



Signature Page

Country: Malaysia

UNDAF Outcome(s)/Indicator(s): N/A

Expected Outcome(s)/Indicator (s): Accessible transport developed for PWDs, Universal Designs applied in infrastructures for PWDs, increased number of PWDs utilizing public transportation and increased awareness of access to transportation for PWDs

Expected Output(s)/Annual Targets: Access audit report, accessible transport strategy developed, PWDs and transport providers trained on accessible transport in Penang

Executing Entity: Social Welfare Department, Malaysia

Implementing agencies Penang State Economic Planning Unit (UPEN)

Programme Period: 2003-2007 and 2008-2012  
 Project Title: Transport for the Disabled: Support of the development of accessible transport in Penang  
 Project ID: 00058014  
 Project Duration: 18 months  
 Management Arrangement: NEX

|                      |                       |
|----------------------|-----------------------|
| Total Budget         | USD <b>486,642.00</b> |
| Allocated resources: |                       |
| TRAC                 | USD 172,300.00        |
| Cost-share           | USD 291,000.00        |
| GMS                  | USD 17,460.00         |
| In kind contribution | USD 5,882.00          |

|  |             |        |              |
|--|-------------|--------|--------------|
| On Behalf Of :   | Signature : | Date : | Name / Title |
| Government of Malaysia:-<br>Economic Planning Unit             | <hr/>       |        |              |
| Government of Malaysia:-<br>Social Welfare Department,<br>MWFC | <hr/>       |        |              |
| UNDP   | <hr/>       |        |              |

**Government of Malaysia**  
**United Nations Development Programme**  
**Transport for the Disabled:**  
**Support of the development of accessible transport in Penang**  
**Project Document**  
**July 2007**

**Abstract**

This document presents a design for a project on the development of accessible transport in Penang. The focus is on activities to support the development of a fully accessible public transport in Penang as well as the establishment of a demand responsive, door-to-door transport service.

By increasing the transport options available to persons with disabilities, their social exclusion will be reduced, thereby promoting their economic independence. The outcome of this project will contribute to the Government of Malaysia's obligations under the Biwako Millenium Framework.

It is hoped that the project will establish a model for other states to replicate. The main UNDP counterpart is the Penang State Government, with significant involvement of the two municipalities, MPSP and MPPP, the Economic Planning Unit of the National and State Governments, the Ministry of Women, Family and Community Development as well as NGOs, private transport operators and other public sector stakeholders.

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## Abbreviations

|       |   |
|-------|---|
| BMF   | Biwako Millennium Framework   |
| ELX   | Electronic Labour Exchange  |
| ILO   | International Labour Organisation   |
| JICA  | Japan international Cooperation Agency                                    |
| NGO   | Non-Government Organisation   |
| PwD   | Persons with Disabilities   |
| SPOku | <i>"Sistem Penempatan Orang Kurang Upaya"</i> - Disabled Placement System |
| UNDP  | United Nations Development Programme                                      |

## Definitions

### **Access Audit**

A survey of a part of the built environment to identify the barriers that prevent disabled persons having full access, and the recommended solutions for adaptation.

### **Barrier-free**

Barrier-free building modification consists of modifying buildings or facilities so that they can be used by the physically disadvantaged or disabled. An example would be installing a ramp for wheelchairs alongside or in place of some steps. The idea of barrier free modification has largely been superseded by the concept of universal design, which seeks to design things from the outset to support easy access. This latter approach usually leads to lower total cost.

### **Disability**

There is no universally agreed definition of disability.

The World Programme of Action for Disabled Persons emphasizes that disability is a socially created problem and not an attribute of an individual. Disablement results from a dynamic interaction between health conditions and other personal factors (such as age, sex, personality or level of education) on the one hand, and social and physical environmental factor on the other hand. It, therefore, is important to distinguish between

Impairment: Any loss or abnormality of psychological, physiological, or anatomical structure or function;

Disability: Any restriction or lack (resulting from an impairment) of ability to perform an activity in the manner or within the range considered normal for a human being and;

Handicap: A disadvantage for a given individual, resulting from an impairment or disability, that, limits or prevents the fulfillment of a role that is normal, depending on age, sex, social and cultural factors, for that individual.

### **Independent Living**

A well-organized movement among persons with disabilities to enhance self-esteem and self-determination, as well as the socio-economic resources available to choose and maintain individual, independent lifestyles.

### **Job Coaching**

The training of an employee by an approved specialist, who uses structured intervention techniques to help the employee learn to perform job tasks to the employer's specifications and to learn the interpersonal skills necessary to be accepted as a worker at the job site and in related community contacts. In addition to job-site training, job coaching can also include related assessment, job development, counselling, advocacy, travel training and other services needed to maintain the employment.

## **Sheltered Employment**

Employment in an enterprise established specifically for the employment of persons with disabilities, which may also employ able-bodied persons.

## **Universal design**

The design of products, environments, programmes and services to be usable by all persons, to the greatest extent possible, without the need for adaptation or specialized design. "Universal design" shall not exclude assistive devices for particular groups of persons with disabilities where this is needed.

## **PART I      SITUATION ANALYSIS**

### **1.1      Background**

Persons with disabilities (PWDs) remain disproportionately undereducated, untrained, unemployed, underemployed and poor. They have insufficient access to the mainstream labour market partially due to social exclusion, lack of trained and competent staff and adequate training for independent workers. Two guidelines and/or international convention governing the rights of PWDs are the Biwako Millennium Framework (BMF) and the UN Convention on the Rights of Persons with Disabilities.

In October 2002, Governments in the Asian and Pacific region adopted the BMF for action towards an inclusive, barrier-free and rights-based society for persons with disabilities in Asia and the Pacific. The BMF incorporates disability concerns into national policies and programmes to achieve the targets of the UN Millennium Development Goals. The BMF identifies the following seven priority areas: (1) self-help organizations of persons with disabilities and related family and parental associations, (2) women with disabilities, (3) early detection, early intervention and education, (4) training and employment, including self-employment, (5) access to built environments and public transport, (6) access to information and communications, including information and communications and assistive technologies, and (7) poverty alleviation through capacity-building, social security and sustainable livelihood programmes. The thrust of the new Decade is to fully implement the paradigm shift from a charity-based approach to a rights-based/human rights approach to the full range of disability concerns in the region.

The goal of the Biwako Millennium Framework for action is to promote an inclusive, barrier-free and rights-based society for persons with disabilities in Asia and the Pacific. This project will contribute to addressing priority area number five, "Access to built environment and public transport".

Inaccessibility to the built environment, including public transport systems, is still the major barrier for persons with disabilities. This problem will only exacerbate, as the number of older persons with disabilities increase in the region. Universal design approaches benefit all persons in society including older persons, pregnant women and parents with young children. Its economic benefits have been legitimized, yet substantive initiatives at policy level have not been taken. Three targets are set in the BMF to improve the situation:

- (1). Governments should adopt and enforce accessibility standards for planning of public facilities, infrastructure and transport, including those in the rural / agricultural contexts.
- (2). Existing public transport systems and all new and renovated public transport systems should be made accessible as soon as practicable.
- (3). All international and regional funding agencies for infrastructure development should include universal design concepts in their loan/grant award criteria.

