



MALAYSIAN INSTITUTE
OF PLANNERS (MIP)

Organised by:



MAJLIS BANDARAYA
PETALING JAYA (MBPJ)

Supported by:



ASEAN ASSOCIATION FOR
PLANNING AND HOUSING (AAPH)

MBPJ – MIP NATIONAL WORKSHOP ON

LIVABLE CITIES

21st & 22nd JULY 2008

THE CITIZENS' DOCUMENTATION

THE TWO DAY WORKSHOP HAS BEEN ATTENDED BY A TOTAL OF 231 PEOPLE FROM VARIOUS ORGANIZATIONS AND INDIVIDUALS WHO, JUST BY THEIR PRESENCE ALONE, SIGNIFY THEIR CONCERN ABOUT THEIR CITY AND THE ENVIRONMENT THEY LIVE IN. TWO EMINENT SPEAKERS, ONE FROM SINGAPORE AND THE OTHER FROM QUEENSLAND, AUSTRALIA SHARED THEIR OWN INVALUABLE EXPERIENCES IN THE MAKING OF AWARD WINNING CITIES. JUDGING FROM THE MANY QUESTIONS FROM PARTICIPANTS, IT WAS EVIDENT THAT MALAYSIANS AND ESPECIALLY THE CITIZENS OF PETALING JAYA ARE KEEN TO MAKE THEIR OWN CITY LIVABLE.

THE CHALLENGE PUT FORTH BY THE CHIEF MINISTER OF SELANGOR IN HIS SPEECH BECAME THE BASIS OF DISCUSSIONS DURING THE WORKSHOPS.

THE WORKSHOP INITIALLY SET OUT TO ACHIEVE THE FOLLOWING OBJECTIVES:



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- **To receive feedback from the all sectors of the public, about the perception of Livability, the definition, concepts, qualities and the challenges and issues of achieving such as city;**
- **Receive ideas from all sectors on what constitutes livability and their ideas for what needs to be undertaken the future of the built environment towards livability;**
- **Define the challenges and difficulties in achieving the concept of livable city for the Municipality and how to deal with them;**
- **Facilitate partnerships amongst the people, government agencies, businesses and the local government towards finding solutions, action programmes, project implementation and monitoring towards livable cities**



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IT CAN BE CONCLUDED THAT THE WORKSHOP HAS ACHIEVED MORE THAN THAT. THIS WORKSHOP HAS BEEN A STARTING PLATFORM FOR THE COMMUNITY, POLITICIANS, PUBLIC SERVICE AND BUSINESSES TO HAVE A CONVERSATION AT ONE TABLE SHARING CONCERNS AND IDEAS ON THE SAME ISSUES THAT EFFECT THEM ALL...AND THAT IS THE ENVIRONMENT THAT THEY ALL LIVE IN – THEIR CITY.

THE SCENARIO GIVEN TO ALL PARTICIPANTS WAS THAT IN 2013, THAT IS 5 YEARS FROM NOW, PETALING JAYA HAD WON THE AWARD OF THE MOST LIVABLE CITY. PARTICIPANTS OF THE ROUND TABLE WERE THEN ASKED 4 SETS OF QUESTIONS PERTAINING TO :

1. THEIR ASPIRATIONS
2. THE CONTEXT OF THE LIVABLE CITY
3. THE WAY FORWARD
4. THE VISIBILITY

LADIES AND GENTLEMEN,

I SHALL NOW READ THE RESULTS OF THE WORKSHOP WHICH HAS BEEN CONSOLIDATED AND SUMMARIZED. THESE ARE THE RECOMMENDATIONS AS AGREED TO BY ALL, AND SHALL FORM THE CITIZENS' DOCUMENTATION.



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THE CITIZENS' DOCUMENTATION

A. THE CITY'S CITIZENS ASPIRE FOR THE FOLLOWING IN THEIR LIVABLE CITY:

1. PUBLIC SAFETY

A city with zero crime rate, one with safe and accessible neighbourhoods, shopping centres and safe school routes. More police patrols and CCTVs, with no squatters and no illegal immigrants are recommendations made. Creation of Friendly neighbourhoods and enhanced community interaction will enhance public safety.

