Urban Rail Development Plan
- iv) State Land Public Transport Master Plan Technical Committees

NATIONAL LAND PUBLIC TRANSPORT MASTER PLAN (NLPTMP)

The function of the National Land Public Transport Master Plan (NLPTMP) is to guide the development of all future land public transport plans for the nation in a way that allows for enhancements in accessibility, connectivity, capacity and overall quality. The NLPTMP will act as a foundation in guiding the development of the National Land Public Transport Policy in the future.

The long-term goal for the NLPTMP is to encourage greater use of public transport as an alternative to private vehicles, and to enhance the reliability and service quality of the national public transport system. This in turn will create economic, social and environmental benefits for the nation as a whole.

COMMISSION REPORT (cont'd)

A draft of the NLPTMP was completed in the third quarter of 2012, and was published on S.P.A.D.'s website for public viewing and comments. The draft is a product of discussion and feedback sessions held earlier in the year with multiple agencies. These agencies included:

- i) Ministry of Finance (MoF)
- ii) Ministry of Transport (MoT)
- iii) Ministry of Works (Kementerian Kerja Raya or KKR)
- iv) Ministry of Energy, Green Technology and Water (Kementerian Tenaga, Teknologi Hijau dan Air or KeTTTHA)
- v) Ministry of Rural and Regional Development (Kementerian Kemajuan Luar Bandar dan Wilayah or KLBW)
- vi) Economic Planning Unit (EPU)
- vii) Federal Department of Town and Country Planning (Jabatan Perancangan Bandar dan Desa or JPBD)

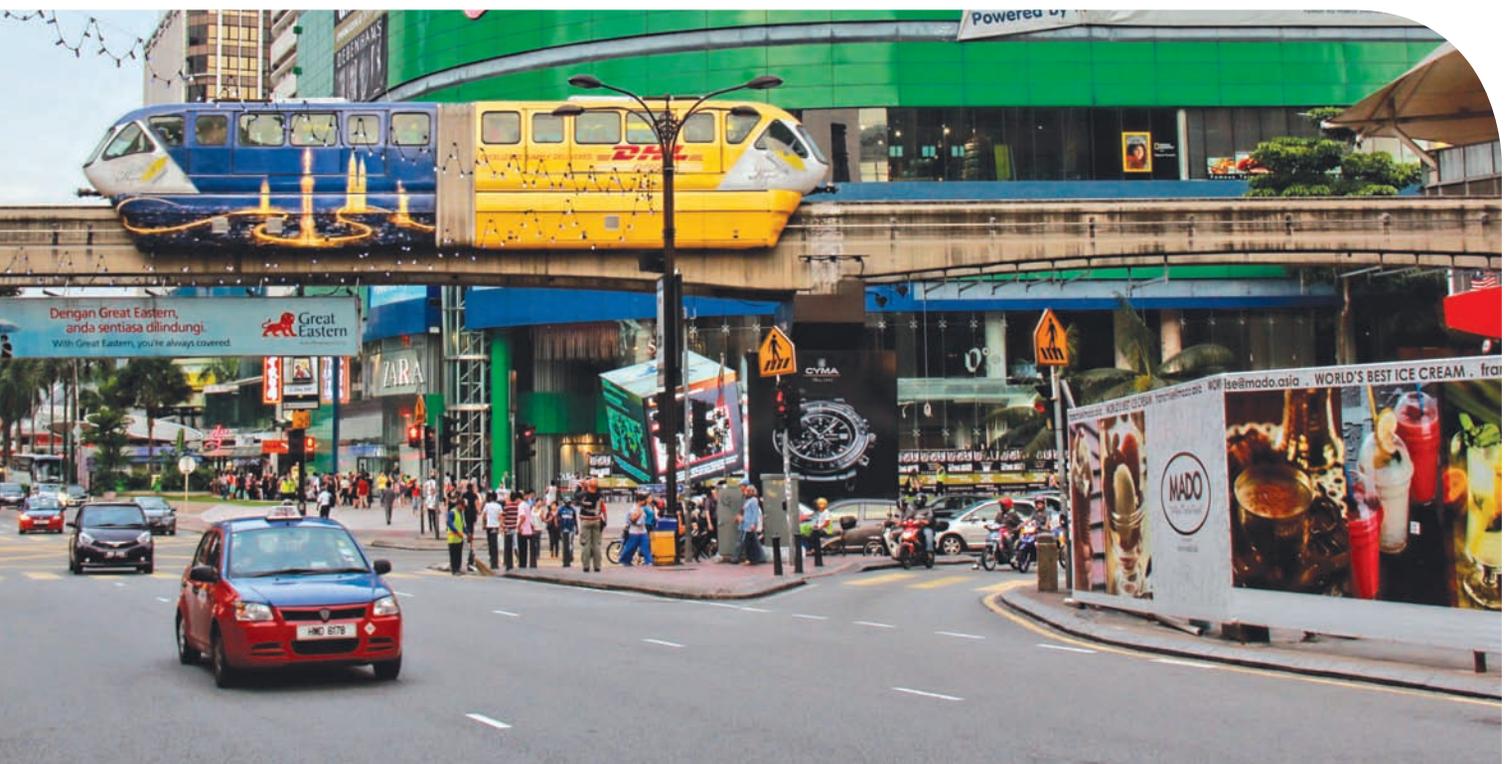
The NLPTMP also functions as a guide for the future development of regional public transport plans, otherwise known as Regional/Sector Land Public Transport Master Plans. These Regional Plans will be developed in accordance with other planning documents such as Structure Plans and Local Plans in order to better integrate plans with land use policy. This sets out a framework for developing and appraising schemes to secure necessary funding and create value for money.

GREATER KUALA LUMPUR/KLANG VALLEY (GKL/KV) LAND PUBLIC TRANSPORT MASTER PLAN

The GKL/KV Land Public Transport Master Plan is the first Regional/Sector Land Public Transport Master Plan developed by S.P.A.D. With more than 37% of the nation's Gross Domestic Product (GDP) originating from this region, Greater KL/Klang Valley has been deemed a key economic region and has been identified as a key development zone under the Government's Economic Transformation Programme (ETP).

The purpose of the ETP is to boost the region into the world's top 20 cities for both economic growth and liveability by 2020, by focusing on nine Entry Point Projects (EPPs) which have been tailored specifically to boost productivity and liveability. The creation of an efficient and well-connected public transport system is a central component of the ETP, and thus the need to create the GKL/KV Land Public Transport Master Plan.

S.P.A.D. conducted a workshop together with the Selangor Department of Town and Country Planning in the first quarter of 2012 to prepare a draft GKL/KV Land Public Transport Master Plan. The discussions were focused on issues faced by local authorities pertaining to land public transport.



The GKL/KV Land Public Transport Master Plan comprises a series of Subsidiary Plans specific to the region including:

- Urban Rail Development Plan
- Bus Transformation Plan
- Taxi Transformation Plan
- Interchange and Integration Plan
- Land Use Plan
- Travel Demand Management Plan

These plans taken together provide an integrated land public transport plan for the Greater KL/Klang Valley region.

URBAN RAIL DEVELOPMENT PLAN (URDP)

The URDP establishes the basis for present and future development of all urban rail services in the GKL/KV region. Operating under the umbrella of the GKL/KV Land Public Transport Master Plan, it identifies the corridors along which new lines can be developed and devises new measures by which to enhance the existing network.

The URDP has seen several notable achievements over the past 12 months, including the introduction of KTM Berhad's (KTMB) Electric Train System (ETS) and new six-car set services. Since March 2012, these bigger rail cars have boosted peak-hour capacity by an additional 10,000 commuters. Meanwhile, light rail transit (LRT) operator RapidKL increased the capacity of its Kelana Jaya Line—the busiest in the country—by adding new four-car set trains.

The URDP also specifies improvements and enhancements to public transport facilities. Achievements include:

- Introducing accessible escalators and elevators at bus and LRT stations
- Designating new parking bays, shuttle buses and taxi points for the various networks
- Extending LRT lines and creating better connectivity between the two existing lines
- Upgrading coaches to provide safer and more reliable trips for commuters

THE STATE LAND PUBLIC TRANSPORT MASTER PLAN TECHNICAL COMMITTEES

S.P.A.D. recognises that the implementation of the National Master Plan will require the support and co-operation of the various state governments in Peninsular Malaysia. As such, the Commission proposed in 2012 to establish a Land Public Transport Master Plan Technical Committee in each of the 11 Peninsular states.