The UN Convention on the Rights of Persons with Disabilities on the other hand, represents the latest thinking of the members of the United Nations about what is required to ensure that persons with disabilities fully enjoy all human rights and fundamental freedoms. The

purpose of the Convention is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity. Article 9 of the Convention focuses on accessibility, and states

“To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas. These measures, which shall include the identification and elimination of obstacles and barriers to accessibility, shall apply to, inter alia: (a) Buildings, roads, transportation and other indoor and outdoor facilities, including schools, housing, medical facilities and workplaces; .....

The consequences of low personal mobility to the individual are multi-faceted, and include an inability to access key goods and services, such as healthcare, retail facilities, employment, education and training. This can result in the individual being on a low income, with poor prospects of self-improvement, and either relying on friends, relatives, a carer or a neighbour for lifts and assistance. This exasperates an ill-informed perception that PWDs are a “burden on society”. For the socially excluded person there is the added impact on self esteem, self confidence and morale. This, in turn, can affect the person's physical and mental well-being.

Both the UN Convention and the BMF recognize that persons with disabilities are entitled to full participation in social life and development in the basis of equality. Viewed this way, persons with disabilities are no longer treated as the passive recipients of assistance or as a burden on society but rather as active contributors to society to achieve the goal of "development for all".

The BMF and the Convention are complementary, in that they both pursue the common goal of achieving a barrier-free, inclusive and rights-based society. The effective implementation of the BMF will contribute significantly to the implementation of the Convention; conversely, the steps taken by States which ratify the Convention to implement it will contribute to their implementation of the BMF

The Government of Malaysia is in the process of assessing the legal implication of the convention has intimated that it hopes to be in a position to ratify the convention by the end of 2007.

## **1.2 Country Initiatives for the Employment of PWDs**

In 1998, the Government established a national coordinating body known as the National Advisory and Consultative Council for Persons with Disabilities to replace the National Implementation Committee for the Well-being of the Disabled, which was formed in 1990. The Council is chaired by the Hon. Minister of Women, Family and community Development and is comprised of various related government agencies, NGOs, private sectors and interested individuals including PwDs. The main function of the Council was to



coordinate the implementation of the Agenda of Action for the Asian and Pacific Decade of Disabled Persons and now to coordinate and implement the BMF.

Under the Advisory and Consultative Council, a Technical Working Group on Legislation was formed and drafted the Disabled Persons Act 2002, which was submitted to the Council for endorsement. The drafted Disabled Persons Act covers areas of discrimination or unfair practices that adversely affect the rights of PwDs. It also covers any discrimination against a person simply on the grounds of disability in the areas of employment, education, housing, transportation, business undertakings, sports, recreational activities, access to public places, access to public facilities and services. It is hoped that the Bill will be presented to Parliament in 2007.

### **1.3 The State of Penang and PWDs**

The state of Penang is considered one of the most developed states in Malaysia. Penang has 1.49 million persons, more than half of whom live on the island. The state has the highest population density in Malaysia with 2,031 persons per square kilometre on the island and 866 persons per square kilometre on the mainland.

There are no reliable statistics on the number of PWDs currently living in the Penang State area. However, in 2006 there were a total of 12,507 PWDs registered with the Penang Social Welfare Department from a nationwide total of 197,519. However, this is a voluntary registration scheme and it is widely acknowledged that there is a very large number of PWDs who, for various reasons, elect not to register. Particularly amongst those who develop a disability later in life. The real number is therefore much higher. The breakdown by state can also be misleading. Many register in their home state but then migrate to states with higher levels of economic activities or which provide better quality rehabilitation, health or training facilities.

### **1.4 Public Transportation in Penang**

#### **1.4.1 Bus Services**

Penang boasted an efficient public transport network right up to the 1970s. Electric trams, trolleybuses and double deckers used to ply the streets of Penang. The Penang bus services today are generally unsystematic and do not have a reputation of reliability. Therefore, the usage of public transportation is still low, exacerbating the traffic jams in the city during rush hours. In April 2006, the local authorities announced a revamp of the bus service to bring about a more reliable and efficient network but without any visible progress. On February 20, 2007, the Prime Minister announced that that Rapid KL would be operating in Penang to try and overcome the long-standing public transportation woes in the state. Rapid Penang is a subsidiary of Rapid KL, which is owned by Syarikat Prasarana Negara Bhd (SPNB).

It has been announced that a total of 150 Rapid Penang buses will be deployed in Penang by August 2007. Rapid Penang will service all main and feeder roads

to complement existing bus services. A substantial number of these buses will be “low floor” buses. However, Rapid KL has been reported as saying that Rapid Penang would need to discuss with the local authorities regarding appropriate infrastructure for disabled-friendly facilities before incorporating disabled-friendly facilities in their buses. There are two main bus terminals for express buses which travel out of the state. One is located at the ferry terminal in Seberang Perai, and a newer one at Sungai Nibong on the island.

#### **1.4.2 Ferry service**

Penang Port is the only port in Malaysia providing a ferry service. This service links Georgetown on Penang Island (Pangkalan Raja Tun Uda Terminal) and Butterworth on the mainland (Pangkalan Sultan Abdul Halim Terminal).

#### **1.4.3 Taxis**

There are no accessible taxis in Penang. They can only be used by wheelchair users who are able to transfer to a car seat relatively unaided. In common with the rest of the country, many taxi drivers are reluctant to take wheelchair users and some over charge if they do.

#### **1.4.4 Rail and monorail**

Penang has 34.9 km of rail track within its border. There is one station, in Butterworth serviced by the Keretapi Tanah Melayu (KTM)'s West Coast line, with trains to Kuala Lumpur and Padang Besar and then on to Thailand. The Penang Monorail project was approved on March 31, 2006 under the Ninth Malaysia Plan. The monorail line will connect Tanjung Tokong in the north with Bayan Lepas in the south. It is not known whether this will be accessible. The Penang Hill Railway is a funicular railway which runs to the top of Penang Hill.

#### **1.4.5 Airport**

Bayan Lepas International Airport, also known as Penang International Airport is situated in Bayan Lepas, 16 km south of Georgetown. Flights to a wide range of domestic and international destinations fly to and from the airport. The airport will be the hub of Firefly, a new airline from Malaysia Airlines. There are also ongoing discussions between airport operator, Malaysia Airports Holdings Berhad (MAHB), Ministry of Transportation, and Asia's largest low cost carrier, AirAsia about setting up Malaysia's third low cost carrier terminal at the airport.

## **PART IIA      STRATEGY**

The project aims to support the development of accessible transportation for PWDs in Penang. To achieve this aim, Part II details the strategies for the project.