2. A CLEAN CITY WITH A HEALTHY ENVIRONMENT

The elements of a clean and healthy city is one with zero or low carbon emissions, well maintained public spaces and facilities, clean rivers and drains, efficient waste management that encourages the 3 R's – reduce, reuse and recycle. We need more open spaces and trees to green the city; We also call for well maintained infrastructure such as drains and roads.

3. A CITY THAT IS VIBRANT AND OFFERS GOOD EMPLOYMENT OPPORTUNITIES

The economic vibrancy of a city that provides a wide range of job opportunities at a sustainable cost of living is vital. Allowing for mixed use high density redevelopment that would enable people to be close to their places of work,



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generating more small office home office or SOHO, with extensive ICT provision that is vital for such a city. Commerce and Industries have to be knowledge based with clean technology.

4. A CITY WITH AN INTEGRATED PUBLIC TRANSPORT SYSTEM

The citizens want a city that is not just safe to walk and cycle but supported by an efficient, well integrated, reliable and well maintained public transport system. This has to be coordinated with good land use planning of locating residential areas, centres of employment and education with the public transport routes. Easy accessibility to transport nodes and stations must be planned for within walking distance from neighbourhood areas.

5. SUFFICIENT COMMUNITY FACILITIES THAT IS BARRIER FREE AND ACCESSIBLE FOR ALL AND FOR THE SOCIAL WELL BEING OF ITS CITIZENS.

The citizens need facilities for the young, the elderly, and youths, and facilities for the disabled. Community Centres are vital as meeting places for community activities and interaction: more libraries to increase awareness, knowledge and life long learning for all. It is also recommended that these community facilities are integrated

6. A CITY WITH GREATER TRANSPARENCY AND GOOD GOVERNANCE BY ALL

The citizens want increased participation and conversations / discussions in the decision making process at the local authority level as part of social



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inclusiveness and empowerment. Greater transparency and accountability are called for in decision making by the local authority. There must be no political interference, nor corruption. Whistle blowers must be protected.

B. IN THE CONTEXT OF LIVABLE CITY, THE CITIZENS SEE THE SUPPORTING FORCES AND THE OPPOSING FORCES AS FOLLOWS:

1. COMMUNITY STRENGTH AS A SUPPORTING FORCE

A strong sense of community should be leveraged upon by creating more awareness, educating the youths of the city, and changing the attitudes of the people. The role of Rukun Tetangga and Residents' Association must be leveraged on; engaging all sectors such as businesses, NGO's and government sectors without marginalizing any group and to sustain the involvement of the community in the affairs of the city. Training and community activities will sustain these, continuous engagement of the community in the planning and development of the city, and implementing these plans accordingly, and having politicians who are community based, will further strengthen the community to be more involved in the well being of the city.

2. LAW ENFORCEMENT, ECONOMY, FINANCIAL RESOURCES AND STRONG POLICIES & POLITICAL STABILITY

These supporting factors if well managed are a plus for the livable city.



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An efficient police force, with adequate surveillance systems, supported by efficient enforcement by local authorities and community participation will lead to a better city.

Effective and efficient allocation of financial resources and prudent management at all levels are called for. Cooperation amongst both sides of the political divide to focus on the citizens' needs will lead to greater political stability and confidence of the people.

3. GOOD GOVERNANCE

Transparency in the system of government, strong management by the local government are elements vital to having good governance. These can be achieved through continuous review of management procedures, and efficient delivery systems. A reward system must be in place for exemplary performance. In terms of enforcement, the officers must be fair and reasonable in carrying out their jobs.

4. GOOD CITY DESIGN AND PLANNING

A city that is well planned and executed with a good design will lead towards a more livable city. Regular consultation and involvement with community experts shall be needed.

5. PUBLIC TRANSPORTATION

An efficient, well integrated public transport system with good and extensive connectivity will be the life line of a livable city. The planning, implementation,



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execution and management of a public transport plan will strengthen the move towards the livable city.