Each Technical Committee will have the following responsibilities within their respective states:

- Spearhead the development of a Regional Land Public Transport Master Plan
- Direct and monitor the progress of land public transport transformation initiatives
- Address and resolve any land public transport issues

Permanent members of each committee consist of each respective state's Economic Planning Unit (Unit Perancang Ekonomi Negeri) and state agencies such as the Town and City Planning Unit (Jabatan Perancangan Bandar dan Desa or JPBD), Public Works Department (Jabatan Kerja Raya or JKR) and the Road Safety Department (Jabatan Keselamatan Jalan Raya). Other members include local authorities and local land public transport operators.

Meetings and discussions were held throughout 2012 in all 11 states in Peninsular Malaysia to establish a Technical Committee in each state. By December 2012 all 11 states had established a Technical Committee and 16 pilot districts had been identified as priority zones for bus transformation initiatives.

COMMISSION REPORT (cont'd)

REGULATION



Part of S.P.A.D.'s mandate is to develop and maintain regulations governing the standards and performance of land public transport operators and facilities across Malaysia. In 2011, its first full year of operation, the Commission undertook a number of initiatives to lay the necessary foundations in establishing S.P.A.D. as a regulatory body. These initiatives included the transfer of authority from previous regulatory boards, the development of new licensing frameworks and the establishment of necessary surveillance systems.

With these foundations in place, over the last 12 months S.P.A.D. has pursued the following regulatory and licensing initiatives:

- Operator's License
- Regulation of Container Depots
- Regulation of Goods Vehicle Industry
- Operational Readiness Taskforce for Terminal Amanjaya
- Terminal Licensing Blueprint
- Terminal Stock Take Exercise
- Performance Monitoring Hub System
- Rationalisation of Overloading Activities
- Industrial Code Of Practice – Safety, Health & Environment

OPERATOR'S LICENSE

The new Operator's License (OL), one of S.P.A.D.'s earliest initiatives, is designed to streamline the licensing framework for public transport operators, assigning licenses to operators themselves instead of for each vehicle within their fleet. By the end of 2011, S.P.A.D. had completed the transition of 400,000 vehicle licenses to 90,000 Operator's Licenses. Meanwhile, a total of 43,254 new OLs were issued in 2012.

The first new Operator's Licenses were awarded by S.P.A.D. Chairman, Tan Sri Syed Hamid bin Syed Jaafar Albar, at a ceremony marking the occasion on 31st January 2012. Subsequently, licenses have been issued to land public transport operators who had re-registered with S.P.A.D. during the Re-Registration Exercise implemented in 2011.



Commercial Vehicle Licensing System (Sistem Perlesenan Kenderaan Perdagangan or SIKAP)

S.P.A.D. uses the SIKAP system to manage the operators database. The Commission has enhanced the existing SIKAP system to facilitate the issuance of new OLs and service and vehicle permits as of 31st January 2012. S.P.A.D. also successfully established OL printing facilities in all regional and state offices by the end of November 2012.

REGULATION OF CONTAINER DEPOTS

S.P.A.D. started a study on a regulatory framework for container depots in Malaysia following a strike by haulier drivers on 2nd May 2012. This decision follows from a proposal sent to the Cabinet by Ministry of Transport following the strike.

The study is expected to culminate into a proposal for the amendment on the Land Public Transport Act 2010 to expand its scope to encompass regulation of container depots.

REGULATION OF GOODS VEHICLE INDUSTRY

S.P.A.D. conducted a Goods Vehicle Industry Study in October 2012 to analyse current industry issues and standards. The findings of this six month study will be used to develop the Goods Vehicle Industry Framework, which will raise the standards of Malaysia's Goods Vehicle Industry in the areas of business operations, operating costs, market equilibrium, technology and service quality standards.

OPERATIONAL READINESS TASK FORCE (ORTF) FOR TERMINAL AMANJAYA

The new AmanJaya terminal commenced operations on 25th September 2012, with all express buses operating from the Terminal Medan Gopeng relocated to Terminal AmanJaya. The Operational Readiness Task Force (ORTF) was convened by S.P.A.D. to ensure smooth transition of this relocation, and comprises the following bodies:

- Ipoh Town Hall (Majlis Perbandaran Ipoh or MBI)
- The Perak State Economic Planning Unit (UPEN SUK Perak)
- The Royal Malaysian Police (Polis DiRaja Malaysia or PDRM)
- Road Transport Department (Jabatan Pengangkutan Jalan or JPJ)
- The AmanJaya Terminal Operator

TERMINAL LICENSING BLUEPRINT

The new Terminal Licensing Blueprint is a framework for regulating public transport terminal operations to ensure compliance with standard operating procedures and service levels. The Blueprint also monitors the operational and financial performance of the terminals, public transport operators and other services offered within the terminal.

S.P.A.D. launched the Terminal Licensing Blueprint Engagement on 3rd May 2012. The launch introduced the Blueprint to all stakeholders including local authorities, terminal operators, transport operators and other government agencies.

The Blueprint determines the key performance indicators (KPIs) needed to maintain quality of service. KPIs are specified in the following areas:

- Terminal Management
- Passenger Information
- Bus/Taxi Arrival
- Cleanliness

The Blueprint also serves to ensure that terminals are in full compliance with the S.P.A.D. Act 2010 license regime.

TERMINAL STOCK TAKE EXERCISE (TSTE)

S.P.A.D. undertook a Terminal Stock Take Exercise (TSTE) in May 2012 to determine the current condition of land transport terminals in Peninsular Malaysia. The three-month study consisted of visual inspections, observations, interviews and photo evidence, and surveyed all 410 terminals in Peninsular Malaysia, including bus and taxi terminals, railway stations and taxi counters.

The data from the study was made publicly available on the S.P.A.D. website in the third quarter of 2012, and provided detailed information of the locations, contact details and accessibility of every bus and rail transport terminal in Peninsular Malaysia.

In 2013 S.P.A.D. will launch phase two of the terminal database management project which will publish information on taxi counters in Peninsular Malaysia. Information gathered by the TSTE will be used to develop new frameworks to improve public transport terminals in Peninsular Malaysia.



COMMISSION REPORT (cont'd)

PERFORMANCE MONITORING HUB SYSTEM (PMHS)

Work on the PMHS continued in 2012 following its inception in 2011. The PMHS monitors the service standards and regulatory compliance of public transport services through a system of live cameras and data feeds. It will also function as a data management centre facilitating exchange of data between agencies and the relay of live data.

The hub began development in July 2012 and the Control and Command Centre (CCC) was delivered in December 2012. The project's various functions will be implemented in phases, with full functionality expected in the Greater Kuala Lumpur/Klang Valley region by 2013.

RATIONALISATION OF OVERLOADING ACTIVITIES

S.P.A.D. and the Road Transport Department have jointly engaged the freight industry to streamline standard operating procedures to help regulate and enforce the practice of overloading. S.P.A.D. has also imposed more stringent measures on freight operators in a bid to curb the practice. The new streamlined policies and standard operating procedures for enforcement allow the relevant agencies to implement land public transport laws related to the practice of overloading in a consistent manner.

ICOP-SHE FOR BUS OPERATORS

In 2012 the ICOP-SHE (Industrial Code of Practice—Safety, Health and Environment) programme for bus operators was launched to ensure that Malaysian bus operators comply with standards specified in the Code of Practice, particularly those regarding safety and environmental concerns in a bid to reduce the number of accidents involving public transport vehicles.

The short-term goal of the programme is to ensure adherence to road safety measures, while the long-term goal is to foster a culture of road safety. Several engagements were conducted with bus operators to raise awareness of the importance of prioritising safety.

The effect of this programme will be to improve public perception of the safety of Malaysian bus service, particularly with regards to express buses and coaches. S.P.A.D. believes that the introduction of this programme will raise public confidence in public buses and will transform the bus service into the main choice of transport for Malaysians.

ENFORCEMENT



It is part of S.P.A.D.'s mandate in transforming Malaysia's land public transport system to ensure regulations governing land public transport operators and facilities are observed and enforced. This section of the Annual Report details enforcement initiatives undertaken by S.P.A.D. in 2012.