In executing this project, a strategy of active stakeholder consultation and engagement will be undertaken. Consultative seminars that will bring together the multiple stakeholders, to include government departments and agencies, NGOs, PwD groups, family support groups and private organizations involved in the project will be organized and held.

By involving all the stakeholders in all stages of the project, it is hoped that there will be a common understanding of the problem and sharing of ideas and experiences that can help formulate solutions. Stakeholders who have contributed to analysing the problem and developing solutions are more likely to become invested in implementing those solutions. It is hoped that these consultative seminars will also foster stakeholder commitment and joint ownership of the project. These seminars will be held at key strategic points of the project, normally in line with the submission of reports of the project. The project will also be gender sensitive to ensure that gender issues are mainstreamed into the project activities.

### **2.1      Accessible Infrastructure**

Transport accessibility is about providing transport services, infrastructure and information that provides for equitable access.

The development of “accessible transport chains” is a concept that acknowledges that any journey comprises several elements which link together to form an accessible transport chain (getting to a bus stop, waiting, getting on and off the bus, access pathway to destination or getting another transport service and so on). A journey can only be undertaken under fully accessible conditions when information, infrastructure and services are accessible. Although these components can be made accessible independently they must also be addressed together, in a systematic way.

To achieve full accessibility, a coordinated approach to transport service delivery is required. Furthermore, because the various components are inter-linked, the benefits of improving one part of the chain will not be fully realised unless all of the chain is improved at the same time. For example, the benefits of investing in fully accessible public transport vehicles should be supported by improvements to bus stop infrastructure, footways and perhaps improved enforcement to ensure that illegal parking does not prevent the bus from getting to the kerb.

#### **2.1.1    Access Audit**

A detailed analysis of the level of accessibility in Penang’s transport system has never been completed. It will be important to document this at the outset of the project to establish what exactly needs to be done and to set realistic targets to achieve accessibility goals.

The project will support the undertaking of a complete access audit of Penang's transport system and the production of a subsequent audit report, which it is hoped could form the basis of an accessible transport improvement strategy.

An Access Audit is the first stage in the process of improving access provisions in an existing environment. This should not only identify physical barriers for the mobility impaired but also barriers to those with sensory or cognitive impairments. For example, audio announcements may be required for the visually impaired to direct them to a specific platform number.

### **2.1.2 Universal design**

Not all accessibility improvement measures are expensive; some can be implemented at very little cost. However, there can be delay and expense involved in making retrospective adjustments to an existing building or built environment. It is by far preferable and cost effective to ensure that buildings and facilities are designed to meet 'universal design' principles, to accommodate the widest possible range of human capacities and requirements from the outset.

Malaysia already has a By-Law and number of guidelines and Codes of Practice regarding accessibility requirements. These are:-

- (i). The 1984 Uniform Building By-Law (UBBL) 34A (amended in 1990). Gazetted in all states except Sabah
- (ii). Guidelines on Building Requirements for Disabled Persons (Local government Department, 1999)
- (iii). Garispanduan Piawaian Perancangan Kemudahan Golongon Kurang Upaya (Town & Country Planning Department, 2000)
- (iv). Malaysian Standards:
  - MS 1183 (1990) Code of Practice for means of escape for Disabled Persons
  - MS 1184 (1991) Code of Practice for Access for Disabled Persons to Public Buildings
  - MS 1131 (1993) Code of Practice for Access for Disabled Persons to the outside environment of buildings

Implementation and enforcement of these requirements has improved significantly over the past 10 years but there are still many building plans approved that do not meet these regulations. This is often caused by a lack of awareness on the part of the architects, the developers and the local authorities rather than a deliberate attempt to circumvent the regulations.

An accessibility requirements training workshop will be organised under the project for all those involved in building design and approval in Penang, with particular emphasis on transport –related infrastructure and facilities.

Virtually all journeys begin and end with a pedestrian link. For this reason no matter how accessible transport itself may be, if the access pathway contains barriers to movement then

the usability of transport services is largely negated. Good, barrier free design ensures that the access pathway can be used by persons with disabilities as well as older persons, and hence can facilitate the first, or last link in the transport chain. The project will also support the provision of consultancy support to help design barrier-free bus stops and their surrounding environment which can become models for all future bus stop construction.

It is acknowledged that due to financial constraints not all bus stops could be upgraded at the same time. Effectively managing the transition to a fully accessible bus service will be a key challenge. One approach would be to improve the accessibility of bus services on a route-by-route basis. This is vital because persons with disabilities need to know that accessible vehicles will be available at all times when they travel on that route whenever it has been identified as accessible in timetable information. This would also help to prioritize areas for bus stop and pavement renovation.

## **2.2 Door-to-door transport**

The development of a fully accessible public transport system may take several years or more. To promote the well-being & social and economic independence of PWDs in Penang there is an urgent need to provide an alternative demand responsive door-to-door accessible transport service to immediately increase access to health, educational, training, leisure & social facilities.

Countries which have a high level of accessibility in their public transport systems have still found that there is also a need for the provision of door-to-door transport for those who cannot get to the bus stop or station or who live out with the areas served by public transport. Door-to-door transport is seen as complimentary to, rather than as an alternative to, accessible public transport.

As Penang's public transport system starts to become partially accessible, a door-to-door transport service could also play an important part in the accessible transport chain. Taking passengers, for example, from their door to the nearest accessible transport hub.

An example of a door-to-door transport service is one that is ran by Persatuan Mobiliti Selangor & Kuala Lumpur (Mobiliti). Mobiliti is a charitable, not for profit organisation, which provides a demand responsive, door-to-door transport service for disabled persons in Kelang Valley. It is a PWD-led organisation which is managed by a 13-strong Management Committee, 12 all of whom are PWDs. The focus of the organisation has been on what disabled persons want and need. Mobiliti now has 5 years experience of providing inclusive, accessible, affordable and safe door-to-door transport for disabled persons in Kelang Valley.

Mobiliti has a fleet of 4 fully accessible vehicles and 1 limited access vehicle. The service allows users to pre-book journeys by telephone, with most journeys being requested 3-5 days before travel. The service operates Monday to Friday from 8.00am to 5.00pm and from 8.00am to 12.00pm on Saturdays. Registration is free and fares are set at the equivalent bus fare (currently a flat rate of RM3.00). In April 2007, Mobiliti had just under 700 passengers registered with the service. Mobiliti passengers use the service for a full range of trip purposes including for health, leisure, work, education and other social purposes.

Fares account for approximately 15% of Mobiliti's monthly operational expenditure. The remaining 85%, as well as development funds, have been raised from strategic partnerships within the corporate sector.

This project *will support* the replication of the Mobiliti "door-to-door" transport model in Penang through:

- (a) The provision of capacity enhancement training in the areas of:
  - vehicle modification
  - safety and security
  - passenger registration
  - demand management/journey scheduling
  - resource mobilization/fundraising
- (b) The provision of *one fully modified* passenger van, with installed hydraulic lift and a wheelchair restraint system

Due to resources constraints, this project will only be able to support the initial replication of the Mobiliti "door-to-door" transport model on the Island of Penang.

