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Users' preferences on the provision of facilities for mass rapid transit sungai buloh - Subang - Putrajaya Line (MRT2) stations

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Abstract

National Transport Policy (2019-2030) strives to improve the transportation sector towards a conducive and competitive sector while fulfils the demands of people. The new development of Mass Rapid Transit (MRT2) Sungai Buloh - Subang - Putrajaya Line is expected to complete in 2022 and would benefit 529,000 users. This paper analyses the preferences of users on the facility provision at mass rapid transit stations in the local context. This paper was based on secondary and primary data sources such as official documents, websites and data collected for the Integrated MRT2 Land Use Masterplan. Document analysis method was employed to review official sources from public transport providers across selected benchmarked countries. Six categories of facility at mass rapid transit stations were evaluated using 40 criteria. Results suggested improvements are needed in barrier-free considerations and convenient facilities. Statistical analyses, involving descriptive and inferential analyses, were conducted. The results show that gender and travel time to station influenced users' preferences on facilities needed at stations. This paper suggests that certain criteria of facilities must be considered based on universal needs of the population to encourage usage of MRT2 as public transport as well as to provide convenient travel experiences. © 2021 by MIP

Author Keywords

Mass rapid transit station; MRT2; Perception study; Public facility

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