One major milestone in 2012 was the opening of S.P.A.D.'s enforcement headquarters at Persada Plus, next to the PLUS Subang toll plaza. This location was chosen because of its easy accessibility and convenience for land public transport operators to lodge complaints and report vehicular incidents directly to S.P.A.D. The headquarters is accessible to the public, and was officiated by Tan Sri Dato' Seri Syed Hamid bin Syed Jaafar Albar, Chairman of S.P.A.D., on 28th February 2012.

BUILD-UP OF MANPOWER CAPACITY

Since the commission was first established in 2010 there has been a concerted effort to build up its manpower capacity. Starting with 160 enforcement officers in 2011, the commission expanded to 311 officers in 2012.

This current contingent includes 99 new officers who successfully passed the Enforcement Officer Basic Training and Induction Course, a necessary programme for members of the enforcement unit who were nominated to become officers.

The course emphasises 5 levels of value: discipline, integrity, honesty, firm but judicious judgement and physical and mental health. Course objectives are as follows:

- i. To train participants in the enforcement duties of a S.P.A.D. enforcement officer
- ii. To instruct participants in carrying out audit inspection duties and investigations
- iii. To apprise participants of the responsibilities of a rule-abiding investigative officer
- iv. To discipline members of the enforcement unit to be more competent and to conduct themselves with integrity

Enforcement members who graduated to become enforcement officers were also trained to carry out audits of operations based on S.P.A.D.'s ICOP-SHE.

ENFORCEMENT OPERATIONS

In 2012 a total of 5,481 operations were conducted by S.P.A.D. enforcement officers. This averages 457 operations per month or 15 operations per day. The operations are detailed below:

- a. 70 Periodic Operations – Operations scheduled to take place in conjunction with other enforcement agencies.
- b. 4,432 Daily Operations – Routine operations carried out by patrolling and stationary posts in select locations.
- c. 132 Integrated Operations – Operations conducted in conjunction with other enforcement agencies such as Jabatan Pengangkutan Jalan (Road Transport Department or JPJ), Agensi Antidadah Kebangsaan, Polis DiRaja Malaysia (Royal Malaysian Police or PDRM) and local authorities.
- d. 379 Monitoring Operations – Operations carried out for the purpose of monitoring and gathering intelligence.
- e. 468 Special Operations further divided into 5 different types:
 - TEGAS: Focusing on vehicles under the Taxi category
 - HIPPO: Focusing on vehicles under the Lorry category
 - SERKAP: Focusing on vehicles under the Bus category
 - PARASIT: Focusing on local ticket touts
 - ALIEN: Focusing on unlicensed foreign drivers and vehicles



OFFENCES

Of the 5,481 operations that were conducted in 2012 a total of 3,907 offences were recorded. 44% of these offences were committed by taxis, 36.5% by buses, 18.1% by freight vehicles, 0.8% by ticket touts and 0.6% by unlicensed public transport vehicles.

Among the common offences committed by taxi operators were:

1. Operating without a Driver's Card
2. Operating without an Operator's License
3. Operating without using the taxi meter
4. Parking illegally
5. Picking up and dropping off passengers at undesignated areas

Among the common offences committed by bus operators were:

1. Operating outside permitted routes and areas
2. Operating without ticket control
3. Parking illegally
4. Picking up and dropping off passengers at undesignated areas
5. Operating tour buses without a licensed tourist guide

Among the common offences committed by freight vehicle operators were:

1. Overloading
2. Carrying illegal goods
3. Operating without an Operator's License
4. Parking illegally

COMMISSION REPORT (cont'd)

Of these offences a total of 1,519 cases were compounded in 2012. To date, 645 cases have been settled by payments totalling RM334,000. Outstanding payments for the remaining cases range from RM400 to RM15,000 each.

166 cases were successfully brought to court for prosecution over the year, and 7 public transport vehicles were forfeited under Section 80 (1) of the Land Public Transport Act 2010 due to repeated offences.

Amendments were made to the Land Public Transport (Compounding of Offences) Regulations 2011 [P.U. (A) 276/2011]. These amendments provided for another 23 offences under the Land Public Transport Act 2010 to be compoundable.

AUDITS

Enforcement officers are also empowered to conduct audits of land public transport operators to ensure they adhere to S.P.A.D. ICOP-SHE standards, and a total of 158 audits were conducted in 2012.



REACHING OUT

A key component of S.P.A.D.'s work is to raise awareness among all stakeholders including the general public regarding the Commission's work and the state of public transport in the country. As such, S.P.A.D. engages dialogue on several different fronts, both nationally and overseas. The Commission conducts knowledge sharing sessions at various industry seminars throughout the year, and conducts engagement sessions with land public transport operators as part of its mandate. This section of the Annual Report details the outreach programmes undertaken by S.P.A.D. in 2012.

KNOWLEDGE SHARING

Public transport planning is a global activity, which benefits from sharing expertise and experience. As part of S.P.A.D.'s commitment to ensuring best industry practices are used in planning local public transport, the Commission actively engages international players through a variety of forums—from seminar participations to publications in international journals. The following details S.P.A.D.'s activities in knowledge sharing in 2012.

4th Urban Transport Mobility, Integration and Transformation Seminar

Kuala Lumpur, Malaysia

S.P.A.D. presented a case study entitled 'Achieving Public Transport Integrated Planning' at the 4th Urban Transport Mobility, Integration and Transformation Seminar which was held in the first quarter of 2012. The case study focuses on the issue of integrated planning from a Malaysian perspective. The study discusses the methodology used by S.P.A.D. and elaborates the importance of integrated planning to ensure the success of public transport development.

Future Cities Laboratory (FCL) Seminar *Singapore*

S.P.A.D. participated in the Future Cities Laboratory (FCL) Seminar in Singapore in the third quarter of 2012, where a presentation was made on the transformation plan of the land public transport industry in Malaysia. The seminar provided a platform for S.P.A.D. to share the land public transport initiatives undertaken by Malaysia to improve public transport in the country.

7th Rail World Summit *Bangkok, Thailand*

S.P.A.D. delivered a presentation entitled 'Future Rail Projects in Malaysia' at the 7th Rail World Summit held in Bangkok, Thailand in the fourth quarter of 2012. Participants consisted of rail industry players from around the world including manufacturers, operators and regulators. The summit provided an avenue for S.P.A.D. to share Malaysia's rail initiatives to address commuter mobility in the country.

Publication in Singapore's Land Transport Authority (LTA) *Journey, May 2012*

S.P.A.D. was invited to submit an article to 'Journey', a periodical published by LTA Singapore. S.P.A.D.'s submission entitled 'Transforming Land Public Transport in Malaysia' appears in the May 2012 edition.

Inaugural Land Public Transport Forum *Kuala Lumpur, Malaysia*

The inaugural Land Public Transport Forum was held in July 2012 in Kuala Lumpur. Officiated by S.P.A.D.'s Chairman, Tan Sri Syed Hamid Syed Jaafar Albar, the forum's theme was 'Moving Together for Better Public Transport'. The forum was supported by UK Trade & Investment and acted as a platform for frank and open dialogue on specific issues pivotal to the implementation of land public transport projects nationwide.

S.P.A.D. TOUCH POINTS

As part of S.P.A.D.'s effort to ensure greater public access to its services the Commission began to avail itself of two Urban Transformation Centres (UTC) established in 2012. Urban Transformation Centres are developed under the National Blue Ocean Strategy which aims to support public access in urban areas to various government and private sector services.

The UTC project was initiated by the Ministry of Finance and led by Tan Sri Dr. Mohd Irwan Serigar, the Treasury Secretary General. The goal is to create a one-stop centre for information and services pertaining to all government agencies, banking, education, entrepreneurship advice, welfare and non-governmental organisation.

S.P.A.D. opened its offices at UTC Melaka on 23rd June 2012 when it was officially launched by the Prime Minister. UTC Melaka is the first UTC in Malaysia. Subsequently on 22nd September 2012 S.P.A.D. opened its office at UTC Kuala Lumpur. Both locations provide a full spectrum of services at this centre including license application and renewal, change of condition, driver cards and other services.

HQ RELOCATION FROM ONE SENTRAL TO PLATINUM SENTRAL

In 2012 S.P.A.D. completed the relocation of its corporate office from One Sentral to Platinum Sentral. The new office complex boasts new facilities including training rooms and meeting areas for staff and visitors. The central location of the new office, with ample recreational areas, provides greater convenience for our staff and has helped boost employee satisfaction.