## **2.3 Awareness Training**

### **2.3.1 Fixed Route Travel Training for PWDS**

It would be unrealistic to expect large numbers of PWDS to immediately start using the public transport system in Penang, even as it becomes increasingly accessible. PWDS may lack confidence in making journeys, particularly PWDS with physical disabilities who may never have used public transport due to previous inaccessibility.

PWDS with sensory impairments and the intellectually disabled may also be hesitant to use the new bus system due to:

- Unfamiliarity/lack of accessible information on new routes and schedules
- Attitudinal barriers of transport operator staff and the general public

To promote the use of fixed route transport by PWDS outreach is required to create an adequate degree of confidence. A series of Fixed Route Travel Training Workshops for all groups of PWDS will be organised under this project. These will include:

- "hands-on" route ridership training on fixed route buses (to include identifying bus stops, understanding bus routes, using equipment for accessibility, ramps etc, communicating with drivers, self-advocacy, and assertiveness), trains and ferries
- Classroom training ( to address route orientation, participant's concerns in using a fixed route service, communication with transport company staff, ridership rules and responsibilities and the role of the bus operator).

### **2.3.2 Disability Awareness Training**

While the provision of accessible infrastructure and vehicles is essential for accessing public transport, this access cannot in many cases be affected if the providers of the services adopt negative attitudes to persons with mobility, sensory and cognitive impairments or there are interpersonal communication failures. Organisations need to understand the needs of persons with mobility, sensory and cognitive impairments and to remove communication, attitudinal and physical barriers. Disability awareness training is, therefore, essential for the proper delivery of services. In relation to this, a series of disability awareness training workshops for front line staff of key transport operators in Penang will be organised.

## **2.4 Communication Strategy and Knowledge Management**

In the creation and management of awareness for this project within Malaysia, the project will explore the preparation of an appropriate media strategy in line with the objectives of the study and in consultation with key stakeholders.

For greater impact of the findings from the study, the know-how accumulated from the project should be properly documented. The lessons learnt and best practices of this project should provide useful input to the Federal Government and state Governments. With regard to this, UNDP will utilise its global knowledge network to solicit best practices from other relevant countries globally, with an emphasis on countries within the region.

**PART IIB PROJECT RESULTS AND RESOURCES FRAMEWORK**

| <p><b>Intended Outcome as stated in the Country/ Regional/ Global Programme Results and Resource Framework:</b><br/>                 Outcome 1: National policies more effectively address challenges towards the achievement of Malaysia's national development goals (2003-2007)<br/>                 Outcome 2: Effectively responded to human development challenges and reduced inequalities (2008-2012)</p>  |   |   |   |  |
|--|---|---|---|--|
| <p><b>Outcome indicators as stated in the Country/ Regional/ Global Programme Results and Resources Framework, including baseline and targets.</b><br/>                 Increased capacity to assess human development needs (2003-2007)<br/>                 Strategic project implemented to support Malaysia's priority human development challenges, addressing inequalities and disadvantages (2008-2012)</p> |   |   |   |  |
| <p><b>Applicable MYFF Service Line:</b> Service line 1.4: Globalisation benefiting the poor</p>  |   |   |   |  |
| <p><b>Partnership Strategy</b><br/>                 Strengthening partnerships between UNDP and the Federal Government and state Government of Penang, in addition to fostering closer working relationship with civil society and the private sector towards the achievement of national development goals</p>  |   |   |   |  |
| <p><b>Project title:</b><br/>                 Transport for the Disabled: Support of the development of accessible transport in Penang</p>   |   |   |   |  |
| Intended Outputs   | Output Targets for 2008                               | Indicative Activities   | Responsible parties   | Inputs   |
| 1.1 Increased accessibility of the public transport system in Penang and the development of a strategy towards full accessibility  | i. Completion of Access Audit of transport facilities | 1.1.1 Audit inspection of: <ul style="list-style-type: none"> <li>• vehicles (buses, trains, taxis)</li> <li>• ferry terminals, train and bus stations and the airport (access to vehicles as well as to ticket booths, retail outlets, toilets etc)</li> <li>• infrastructure (bus stops, taxi pickup points, and surrounding pavements and pathways)</li> </ul> | Local/overseas consultants<br>Local NGOs for the Disabled<br>UPEN | Local – 3 persons month – USD 19,500<br><br>International – 2 persons week – USD 7,000 |



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|  | <p>ii. Completion of an accessible transport improvement strategy and to ensure that all future transport infrastructure and facilities are designed on a universal design basis</p> | <ul style="list-style-type: none"> <li>• availability of information on various transport systems</li> </ul> <p>1.1.2 Preparation of report to include detailed findings of audit inspections/ recommendations</p> <p>1.1.3 The drafting of an accessible transport improvement strategy based on the findings and recommendations of the audit report. This should include output and timeframe targets and, where possible, estimated costings. It should also include prioritisation of bus routes to be made accessible</p> <p>1.1.4 Access Building Requirements Awareness Training</p> <ul style="list-style-type: none"> <li>• To ensure that all stakeholders are aware of current Malaysian building regulations on accessibility and to introduce them to the</li> </ul> | <p>Penang State Govt<br/>MPPP, MPSP<br/>Transport Operators<br/>Other public service &amp; NGO stakeholders<br/>Working with the Local consultants</p> <p>Local/overseas consultants<br/>Penang State Govt , MPPP, MPSP<br/>Local Architects<br/>Other public service</p> | <p>Local consultants– 3 persons month – USD 19,500</p> <p>Local consultants– 1 persons month – USD 6,500</p> <p>International consultant – 2 persons week – USD 7,000</p> |
|--|--|--|---|---|

|  |   |   |   |   |
|--|---|---|---|---|
|  |   | <p>concept of universal design</p> <ul style="list-style-type: none"> <li>• Bus stop designs – to design barrier-free, cost-effective bus stops for larger main stops as well as smaller stops</li> </ul>   | stakeholders (eg. JKR, EPU)   |   |
| <p>1.2 To provide accessible transport to those who are excluded from using public transportation because of a very severe disability.</p> <p>To provide accessible transport in the immediate short-term while accessibility improvements to public transport are being implemented.</p> <p>To extend the accessible transport chain to the PWDs front door, where needed</p> | i. The establishment of a demand responsive door-to-door accessible transport service | <p>1.2.1 The provision of capacity enhancement training in the areas of:</p> <ul style="list-style-type: none"> <li>• vehicle modification</li> <li>• safety and security</li> <li>• passenger registration</li> <li>• demand management/ journey scheduling</li> <li>• resource mobilization/ fundraising</li> </ul> <p>1.2.2 The provision of one fully modified passenger van, with installed hydraulic lift and a wheelchair restraint system</p> | <p>Local consultants<br/>Selected NGO for the disabled<br/>UPEN</p> <p>UNDP</p>                       | <p>Local consultants<br/>3 person month<br/>USD 19,500</p> <p>USD 100,000</p> |
| <p>1.3 To increase the number of PWDs using the public transport system in Penang as accessibility improvements are introduced</p>   | i. Increase knowledge amongst PWDs of public transport options in Penang              | <p>1.3.1 The provision of Fixed Route Travel Training for PWDs with “hands-on” training on buses (to include identifying bus stops, understanding bus routes, using equipment for accessibility, ramps etc, communicating with drivers,), trains and ferries</p>  | <p>Local/overseas consultants<br/>Transport operators<br/>NGOs for the disabled<br/>PWDs<br/>UPEN</p> | <p>Local consultants<br/>4 person month<br/>USD 26,000</p>                    |