6. CORRUPTION, GREED, VESTED INTERESTS, WEAK LEADERSHIP & MISMANAGEMENT

These are ALL opposing forces that will act against the making of Livable Cities. The spirit of the Rukun Negara must be adhered to, as well as spiritual and religious values incorporated to minimize these opposing forces. In management, KPI's must be set for city managers and leaders.

7. PUBLIC APATHY AND IGNORANCE, LOW MORAL, SOCIAL VALUES AND ETHICS

These are characteristics that make for a weak community which works against the making of a livable city. The community must continuously be given the knowledge and awareness through social and cultural activities, maximizing interaction through social engagement.

8. POOR PHYSICAL AND SERVICE INFRASTRUCTURE

Failure of physical and service infrastructure will mean poor service delivery and reduce the quality of Life of citizens. There must be sufficient budget and investments in the latest technology for the maintenance and replacement of these infrastructure assets.



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C. THE FOLLOWING ARE THE WAY FORWARD IN TERMS OF THE MECHANISM NEEDED, RECOMMENDATIONS FOR COLLABORATIVE AND COLLECTIVE ENGAGEMENT AND RESPONSIBILITY AND ACCOUNTABILITY OF ALL STAKEHOLDERS.

1. PLANNING AND DOCUMENTATION

The Master Planning of the city is recommended to determine the path towards a livable city. Participatory planning through the engagement of all in the community must be made as the process in the making of all master plan and recommendations duly executed. A proper documentation of the agreed outcomes as a result of community engagement shall form the basis of the master plan.

2. CONSTANT DIALOGUE WITH ALL STAKEHOLDERS

All stakeholders must be engaged in constant dialogue/conversations with the authorities. As the city change, new issues and challenges emerge. Therefore a more livable city is one in which the citizens are engaged in constant dialogue.

3. POLITICAL COMMITMENT

The State Assembly shall be informed of the needs of the citizens of the cities through all political representatives. This will show their political concerns and commitment.



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D. IN A LIVABLE CITY, THE CITIZENS WANT VISIBILITY THROUGH THE FOLLOWING:

1. THE USE OF INDICATORS THAT CAN MEASURE LIVABILITY SUCH AS:

The shift in population and economic growth

Level of corruption

Level of safety

Level of Satisfaction and Happiness

Level of Education

Ecological Footprint

The Rate of Usage of Public Transport

Number of Bus Stops i.e. every 500m

The amount of open spaces, parks and Gardens

Level of Health

Adoption of Green Standards by Industries

Number of NGV Buses

Number of SOHOs

Number of family Community Programmes

Number of Public Complaints

Number of Road Accidents

Tonnage of Solid waste collection

Environment Pollution Index



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2. THE CITIZENS CALL FOR IMMEDIATE, MEDIUM AND LONG TERM ACTION, MONITORING AND REVIEW PERIODS IN THE JOURNEY TOWARDS A MORE LIVABLE CITY.

1. In the Immediate Term, the following can be undertaken:
 - Establish a consultative committee for all stakeholders;
 - Dialogues and the creation of a comprehensive awareness programme, this can include educating the young people on the concept of livable cities
 - Increase the number of facilities for the disabled such as toilets, parking, walkways;
 - increase the number of bus stops and more community buses;
 - provision of more street lighting;
 - increase presence of police personnel;

2. In the intermediate term that is within 3 years, all parks and public gardens must be gazetted and a system developed to empower the community to manage public spaces with financial assistance, state lands to be used only for public purposes; a public transport system that is integrated with land use developments shall be in place; in terms of governance, there must be processes published for public knowledge.

3. In the longer period, that is by 2013, there must already be local government elections. There is also a need to increase the number of police personnel with the impending increase in population. The city needs an increase in the number of tourism areas and products such as the preservation and conservation of buildings and areas.



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In view of all the above, the Livable Cities Workshop July 21st and 22nd 2008, will develop an Action Plan for Petaling Jaya Livable City. The document will be prepared in 3 months and upon the completion of the draft document, it will be made public by posting it on the Petaling Jaya City Council's website. Further consultation will be undertaken with all stakeholders and upon the refinement and amendments of the action plan, it will become the blueprint for Petaling Jaya City Council and marks a commitment towards making Petaling Jaya a Livable City.