STAKEHOLDER ENGAGEMENT

S.P.A.D. introduced a number of changes to the freight industry in 2012 and conducted engagement sessions with relevant associations and stakeholders to ensure understanding of and compliance with these changes. S.P.A.D.'s engagement activities are detailed below.

Engagement with Operators **Pan Malaysian Lorry Owners Association (PMLOA)**

S.P.A.D. regularly engages with the PMLOA to discuss current and recurring industry issues. Overloading is a significant issue in the freight industry, and the Commission receives frequent complaints from the public, the association and other stakeholders on the matter. S.P.A.D.'s Freight Division holds regular meetings with PMLOA to discuss solutions to the problem of overloading by transporters.

S.P.A.D. also engages with PMLOA on the issue of illegal parking by lorry owners. The Commission and the association are working on a suggestion to collaborate with enforcement officers to conduct regular checks at illegal parking hotspots in Peninsular Malaysia.

COMMISSION REPORT (cont'd)



Selangor Freight Forwarders & Logistics Association (SFFLA)

S.P.A.D. engaged the SFFLA regarding the introduction of the new Operator's License (OL). Changes to the OL mean that operators no longer need to apply for licenses for each of their vehicles but instead will hold a single operating license.

Association Malaysian Hauliers (AMH)

S.P.A.D. introduced a new regulation stipulating that commercial vehicles to be eligible for category 'A' and 'C' licenses must not be older than 10 years. The AMH was briefed by S.P.A.D. on the introduction of this new regulation and the ramifications it would have for their members.

e-Ticketing discussion with terminal operators

S.P.A.D. held engagements sessions in the second quarter of 2012 with the main terminal operators of Larkin Sentral in Johor, Melaka Sentral in Melaka, Terminal Bersepadu Selatan in Bandar Tasik Selatan, KL Sentral in Kuala Lumpur, Terminal Amanjaya in Perak and Terminal Bas Ekspres Sungai Nibong in Penang. The main goal of the sessions was to educate operators on the benefits of using e-ticketing systems and to discuss implementing e-ticketing systems at public transport terminals.

Discussion on terminal structure with operators

S.P.A.D. holds weekly engagement sessions with all terminal operators in Peninsular Malaysia to advise them on upgrading and otherwise enhancing their terminal buildings. S.P.A.D. also provides advice for the construction of new terminals.

ENGAGEMENT WITH GOVERNMENT AGENCIES

Government agencies stand at the forefront of public transport offerings, and thus are an important target group for S.P.A.D.'s engagement activities. S.P.A.D. is committed to ensuring that agencies at all levels of Government – from the federal to the municipal levels – are aware of the overall land public transport vision and have the appropriate tools to ensure that their activities are integrated into this overall plan.

S.P.A.D.'s engagement activities with government bodies are detailed below.

Introduction to state governments of the concept and framework of Terminal Licensing

S.P.A.D. undertook a tour of Peninsular Malaysia to introduce the concept and framework of Terminal Licensing to the Mesyuarat Jawatankuasa Teknikal Negeri chaired by each state government. The main objective of the tour was to share and gain feedback on S.P.A.D.'s proposed approach in realising the concept and framework of the Terminal Licensing initiative.

Terminal Licensing Workshop

S.P.A.D. held a terminal licensing workshop for each region (central, southern, northern, east coast) in May 2012 to gather data and better understand issues and challenges pertaining to the planning, operating and managing of land public transport terminals. The workshops were also designed to secure commitment and support from the various stakeholders for the Terminal Licensing policy.

Briefings and Training on the Land Public Transport Act 2010

S.P.A.D. visited the courts, Deputy Public Prosecutor (DPP)'s offices and other government agencies across Peninsular Malaysia to brief and educate relevant parties on the provisions of the Land Public Transport Act 2010 (LPTA 2010), as well as S.P.A.D.'s functions, aspiration and policies. S.P.A.D. also provided training to the Royal Malaysian Police (PDRM) and Road Transport Department officers regarding the provision and enforcement of the LPTA 2010.

1GovNet Network Migration Project

In 2012 S.P.A.D. successfully migrated its services to the 1GovNet network. 1GovNet is a centrally-managed network for the public sector that provides communication facilities for data, voice and video conferencing for government agencies of all levels. The purpose of 1GovNet is to:

- Establish a secure single government-integrated telecommunication network for all government agencies
- Support communication services including data, voice and video conferencing
- Monitor and manage a standard Service Level Agreement (SLA)

ENGAGEMENT WITH THE PUBLIC

Finally, and perhaps most importantly, S.P.A.D. conducts regular engagement sessions with the commuting public to inform them of improvements made to the public transport system. The ultimate goal is to encourage greater use of public transport over private vehicle use, and to obtain feedback from the public as to how public transport can further be improved.



S.P.A.D.'s public engagement activities are detailed below.

New Hotline Number and Vehicle Sticker

On 9th November 2012, S.P.A.D. launched its new hotline number to replace the old Commercial Vehicle Licensing Board's (LPKP) complaint number. The new number—1800 88 SPAD (7723)—is more memorable and connects callers to an improved customer service system dedicated to handling feedback and complaints.



The Commission recognises that public feedback and support is vitally important for the successful transformation of the land public transport system, and hence has expanded its public communication channels.

S.P.A.D. has also incorporated online feedback mechanisms to provide the general public multiple avenues by which to air their concerns. From email (aduan@spad.gov.my) to Twitter (@aduanTwitter) to S.P.A.D.'s website, users can now review the status of their comments and complaints at any time.

Along with these additions, all land public transport vehicles are now mandated to display the new hotline number vehicle stickers. All land public transport operators have until 1st April 2013 to change to the new stickers.

Improved Complaints Management System

S.P.A.D. has migrated to a new complaints management system from its old manual process. The iSPAAA or Sistem Pemantauan Aduan Agensi Awam Bersepadu boasts several advantages including:

- A single platform to manage all public complaints in a uniform, integrated and searchable manner.
- Incorporation of best complaints based on the 3R (Responding, Recording and Reporting) concept.

The iSPAAA system was initially used by seven Ministries and pilot agencies and was further expanded to non-pilot Ministries in 2010. S.P.A.D. successfully transitioned to iSPAAA in October 2012.

COMMISSION REPORT (cont'd)



S.P.A.D. Complaints Management statistics in 2012

- Complaints response time was shortened to 12 hours from one working day under the previous system
- Case closure rates were shortened from 30 working days to 15 working days
- 100% closure of the 8,191 complaints received in 2012

Engagement sessions with Sarawak and Sabah

As the S.P.A.D. Act 2010 limits S.P.A.D.'s jurisdiction to Peninsular Malaysia, the administration of land public transport for both Sabah and Sarawak remain under the jurisdiction of the Commercial Vehicles Licensing Board of each respective state.

In the interest of improving public transport quality in these states, S.P.A.D. has taken the initiative to engage and inform these states about S.P.A.D.'s functions and public transport projects. Discussions were held with both the Sabah Chief Minister's office and Sabah LPKP in October 2012. Similar engagements are planned for Sarawak in the first quarter of 2013.



S.P.A.D. HOUSE

The S.P.A.D. House was first conceived in 2011 as a framework governing the Commission's plan to move forward by detailing areas of specific and immediate focus. Using the analogy of a house as a guideline, the Commission identified specific pillars and foundations that needed to be put in place from which S.P.A.D. could then build towards its goals.

The framework for the S.P.A.D. House was constructed through a series of workshops that involved all S.P.A.D. employees, and emphasised the need for open and frank discussions to further develop the Commission. The following workshops were held in 2011 to help develop these plans:

- S.P.A.D. House Initiative Workshop
- S.P.A.D. Business Interaction Model Workshop
- 2012 Focus Alignment Workshop

S.P.A.D. built on these foundations in 2012, identifying and delivering the targets for 49 priority projects. These projects were identified and endorsed by the Members of the Commission (MoC) on 9th February 2012. Subsequently, the Management Retreat and the Project Delivery Framework (PDF) Boot Camp were organised to realise the set targets.

The S.P.A.D. Management Retreat and PDF Boot Camp were held simultaneously from the 24th to the 26th February 2012 in, Port Dickson under the theme "Doing the Right Job Right".

The key objective of the Management Retreat was to set key performance indicators (KPIs) for S.P.A.D.'s projects and operations, while the PDF Boot Camp was charged with providing an end-to-end walkthrough of the PDF process. The Boot Camp also trained Project Managers to prepare PDF deliverables and ePMO tools.