|  |   |   |  |  |
|--|---|---|--|--|
|  | <p>ii. Increase confidence levels in PWDs in using public transport</p> <p>iii. Improve customer service levels of transport operators when dealing with passengers with disabilities</p> | <p>1.3.2 Classroom training ( to address travel planning, participant's concerns in using a fixed route service, communication with transport company staff, and independent living skills)</p> <p>A series of disability awareness training workshops for front line staff of key transport operators in Penang will be organised so that they better understand the needs of persons with mobility, sensory and cognitive impairments and to remove communication, attitudinal and physical barriers.</p> |  |  |
|--|---|---|--|--|

## **PART III      MANAGEMENT ARRANGEMENTS**

The project will be governed by two main committees, namely the National Steering Committee (NSC) and the Technical committee (TC).

### **(a)              National Steering Committee (NSC)**

The National Steering Committee will be established to provide the overall guidance to the implementation of the project and will be chaired by the Department of Social Welfare at the Ministry of Women, Family and Community Development. Members of the NSC with members will consist of representatives from the State agencies, Economic Planning Unit, UNDP, Ministry of Transport, and other relevant stakeholders deemed appropriate.

### **(b)              Technical Working Committee (TWC)**

A Technical Working Committee will be established to handle all the technical matters relating to the study. The Chairman of the TWC shall be the Director of the Penang State Economic Planning Unit with members from the State Department of Social Welfare, State Department of Transport, State Department of Local Government, Local authorities, NGOs involved with PWDs, representatives from various organizations providing means of transportation such as Rapid Penang, Penang Port Sdn Bhd, and so on and other members deemed appropriate by the chairman of the TWC.

### **Consultants and technical support**

Technical support is proposed to be provided by local and international professionals at the technical and policy levels.

### **Project Assurance**

The Project Assurance role supports the Project Board by carrying out objective and independent project oversight and monitoring functions. This role ensures appropriate project management milestones are managed and completed. A UNDP Programme Officer will hold the Project Assurance role for the UNDP together with a representative from External Assistance, EPU representing the Government.

### **Project Manager**

The project will be managed by a Project Manager who has the authority to run the project on a day-to-day basis on behalf of the TWC and NSC within the constraints laid down by the TWC and NSC. The Project Manager is responsible for day-to-day management and decision-making for the project. The Project Manager's prime responsibility is to ensure that the project produces the results specified in the project document, to the required standard of quality and within the specified constraints of time and cost. The Project Manager will be assisted by a Project Assistant. UNDP will provide, if necessary the computer hardware such as a laptop and printer for the Project manager and Project Assistant who will be based at the Penang State Economic Planning Unit.

## **PART IV      MONITORING AND EVALUATION**

### **Annual Review**

An annual project review will be conducted during the fourth quarter of the year as a basis for assessing the performance of the project. In the last year of the project, the review will be a final assessment. The review will involve all key project stakeholders and the Implementing Partner, and will focus on the extent to which progress is being made towards outputs and that they remain aligned to appropriate outcomes. This review should update output targets and results achieved. An annual progress report (APR) prepared by the project Manager will be submitted to UNDP at the beginning of each year.

### **Provision of Financial Resources and Monitoring their Use**

Based on the approved work plan, UNDP will provide the required financial resources to the Implementing Partner to carry out the project activities during the annual cycle. Financial resources will be made available through direct payments. In this project, the Project Manager, based at Penang State UPEN will work closely with UNDP to monitor the use of the financial resources. The Project Manager is accountable for

- Managing UNDP's resources to achieve the expected results specified in the Project Document and approved work plan.
- Maintaining an up to date accounting system to ensure accuracy and reliability of financial reporting according to Government procedures and UNDP User Guide for disbursement of project funds, carried out by the implementing agent. Expenditures made should be in accordance with the project document, Annual Work Plans and budgets.

At the end of a quarter/year UNDP prepares a Combined Delivery Report (CDR) as an input to the review of financial resources. The Implementing Partner, i.e. State Penang Economic Planning Unit should sign this CDR.

A project revision shall be made when appropriate; to respond to changes in the development context or to adjust the design and resources allocation to ensure the effectiveness of the project provided that the project remains relevant to the Country Programme. A project revision shall be supported by the record of an approval decision made by the project Steering Committee, and an updated and signed AWP. UNDP will track all justifications within Atlas. However, changes to a the project that do not affect the scope(outputs), completion date or total estimated cost do not require a revision approved by the Steering Committee provided that the redeployment of resources is within the project framework and its financing arrangements.

### **Procurement**

Procurement on the project should be based on policies and procedures outlined in the Government procurement procedures as well as UNDP Procurement User Guide for all Government executed procurement carried out on behalf of the project. Any procurement actions carried out by UNDP for the project implementation are required to follow the policies and procedures outlined in the UNDP Procurement User Guide.

## **Audit Requirements**

As with all nationally executed projects, the project must be audited at least once in its lifetime, in accordance with UNDP procedures as approved in writing by the Government from time to time. The objective of the audit is to provide the UNDP Administrator with the assurances that UNDP resources are being managed in accordance with:

1. The financial regulations, rules, practices and procedures prescribed for the project:
2. The project document and work plans, including activities, management and the project implementation arrangements, monitoring, evaluation, and reporting provisions
3. The requirements for execution in the areas of management, administration and finance.

While the Government is responsible for ensuring that the audit requirements are met, the project may be subject to audit by the auditors of UNDP, and UNDP shall have right of access to the relevant records.

The Government's own auditors i.e. the Auditor-General's Office will conduct the audit. The Government must ensure that the audit is performed in accordance with the generally accepted standards and ensure that the audit report is duly reviewed and will reach UNDP Headquarters via the UNDP Malaysia office by 30 April of each year.

## **In-Kind contribution**

In addition to the financial resources from UNDP, the Implementing Partner, Penang State Economic Planning Unit and the executing agency, the Department of Social Welfare will provide the following in-kind contribution:

- Help to gain access to all relevant data and information required to undertake the study.
- Office space (i.e. room/workspace) for consultants, the Project Manager and Project Assistant.
- Use of office support facilities (e.g. computers, fax, stationary, Photostat machine, telephone, local transport), and secretarial support where applicable.
- Facilities for convening meetings.