The Management Retreat identified 49 priority projects and by the end of the year the list had increased to 54 priority projects. At the same time the PDF was rolled out to facilitate the delivery of the priority projects. One third of the projects were completed in 2012, with the balance to be completed as planned in 2013.

Meanwhile, the 2nd Annual S.P.A.D. Strategy Retreat was held at Kota Kinabalu, Sabah on the 24th and 25th November 2012. The objectives of the retreat were:

- To review house delivery to ensure S.P.A.D. is on track in accomplishing its organisational goal of Better Public Perception
- To develop a business model that guides S.P.A.D.'s efforts to achieve financial sustainability

Of the 54 projects identified for 2012, 17 were completed in 2012 with the remaining 37 continued in 2013. With an additional 55 new projects identified during the retreat a total of 92 projects were proposed for 2013. From that total, the number of projects that S.P.A.D. has committed to was rationalised to 40.

The projects are divided into 5 pillars and 4 foundations of the S.P.A.D. House :

- Pillar 1 : Safety
- Pillar 2 : Effective Enforcement
- Pillar 3 : GKL/KV Public Transport Development
- Pillar 4 : National Land Public Transport Development
- Pillar 5 : Data Driven Reporting to the Public
- Foundation 1 : S.P.A.D. Capacity Building
- Foundation 2 : Industry Restructuring and Capability Building
- Foundation 3 : National Land Public Transport Policy and Strategic Master Plan
- Foundation 4 : Stakeholder Engagement and Communications



MOVING FORWARD



Much remains to be done with respect to land public transport in Malaysia, and S.P.A.D. is committed to bringing the national vision of a world-class public transport system to fruition. The general areas of focus remain the same even as specific initiatives are tailored to changing ground conditions.

In 2013 the Commission aims to focus on the specific initiatives detailed below.

GETTING GREATER PUBLIC BUY-IN

S.P.A.D. continues to work hard to secure public support for the development of public transport infrastructure in the country. Going forward, S.P.A.D. plans to address gaps in its public outreach programme that were not fully addressed in 2012.

Public transport at present is not a viable alternative mode of transport for the majority of the rakyat. Two persisting obstacles are the lack of comprehensive and integrated land public transport planning at the state level, and the lack of guidelines with respect to public transport related matters.

Accordingly, one of the measures for 2013 is to establish comprehensive sets of policy guidelines to ensure public transport development achieves the vision of becoming the rakyat's first choice for transportation.

INCREASING PUBLIC TRANSPORT SAFETY

In 2011 there were 247 fatalities involving lorries, 29 fatalities involving buses and 11 fatalities involving Rail operators. Speeding, dangerous overtaking, red light violations and overloading are the leading cause of crashes involving the road sector with road defects and mechanical defects for vehicles as contributing factors. For Rail operators the immediate cause of crashes involve driver errors with underlying causes involving errors by track and signalling maintenance teams as well as violations of safety practices prescribed under standard operating procedures.

COMMISSION REPORT (cont'd)

S.P.A.D.'s long term safety vision is achieve zero fatalities or close to zero fatalities for public transport through its S.P.A.D. ICOP Safety Initiative launched in 2012. 2013 will see the development of a screening and monitoring process and the introduction of a new programme, the Driver Information System programme, to ensure safer land public transport drivers. S.P.A.D. will also expand its scope to improve the safety of school buses through the School Bus Safety Programme.

IMPROVING THE BUS SYSTEM

Under the Bus Transformation Plan the upgrade of existing bus stops and the construction of new bus stops will continue in 2013. However, there is still a dearth of information for passengers which deters the public from using the bus service.

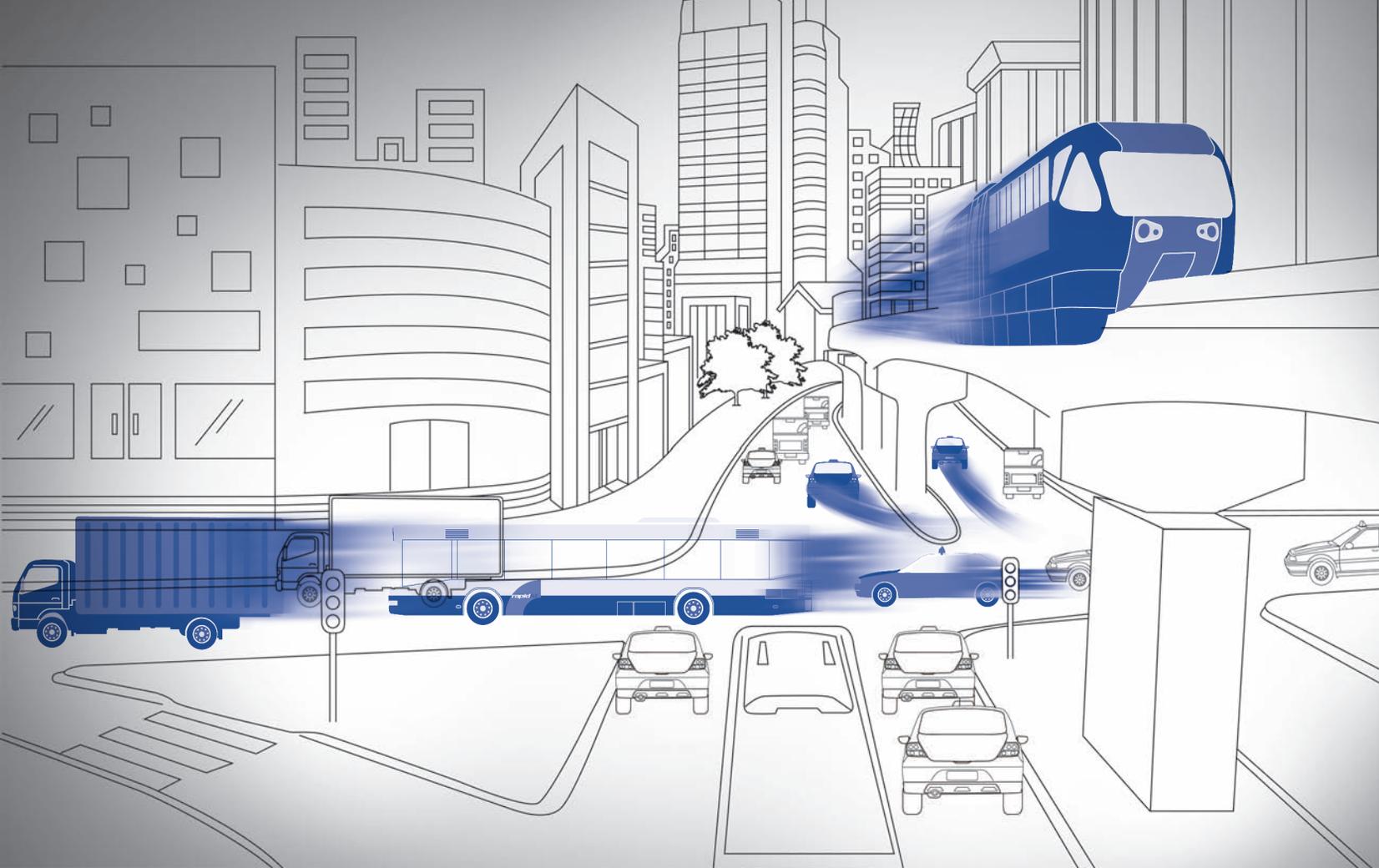
To address this shortcoming S.P.A.D. plans in 2013 to intensify infrastructure improvements such as Bus Information Panels and Journey Planners. Both facilities provide comprehensive passenger information which helps commuters plan their journey using the public transport system.

Journey Planner functionality will not be limited to buses, but will be extended to all public transport modes to ensure seamless travel between various services. The development of an Integrated Cashless Payment System is also essential for seamless travel, and S.P.A.D. has plans to develop such a system in 2013.

STEPPING UP ENFORCEMENT

In 2013, S.P.A.D. plans to increase its enforcement of specific regulations, particularly those regarding touts and overcharging by public transport operators. The Commission also aims to increase the capacity of its enforcement personnel by outfitting them with the latest technological equipment to ensure they are able to conduct their roles as effectively and efficiently as possible.





FINANCIAL STATEMENTS

- 38** Certificate of the Auditor General on the Financial Statements of Suruhanjaya Pengangkutan Awam Darat
- 39** Statement by the Chairman and a Member of the Commission
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**CERTIFICATE OF THE AUDITOR GENERAL
ON THE FINANCIAL STATEMENTS OF
SURUHANJAYA PENGANGKUTAN AWAM DARAT
FOR THE YEAR ENDED 31 DECEMBER 2012**

The financial statements of Suruhanjaya Pengangkutan Awam Darat for the year ended 31 December 2012 have been audited by my representative. These financial statements are the responsibility of the management. My responsibility is to audit and to express an opinion on these financial statements.

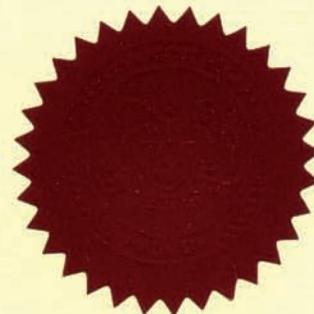
The audit has been carried out in accordance with the Audit Act 1957 and in conformity with approved standards on auditing. Those standards require an audit be planned and performed to obtain reasonable assurance that the financial statements are free of material misstatement. The audit includes examining on a test basis, evidence supporting the amounts and disclosures in the financial statements. It also includes assessment of the accounting principles used, significant estimates made by the management as well as evaluating the overall presentation of the financial statements. I believe that the audit carried out provide a reasonable basis for my opinion.

In my opinion, the financial statements give a true and fair view of the state of financial affairs of Suruhanjaya Pengangkutan Awam Darat as at 31 December 2012 and the result of its operations and its cash flow for the year ended based on the approved accounting standards.

A handwritten signature in black ink, appearing to read 'ONG SWEE LENG'.

(ONG SWEE LENG)
for AUDITOR GENERAL
MALAYSIA

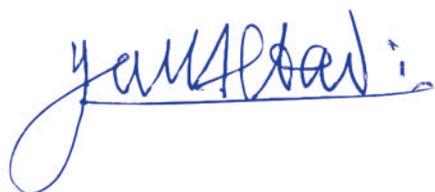
PUTRAJAYA
23 AUGUST 2013



STATEMENT BY THE CHAIRMAN AND A MEMBER OF THE COMMISSION

We, Tan Sri Dato' Seri Syed Hamid bin Syed Jaafar Albar and Encik Mohd Nur Ismal bin Mohamed Kamal, being the Chairman and a member of the SURUHANJAYA PENGANGKUTAN AWAM DARAT (S.P.A.D.) do, hereby state that, in the opinion of the Members of Commission, the accompanying Financial Statements which includes the Statements of Financial Position, Statements of Comprehensive Income, Statements of Changes in Equity and Statements of Cash Flow with the notes to the Financial Statements, have been prepared to reflect a true and fair view of the state of affairs of the Suruhanjaya Pengangkutan Awam Darat as at 31 December 2012 and of the results of its operations and changes in financial position for the year ended on that date.

On behalf of the Suruhanjaya Pengangkutan Awam Darat:



TAN SRI DATO' SERI SYED HAMID BIN SYED JAAFAR ALBAR
Chairman

Date: 5 August 2013



ENCIK MOHD NUR ISMAL BIN MOHAMED KAMAL
Chief Executive Officer

Date: 5 August 2013

DECLARATION BY THE OFFICER PRIMARILY RESPONSIBLE FOR THE FINANCIAL MANAGEMENT OF THE SURUHANJAYA PENGANGKUTAN AWAM DARAT

I, Faizatul Akmar binti Abu Bakar, the officer primarily responsible for the financial management and accounting records of SURUHANJAYA PENGANGKUTAN AWAM DARAT, do solemnly and sincerely declare that the Statements of Financial Position, Statements of Comprehensive Income, Statements of Changes in Equity and Statements of Cash Flow in the following financial state of affairs with notes to the Financial Statements therein, are to the best of my knowledge and belief to be correct and I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the Statutory Declaration Act, 1960.

Subscribed and solemnly declared by the above named in Kuala Lumpur on

Subscribed and solemnly)
 declared by the above named)
 in Kuala Lumpur)

5 August 2013

FAIZATUL AKMAR BINTI ABU BAKAR

Before me:

COMMISSIONER FOR OATHS



No. 136-1C, Tkt. Satu
 Jln Tun Sambanthan
 Brickfields, 50470 Kuala Lumpur

STATEMENTS OF FINANCIAL POSITION

AS AT 31 DECEMBER 2012

	Note	2012 RM	2011 RM
PROPERTY, FITTINGS AND EQUIPMENT	3	14,169,010	2,973,440
CURRENT ASSETS			
Other receivables	4	3,801,316	804,136
Accrued interest	5	904,040	1,691,608
Cash and bank balances	6	527,335,283	784,454,774
Total current assets		532,040,639	786,950,518
CURRENT LIABILITIES			
Other payables	7	4,578,396	3,380,792
Total current liabilities		4,578,396	3,380,792
NET CURRENT ASSETS		527,462,243	783,569,726
		541,631,253	786,543,166
FINANCED BY:			
Government funds	8,9,10	222,720,043	185,347,019
Fund for MRT land acquisition	11	277,892,957	601,196,147
Fund for ISBSF	12	41,018,253	-
		541,631,253	786,543,166

The accompanying notes form an integral part of these financial statements.

STATEMENTS OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 31 DECEMBER 2012

	Note	2012 RM	2011 RM
INCOME			
Grant for operational expenditure	8	70,000,000	30,000,000
Realisation of developmental grants	9,12	47,607,906	9,641,331
Amortisation of transferred assets	10	828,267	–
Fees and compounds	13	11,695,669	8,450,682
Interest income		18,332,205	1,802,106
Other Income		47,886	59,798
		148,511,933	49,953,917
EXPENDITURES			
Operational Expenditure:			
Personnel expenses	14	46,815,180	25,714,445
Administration expenses	15	15,523,528	9,547,386
Professional fees	16	3,979,011	9,308,686
Depreciation	3	377,018	158,771
Other expenses		5,419	6,386
		66,700,156	44,735,674
Developmental expenditure:			
Professional services and others	9,10,12	47,627,286	9,487,153
Depreciation	3	808,885	154,178
		48,436,171	9,641,331
TOTAL EXPENDITURES		115,136,327	54,377,005
SURPLUS / (DEFICIT) FROM OPERATING BEFORE TAXATION		33,375,606	(4,423,088)
Taxation	17	–	–
NET OPERATING SURPLUS / (DEFICIT) AFTER TAXATION		33,375,606	(4,423,088)

The accompanying notes form an integral part of these financial statements.

STATEMENTS OF CHANGES IN EQUITY

FOR THE YEAR ENDED 31 DECEMBER 2012

	Note	Operational Expenditure Fund RM	Developmental Expenditure Fund RM	Transferred Assets RM	MRT Land Acquisition Fund RM	ISBSF Fund RM	Total RM
2012							
As at 1 January 2012		40,361,290	144,985,729	–	601,196,147	–	786,543,166
Net operating surplus/ (deficit) for the year	8,9,10,11,12	33,375,606	3,658,769	338,649	(323,303,190)	41,018,253	(244,911,912)
As at 31 December 2012		73,736,896	148,644,498	338,649	277,892,957	41,018,253	541,631,253
2011							
As at 1 January 2011		44,784,378	–	–	–	–	44,784,378
Net operating (deficit)/ surplus for the year	8,9,11	(4,423,088)	144,985,729	–	601,196,147	–	741,758,788
As at 31 December 2011		40,361,290	144,985,729	–	601,196,147	–	786,543,166

The accompanying notes form an integral part of these financial statements.