## **Monitoring and Documentation**

As part of the monitoring process, four reports should be produced by the consultants and they are as follows with an indicative timing of submission. The approval of reports is subject to the endorsement of the Technical Working Committee and the National Steering Committee.

### **1. Inception report (30 copies)**

The inception report should provide the description of activities to be undertaken, the adopted methodology, detailed work plan (containing clear delegation of work and its timeline), the final list of experts, stakeholders and organizations/networks involved.

The will be prepared after the first meeting and should be submitted by the end of the first month.

**2. *Interim report (30 copies)***

The interim report shall include interim findings, revised objectives of the working group and shall be submitted by the end of the sixth month of the project.

**3. *Draft final report (30 copies)***

The draft final report shall be submitted six months after the approval of the Interim report.

**4. *Final report (60 copies)***

The final report shall be submitted after three months after the meeting held to discuss the draft final report.

**PART V      LEGAL CONTEXT**

This project document shall be the instrument envisaged in the Supplemental Provisions to the Project Document. The Supplemental Provisions to the Project Document is a standard annex to project documents that is used in countries which are not parties to the Standard Basic Assistance Agreement (SBAA). The Supplemental Provisions outlines the specific basic conditions under which UNDP assists the Government in carrying its development programmes. It specifies the UNDP privileges and immunities, the forms of assistance, the management arrangements, the role of the Government and the executing agency, resources, costs and general provisions. The host country-implementing agency shall for the purpose of the Supplemental Provisions to the Project Document, refer to the Government Cooperating agency described in the Supplemental Provisions.

All activities stipulated in the Project Document shall be implemented accordingly. However, should there be a need to make changes/modifications to any of the agreed activities, all signatories of the Project Document must concur, before such changes are made.

The following types of revisions may be made to this project document with the signature of the UNDP principal project representative and the Government of Malaysia, provided he or she is assured that the other signatories of the project document have no objection to the proposed changes:

1. Revisions in, or addition of, any of the annexes of the project document [with the exception of the Standard Legal Text for non-SBAA countries which may not be altered and the agreement to which is a pre-condition for UNDP assistance].
2. Revisions which do not involve significant changes in the immediate objectives, outputs or activities of a project, but are caused by the rearrangement of inputs already agreed to or by cost increases due to inflation; and

3. Mandatory annual revisions which re-phase the delivery of agreed project inputs or increased expert or other costs due to inflation or to take into account agency expenditure flexibility.”

### **Confidentiality**

The Parties shall undertake that neither Party shall disclose or distribute any confidential information, documents or data received or supplied to the other Party in the course of the implementation of this Project Document and any other agreements made pursuant to this Project Document, to any third party except to the extent as authorised in writing to do so by the other Party.

Both the Parties agree that the provisions of this Article shall continue to be binding between the Parties notwithstanding the expiry or termination of this Project Document.

### **Suspension**

Each Party reserves the right for reasons of national security, national interest, public order or public health to suspend temporarily, either in whole or in part, the implementation of this Project Document which suspension shall take effect immediately after notification has been given to the other Party in writing.

### **Revision, Modification and Amendment**

Any Party may request in writing a revision, modification or amendment of all or any part of this Project Document. Any revision, modification or amendment agreed to by the Parties shall be reduced into writing and shall form part of this Project Document. Such revision, modification or amendment shall come into force on such date as may be determined by the Parties. Any revision, modification or amendment shall not prejudice the rights and obligations arising from or based on this a Project Document prior or up to the date of such revision, modification or amendment.

### **Arbitration**

Any dispute, which cannot be resolved amicably, shall be settled by arbitration in accordance with the Arbitration Act 1952 [Act 93] and the rules of arbitration as adopted by the Regional Centre for Arbitration at Kuala Lumpur.

The number of arbitrators shall be three (3), with one (1) arbitrator to be appointed by UNDP and one (1) arbitrator by the Government and the third to be agreed between the two (2) nominated arbitrators. If the two (2) arbitrators fails to agree on the person to be nominated, on the application of either Party hereto the same shall be appointed by the Director of the Regional Centre of Arbitration in Kuala Lumpur.

Any such reference to arbitration shall be deemed to be a submission to arbitration within the meaning of the Arbitration Act 1952.



The decision of the panel of arbitrators shall be final and binding on both Parties. The arbitrator shall have the power to order specific performance of any obligation under this Project Document.

### **Entry into Force, Duration and Termination**

This Project Document shall enter into force on the Starting Date and shall remain in force until the Completion Date unless on of the Parties notify the other Party of its intention to terminate this Project Document by a notice in writing, at least six (6) months prior to the date of the intended termination.

The termination of the Project Document shall not affect the implementation of on going activities/programmes which have been agreed upon prior to the date of the termination of this Project Document.

### **Protection of Intellectual Property Rights**

The protection of intellectual property rights shall be enforced in conformity with the national laws and regulations of Malaysia and with other international agreements signed by the Parties.

The use of the name, logo and/or official emblem of any of the Parties on any publication, document and/or paper is prohibited without the prior written approval of Party concerned.

Notwithstanding anything in paragraph 1 above, the intellectual property rights in respect of any technological development, products and services development, carried out:

1. Jointly by the Parties or the research results obtained through the joint effort of the Parties, shall be owned by the Parties in accordance with the terms to be mutually agreed upon; or
2. Solely and separately by the Party or the research results obtained through the sole and separate effort of the Party, shall be solely owned by the Party concerned.

## ANNEX I

1. The value of the payment, if made in a currency other than United States dollars, shall be determined by applying the United Nations operational rate of exchange in effect on the date of payment. Should there be a change in the United Nations operational rate of exchange prior to the full utilization by the UNDP of the payment, the value of the balance of funds still held at that time will be adjusted accordingly. If, in such a case, a loss in the value of the balance of funds is recorded, UNDP shall inform the Government with a view to determining whether any further financing could be provided by the Government. Should such further financing not be available, the assistance to be provided to the project may be reduced, suspended or terminated by UNDP.
2. The above schedule of payments takes into account the requirement that the payments shall be made in advance of the implementation of planned activities. It may be amended to be consistent with the progress of project delivery.
3. UNDP shall receive and administer the payment in accordance with the regulations, rules and directives of UNDP.
4. All financial accounts and statements shall be expressed in United States dollars.
5. If unforeseen increases in expenditures or commitments are expected or realized (whether owing to inflationary factors, fluctuation in exchange rates or unforeseen contingencies), UNDP shall submit to the government on a timely basis a supplementary estimate showing the further financing that will be necessary. The Government shall use its best endeavors to obtain the additional funds required.
6. If the payments referred above are not received in accordance with the payment schedule, or if the additional financing required in accordance with paragraph above is not forthcoming from the Government or other sources, the assistance to be provided to the project under this Agreement may be reduced, suspended or terminated by UNDP.
7. Any interest income attributable to the contribution shall be credited to UNDP Account and shall be utilized in accordance with established UNDP procedures.  
In accordance with the decisions and directives of UNDP's Executive Board:  
The contribution shall be charged:
  - (a) 6% cost recovery for the provision of general management support (GMS) by UNDP headquarters and country offices
  - (b) Direct cost for implementation support services (ISS) provided by UNDP and/or an executing entity/implementing partner.
8. Ownership of equipment, supplies and other properties financed from the contribution shall vest in UNDP. Matters relating to the transfer of ownership by UNDP shall be determined in accordance with the relevant policies and procedures of UNDP.
9. The contribution shall be subject exclusively to the internal and external auditing procedures provided for in the financial regulations, rules and directives of UNDP."