STATEMENTS OF CASH FLOW

FOR THE YEAR ENDED 31 DECEMBER 2012

	Note	2012 RM	2011 RM
Cash flow from operating activities			
Operating Surplus / (Deficit) before taxation		33,375,606	(4,423,088)
Adjustments for:			
Interest income		(18,332,205)	(1,802,106)
Depreciation	3	1,185,903	312,949
Unrealised development expenditure grant		3,658,769	144,985,729
Unamortised transferred assets		338,649	-
Operating surplus before changes in working capital		20,226,722	139,073,484
Additions /(Reductions) in working capital			
Other receivables		(2,997,180)	(547,226)
Accrued interest		787,568	(1,666,333)
Other payables		1,197,605	2,427,273
Fund for MRT land acquisition		(323,303,191)	601,196,147
Fund for ISBSF fund		41,018,253	-
Net cash (used in) / from operating activities		(263,070,223)	740,483,346
Cash flows from investing activities			
Purchase of fixed assets	3	(11,728,000)	(2,825,359)
Net assets transferred from Federal Government	3	(653,473)	-
Interest received		18,332,205	1,802,106
Net cash from / (used in) investing activities		5,950,732	(1,023,253)
Net (decrease) / increase in cash and cash equivalents		(257,119,491)	739,460,093
Cash and cash equivalents at the beginning of the year		784,454,774	44,994,681
Cash and cash equivalents at the end of the year		527,335,283	784,454,774
Cash and cash equivalents at year end			
Consist of:			
Cash and bank balances	6	527,335,283	784,454,774

The accompanying notes form an integral part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

1. A. GENERAL INFORMATION

The Suruhanjaya Pengangkutan Awam Darat (“S.P.A.D.” or “Commission”) was established with the enforcement of Suruhanjaya Pengangkutan Awam Darat Act 2010 (Act 714) on 3 June 2010. It was established towards achieving a safe, reliable, responsive, accessible, efficient, planned, integrated land public transport, while ensuring the provision of affordable services for the carriage of passengers and competitive services for the carriage of goods.

The Commission, which comes directly under the purview of the minister in charge, brings the functions of drawing up policies, planning and regulating all aspects of train, bus and taxi services as well as road and rail-based freight transport under one roof. It became fully operational on 31 January 2011 and assumed the functions of the Commercial Vehicle and Licensing Board (CVLB) and the Department of Railways (DOR) of Peninsular Malaysia which were abolished. The Commission also took over the vehicle licensing functions of the Ministry of Tourism (MoTour) with its scope confined to Peninsular Malaysia. Upon the dissolution of CVLB and DOR (Peninsular Malaysia), all powers, rights, privileges, liabilities, obligations and responsibilities were assumed by the Commission.

B. PRESENTATION OF FINANCIAL STATEMENT

The financial statement for the year ended 31 December 2012 has been approved by the Members of Commission on 5 August 2013.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The Commission adopted the following accounting policies:

(a) Basis of accounting

The Financial Statements have been prepared according to the ‘Private Entity Reporting Standards (PERS)’ which is approved by MASB and generally accepted in Malaysia.

(b) Income recognition

(i) Interest Income

Interest income is recognised in the statement of comprehensive income upon being accrued, taking into account the effective revenue of the said asset.

(ii) Grant Contribution - Federal Government’s Grant

The operational and development grants are recognised when the approved right to receive payment is validated and will be obtained for that financial year. Development grants are recognised as income when incurred during the financial year. The unutilised development grants will be shown in the statement of financial position as deferred grants.

The unamortised grant related to purchase of assets is recognised in the statement of comprehensive income over the life of the depreciable assets equivalent to the depreciation charged on the assets. The grant for assets are recognised upon transfer of assets from CVLB and DOR. The unamortised grant related to transfer of assets is recognised in the statement of comprehensive income over the life of the depreciable assets equivalent to the depreciation charged on the assets.

NOTES TO THE FINANCIAL STATEMENTS (cont'd)

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

(b) Income recognition (cont'd)

(iii) Fees and Compounds

Income from fees and compounds are recognised on receipt basis.

(c) Property, Fittings and Equipment

Property, fittings and equipment are stated at cost less accumulated depreciation.

Depreciation for property and equipment is calculated on a straight line basis over their estimated useful lives.

The annual rates of depreciation adopted are as follows:

Computer equipment and computer software	20% - 33.33%
Furniture & fittings	20%
Office equipment	20%
Motor vehicle	20%

(d) Receivables

Receivables are stated at cost less provision for expected realisable value. Bad debt is written off when identified. Estimation is made for doubtful debts based on the review of the total outstanding amount at the end of the financial year.

(e) Cash and cash equivalents

Cash and cash equivalents consist of deposits with bank and cash on hand.

(f) Payables

Payables are stated at cost in which it is the fair value of the consideration to be paid in the future for goods and services acquired.

(g) Employee benefits

(i) Short-term employee benefits

Wages, salaries and bonuses are recognised as expenses in the year in which services are rendered by employees of the Commission. Short term accumulating compensated absences such as paid annual leave are recognised as an expense when services are rendered by employees that increase their entitlement to future compensation. Short-term non-accumulating compensated absences such as sick leave are recognised when the absences occur.

(ii) Defined contribution plans

As required by Employee Provident Fund Act 1991, it is compulsory for employers in Malaysia to make contributions to the Employees Provident Fund (EPF). Such contributions are recognised as an expense in the statement of comprehensive income. Obligations on the contribution plans are recognised as current expenditure in the statement of comprehensive income.

3. PROPERTY, FITTINGS AND EQUIPMENT

2012	Computer Equipment RM	Computer Software RM	Furniture & Fittings RM	Office Equipment RM	Motor Vehicles RM	Work in Progress RM	Total RM
Cost							
At the beginning of the year	19,716	79,600	502,483	387,764	1,634,996	688,639	3,313,198
Additions	–	241,040	586,691	404,529	1,943,733	8,552,007	11,728,000
Net assets transferred from Federal Government	301,710	–	33,300	58,463	260,000	–	653,473
At the end of the year	321,426	320,640	1,122,474	850,756	3,838,729	9,240,646	15,694,671
Accumulated depreciation							
At the beginning of the year	10,119	11,386	117,439	46,636	154,178	–	339,758
Charge for the year	186,695	96,559	161,872	147,318	593,459	–	1,185,903
At the end of the year	196,814	107,945	279,311	193,954	747,637	–	1,525,661
Net Book Value							
At the end of the year	124,612	212,695	843,163	656,802	3,091,092	9,240,646	14,169,010
2011							
Cost							
At the beginning of the year	19,716	–	393,730	74,393	–	–	487,839
Additions	–	79,600	108,753	313,371	1,634,996	688,639	2,825,359
At the end of the year	19,716	79,600	502,483	387,764	1,634,996	688,639	3,313,198
Accumulated depreciation							
At the beginning of the year	3,548	–	19,687	3,574	–	–	26,809
Charge for the year	6,571	11,386	97,752	43,062	154,178	–	312,949
At the end of the year	10,119	11,386	117,439	46,636	154,178	–	339,758
Net Book Value							
At the end of the year	9,597	68,214	385,044	341,128	1,480,818	688,639	2,973,440

Assets from Federal Government refer to assets transferred from CVLB and DOR upon abolishment of function of both. Reclass of computer equipment to computer software in 2012 from purchase of softwares in 2011. Depreciation charge for the year for assets under development fund was RM808,885 (2011: RM154,178).

NOTES TO THE FINANCIAL STATEMENTS (cont'd)

4. OTHER RECEIVABLES

	2012 RM	2011 RM
Deposits	2,619,679	207,238
Advances and prepayments	781,766	84,254
Receivables - License fees	391,835	414,335
Other receivables	8,036	98,309
	3,801,316	804,136

5. ACCRUED INTEREST

	2012 RM	2011 RM
Accrued interest for operational and developmental fund	517,852	371,360
Accrued interest for MRT land acquisition fund	317,535	1,320,248
Accrued interest for ISBSF fund	68,653	-
	904,040	1,691,608

6. CASH AND BANK BALANCES

	2012 RM	2011 RM
Cash and bank balances for operational and developmental fund	195,840,528	184,578,856
Cash and bank balances for MRT land acquisition fund	289,827,212	599,875,918
Cash and bank balances for ISBSF fund	41,667,543	-
	527,335,283	784,454,774

The cash and bank balances for operational and developmental fund comprise of balance on operational expenditure funds of RM24.1 million, balance of developmental expenditure funds of RM152.5 million and license fees and compounds of RM19.2 mil. The balance of developmental expenditure funds are for projects funded by Jabatan Perdana Menteri (JPM), Economic Planning Unit (EPU) and Ministry of Transport (MOT) that are still in progress at the end of the financial year.