## ANNEX II

### **UNDP Annual Work Plan Monitoring Tool**

Together with project issue/ risk logs, the following AWP Monitoring Tool should be used for the project review purpose.

**Expected Outputs and Indicators:** List all CP outputs and indicators, including annual targets

**Planned Activities:** List all the activities including monitoring and evaluation activities, including evaluations, field monitoring visits, technical backstopping missions, and audits to be undertaken during the year towards stated CP outputs

**Expenditures:** List actual expenditures against activities complete

**Results of Activities:** For each activity, state the results of the activity

**Progress towards Achieving CP Outputs:** Using data on annual indicator targets, state progress towards achieving the CP outputs. Based on the updated project issue/ risk logs, comment on factors that facilitated and/or constrained achievement of results including:

- Whether risks and assumptions as identified in the CP M&E Framework materialized or whether new risks emerge
- Internal factors such as timing of inputs and activities, quality of products and services, coordination and/or other management issues

**The Annual Work Plan (AWP) Monitoring Tool**

Year \_\_\_\_\_

CP Component \_\_\_\_\_

Executing Entity \_\_\_\_\_

| <b>EXPECTED OUTPUTS AND INDICATORS</b><br>including annual targets  | <b>PLANNED ACTIVITIES</b><br><i>List all the activities including monitoring and evaluation activities to be undertaken during the year towards stated CP outputs</i> | <b>EXPENDITURES</b><br><i>List actual expenditures against activities completed</i> | <b>RESULTS OF ACTIVITIES</b><br><i>For each activity, state the results of the activity</i> | <b>PROGRESS TOWARDS ACHIEVING OUTPUTS</b><br>Using data on annual indicator targets, state progress towards achieving the CP outputs. Where relevant, comment on factors that facilitated and/or constrained achievement of results including: <ul style="list-style-type: none"> <li>▪ <i>Whether risks and assumptions as identified in the CP M&amp;E Framework materialized or whether new risks emerged</i></li> <li>▪ <i>Internal factors such as timing of inputs and activities, quality of products and services, coordination and/or other management issues</i></li> </ul> |
|---|---|---|---|---|
| <b>OUTPUT 1:</b><br><br>INDICATOR 1.1 WITH TARGET FOR THE YEAR:<br><br>INDICATOR 1.2 WITH TARGET FOR THE YEAR:<br><br>INDICATOR 1.3 WITH TARGET FOR THE YEAR: |   |   |   |   |
| <b>OUTPUT 2:</b><br><br>INDICATOR 2.1 WITH TARGET FOR THE YEAR:<br>ETC.   |   |   |   |   |

### **Annex III**

#### **Terms of Reference for National Steering Committee (NSC)**

The National Steering Committee will be established to provide the overall guidance to the implementation of the project and will be chaired by the Department of Social Welfare at the Ministry of Women, Family and Community Development. Members of the NSC with members will consist of representatives from the State agencies, State Economic Planning Unit, Federal Economic Planning Unit, UNDP, Ministry of Transport, and other relevant stakeholders deemed appropriate.

The NSC will meet after the receipt of each project report and or twice a year, whichever is more, and have the following responsibilities:

1. Provide Policy guidance on matters pertaining to the implementation of the project.
2. Monitor and evaluate the implementation of the project towards fulfilment of the objectives stated in the project document.
3. Coordinate and manage overall project activities and budget.
4. Review and comment on proposed work plan and budget.
5. Initiate remedial actions to overcome all constraints in progress of the project;
6. Review and approve relevant changes to the project design.
7. Coordinate the roles of the various organisations involved in the execution of the project and ensure harmony with related activities.
8. Review and approve progress and technical reports.

The NSC may choose to co-opt other members, such as NGOs and local community representatives, as may be necessary.

**Annex IV**  
**Terms of Reference for the Technical Working Committee (TWC)**

A Technical Working Committee will be established to handle all the technical matters relating to the study. The Chairman of the TWC shall be the Director of the Penang State Economic Planning Unit with members from the State Department of Social Welfare, State Department of Transport, State Department of Local Government, Local authorities, NGOs involved with PWDs, representatives from various organizations providing means of transportation such as Rapid Penang, Penang Port Sdn Bhd, and so on and other members deemed appropriate by the chairman of the TWC. The TWC will be specifically responsible for:

1. Provide guidance and decisions on matters pertaining to the technical aspects of the project.
2. Monitor and evaluate the technical implementation of the project towards fulfillment of the objectives stated in the project document.
3. Review and comment on the proposed technical work plan and budget.
4. Regular monitoring of the progress of the project and recommend approved technical reports to the NSC.

## **Annex V**

### **Terms of Reference For National Project Director**

National Project Director is a staff member of the Government implementing agency of a UNDP- supported project. His/her main responsibility is to co-ordinate project activities among the main parties to the project: the Government co-coordinating authority, the consultants, and UNDP.

Specifically, he/she works in close collaboration with UNDP staff and his/her responsibility include:

- Ensuring that the project document and project revisions requiring Government's approval are processed through the Government co- coordinating authority , in accordance with established procedures;
- Preparing work plans in discussion with the consultants and UNDP;
- Mobilizing national institutional mechanisms for smooth progress of project;
- Providing formal project/deliverable sign-off and acceptance;
- Reviewing project status reports;
- Providing direction and guidance on project-related issues;
- Providing advice and guidance to the project team.

## **Annex VI**

### **Terms of Reference for Project Manager**

The Project Manager (PM) will be primarily focused on the administrative, financial and operational aspects of the project. The PM's role is also to manage and coordinate the implementation of various project activities in ensuring quality and timeliness of activities and delivery of outputs. He/She will be based at the Penang State Economic Planning Unit.

The specific tasks of the Project Manager are to:

- Provide the direction for the project, in addition to managing and coordinating the implementation of project related tasks in ensuring quality and timeliness of activities and outputs.
- Liase and work closely with the local regional focal points and project beneficiaries.
- Report regularly to the National Steering Committee and Technical Committee on the development of the study.
- Maintain close contact with focal points from the UNDP and other stakeholders, indicating any estimated changes to the work plan, and proposing a budget revision, when appropriate.
- Ensure that the requisite allocations are available, in accordance with the agreed budget, and established schedules of payment, if any, in consultation with State UPEN and UNDP.
- Coordinate and facilitating the work of multiple component teams engaged in the implementation of project activities.
- Work closely with the lead international consultant and key stakeholders in the drafting and preparation of relevant Terms of Reference for international and local consultants.
- Monitor the project funds, resources and prepares the progress and financial reports of the project when required.
- Maintaining up-to-date accounting system to ensure accuracy and reliability of financial reporting
- Be responsible for the delivery of the project results and final outputs.
- Establishing a monitoring plan for activities implemented by project consultants.
- Be actively involved in the preparation of relevant knowledge products (including, publications and reports).