7. OTHER PAYABLES

	2012 RM	2011 RM
Other payables	2,723,330	780,901
Accrued expenses	1,855,066	2,599,891
	4,578,396	3,380,792

8. OPERATIONAL EXPENDITURE FUND

	2012 RM	2011 RM
Balance as at 1 January	40,361,290	44,784,378
Addition:		
Federal Government's contribution	70,000,000	30,000,000
License Fees & Compounds	11,695,669	8,450,682
Interest income	18,332,205	1,802,106
Other Income	47,889	59,798
	140,437,053	85,096,964
Less:		
Operating expenses	66,700,157	44,735,674
Balance as at 31 December	73,736,896	40,361,290

9. DEVELOPMENTAL EXPENDITURE FUND

	2012 RM	2011 RM
Balance as at 1 January	144,985,729	-
Addition:		
Federal Government's contribution	51,266,267	154,627,060
	196,251,996	154,627,060
Less:		
Realisation of development expenditure fund	47,607,498	9,641,331
Balance as at 31 December	148,644,498	144,985,729

NOTES TO THE FINANCIAL STATEMENTS (cont'd)

10. TRANSFERRED ASSETS

	2012 RM	2011 RM
Assets transferred from Federal Government	2,661,585	–
Less:		
Disposal	1,494,669	–
	1,166,916	–
Less:		
Amortisation of transferred assets	828,267	–
Balance as at 31 December	338,649	–

11. MRT LAND ACQUISITION FUND

	2012 RM	2011 RM
Balance as at 1 January	601,196,147	–
Addition:		
Federal Government's fund	328,000,000	651,144,892
Interest income	–	1,489,921
	929,196,147	652,634,813
Less:		
Adjustment on interest income 2011	1,489,921	–
Payment of compensation to landowners	649,813,269	51,438,666
Balance as at 31 December	277,892,957	601,196,147

During the financial year, S.P.A.D. had disbursed RM650 million to landowners and affected parties. At the same time, S.P.A.D. received RM328 million from Federal Government for disbursement of land acquisition and compensation for several lots in Kuala Lumpur and Selangor. The interest earned on this fund is now recognised as an interest income to S.P.A.D.

12. ISBSF FUND

	2012 RM	2011 RM
Balance as at 1 January	–	–
Addition:		
Federal Government's fund	100,000,000	–
Interest income	2,382,283	–
	102,382,283	
Less:		
Amortisation of ISBSF fund	408	
Payment to stage bus operators and associated expenditures	61,363,622	–
Balance as at 31 December	41,018,253	–

Interim Stage Bus Support Fund (ISBSF) was established to improve the quality of bus service, thereby encouraging the public to use the bus as an effective mode of travel. The initiative acts as an interim measure to cover the shortfalls in daily operations of the affected stage bus operators, especially on social routes. The initial funding of RM100 million was received by S.P.A.D. on 31 January 2012. S.P.A.D. has in place the policies and procedures that govern the disbursement of this fund to the affected operators. During the financial year, S.P.A.D. had disbursed RM60.6 million to 84 bus operators nationwide covering 633 routes.

13. FEES AND COMPOUNDS

Fees refer to income received from processing licenses for the commercial vehicles, rail and tourism vehicles. Compounds are recognised when S.P.A.D. received the payment.

	2012 RM	2011 RM
License fees	11,246,814	8,290,022
Compounds	448,855	160,660
	11,695,669	8,450,682

NOTES TO THE FINANCIAL STATEMENTS (cont'd)

14. PERSONNEL EXPENSES

	2012 RM	2011 RM
Remuneration, allowances and expenses for Members of Commission	1,051,742	680,696
Salaries/Wages	35,119,044	20,953,634
Statutory contribution	4,599,647	1,562,815
Staff allowances	3,036,597	1,264,115
Staff benefits	2,399,507	1,146,710
Miscellaneous	608,643	106,475
	46,815,180	25,714,445

15. ADMINISTRATION EXPENSES

	2012 RM	2011 RM
Office rental	4,708,926	2,107,426
Travelling	4,025,619	2,567,815
Office expenses	3,046,301	1,828,541
Printing and stationery	1,283,572	807,185
Advertising and promotion	1,244,115	1,361,062
Computer expenses	780,382	334,197
Office equipment rental	228,668	180,818
Renovation Costs	177,017	340,218
Entertainment	28,928	20,124
	15,523,528	9,547,386

16. PROFESSIONAL FEES

Professional fees were made up of the followings:

	2012 RM	2011 RM
Professional fees for advisory services	1,275,156	2,662,240
Consultancy services to develop National Land Transport Framework	288,100	2,847,898
Consultancy services for production of Policy and Procedures for Issuance of Operators' Licenses	598,549	-
Consultancy services for Terminal Licensing Blue Print	579,513	-
Due diligence upon taking over of CVLB	444,459	-
Professional fees for other support services	176,250	254,730
MRT feasibility study	-	2,085,880
Other professional fees	596,458	1,448,838
Audit fees	20,526	9,100
	3,979,011	9,308,686

17. TAXATION

S.P.A.D. is exempted from income tax in accordance with the exemption letter acquired from Ministry of Finance under subsection 127 (3A) of the Income Tax Act 1967. All income except for dividends is exempted from income tax for a period of 10 years beginning from assesment year 2010.

18. COMMITMENTS

	2012 RM	2011 RM
Approved and contracted for	5,105,843	4,461,128

19. CONTINGENT LIABILITY

On 30 November 2010, the Kuala Lumpur High Court had allowed the Plaintiff's claim against the Defendants for General Damages of RM11,957,390.00 together with costs of RM40,000.00 and interest of 8% from the date of the Judgment until full realisation. The Attorney General then, on behalf of the Defendants had on 22 December 2010, filed an appeal against the decision of the Kuala Lumpur High Court. The Court of Appeal fixed the matter for Hearing on 30 July 2012; and on 9 March 2011, filed an application for stay of execution of the Judgment dated 30 November 2010.

On 27 July 2011, the High Court had allowed the Defendants' application for stay of execution of the Judgment dated 30 November 2010. The Plaintiff then filed an appeal to the High Court against the said decision and the Kuala Lumpur High Court had, on 20 June 2012 dismissed the Plaintiff's appeal with costs. On 30 July 2012, the Court of Appeal had allowed the Defendants' appeal and reversed the decision of the Kuala Lumpur High Court dated 30 November 2012 with costs of RM10,000.00. The Plaintiff then, on 17 August 2012 filed an application for leave to appeal to the Federal Court. The Federal Court had fixed the matter for Case Management before the Assistant Registrar on 24 April 2013 so as to ensure the cause papers are in order and to fix the date to file the written submission and the Hearing date before the Federal Court.

20. COMPARATIVE FIGURES

The comparative figures for financial year 2012 refer to transactions for financial year 2011.

CORPORATE DIRECTORY

CORPORATE OFFICE

Suruhanjaya Pengangkutan Awam Darat

Headquarters
Block D, Platinum Sentral
Jalan Stesen Sentral 2
Kuala Lumpur Sentral
50470 Kuala Lumpur
Tel No : 03 2726 7000
Fax No : 03 2726 7100

ENFORCEMENT & COMPLAINTS

Suruhanjaya Pengangkutan Awam Darat

Enforcement Division
Bangunan Annex 2, Persada Plus
Persimpangan Bertingkat Subang
KM 15, Lebuhraya Baru, Lembah Klang
47301 Petaling Jaya
Selangor
Tel No : 03 7947 0000
Fax No : 03 7947 0052



Hotline S.P.A.D.
1800-88-SPAD (7723)



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www.spad.gov.my

LICENSE APPLICATIONS & PAYMENT OF SUMMONS

Putrajaya

Level 3, Blok Podium
Menara Usahawan
Presint 2, Pusat Pentadbiran
Kerajaan Persekutuan
62652 Putrajaya
Tel No : 03 8880 5500
Fax No : 03 8880 5784

Kedah

Lot 173 dan 174, Taman Ria Jaya
Jalan Kelab Cinta Sayang
08000 Sungai Petani, Kedah
Tel No : 04 4485 130
Fax No : 04 4485 110

Langkawi

Lot 101, 102 & 103
Kompleks Pekan Rabu
07000 Kuah, Langkawi
Tel No : 04 969 3220/04 9693 3221
Fax No : 04 969 3222

Penang

One Precinct
1C-1-01, Lengkok Mayang Pasir
11950 Penang
Tel No : 04 6384 771
Fax No : 04 6384 770

Terengganu

Wisma S.P.A.D.
Lot 2182, Jalan Bukit Kecil
21100 Kuala Terengganu
Terengganu
Tel No : 09 624 1111
Fax No : 09 624 1212

Johor

Lot 391, KM 7.2, Parit Bunga,
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UTC PAHANG

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