**Duration:** 18 months

**Qualifications and skills:**

1. Degree or its equivalent in Social Science, Social Work, Human Resources or related discipline, and an MBA would be an advantage. Work experience in lieu of formal qualifications will also be considered.
2. At least 5-7 years experience in a supervisory capacity in NGO or private sector, with a good understanding of developmental issues.
3. Some knowledge on PWDs, transportation issues and other relevant subject area would be advantageous. Knowledge of the local conditions in Penang would be desirable.
4. Be proactive, energetic, committed and innovative.



5. Have good interpersonal skills, diligent, open minded and dedicated.
6. Flexible and mature person.
7. Excellent writing and organisation skills. Fully competent in English and Bahasa Malaysia.
8. Project management experience will be an asset and he/she must be able to work independently.

## **Annex VII**

### **Terms of Reference for Project Assistant**

#### *Summary of Responsibilities*

The Project Assistant, based at the State Economic Planning Unit in Penang will provide administrative support for the successful and effective implementation of the project. The incumbent who is successful will be expected to perform a variety of duties and functions, including the following:

#### *Project and administrative Support*

1. Serve as the administrator for all aspects of project implementation, research and communication;
2. Draft and follow up on correspondence;
3. Maintain database with key contacts and resources in line ministries;
4. Manage information flow to meet all reporting requirements;
5. Maintain files and retrieval systems;
6. Performing the function of ATLAS General User, creating POs and vouchers, and other relevant ATLAS processes;
7. Monitor and analyse data as referred in Atlas ensuring consistency and accuracy in terms of delivery, cost-sharing etc;
8. Provide support for workshops and training programmes;
9. Assist with the preparation of presentations, project briefs, research and reports;
10. Assist in all aspects of project management and research; and
11. Perform other duties as required.

Duration: 18 months

Reports to: Director, Department of Social Welfare

#### **Qualifications:**

1. A Diploma or pre-university qualification, or any equivalent qualification relevant to UNDP's practice areas will be highly advantageous.
2. Experience in administrative, financial and development field will be an added advantage; and
3. Knowledge and experience in Internet/Website research.
4. Fluent in English and Bahasa Malaysia (written and spoken);

## **Annex VIII**

### **Terms of Reference for Local Consultants**

The focus of this project is on activities to support the development of a fully accessible public transport in Penang as well as the establishment of a demand responsive, door-to-door transport service

#### **Scope of work**

The consultants will be expected to carry out the following tasks:-

- Advise and prepare materials to support and facilitate an audit inspection of transportation in Penang
- Prepare an audit report detailing the findings from the audit access
- Draft an accessible transport improvement strategy, working with relevant stakeholders
- Train and prepare materials related to access building requirements/universal design
- Provision of training on the establishment and management of a door-to-door transport service
- Training on the provision of fixed route travel for PWDs
- Facilitate disability awareness training workshops

#### **Qualifications and Experience**

1. A higher degree in Development Studies, Social Work or Social Science.
2. Deep knowledge (10 years or more of consulting experience) of the subject matter, especially in accessible transportation for PWDs.
3. Possess excellent writing, communication and organization skills
4. Have good knowledge on Malaysia's (with special reference to Penang) developmental issues.
5. Be fluent in English.
6. Have experience working in a multicultural environment.
7. Have excellent computer skills.
8. Be proactive, energetic, committed and innovative.

## **Annex IX**

### **Terms of Reference for International Consultant**

#### Scope of work

The following tasks will be performed by the International Consultant, working closely with the local consultants and other local resource persons and stakeholders:

- Prepare a concise report on international best practices from relevant and appropriate countries of successful development of accessible transportation for PWDs
- Assist and advise on the preparation materials to support and facilitate an audit inspection of transportation in Penang
- Provide comments/inputs into an audit report detailing the findings from the audit access
- Assist and advise on the preparation of materials related to access building requirements/universal design

Duration: Approximately 1 month over a 18 month period

#### **Qualifications and Experience**

- A Masters degree or PhD in social science or related discipline
- Deep knowledge (10 years or more of practical experience) in the area of accessible transportation for PWDs
- Demonstrated ability to speak and write professionally in English with Bahasa Malaysia an advantage;
- Ability to work independently with strong sense of initiative, discipline, self-motivation and team work;
- Preferably having experience of working in multi-cultural and interdisciplinary teams.
- Be proactive, energetic, committed and innovative.

### Estimated project timeline

| Activities  | Months                      |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |
|---|-----------------------------|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|
|   | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| Audit inspection  | ■                           | ■ | ■ |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |
| Audit report preparation  |                             |   |   | ■ | ■ | ■ |   |   |   |    |    |    |    |    |    |    |    |    |
| Submission of inception report  | ■                           |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |
| Drafting of an accessible transport improvement strategy<br>Finalizing in months 15 and 16    |                             |   |   |   |   |   | ■ | ■ | ■ | ■  | ■  | ■  |    |    | ■  | ■  |    |    |
| Access Building Requirements/Universal Design Training  |                             |   |   | ■ | ■ |   |   |   |   |    |    |    |    |    |    |    |    |    |
| Bus Stop Design   |                             |   |   |   | ■ | ■ | ■ |   |   |    |    |    |    |    |    |    |    |    |
| Submission of interim report  |                             |   |   |   |   | ■ |   |   |   |    |    |    |    |    |    |    |    |    |
| Submission of draft final report  |                             |   |   |   |   |   |   |   |   |    |    | ■  |    |    |    |    |    |    |
| Submission of final report  |                             |   |   |   |   |   |   |   |   |    |    |    |    |    | ■  |    |    |    |
| Provision of training on the establishment and management of a door-to-door transport service | ■                           | ■ |   |   |   |   |   | ■ | ■ |    |    |    |    |    |    |    |    |    |
| Donation of fully modified van  |                             |   |   |   |   |   | ■ |   |   |    |    |    |    |    |    |    |    |    |
| Provision of Fixed Route Travel Training for PWDS   |                             |   |   |   |   |   |   |   | ■ | ■  |    |    |    |    |    |    |    |    |
| Disability awareness training workshops for front line staff of key transport operators       |                             |   |   |   |   |   | ■ | ■ |   |    |    |    |    |    |    |    |    |    |
| Knowledge Product   |                             |   |   |   |   |   |   |   |   |    |    |    |    |    | ■  | ■  | ■  | ■  |
| Final seminar to share findings from project  |                             |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    | ■  |
| Awareness campaign  | Ongoing with 3-4 key events |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |

